

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 1/10-15

CL-10984546-2235

28 pgs

TO: N.H.T.S.A. (Administer)

JUN 14 2017

from:

[REDACTED] yrs. old P/H wounded DAV

Subject: Hyundai Mfg./Red Macomb Inc. Refusal
and/or failure To Promptly Remedy Mfg. Cautioned
and Recall Problems

I, [REDACTED] believe that Hyundai Mfg./
Red Macomb Inc. for over (14 mths) Denied/Debailed
refused To replace other defects will (not) timely
Remedy (both) my complaint about the Mfg.
Cautioned Two (2) MIL. (Defective) (EMC) Control
System that had (2) Invl. (Life) in Past (14) mths, after
(3) Three Oil/filter changes, And Reason I filed my
N.H.T.S.A. case 109 845-46 and my (BBB case [REDACTED]
4/11/2017 about. So I do (not) believe that the Above
Agency(s) will (promptly) Remedy the Safety Recall
Problem(s) - 17V-226, which I believe are (Tied) Together?

And also I believe that Hyundai Mfg. and Red
Macomb Inc. (Know) Just Like (VW) They could be
Put Under another (Retro-Active) Recall on
(Thousands) of 2011-2014 (gas) powered
SANTA fe SUV Vehicle(s). Because of Lying and
Mis representing the facts To The (EPA) and
(N.H.T.S.A.) about Effectiveness/7 yrs. Warranty/

122

NM
7/21/17
LD

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Reliability and Safety of IT & EMC System Meeting The (USA) Standards for "Air Pollution" and other Engine Exhaust problem (ie) Carbon Monoxide / Catalytic Converter(s) Blockage.

So after my 2014 Santa fe started to Develop these problem(s) with Less Than 20,000 mile(s) I believe that my vehicle became a Lemon soon after I bought it (New) with ONLY 56 mile(s) ON Odometer. at the Price of Approximately \$30,000. and the Reason that I need my sole/ONLY means of transportation Repurchased or Replaced (New) 2017. And my credit union (LOAN) balance (paid off) from the (#10,000) profit that Red McComb Inc. made from my 2011 (Trade-in) Also (ALL) \$2000 of my Rental Car (and Ride share Expenses) paid back to me. This is my (ONLY) vehicle and I am ON fixed income.

Note:

6/1/2017

Lemon Law-Case # [REDACTED] - (5/25/2017)



THE UNITED STATES OF AMERICA

TO ALL WHO SHALL SEE THESE PRESENTS, GREETING:

THIS IS TO CERTIFY THAT
THE PRESIDENT OF THE UNITED STATES OF AMERICA
AUTHORIZED BY ORDER OF
GENERAL GEORGE WASHINGTON, AUGUST 7, 1782
HAS AWARDED

THE PURPLE HEART

TO



FOR

WOUNDS RECEIVED IN ACTION

23 JANUARY 1969

GIVEN UNDER MY HAND IN THE CITY OF WASHINGTON

13 AUGUST 2004

CHIEF OF STAFF





17 V-226 dated 5/11/2017

This notice applies to your vehicle, VIN: 5XYZU3LB9EG201441

Dear Hyundai Santa Fe Sport Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect which relates to motor vehicle safety exists in certain model year 2013 through 2014 Santa Fe Sport vehicles manufactured through May 31, 2014. Our records indicate that you own or lease the vehicle identified by the VIN on this notice.

The purpose of this letter is to explain what the recall is about and to keep you informed of Hyundai's recall implementation plan. We are currently making preparations to implement the safety recall remedy. We will send you another notification when the remedy is available.

What is the problem?

An investigation by Hyundai has determined that metal debris may have been generated from factory machining operations as part of the manufacturing of the engine. This debris may restrict oil flow to the bearings and increasing the potential of premature bearing wear. A worn connecting rod bearing will produce a metallic, cyclic knocking noise from the engine which increases in frequency as the engine RPM increases. If the vehicle continues to be driven with a worn connecting rod bearing, the bearing can fail, and the vehicle could stall while in motion (increasing the risk of a crash).

What should you do in the interim?

We appreciate your patience while we prepare the remedy. In the meantime, if customers notice an abnormal knocking noise from their engine, they are encouraged to seek service at their local Hyundai dealer as soon as possible.

You will receive a (second) owner notification letter when the remedy is available. For updated information regarding this Recall Campaign, please visit:

www.HyundaiUSA.com/Campaign162

What if you have other questions?

Note

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460.

DI DO W

If you believe that the dealer or Hyundai has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

John Law 5/28/2017

Reimbursement Notification

Hyundai has a program for reimbursing owners of model year 2013 through 2014 Hyundai Santa Fe Sport vehicles equipped with 2.0 liter and 2.4 liter gasoline direct injection engines who paid to have the recall condition remedied prior to receiving this interim recall notification letter. To obtain information about reimbursement from Hyundai, please visit the website referenced above. The website will allow you to submit your request for reimbursement electronically.

If you are a vehicle lessor, federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

N/A

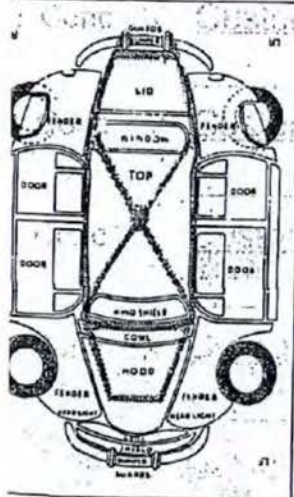
We urge your prompt attention to this important safety matter.

Hyundai Motor America

YEAR	MAKE	MODEL	LICENSE NUMBER	DELIVERY DATE	Time	NUMBER
					Day	
VIN: <u>20927</u> ADDRESS: <u>[Redacted]</u> CITY/STATE: <u>[Redacted]</u> BUS. PHONE: <u>[Redacted]</u> CELL PHONE: <u>[Redacted]</u>					GUARANTEE OWNER CONTACT Date: _____ Time: _____ HECKOUT ESTIMATE ESTIMATE TO REPAIR Disarm Alarm? Remove Valuables? Discuss Alternate Transportation? Provide Warranty Information?	

