

NHTS  
COPY  
Cert.

Firestone Corporate Offices  
535 Marriot Drive  
Nashville, TN 37214



Orlando, FL

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

December 23, 2014

JAN 15 2015

REF: 2006 HYUNDAI SONATA GLS (BLUE) VIN: 5NPE446FX6H

Complaint: After recommendation of replacement of drive belt, drive belt was replaced at Firestone Complete Auto Care, 350 Semoran Blvd. SR 436, Casselberry, Florida 32707 on 09/04/2014.

There were no noise issues with original belt prior to replacement. Vehicle performed well without any noise whatsoever.

After belt replacement, in a few weeks the car was not performing well when driven. There was hardness on the gas pedal. Customer thought it was due to new belt. Customer began to hear somewhat like a slight, faint chirping, faint grinding sound when the A/C was put on. This was verified by customer spouse.

Customer returned for service and inspection on 10/22/2014.

RESULT: Customer was told car was inspected well and nothing was found to be of concern, drive in more for one of two months, any problems bring it in.

The chirping, or faint gear-sound grinding sound increased when A/C was put on high with air vents open.

Returned vehicle for service on: 11/10/2014:

RESULT: After inspecting vehicle and the mechanic taking the car for a ride. The manager informed the Customer that the noise was coming from the front A/C panel and that there was maybe a loose flap and when that vent was closed the noise would go away. I drove home with the noise still present.

Returned vehicle again, because the noise problem continued and would get louder even with A/C flap open or closed, on: 12/01/2014:

RESULT: This time Customer insisted on driving with the mechanic to point out the source of the noise. The mechanic, Joy Velazquez, inspected the serpentine belt and discovered that the belt that had been installed was not the correct one for the vehicle! However, after the original belt was installed, though less, the noise persisted. The mechanic said that when the cabin filter was changed, maybe some particles or tiny leaves fell into inside the duct and produces the noise, but assured Customer there will not be problems, the right belt was installed in the vehicle.

When customer returned home, he took out the clean cabin filter, and used a rubber flexible hose to vacuum inside the air duct and also all the air vents on the dashboard. Still the noise, slightly grinding noise can faintly be heard even when the A/C is not on!

NM  
18015  
SMD

Letter of complaint to Firestone Corporate Office (Cont.):  
535 Marriot Drive, Nashville, TN 37214

Page 2 of 2

From [REDACTED] Owner 2006 Hyundai Sonata  
Ref.: VIN: 5NPE446FX6H [REDACTED]

#1-- NOTE WELL! Customer feels that damaged has been done by an improper installation of a, wrong size, serpentine motor drive belt installed in the vehicle and that damaged has been done to either one or more pulleys on the motor. I drive long distances, every Saturdays to Tampa and other places. I do not want any leakage of fluids on the highway that might cause and accident and have other drivers injured. Also I do not wish to pay in the near future for damage that has been caused by wrongful installation of a part while the vehicle was in the Firestone vehicle service shop. Customer, [REDACTED], seeks to have the vehicle in the same condition, prior to replacement of the original serpentine belt. That is, no gear or pulley noise coming from the engine.

#2—NOTE WELL! The car was brought in March because of bushing noise on front of struts, detected when passing over humps or entering driveways. The struts were changed and new ones put in. However, the noise continued and I, the Customer, complained. (See copy dated 3/20/2014). At that time I was told that replacement parts would have to be order and I refused to wait, and asked to be called when the parts arrived. (I have waited in the past for as long as 3.5 hours for work in that shop). No one called me. I dropped in to complain and had the car re-inspected again. Then it was found that **the new truts assembly was installed without replacing the rubber cushion top mounts. That was the reason why I had the same bushing noise problem!** It took them from March to September (See copy 09/04/2014), to correct this problem. This is another past issue. I am here, in this letter, addressing the issue of the wrong serpentine belt installed that apparently has damaged a pulley or pulleys in the motor of the vehicle, and I am seeking proper restoration.

In addition, after the drive belt was changed, I brought the car in for service because I noticed an oil drop on my driveway. I jacked the car and looked underneath and saw oil stain around the oil pan gasket and on the muffler. I was told that this oil sweat was normal for older cars such as mine. I wonder how this wrong drive belt might have affected the oil pressure in this car?

Copies of documentation of vehicle's dates of service are enclosed.

Please respond.

