



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
06-FEB-2013
Repository
Reference No.
10496585

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City FITCHBURG State MA Zip Code [Redacted]

Daytime Telephone Number [Redacted]
Evening Telephone Number [Redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
5XYZHDAG2CC [Redacted]
Make HYUNDAI Model SANTA FE Model Year 2012
Date Purchased 10/18/11 Dealer's Name and Telephone Number Herb Connolly Hyundai (508) 598-3893 Engine: No: Cylinders Fuel Type:
Original Owner Dealer's City Framingham State MA Zip Code 01702
Transmission Type Antilock Brakes Cruise Control Powertrain Multiple Failure: Yes Incident Date(s) 1st incident 27-JAN-2013 5/25/12

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN Failure Mileage 24549 Failure Speed 65
First at 9805

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)

Crash Yes No Fire Yes No
Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2012 HYUNDAI SANTA FE. THE CONTACT STATED THAT WHILE DRIVING AT 65 MPH, THE VEHICLE LOST ACCELERATION POWER AND DID NOT ACCELERATE OVER 30 MPH. THE ENGINE HAD TO BE SHUT OFF FOR THE VEHICLE TO REGAIN ACCELERATION. THE DEALER REPLACED THE THROTTLE BODY AND THE COMPUTER SYSTEM WAS UPDATED. LESS THAN TWO WEEKS LATER, THE FAILURE RECURRED. THE VEHICLE WAS RETURNED TO THE DEALER AND THE THROTTLE BODY WAS AGAIN REPLACED AND THE CONTACT WAS AWAITING THE RESULTS OF MORE TESTING. THE MANUFACTURER WAS NOTIFIED AND ADVISED HER TO TAKE THE VEHICLE TO A DIFFERENT DEALER. THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 24,549.

First failure at 9805 miles 4th at 25899
2nd at 11338 miles
3rd at 24549 miles


Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint: 10496585
Date: Monday, February 25, 2013 10:55:17 AM
Attachments: [Moore_VOQ.pdf](#)
[Moore_Attachment1.pdf](#)
[Moore_Attachment2.pdf](#)
[Moore_Attachment3.pdf](#)
[Moore_Attachment4.pdf](#)
[Moore_Attachment5.pdf](#)
[Moore_Attachment6.pdf](#)
[Moore_Attachment7.pdf](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Monday, February 25, 2013 10:51 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Follow up to ODI Complaint: 10496585


Sent: Sunday, February 24, 2013 9:32 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Follow up to ODI Complaint: 10496585

To Whom it May Concern,

In response to your recent email, please find attached a completed VOQ form as well as additional documentation related to the concern with my leased Hyundai Santa Fe. If you have any questions or would like any additional information, I would be happy to speak with you.

Sincerely,



Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email todataquality@dot.gov or fax to [\(202\) 366-1767](tel:2023661767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

Customer Number: [REDACTED]

Invoice No: [REDACTED]



INVOICE
DUPLICATE 1
PAGE 1

WHO CARES? WE DO! "WE CARE ABOUT YOU"
520 Worcester Rd. Framingham, MA 01702
(508) 879-0300 ext. 136
Fax: 508-879-1915
www.connollyhyundai.com

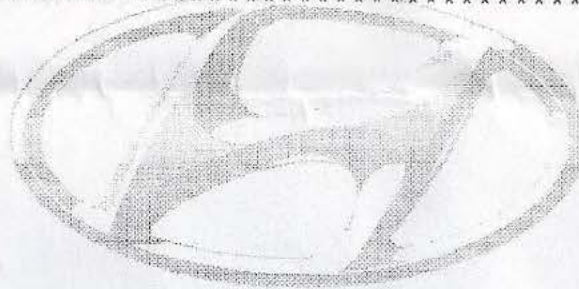
SHREWSBURY, MA

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]
Email: EMAIL [REDACTED] HOME

SERVICE ADVISOR: 911 BRIAN E ZOMPETTI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
S5B-RAS	12	HYUNDAI SANTA FE	5XYZHDAG2CG [REDACTED]		24549 24742		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18OCT11			18:00 25JAN13			CASH	25JAN13
R.O. OPENED	READY	OPTIONS: STK:10204 1)WENS PROPHETE					
17:46 25JAN13	17:53 25JAN13						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	CHECK ENGINE LIGHT IS ILLUMINATED-CHECK AND REPORT CEL SCAN TEST P0638, PERFORMED AVAILABLE ECM UPDATE, AND CLEARED CODES. TECH THEN TEST DROVE OVER 150 MILES AND LIGHT OR CODE DID NOT RETURN 274 ISP					(N/C)
CONDITION DID NOT RETURN, NO CODES PRESENT, VEH IS GOOD AT THIS TIME DISCLAIMER: THIS RO WAS REQUESTED BY CUSTOMER FOR FURTHER EXPLANATION.							



