



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

U.S. C. 552(B)(6) 100148

Date Received 25-JUL-2016 SEP 12 2016	Repository <input type="checkbox"/>
	Reference No. 10888214
Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Evening Telephone Number	

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]
Address	[REDACTED]
City	ONANCOCK
State	VA
Zip Code	[REDACTED]

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

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom windshield on driver's side KM8J33A24GU [REDACTED]	Make HYUNDAI	Model TUCSON	Model Year 2016
Date Purchased 1/15/2016	Dealer's Name and Telephone Number POHAWKA HYUNDAI OF SALISBURY		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City SALISBURY	State MD	Zip Code 21801
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 15-JAN-2016

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 260000 FORWARD COLLISION AVOIDANCE	Failure Mileage 3113	Failure Speed
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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	Number of Deaths	Reported to Police N
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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 2016 HYUNDAI TUCSON. THE CONTACT STATED THAT THE FORWARD COLLISION AVOIDANCE SYSTEM DID NOT FUNCTION AS DESIGNED. THE CONTACT STATED THAT THE VEHICLE WAS SUPPOSED TO CHIME WITH A WARNING INDICATOR STATING THAT THE SENSOR WAS OBSTRUCTED. AFTER MANUALLY BLOCKING THE SENSOR, IT DID NOT FUNCTION. THE VEHICLE WAS TAKEN TO THE DEALER THREE TIMES, BUT THE FAILURE COULD NOT BE DIAGNOSED DUE TO NO ERROR CODES. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 3,113.

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.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

"The AUTONOMOUS Emergency Braking is designed to detect and monitor the vehicle ahead or detect a pedestrian in the roadway through radar signals and camera recognition to warn the driver that a collision is imminent, and if necessary apply emergency braking" page 5-59 Owners Manual

I do NOT get The Forward collision warning and Block RADAR sensor warning. Hyundai tells me I can't duplicate the condition by blocking the radar sensor. They claim the blockage has to be natural, but they won't put it in writing. They also refuse to test the vehicle by blocking the radar sensor.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

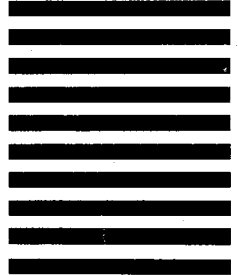
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



**BUSINESS REPLY MAIL**

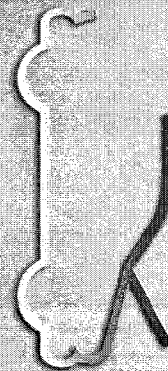
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle has a safety defect?**



**If so:**

**Use the enclosed form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



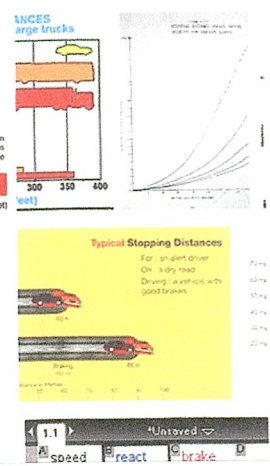
Vehicle Speed Chart

Highway Code Stopping Distances

Commercial Truck Stopping Distances

CHP Chart Stopping Distances

Stopping Distances

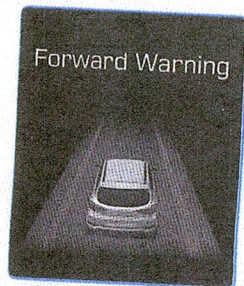


I ASKED THE MANUFACTURER'S SERVICE MANAGER AND THE DEALERSHIP SERVICE MANAGER + SERVICE DIRECTOR AT WHAT DISTANCE AND SPEED OF MY VEHICLE WILL I GET A FORWARD COLLISION WARNING. NOBODY FROM HYUNDAI KNOWS THE ANSWER.

ACCORDING TO YOUR CHART IF I AM GOING 30 MPH AND APPROACHING A STOPPED VEHICLE, I SHOULD RECEIVE A COLLISION WARNING BETWEEN 45 + 75 FEET. OTHERWISE THE VEHICLE WOULD NOT BE ABLE TO STOP IN TIME. I DO NOT GET ANY WARNING.

