



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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
APR 17 2013
22-MAR-2013

Repository ☐

Reference No.
10504164

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LAUREL State MD Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [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: KNDMC233676 [REDACTED]
Make: HYUNDAI Model: ENTOURAGE Model Year: 2006-2007
Date Purchased: 6/29/2007 Dealer's Name and Telephone Number: Ourisman Hyundai 410-792-7117 Engine: 3800 No: Cylinders: 6 Fuel Type: Unleaded
Original Owner: ☐ Dealer's City: Laurel State: MD Zip Code: 20724
Transmission Type: automatic ☒ Antilock Brakes ☒ Cruise Control Powertrain: Multiple Failure: Incident Date(s): 01-NOV-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION Failure Mileage: 50000 Failure Speed:

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 2006 HYUNDAI ENTOURAGE. THE CONTACT STATED THAT WHILE HAVING THE VEHICLE INSPECTED, IT WAS FOUND THAT ALL OF THE BUSHINGS HAD FAILED. THE VEHICLE WAS TAKEN TO A DEALER WHERE NO FAILURE WAS FOUND. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS 50,000.

Please see attached (Pages 2-12)...

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.

Vehicle Owner's Questionnaire

OMB #2127-0008)

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After noticing a strange creaking and clicking sound over a period of months, I took my vehicle to the dealer, Ourisman Hyundai Laurel, to have it checked out on 10/23/2012. The dealer said it was a split in the right outer tie rod, which I authorized them to fix. Then on 11/2/2013 I took the vehicle back to the dealer, because I still heard the sound. The dealer stated their technician found the frame bushing was worn out. I authorized them to replace the frame bushing. While replacing the bushing, their technician stated he noticed that the bushing had no resistance and it went in with little force. The technician stated that I may need a bushing frame if the noise returns.

Because I still heard the noise and had already taken my vehicle to the dealer twice, I decided to have my regular mechanic, Junction Automotive Inc., inspect my vehicle to see if he could figure out what the problem was. They are trusted mechanics and are Maryland State Inspectors. Junction found that the sub-frame was damaged, that there were two holes and a crack that had occurred. It was their opinion that this damage was not from natural wear and use; rather it likely occurred during bushing replacement. Junction suggested I take the vehicle back to where the original repair was done.

On 1/30/2013, I took my vehicle back to Ourisman Hyundai and shared with them Junction's findings. Ourisman stated the Service Director and Service Advisor looked at the vehicle and were unable to duplicate or verify my concerns. Ourisman refused to acknowledge the findings of the Maryland State Inspector and refused further assistance in repairing the damage.

At that time, I decided to file this report. I have enclosed billing and finding statements from Ourisman and Junction Automotive, as well as copies of photos Junction Automotive took the extra time to take for me, so that I could show the dealer the damage.

My vehicle also has been plagued by electrical problems since it was purchased. I regularly (every couple of months) have to change my headlights bulbs, because they constantly go dead. The turn signal will work some times and not during other times. This has been mentioned to Ourisman when they fixed the door, but they claimed there is nothing wrong. The door was repaired, because there was a recall for the door and our right passenger-side door regularly did not work – it would open and close at will, even while driving.

I have filed this report in hopes of getting some assistance and/or direction on how to proceed from here. I have not had the displeasure of working with such difficult and disrespectful people in the past and am unsure what to do. I am told, in no uncertain terms, by the Maryland State Inspector, Junction Automotive, that this problem is extremely dangerous. My vehicle is regularly full of teens and children going back and forth to school, athletic, and church Youth Group events. **Please, I need help and I need it NOW!!!!**