[REDACTED]

Cc: NHTS  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590

FIRESTONE COMPLETE AUTO CARE  
350 SEMORAN BLVD SR436  
CASSELBERRY, FL. 32707-4910

Service Advisor:  
04 ANDREW  
407.339.2810

03/20/2014

2006 HYUNDAI SONATA GLS [BLUE]

V6-3342 3.3L DOHC

Lic #: [REDACTED] Vin #: 5NPE446FX6H [REDACTED]

In: 03/20/14 12:13PM Mileage: 98,027

Out: 03/20/14 1:37PM

Store # 026352

RETAIL SALE

REG# MV-02996

Description	Rev Hist /Article #	T#	Qty	Unit Price	Extended Price	Job Total
<b>* STRUTS, MOUNT ISSUE</b>						
COURTESY CHECK		04				
AIR BAG LIGHT IS ON						
COURTESY CHECK	7046930	10TS	1	N/C	N/C	
<b>STANDARD OIL CHANGE UP TO 5 QTS</b>		04				<b>27.49</b>
6.0 QTS.						
API - SJ, SL or Above, SAE 5W-20, 5W-30, ILSAC GF-3 or Above, SAE 10W-30 Above 0Deg F (-18Deg C)						
The Manufacturer recommends an Oil Change based on mileage of 3000 miles...See Owner's manual for specific requirements.						
P972 P972 OIL FILTER	7007354	10TN	1	4.99	4.99	
5W30 SYNTHETIC BLEND UP TO 5QTS	7000614	10TN	1	25.00	25.00	
ADDITIONAL OIL REQUIRED 1.0 QTS @ \$0.50 PER 1/10 QTS	7008658	10TN	10	0.50	5.00	
USED OIL FILTER RECYCLING CHG (1)	7075051	10TN	1	2.50	2.50	
OIL CHANGE LABOR	7029718	10TS	1	5.00	5.00	
PRT-DISC DISCOUNT STANDARD OIL CHANGE UP TO 5 QTS	7001674	10T	-1	12.35	-12.35	
LBR-DISC DISCOUNT STANDARD OIL CHANGE UP TO 5 QTS	7001674	10T	-1	2.65	-2.65	
<b>MISCELLANEOUS INSPECTION</b>		04				
<b>* BUSHING NOISE FROM RIGHT FRONT. HAS BEEN THERE SINCE WE REPLACED STRUTS ON WORK ORDER 112089</b>						
<b>NOISE IS COMING FROM THE RIGHT FRONT STRUT MOUNT</b>						
NOISE INSPECTION	7003186	10TS	1	N/C	N/C	

Technician(s):

10 PHANNARA KEO

Payment History:

Debit	[REDACTED]	29.14	[REDACTED]
Total Tendered		29.14	

Summary:

Parts	22.64
Labor	4.85
Shop Supp (1)	0.00
Sub-Total	27.49
Tax (6.00%)	1.65
<b>Total</b>	<b>\$29.14</b>

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

1) 03/20/2014 12:33PM	0.00	[REDACTED]
2) 03/20/2014 01:35PM	0.00	[REDACTED]

Customer Signature

All parts are new unless otherwise specified.

- over -

www.FirestoneCompleteAutoCare.com

03/20/2014

**FIRESTONE COMPLETE AUTO CARE**  
350 SEMORAN BLVD SR436  
CASSELBERRY, FL. 32707-4910

Service Advisor:  
04 ANDREW  
407.339.2810

2006 HYUNDAI SONATA GLS [BLUE]  
V6-3342 3.3L DOHC

Lic #: [REDACTED] Vin #: 5NPE446FX6H [REDACTED]

In: 03/20/14 12:13PM Mileage: 98,027

Out: 03/20/14 1:37PM

ORLANDO, FL [REDACTED]

xmain

Store # 026352

RETAIL SALE

REG# MV-02996

Description

Declined Work:

SHOCKS AND STRUTS

Rev Hist

/Article # T#

Qty

Unit

Price

Extended

Price

Job

Total

I acknowledge notice and oral approval of  
an increase in the original estimated price.

