



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

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 21-FEB-2014	Repository <input type="checkbox"/>
	Reference No. 10565287

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: NAPERVILLE State: IL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [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

Vehicle Identification Number Located at bottom of windshield on driver's side 5NPDH4AE0CH[REDACTED]	Make HYUNDAI	Model ELANTRA	Model Year 2012
Date Purchased 6-29-11	Dealer's Name and Telephone Number Ettleson Hyundai		Engine: No. Cylinders 4
Original Owner <input type="checkbox"/>	Dealer's City Country Side	State IL	Zip Code 60525
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 26-SEP-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage 20638	Failure Speed 40
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 1	Number of Deaths 0	Reported to Police Yes
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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 ELANTRA. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 40 MPH, THE STEERING WHEEL BECAME UNSTABLE. IN ADDITION, THE VEHICLE WOULD EXHIBIT AN ABNORMALLY LOUD NOISE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC SEVERAL TIMES, WHO PERFORMED AN ALIGNMENT AND REPLACED THE AXLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 20,638.

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.

March 15, 2014

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Re: Your Reference No. 10565287

To Whom It May Concern:

Requested information	
Vehicle Identification Number	5NPDH4AEOCH [REDACTED]
Date Purchased	June 29, 2011
Dealer's Name, Address and Telephone No.	Ettleson Hyundai, LLC 6420 Joliet Road Countryside, IL 60525 (708) 491-0200
Insurance Company	GEICO Casualty Company One GEICO Center Macon, GA 31295-0001
Claim Number	[REDACTED]
Policy Number	[REDACTED]
Filed complaint with Hyundai Corporation	Case Number: 6407331

[REDACTED] - [REDACTED] - Naperville, IL [REDACTED] - Tel. [REDACTED]
Email: [REDACTED]

I was involved in an automobile accident September 26, 2013. I was taken to the hospital with neck and back injuries.

GEICO had my vehicle repaired several times at their repair shop, Collision Center of America with little or no success. The vehicle continued to drift off the road (steering or alignment problem), excessive noise and vibration. Failing to correct the problem, GEICO took the vehicle to Napleton's Valley Hyundai and had the car aligned with no results. There was still a steering or alignment problem, the car vibrated and was very noisy. GEICO then had the rear axle replaced. No results, the car drifted off the road (steering or alignment problem), excessive noise and vibrated.

Please Note: I did not choose the repair shop, Collision Center of America or Napleton's Valley Hyundai.

The vehicle is not safe to drive.

Sincerely,

[REDACTED]

Attachment

- Exhibit I----- Illinois Traffic Crash Report
- Exhibit II----- Collision Center of America Report
- Exhibit III---- Napleton's Valley Hyundai
- Exhibit IV---GEICO Illinois Insurance Card

ILLINOIS TRAFFIC CRASH REPORT

Sheet 1 of 1 Sheets



REPORTING AGENCY Greenwood Police	DAMAGE TO ANY ONE PERSON'S VEHICLE / PROPERTY <input checked="" type="checkbox"/> OVER \$1,500	TYPE OF REPORT <input checked="" type="checkbox"/> ON SCENE NOT ON SCENE (DESK REPORT)	INJURY AND / OR TOW DUE TO CRASH <input checked="" type="checkbox"/>	AGENCY CRASH REPORT NO 13 14199	TRPV 1
VEHICLE NO. 700 block	HIGHWAY or STREET NAME East Fabian Parkway	CITY Greenwood	DATE OF CRASH 09/12/13	TIME 6:17	VEH1 2
INTERSECTION WITH Kennelwood Drive	COUNTY Kane	INTERSECTION RELATED <input checked="" type="checkbox"/>	DOORING WITH PEDALCYCLIST? <input checked="" type="checkbox"/>	LARS CODE	VEH2 1
DRIVER NAME [REDACTED]	MAKE Chevrolet	MODEL 1500	YEAR 1999	CIRCLE NUMBER(S) FOR DAMAGED AREA(S)	NO LANE
PLATE NO. [REDACTED]	STATE IL	DATE OF BIRTH [REDACTED]	INJURY [REDACTED]	FRONT 	ALGN
DRIVER LICENSE NO. [REDACTED]	VEHICLE OWNER (LAST, FIRST MI.) Driver	INSURANCE CO. State Farm	CLASS D	REAR 	RSUR
OWNER ADDRESS [REDACTED]	OWNER ADDRESS (STREET, CITY, STATE, ZIP) [REDACTED]	TELEPHONE [REDACTED]	EMERGENCY AGENCY NIA	DATE OF BIRTH [REDACTED]	VEH3 2
DRIVER NAME [REDACTED]	MAKE Hyundai	MODEL Elantra	YEAR 2012	CIRCLE NUMBER(S) FOR DAMAGED AREA(S)	FRONT
PLATE NO. [REDACTED]	STATE IL	DATE OF BIRTH [REDACTED]	INJURY [REDACTED]	REAR 	ALGN
DRIVER LICENSE NO. [REDACTED]	VEHICLE OWNER (LAST, FIRST MI.) Driver	INSURANCE CO. [REDACTED]	CLASS D	DATE OF BIRTH [REDACTED]	RSUR
OWNER ADDRESS [REDACTED]	OWNER ADDRESS (STREET, CITY, STATE, ZIP) [REDACTED]	TELEPHONE [REDACTED]	EMERGENCY AGENCY Medic 25	DATE OF BIRTH [REDACTED]	VEH4 2