Vehicle Owner



(410) 792-7117
(301) 725-4400

CUSTOMER NO 16705		ADVISOR EMIL MASON	TAG NO 61 541	INVOICE TAG 10/23/12	INVOICE TAG HYCS102985	
[REDACTED]		LABOR RATE 106.00	LICENSE NO	MILEAGE 46,660	COLOR CRANBERRY R	
		YEAR / MAKE / MODEL 07 / HYUNDAI / ENTOURAGE / ENTOURAGE SE			DELIVERY DATE 06/29/07	DELIVERY MILES 10
		VEHICLE I.D. NO. K N D M C 2 3 3 6 7 6 [REDACTED]			SELLING DEALER NO 10	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]		P.T.C. NO. 49	P.D. NO. 10/23/12	COMMENTS		
BUSINESS PHONE [REDACTED]		MO: 46662				

MO: 46662

TOTAL - MISC	15.50
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15.50

WORLD OF GREATLY APPRECIATED

PLEASE VIEW OUR SELECTING OURISMAN FOR YOUR AUTOMOTIVE NEEDS
THE CHILTON MANUAL UTILIZES THE HOURS PUBLISHED IN THE CHILTON
MANUALS, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT
FOR THE PERFORMANCE OF SPECIFIC REPAIRS, AND WHICH MAY
DIFFER, BE MORE OR LESS THAN THE ACTUAL [CLOCK] TIME
IN ANY GIVEN INSTANCE.

PLEASE NOTE THAT WE ARE NOT LIABLE FOR ANY CASUALTY LOSS YOU MAY SUSTAIN WHILE YOUR VEHICLE IS IN FOR SERVICE SHOULD IT BE STOPPED OR DAMAGED BY PERSONS NOT EMPLOYED BY THIS DEALER.

THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE.
OUR SERVICE ADVISOR EXPLAIN THE REPAIRS TO YOU?

PLEASE ANSWER YES, ... OR NO, ...

TOTAL LABOR....	160.00
TOTAL PARTS....	79.27
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	31.35
TOTAL MISC DISC	-15.85
TOTAL TAX.....	6.11

TOTAL INVOICE \$	260.88
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LIMITED WARRANTY

THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

WE THANK YOU
FOR YOUR PATRONAGE

SERVICE HOURS:

MON - FRI 7:30 AM - 6:00 PM
SAT 7:30 AM - 3:00 PM

Manufacturer Special Policy Adjustment Programs

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You agree that we may contact you in writing, by email, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may contact you in these other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

CUSTOMER SIGNATURE

PAID

OCT 24 2012

CUSTOMER COPY I END OF INVOICE I 04.16pm

OURISMAN HYUNDAI - OURISMAN MAZDA



OURISMAN HYUNDAI

3516 FORT MEADE RD.
LAUREL, MD 20724(410) 792-7117
(301) 725-4400

OURISMAN MAZDA

3518 FORT MEADE RD.
LAUREL, MD 20724

CELL: [REDACTED]

CUSTOMER NO.	16705	ADVISOR	EMIL MASON	TAG NO.	61 541	INVOICE DATE	10/23/12	INVOICE NO.	HYCS102985
		LABOR RATE	106.00	LICENSE NO.		MILEAGE	46,660	COLOR	CRANBERRY R
		YEAR / MAKE / MODEL	07/HYUNDAI/ENTOURAGE/ENTOURAGE SE			DELIVERY DATE	06/29/07	DELIVERY MILES	10
LAUREL, MD		VEHICLE ID NO.	KNDMC233676			SELLING DEALER	10	PRODUCTION DATE	
N/A		F.T.E. NO.		P.O. NO.	49	R.O. DATE	10/23/12		
RESIDENCE PHONE		TECH(S) NAME	COMMENTS						

MO: 46662

J# 1 10HYZ SUSPENSION/STEERING TECH(S): 49 160.00
 CSUTOMER STATES THAT THE IS A KNOCKING NOISE WHILE
 TURNING
 TECH FOUND RIGHT OUTER TIE ROD SPLIT
 TECH REPLACED RIGHT FRONT OUTER TIE ROD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	56820-4D101	END ASSY-TIE ROD	79.27
JOB # 1 TOTAL PARTS				79.27
JOB # 1 TOTAL LABOR & PARTS				239.27