INSTRUCTIONS

- Main**
- 1.) Concern Customer States: Oil Change Tire Ser
- 2.) Concern Customer States: Oil EGR. Co.
- 3.) Concern Customer States: Oil
- 4.) Concern Customer States: Oil
- 5.) Concern Customer States: Oil
- 6.) Concern Customer States: Spoke for Trip
- 7.) Concern Customer States: Pass Ra Time



DAMAGE

Oil

Spoke

NOTICE TO CONSUMER

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO DISSEMINATION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, § 3.302, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, ONSHORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle, in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and / or your employees permission to operate the vehicle herein described in streets, highways or elsewhere for the purpose of testing and / or road-testing involving road testing over right if necessary and I agree my insurance shall provide liability coverage while my vehicle is in your possession. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon.

I hereby agree that any claim relating to this contract or to the transaction on which this contract is based except collection of any amount owed hereunder may be settled by arbitration in San Antonio, Bexar County, Texas, at the choice of any party. The parties may agree upon one arbitrator, otherwise, there shall be three, one named at the time of each party and the third chosen by the two arbitrators so selected. Other procedures of the arbitration shall be governed to the extent applicable by the Texas General Arbitration Act. A judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction.

Red McCombs Superior HYUNDAI
 4800 N.W. Loop 410
 San Antonio, Texas 78229
 (210) 684-7440

CUSTOMER AGREES:
 RED McCOMBS SUPERIOR IS NOT RESPONSIBLE FOR ANY ARTICLES OR VALUABLES LEFT IN VEHICLES OR ANY NON ORIGINAL EQUIPMENT ADD ON ITEMS SUCH AS RADAR DETECTORS, CD'S, CD CHANGERS, STEREO EQUALIZERS, STEREO AMPLIFIERS, RADIO, TELEPHONES, ETC. THE VEHICLES IN SERVICE WILL NOT BE LOCKED UP, BUT WILL BE PARKED BEHIND FENCES.

INITIALS _____ DATE _____
 PLEASE NOTE: Charges will be made for estimates of repair.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

A \$34.00 minimum charge for all estimates.

1-877-0497

(73)

Features of your vehicle

Electronic Power Steering (EPS) Warning Light (if equipped)



This warning light illuminates:

- Once you set the ignition switch or Engine Start/Stop Button to the ON position.
 - It remains on until the engine is started.
- When there is a malfunction with the EPS.

In this case, have your vehicle inspected by an authorized HYUNDAI dealer.

Malfunction Indicator Lamp (MIL)



This warning light illuminates:

- Once you set the ignition switch or Engine Start/Stop Button to the ON position.
 - It remains (on) until the engine is started.
- When there (is) a malfunction with the emission control system.

In this case, have your vehicle inspected by an authorized HYUNDAI dealer.

CAUTION - Malfunction Indicator Lamp (MIL)

Driving with the Malfunction Indicator Lamp (MIL) on may cause damage to the emission control systems which could effect drivability and/or fuel economy.



NOTE

CAUTION - Gasoline Engine

If the Malfunction Indicator Lamp (MIL) illuminates, potential catalytic converter damage is possible which could result in loss of engine power.

In this case, have your vehicle inspected by an authorized HYUNDAI dealer as soon as possible.

The Malfunction Light that has come on twice BUT has never been addressed or tested/replaced by World Car Nor Red McComb Hyundai

Copy 2014 Mfg. (CAUTION) instruction over 14 mths

Your vehicle is equipped with a catalytic converter emission control device.

Therefore, the following precautions must be observed:

- Use only UNLEADED FUEL for gasoline engine.
- Do not operate the vehicle when there are signs of engine malfunction, such as misfire or a noticeable loss of performance.
- Do not misuse or abuse the engine. Examples of misuse are coasting with the ignition off and descending steep grades in gear with the ignition off.
- Do not operate the engine at high idle speed for extended periods (5 minutes or more).
- Do not modify or tamper with any part of the engine or emission control system. All inspections and adjustments must be made by an authorized HYUNDAI dealer.
- Avoid driving with a very low fuel level. If you run out of gasoline, it could cause the engine to misfire and result in excessive loading of the catalytic converter.

Failure to observe these precautions could result in damage to the catalytic converter and to your vehicle. Additionally, such actions could void your warranties.