EVNT	EVNO	MOST	EVRT	ILDC	DAMAGED PROPERTY OWNER NAME	DAMAGED PROPERTY	CONTRIBUTORY CAUSE(S)	POSTED SPEED LIMIT	DID CRASH OCCUR IN A WORK ZONE? <input checked="" type="checkbox"/> Y <input type="checkbox"/> N
	1	11	4		PROPERTY OWNER ADDRESS	CITY STATE ZIP	PRIMARY 25	45	
1	2				ARREST NAME	SECTION CITATION NO. 625 ILCS 5/11-306 94378	SECONDARY 14		IF YES CHECK ONE BELOW: <input type="checkbox"/> CONSTRUCTION <input type="checkbox"/> MAINTENANCE <input type="checkbox"/> UTILITY <input type="checkbox"/> UNKNOWN WORK ZONE TYPE
	3				ARREST NAME	SECTION CITATION NO.	DATE POLICE NOTIFIED 09/12/13	TIME NOTIFIED 6:30 PM	
2	1	11	4		OFFICER ID	BEAT / DIST.	COURT DATE 09/10/13	COURT TIME 9:20 PM	WORKERS PRESENT? <input type="checkbox"/> Y <input type="checkbox"/> N
	2				SUPERVISOR ID				
3	3								

PLEASE USE BLACK INK. PRESS HARD, PRINT LEGIBLY AND COMPLETE ALL REQUIRED FIELDS!

EXHIBIT I

801 Frontenac - Collision Centers of America
801 FRONTENAC
NAPERVILLE, IL 60563
(630) 428-3050

[REDACTED]

GEICO

NAPERVILLE, IL [REDACTED]

[REDACTED]

Original cost of repairs (Estimate of Record)	\$10,614.65
Supplemental work added to original estimate	\$3,201.73
Deductible due from customer	\$0.00
Betterment due from customer	\$0.00
Appearance Allowance due to customer	\$0.00
Total Cost of Repairs	\$13,716.38
Total amount due from customer	\$0.00
Total amount due from insurance company	\$13,716.38

CSI TEXT

At Collision Centers of America we strive for complete repairs and service excellence in order to meet our #1 goal of 100% customer satisfaction.

In the next few weeks, you may be contacted by our customer service center or possibly your insurance company, asking you to rate us on the quality of service and repairs.

Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied
10	9 Fail 8 Fail 7 Fail	6 Fail 5 Fail	4 Fail 3 Fail	2 Fail 1 Fail

Any response from you, our customer, that is less than a 10 or YES, completely satisfied is considered to be a failure in our repair and service quality.

Our Management Team is on hand to make sure all of our customers are completely satisfied. Please don't hesitate to contact any one of us at any time and we will personally assist you.

Thank you for choosing Collision Centers of America and giving us the opportunity to better serve you for your repair needs.

Sincerely,

All of us at Collision Centers of America
Management Team and Staff

GEICO

D. CHRIS ACKERMAN
EMAIL SUPPLEMENTS TO
R3ADSuppChi@GEICO.com
801 FRONTENAC RD
DACKERMAN@GEICO.COM
NAPERVILLE, IL 60563
Phone: (630) 303-3840
Fax: (855) 809-8138

Claim #: [REDACTED]
Workfile ID: 7606ebc8

Supplement of Record 1 with Summary

Written By: DONALD ACKERMAN, 11/01/2013 04:32:40 PM
Adjuster: F088

Insured: [REDACTED] Policy #: [REDACTED] Claim #: [REDACTED]
Type of Loss: Collision Date of Loss: 09/26/2013 06:00 PM Days to Repair: 30
Point of Impact: 07 Left Rear Deductible: 100.00

Owner: [REDACTED] **Inspection Location:** COLL CENTER NAPERVILLE XF
[REDACTED] 801 FRONTENAC RD
NAPERVILLE, IL [REDACTED] NAPERVILLE, IL 60563-0000
[REDACTED] Evening Non Drive-in
[REDACTED] (630) 820-5252 x0000 Day

Appraiser Information: DAckerman@geico.com
(630) 303-3840

Repair Facility: 801 FRONTENAC RD
NAPERVILLE, IL
(630) 428-0511 Business
201043612 Federal ID

VEHICLE

Year: 2012 Color: SILVER A Int: License: [REDACTED] Production Date:
Make: HYUN Body Style: 4D SED State: IL Odometer: 20638
Model: ELANTRA Engine: 4-1.8L-FI VIN: 5NPDH4AE0CH [REDACTED] Condition:

TRANSMISSION

Automatic Transmission

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat

DECOR

Dual Mirrors
Tinted Glass
Console/Storage

Overhead Console

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Steering Wheel Touch Controls
Telescopic Wheel

