 <p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
		Date Received 03-AUG-2017 NOV - 1 2017	Repository <input type="checkbox"/> Reference No. 11012484
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address			
City	State	Zip Code	Evening Telephone Number
KINGS MOUNTAIN	NC		
<p>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).</p>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KM8J33A28GU		Make HYUNDAI	Model TUCSON
Model Year 2016	Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders
Fuel Type:	Original Owner <input type="checkbox"/>	Dealer's City	State
			Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s) 27-FEB-2016
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN		Failure Mileage: 4078	Failure Speed
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:		
REPORTABLE 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
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).			
<p>TL* THE CONTACT OWNS A 2016 HYUNDAI TUCSON. WHILE AT A STOP SIGN, THE VEHICLE FAILED TO ACCELERATE WITHOUT WARNING. THE FAILURE OCCURRED SEVERAL OTHER TIMES ON DIFFERENT OCCASIONS. THE VEHICLE WAS TAKEN TO THE DEALER (KEFFER HYUNDAI LOCATED AT 9010 E INDEPENDENCE BLVD, MATTHEWS, NC 28105; (704) 243-9815) ON THREE DIFFERENT OCCASIONS. DURING THE FIRST AND SECOND VISITS, THE DEALER COULD NOT DIAGNOSE THE CAUSE OF THE FAILURE. DURING THE THIRD VISIT, IT WAS DIAGNOSED THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS CONTACTED AT 800-633-5151 AND STATED THAT THE VEHICLE NEEDED TO BE TAKEN TO THE DEALER. THE MANUFACTURER PROVIDED CASE NUMBER: [REDACTED] THE FAILURE MILEAGE WAS 4,078.</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.</p>			
<p>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 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.</p>			

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

Narrative Enclosed

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



Corrections

Email: [REDACTED]

Vehicle Info:

Date Purchase 1-22-16

Dealer: Allen Samuel's East Texas Dodge
903-561-2404

Dealer Address:

3120 S. SW Loop 323

Tyler, Texas 75701

Orig. Owner: Yes

Engine: 1.6 Turbo

Cylinders: 4

Fuel Type: Gas

Trans. Type: 7sp Dual Clutch

Anti-brakes: Yes

Cruise Control: Yes

I purchased my Hyundai Tucson Limited January 22, 2016. The first couple thousand miles were fine however, on a trip to Arkansas everything changed. Approximately February 21, 2016 while attempting to leave Wendy's parking lot I entered the roadway at a normal exit speed when the cars RPM's revved to about 5000 but the car was not moving. Fortunately the 18 wheeler fast approaching was able to change lanes and avoid an accident. When the car finally moves it lurches to try to get to speed in excess of take off speed.

2nd Instance:

Approximately Mid July while attempting to merge into traffic after exiting an off ramp the car revved to 6000 RPM's and failed to move initially, then finally lurched into movement almost hitting the on coming car. Daughter in Law was traveling with me.

3rd Instance

Approximately late August while traveling with my [REDACTED] yr old grandson, was attempting a left turn across traffic on green arrow after red the car revved to 5000 RPM's with no movement and wouldn't move thru green with cars behind me blowing horns.

my grandson informed his mother he shouldn't go with [REDACTED] anymore because her car won't go when it should. L.O.K. He refuses to ride with me.

4th Instance

When attempting to leave my driveway it gets part way into roadway and revs to almost 5000 RPM's and stalls about 5 seconds, enough time for a motorcycle to round the curve. Luckily his defensive riding skills avoided a HORRIBLE accident once again.