## Driving your vehicle

### Forward Warning (1<sup>st</sup> warning)

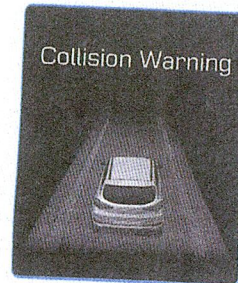


OTLE055047

This initial warning message appears on the LCD display with a warning chime.

The driver can select the initial warning activation time in the User Settings in the Driver LCD display. The options for the initial Forward Collision Warning include EARLY, NORMAL, or LATE initial warning time.

### Collision Warning (2<sup>nd</sup> warning)



OTLE055045

- This warning message appears on the LCD display with a warning chime.
- Additionally, some vehicle system intervention occurs by the engine management system to help decelerate the vehicle.
- If the detected vehicle in front is driving slower than 50 mph (80 km/h), your vehicle speed may decelerate sharply to avoid a collision. If the detected vehicle in front is driving faster than 50 mph (80 km/h), your vehicle speed may decelerate moderately.

- If your vehicle is traveling less than 40 mph (65 km/h) and a pedestrian is detected within the Collision Warning (2<sup>nd</sup> warning) stage, your vehicle speed may decelerate sharply to avoid a collision.

**⚠ WARNING**

The braking control cannot completely stop the vehicle nor avoid all collisions. The driver should hold the responsibility to safely drive and control the vehicle.

**⚠ WARNING**

The AEB system logic operates within certain parameters, such as the distance from the vehicle or pedestrian ahead, the speed of the vehicle ahead, and the driver's vehicle speed. Certain conditions such as inclement weather and road conditions may affect the operation of the AEB system.

**AEB front radar sensor**



OTLA055088

In order for the AEB system to operate properly, always make sure the radar sensor lens cover is clean and free of dirt, snow, and debris. Dirt, snow, or foreign substances on the lens may adversely affect the sensing performance of the radar.

**Warning message and warning light**

■ Type A



■ Type B



OTLE055049/OTLE055048

When the sensor lens cover is blocked with dirt, snow, or debris, the AEB system operation may stop temporarily. If this occurs, a warning message will appear on the LCD display. Remove any dirt, snow, or debris and clean the radar sensor lens cover before operating the AEB system.

**NOTICE**

- Do not touch such bumper sensor. This affects the operation of the AEB system.
- Always clean the sensor lens cover and remove any dirt or debris.
- Use a soft cloth to clean the sensor lens cover.
- Be careful not to scratch the sensor lens cover.

*I blocked the sensor with cardboard, aluminum and mud. And don't get any warning that it is blocked. I also blocked it on a duplicate loaner vehicle from the dealer and did not receive any warning.*

**COMPLAINT ACTIVITY REPORT** Case # [REDACTED]

Better Business Bureau of Greater Maryland

**Consumer Info:**[REDACTED]  
Onancock, VA  
[REDACTED]**Business Info:** Pohanka Hyundai of Salisbury2015 N Salisbury Blvd  
Salisbury, MD 21801-3336  
443 389-0404**Location Involved:** (Same as above)**Consumer's Original Complaint :**

I had my new car back to have the AEB system checked by them 3 times. They now tell me they went as far as they could to call Hyundai On 1/15/2016 I purchased a 2016 Tucson from Pohanka .While driving the vehicle I had an incident where I drove up on another vehicle and I did not get a warning indication .I brought the car back 3 times to have it checked. The last time I requested to have the front radar sensor checked. Their manual states that I should receive a warning message and warning light if the sensor is blocked by snow , dirt or debris . I do not get this warning and they claim everything is ok and to call Hyundai

**Consumer's Desired Resolution:**

They keep testing the car for error codes which they are not getting .I would like to have them test the front sensor by manually blocking it which they refuse to do. I manually blocked it for 2 weeks and did not get any warning. This is a safety issue and I would like to have it fixed.