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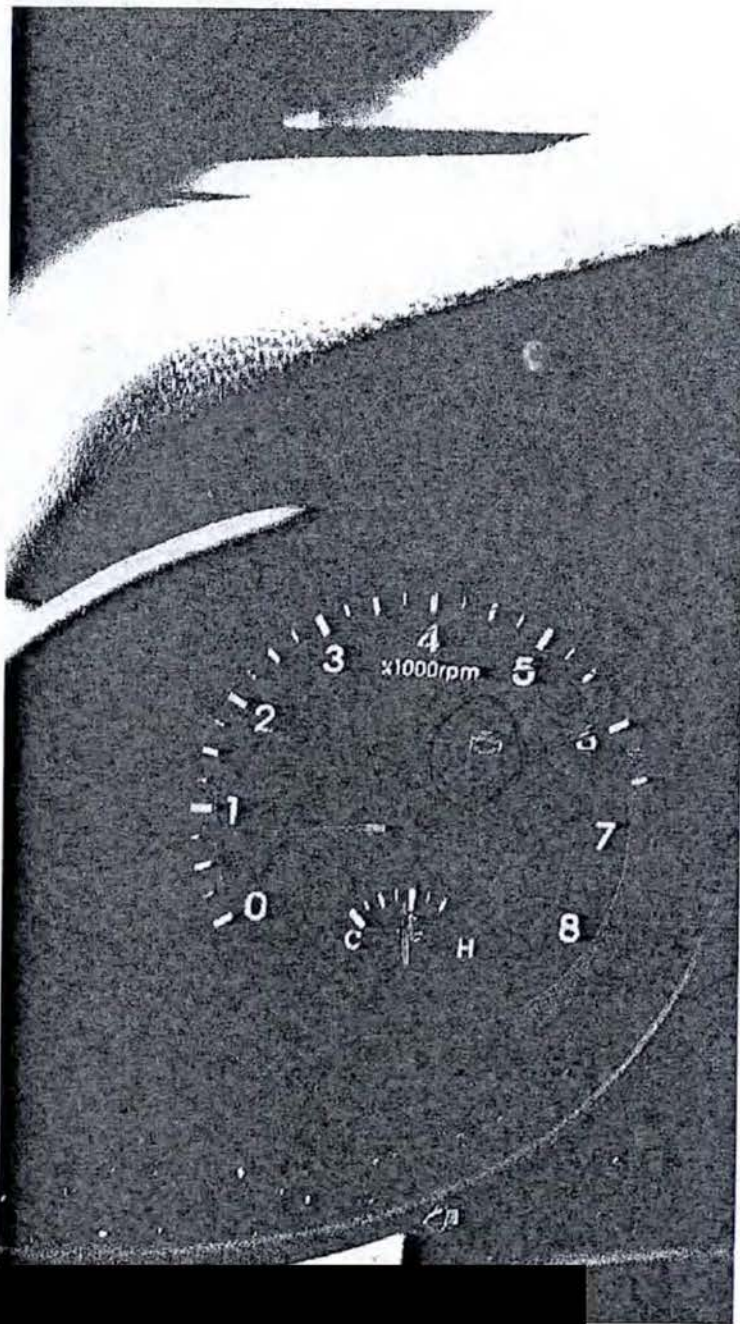
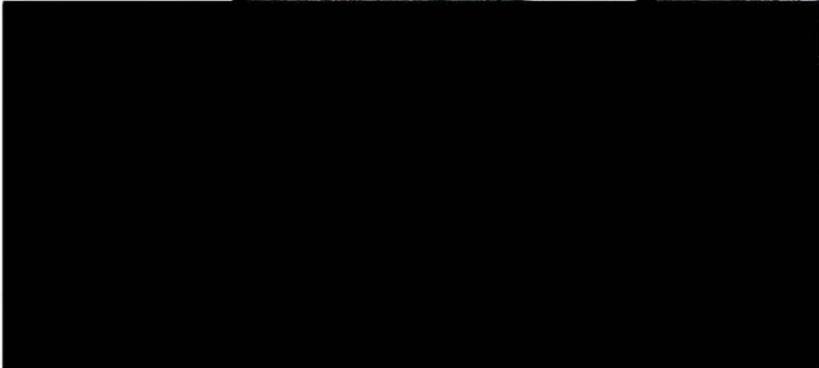
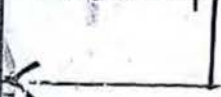


Photo
Second/Current
Mile Indicator
Lite on my
2014 Santa Fe
with (Valve)
Timing Problem





BBB Corporate Office
 1005 La Posada Drive
 Austin, TX 78752
 Phone: (512) 445-4748
 Fax: (512) 445-2096
 info@centraltx.bbb.org
 www.bbb.org/central-texas

Note

Tuesday, April 4, 2017

[Redacted]
 Schertz, TX [Redacted]

Dear [Redacted]

This message is in regard to your complaint submitted on 3/21/2017 against Red McCombs Superior Hyundai. Your complaint was assigned ID [Redacted]

The business has sent the BBB a message regarding this complaint, and we are passing it on to you. The contents of this message are below or attached. All responses will be copied to the company. Please respond within 6 calendar days or the complaint will be closed as assumed resolved. The text of your response may be publicly posted on the BBB Web Site (BBB reserves the right to not post in accordance with BBB policy). Please do not include any personally identifiable information in your response. By submitting your complaint, you are representing that it is a truthful account of your experience with the business. BBB may edit your complaint to protect privacy rights and to remove inappropriate language.

Regards,

Marisa Delgado

Dispute Resolution Specialist

MESSAGE FROM BUSINESS:

- ① This vehicle was here 3/29/2016 for the first time. There was ^②no MIL light on at the time, so we did not erase any codes. We did verify the vehicle was smoking, it indicated to the tech that the engine had internal problems. In the case of engine repairs such as this, the shop must get authorization for engine repairs from Hyundai's Prior Approval department. When the valve ^③cover was removed for inspection we found a lot of sludge in the engine. An engine worksheet and pictures were sent to the Prior Approval department. Hyundai declined assistance due to evidence of the failure being not warrantable as a result of lack of maintenance caused by the customer. The dealership cannot perform engine repairs without Hyundai's approval. ^④

① The (1st) MIL Lite was (ON) 3/17/2016, BUT mfg. (requires) That Veh. be Taken TO (Nearest) Hyundai Dealership

② The mfg. PUT IN OWNER(S) manual a (3 pgs) CAUTION and INSTRUCTION for Svc Dept(S) TO (Frist) Test/Replace (bad) Emc. Sys

③ The so-called sludge in (clean oil) changed ONLY (4) days (Prior). Should have been indication of another problem. And also I Told ^{R/mcomb} Svc Dept. about The (1st) Lite and Sent PHOTO of (2nd) (Current) Lite with my BBB Dispute dated / / 2017.

HYUNDAI

2014 SANTA FE SPORT FWD 2.4

SHIPPED TO: TX016

R HYUNDAI

5XYZU3LB9EC
63402F45
G4KJEK442740
WP
CABO BRONZE
BEIGE/BEIGE
TRUCK
25 lbs / 11 kgs.

Vehicle is certified to meet emission requirements in all

GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score

★★★★★

Based on the combined ratings of frontal, side and rollover. Should ONLY be compared to other vehicles of similar size and weight.

Frontal Driver

★★★★★

Crash Passenger

★★★★

Based on the risk of injury in a frontal impact. Should ONLY be compared to other vehicles of similar size and weight.

Side Front seat

★★★★★

Crash Rear seat

★★★★★

Based on the risk of injury in a side impact.

Rollover

★★★★

Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.