These are the MAJOR instances where accidents were avoided however it continues the sporadic behavior. Enclosed are the maintenance record leading up to and including the transmission replacement. Several weeks AFTER replacement I was right back to the shop. At which time I was told "We will do your oil changes but don't bring it back for the transmission there is nothing else we can do". I have attempted 2 other dealerships for service and was denied. Told it was a safety issue to return to installing dealership. Which until today 10-6-17 was not an option. Invoice Enclosed



Tennessee Department of Revenue

CERTIFICATE OF VEHICLE REGISTRATION

RENEW ONLINE AT www.tncountyclerk.com

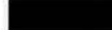
Number	10234
Registration	09:30:56
Station No	W004
Clerk Name	Art L
Leaf	24.00
Check	00
Check #	
Check #	00
Check #	
CC Auth #	
Number	00
License	00

License No	Class	Plate Yr	Title Code	Date of Issue	Expiration Date	
[REDACTED]	1000	2006	O25	02/23/2017	03/31/2018	
Title No	Make	Model	Year	Body	Color	Weight
[REDACTED]	HYUN	TCN	2016	4W	C	
VIN	Year	Driver License	License			
KM8J33A28GU [REDACTED]						
Emission Test	Vehicle No	County Sticker	City Sticker			
County	County Clerk	Vehicle Use	Reg Weight			
Polk	Angie Sanford	P	N/A			

Registration Fees	
Registration	21.50
Credit	.00
License	.00
Title	.00
Check	.00
Insurance	2.50
Tag	.00
Leaf	.00
Sales Tax	.00
SA Tax	.00
Local Tax	.00
Adval Tax	.00
Int/Wt Tax	.00
City Wt Tax	.00
Organ Liv	.00
Organ	.00
Organ Fee	.00
Total Tax	.00
Total Fees	24.00
County	245542



Owner's Phone



FARNER TN [REDACTED]

T.C.A. 55-4-108 Every Certificate of Registration shall at all times be carried in the vehicle to which it refers or shall be carried by the person driving or in control of such vehicle. Renewals of registration for all vehicles (except permanent registrations) are for twelve (12) months from the current expiration date. If the current expiration date falls on Saturday, Sunday, or a holiday, the current registration remains valid until the next business day.

Application Instructions

1. Clean debossed area in the upper right corner of plate.
2. Remove decal by folding at edge of decal and separate from registration.
3. Rub firmly to apply decal to upper right corner of plate.
4. Keep registration with vehicle.



Tennessee Department
of Revenue

CERTIFICATE OF VEHICLE REGISTRATION

RENEW ONLINE AT
www.tncountyclerk.com

Invoice	16079
Time/Stamp	13:41:47
Station ID	3004
Operator	M / 3
Amount	519.00
Check	1 502 75
Check #	
Credit	00
Lease	
C.C. Auth #	
Franchise	00
Change	00

License Exp	Class	Base Yr	Title Code	Date of Issue	Expiration Date	
	1000	2006	N01	03/15/2016	03/31/2017	
Title No	Make	Model	Year	Body	Color	Lien
	HYUN	TCN	2016	4W	C	Y
VIN	KM8J33A28GU		Zone	Driver License	Lease	
Emission No	Vehicle No	County Sticker	City Sticker			
County	County Clerk	Veh Use	Reg Weight			
Polk	Angie Sanford	P	N/A			

Registration Fees	
Registration	21.50
Credit	.00
Lease	.00
Trans	.00
Clerk	1.00
Issuance	8.00
Title	5.50
Lien	11.00
Sales Tax	1,985.55
SA Tax	44.00
Local Tax	36.00
Arbitral Tax	.00
Grd Vth Tax	.00
City Vth Tax	.00
Organ Don	.00
Postage	.00
Online Fee	.00
Total Tax	2,065.55
Total Fees	2,112.55
ID Verify	225870



[Redacted]

Owner's Phone
[Redacted]

[Redacted]

FARNER TN [Redacted]

T.C.A. 55-4-108 Every Certificate of Registration shall at all times be carried in the vehicle to which it refers or shall be carried by the person driving or in control of such vehicle. Renewals of registration for all vehicles (except permanent registrations) are for twelve (12) months from the current expiration date. If the current expiration date falls on Saturday, Sunday, or a holiday, the current registration remains valid until the next business day.

- Application Instructions
1. Clean debossed area in the upper right corner of plate.
 2. Remove decal by folding at edge of decal and separate from registration.
 3. Rub firmly to apply decal to upper right corner of plate.
 4. Keep registration with vehicle.