**BBB Processing**

08/02/2016 web BBB Case Received by BBB  
 08/03/2016 CR BBB Case Reviewed by BBB  
 08/03/2016 Otto EMAIL Send Acknowledgement to Consumer  
 08/03/2016 Otto MAIL Notify Business of Dispute  
 08/09/2016 WEB BBB RECEIVE BUSINESS RESPONSE : I believe this is a miscommunication. Our clients problem does not reside

with Pohanka Hyundai but rather with the Hyundai Corporation. Pohanka is the dealer and Hyundai is the Manufacturer. Our client came to us with a concern about his Braking system and the sensors involved. We could not find anything wrong with the vehicle. Our computer analysis machine picked up no malfunctions. We contacted the Hyundai regional service Manager and she along with a Hyundai technical field representative looked at the vehicle and determined it is working properly. As a dealer we can only go by what the manufacturer tells us to do. But as a Dealer we can assist and try to help the customer. We have given this client an offer to trade him out of this car and the last we heard he wanted to open a case with Hyundai the Manufacturer and see how far he could push the issue. The complaint is between Hyundai Motor company and the client. We are here to help this client with what we can control and that would be to trade him out of the car. Pohanka Hyundai considers this matter closed.

08/10/2016 CR EMAIL Forward Business response to Consumer

08/11/2016 WEB BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

I have tried to work with their svc mgr. They have not tried to help me at all. They claim the only way they can test the front radar sensor is by their computer. As a customer how do I know the front radar sensor is working properly. Per their manual I should receive a warning message if the front radar sensor gets blocked by snow, dirt or debris. I don't get this warning They tell me that I can't block it manually with snow, dirt or debris it has to come naturally. I would like to ask them how does the computer test for or see snow , dirt or debris. This is a safety issue and the dealership is not helping me resolve this problem with the manufacturer. They sold me this vehicle with all of these safety options and now they won't stand behind them . They offered to trade me out and not fix or resolve this problem with my 2016 Tucson. If the dealership wants to bury this safety problem with my 2016 Tucson than they can buy me out and give me all of my money back for the car , extended warranty , sales tax and registration fees.

08/12/2016 CR MAIL Forward Consumer Rebuttal to Business

08/24/2016 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : Our service manager arranged for our Hyundai (the manufacturer) service Manager and a Hyundai field Engineer to look at the vehicle and they determined the system is working properly and up to the Manufacturers specifications. We can not do tests that are not in keeping with the Manufacturers policies and procedures and approval. We can do no more.

08/26/2016 CR EMAIL Send Business' Rebuttal Response to Consumer

08/30/2016 WEB BBB CONSUMER REJECTS BUSINESS' FINAL OFFER : (The consumer indicated he/she DID NOT accept the response from the business.)

The dealer states that they do not do tests that are not keeping with the manufacturers policy, procedurs and approval. I guess that when the dealership put me in my vehicle with their mechanic and he drove it toward one of their employees to test the autonomous braking is keeping with the manufacturers policy, procedure and approval.As far as I am concerned the test failed because the mechanic applied the brakes and stopped the car before hitting the employee. I had the car back to the dealership 3 times complaining that I do not get a forward collision warning and a blocked front radar sensor warning. Both of these issues deal with the front radar sensor. Of the 3 times at the dealership I received only one computer test result and I don't see where the front radar sensor was even tested. I also feel that the dealership should of given me the courtesy of being there when the factory engineer was testing my vehicle since I did not receive his report and the computer test results. All I got from the dealership was that he found no trouble codes. The Hyundai field engineer refers to the manufacturers specifications. What are the manufacturer's specifications? How much dirt or snow has to be on the front radar sensor to stop working? What is the distance in car lengths for the forward collision warning to come on since there are three settings early, normal and late? Nobody at Hyundai or the dealership can or will answer these questions. I was told by the dealer service manager and the factory regional service manager that I can't block the front radar sensor to test it. They claim it can be only blocked naturally by snow, dirt or debris before it will give a warning. I called the factory regional service manager and asked her if she would put that statement in writing. She now claims she never made that statement and would not respond to my request in writing. THEY BOTH MADE THIS STATEMENT TO ME

