

May 13, 2013

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

CL-10525454-5688

2013

Hyundai OCS Class Action Settlement Center
P.O. Box 1091
Royal Oak, MI 48068-9908

Northbridge, MA

Reference:

2013

Class Action Suit case number: SACV09-01298 JST(MLGx) and/or case number 5301819 (given to me during a conversation with a legal representative of the Hyundai OCS Class Action Settlement Center on February 8, 2013).

VIN: KMHEU46C56A

To whom it may concern:

I'm not sure that the information that I have provided below will have any impact on the Class Action suit however, I have been attempting to get this issue resolved for years now and to no avail. If it will aid in getting my issue resolved, great. Beyond that, it's a catharsis.

I have attached the first two pages of the Class Action Suit notice that I received in February of this year. **(Attachment A)**. I have also attached a copy of my notes from the conversation that I had with the Class Action Suit representative that I spoke with on February 8, 2013. These are included for reference of others that I have sent copies of this document to **(Attachment B)**.

The following will provide my experiences with attempting to get the passenger seat in my 2006 Hyundai Sonata repaired. While I have had my Sonata in for regular service since I have owned it, the service experiences and phone calls noted below relate only to the passenger seat "OCS" issue. The chronology is from earliest event (2009) to latest event (2013).

Number 1 below identifies the most critical concern regarding my 2006 Sonata's "OCS" issue. Issue #1 has been discussed with Herb Connolly Hyundai's Service Manager and other service personnel on a number of occasions. Number 2 below is an important concern and, in my opinion, affords only one alternative. Essentially being that my sole option would be to trade the car in to Hyundai. Unfortunately, I cannot take on any additional car payments at this time.

1. Whether the passenger is my wife or a friend has no relevance to the issue. The inability of the "OCS" to identify that someone is seated in the front passenger seat of the Sonata disables the air bag system and, as a result, is a critical passenger safety issue which could lead to serious injury or, in the worst case, "death" of the passenger in an accident. I have relayed this message to members of the Herb Connolly service team on multiple occasions and as you'll see from the information and chronology below, the issue remains.
2. If I was of the mind to sell the vehicle, how could I personally justify selling a car with such a critical issue, and, what might my liability be in the event that a new owner is impacted based on #1 above.

Herb Connolly Hyundai and, from what I can see and based on my experiences, Hyundai Corporation has unsuccessful in their attempts to resolve the issue. I would find it hard to believe that I am the only Herb Connolly Hyundai customer/owner of a 2006 Sonata who has had to deal with this issue. Perhaps other Herb Connolly Hyundai customers have had a better experience than me. I just don't know. Throughout this ordeal,

ET
715B
SMD

I held hope that Herb Connolly Hyundai and for that matter, even Hyundai Corporation, would have diligently acted as an advocate for their customers and their customer's safety. My experiences have been to the contrary and I am left with the feeling that there is a general disregard for passenger safety relating to my specific situation.

At the time of purchase I did not realize that I was buying a "one seat in the front" automobile. Should I have any front seat passenger hold an inflated "beach ball" in front of them hoping that it might afford them some protection in the event of an accident? This is not a joking matter and I am thoroughly underwhelmed and disgusted at the lack of attention to resolving this design issue. I purchased the vehicle new in 2006. It currently has only ~59,770 miles on it. **The Sonata's use is now limited to me. It is important to note that I can no longer trust the vehicle to provide a level of safety to a passenger in the passenger's seat so I only use the car to travel back and forth to my place of work or to other locations where, as the driver, I am the only passenger in the car.**

With all candor, I believe that Hyundai Corporation should replace, at their expense, any/all vehicles where the OCS issue persists and remains unresolved. Not doing so shows a complete disregard for human safety.

Event summary:

Prior to the initial "OCS" recall notice that I received in February of 2009, I had brought the issue up during conversations with the Herb Connolly service team.

The following is a high level summary of the number of service events and other contact made with the Herb Connolly service team since my initial receipt of the recall notice;

- I have had the seat cushion replaced 3-times. Most recently between April 4th and 6th of this year under "Campaign 083". Refer to the table and notes below. The issue is still unresolved!
- The chronology below offers more detailed information; **Chronology of Passenger Seat OCS Issue (Most recent activity first):**

Service or Communication Date	General Overview of Service Requested/Performed, or Communication Based on My Telephone Calls and Personal Meeting Notes
Feb. 26, 2009	Refer to invoice number 286075 (attachment C). Dropped Sonata off for various issues. Issue "A" refers to the "OCS" issue. Service Findings: "Performed passenger seat recall"
Feb. 19, 2010	Refer to invoice number 296438 (attachment D). Dropped Sonata off for 5 issues. Issue "E" refers to the "OCS" issue. Service Findings: "Misc Tech sat in seat and light went off, seems to be good at this time."
Sept. 20, 2010	Refer to invoice number 302921 (attachment E). Dropped Sonata off for 4 issues. Issue "D" refers to the "OCS" issue. Service Findings: "misc ordered passenger side seat cushion"
Oct. 15, 2010	Refer to invoice number 303766 (attachment F). Dropped Sonata off specifically for 2 nd replacement of passenger seat cushion. Complaint as noted on invoice: Pass air bag off light will not go off when someone is sitting in the seat cause: tech verified complaint found pass seat cushion to have internal malfunction. Correction: tech replaced seat cushion, tested good at this time."
Nov. 2, 2011	Refer to invoice number 315404 (attachment G). Dropped Sonata off for 5 issues. Issue "B" refers to the "OCS" issue. Service Findings: "Misc. waiting to hear from factory rep"
Feb. 14, 2012	(Tuesday) I called Brian Zompetti at ~2:15 PM regarding my Sonata passenger seat - "Seat belt on lamp/sign". I read him the following message that I had typed out because I didn't want to forget anything. <i>"Brian: Weeks ago I was in for service and brought the fact that when someone was sitting in the passenger seat, the light indicated that there was no one in the seat. One of your</i>