Signature or Initials

[REDACTED SIGNATURE]

09/04/2014

FIRESTONE COMPLETE AUTO CARE  
350 SEMORAN BLVD SR436  
CASSELBERRY, FL. 32707-4910

Service Advisor:  
01 DANIEL  
407.339.2810

DRIVE BELT  
ISSUE

ORLANDO, FL  
xmain

2006 HYUNDAI SONATA GLS [BLUE]  
3.3L V6 FI GAS VIN F DOHC  
Lic #: Vin #: 5NPE446FX6H  
In: 09/04/14 8:38AM Mileage: 105,624  
Out: 09/04/14 2:23PM

Store # 026352

RETAIL SALE

REG# MV-02996

Description	Rev Hist /Article #	T#	Qty	Unit Price	Extended Price	Job Total
<b>BELTS</b>			01			<b>140.99</b>
BELT HAS CRACKS						
5060975 POLY RIB BELT	7013987	10TN	1	52.99	52.99	
REMOVE & REPLACE ALTERNATOR DRIVE BELT	7020729	10TS	1	88.00	88.00	
<b>STRUTS &amp; STRUT MOUNTS</b>			01			
CUSTOMER HEARING A NOISE AND HAS NOT BEEN SATISFIED SINCE FRONT STRUTS WERE PUT ON CHECK FOR NOISE 1ST						
REMOVE & INSTALL FRONT STRUT ASSEMBLY - ONE SIDE	7041572	10TS	2	N/C	N/C	
* REMOVE & REPLACE STRUT AND TOP MOUNT BOTH	7041572	10TS	1	N/C	N/C	
<b>LIFETIME ALIGNMENT RECHECK</b>			01			
Symptom:- STRUTS AND MOUNTS REPLACED LIFETIME ALIGNMENT RECHECK	7022837	10TS	1	N/C	N/C	
<b>COURTESY CHECK</b>			01			
COURTESY CHECK	7046930	10TS	1	N/C	N/C	
<b>SHOCKS AND STRUTS-WARRANTY</b>			2			
72281 FRONT OESPECTRUM STRUT	7062936	10TN	2	N/C	N/C	
143342 FRONT STRUT MOUNT	7084379	10TN	2	N/C	N/C	

Technician(s):

10 PHANNARA KEO

Payment History:

MasterCard	9569	155.05	00448Z
Total Tendered		155.05	

Summary:

Parts	52.99
Labor	88.00
Shop Supp (1)	5.28
Sub-Total	146.27
Tax (6.00%)	8.78
<b>Total</b>	<b>\$155.05</b>

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

1) 09/04/2014 10:07AM	0.00		IN PERSON	_____
2) 09/04/2014 12:06PM	0.00		IN PERSON	_____

Customer Signature

All parts are new unless otherwise specified.

Declined Work:

BALL JOINTS (Upper-Front,Right)

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or Initials

www.FirestoneCompleteAutoCare.com

STD FCAC LASER 7008335 - 48110392 REV 11/11

See reverse side for Warranty Information



We Support AAR  
Rating and  
Certification

Inv1Florida 140205.403001

10/22/2014

ORLANDO, FL  
xmain

WRONG DRIVE  
BELT ISSUE

2006 HYUNDAI SONATA GLS [BLUE]  
Lic #: [REDACTED] Vin #: 5NPE446FX6H [REDACTED]  
In: 10/22/14 8:43AM Mileage: 107,727  
Out: 10/22/14 1:12PM

Store # 026352

RETAIL SALE

REG# MV-02996

Description	Rev Hist /Article #	T#	Qty	Unit Price	Extended Price	Job Total
<b>A/C BELT INSPECTION</b>		02				
CUSTOMER HAD BELT REPLACED, BUT NOW SAYS HE HEARS A SOUND WHEN HE TURNS ON THE A/C. REF. TIX: 118485						
SERP. BELT CHECK	7003186	14TS	1	N/C	N/C	
<b>COURTESY CHECK</b>		02				
COURTESY CHECK	7046930	14TS	1	N/C	N/C	
<b>\$20.00 OFF ANY SERVICE COUPON</b>		02				-20.00
PREFERRES CUSTOMER COUPON	7000647	14TS	-1	20.00	-20.00	
<b>LIFETIME ALIGNMENT RECHECK</b>		02				
Symptom:	1	02				
HAVING THE BALL JOINT REPLACED (UPPER RF)						
LIFETIME ALIGNMENT RECHECK	7022837	14TS	1	N/C	N/C	
<b>BALL JOINTS (Upper-Front,Right)</b>		02				308.99
2703-234727 Control Arm With Ball Joint	7036757	14TN	1	165.99	165.99	
REMOVE & REPLACE F CONTROL ARM - UPPER, ONE SIDE	7040193	14TS	1	143.00	143.00	

Technician(s):

14 DARIAN GRAVERAN

Payment History:

[REDACTED]	314.15	[REDACTED]
Total Tendered	314.15	

Summary:

Parts	165.99
Labor	123.00
Shop Supp (1)	7.38
Sub-Total	296.37
Tax (6.00%)	17.78
<b>Total</b>	<b>\$314.15</b>

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

	Revision History:	Rev Amt	Init
Customer Signature	1) 10/22/2014 08:49AM	0.00	IN PERSON
	2) 10/22/2014 08:55AM	-21.20	IN PERSON

All parts are new unless otherwise specified.