DCT - Safety Hazard (60)

2016 HYUNDAI TUCSON OWNER COMMENTS (PAGE 1 OF 2)

#28

ADVERTISER COMMENTS

Hesitation from stop was a problem during test drive but salesman convinced me it was due to "turbo lag" & that i would get used to it- I bought into the!@# I have now had the car for over one year (no longer covered under Lemon Law) and the hesitation is getting worse and completely unpredictable. Have taken it into the shop twice now for same problem to no avail. Now that it appears there will be a recall coming in the next few weeks, hopefully this is resolved before someone is seriously hurt or worse. Very scary when it happens- especially if you're trying to pull out into traffic- yikes!

██████████ Longmont, USA

#27

This complaint has been a continuing complaint since late 03/2016. I have taken to dealership twice, April and June, 2016, both times told nothing wrong. I called today because it is time for an oil change and I have a safety recall for a secondary hood latch. When I talked to Angel I also mentioned that my car needed to be checked for a continuing problem with the transmission. Angel said let me see if they have the parts for your two (2) recalls. I stopped her and said I only knew about one. We covered the hood latch and she told me that the other one was for CONTROL LOGIC (COMPUTER). I told her that I had no information on that and she said that it was new. She checked and they have the necessary items to fix both recalls. I went to the internet to find out what control logic is and found that IT HAS TO DO WITH THE TRANSMISSION. Let me see I think that is the thing I have been complaining about all along, since April 2016. Since my initial visit I have also had the vehicle roll down from an incline, like a standard would do, and lurch forward with speed. I am very concerned about my safety and any passengers.

Update from Oct 18, 2016 Hyundai finally decided that I wasn't the idiot. There really was something wrong with the transmission and they have issued a safety recall. I have just gone

today to have the fix installed so will have to drive awhile to see if better. The sad news is that I did some research and Consumer Reports reported on the problem with my car last December, that's 2015. I reported to the dealership on the problem in April and again in June of 2016.

Needless to say, I was really upset when I got to the dealership.

- [REDACTED] Daphne, AL, USA

#26

I have had this car 1 month and was at a stop sign. Sure enough I try to go and am pressing and the car is going nowhere. I had to wait 3 hours for a tow and then they did the transmission update and said it was fixed. Well I got my car back it is still not right. The pedal does not match the acceleration and is very jumpy. I feel so unsafe in this car and want a way out of this. It was a \$32,000 car and I felt much safer in my old Sonanta. When I go to make a turn, I never know how quickly the car will respond. I would NEVER suggest this car to someone as I truly feel it is a death trap.

- [REDACTED] Addison, IL, USA

#25

When I was backed down a driveway, I had the car in drive and pressed the accelerator and car would not move. I had the pedal all the way to the floor. After about 10 seconds it sputtered and moved about an inch, then it would not go anymore. It was very scary as I had a car behind me and a brick wall in front of me. It took about 10 tries to get the car out of the driveway. I do not want to experience this again!! I just read there will be a recall fix in October, but does that mean I need to wait till the dealer has the fix?? After reading all of the complaints, how do I know that the fix will work??

- [REDACTED] San Carlos, CA, USA

#24

Purchased our car in March of 2016. The 2nd week we had it was our vacation. We made a trip to South Florida in which total travel was right at 2000 miles. The problem was noticed on our way back home. While pulling across the highway to enter a hotel parking lot, the car engine revved up and the car would not go. Pressed the accelerator all the way down and after a couple seconds the car lurched forward. I ended up pulling in front of an approaching vehicle. There were additional incidents but none quite as scary as the one I mentioned. I took the car back to the dealership where it was purchased for it's initial servicing. I mentioned the problem to the service manager and was told I just have to get used to driving the car. We rode in the car and could not get it to duplicate the issue. There have been other incidents in which I did not document any of them. Somewhere around 9/9/2016 I was crossing a highway to enter a pharmacy. The engine revved up but the car did not move. I pressed the accelerator all the way down and after a couple seconds the car lurched forward. There was an approaching car again in which I pulled out in front of them. Also, a couple of weeks ago we were parked facing downhill in a church parking lot. When we started to back out the engine revved up and the car rolled forward. There was a car parked directly in front of me in which I almost ran into. After pressing the accelerator all the way down the transmission finally caught up and the car lurched backwards. The car is especially annoying to drive if you are going through drive thru restaurants. Not only is the car very dangerous to drive, it is also very annoying. It seems to be a something between an automatic and manual transmission. Only you don't have control over when the clutch is released.