Source: National Highway Traffic Safety Administration (NHTSA).

www.safercar.gov or 1-888-327-4236

FEATURES:

- WARRANTY
- Vehicle Warranty* INCLUDED
- Powertrain Warranty* INCLUDED
- Performance Warranty* INCLUDED
- roadside Assistance INCLUDED
- dealer for details
- TECHNOLOGY
- Blind Spot Monitor (VSM) w/ Traction Control INCLUDED
- Electronic Stability Control & Brake Assist INCLUDED
- Hillstart Assist Control INCLUDED
- Side Impact & Curtain Airbags INCLUDED
- ENGINE
- 2.4L I4 GDI 4-Cylinder Engine INCLUDED
- 181 lb-ft Torque @ 4,250 rpm INCLUDED
- 6-Speed Powertrain w/ SHIFTRONIC® INCLUDED
- TIRES
- 235/65R17 Tires INCLUDED
- Interior
- Power Windows & Door Handles INCLUDED
- Color Rear Spoiler w/ LED Brake Lights INCLUDED
- Privacy Glass INCLUDED
- Alarm System w/ Alarm & Illuminated Ignition INCLUDED
- Bucket Seats INCLUDED
- 2nd Row Seats INCLUDED
- Power Windows w/ Driver's Auto Up/Down INCLUDED
- Illuminated Vanity Mirrors INCLUDED
- Steering Wheel INCLUDED
- Driving Modes (DSSM) INCLUDED
- Cruise, Audio & Phone Controls INCLUDED
- 3 USB w/ iPod®/USB/Aux Input Jacks INCLUDED
- Bluetooth®; Not Available in AK & HI INCLUDED
- Navigation System INCLUDED
- Navigation System INCLUDED
- Navigation System INCLUDED

Manufacturer's Suggested Retail Price:

\$24,950.00

ADDED FEATURES:

- *Popular Equipment Package: \$1,150.00
- *Roof Side Rails
- *Front Fog Lights
- *Heated Exterior Mirrors & Windshield Wiper Deicer
- *Automatic Headlight Control
- *4.3-inch Touchscreen Color Audio Display w/ Rearview Camera
- *Leather-Wrapped Steering Wheel & Shift Knob
- *Power Driver Seat w/ Lumbar Support
- *Heated Front Seats
- *Carpeted Floor Mats \$125.00
- *Cargo Net \$50.00
- *Composite Cargo Tray \$100.00
- *Cargo Cover \$150.00
- *First Aid Kit \$30.00
- *Auto-dimming Rearview Mirror with HomeLink® and Compass \$275.00
- *Mud Guards \$100.00
- *Wheel Locks \$55.00

Inland Freight & Handling :

\$875.00

Total Price :

\$27,860.00

Note

EXISTING PROBLEMS LOG

You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion. You may make copies of this page to address additional concerns.

Statements Sent To Lemon Court (Before) 901 Recall

Description of one problem that CONTINUES TO EXIST:	Repair Visits	Date In	Date Out	Mileage
① The (3) page Mfg. Caution for (Three) Defective (Emc) (Air Pollution) Sys. Diagnosed by (Milw) (2 nd) / 2 nd BTC / Call(s) 3/15/2016 - 2/28/2017	1st visit	3/16/2016	3/23/2016	19,711
	2nd visit	3/29/2016	4/1/2016	20,927
	3rd visit			
	4th visit			

Description of one problem that CONTINUES TO EXIST:	Repair Visits	Date In	Date Out	Mileage
by O'Reilly Auto Part Store(s) and Mfg. Caution in Owner Man. Pgs Sec (7) 88-91, which include(s), Hose(s) / Valve(s) and (3)	1st visit	3/16/2016	3/23/2016	19,711
	2nd visit	3/29/2016	4/1/2016	20,927
	3rd visit			
	4th visit			

Description of one problem that CONTINUES TO EXIST:	Repair Visits	Date In	Date Out	Mileage
Cannister(s) either Defective or malfunctioned, causing the	1st visit	3/16/2016	3/23/2016	19,711
	2nd visit	3/29/2016	4/1/2016	20,927
	3rd visit			
	4th visit			

Description of one problem that CONTINUES TO EXIST:	Repair Visits	Date In	Date Out	Mileage
③ Engine Top Valve(s) Cover Lks and Loss of / Excessive Use of	1st visit	3/16/2016	3/23/2016	19,711
	2nd visit	3/29/2016	4/1/2016	20,927
	3rd visit			
	4th visit			

Description of one problem that CONTINUES TO EXIST:	Repair Visits	Date In	Date Out	Mileage
④ Oil. and causing Vapor with Crude Oil (Residue) Left on (Screw) in Valve Cover Plug after Engine Cools down (Even) After Oil and Filter has been changed Three (3) Times(s) in approximately (13) mths(s).	1st visit	3/16/2016	3/23/2016	19,711
	2nd visit	3/29/2016	4/1/2016	20,927
	3rd visit			
	4th visit			

EXISTING PROBLEMS LOG

You MUST complete this section on this form or the form will be returned as incomplete. "See Attached" or equivalent is NOT a substitute for completion. You may make copies of this page to address additional concerns.

Description of one problem that CONTINUES TO EXIST:	Repair Visits	Date In	Date Out	Mileage
⑤ After The (second) ^{XX} (Mil) DTC code 2/28/2017 diagnosis was made for #1-#2 Cylinder (Timing) Problem(s) With the	1st visit	3/16/2016	3/23/2016	19,711
	2nd visit	3/29/2016	4/1/2016	20,927
	3rd visit			
	4th visit			
⑥ (Now) Increased Exhaust (White) Smoke and (CO ₂) Carbon Monoxide Poison gas fume(s) from (Now) a	1st visit	3/16/2016	3/23/2016	19,711
	2nd visit	3/29/2016	4/1/2016	20,927
	3rd visit			
	4th visit			
⑦ Plugged up / Over heating and possible Damaged Catalytic Converter with Loss of Power / Hesitation.	1st visit	3/16/2016	3/23/2016	19,711
	2nd visit	3/29/2016	4/1/2016	20,927
	3rd visit			
	4th visit			
⑧ Which had made my [redacted] year old [redacted] (Unsafe) To Drive for a (Long) distance (or) for a (Prolong) Period Time	1st visit	3/16/2016	3/23/2016	19,711
	2nd visit	3/29/2016	4/1/2016	20,927
	3rd visit			
	4th visit			
⑨ Also my (3 yrs. old) Vehicle (as is) will (Not) pass TEXAS (Air Pollution) yearly safety Inspection.	1st visit	3/16/2016	3/23/2016	19,711
	2nd visit	3/29/2016	4/1/2016	20,927
	3rd visit			
	4th visit			