VIN	KM8J33A24GU [REDACTED]		
Maker	Hyundai Motor Company	Vehicle	TUCSON(TL)
Model Year	2016	Engine Type	G 1.6 T-GDI
System	Engine/Engine Control	Date Time	05/02/2016 11:52:55
Software Version	N-H-01-19-1.19.03	Content Version	N-H-01-19-1.19.03
ECU Upgrade Version	N-H-01-19-1.19.03	VCI Version	2.20

**Fault Code Searching** Finish

• State: Completed

System	Code	Description	State
AIRBAG - Airbag(Event ...		No Error Code Found.	
OCS - Occupant Classifi...		No Error Code Found.	
AIRCON - Air Conditioner		No Error Code Found.	
EPS - Motor Driven Pow...		No Error Code Found.	
4WD - 4WD Control		Communication Fail / Check whether system is install...	
TPMS - Tire Pressure M...		No Error Code Found.	
LDWS - Lane Departure ...		No Error Code Found.	
BSD-L - Blind Spot Dete...		No Error Code Found.	
BSD-R - Blind Spot Dete...		No Error Code Found.	
AHLS - Auto Headlamp ...		Communication Fail / Check whether system is install...	
AFLS - Adaptive Front Li...		No Error Code Found.	
PTG - Power Tail Gate		No Error Code Found.(0)	
AMP - Amplifier		-- DTC is not supported for this system. --	
IMMO - Immobilizer		Communication Fail / Check whether system is install...	
SMK - Smart Key Unit		No Error Code Found.	
BCM - Body Control Mo...		No Error Code Found.	
SJB - Smart Junction Blo...		No Error Code Found.	
CLU - Cluster Module		No Error Code Found.	
CODE - Transmitter Cod...		-- DTC is not supported for this system. --	

• Selected System :

Go To Hot Fix
Go To DTC Assist

Retry Code Searching
All Erase
Stop

Print
Close

- Factors*
- Blind side detection
  - Lane departure warning
  - Vehicle speed
  - I can't recognize pedestrian at 55mph/70km slow it will recognize

\*INVOICE\* Invoice #:

# POHANKA HYUNDAI OF SALISBURY



2007 N. Salisbury Blvd.  
Salisbury, MD 21801  
TOLL FREE: (877) 476-4265  
Sales PH: (410) 749-6660 · FAX: (410) 742-5168  
Parts & Service PH: (410) 548-3405 · FAX: (410) 749-5424  
www.pohankaofsalisbury.com



ONANCOCK, VA  
Email: ema home  
Home: Cont:  
Bus: Cell:

Tag #: **T884**

Customer

Service Advisor: **10013 LORI ELLIOTT WHITE**

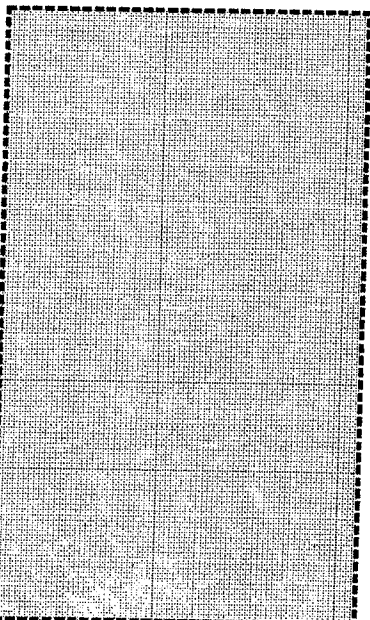
COLOR	YEAR	MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
COLISEUM G	16	HYUNDAI TUCSON	KM8J33A24GL		5131	5133
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
15JAN16		20:00	20JUL16		104.88	CASH
INV. DATE	R.O. OPENED	READY				
22JUL16	11:53	20JUL16	16:41 22JUL16			