J# 2 0SHY2HURIGHT RIGHT HEADLIGHT TECH(S): 99 0.00
 CUSTOMER STATES RIGHT LOW BEAM HEADLIGHT IS INOPERATIVE
 AT TIMES
 BULB BURNED OUT
 REPLACED RIGHT LOW BEAM HEADLIGHT BULB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

J# 3 0BHYZ ELECTRICAL TECH(S): 99 0.00
 CUSTOMER STATES THAT RIGHT TURN SIGNAL DOES NOT WORK AT TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

J# 4 0DRYZ27 MULTI POINT INSP TECH(S): 99 0.00
 PERFORM HYUNDAI MULTI POINT INSPECTION
 SEE ATTACHED COPY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

J# 5 00HYZ NO OTHER COMPLAINTS TECH(S): 99 0.00
 CUSTOMER HAS NO OTHER COMPLAINTS AT THIS TIME
 ALL COMPLAINTS HAVE BEEN ADRESSED AND CORRECTED AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5 TOTAL PARTS				0.00
JOB # 5 TOTAL LABOR & PARTS				0.00

MISC	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
100 # 0	19A		E.P.A COMPLIANCE	8.95
100 # 0	1		SHOP SUPPLIES	22.40
100 # 1	18		15% PARTS DISCOUNT	-11.89
100 # 1	16		5% PARTS DISCOUNTS	-3.96

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LIMITED WARRANTY
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WE THANK YOU
FOR YOUR PATRONAGE

SERVICE HOURS:
 MON - FRI 7:30 AM - 6:00 PM
 SAT 7:30 AM - 3:00 PM

Manufacturer's Special Policy Adjustment Programs

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You agree that we may contact you in writing, by email, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may contact you in these other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.

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OURISMAN HYUNDAI
3516 FORT MEADE RD.
LAUREL, MD 20724

(410) 792-7117
(301) 725-4400

OURISMAN MAZDA
3516 FORT MEADE RD.
LAUREL, MD 20724



CELL: [REDACTED]

CUSTOMER NO 16705	ADVISOR EMIL MASON	TAG NO 61 249	INVOICE DATE 11/07/12	INVOICE NO HYCS103398
[REDACTED]	LABOR RATE 106.00	LICENSE NO	MILEAGE 46,803	COLOR CRANBERRY R
LAUREL, MD [REDACTED]	YEAR / MAKE / MODEL 07/HYUNDAI/ENTOURAGE/ENTOURAGE SE			DELIVERY DATE 06/29/07
	VEHICLE ID NO. K N D M C 2 3 3 6 7 6 [REDACTED]			DELIVERY MILES 10
N/A	F.T.E. NO	P.O. NO 49	Selling Dealer NO 10	PRODUCTION DATE
PREVIOUS OWNER [REDACTED]	BUSINESS PHONE [REDACTED]			COMMENTS
MO: 46804				

TOTALS

THANK YOU FOR SELECTING OURISMAN FOR YOUR AUTOMOTIVE NEEDS. THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS, AND WHICH MAY THEREFORE, BE MORE OR LESS THAN THE ACTUAL [CLOCK] TIME IN ANY GIVEN INSTANCE.

TOTAL LABOR....	260.00
TOTAL PARTS....	44.52
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	8.95
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.68

TOTAL INVOICE \$ 316.15

PLEASE NOTE THAT WE ARE NOT LIABLE FOR ANY CASUALTY LOSS YOU MAY SUSTAIN WHILE YOUR VEHICLE IS IN FOR SERVICE SHOULD IT BE STOLEN OR DAMAGED BY PERSONS NOT EMPLOYED BY THIS DEALER

THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE. DID YOUR SERVICE ADVISOR EXPLAIN THE REPAIRS TO YOU?

PLEASE CHECK : YES..... OR NO.....