lw I

4/2017

WARRANTY REPAIR LOG

Complainant's Name

DATE IN (List oldest first)	MILEAGE	DEALER	REPAIR ORDER NUMBER	DESCRIPTION OF PROBLEMS	WORK DONE	DATE OUT	COST, IF ANY
3/15/16	20,711	O'Reilly Auto Pcs	N/A	Diagnosed (1st) Emc (mil) Problem Indicator	Attached Computer To Veh	3/15/16	(None)
3/16/2016	20,711	World Car Hyundai Svc	27405	Closest Hyundai Svc Dept. To check for white smoke Loss of oil, after prior oil / filter change 2/2016	Replaced Top Valve Cover gasket / changed oil / filter	3/29/2016	47.00
4/1/2016	20,927	Red McComb Svc Dept.	273009	(Continued) Loss of Oil (white) smoke and Hesitation. After (2nd) Oil / filter change IN	(No work) done, ONLY		Rental car \$800
				Approx (3) mths. Due To	Continue To		
				fact (Emc) mil (caution)	Cover up the		
				(Possible) recall (Health)	Mfg. CAUTION		
				Problems. Not Tested / fixed	with fraud		
				by (2nd) Hyundai Svc Dept.	and Deception		
4/2/2016	20,927	Hyundai Auto Manufacturer	Complaint #	mfg. refused Honor/Enforce	Denied my	4/3/2016	\$25.00
				Test / Replace Def. (Emc)	Repair Regs (8) Pgs.		TAX

WARRANTY REPAIR LOG



Complainant's Name

Statement

DATE IN (List oldest first)	MILEAGE	DEALER	REPAIR ORDER NUMBER	DESCRIPTION OF PROBLEMS	WORK DONE	DATE OUT	COST, IF ANY
	19,711	Red Maccomb		Defective Emc m.il. Indicator Lite stayed ON.	None	4/2/2016	—

This is a STATEMENT about The (4) four Effort(s) I have made TO have these Hyundai 40,000 (New) car Warranty Covered Test Replacements/Repair(s) (both) Part(s) and Labor for a (Mfg.) Caution ed (Defective) or (Broken) (EMC) Air Pollution Prevention/Control System, at (2) different Hyundai accredited Dealership Service Dept. Over the past approx. (14) mths. Especially after having Two (2) diagnosis of Problem by (M.I.L.) D.T.C. Code(s) by TWO (2) Independent O'Reilly Auto Parts ON 3/15/2016 and 2/28/2017. And the Indisputable fact(s) (both) of These readings have Occurred in approx. (14) mths after (3) Three Oil/filtor changes ON 2/11/2016 3/29/2016 and 11/3/2016. So Hyundai created fraud/Deception & Claiming The MIL Indicator Lite was probably Due to Owner infrequent Oil changes and maintenance (or) Use of Non-Hyundai parts, In Order: Cover Up Mfg. (created) Defective (Emc) Air Pollution With Carbon Monoxide fume(s)

WARRANTY REPAIR LOG

Complainant's Name

Statement

DATE IN (List oldest first)	MILEAGE	DEALER	REPAIR ORDER NUMBER	DESCRIPTION OF PROBLEMS	WORK DONE	DATE OUT	COST, IF ANY
	19,711			Same Problem cont			

Control systems, in order to void the warranty. But also to hide the air pollution/breathing health abuse(s). Because Hyundai Mfg and Dealership(s) know(s) this could/should serve to open up a (NHTSA) Injury/Death Safety and Defective Vehicle Investigation and Recall ON Warranty covered 2011-2015 (gas) Powered Hyundai Santa Fe SUV(s). Because I believe that there are enough similar claims(s) filed all over the country (including my claim at the B.B.B. and Lemon Law cases) between 2009-2014 that should create a recall which have been covered up by Hyundai with intentional fraud and deception, while passing the liability and added cost off on (unsuspecting) consumer(s). (i.e.) seniors and disabled vehicle owner(s).

who have purchased these \$25-\$35,000 Dollars vehicles due to the Mfg. and authorized dealership(s) false/misleading (as

WARRANTY REPAIR LOG

Complainant's Name

Statement

DATE IN (List oldest first)	MILEAGE	DEALER	REPAIR ORDER NUMBER	DESCRIPTION OF PROBLEMS	WORK DONE	DATE OUT	COST, IF ANY
	19,711						

IN (my) case (5) Star (O.L.L) Inclusive (New) car 40,000 miles (5) Warranty, and the (10 year) 100,000 miles Power Train Warranty and 2 yrs of (No-charge) maintenance / service. And these are the Reason(s) I am asking for the 2014 Lemon that I bought New off The Red McComb Dealership Lot To be (1) Replaced or Repurchased. Replaced with a (New) 2017 Hyundai Santa Fe of my choice at Equal/Higher Blue book Value. (3) Pay off The Balance owed on my current loan, by using The \$11,000 Trade-in from my 2011 Santa Fe, which would give me a free/clear Title to ^a my 2017 Vehicle making me whole as when I purchased this 2014 Lemon. And give me a Certified check for The \$2,000.00 I had to spend for a Rental car over past (14+) mths. Starting Red McComb Svc had my Vehicle. And should have Tested and

5 (A)

WARRANTY REPAIR LOG



Complainant's Name

Statement

DATE IN (List oldest first)	MILEAGE	DEALER	REPAIR ORDER NUMBER	DESCRIPTION OF PROBLEMS	WORK DONE	DATE OUT	COST, IF ANY
	19,711	Red McComb		2nd/Current Emc Mil. Indicator Lite ON	None	—	—

Also replaced the Defective (Emc) System(s) (Per Mfg. Caution) over 12+ months ago. Before the (Second/Current) M.I.L. Code Lite. Came ON, Indicating more possible engine problems ON My (Only) Veh. with approximately 29,400 miles ON Odometer. And when I was (forced) TO (Rent) a safe (Carbon Monoxide free) vehicle TO go TO medical appointments and TO pay Bills/Pick up food and Medication etc. at Different Locations because I can (not) always (Bum) Ride(s) from my friends



2011 Owner's Manual



2011 owner Man

D150312AUN
**Shift pattern Indicators
(if equipped)**



The indicator displays to show the automatic transaxle shift lever selection.