OPTIONS: SOLD-STK:H2181 DLR:MD025 ENG:1.6 Liter TRN:AUTO

### Service Department Hours

**Monday to Friday**  
7:00am - 6:00pm  
**Saturday**  
8:00am - 5:00pm

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CUST FEELS AUTO BRAKING SYSTEM IS NOT OPERATING CORRECTLY. WHEN CARDBOARD PUT OVER SENSOR DOES NOT GET MESSAGE ON DASH THAT THERE IS AN OBSTRUCTION OVER SENSOR.							
00							
FIELD SERVICE ENGINEER CAME OUT TO INSPECT. CHECKED FOR ANY STORED CODES. NONE FOUND. EMERGENCY BRAKING SYSTEM OPERATING AS DESIGNED.							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	(N/C) 0.00
DPSM AND SERVICE DIRECTOR MET AND RODE WITH CLIENT. DPSM HAD FIELD SERVICE ENGINEER CHECK VEHICLE. NO TROUBLE CODES FOUND AT THIS TIME. EMERGENCY BRAKING SYSTEM OPERATING AS DESIGNED. VEHICLE WILL BE RETURNED TO CLIENT IN ONANCOCK, VA.							
*****							
B							
RECEIVED THIS MESSAGE IN WINTER WHEN ICE WAS ON SENSOR. REQUESTED TO MEED WITH DIRECTOR AND HYUNDAI.							
00							
MAINTENANCE							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	(N/C) 0.00
*****							
C							
RECALL 145-HOOD CATCH RECALL ORDER PART PLEASE							
CAUSE: RECALL 145 HOOD CATCH REPLACEMENT							
61C033RO RECALL 145 61C033RO HOOD CATCH REP AND CLUSTER UPD							
3834 W							
1 81150-D3010-QQH CATCH ASSY-HOOD SAFETY HOOK							
FC: CPN							
PART#: 81150-D3010-QQH							
COUNT: 1							
CLAIM TYPE:							
AUTH CODE:							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
*****							



Maryland House Bill 1057  
 THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

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

**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.

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

Customer Copy

THANK YOU

Copyright 2000 ADP, Inc. ELF XS16C

**INVOICE**

Invoice #: [REDACTED]

**POHANKA HYUNDAI OF SALISBURY**



2007 N. Salisbury Blvd.  
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Parts & Service PH: (410) 548-3405 · FAX: (410) 749-5424  
www.pohankaofsalisbury.com



ONANCOCK, VA [REDACTED]

Tag #: **T489**

Email: email [REDACTED] home [REDACTED]  
Home: [REDACTED] Cont: [REDACTED]  
Bus: [REDACTED] Cell: [REDACTED]

Customer # [REDACTED]

Service Advisor: **10013 LORI ELLIOTT WHITE**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
COLISEUM G	16	HYUNDAI TUCSON	KM8J33A24GU [REDACTED]		3357	3359			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
15JAN16		20:00	02MAY16		104.88	CASH	02MAY16	11:33 02MAY16	13:02 02MAY16

OPTIONS: SOLD-STK:H2181 DLR:MD025 ENG:1.6 Liter TRN:AUTO

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST DOES NOT FEEL EMERGENCY BRAKE ASSIS IS WORKING CORRECLTY. ART STATES WILL NOT RECOGNIZE PEOPLE BUT LARGE OBJECTS-CARS, WALLS, ETC. IS IT PROGRAMMED CORRECLY?