██████████ Pinson, AL, USA

Search CarComplaints.com for these popular complaint phrases...

[Transmission Failure](#) [Transmission Recall](#) [Transmission Slipping](#) [Slipping Gears](#) [Ford Explorer](#) [Engine Complaint](#) [Electrical Issue](#) [Heater Complaint](#) [Transmission Complaint](#) [Paint Defect](#) [Tucson Recall](#)

#23

This is the second time this has happened with this vehicle. The first time happened at 6,000 miles where the car would not go forward at all and it had to be towed to the dealer and they said the car had to be "relearned" what ever the heck that meant. Then again this happened but at least

car finally moved forward after I kept stepping on the gas pedal but was very sluggish and the rpms were running high. I will be taking this car back to the dealer on Monday

Update from Sep 2, 2016 So on Monday Aug. 29 the the dear did a new software update and so far it is good

- [REDACTED] Toms River, NJ, USA

#22

WILMINGTON, DE

I replaced my faithful 06 Sonata with this car on January 1st, 2016. I expected to have NO issues for some time. I have been a faithful Hyundai owner since 2004, and totally satisfied.

I no longer feel THIS car is fit to drive, and ~~completely feel unsafe in it.~~

Here's why:

On June 29, on my way to work, stopped at a light, in a left turn lane, I attempted to accelerate, and the engine just revved and was completely unresponsive. I kept putting it in Park and putting it in Drive. I shut it off and restarted it, and finally, it moved forward, allowing me only 5 mph forward movement. I pulled over, shut it off and restarted it. I continued to work and to the dealership direct, without a problem. They charged me for an overnight rental, while they looked at it. They couldn't duplicate the problem. They called and asked if their Tech could take it home overnight to Wilmington. They had me pick it up the next day, saying they couldn't find any codes or history of a problem, and couldn't duplicate.

After that I was leery of the car, and noticed more lurching forward after a stop but it always went forward. A week later, July 8, the car wouldn't start and had to be towed. The service department told me it was "an epic software failure" and they reported they were on the line with Tech support. Again, no engine codes or history and no way to duplicate the problem. The service manager then agreed to cover my rental and reimburse me for the previous rental. Then they called and had me bring in my other key fob because they thought that might be the problem. The next day they had me come to pick it up telling me they updated the software, and it could be the after-market remote starter, but when they went to bring it around, it wouldn't start!!! They removed the remote starter, and agreed to reimburse me for that. They kept the car another night just to test it out, and returned it to me on July 15.

It seemed fine but then I had another incident on August 4th and again on the 6th (This time I had a car full of witnesses!). I'm done. Both times I was stopped at a light, and couldn't move forward, having everyone beeping at me, while I push the accelerator to the floor and have

nothing happen. I shift to Park and then Drive and then totally lurch forward. Both times this was going straight.

If I was turning into traffic, I would have been broadsided. I am fearful of all turns into traffic now. I have no confidence that the dealership has the answer at this point or can drive it long enough to experience the problem. I am in another rental at their expense.

THIS IS COMPLETELY UNPREDICTABLE AND SCARY AS !@#% I have lost confidence in this car, and am totally unhappy with this car! I have filed a complaint with the National Highway Traffic Safety Administration (NHTSA) and anyone having this problem should also. Someone is going to be seriously hurt or killed.

- [REDACTED] Burlington, MA, USA

#21

The Hyundai Tucson transmission scared the \$%^&* out of me, BUT THE REST OF THE CAR WAS PRETTY AWESOME, seriously, only small other things.

- [REDACTED] AZ, USA

#20

Not fixed at the dealership until Hyundai comes up with solution. This is a safety issue and Hyundai needs to issue a recall.