RADIO

AM Radio
FM Radio
Stereo

Search/Seek

CD Player

Auxiliary Audio Connection

Satellite Radio

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device

ROOF

Electric Glass Sunroof

SEATS

Bucket Seats

Leather Seats

Heated Seats

Rear Heated Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

Metallic Paint

OTHER

Fog Lamps
Traction Control
Stability Control
Signal Integrated Mirrors
Power Trunk/Gate Release

Supplement of Record 1 with Summary

2012 HYUN ELANTRA LIMITED 4D SED 4-1.8L-FI SILVER A

Line	Oper	Description	Qty	Extended Price \$	Labor	Paint
1		ELECTRICAL				
2		Repl TPMS sensor	1	23.02	Incl.	
3		Repl Sensor nut	1	2.94		
4	* S01	R&I Antenna assy w/o navigation bronze				<u>0.3</u>
5		EXHAUST SYSTEM				
6	* R&I	Rear muffler			m	<u>0.6</u> M
7		Repl Rear muffler gasket	1	10.53		
8	* S01 R&I	Center pipe			m	<u>0.7</u> M
9	S01	Repl Center pipe gasket	1	8.32		
10		EMISSION SYSTEM				
11	S01 R&I	Vapor canister Federal			m	0.6 M
12		WHEELS				
13	**	Repl RECOND LT/Rear Wheel, alloy 17" type B	1	<u>189.00</u>	m	0.3
14	#	Initialize sensor	1			0.5 M
15	#	Subl Wheel Balance	1	15.00	X	
16	#	Repl It rear tire	1	179.84		
17	#	Subl Wheel Alignment	1	77.50	X	
18		WINDSHIELD				
19	* S01	Rpr Windshield Hyundai, w/o solar, US built MASK/ROPE				<u>0.3</u>
20		INSTRUMENT PANEL				
21	* S01 R&I	Center bezel w/o navigation				<u>0.1</u>
22	* S01 R&I	RT Center molding				<u>0.1</u>
23	* S01 R&I	LT Center molding				<u>0.1</u>
24		CONSOLE				
25	S01 R&I	R&I console assy				0.9
26	# S01 R&I	PULL BACK CARPET				0.3
27		RESTRAINT SYSTEMS				
28	S01 R&I	LT Head air bag			m	0.8 M
29	S01 R&I	RT Outer belt assy				0.4
30	S01 R&I	LT Outer belt assy				0.4
31	S01 R&I	Center belt assy				0.4
32	S01 R&I	Buckle				0.2
33	S01 R&I	Buckle				0.2
34	S01 R&I	Buckle				0.2
35	S01	Repl Air bag system diagnosis	1		m	0.5 M
36		ROOF				
37	S01 R&I	RT Roof molding				0.6
38	* S01 Rpr	Roof panel w/o navigation				<u>0.5</u> 2.7
39	S01 R&I	LT Roof molding				0.6
40	S01 R&I	Headliner w/o bluetooth gray				2.8
41	S01	Deduct for Overlap				-0.7

Supplement of Record 1 with Summary

2012 HYUN ELANTRA LIMITED 4D SED 4-1.8L-FI SILVER A

42	PILLARS, ROCKER & FLOOR						
43		Blnd	LT Rocker panel			s	0.9
44	REAR DOOR						
45		R&I	LT R&I door assy				1.1
46	*	S01	Rpr	LT Outer panel			<u>5.0</u>
47		S01		Overlap Major Adj. Panel			-0.4
48		R&I		LT Belt molding			0.3
49		R&I		LT Handle, outside			0.4
50		R&I		LT R&I trim panel			0.5
51	*	S01	Algn	RT Door shell from 10/29/10			<u>0.5</u>
52	*	S01	Rpr	LT Handle, outside			<u>0.5</u>
53		S01		Overlap Minor Panel			-0.2
54	BACK GLASS						
55	*	Subl		Back glass Hyundai w/o solar	1	78.00	X
56		Repl		Reveal molding	1	31.89	
57	**	S01	Repl	A/M urethane kit	1	30.00	
58	QUARTER PANEL						
59	*	Sect		LT Quarter panel cut in sail panel	1	859.66	<u>15.2</u>
60		S01		Overlap Major Adj. Panel			-0.4
61	#			Add for stone guard	1		0.5
62		Repl		LT Tail lamp pocket	1	141.89	2.8
63		S01		Overlap Minor Panel			-0.2
64				Deduct for Overlap			-0.9
65		Repl		LT Wheelhouse liner rear	1	68.19	Incl.
66		Repl		LT Inner qtr panel US built	1	790.19	s 7.5
67		S01	Repl	RT Wheelhouse liner rear	1	68.53	0.2
68	*	S01	Rpr	RT Inner qtr panel US built			s 1.5
69	FUEL SYSTEM						
70		S01	R&I	R&I fuel tank			m 1.4
71	REAR SUSPENSION						
72		S01	Repl	Axle beam sedan US built	1	875.79	m 4.5
73	#	S01	Repl	LT BEAM BOLT	1	10.29	
74	#		Rpr	rt hub assy transfer			0.5
75	#		Rpr	calioer loosen			0.5
76		Repl		LT Hub assy	1	298.74	m Incl.
77	*	R&I		<u>LT Caliper assy / loosemn</u>			m 0.5
78	*	S01	R&I	LT ABS sensor			m Incl. M
79		Repl		LT Brake hose	1	52.16	m 0.6
80				Bleed brake system			m 0.5
81	#			brake fluid	1	6.00	
82	*	R&I		RT Spring			m Incl.
83	*	R&I		LT Spring			m Incl.
84	*	R&I		LT Shock			m 0.7
85		S01		Deduct for Overlap			-0.3