00 TECH PERFORMED ROADTEST WITH SERVICE MANAGER-SYSTEM OPERATING AS DESIGNED-NOT MEANT FOR EVERYDAT BRAKING SYSTEM

10714 IPS PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

TECH PERFORMED ROADTEST WITH SERVICE MANAGER. WHEN APPROACHING VEHICLE SLIGHTLY PRESSED BRAKE PEDAL AND BRAKE ASSIST KICKED IN AND VEHICLE STOPPED. SEVERAL COMPONENTS ARE FACTOR FOR BRAKE ASSIST OPERATING SYSTEM-BLIND SIDE DETECTION SENSORS, LANE DEPARTURE WARNING SENSORS AND VEHICLE SPEED. SEE ATTACHED AEB CONDITIONS

\*\*\*\*\*

COMPANY NAME SERVICE CONTRACT  
COMPANY PHONE  
POLICY NUMBER TBD  
POLICY TERM 120  
EFFECTIVE DATE 15 JAN 2016  
DEDUCTIBLE 100.00  
MILEAGE LIMIT  
BEGIN MILES 10  
END MILES 100000  
COMPONENTS



**Service Department Hours**

**Monday to Friday**  
**7:00am - 6:00pm**

**Saturday**  
**8:00am - 5:00pm**



Maryland House Bill 1057  
THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

**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.

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	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

\*INVOICE\* Invoice #:

# POHANKA HYUNDAI OF SALISBURY



2007 N. Salisbury Blvd.  
Salisbury, MD 21801  
TOLL FREE: (877) 476-4265  
Sales PH: (410) 749-6660 · FAX: (410) 742-5168  
Parts & Service PH: (410) 548-3405 · FAX: (410) 749-5424  
www.pohankaofsalisbury.com



ONANCOCK, VA

Tag #: **T656**

Email: email | | home

Home: | Cont: |

Customer # |

Service Advisor: **10703 ORLANDO J BOSCAN**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
COLISEUM G	16	HYUNDAI TUCSON	KM8J33A24GU		3113	3113			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
15JAN16			20:00 20APR26		104.88	CASH	20APR16	12:33 20APR16	13:53 20APR16

OPTIONS: SOLD-STK:H2181 DLR:MD026 ENG:1.6 Liter TRN:AUTO

### Service Department Hours

**Monday to Friday**  
**7:00am - 6:00pm**

**Saturday**  
**8:00am - 5:00pm**

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER REQUESTS TO HAVE FIRST OIL CHANGE PERFORMED - FREE FOR NEW OWNER

CAUSE: MAINTENANCE  
FFLOF CUSTOMER REQUESTS TO HAVE FIRST OIL CHANGE PERFORMED - FREE FOR NEW OWNER

10714 IFOC (N/C)

1 26300-35503 FILTER ASSY-ENGINE OIL (N/C)

1 21513-23001 GASKET-ENGINE OIL PLUG (N/C)

4 5W30 530 OIL (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

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B CUSTOMER REQUESTS COMPLIMENTARY MULTI POINT VEHICLE INSPECTION

MPI CUSTOMER REQUESTS COMPLIMENTARY MULTI POINT VEHICLE INSPECTION

10714 CPR

1 01284-00000-Z5G T/UP PAINT PEN (AIO) 0.00 0.00

COLISEUM (PREPAID SPECIAL ORDER PART) 25.99 25.99 25.99

PARTS: 25.99 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 25.99

\*\*\*\*\*

C CUST WOULD LIKE AUTO BRAKING SYSTEM CHECKED. HE TAPED UP CAMERA/SENSORS AND NOTHING EVER SIGNALLED TO STOP. STATES ITS SUPPOSED TO GIVE YOU WARNING BUT DOES NOT HAS EVEN TAIL GATE SOME ONE TO TEST IT OUT

09 ELECTRICAL SYSTEM

10714 IPS (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

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INTERNAL PAY SHOP FEE FOR REPAIR ORDER (N/C)

COMPANY NAME SERVICE CONTRACT

COMPANY PHONE

POLICY NUMBER

POLICY TERM

TBD

120

<p>THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.</p> <p>ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p>	<p><b>Manufacturer Special Policy Adjustment Programs</b></p> <p>Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.</p>	<p><b>STATEMENT OF DISCLAIMER</b></p> <p>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.</p>	<p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SUBLET AMOUNT</p> <p>MISC. CHARGES</p> <p>TOTAL CHARGES</p> <p>LESS INSURANCE</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>	<p>TOTAL</p>
	<p>(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>	<p>CUSTOMER SIGNATURE</p>		