HYUNDAI

Herb Connolly HYUNDAI

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

COMPLETE BODY SHOP AND PAINT FACILITIES
HERB CONNOLLY AUTO BODY (508) 879-0300
"DOMESTIC AND FOREIGN CAR SPECIALISTS"

Who cares? We do! "We Care About You"

TELEPHONE (508) 879-0300 Ext.136 * Fax: 508-879-1915
520 Worcester Rd. Framingham, MA 01702

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
LESS INSURANCE/COUPONS	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

INVOICE

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PAGE 1

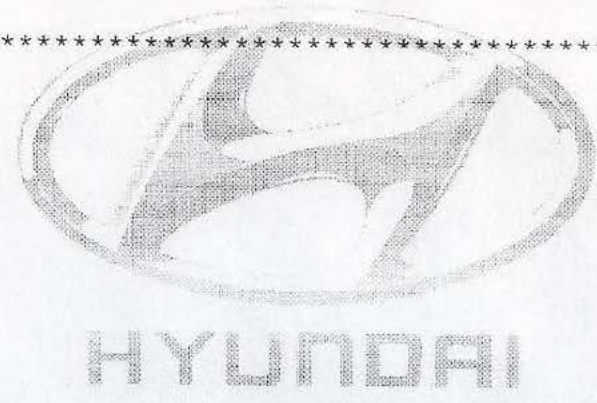
SHREWSBURY, MA [REDACTED]
 Home: 508-272-9503 Bus: [REDACTED] Cell: [REDACTED]
 Email: EMAIL [REDACTED] HOME

SERVICE ADVISOR: 199 ASHLEY ROBIDOUX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
S5B-RAS	12	HYUNDAI SANTA FE	5XYZHDAG2CG [REDACTED]		24549 24549	848	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18OCT11			WAIT 21JAN13			CASH	21JAN13
R.O. OPENED	READY	OPTIONS: STK:10204 1)WENS PROPHETE					
12:52 21JAN13	14:29 21JAN13						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	CHECK ENGINE LIGHT IS ILLUMINATED-CHECK AND REPORT MISC TECH FOUND CODE P0638. PERFORMED AVAILABLE ECM UPDATE AND CLEARED CODES. IF LIGHT/CODE DOES RETURN, MORE DIAGNOSIS WILL BE NEEDED.					
		274	ISP				(N/C)

B	CUSTOMER STATES LIGHT IS OFF NO BUT WHEN IT COMES ON, VEHICLE WILL NOT ACCELERATE ABOVE 30MPH. CHECK AND ADVISE.						
	MISC SEE LINE A.	274	ISP				(N/C)



Herb Connolly HYUNDAI

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ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	\$ 0.00
	PARTS AMOUNT	\$ 0.00
	GAS, OIL, LUBE	\$ 0.00
	SUBLET AMOUNT	\$ 0.00
	MISC. CHARGES	\$ 0.00
	TOTAL CHARGES	\$ 0.00
	LESS INSURANCE/COUPONS	\$ 0.00
	SALES TAX	\$ 0.00
	PLEASE PAY THIS AMOUNT	\$ 0.00
	X CUSTOMER SIGNATURE	

--- 1 of 3 - Dealer: HCH-S -----

RO No: 322377 Opened: 25JUN12 Closed: 29JUN12 Mileage: 11338
Line Code: A Booker: 199 Comeback: N
Complaint: CUST STATES CHECK ENGINE LIGHT CAME ON AND VEHICLE WOULD NOT A
Cause: 06

CONCERN CODE: 69

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
199	274	WPH	35100RIC		BODY ASSY-THROTTLE AND/OR GASKET(LAMBD A)			
			PARTS\$	253.17	LABOR\$	39.58	MISC\$	0.00
199	274	WPH	35100RQ0		DIAGNOSTIC TOOL OPERATION			
			PARTS\$	0.00	LABOR\$	29.69	MISC\$	0.00

Line Code: B Booker: 199 Comeback: N

Complaint: DL CONNOLLY LOANER VEHICLE

Cause: R5

CONCERN CODE: R2

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
199	274	WPHR	DL		CONNOLLY LOANER VEHICLE			
			PARTS\$	0.00	LABOR\$	0.00	MISC\$	0.00
199		WPHR	9999		CONNOLLY LOANER			
			PARTS\$	0.00	LABOR\$	0.00	MISC\$	75.00