CUSTOMER SIGNATURE _____

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LIMITED WARRANTY
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WE THANK YOU
FOR YOUR PATRONAGE

SERVICE HOURS:

MON - FRI 7:30 AM - 6:00 PM
SAT 7:30 AM - 3:00 PM

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You agree that we may contact you in writing, by email, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may contact you in these other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.

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LAUREL, MD 20724

(410) 792-7117
(301) 725-4400

OURISMAN MAZDA
3518 FORT MEADE RD.
LAUREL, MD 20724



CELL: [REDACTED]

CUSTOMER NO 16705	ADVISOR EMIL MASON	TAG NO 61 249	INVOICE DATE 11/07/12	INVOICE NO HYCS103398
[REDACTED]	LABOR RATE 106.00	LICENSE NO	MILEAGE 46,803	COLOR CRANBERRY R
LAUREL, MD [REDACTED]	YEAR / MAKE / MODEL 07/HYUNDAI/ ENTOURAGE/ ENTOURAGE SE	DELIVERY DATE 06/29/07	DELIVERY MILES 10	
N/A	VEHICLE I.D. NO. K N D M C 2 3 3 6 7 6	SELLING DEALER NO 10	PRODUCTION DATE	
[REDACTED]	F.T.E. NO	P.O. NO 49	R.O. DATE 11/02/12	
COMMENTS				

MO: 46804

LABOR & PARTS				
J# 1 10HYZ	SUSPENSION/STEERING		TECH(S):49	260.00
CUSTOMER STATES THAT THERE IS A CLICKING NOISE WHILE TURNING				
TECH FOUND FRAME BUSHING WORN OUT				
TECH REPLACED FRAME BUSHING. WHILE REPLACING THE BUSHING				
TECH NOTICED THAT BUSHING HAD NO RESISTANCE WENT IN WITH LITTLE FORCE. MAY NEED A FRAME IF NOISE RETURNS				
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-				
JOB # 1	1	62416-4D000	BUSHING-MEMBER SU	44.52
JOB # 1 TOTAL PARTS				44.52
JOB # 1 TOTAL LABOR & PARTS				304.52
J# 2 00HYZ27	MULTI POINT INSP		TECH(S):49	0.00
PERFORM HYUNDAI MULTI POINT INSPECTION				
SEE ATTACHED COPY				
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-				
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----				
JOB # A	19A	E.P.A COMPLIANCE		8.95
TOTAL - MISC				8.95
COMMENTS-----				
61W/DROPPING				
THANK YOU FOR YOUR SERVICE.				
ALL 10'S WOULD BE APPRECIATED.				
EMIL MASON 301-725-4400				

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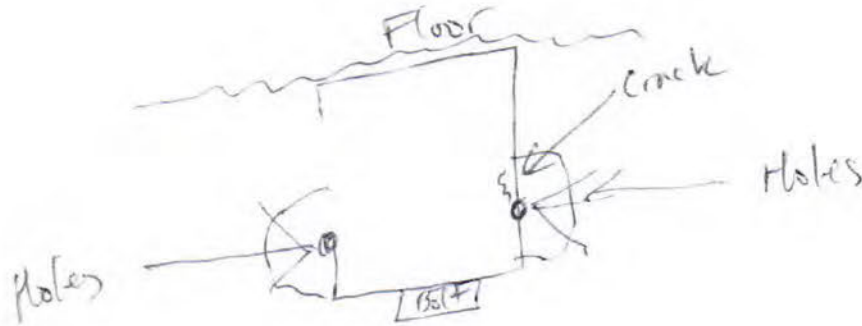
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Pg 8



R/R Subframe is damaged - 2 holes & a crack occurred when bushing was replaced.



Called MD station inspection A
2nd Hand Mech. Does Not Trust
Junction Automotive Inc.