	<p><i>service folks came out and verified this fact. This has been an ongoing problem for years. You contacted the Hyundai rep and you told me that he had to send some type of form to you in order to get this taken care of. I was back in for some additional service a few days later and I checked with you again about the issue. You said that you'd follow up and get back to me. It's weeks later and I haven't heard anything. I was contacted by Herb Connolly Hyundai for a promotion about your need for used Hyundai's a couple of days ago and as part of the conversation, I relayed this issue to them. Frederica (?) said that she was going to pass this along to the service department. Obviously I still haven't heard a thing.</i></p> <p><i>As I have said in the past, and you have agreed that this issue places the occupant of the passenger seat in danger since the air bag would not deploy in an accident if the car does not recognize that someone is actually in the passenger seat.</i></p> <p><i>I need to know if Herb C Hyundai and/or Hyundai corporate has made the decision NOT to address this issue. Y or N If NO is the case, I will send a letter to the highest ranking executive at Herb Connolly Hyundai, Hyundai WW corporate and US corporate along with the NHTSA (National Highway Traffic Safety Administration) regarding the issue and the inability to get this addressed through Herb Connelly and Hyundai corporate."</i></p> <p>Brian Zompetti said he'd call back in 15-minutes (or ~2:30 PM). Brian finally called back at 6:01 PM and said: He apologized for not calling back sooner but he had to wait for the Hyundai guy to get back to him and send forms. He said he'd get back to me on 2/15/12 in the morning and guaranteed me that he'd get the seat issue taken care of.</p>
Feb. 17, 2012	<p>I did not receive a call back on Wednesday 2/15/12 OR, on Thursday 2/16/12 OR, no call back by 1 PM on Friday 2/17/12 so I had to follow up again at ~3:34 PM on Friday 2/17. I called Brian back on Friday 2/17/12 at ~3:34 PM. I was looking for answers to my last 3 questions: 1) Will it be fixed? 2) When?, Or, 3) should I send a letter to: 1) The President/ CEO Hyundai WW corporate 2) NHTSA (National Highway Traffic Safety Administration) 3) CEO Hyundai US corporate 4) Herb Connelly Hyundai regarding the issue and the inability to get this addressed through HC and Hyundai corporate.?</p> <p>Brian Zompetti stated that Hyundai started a case on my car and that it was moving forward. He noted that his Hyundai contact was on vacation but they have all the paperwork. He noted that the following Monday was a holiday so he would call me back on Tuesday 2/21/12 with the status, or would call before if he gets any information. Well, that was just another load of wind as far as I was concerned. I held little hope that he'd call back as he had stated and I was right, he didn't call back.</p>
Mar. 16, 2012	<p>I called Brian on Friday 3/16/12 at ~1:45 PM to follow-up since he had not met his commitment to call me back on 2/21/12. He was at lunch. I called him again on 3/16/12 at ~2:30 PM. I couldn't reach him so I left a message reminding him that he was supposed to call me back on 2/21/12 about the seat cushion. I left my telephone number just to be sure that he had it handy.</p>
Mar.19, 2012	<p>(Monday 3/19/12) Brian Zompetti finally called back at ~4:58 PM. He said he didn't want me to think that he forgot about me. <i>What a crock that was! My response may have been laughter!</i> He stated that he hadn't heard from the Hyundai rep. Also stated that he had to send my VIN# to Hyundai. He further stated that they may want to have a tech (not a rep) look at my car. He said he'd get back to me over the next couple of days (<i>Right! Like I almost believed that!</i>). I reminded him that a member of his service team (Wilmar) had verified that he actually saw the dashboard light remain lighted while my wife was sitting in the passenger seat. I also reminded him of the pictures that I had taken and brought to Herb Connolly Service to show them that I wasn't crazy! There was no answer to my follow-up question as to why a Hyundai tech had to look at the car. I also noted that my eyes and Wilmar's eyes didn't lie. I just needed to get this problem fixed!</p>
May 31, 2012	<p>I called Brian Zompetti at Herb Connolly Hyundai on May 31, 2012 at ~3:55 PM regarding the OCS front passenger seat issue that I had been trying to get resolved for years. The</p>