- [REDACTED] Yuma, AZ, USA

#19

no fix! /service dept. said "functioning as designed!" The following is an email I wrote to the owner/dealer, explaining what happened to me!

Hello Mr. Gettle,

Thank you for taking the time to read my email, to you.

I recently purchased a 2016 Hyundai Tuscon, from your Sarasota, Florida dealership, on Bee Ridge Road. I absolutely love this vehicle, and I am so distraught, with what has happened to it, and to me.

I have been dealing with your service people, and the general manager of your Lakewood store, in Bradenton, Florida, as this is closer for me, than Sarasota. Last week while driving this vehicle, I was stopped at a red light on University, heading to UTC Mall. When it was time, to move, the car would not! When I took my foot off the brake, it would not move! It would not roll forward, it would not do anything!! The RPM's jumped on gauges and AC cut out. I shut off the Ac, but the same issue was repeating itself. I also tried a different drive mode. Nothing worked, until I applied MAX acceleration, as I had to get out of the intersection, somehow, at which point the tires squealed, and the car took off!!! I found a parking space and turned the car off. I called my service advisor, at your Lakewood store, and he told me to have it towed in. I chose to drive it in, and take my chances, as it doesn't do this on the highway, only at a stop, or slowing way down. I got their safe, thank goodness!!!

Your Lakewood service techs, performed Hyundai Multi Point Inspection and I was told, and it is written on my service order, "Tech unable to duplicate issue. No issue found. Vehicle functioning as designed!"

Prior to this visit, when I was there for an oil change, and to have by rain guards installed, I complained to my service advisor, that my car was lagging, when at a stop and start or when I slowed down, and then accelerated. His answer was, that I needed to put better gas in my car! Also, while waiting in your waiting room for my car (2 hours), on another visit for a recall on hood latch, and I had a faulty/defective key fob, and horn that was being replaced, I overheard your service advisors, one of which was speaking with a customer, on the phone, discussing how irate she was, because her vehicle had an issue stopping and starting, and something to do with the double clutch, and she had called before,...etc. I decided to look this issue up. I googled it, and to my surprise the 2016 Hyundai Tuscon, has some serious safety issues!!! Numerous customer complaints, and Hyundai cannot find a fix for it! I was thinking, "wow" so glad that hasn't happened to me.! One week later, it did!

I have contacted Consumer Affairs, per your service advisor's recommendation, and your service manager, and I have a case number, however I have not heard back, at this writing. Your people, reluctantly, have given me a rental, as I refused to drive my car! I'm very frightened. Your General Manager, offered to drive my car, for 3 days, to see if it would happen to him. I have not heard anything, at this writing. He also offered to trade me! There is nothing there, that I want. I purchased what I wanted! I would like a buy back! It is not my fault that Hyundai refuses to admit there is a problem or does not have a fix for this problem! Your service people, know

about this, but they claim they do not! (i refer back to the conversation that I overheard!) This car is UNSAFE! I have checked this with [REDACTED] Consumer Reports, and NHTSA (National Highway Traffic Safety Admin.) It's all there! If they know this, why doesn't the service dept.?

Im writing to you, because I don't know what else to do, or where to turn. I'm appealing for your help, and a resolution. I will never feel safe in this vehicle, again. I paid over \$34,000.00 for this vehicle, a couple of months ago! It only has 2300 miles, on it! My goodness!! This is so wrong, and so unfair, on so many levels, and UNSAFE. I even asked your General Manager what he would do, if this was his mother's vehicle. His response, " I wouldn't have put her in that vehicle!" Really??

I am anxiously awaiting your reply. Thank you, again, for taking the time to read this, and get back with me, at your earliest convenience.

At this writing, August 3, 2016, I still have a rental, and no resolution!