Supplement of Record 1 with Summary

2012 HYUN ELANTRA LIMITED 4D SED 4-1.8L-FI SILVER A

86	*	R&I	RT Shock			m	0.7	M	
87		S01	Deduct for Overlap				-0.3	M	
88	#	S01	R&I	LOOSEN/DROP FUEL/BRAKE LINES					
89	REAR BODY & FLOOR								
90	*	S01	Rpr	Center floor pan			5.5	1.0	
91	*	S01	Repl	Center c'member	1	213.08	1.0	0.5	
92			Repl	LT Rail assy	1	549.15	s	11.8	
93		S01	Repl	RT Package tray Korean built	1	234.89		4.2	
94		S01		Clear Coat				2.5	
95	*	S01	R&I	LT Seat reinf			2.0		
96		S01	Repl	Rear floor pan	1	476.87		18.5	
97		S01		Overlap Major Non-Adj. Panel				-0.2	
98		S01		Deduct for Overlap			-3.2		
99	*	S01	Rpr	Rear body panel US built			5.0	1.6	
100		S01		Overlap Major Non-Adj. Panel				-0.2	
101		S01		Add for Clear Coat				0.3	
102	TRUNK LID								
103		R&I	R&I	trunk lid			0.7		
104		Blnd		Trunk lid US built				1.2	
105		Repl		Emblem	1	26.28		0.1	
106		Repl		Nameplate "ELANTRA"	1	33.94		0.2	
107	*	R&I		Nameplate "LIMITED"			0.2		
108	#	Rpr		retape			0.3		
109		R&I		Trunk lid trim from 11/4/10			0.3		
110	REAR LAMPS								
111		S01	Repl	LT Tail lamp assy clip	1	0.94			
112	**	S01	Repl	A/M CAPA LT Tail lamp assy US built	1	110.58		Incl.	
113		S01	R&I	RT Backup lamp assy US built				0.3	
114		S01	R&I	LT Backup lamp assy US built				0.3	
115		S01	R&I	RT License lamp				0.1	
116		S01	R&I	LT License lamp				0.1	
117	REAR BUMPER								
118				O/H rear bumper				1.7	
119	**	S01	Repl	A/M CAPA Bumper cover	1	279.00		Incl.	
120				Add for Clear Coat				1.1	
121				Deduct for Rear Bumper R&I				-1.2	
122			Repl	LT Side retainer	1	12.79		0.1	
123	#		Refn	Cover Car Complete				0.2	
124	#		Repl	Restore Corrosion Protection	1	10.00		0.2	
125	#		Subl	Flex Additive	1	5.00	T		
126	#		Rpr	WSB				1.2	
127	#		Repl	Seam sealer	2	70.00			
128	#		Repl	cavity wax	1	35.00			
129	#		Repl	Undercoating	1	10.00	X	0.2	

Supplement of Record 1 with Summary

2012 HYUN ELANTRA LIMITED 4D SED 4-1.8L-FI SILVER A

130	#	S01	Subl	Tire Disposal Fee	1	5.50	X	
131	#	S01	Rpr	SET UP/MEASURE				1.5
132	#	S01	Rpr	PULL RR MASH				4.0 F
133	#	S01		PAINT AND MATERIAL ADJUSTMENT	1	279.40		
134	#	S01	Rpr	RECODE AIRBAG/DASHLIGHTS				1.0 M
135	OTHER CHARGES							
136	#			E.P.C.	1	3.00		
SUBTOTALS						6,172.90		111.7
								26.5

NOTES

Line 11: FOR FLOOR

Line 126: WS8 needed due to shop performing an extra measure of quality

Estimate Notes:

AY CD: 2 DI: DM: 63 CO: 12 NI: 2 LDC: 507 SYM: COL TOWED: Y INST: AIRBAG INFLT: N LH: INCPT DT: 08 15 11 RR:
 0900 MBI: UMPD: REJ;Facts of Loss: PH STTD: PH CLMT WAS GOING WEST, PH WAS GOING SOUTH... PH WAS COMING THROUGH A

Prior Damage Notes:

Prior Unrelated Damage Notes:

Front Bumper: None
 LT Fender: None
 Hood: None
 Lt Front Door: None
 Lt Rear Door: None
 Roof: None
 Lt Quarter Panel: None
 Decklid/Tailgate: None
 Rear Bumper: None
 Interior: None
 Front Lamps: None
 Rt Fender: None
 Glass: None
 Rt Front Door: None
 Rt Rear Door: None
 Sunroof: None
 Rt Quarter Panel: None
 Rear Lamps: None
 Back Glass: None
 Tires: None