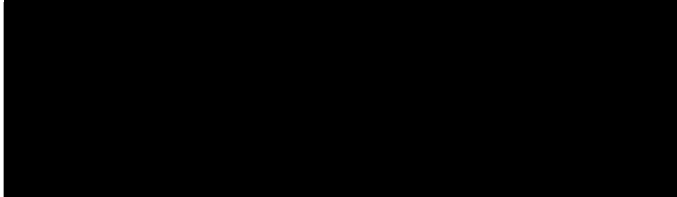
	light on the dashboard indicates that no one is sitting in the passenger seat when my wife is actually sitting in the seat. Brian was on the phone so I left a message for him. Brian didn't call back.
June 13, 2012	Called Herb Connolly Hyundai at ~1:37 PM to speak with Brian Zompetti's manager. Spoke with Doug Connolly, the General Manager. I explained my situation and explained that I could not get Brian Zompetti to call me back. I explained that I had tried calling Brian on May 31, 2012 at ~ 3:50 PM. I ended up speaking to a young lady who said she'd give him the message that I called and would have him call me back. I informed Doug that two weeks had passed and I hadn't heard back from Brian.
June 13, 2012	Brian Zompetti called me back at ~ 5:17 PM. He said that the factory rep from Hyundai had been pushed aside and has been moved to a new region. He noted that he'd like to get my Sonata in again and scan for a code in the weight system. This would take about 45 minutes to 1-hour. <i>(Another load of wind! How many times do you have to have this done? I didn't care if it was an issue with their computer, the cushion, some wiring, whatever! Just get it fixed! How much time do I have to spend back and forth to their service department or on the phone? I have to work for a living!)(Round trip mileage from my house to Herb Connolly Hyundai is ~34 miles and takes anywhere from 45 minutes to 1-hour round trip depending on traffic.</i>
July 9, 2012	Refer to invoice number 322802 (attachment H). Dropped Sonata off for 3 issues. Issue "B" refers to the "OCS" issue. Service Findings: "Tech found airbag light to be working properly at this time." <i>(The service findings sounded like a recording!)</i>
July 9, 2012	<ul style="list-style-type: none"> - Picked up Sonata on July 9th. Talked to the tech who worked on my car. The tech said that the computer indicated no problem. <i>(Why should I expect anything different?)</i> I explained to him the Wilmar (a Service Rep. from Herb Connolly) actually witnessed it and that I had brought in pictures to show it. I also brought my wife with me to an earlier visit to prove that there was an ongoing issue and that Brian Zompetti (the Service Manager) committed to get it fixed. Pictures included as attachment J. A note that I had left with Herb Connolly service dept. when I dropped the car off for this visit stated the following: "1) Passenger seat issue that has been going on for years now. My wife (and some others at different times sits in the seat but the dashboard indicator light stays on indicating that there is no one in the seat. That being the case, the air bags would not deploy in an accident putting the person in the passenger seat at high risk for injury. See Brian Z. for details" - The light stayed off on the day that I picked up the car on the 9th. I had great hope. - <u><i>The tech then said if the light stayed on when someone sat in the seat, I should have them move up and down and shift their weight in the seat. My opinion: This was ridiculous! I figured I could expect more issues after he said that and I did! I relayed the "move up and down and shift their weight in the seat" comment when I spoke with the Class Action Settlement Center on 2/8/13. The young lady that I spoke with found this amusing and said it was the first time she had heard that one.</i></u> - The issue re-occurred. It wasn't fixed and moving or shifting weight in the passenger seat did not resolve the issue. <i>I wasn't surprised!</i>
Jan. 19, 2013	On January 19, 2013 I filled out a survey for Hyundai Customer Insights. I included commentary about the passenger seat issue in the "Please tell us how we can exceed your expectations in the future" section of the survey. I have included a copy of what I wrote in this section. See attachment K. No one from Hyundai has contacted me. <i>Given my experiences, I am not surprised. Very disappointed, but not surprised.</i>
Feb. 12, 2013	Called Herb Connolly Hyundai service department at ~12:20 PM to make arrangements to drop my Sonata off for another attempt at getting the passenger seat issue addressed. Spoke with Wilmar. I explained that I spoke with a legal advisor of the Class Action Settlement Center and relayed the problems that I have had since 2009 highlighting the inability to get the issue resolved and the lack of accountability I had seen by Hyundai Motors America and Herb Connolly Hyundai. I was advised to get in touch with Herb Connolly Hyundai and request that my Sonata be brought in for service requesting that the Occupant Classification System (OCS) be fixed pursuant to "Campaign 083". I asked Wilmar how much time this would take (answer: 2-3 days) so that I could schedule the

	appointment around my work schedule and that I would need a loaner car as I could not be out of work for that period of time. Availability of a loaner would be critical to my schedule date.
Feb.27, 2013	Called Herb Connolly Hyundai service department at ~11:42 AM to make arrangements to drop my Sonata off for another attempt at getting the passenger seat issue addressed. Scheduled for March 4 -6, 2013.
March 4-6 2013	Most recent seat-cushion replacement – After a notification of the Class Action Suit that I received in the mail. Per “Campaign 083” Invoice # 330315 (attachment I). Based on a conversation that I had with a representative of the Hyundai OCS Class Action Settlement Center on Friday, February 8, 2013, I arranged to have my 2006 Sonata brought in to have Herb Connolly Hyundai address the OCS issue per “Campaign 083”. I dropped my Sonata off on Monday, March 4 th and picked it up on Wednesday, March 6 th . During the telephone call with Herb Connolly letting me know that my Sonata was ready to be picked up, I asked them if someone had actually sat in the seat to ensure that the OCS was working properly. They said that someone had sat in the seat and that it was working as it should.
March 10, 2013	Personal Follow-up: I took my wife for a test drive on Sunday, March 10 th . Immediately, the OCS light stayed on when my wife sat in the seat. We drove about 50 miles stopping on three occasions to let my wife get out and get back into the seat. At no time did the OCS light go out indicating that there was a passenger in the seat. As a point of reference, my wife weighs ~133 pounds, which, in my opinion, is enough weight in the seat for the OCS to recognize a passenger. The light remained on each and every time my wife sat in the passenger seat. Shifting her weight or wiggling in seat did not resolve the issue either. I cannot believe that anyone from Herb Connolly’s service department actually tested the seat for proper operation after the latest “Campaign 083” work was performed. Most recent cushion replacement did not work.
March 11, 2013	I stopped by Herb Connolly Hyundai to pick up an item that was inadvertently left in the loaner car I had during the most recent “cushion replacement” service call. At that time I explained to the service representative (Wilmar), that the most recent cushion replacement did not resolve the issue. I further explained that I had taken my wife for a 50-mile± drive on Sunday April 10 th , to test the seat. I stated that during the test drive, we stopped on occasion so that my wife could get out of and then back into the seat as part of the test. I had hoped that this activity might trigger some “turn the light off” positive reaction but it didn’t. Nor did shifting her weight or wiggling in seat. The light indicating that no-one was occupying the passenger seat remained lit from the time she initially got seated for the test drive and remained lit whether she was in the seat or not. I informed the service rep that I was at a loss with regard to what to do. I further referred to the class action suit filed against Hyundai for this issue and that I would have to seek support there. The Service Rep. tried to explain to me that here was no suit. Perhaps because there were other customers in the service area or maybe he wasn’t made aware to the suit. However, based on my receipt of the notification of the Class Action Suit, I knew better. He informed me that he would get with the Service Manager (Brian Zompetti) explain my situation to him and he’d have Brian give me a call and that they’d get it taken care of. My experiences with Brian and his ability/desire to return calls, as you can see from the detail above, left me with no level of comfort at all.
May 9, 2013	The promise to apprise the Service manager of the continued issue and to have him call me back may or may not have been made, I do not know. What I do know is this, as of this writing though May 13 th , greater than 55 days have passed (excluding Sundays), and I have not received a call back from the Service Manager. <i>I’m not surprised as this has been a chronic issue with Herb Connolly Hyundai particularly with the service manager. Though unfortunate, they are nothing if not consistent with the inability to meet commitments and contact me. Again, I am not at all surprised. Disappointed, yes! Frustrated, yes! Concerned for the safety of anyone who would sit in my passenger seat while the car is in operation, Yes! Surprised? NO!</i>

I appreciate the opportunity to share my unsuccessful experiences in trying to get the passenger seat OCS issue addressed.