Declined Work:

BALL JOINTS (Upper-Front,Right)

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or Initials

PLEASE TELL US ABOUT YOUR SERVICE EXPERIENCE TODAY!

Get \$10 off your next total purchase of \$25 or more and be entered into a drawing for \$500 in services. Call 1-800-859-9203 or go to www.FirestoneSurvey.com. Enter Code 026352-119665

Offer expires 15 days from date of invoice. Good at all participating locations. Redemption code:

www.FirestoneCompleteAutoCare.com

11/10/2014

2006 HYUNDAI SONATA GLS [BLUE]  
Lic #: [REDACTED] Vin #: 5NPE446FX6H [REDACTED]  
In: 11/10/14 7:40AM Mileage: 108,807  
Out: 11/10/14 8:56AM

ORLANDO, FL [REDACTED]

**WRONG BELT  
ISSUE**

Store # 026352

RETAIL SALE

REG# MV-02996

Description	Rev Hist /Article #	T#	Qty	Unit Price	Extended Price	Job Total
<b>STANDARD OIL CHANGE UP TO 5 QTS</b>			01			29.49
6.0 QTS. API - SJ, SL or Above, SAE 5W-20, 5W-30, ILSAC GF-3 or Above, SAE 10W-30 Above 0Deg F (-18Deg C) The Manufacturer recommends an Oil Change based on mileage of 3000 miles...See Owner's manual for specific requirements. [Mileage=3000][TimeMonths=0][Indicator=0]						
P972 P972 OIL FILTER	7007354	06TN	1	4.99	4.99	
5W20 SYNTHETIC BLEND UP TO 5 QTS	7023809	06TN	1	25.00	25.00	
ADDITIONAL OIL REQUIRED 1.0 QTS @ \$0.50 PER 1/10 QTS	7008658	06TN	10	0.50	5.00	
USED OIL FILTER RECYCLING CHG (1)	7075051	06TN	1	2.50	2.50	
OIL CHANGE LABOR	7029718	06TS	1	5.00	5.00	
PRT-DISC Customer Promotion	7001674	06T	-1	10.71	-10.71	
LBR-DISC Customer Promotion	7001674	06T	-1	2.29	-2.29	
<b>MISCELLANEOUS INSPECTION</b>		01				
WHISTLE NOISE COMING FROM AIR VENT ON DRIVERS SIDE BEING CLOSED CHECK FOR NOISE WHEN A/C IS TURNED ON	7003486	06TS	1	N/C	N/C	
<b>LIFETIME ALIGNMENT RECHECK</b>		01				
Symptom:- LIFETIME ALIGNMENT RECHECK	7022837	06TS	1	N/C	N/C	
<b>COURTESY CHECK</b>		01				
COURTESY CHECK	7046930	06TS	1	N/C	N/C	
<b>TIRE ROTATION N/C</b>		01				
TIRE ROTATION	7001121	06TS	4	N/C	N/C	

Technician(s):

06 MIKHAIL SHVARTSMAN

Payment History:

Cash Tendered	50.00
Total Tendered	50.00
Change Due	18.74

Summary:

Parts	24.28
Labor	5.21
Shop Supp (1)	0.00
Sub-Total	29.49
Tax (6.00%)	1.77
<b>Total</b>	<b>\$31.26</b>

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

1) 11/10/2014 08:18AM <0.00 [REDACTED] IN PERSON

Customer Signature

All parts are new unless otherwise specified.

www.FirestoneCompleteAutoCare.com

STD FCAC LASER 7008335 - 48110392 .REV 11/11

See reverse side for Warrantv Information

Inv1Florida 110826.404001

12/01/2014

**FIRESTONE COMPLETE AUTO CARE**  
350 SEMORAN BLVD SR436  
CASSELBERRY, FL. 32707-4910

Service Advisor:  
01 THOMAS  
407.339.2810

*WRONG DRIVE  
BELT  
ISSUE*

ORLANDO, FL

2006 HYUNDAI SONATA GLS [BLUE]  
Lic #: [REDACTED] Vin #: 5NPE446FX6H[REDACTED]  
In: 12/01/14 8:23AM Mileage: 110,000  
Out: 12/01/14 10:17AM