- [REDACTED] Bradenton, FL, USA

#18

My 2016 Tucson Limited has a dangerous problem with the transmission. Intermittently It will not move when i give it gas. The RPMS go up to 6000 but the car wont move. Its the DCT transmission. Today I took it in for the 3rd time and I dont want it back until its fixed. The car is a death trap. I found over 130 compliants filed for the same issue on the NHTSA website, I cannot believe there is no recall for this. Someone is going to get killed. I almost did the first time it happened to me. I am also hoping there is some kind of compensation for this issue. I lost a day of work today because of this and if I want to get rid of this care I will lose about 8,000 off a car I just bought in February. But i cannot imagine ever feeling safe in it again. Thank You

MOTOR VEHICLE RETAIL INSTALLMENT SALES CONTRACT SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

BUYER _____ ADDRESS _____ CITY <u>FAIRFAX</u> STATE <u>TX</u> ZIP _____ PHONE _____	SELLER/CREDITOR <u>ALLEN COMPLETE EAST TEXAS DRIVE</u> ADDRESS <u>3120 S HWY 100P 302</u> CITY <u>FAIRFAX</u> STATE <u>TX</u> ZIP <u>75701</u> PHONE <u>9375517404</u>
--	---

CO-BUYER _____ ADDRESS _____ CITY <u>FAIRFAX</u> STATE <u>TX</u> ZIP _____ PHONE _____

The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.
PROMISE TO PAY: The credit price is shown below as the "Total Sales Price." The "Cash Price" is also shown below. By signing this contract, you choose to purchase the vehicle on credit according to the terms of this contract. You agree to pay us the Amount Financed, Finance Charge, and any other charges in this contract. You agree to make payments in U.S. funds according to the Payment Schedule in this contract. If more than one person signs as a buyer, you agree to keep all the promises in this agreement even if the others do not.

You have thoroughly inspected, accepted, and approved the vehicle in all respects.

VEHICLE IDENTIFICATION

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	<input type="checkbox"/> NEW <input type="checkbox"/> DEMONSTRATOR <input type="checkbox"/> FACTORY OFFICIAL/EXECUTIVE <input type="checkbox"/> USED	USE FOR WHICH PURCHASED PERSONAL, FAMILY, OR HOUSEHOLD, UNLESS OTHERWISE INDICATED BELOW If either of the boxes below is checked, Chapter 353 of the Texas Finance Code applies to this Contract. <input type="checkbox"/> BUSINESS OR COMMERCIAL <input type="checkbox"/> AGRICULTURAL
<u>2016</u>	<u>HYUNDAI</u>	<u>TUCSON</u>	<u>XNB733A2960</u> _____		

Trade-in: Make MAZDA Model MAZ3
 Year 2007 VIN JM3ER293670 License No. N/A

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
<u>3.44 %</u>	\$ <u>4329.84</u>	\$ <u>37300.41</u>	\$ <u>41630.25</u>	\$ <u>0.00</u> \$ <u>41630.25</u>

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
<u>24</u>	\$ <u>556.07</u>	Monthly beginning <u>03/07/2016</u>
		Or as follows

Late Charge: If we do not receive your entire payment within 15 days after it is due (10 days if you are buying a heavy commercial vehicle), you will pay a late charge of 5% of the scheduled payment.
Prepayment. If you pay all that you owe early, you will not have to pay a penalty.
Security Interest. We will have a security interest in the vehicle being purchased.
Additional Information: See this document for more information about nonpayment, default, security interests, and any required repayment in full before the scheduled date.

ITEMIZATION OF AMOUNT FINANCED	
1 Cash Price (including any accessories, services, taxes)	
SALES TAX \$ <u>362.00</u> CASH PRICE \$ <u>31240.00</u>	
<u>N/A</u> \$ <u>N/A</u> , and <u>N/A</u> \$ _____)	\$ <u>32602.00</u> (1)
2 Total Downpayment = (if negative, enter "0" and see Line 4A below)	
Gross Trade-In	\$ <u>3000.00</u>
- Pay Off Made By Seller	\$ <u>7569.10</u>
= Net Trade In	\$ <u>-4569.10</u>
+ Cash	\$ <u>N/A</u>
+ Mfrs. Rebate	\$ <u>1000.00</u>
+ Other (describe) <u>N/A</u>	\$ <u>N/A</u>
Total Downpayment	\$ <u>0.00</u> (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ <u>32602.00</u> (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf	
(Seller may keep part of these amounts.):	

PROPERTY INSURANCE. You must keep the collateral insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract. You may obtain property insurance from anyone you want or provide proof of insurance you already have. The insurer must be authorized to do business in Texas. You agree to give us proof of property insurance. You must name us as the person to be paid under the policy in the event of damage or loss.
 If any insurance is checked below, policies or certificates from the insurance companies will describe the terms, conditions, and deductibles.