Should you have any questions, do not hesitate to contact me.

With hope for successful resolution and regards,



Copy with Attachments:

Mr. John Krafcik
Chief Executive Officer and President
Hyundai Motor America
10550 Talbert Avenue
Fountain Valley, CA 92708

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

Mr. Doug Connolly
Herb Connolly Hyundai
520 Worcester Road
Framingham, MA 01702

ATTACHMENTS

UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA

CHRISTOPHER KEARNEY, NANCY
KEARNEY, CHARLES MOORE, and
SHARI MOORE,

Plaintiffs,

v.

HYUNDAI MOTOR AMERICA,

Defendant.

Case No. SACV09-01298 JST(MLGx)

Judge: Hon. Josephine S. Tucker

If you currently own one of the following Hyundai vehicles in the United States, you may be entitled to participate in certain repair, disclosure, and potential dispute resolution programs relating to the air bag system in your vehicle:

~~2006-2008 Hyundai Sonata~~

2006-2009 Hyundai Azera

2007-2009 Hyundai Santa Fe

A federal court authorized this notice. This is not a solicitation from a lawyer.

- The Settlement of a class action lawsuit will provide notice of the availability of recalibration or updated calibration of an owner's Occupant Classification System ("OCS"), free of charge, to certain owners of Sonata and Santa Fe vehicles. The Settlement will also provide additional information about the OCS to all owners of the vehicle models and model years listed above.
- The recalibration service was previously offered to recipients of related recall notices issued by Hyundai to certain owners of Sonata and Santa Fe vehicles. If you have already received a recalibration of the OCS described in the recall notice, there is no need to request the service again.

QUESTIONS? VISIT <http://ocssettlement.hyundaiusa.com>

- The Settlement will also provide a potential vehicle refund or exchange for owners who continue to be dissatisfied with the OCS in their vehicles, subject to certain conditions. (For more details regarding this potential repurchase program, see response to Question 8 below: “What does the Settlement provide? What can I get from the Settlement?”)
- To qualify for any of the Settlement benefits described in this notice, you must be a current owner of one of the Hyundai vehicles listed above manufactured within a specific date range (see response to Question 5 below: “How do I know if I am part of the Settlement?”). You also must meet certain other criteria explained in this notice.
- Your legal rights are affected whether you act or don’t act. Please read this entire notice carefully.

YOUR LEGAL RIGHTS AND OPTIONS IN THIS SETTLEMENT	
DO NOTHING	<p>You may be eligible for certain disclosure, and potential repurchase benefits if the Settlement is approved.</p> <p>If you own a Sonata or Santa Fe vehicle as set forth in the response to Question 5 below, you will be eligible for certain recalibration or updated calibration services pursuant to recall campaigns if you have not previously had such campaign performed on your vehicle.</p>
EXCLUDE YOURSELF	<p>Get no disclosure or potential repurchase benefits under the Settlement. This is the only option that allows you to be part of any other lawsuit against Hyundai Motor America, Hyundai Motor Company, or their affiliates in connection with the legal claims in this case.</p> <p>If you own a Sonata or Santa Fe vehicle as set forth in the response to Question 5 below, you will remain eligible for certain recalibration or updated calibration services pursuant to recall campaigns if you have not previously had such campaign performed on your vehicle.</p>
OBJECT	Write to the Court about why you don’t like the Settlement.
GO TO A HEARING	Ask to speak in Court about the fairness of the Settlement.

- These rights and options—**and the deadlines to exercise them**—are explained in this notice.
- The Court in charge of this case still has to decide whether to approve the Settlement. Settlement benefits (other than the Sonata recalibration and the Santa Fe updated calibration) will become available if the Court approves the Settlement and after any appeals are resolved. Please be patient.

QUESTIONS? VISIT <http://ocssettlement.hyundaiusa.com>

Friday 2/8/13 @ ~ 2¹⁵ PM
Called 1-877-277-0012
"Cotayna" Sp.?

- Wanted to find out if my Sonata was part of the Air Action Suit?
- VIN# KMHEU46C56A128168
- Have her brief background on my unsuccessful attempts to get the issue resolved
- Provided her with VIN, My Name, Address, Home tele #, Cell tele #, & Email Address.
- Told her about info I received in the mail re. Class Action Suit
- I'm in suit
- Case # is: 5301819
- Her instructions: Need to go to Herb Connelly Hyundai and request that the seat issue (OCS - Occupant Classification system) be fixed pursuant to "Campaign 083"

INVOICE

WHO CARES? WE DO! "WE CARE ABOUT YOU"

157 W. CENTRAL ST, Rte.135
 NATICK, MA 01760
 (508) 879-0300 ext. 214
 1-800-439-6300 ext. 214
 www.connollyhyundai.com

DONALD H MACILVANE JR

109 CLUBHOUSE LANE
 NORTHBRIDGE, MA 01534

Home: 508-234-0294 Bus: 508-259-6415 Cell:

Email:

PAGE 1
ATTACHMENT
C

SERVICE ADVISOR: **700 FELIPE MIRANDA**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	06	HYUNDAI SONATA	KMHEU46C56A128168		24139 24140		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN06			WAIT 23FEB09		93.00	CASH	26FEB09
R.O. OPENED	READY	OPTIONS: STK:H3208 DLR:32170 1)BRIAN WOLSHIN 2)CUSTOMER HAS 1 FREE OIL CHANGE LEFT - PER DOUG CONNOLLY					
15:45 23FEB09	13:47 26FEB09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A PASSENGER SEAT RECALL (WHEN WIFE SITS ON PASS SEAT, PASS AIR BAG OFF LIGHT STAYS ON)