Supplement of Record 1 with Summary

2012 HYUN ELANTRA LIMITED 4D SED 4-1.8L-FI SILVER A

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			6,056.90
Body Labor	93.7 hrs @	\$ 46.00 /hr	4,310.20
Paint Labor	26.5 hrs @	\$ 46.00 /hr	1,219.00
Mechanical Labor	14.0 hrs @	\$ 65.00 /hr	910.00
Frame Labor	4.0 hrs @	\$ 55.00 /hr	220.00
Paint Supplies			420.00
Miscellaneous			113.00
Other Charges			3.00
Subtotal			13,252.10
Sales Tax	\$ 6,403.90 @	7.2500 %	464.28
Total Cost of Repairs			13,716.38
Deductible			100.00
Total Adjustments			100.00
Net Cost of Repairs			13,616.38

Supplement of Record 1 with Summary

2012 HYUN ELANTRA LIMITED 4D SED 4-1.8L-FI SILVER A

SUPPLEMENT SUMMARY

Line	Oper	Description	Qty	Extended Price \$	Labor	Paint
Changed Items						
53		Repl Center c'member	1	-213.08	-1.0	
91	*	S01 Repl Center c'member	1	213.08	1.0	<u>0.5</u>
64	**	Repl A/M CAPA LT Tail lamp assy US built	1	-138.00	Incl.	
112	**	S01 Repl A/M CAPA LT Tail lamp assy US built	1	<u>110.58</u>	Incl.	
67	**	Repl A/M CAPA Bumper cover	1	-290.00	Incl.	-2.8
119	**	S01 Repl A/M CAPA Bumper cover	1	<u>279.00</u>	Incl.	2.8
78	#	Tire Disposal Fee	1	-5.50		
130	#	S01 Subl Tire Disposal Fee	1	5.50 X		
Deleted Items						
17		Blnd LT Outer panel				-1.0
26		Add for Clear Coat				-1.2
29		Overlap Minor Panel				0.2
30		Add for Clear Coat				-0.1
34		Add for Clear Coat				-0.3
35	#	Rpr set up to pull			-1.0	
36	#	Rpr pull rear mash			-3.0 F	
38		Repl Axle beam sedan US built	1	-875.79 m	-4.5 M	
49		Deduct for Overlap			0.3 M	
51		Deduct for Overlap			0.3 M	
53		Repl Center floor pan	1	-434.15	-14.8	
Added Items						
4	*	S01 R&I Antenna assy w/o navigation bronze			<u>0.3</u>	
8	*	S01 R&I Center pipe			m <u>0.7</u> M	
9		S01 Repl Center pipe gasket	1	8.32		
10	EMISSION SYSTEM					
11		S01 R&I Vapor canister Federal			m 0.6 M	
18	WINDSHIELD					
19	*	S01 Rpr Windshield Hyundai, w/o solar, US built MASK/ROPE			<u>0.3</u>	
20	INSTRUMENT PANEL					
21	*	S01 R&I Center bezel w/o navigation			<u>0.1</u>	
22	*	S01 R&I RT Center molding			<u>0.1</u>	
23	*	S01 R&I LT Center molding			<u>0.1</u>	
24	CONSOLE					
25		S01 R&I R&I console assy			0.9	
26	#	S01 R&I PULL BACK CARPET			0.3	
27	RESTRAINT SYSTEMS					
28		S01 R&I LT Head air bag			m 0.8 M	
29		S01 R&I RT Outer belt assy			0.4	
30		S01 R&I LT Outer belt assy			0.4	

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2012 HYUN ELANTRA LIMITED 4D SED 4-1.8L-FI SILVER A

31	S01	R&I	Center belt assy				0.4		
32	S01	R&I	Buckle				0.2		
33	S01	R&I	Buckle				0.2		
34	S01	R&I	Buckle				0.2		
35	S01	Repl	Air bag system diagnosis	1		m	0.5	M	
36	ROOF								
37	S01	R&I	RT Roof molding				0.6		
38	*	S01	Rpr	Roof panel w/o navigation			0.5	2.7	
39	S01	R&I	LT Roof molding				0.6		
40	S01	R&I	Headliner w/o bluetooth gray				2.8		
41	S01		Deduct for Overlap				-0.7		
46	*	S01	Rpr	LT Outer panel			5.0	1.7	
47	S01		Overlap Major Adj. Panel					-0.4	
51	*	S01	Algn	RT Door shell from 10/29/10			0.5		
52	*	S01	Rpr	LT Handle, outside			0.5	0.5	
53	S01		Overlap Minor Panel					-0.2	
57	**	S01	Repl	A/M urethane kit	1	30.00			
60	S01		Overlap Major Adj. Panel					-0.4	
63	S01		Overlap Minor Panel					-0.2	
67	S01	Repl	RT Wheelhouse liner rear	1	68.53		0.2		
68	*	S01	Rpr	RT Inner qtr panel US built			s	1.5	0.3
69	FUEL SYSTEM								
70	S01	R&I	R&I fuel tank			m	1.4	M	
72	S01	Repl	Axle beam sedan US built	1	875.79	m	4.5	M	
73	#	S01	Repl	LT BEAM BOLT	1	10.29			
78	*	S01	R&I	LT ABS sensor			m	Incl. M	
85	S01		Deduct for Overlap				-0.3	M	
87	S01		Deduct for Overlap				-0.3	M	
88	#	S01	R&I	LOOSEN/DROP FUEL/BRAKE LINES					
90	*	S01	Rpr	Center floor pan			5.5	1.0	
93	S01	Repl	RT Package tray Korean built	1	234.89		4.2	1.2	
94	S01		Clear Coat					2.5	
95	*	S01	R&I	LT Seat reinf			2.0		
96	S01	Repl	Rear floor pan	1	476.87		18.5	2.1	
97	S01		Overlap Major Non-Adj. Panel					-0.2	
98	S01		Deduct for Overlap				-3.2		
99	*	S01	Rpr	Rear body panel US built			5.0	1.6	
100	S01		Overlap Major Non-Adj. Panel					-0.2	
101	S01		Add for Clear Coat					0.3	
111	S01	Repl	LT Tail lamp assy clip	1	0.94				
113	S01	R&I	RT Backup lamp assy US built				0.3		
114	S01	R&I	LT Backup lamp assy US built				0.3		
115	S01	R&I	RT License lamp				0.1		
116	S01	R&I	LT License lamp				0.1		