2nd opinion - Why Did I even take to Junction Auto

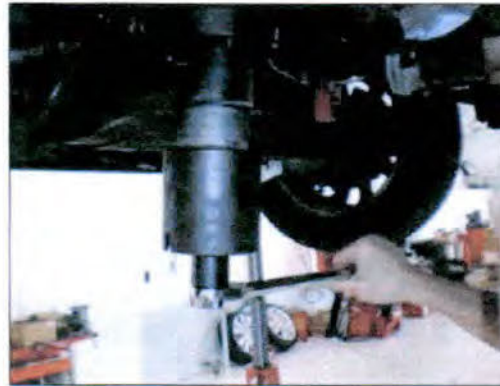
Because still
Making noise:

They swear there was nothing wrong
But Junction Put up on lift & saw
2 Holes In Bearing & crack Also saw
~~Subframe~~ Subframe Damaged

Pg 9

***NOTICE**

Do not use an impact gun to install the bushings as this may cause damage to the new bushing shell.



***NOTICE**

Do not replace the subframe bushing more than 2 times on the same subframe.

Wiring never Right In Van
Lights Always going out since we had it
Right Striding Door Motor Recalled took weeks
OR A month to get motor + Fix Door
When finish never re Aligned Front Tire's



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LAUREL, MD 20724



CELL: [REDACTED]

CUSTOMER NO. 16705	ADVISOR EMIL MASON	TAG NO. 61 229	INVOICE DATE 01/30/13	INVOICE NO. HYCS107289
[REDACTED]	LABOR RATE 106.00	LICENSE NO.	MILEAGE 48,979	COLOR CRANBERRY R
LAUREL, MD [REDACTED]	YEAR / MAKE / MODEL 07/HYUNDAI/ENTOURAGE/ENTOURAGE SE		DELIVERY DATE 06/29/07	DELIVERY MILES 10
N/A	VEHICLE I.D. NO. K N D M C 2 3 3 6 7 6		SELLING DEALER NO. 10	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/30/13	
[REDACTED]	BUSINESS PHONE	COMMENTS		

MO: 48981

LABOR & PARTS
J# 1 10HYZ SUSPENSION/STEERING TECH(S):49 0.00

CUSTOMER STATES THAT SUBFRAME IS DAMAGED
INSPECT AND ADVISE
TECHNICIAN, SERVICE ADVISOR AND SERVICE DIRECTOR INSPECTED
VEHICLE AND COULD NOT DUPLICATE OR VERIFY CUSTOMERS CONCERN.
CUSTOMER WAS ASKED TO LOOK AT VEHICLE WITH THE DEALERSHIP
PERSONEL AND WITH THE CUSTOMERS TECHNICIAN THAT MADE THE
ACCUSATIONS. CUSTOMER DECLINED.
UPON SPEAKING TO CUSTOMER ABOUT THE SITUATION SERVICE
ADVISOR REFERED BACK TO REPAIR ORDER FROM 11/2/12
(RO#103398) WERE IT WAS NOTED THAT THE SUBFRAME ITSELF
MAY NEED TO BE REPLACED IN FUTURE. CUSTOMER WAS UNWILLING
TO SPEAK IN A COURTEOUS MANNER AND THEN HUNG UP PHONE ON
SERVICE ADVISOR. WE ARE TRYING TO WORK WITH CUSTOMER
ON THIS SITUATION BUT HE REFUSES. WE HAVE NOT PERFORMED
ANY WORK ON THIS CAR DURING THIS VISIT. ONLY INSPECTION
PERFORMED.

*Andrew
Sue Riser
Lorenzo
Mach*

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**WE THANK YOU
FOR YOUR PATRONAGE**

SERVICE HOURS:
MON - FRI 7:30 AM - 6:00 PM
SAT 7:30 AM - 3:00 PM

JOB # 1 TOTAL LABOR & PARTS 0.00
J# 2 00HYZ27 MULTI-POINT INSP TECH(S):99 0.00
PERFORM HYUNDAI MULTI POINT INSPECTION
SEE ATTACHED COPY
JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS-
61W

TOTALS

THANK YOU FOR SELECTING OURISMAN FOR YOUR AUTOMOTIVE NEEDS
THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON
LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT
FOR THE PERFORMANCE OF SPECIFIC REPAIRS, AND WHICH MAY
THEREFORE, BE MORE OR LESS THAN THE ACTUAL [CLOCK] TIME
IN ANY GIVEN INSTANCE.