Press S#, Return for next page, EST#, ?, or E to Exit:

--- 2 of 3 - Dealer: HCH-S -----

RO No: 321374 Opened: 25MAY12 Closed: 25MAY12 Mileage: 9805
Line Code: A Booker: 911 Comeback: N
Complaint: CEL C/S CHECK ENGINE LIGHT IS ILLUMINATED-CHECK AND REPORT
Cause: 40

CONCERN CODE: 69

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
911	167	WPH	39110F6F		ECM UPGRADE			
			PARTS\$	0.00	LABOR\$	29.69	MISC\$	0.00

--- 3 of 3 - Dealer: HCH-S -----

RO No: 315002 Opened: 20OCT11 Closed: 20OCT11 Mileage: 75
Line Code: A Booker: 74 Comeback: N
Complaint: 20 PERFORM STATE INSPECTION STICKER
Cause:

SA.....	TECH...	TYPE.	OPCODE..	CB-RO.....	DESCRIPTION.....			
74	160	ISTIC	20		PERFORM STATE INSPECTION STICKER			
			PARTS\$	0.00	LABOR\$	29.00	MISC\$	0.00

Press B, S#, EST#, ?, or E to Exit:

Lessor Name and Business Address HERB CONNOLLY HYUNDAI 520 WORCESTER ROAD FRAMINGHAM, MA 01702	Lessee(s) Name(s) and Residence Address(es) <div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> SHREWSBURY MA <div style="background-color: black; width: 50px; height: 15px; display: inline-block;"></div> County: N/A
--	--

1. Parties and Agreement to Lease. In this Lease, "you" and "your" mean the lessee. "We," "us" and "our" mean the original lessor and the party to whom the original lessor intends to assign the Lease. These terms, conditions and disclosures govern your lease with us and after assignment, with the party to whom we have assigned the Lease (the "Assignee"). Disclosures in this Lease are made on behalf of the lessor, and after assignment, on behalf of the Assignee shown below. Each of you who signs the Lease is individually liable to us for all Lease obligations. You are leasing the Vehicle described below (the "Vehicle") from us. You agree to pay all amounts due under the Lease and fulfill all your obligations under the Lease. You intend to use the Vehicle primarily for personal, family or household purposes unless the "Business, Commercial or Agricultural Purpose Lease" box above is checked. In this Lease, "e" means an estimate. The Consumer Leasing Act Disclosures shown below are also terms of this Lease.

2. Description of the Leased Property (The "Vehicle")						
New/Used	Year	Make	Model	Body Style	Vehicle ID #	Odometer
NEW	2012	HYUNDAI	SANTA FE	UTIL	5XYZHDAG2C6 <div style="background-color: black; width: 40px; height: 15px; display: inline-block;"></div>	64

3. CONSUMER LEASING ACT DISCLOSURES			
Amount Due at Lease Signing or Delivery (Itemized below)* \$ <u>4015.25</u>	Monthly Payments Your first monthly payment of \$ <u>337.25</u> is due on <u>10/18/2011</u> followed by <u>35</u> payments of \$ <u>337.25</u> due on the <u>17TH</u> of each month. The total of your monthly payments is \$ <u>12141.00</u>	Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the Vehicle) \$ <u>400.00</u> <u>N/A</u> \$ <u>N/A</u> <u>N/A</u> \$ <u>N/A</u> Total \$ <u>400.00</u>	Total of Payments (The amount you will have paid by the end of the Lease) \$ <u>16219.00</u>

*Itemization of Amount Due at Lease Signing or Delivery			
Amount Due at Lease Signing or Delivery: Capitalized cost reduction \$ <u>3000.00</u> First monthly payment \$ <u>337.25</u> Refundable security deposit \$ <u>N/A</u> Refundable reconditioning reserve \$ <u>N/A</u> Title fees \$ <u>125.00</u> Registration fees \$ <u>N/A</u> <u>TAX ON CAP RED</u> \$ <u>125.00</u> <u>DOC FEE</u> \$ <u>428.00</u> Total \$ <u>4015.25</u>	How the Amount Due at Lease Signing or Delivery will be paid: Net trade-in** allowance \$ <u>N/A</u> Rebates and noncash credits \$ <u>1000.00</u> Amount to be paid in cash \$ <u>3015.25</u> Total \$ <u>4015.25</u>		