D150313AFD
Charging system warning



This warning light indicates a malfunction of either the generator or electrical charging system.

The warning light comes on while the vehicle is in motion:

- 1. Drive to the nearest safe location.
- 2. With the engine off, check the generator drive belt for looseness or breakage.
- 3. If the belt is adjusted properly, a problem exists somewhere in the electrical charging system. Have an authorized HYUNDAI dealer correct the problem as soon as possible.

Door ajar warning light



This warning light illuminates when a door is not closed securely.

Tailgate open warning light



This warning light illuminates when the tailgate is not closed securely.

D150318AFD
Low fuel level warning



This warning light indicates the fuel tank is nearly empty. When it comes on, you should add fuel as soon as possible. Driving with the fuel level warning light on or with the fuel level below "E" can cause the engine to misfire and damage the catalytic converter.

D150319AUN
**Low washer fluid level
warning indicator
(if equipped)**



This warning light indicates the washer fluid reservoir is nearly empty. Refill the washer fluid as soon as possible.

D150320ACM
**Malfunction indicator lamp
(MIL) (check engine light)**



This indicator light is part of the Engine Control System which monitors various emission control system components. If this light illuminates while driving, it indicates that a potential problem has been detected somewhere in the emission control system.

This light will also illuminate when the ignition switch is turned to the ON position, and will go out in a few seconds after the engine is started. If it illuminates while driving, or does not illuminate when the ignition key is turned to the ON position, take your vehicle to your nearest authorized HYUNDAI dealer and have the system checked.

Generally, your vehicle will continue to be drivable, but have the system checked by an authorized HYUNDAI dealer promptly.

*Note
function
check

Maintenance

EMISSION CONTROL SYSTEM

G270000AFD

The emission control system of your vehicle is covered by a written limited warranty. Please see the warranty information contained in the Owner's Handbook & Warranty Information booklet in your vehicle.

Your vehicle is equipped with an emission control system to meet all emission regulations.

There are three emission control systems which are as follows.

- (1) Crankcase emission control system
- (2) Evaporative emission control system
- (3) Exhaust emission control system

In order to assure the proper function of the emission control systems, it is recommended that you have your car inspected and maintained by an authorized HYUNDAI dealer in accordance with the maintenance schedule in this manual.

Caution for the Inspection and Maintenance Test (With Electronic Stability Control (ESC) system)

- To prevent the vehicle from misfiring during dynamometer testing, turn the Electronic Stability Control (ESC) system off by pressing the ESC switch.
- After dynamometer testing is completed, turn the ESC system back on by pressing the ESC switch again.

G270100AUN

1. Crankcase emission control system

The positive crankcase ventilation system is employed to prevent air pollution caused by blow-by gases being emitted from the crankcase. This system supplies fresh filtered air to the crankcase through the air intake hose. Inside the crankcase, the fresh air mixes with blow-by gases, which then pass through the PCV valve into the induction system.

2. Evaporative emission control (Including ORVR: Onboard Refueling Vapor Recovery) system

The Evaporative Emission Control System is designed to prevent fuel vapors from escaping into the atmosphere. (The ORVR system is designed to allow the vapors from the fuel tank to be loaded into a canister while refueling at the gas station, preventing the escape of fuel vapors into the atmosphere.)

G270201AUN

Canister

Fuel vapors generated inside the fuel tank are absorbed and stored in the onboard canister. When the engine is running, the fuel vapors absorbed in the canister are drawn into the surge tank through the purge control solenoid valve.

G270202AUN

Purge Control Solenoid Valve (PCSV)

The purge control solenoid valve is controlled by the Engine Control Module (ECM); when the engine coolant temperature is low during idling, the PCSV closes so that evaporated fuel is not taken into the engine. After the engine warms up during ordinary driving, the PCSV opens to introduce evaporated fuel to the engine.

G270300

3. Ext sys

The E a high exha good

G27030

Vehic

This Modifi its pe may e In ac proble may r

- If dev opt ter be



G270300AUN

3. Exhaust emission control system

The Exhaust Emission Control System is a highly effective system which controls exhaust emissions while maintaining good vehicle performance.

G270301BUN

Vehicle modifications

This vehicle should not be modified. Modification of your vehicle could affect its performance, safety or durability and may even violate governmental safety and emissions regulations.

In addition, damage or performance problems resulting from any modification may not be covered under warranty.

- If you use unauthorized electric devices, it may cause the vehicle to operate abnormally, wire damage, battery discharge and fire. For your safety, be careful not to damage.



G270302AUN-EU

Engine exhaust gas precautions (carbon monoxide)

- Carbon monoxide can be present with other exhaust fumes. Therefore, if you smell exhaust fumes of any kind inside your vehicle, have it inspected and repaired immediately. If you ever suspect exhaust fumes are coming into your vehicle, drive it only with all the windows fully open. Have your vehicle checked and repaired immediately.

WARNING - Exhaust
 Engine exhaust gases contain carbon monoxide (CO). Though colorless and odorless, it is dangerous and could be lethal if inhaled. Follow the instructions on this page to avoid CO poisoning.

▲ CALIFORNIA WARNING 6
 Engine exhaust and other automobile components including components in the interior furnishings in a vehicle contain or emit chemicals known to the State of California to cause cancer and birth defects and reproductive harm. In addition, certain fluids contained in vehicles and certain products of component wear contain or emit chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.