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

PLEASE NOTE THAT WE ARE NOT LIABLE FOR ANY CASUALTY LOSS YOU
MAY SUSTAIN WHILE YOUR VEHICLE IS IN FOR SERVICE SHOULD IT
BE STOLEN OR DAMAGED BY PERSONS NOT EMPLOYED BY THIS DEALER

THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE
DID YOUR SERVICE ADVISOR EXPLAIN THE REPAIRS TO YOU?

PLEASE CHECK : YES..... OR NO.....

CUSTOMER SIGNATURE

TOTAL INVOICE \$ 0.00

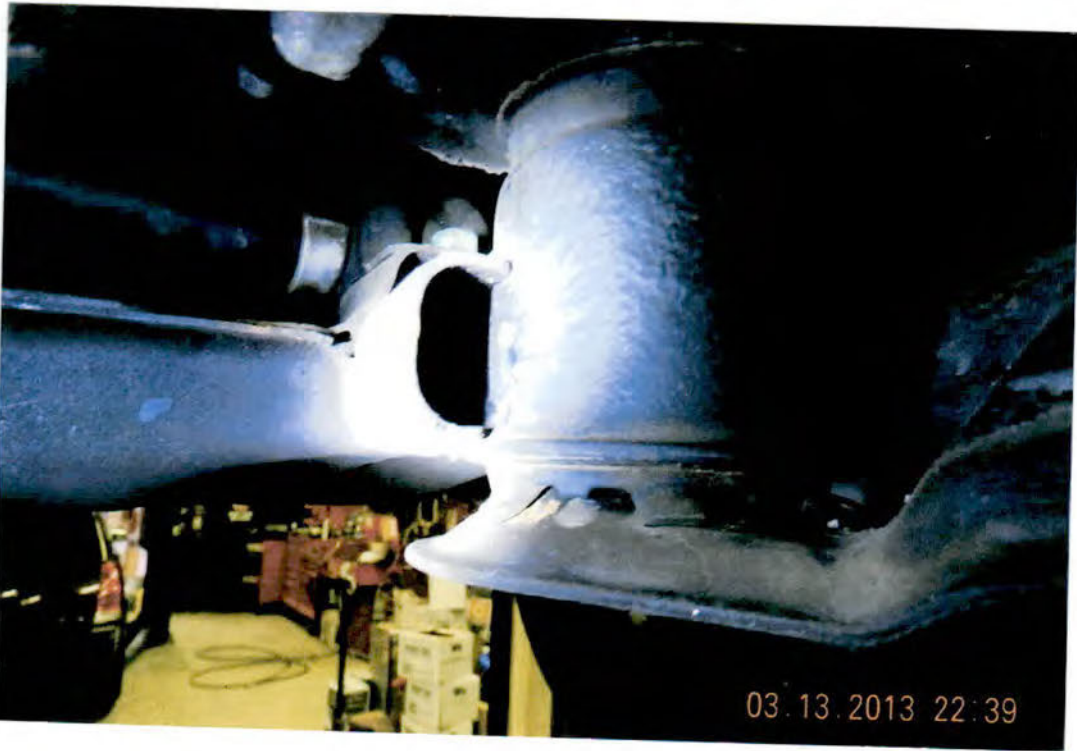
*Case #
5279812*

Manufacturer Special Policy Adjustment Programs

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the Manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

You agree that we may contact you in writing, by email, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may contact you in these other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.





From

Laurel MD



To

National Highway Traffic Safety Adm.

1200 New Jersey Ave S.E.

Washington DC 20590-0001