Your monthly payment is determined as shown below:	
Gross capitalized cost. The agreed upon value of the Vehicle (\$ <u>28321.72</u>) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance). Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost. Adjusted capitalized cost. The amount used in calculating your base monthly payment. Residual value. The value of the Vehicle at the end of the Lease used in calculating your base monthly payment. Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term. Rent charge. The amount charged in addition to the depreciation and any amortized amounts. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge. Lease payments. The number of payments in your Lease (This is also the number of months in your Lease). Base monthly payment. Monthly sales/use tax. <u>N/A</u> <u>N/A</u>	\$ <u>29416.72</u> - \$ <u>3000.00</u> = \$ <u>26416.72</u> - \$ <u>16777.95</u> = \$ <u>9638.77</u> = \$ <u>1787.99</u> + \$ <u>11426.76</u> = \$ <u>36</u> = \$ <u>317.41</u> + \$ <u>19.84</u> + \$ <u>N/A</u> + \$ <u>N/A</u> = \$ <u>337.25</u>

Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of 0.20 c per mile.

Purchase Option at End of Lease Term. You have an option to purchase the Vehicle at the end of the Lease term for \$ 16777.95 and a purchase option fee of \$ N/A. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

Other Important Terms. See your lease documents for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

4. **Description of the Trade-In Vehicle	
Year <u>N/A</u> Make <u>N/A</u> Model _____	Gross Amount of Trade-In Allowance \$ <u>N/A</u> Prior Credit or Lease Balance - \$ <u>N/A</u> Net Trade-In Allowance (If less than 0 then enter 0) = \$ <u>N/A</u>



VIN	5XYZHDAG2CG		
Maker	Hyundai Motor Company	Vehicle	SANTAFE(CM)
Model Year	2012	Engine Type	G 3.5 DOHC
System	Engine/Engine Control	Date Time	02/04/2013 16:45:18
Software Version	N-H-01-14-1.14.08	Content Version	N-H-01-14-1.14.08
ECU Upgrade Version	N-H-01-14-1.14.08	VCI Version	2.01

Fault Code Searching

State: Fault Code Found

System	Code	Description	State
ENGINE - Engine Control	P2106	Limp Home Mode - Force Limited Power	Active
ENGINE - Engine Control	P2110	Limp Home Mode - Forced Limited RPM	Active
ENGINE - Engine Control	P0638	Throttle Actuator Control Range/Performance (Bank 1)	Active
ENGINE - Engine Control	P2106	Limp Home Mode - Force Limited Power	History
ENGINE - Engine Control	P2110	Limp Home Mode - Forced Limited RPM	History
ENGINE - Engine Control	P0638	Throttle Actuator Control Range/Performance (Bank 1)	History

Selected System :

Go To Hot Fix Go To DTC Analysis

Retry Code Searching All Erase Stop

Print Close

- Vehicle
- Pr
- Vehicle
- Hot Fi
- By DT
- By Sy
- By Mo
- Camp
- Hyund

Search

Go

h

SHREWSBURY, MA

HOME: [REDACTED] BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 911 ZOMPETTI, BRIAN E

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
S5B-RAS	12	HYUNDAI SANTA FE	5XYZHDAG2CG [REDACTED]		25899 /	T200	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18OCT11 D			** WAITER **		93.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:10204 1)WENS PROPHETE					
04FEB201313:44							

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE	OP CODE	TECH...	TYPE	DESCRIPTION
329273	911	24742	26JAN13				
			CEL		274	ISP	SCAN TEST P0638, PERFORMED AVAILABLE
329109	199	24549	25JAN13				
			MISC		274	ISP	TECH FOUND CODE P0638. PERFORMED AVAI
			MISC		274	ISP	SEE LINE A.
322377	199	11338	29JUN12				
			35100R1C		274	WPH	BODY ASSY-THROTTLE AND/OR GASKET (LAMB
			35100RQ0		274	WPH	DIAGNOSTIC TOOL OPERATION
			DL		274	WPHR	CONNOLLY LOANER VEHICLE
			9999			WPHR	CONNOLLY LOANER
321374	911	9805	25MAY12				
			39110F6F		167	WPH	ECM UPGRADE
315002	74	75	20OCT11				
			20		160	ISTI	PERFORM STATE INSPECTION STICKER

VIN# 5XYZHDAG2CG



EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

PRELIMINARY ESTIMATE \$ _____

PRELIMINARY ESTIMATE			PARTS & LABOR	TIME CALLED BY
PARTS	LABOR	TOTAL		
			\$ _____	REPAIRS TO DO
PHONE ESTIMATE FOR AUTHORIZED ADDITIONS			\$ _____	
TALKED TO _____			\$ _____	

X _____
CUSTOMER SIGNATURE