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2012 HYUN ELANTRA LIMITED 4D SED 4-1.8L-FI SILVER A

131	#	S01	Rpr	SET UP/MEASURE			1.5	
132	#	S01	Rpr	PULL RR MASH			4.0 F	
133	#	S01		PAINT AND MATERIAL ADJUSTMENT	1	279.40		
134	#	S01	Rpr	RECODE AIRBAG/DASHLIGHTS			1.0 M	
SUBTOTALS						636.67	39.9	10.4

NOTES

Line 11: FOR FLOOR

Estimate Notes:

AY CD: 2 DI: DM: 63 CO: 12 NI: 2 LDC: 507 SYM: COL TOWED: Y INST: AIRBAG INFLT: N LH: INCPT DT: 08 15 11 RR:
 0900 MBI: UMPD: REJ;Facts of Loss: PH STTD: PH CLMT WAS GOING WEST, PH WAS GOING SOUTH... PH WAS COMING THROUGH A

Prior Damage Notes:

Prior Unrelated Damage Notes:

Front Bumper: None
 LT Fender: None
 Hood: None
 Lt Front Door: None
 Lt Rear Door: None
 Roof: None
 Lt Quarter Panel: None
 Decklid/Tailgate: None
 Rear Bumper: None
 Interior: None
 Front Lamps: None
 Rt Fender: None
 Glass: None
 Rt Front Door: None
 Rt Rear Door: None
 Sunroof: None
 Rt Quarter Panel: None
 Rear Lamps: None
 Back Glass: None
 Tires: None

Supplement of Record 1 with Summary

2012 HYUN ELANTRA LIMITED 4D SED 4-1.8L-FI SILVER A

TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			631.17
Body Labor	33.9 hrs @	\$ 46.00 /hr	1,559.40
Paint Labor	10.4 hrs @	\$ 46.00 /hr	478.40
Mechanical Labor	5.0 hrs @	\$ 65.00 /hr	325.00
Frame Labor	4.0 hrs @	\$ 55.00 /hr	220.00
Additional Supplement Labor			-165.00
Paint Supplies	10.7 hrs @	\$ 26.00 /hr	278.20
Additional Supplement Materials/Supplies			-276.80
Miscellaneous			5.50
Subtotal			3,055.87
Sales Tax	\$ 632.57 @	7.2500 %	45.86
Total Supplement Amount			3,101.73
NET COST OF SUPPLEMENT			3,101.73

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	10,614.65	ANNE KROCIN
Supplement S01	3,101.73	DONALD ACKERMAN
Workfile Total:	\$ 13,716.38	
TOTAL ADJUSTMENTS:	\$ 100.00	
NET COST OF REPAIRS:	\$ 13,616.38	

Supplement of Record 1 with Summary

2012 HYUN ELANTRA LIMITED 4D SED 4-1.8L-FI SILVER A

This is not an authorization to repair.

All GEICO customers have the right to have their vehicle repaired in the shop of their choice.

No Supplement will be honored unless authorized by GEICO.

NOTICE: Vehicles constructed of special metals may require the use of specialized welding and bonding equipment. Proper measuring and structural repair systems are requirement on today's vehicle to accurately accomplish vehicle repairs. Make sure your shop has the proper equipment to repair your vehicle.

ALTERNATE PARTS DISCLAIMER:

IF A QUALITY REPLACEMENT PART (A/M, LKQ, RECOND OR OPT OEM) APPEARS ON THIS ESTIMATE, IT INDICATES THAT THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES, IF ANY, APPLICABLE TO THESE REPLACEMENT CRASH PARTS ARE PROVIDED BY THE PART MANUFACTURER OR DISTRIBUTOR RATHER THAN BY THE MANUFACTURER OF YOUR VEHICLE.