CAUSE: RECALL

81B012R0 EVALUATION, SEAT CUSHION
 REMOVED, PACK-AGED, SHIPPED, UNPK, REI
 133 WPH

(N/C)

ADD ADMINISTRATIVE TIME
 74 WILMAR COELHO LIC#: ?
 WPH

(N/C)

FC: PART#: COUNT:
 CLAIM TYPE: CPN
 AUTH CODE:

PERFORMED OCS PASSENGER SEAT RECALL

B PERFORM STATE INSPECTION STICKER
 20 PERFORM STATE INSPECTION STICKER

133 CPH

29.00 29.00

C CONNOLLY LOANER VEHICLE

CAUSE: RENTAL AUTOMATIC ADD 4 DAYS X\$35 =
 DL CONNOLLY LOANER VEHICLE

133 WPHR

(N/C)

FC: PART#: COUNT:
 CLAIM TYPE: WPHR
 AUTH CODE:

MISC CONNOLLY RENTAL VEHICLE
 WPHR

D C/S PASSENGER SIDE REAR, CLIP TO DROP DOWN SEAT DOESNT WORK - UNABLE TO BRING DOWN PASSENGER BACK SEAT.
 MISC CHECK OVER, FOUND PASS SIDE SEAT LOCKED - SWITCH TO UNLOCK, OK

Handwritten: UACR
 FEB 26 2009
 UACR

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"

NATICK TELEPHONE (508) 879-0300 * 1-800-439-6300
 157 W. CENTRAL ST, RTE.135 NATICK, MA 01760

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	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE/COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

INVOICE

WHO CARES? WE DO! "WE CARE ABOUT YOU"

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 Email: EMAIL|DON_MACILVANE@VERIZON.NET|HOME

PAGE 1
ATTACHMENT
D
SERVICE ADVISOR: 911 BRIAN E ZOMPETTI

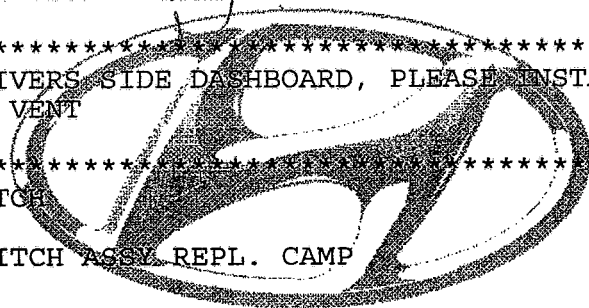
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	06	HYUNDAI SONATA	KMHEU46C56A128168		34763 34763		
IN-SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20FEB06			WAIT 19FEB10		93.00	HCP	19FEB10
R.O. OPENED		READY		OPTIONS: STK:H3208 DLR:32170 1)BRIAN WOLSHIN 2)CUSTOMER HAS 1 FREE OIL CHANGE LEFT - PER DOUG CONNOLLY			
07:48 19FEB10		09:49 19FEB10					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
PERFORM LUBE/OIL/FILTER AND 34-PT INSPECTION.							
OIL PERFORM LUBE/OIL/FILTER AND 34-PT INSPECTION.							
			51	CPH		7.75	7.75
	1	21513-23001	GASKET-OIL		2.04	2.04	2.04
	1	26300-35503	FILTER ASM		10.42	10.42	10.42
	5	OIL MOTOR OIL			2.75	2.75	13.75

B							
PERFORM STATE INSPECTION STICKER							
20 PERFORM STATE INSPECTION STICKER							
			51	CPH		29.00	29.00

C							
C/S VENT PIECE BEHIND DRIVERS SIDE DASHBOARD, PLEASE INSTALL.							
MISC REINSTALLED FOOT VENT							
			51	CPH		0.00	0.00

D							
RECALL 092-STOP LAMP SWITCH							
CAUSE: 092							
91B026R0 STOP LAMP SWITCH ASSEM REPL. CAMP							
			09-01-018				
			51	WPH			(N/C)
	1	93810-3K000-QQH	SWITCH ASM				(N/C)
FC: 91B026R0							
PART#: 93810-3K000-QQH							
COUNT: 1							
CLAIM TYPE: CPN							
AUTH CODE:							



HYUNDAI

PAID FEB 19 2010

E							
C/S WHEN SOMEBODY IS SITTING ON PASSENGER SEAT THE LIGHT STAYS ON FOR PASS SIDE AIRBAG.							
MISC TECH SAT IN SEAT AND LIGHT WENT OFF, SEEMS TO BE GOOD AT THIS TIME							
			51	ISP			(N/C)

Herb Connolly HYUNDAI

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COMPLETE BODY SHOP AND PAINT FACILITIES
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NATICK TELEPHONE (508) 879-0300 * 1-800-439-6300
 157 W. CENTRAL ST, RTE.135 NATICK, MA 01760

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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	PARTS AMOUNT	\$ 26.21
	GAS, OIL, LUBE	\$ 0.00
	SUBLET AMOUNT	\$ 0.00
	MISC. CHARGES	\$ 0.00
	TOTAL CHARGES	\$ 62.96
	LESS INSURANCE/COUPONS	\$ 30.00
	SALES TAX	\$ 1.64
	PLEASE PAY THIS AMOUNT	\$ 34.60
	X CUSTOMER SIGNATURE	

DONALD H MACILVANE JR
 109 CLUBHOUSE LANE
 NORTHBRIDGE, MA 01534

Home: 508-234-0294 Bus: 508-259-6415 Cell:
 Email: EMAJL|DON_MACILVANE@VERIZON.NET|HOME