C



SUPERIOR



4800 N.W. LOOP 410, SAN ANTONIO, TEXAS 78229
(210) 684-7440

(A)
(Red McComb)
Similar Problems (Oil/Filter)
2011 Santa Fe Gasoline Engine



0501IHYS219613

CUSTOMER NO.	SERVICE ADVISOR	TAG NO.	INVOICE DATE
[REDACTED]	EDWARD GAMEZ	5138 7089	01/23/14
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE
[REDACTED]	[REDACTED]	[REDACTED]	62,596
[REDACTED]	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
SAN ANTONIO, TX	11/HYUNDAI/SANTA FE/4DR FWD GLS I4 A	07/14/11	10
[REDACTED]	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	5XYZG3AB0RG	[REDACTED]	[REDACTED]
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE
[REDACTED]	[REDACTED]	[REDACTED]	01/21/14
HOME PHONE	WORK PHONE	COMMENTS	REPRINT# 1
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

MO: 6259Z

1 (XX) CUSTOMER STATES WON'T START STARTED ON DRIVE TOLD CAMSHAFT SENSOR F-SEWHERE REPORT SEE MIL LIGHT LINE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

DONE - NOTE: CABIN FILTER VERY DIRTY

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

2 CUSTOMER STATES MIL LITE ON REPORT ORIGINAL OWNER CPC 1.0 P014 INTAKE CAMSHAFT POS. TIMING OVER ADVANCED OR SYSTEM PERFORMANCE P0014 EXHAUST CAMSHAFT OVER ADVANCED OR SYST. PERFORMANCE HISTORY CODES PRESENT

DIAG. GRAPHED BOTH SENSORS AND ARE READING PROPERLY. LIKELY ATTRIBUTED TO PAST DUE OIL CHANGE AND AETERMARKET OIL FILTER RESET LIGHT AFTER LOF AND TEST DROVE WHILE MONITORING PARAMETERS. ALL INDICATED NORMAL.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	106.00

3 CUSTOMER STATES TAPPING NOISE UNDERHOOD THEN STOPPED REPORT: WRONG NO TAPPING NOISE HEARD AT THIS TIME. MAY BE ATTRIBUTED TO PAST DUE OIL CHANGE

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

CUSTOMER STATES AWARE OF TIRE LITE BROKEN ELSEWHERE REP WRONG STYLE TPMS MONITOR INSTALLED ON DRV FRT TIRE EST GIVEN: DECLINED

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

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.

Dealer: General Manager or Authorized Person Date

CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF \$75.00 PER HOUR. This dealership utilizes the hours published in Hyundai's labor time guide, which reflects an average time requirement for the performance of specific vehicle repairs in which may therefore be either more or less than the actual clock time in many given instances. In certain rare instances the actual clock time may be used.

DISCLAIMER OR WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Red McCombs Superior Hyundai, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Red McCombs Superior Hyundai, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Terms are not cash on delivery. Estimates are for labor only material is extra. I hereby authorize these repairs along with the necessary materials you and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic lien is acknowledged on above vehicle to secure the amount of repairs thereto. Conditions, not responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft, accident or any other cause beyond our control. Storage will be charged commencing 48 hours after repairs are completed payable in San Antonio, Bexar County Texas. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court cost, terms strictly cash unless prior arrangements made.

Signature of the Person Responsible or Agent for Person Responsible for Payment

Notice Pursuant To Property Code, §70.001 AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THIS REPAIR AGREEMENT, I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE § 9.602 IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X Signature of the Person Responsible or Agent for Person Responsible for Payment

THANK YOU



SUPERIOR



4800 N.W. LOOP 410, SAN ANTONIO, TEXAS 78229
(210) 684-7440

(B)



0501HYCS219613

2011 SANTA FE

CUSTOMER NO.	SERVICE ADVISOR	TAG NO.	INVOICE DATE	CELL IN
[REDACTED]	EDWARD GAMEZ	5138	01/23/14	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
[REDACTED]	[REDACTED]	[REDACTED]	62,596	MOONSTONE S
SAN ANTONIO, TX	YEAR / MAKE / MODEL	11/HYUNDAI/SANTA FE/4DR FWD GLS I4 A		
[REDACTED]	VEHICLE I.D. NO.	5XYZG3AB0BG		
[REDACTED]	F.T.E. NO.	P.O. NO.		
HOME PHONE	WORK PHONE	COMMENTS	R.O. DATE	DELIVERY DATE
[REDACTED]	[REDACTED]	[REDACTED]	01/21/14	07/14/11
[REDACTED]	[REDACTED]	[REDACTED]	REPRINT# 1	DELIVERY MILES
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	10
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PRODUCTION DATE

JOB # 5 TOTAL LABOR & PARTS 0:00

CHANGE ENGINE OIL AND FILTER
INSTALL PREMIUM SYNTHETIC BLEND OIL
AND NEW FILTER
COMPLETED LOF

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6	1	PK1	LOF KIT	1.96	1.96
JOB # 6	1	21513 23001	GASKET-ENGINE OIL	8.87	8.87
JOB # 6	1	26300 35503	FILTER ASSY-ENGIN	2.81	2.81
JOB # 6	5	OTL	5W30 SYN/BLD	14.05	14.05
JOB # 6 TOTAL PARTS				24.88	24.88
JOB # 6 TOTAL LABOR & PARTS				34.18	34.18

JOB # 6 TOTAL LABOR & PARTS 34:18

REPLACE AIR CLEANER FILTER
REPLACED AIR FILTER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 7	1	28113 2P100	FILTER-AIR CLEANER	15.32	15.32
JOB # 7 TOTAL PARTS				15.32	15.32
JOB # 7 TOTAL LABOR & PARTS				24.95	24.95

JOB # 7 TOTAL LABOR & PARTS 24:95

COMPLETED SERVICE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 8	1	H1009	THROTTLE CLNR	5.00	5.00
JOB # 8 TOTAL PARTS				5.00	5.00
JOB # 8 TOTAL LABOR & PARTS				69.95	69.95