*** IN ADDITION TO ANY SUCH WARRANTIES, GEICO PROVIDES THE FOLLOWING:

**** OWNER LIMITED WARRANTY **** WE WARRANT THAT ALL QUALITY REPLACEMENT BODY PARTS (PARTS NOT MANUFACTURED BY THE MANUFACTURER) IDENTIFIED ON YOUR ESTIMATE, ARE FREE OF DEFECTS IN MATERIAL AND WORKMANSHIP AND MEET GENERALLY ACCEPTED INDUSTRY STANDARDS. THIS PARTS AND LABOR WARRANTY WILL BE IN EFFECT FOR AS LONG AS YOU OWN THE VEHICLE DESCRIBED IN THE ESTIMATE. THIS WARRANTY COVERS THE COST OF THE PART, LABOR TO INSTALL, AND INCIDENTALS SUCH AS PAINT AND MATERIALS AND IS SPECIFICALLY LIMITED TO THOSE ITEMS. THIS WARRANTY DOES NOT COVER LOSS OR DAMAGE THAT IS UNRELATED TO DEFECTS IN THE QUALITY REPLACEMENT PARTS. THIS IS NOT TRANSFERABLE. IF ANY QUALITY REPLACEMENT PARTS ARE DEFECTIVE IN EITHER MATERIAL OR WORKMANSHIP, CONTACT YOUR LOCAL GEICO REPRESENTATIVE.

ILLINOIS LAW REQUIRES THAT VEHICLE REPAIRERS MUST BE LICENSED IN ACCORDANCE WITH SECTION 5-301 OF THE ILLINOIS VEHICLE CODE.

Estimate calculated using a preset user threshold amount for the paint and material cost.

This estimate has been prepared based on the use of crash parts supplied by a source other than the manufacturer of your motor vehicle. Warranties applicable to these replacement parts are provided by the manufacturer or distributor of these parts rather than the manufacturer of your vehicle.

Supplement of Record 1 with Summary

2012 HYUN ELANTRA LIMITED 4D SED 4-1.8L-FI SILVER A

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARR1057, CCC Data Date 10/17/2013, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM or A/M. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2014 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Supplement of Record 1 with Summary

2012 HYUN ELANTRA LIMITED 4D SED 4-1.8L-FI SILVER A

ALTERNATE PARTS SUPPLIERS

Line	Supplier	Description	Price
112	Professional Parts Grp-Chicago Krettler, Joe 305 North Ave Carol Stream IL 60188 (630) 948-7636	#HY2804119C A/M CAPA LT Tail lamp assy US built	\$ 110.58
119	Keystone - CHICAGO, IL GEINOSKY, TED 5100 WEST 123rd STREET ALSIP IL 60803 (800) 622-0096	#HY1100180C A/M CAPA Bumper cover Quote: 4019835 Expires: 11/21/13	\$ 279.00

Supplement of Record 1 with Summary

2012 HYUN ELANTRA LIMITED 4D SED 4-1.8L-FI SILVER A

ALTERNATE PARTS USAGE

Year: 2012 Color: SILVER A Int: License: [REDACTED] Production Date:
 Make: HYUN Body Style: 4D SED State: IL Odometer: 20638
 Model: ELANTRA Engine: 4-1.8L-FI VIN: 5NPDH4AE0CH [REDACTED] Condition:

Alternate Part Type	# Of Available Parts	# Of Parts Selected
Aftermarket	9	3
Optional OEM	0	0
Reconditioned	0	1
Recycled	8	0

2012 HYUN ELANTRA LIMITED

801 Frontenac - Collision Centers of America
16935

COLLISION CENTERS OF AMERICA
LIMITED LIFETIME WARRANTY FOR REPAIRS

Collision Center's of America, Inc. stands behind its repairs and wants every customer to be completely satisfied and secure with the work performed by any of our repair facilities. This certificate evidences our commitment to that goal and is valid as long as you own your vehicle. Restrictions and conditions apply.

What is covered:

1. **Body Parts:** CCA may repair or replace body parts during the repair process as governed by the terms of your insurance policy with your insurance carrier.
Repaired: Work performed on repaired body panels is guaranteed for as long as the customer owns the vehicle.
Replaced: All replaced body parts are guaranteed for as long as the customer owns the vehicle.
2. **Refinishing:** Paint is guaranteed not to fade, crack or peel for as long as the customer owns the vehicle.
*** NO PASTE WAX FOR 90 DAYS ***
3. **Mechanical:** CCA may perform or sublet mechanical repairs depending on the type of work and severity of the accident. This may involve the repair or replacement of mechanical parts. Most mechanical parts and repairs carry warranty from the parts manufacture. CCA will gladly honor any parts manufacture's warranty if an issue arises during the mechanical parts warranty period. There is no additional warranty.