INVOICE*

PAGE 1

ATTACHMENT
E

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 NATICK, MA 01760
 (508) 879-0300 ext. 214
 1-800-439-6300 ext. 214
 www.connollyhyundai.com

SERVICE ADVISOR: 911 BRIAN E ZOMPETTI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	06	HYUNDAI SONATA	KMHEU46C56A128168		38352 38352	355	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20FEB06			WAIT 20SEP10		93.00	HCP	20SEP10
R.O. OPENED	READY	OPTIONS: STK:H3208 DLR:32170 1)BRIAN WOLSHIN 2)CUSTOMER HAS 1 FREE OIL CHANGE LEFT - PER DOUG CONNOLLY					
08:36 20SEP10	10:54 20SEP10						

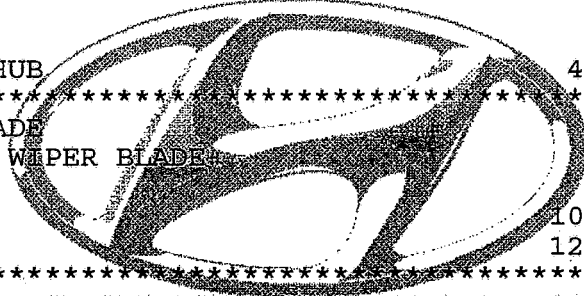
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM LUBE/OIL/FILTER AND 34-PT INSPECTION.						
	OIL PERFORM LUBE/OIL/FILTER AND 34-PT INSPECTION.						
				171		9.99	9.99
	1	21513-23001	GASKET-OIL		1.80	1.80	1.80
	1	26300-35503	FILTER ASM		10.42	10.42	10.42
	5	OIL MOTOR OIL			2.75	2.75	13.75

B	C/S WHEEL LOCK TO BE REMOVED AND INSTALL REGULAR						
	MISC REMOVED WHEEL LOCKS AND INSTALLED REGULAR						
	LUG NUTS						
				171		0.00	0.00
	4	52950-M1000	NUT-HUB		4.32	4.32	17.28

C	REPLACE/INSTALL WIPER BLADE						
	WIPER REPLACE/INSTALL WIPER BLADE						
				171		0.00	0.00
	1	3119	W/W BLADE		10.95	10.95	10.95
	1	3124	BLADE		12.95	12.95	12.95

D	C/S LIGHT WILL NOT GO OFF FOR PASSENGER SIDE AIR BAG-CHECK AND ADVISE						
	MISC ORDERED PASSENGER SIDE SEAT CUSHION						
				171			(N/C)

	CHEMICAL REMOVAL AND HAS WASTE DISPOSAL						2.57



HYUNDAI

Herb Connolly HYUNDAI

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X _____
 CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 9.99
PARTS AMOUNT	\$ 67.15
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 2.57
TOTAL CHARGES	\$ 79.71
LESS INSURANCE/COUPONS	\$ 17.00
SALES TAX	\$ 4.36
PLEASE PAY THIS AMOUNT	\$ 67.07

INVOICE

DONALD H MACILVANE JR
 109 CLUBHOUSE LANE
 NORTHBRIDGE, MA 01534
 Home: 508-224-0294 Bus: 508-259-6415 Cell:
 Email: EMAIL|DON_MACILVANE@VERIZON.NET|HOME

PAGE 1
ATTACHMENT
F

520 Worcester Rd. Framingham, MA 01702
 (508) 879-0300 ext. 214
 1-800-439-6300 ext. 214
 www.connollyhyundai.com

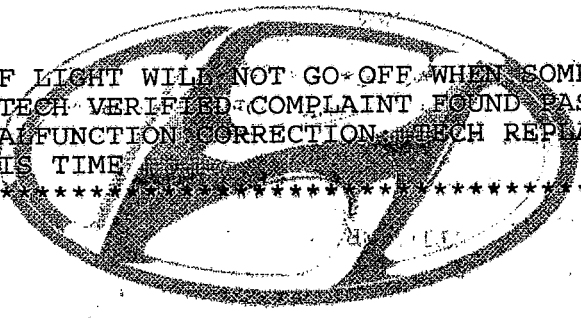
SERVICE ADVISOR: 74 WILMAR COELHO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	06	HYUNDAI SONATA	KMHEU46C56A128168		39479 39479	869	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20FEB06			WAIT 15OCT10		93.00	CASH	15OCT10
R.O. OPENED	READY	OPTIONS: STK:H3208 DLR:32170 1)BRIAN WOLSHIN 2)CUSTOMER HAS 1 FREE OIL CHANGE LEFT - PER DOUG CONNOLLY					
07:56 15OCT10	10:03 15OCT10						
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

A PART HAS BEEN SPECIAL ORDERED**
 CAUSE: 06
 88020R0R CUSHION ASSY-FRONT SEAT (RH)
 171 WPH
 1 88200-0A541-FZO CUSHION AS
 FC: 88020R0R
 PART#: 88200-0A541-FZO
 COUNT: 1
 CLAIM TYPE: WAR
 AUTH CODE:

(N/C)
 (N/C)

COMPLAINT: PASS AIR BAG OFF LIGHT WILL NOT GO OFF WHEN SOMEONE IS SITTING IN THE SEAT
 CAUSE: TECH VERIFIED COMPLAINT FOUND PASS. SEAT CUSHION TO HAVE INTERNAL MAJUNCTION CORRECTION WHICH REPLACED SEAT CUSHION, TESTED GOOD AT THIS TIME



HYUNDAI

Herb Connolly HYUNDAI

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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

WHO CARES? WE DO! "WE CARE ABOUT YOU"

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NORTHBRIDGE, MA 01534

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ATTACHMENT

G

SERVICE ADVISOR: 74 WILMAR COELHO

520 Worcester Rd. · Framingham, MA 01702
(508) 879-0300 ext. 136
Fax: 508-879-1915
www.connollyhyundai.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	06	HYUNDAI SONATA	KMHEU46C56A128168		46544 46544	080	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20FEB06			17:00 02NOV11			HCP	02NOV11
R.O. OPENED	READY	OPTIONS: STK:H3208 DLR:32170 1)BRIAN WOLSHIN 2)CUSTOMER HAS 1 FREE OIL CHANGE LEFT - PER DOUG CONNOLLY					
14:57 01NOV11	15:23 02NOV11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES DRIVERS SIDE REAR DOOR LOCK BUTTON IS GETTING STUCK.
CHECK AND ADVISE.