JOB # 8 TOTAL LABOR & PARTS 69:95

* CUSTOMER CAME BY AND MENTIONED THE VEHICLE TAKES TOO LONG TO CRANK... OK ADD ON REPAIR BY SRV MGR.
FOUND CODE P200A INTAKE MANIFOLD RUNNER PERFORMANCE CODE PRESENT. FOUND ACTUATOR WHEN DOING ACTUATION TEST WOULD ONLY MOVE IN 1 DIRECTION. ALSO RUNNER FLAPS GET STUCK IN OPEN POSITION DUE TO CARBON BUILD UP.
DIAG. GDS OP. FIRST VERIFIED ECM HAD UPDATED CALIBRATION FOR THIS FAULT CODE. SEE PRINT OUT. (TAG CASE NUMBER 6354247)
* SUGGESTED TO REPLACE ASSY DUE TO FLAP GETTING STUCK AND SHORTING OUT MOTOR. REPLACED INTAKE MANIFOLD ASSY AS NEEDED AND VERIFIED FLAPS OPEN AND CLOSE WHEN PERFORMING ACTUATION TEST. TEST DROVE AS NEEDED.
28310R1A 1.1 + 28310R00 0.3 = 1.4

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 9	1	28310 2G071	MANIFOLD ASSY-INT	0.00	0.00
JOB # 9 TOTAL PARTS				0.00	0.00
JOB # 9 TOTAL LABOR & PARTS				0.00	0.00

Part (3 days to repair)
Parts ordered from Hyundai (Dfw warehouse)

On behalf of servicing dealer, I hereby certify that the information contained herein 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.

Customer Labor Charges are based on a rate of \$... per hour. This dealership utilizes the hours published in Hyundai labor time guide, which reflects an average time requirement for the performance of a specific vehicle repairs in which may therefore be either more or less than the actual clock time in any given instance. In certain rare instances the actual clock time may be used.

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Terms are net cash on delivery. Estimates are for labor only material is extra. I hereby authorize these repairs along with the necessary materials you and your employee may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. Conditions, not responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft, accident or any other cause beyond our control. Storage will be charged commencing 48 hours after repairs are completed payable in San Antonio, Bexar County, Texas. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court cost, terms strictly cash unless prior arrangements made.

Customer Signature

Notice Pursuant To Property Code, §70.001
I, THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS AND COMMERCE CODE, § 9.509. IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED, THE PERSON RESPONSIBLE FOR PAYMENT...

Signature of the Person Responsible or Agent for Payment



SUPERIOR



4800 N.W. LOOP 410, SAN ANTONIO, TEXAS 78229
(210) 684-7440

C



0501IHYS

2011 SANTA FE

CUSTOMER NO.	SERVICE ADVISOR	TAG NO.	INVOICE DATE
[REDACTED]	EDWARD GAMEZ	5138	01/23/14
LABOR RATE	LICENSE NO.	MILEAGE	COLOR
[REDACTED]	[REDACTED]	62,596	[REDACTED]
YEAR / MAKE / MODEL	DELIVERY DATE		
11/HYUNDAI/SANTA FE/4DR FWD GLS I4 A	07/14/11		
VEHICLE I.D. NO.	F.T.E. NO.	POWER	PRODUCTION DATE
5 X Y Z G 3 A B 0 B G	[REDACTED]	[REDACTED]	10
HOME PHONE	WORK PHONE	COMMENTS	R.O. DATE
[REDACTED]	[REDACTED]	[REDACTED]	01/21/14
			REPRINT# 1

COG & SUPPLIES	TOTAL LABOR & PARTS	0.00
FRIGHT (PARTS)	TOTAL COG	0.00
HAZARDOUS/MISC MATERIALS	CONTROL NO	
	TOTAL MISC	7.65
		7.65
	TOTAL LABOR	189.88
	TOTAL PARTS	45.20
	TOTAL SUBLET	0.00
	TOTAL G.O.G.	0.00
	TOTAL MISC CHG	7.65
	TOTAL MISC DISC	0.00
	TOTAL TAX	3.73
	TOTAL INVOICE \$	246.46

MO: 62597

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.

Customer Labor Charges are based on a rate of \$ per hour. Hyundai's labor time guide, which reflects an average time requirement for the performance of specific work, is used as a guide. In certain instances, the actual clock time may be used.

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Red McCombs Superior Hyundai, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Red McCombs Superior Hyundai, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Terms are net cash on delivery. Estimates are for labor only material is extra. I hereby authorize these repairs along with the necessary materials you and your employee may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. Conditions, not responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft, accident or any other cause beyond our control. Storage will be charged commencing 48 hours after repairs are completed payable in San Antonio, Bexar County, Texas. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court cost, terms strictly cash unless other arrangements made.

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THANK YOU FOR YOUR BUSINESS!!



CUSTOMER SIGNATURE

JAN 23 2014

PRIORITY MAIL EXPRESS™

FASTEST SERVICE IN THE U.S.

41-304

USED INTERNATIONALLY,
CUSTOMS DECLARATION
LABEL MAY BE REQUIRED.



July 2013 OD: 12.5 x 9.5



WRITE FIRMLY WITH BALL POINT PEN ON HARD SURFACE TO MAKE ALL COPIES LEGIBLE.

CUSTOMER USE ONLY

FR [Redacted]

Scheritz, TX [Redacted]

PAYMENT BY ACCOUNT (if applicable)

DELIVERY OPTIONS (Customer Use Only)

SIGNATURE REQUIRED Note: The mailer must check the "Signature Required" box if the item requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases CDO service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mailbox or other secure location without attempting to obtain the addressee's signature on delivery.

Delivery Options

No Saturday Delivery (delivered next business day)

Sunday/Holiday Delivery Required (additional fee, where available)

10:30 AM Delivery Required (additional fee, where available)

*Refer to USPS.com® or local Post Office™ for availability

TO: (PLEASE PRINT) PHONE ()

N.H. To: [Redacted] Minister

1200 New Jersey Ave. S

Washington, D.C.

ZIP + 4® (U.S. ADDRESSES ONLY)

20590-

■ For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811.
■ \$100.00 Insurance included.



ORIGIN (POSTAL SERVICE USE ONLY)

1-Day 2-Day Military DPO

PO ZIP Code	Scheduled Delivery Date (MM/DD/YY)	Postage
7200	2/1/17	\$ 2.35

Company Name

To: W41-306

Mailstop: 4 West

Department: NEC, NOA, NIA

Phone:

Purchase Order (ItemVarName4) EXPRESS



EL695242451US

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