TERMS AND CONDITIONS

1. The terms and conditions of this warranty are limited to and are only intended to cover the work performed by Collision Centers of America, Inc. Accordingly, the following are excluded from this warranty: defects resulting from misuse, negligence, lack of proper maintenance, prior unrelated and unrepaired damage, subsequent damage, modifications, accident, fire or other casualties, or repairs not performed by CCA; normal wear and element exposure: rust or rust repairs, including but not limited to, rust areas common for the particular vehicle model or make or otherwise associated with a manufacturer weakness; defects, damage or deterioration caused by extreme environmental conditions; repair and or replacement of tires, batteries, mechanical parts, electrical parts, wiper blades, oils, lubricants and air conditioning recharge, although some of the above may have a warranty from the specific manufacturer which will be honored; stone chips in paint, manufacturer defects or weaknesses, recalls, squeaks, rattles and other noise vibrations.
2. Customer is responsible for the normal maintenance and operations of the vehicle. Failure to properly maintain the vehicle may result in the voiding of any warranty at the sole discretion of the warranty provider.
3. The warranty is limited to the scope of services provided and performed by CCA. Nothing contained herein is intended to and does not constitute CCA's guarantee of any other vehicle component, including fitness for a particular use or purpose, warranties of merchantability and the like. CCA reserves the right to change or modify the terms and conditions of this warranty in the future by providing written notices of any such changes to the last known address for the customer or subsequent transferee, with such modifications or cancellations taking effect three (3) days after the date such notice is mailed by regular U.S. mail. CCA will not be responsible or liable for any failure of customer to update their address or other contact information.
4. CCA shall not be responsible for, and the customer hereby agrees to indemnify and hold CCA harmless, any future loss, claim, litigation or other demand related to any accident disclosure.



Exhibit III
Pg 1 of 2

Napleton's Valley Hyundai
4333 Ogden Ave. Aurora, IL 60504
Phone (630) 851-2500
www.napletonsvalleyhyundai.com

TRADE-IN VEHICLE APPRAISAL #1

Customer Name(s): X [REDACTED] Salesperson: Boris Cvijetic
 Street Address: [REDACTED] Naperville, IL [REDACTED]
 Home Telephone: [REDACTED] Work Telephone: _____
 Trade-in Vehicle Year: 2012 Make: Hyundai Model: Elantra VIN: 5NPDH4AE0CH [REDACTED]
 Odometer Reading: 22651 Miles 5 Digit or 6 Digit Actual or Non Actual

COMMENTS – NOTE ANY VISIBLE DAMAGE: Gaps, Wind and Tire noise, Pulls to the left and car vibrates.

INFORMATION TO BE OBTAINED FROM VEHICLE OWNER(S):

1. When did you purchase the vehicle? _____
2. From whom did you purchase the vehicle? _____
3. In whose name is the vehicle titled (List as appears on title)? _____
4. In what state is the vehicle titled? _____
5. Who are the entities/individuals that have a lien on the vehicle? _____
6. Did you purchase the vehicle new? Yes No
7. Has the vehicle been involved in an accident? Yes No
8. Has the vehicle ever been titled as salvage, junk, rebuilt, or lemon buyback vehicle? Yes No
9. Has the vehicle's odometer been repaired, replaced, disconnected or nonfunctional? Yes No
10. Has the airbag in this vehicle ever been deployed or disconnected? Yes No
11. Has the emissions control equipment in the vehicle been replaced, altered or nonfunctional? Yes No
12. When you purchased the vehicle, did you purchase a service contract, auto appearance product, theft deterrent system or other similar product or service? Yes No
13. Will you be removing any of the items or equipment currently on the vehicle? Yes No

If the answer to any of the questions in paragraphs 7-13 is yes, please explain in the Comments section above.

I have answered the above questions to the best of my knowledge. _____ 2/7/2014
 Customer's Signature Date

The following items were inspected by Bob Jackson Appraised Value \$ 10,000
 on 02/07/2014

- | | | | |
|---|--|---|--|
| <input checked="" type="checkbox"/> Odometer | <input checked="" type="checkbox"/> VIN Plate | <input checked="" type="checkbox"/> Left Door Frame | <input checked="" type="checkbox"/> Under Hood and Trunk |
| <input checked="" type="checkbox"/> Glove Box | <input checked="" type="checkbox"/> Seat Belts | <input checked="" type="checkbox"/> Windshields | <input checked="" type="checkbox"/> Lights and Signals |

Additional Comments Car was in a Accident. Work on it is not the best. You can see gaps and car has excessive wind and tire noise.

Also because of this accident value of this car is much lower then the market value.

GEICO ILLINOIS INSURANCE CARD
geico.com 1-800-841-3000

GEICO CASUALTY COMPANY
One GEICO Center • Macon, GA 31295-0001

COMPANY CODE: 41491

POLICY NUMBER **EFFECTIVE DATE** **EXPIRATION DATE**

██████████ 08-15-13 02-15-14

YEAR **MAKE** **MODEL** **VEHICLE ID NO.**

2012 HYUNDAI ELANTRA 5NPDH4AE0CH ██████████

INSURED:
██████████

GEICO ILLINOIS INSURANCE CARD
geico.com 1-800-841-3000

GEICO CASUALTY COMPANY
One GEICO Center • Macon, GA 31295-0001

COMPANY CODE: 41491

POLICY NUMBER **EFFECTIVE DATE** **EXPIRATION DATE**

██████████ 02-15-14 08-15-14

YEAR **MAKE** **MODEL** **VEHICLE ID NO.**

2012 HYUNDAI ELANTRA 5NPDH4AE0CH ██████████

INSURED:
██████████