MISC VEHICLE WILL NEED A RIGHT REAR DOOR LOCK
ACTUATOR \$395.00 (- 99.00 DIAG)

187 CPH

99.00

99.00

CUST STATES P/S SEAT DOESNT READ PASSENGER IS IN SEAT. CHECK AND
ADVISE.

MISC WAITING TO HEAR FROM THE FACTORY REP

187 ISP

(N/C)

C. CUSTOMER STATES WHEN YOUR SLOWING DOWN , ALMOST A COMPLETE STOP YOU
HEAR A CLICKING SOUND COMING FROM RIGHT FRONT CHECK AND ADVISE

MISC FOUND CRANK PULLEY TO BE SEPERATING (...
ORDERED CRANK PULLEY)

187 ISP

(N/C)

D PERFORM LUBE/OIL/FILTER AND 34-PT INSPECTION.

OIL PERFORM LUBE/OIL/FILTER AND 34-PT INSPECTION.

187 CPH

9.99

9.99

1 21513-23001 GASKET-OIL



1.80

1.80

1.80

1 26300-35503 FILTER ASM

10.42

10.42

10.42

5 OIL MOTOR OIL

2.75

2.75

13.75

E. CUSTOMER STATES HEARS A BELT SQUEEL CHECK AND ADVISE

MISC FOUND DRIVE BELT TO BE GLAZED AND CRACKING

REC. REPLACING \$185.00

187 ISP

(N/C)

CHEMICAL REMOVAL AND HAS WASTE DISPOSAL

2.00

VISA

Herb Connolly HYUNDAI

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X
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 108.99
PARTS AMOUNT	\$ 25.97
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 2.00
TOTAL CHARGES	\$ 136.96
LESS INSURANCE/COUPONS	\$ 20.00
SALES TAX	\$ 1.75
PLEASE PAY THIS AMOUNT	\$ 118.71

INVOICE

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ATTACHMENT
H

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(508) 879-0300 ext. 136
Fax: 508-879-1915
www.connollyhyundai.com

SERVICE ADVISOR: 199 ASHLEY ROBIDOUX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	06	HYUNDAI SONATA	KMHEU46C56A128168		51935 51935	207	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20FEB06			17:00 09JUL12			HCP	09JUL12
R.O. OPENED	READY	OPTIONS: STK:H3208 DLR:32170 1)BRIAN WOLSHIN 2)CUSTOMER HAS 1 FREE OIL CHANGE LEFT - PER DOUG CONNOLLY					
10:53 09JUL12	17:32 09JUL12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
PERFORM LUBE/OIL/FILTER AND 34-PT INSPECTION.							
OIL PERFORM LUBE/OIL/FILTER AND 34-PT INSPECTION.							
				187		6.95	6.95
				1 21513-23001 GASKET-ENGINE OIL PLUG	1.00	0.62	0.62
				1 26300-35503 FILTER ASM	6.12	5.00	5.00
				5 OIL MOTOR OIL	1.48	1.48	7.40

B							
CUSTOMER STATES PASSENGER SIDE AIR BAG LIGHT IS NOT SHUTTING OFF WHEN SOMEONE IS SITTING IN SEAT							
MISC TECH FOUND AIR BAG LIGHT TO BE WORKING PROPERLY AT THIS TIME.							
				187			(N/C)

C							
CUSTOMER STATES WHEN BRAKING THERE IS A TICKING NOISE IN THE REAR-CHECK AND ADVISE							
MISC TECH RECOMMENDS CLEANING AND ADJUSTING REAR BRAKES \$89.95.							
				187			(N/C)

							2.00
CHEMICAL REMOVAL AND HAS WASTE DISPOSAL							

HYUNDAI

PAID

Herb Connolly HYUNDAI

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X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 6.95
PARTS AMOUNT	\$ 13.02
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 2.00
TOTAL CHARGES	\$ 21.97
LESS INSURANCE/COUPONS	\$ 5.00
SALES TAX	\$ 0.94
PLEASE PAY THIS AMOUNT	\$ 17.91

INVOICE

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NORTHBRIDGE, MA 01534

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PAGE 1

ATTACHMENT

I

SERVICE ADVISOR: 74 WILMAR COELHO

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(508) 879-0300 ext. 136
Fax: 508-879-1915
www.connollyhyundai.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	06	HYUNDAI SONATA	KMHEU46C56A128168		58431 58431	630	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20FEB06			17:00 04MAR13			CASH	06MAR13
R.O. OPENED		READY	OPTIONS: STK:H3208 DLR:32170 1)BRIAN WOLSHIN 2)CUSTOMER HAS 1 FREE OIL CHANGE LEFT - PER DOUG CONNOLLY				
07:52 04MAR13		15:30 06MAR13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

B CAMPAIGN 085--WILMAR

CAUSE: 083

81B012R0 EVALUATION, SEAT CUSHION
REMOVED, PACK-AGED, SHIPPED, UNPK, REI
160 WPH

(N/C)

FC: 81B012R0 PART#: COUNT:

CLAIM TYPE: CPN

AUTH CODE:



HYUNDAI

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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

MacIlvane: "OCS" Issue <> Dash light On While Wife is Seated In Passenger Seat



ATTACHMENT
K

Customer Experience Survey

https://survey.hyundaicustomerinsights.com/Survey.aspx?sr=60098

HYUNDAI | NEW THINKING. NEW POSSIBILITIES.

From this point forward, please think only about your most recent dealer service experience on 12/04/2012 at HERB CONNOLLY HYUNDAI.