Store # 026352

RETAIL SALE

REG# MV-02996

Description	Rev Hist /Article #	T#	Qty	Unit Price	Extended Price	Job Total
<b>MISCELLANEOUS INSPECTION</b>		01				
CUSTOMER IS COMING BACK FOR THIRD TIME TO DETERMINE IF BELT IS SQUEEKING OR CHIRPING. NOTES AS PER CUSTOMER REQUEST WRONG BELT PUT INTO CAR AT INITIAL WORK, USED SERP BELT LABOR AS GUIDE						
RE-INSPECT BELT WORK FROM	7003186	08TS	1	N/C	N/C	
<b>COURTESY CHECK</b>		01				
COURTESY CHECK	7046930	08TS	1	N/C	N/C	

**Technician(s):**

08 JOY VELAZQUEZ

Payment History:

**Summary:**

Parts	0.00
Labor	0.00
Shop Supp (1)	0.00
Sub-Total	0.00
Tax (6.00%)	0.00
<b>Total</b>	<b>\$0.00</b>

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

**All parts are new unless otherwise specified.**

**PLEASE TELL US ABOUT YOUR SERVICE EXPERIENCE TODAY!**

Get \$10 off your next total purchase of \$25 or more and be entered into a drawing for \$500 in services  
Call 1-800-859-9203 or go to [www.FirestoneSurvey.com](http://www.FirestoneSurvey.com); Enter Code 026352-120595

Offer expires 15 days from date of invoice. Good at all participating locations. Redemption code:

COMMITTED TO PROVIDING A POSITIVE CUSTOMER EXPERIENCE

STD FCAC LASER 7008335 - 48110392 REV 11/11

WORK ORDER

FIRESTONE COMPLETE AUTO CARE  
CASSELBERRY  
350 SEMORAN BLVD SR436  
CASSELBERRY, FL. 32707-4910

SERVICE ADVISOR:  
01 THOMAS  
407.339.2810

2006 HYUNDAI SONATA GLS [BLUE]  
3.3L V6 FI GAS VIN F DOHC  
LIC # [REDACTED] VIN #5NPE446FX6H [REDACTED]  
IN 12/01/14 08:23AM EST. MILEAGE 0  
DUE: 10:00AM 12/01 Waiting APPT: No

BELT DRIVE  
ISSUE

Store # 026352

REG# MV-02996

Description

Rev Hist

FRH

/Article # ID

Hours

Qty

Part

Labor

MISCELLANEOUS INSPECTION

CUSTOMER IS COMING BACK FOR THIRD TIME TO DETERMINE IF BELT IS SQUEEKING OR CHIRPING.

NOTES AS PER CUSTOMER REQUEST

RE-INSPECT BELT WORK FROM

7003186 TS

0.3

1

N/C

COURTESY CHECK

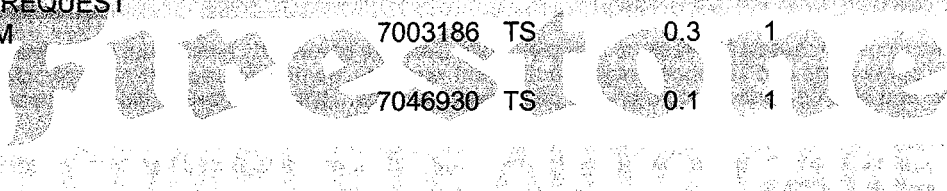
7046930 TS

0.1

1

N/C

COURTESY CHECK



Flat rate charged per internal & Mitchell labor manuals

Time In: 08:23AM 12/01/2014

Parts Return: No

Cust Status: Waiting Appt: No Pay Type: CFNA

Wheel Lock:

GLS

OE: P215/60R16 PSI 30

Torque 65-80

www.firestonecompleteautocare.com

**THIS IS NOT AN INVOICE**

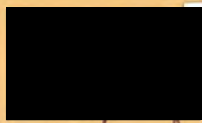
COMMIT TO PROVIDING A POSITIVE CUSTOMER EXPERIENCE

Page 1 of 1

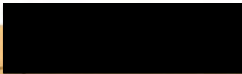
See reverse side for Warranty Information

WorkOrder2 140731.404001

CERTIFIED MAIL



Orlando, FL



7014 1820 0002 0623 5096



1000

20590

U.S. POSTAGE  
PAID  
ALTAMONTE SPRING, FL  
32714  
JAN 05, 15  
AMOUNT

\$4.49

00107556-13

W 40-304

NHTS  
1200 New Jersey Ave. SE.  
Washington, D.C. 20590