Please mark the type of work that was performed on this service visit. (MARK ALL THAT APPLY)

- Lubefoil/Filter change
- Other routine maintenance
- Repairs
- Recall
- Warranty

BACK NEXT

During the survey, please do not use the browser's "Forward" or "Back" buttons.
To move through the survey, use the "Back" and "Next" buttons at the bottom of each page.

[Click here to report a problem with this page.](#)

Customer Experience Survey

https://survey.hyundaicustomerinsights.com/Survey.aspx?sr=60099

HYUNDAI | NEW THINKING. NEW POSSIBILITIES.

How likely will you be to return to HERB CONNOLLY HYUNDAI for routine maintenance (i.e. oil/filter change, minor/major service, tire/belt replacement)?

- Definitely will
- Probably will
- Probably will not
- Definitely will not

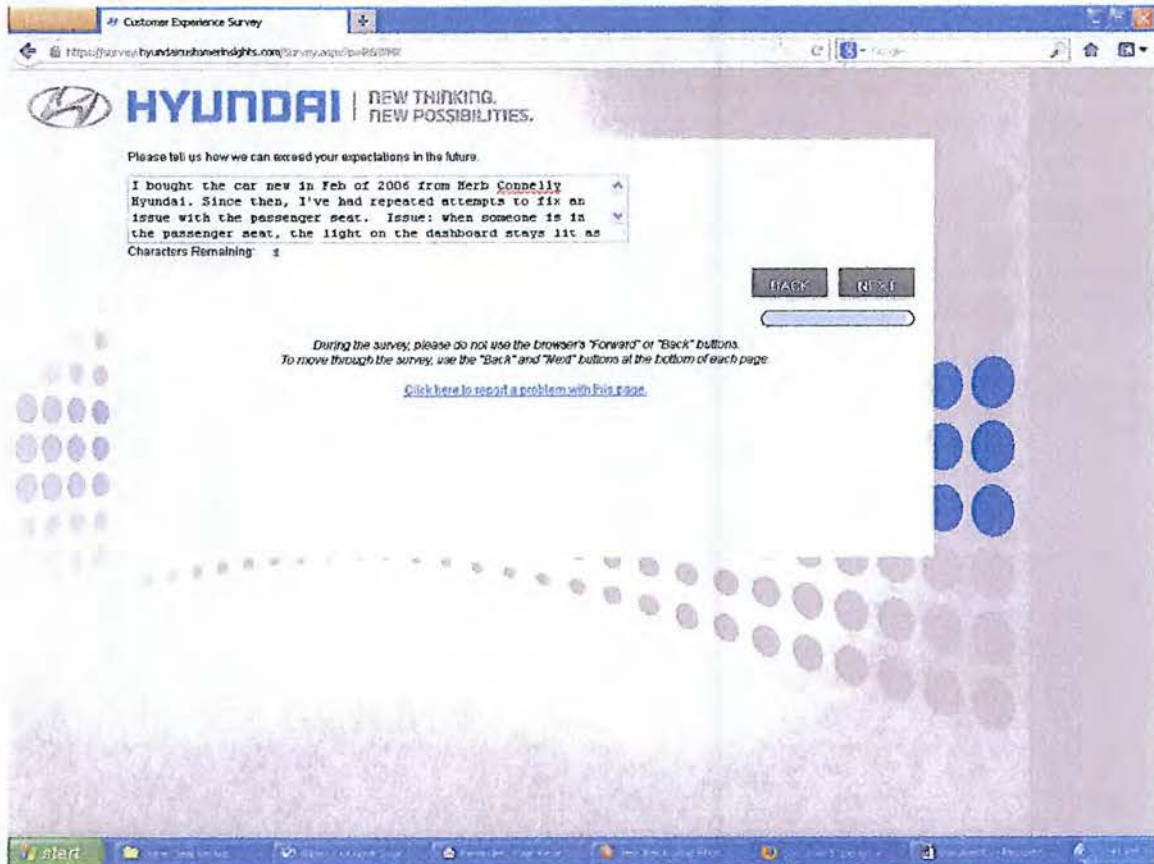
How likely will you be to recommend the Hyundai brand to others?

- Definitely will
- Probably will
- Probably will not
- Definitely will not

BACK NEXT

During the survey, please do not use the browser's "Forward" or "Back" buttons.
To move through the survey, use the "Back" and "Next" buttons at the bottom of each page.

[Click here to report a problem with this page.](#)



What I wrote to Hyundai on 1/19/13 in a survey about my last service visit.

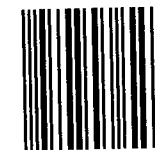
I bought the car new in Feb of 2006 from Herb Connelly Hyundai. Since then, I've had repeated attempts to fix an issue with the passenger seat. Issue: when someone is in the passenger seat, the light on the dashboard stays lit as if the passenger seat is not occupied. This is a serious safety issue since, and the dealership is aware of this, if I were in an accident and there was a passenger in the seat, and the system did not recognize an occupant in the seat, the air bags on the passenger side would not deploy leaving that occupant open to serious risk or death. I have had this conversation with the dealership and have had the car in a number of times to address the issue. I brought my wife in with me and had a service adviser "VERIFY" that the light remained on with my wife in the seat. He verified it too. Other than this, all I get is "our computer doesn't show any fault condition with the seat". That happens to a load of crap. Maybe their computer is defective because my eyes don't lie and neither did the advisers. The last time I brought it in for this issue I was told that "our computer doesn't show any fault condition with the seat". Just have your wife wiggle around and kind of squiggle in the seat and see if the light goes off. Ridiculous! I have saved all of my receipts and telephone conversation notes regarding this to use, if needed, after a serious injury. I used to recommend Hyundai all the time. no more. Contact me if you want to talk more about this.

No

Northbridge, MA



1000



20590

U.S. POSTAGE
PAID
UPTON, MA
01568
MAY 28, 13
AMOUNT

\$1.52
00044564-03

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, SE, WEST BUILDING
WASHINGTON, DC 20590