**Optional Credit
Life and Credit Disability Insurance**

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

<input type="checkbox"/> Credit Life, one buyer	\$ <u>N/A</u> Term <u>N/A</u>
<input type="checkbox"/> Credit Life, both buyers	\$ <u>N/A</u> Term <u>N/A</u>
<input type="checkbox"/> Credit Disability, one buyer	\$ <u>N/A</u> Term <u>N/A</u>
<input type="checkbox"/> Credit Disability, both buyers	\$ <u>N/A</u> Term <u>N/A</u>

(Insurance Company) _____
N/A
 (Home Office Address) _____

Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments.
 If the term of the insurance is 121 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.

You want the insurance indicated above.

3) to <u>N/A</u> for <u>N/A</u>	\$	<u>N/A</u>
E Debt Cancellation Agreement Fee Paid to the Seller	\$	<u>800.00</u>
F Dealer's Inventory Tax (if Not Included in Cash Price)	\$	<u>53.56</u>
G Sales Tax (if Not Included in Cash Price)	\$	<u>N/A</u>
H Other Taxes (if Not Included in Cash Price)	\$	<u>N/A</u>
I Government License and/or Registration Fees <u>LTC=\$30.75 TTAG=\$5.00</u>	\$	<u>95.75</u>
J Government Certificate of Title Fees	\$	<u>50.00</u>
K Government Vehicle Inspection Fees	\$	<u>N/A</u>
L Deputy Service Fee Paid to Dealer	\$	<u>5.00</u>
M Documentary Fee (Cargo Documental)	\$	<u>125.00</u>

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N Other Charges (Seller must identify who is paid and describe purpose.)

to State for Plate Transfer Fee	\$	<u>N/A</u>
to <u>N/A</u> for <u>N/A</u>	\$	<u>N/A</u>
to <u>N/A</u> for <u>N/A</u>	\$	<u>N/A</u>
to <u>N/A</u> for	\$	<u>N/A</u>
to <u>N/A</u> for <u>N/A</u>	\$	<u>N/A</u>
to <u>N/A</u> for <u>N/A</u>	\$	<u>N/A</u>
to <u>N/A</u> for <u>N/A</u>	\$	<u>N/A</u>
to <u>N/A</u> for <u>N/A</u>	\$	<u>N/A</u>
to <u>N/A</u> for <u>N/A</u>	\$	<u>N/A</u>
to <u>N/A</u> for <u>N/A</u>	\$	<u>N/A</u>
Total Other Charges and Amounts Paid to Others on Your Behalf	\$	<u>4698.41 (4)</u>
5 Amount Financed (3 + 4)	\$	<u>37300.41 (5)</u>

sign and agree to pay the extra cost. The credit approval process will not be affected by whether or not you buy these insurance coverages or the debt cancellation agreement.

Coverage	Term in Months	Premium or Fee
GAP*	<u>N/A</u>	<input type="checkbox"/> \$ <u>N/A</u>
<u>N/A</u>	<u>N/A</u>	<input type="checkbox"/> \$ <u>N/A</u>
<u>N/A</u>	<u>N/A</u>	<input type="checkbox"/> \$ <u>N/A</u>
Debt Cancellation Agreement**	<u>75</u>	\$ <u>800.00</u>

WARRANTECH AUTOMOTIVE
(Insurance Company)
PO BOX 1009
BEDFORD, TX 76095
(Home Office Address)

*If the vehicle is determined to be a total loss, GAP insurance will pay us the difference between the proceeds of your basic collision policy and the amount you owe on the vehicle, minus your deductible. You can cancel that insurance without charge for 10 days from the date of this contract.
**WE WILL CANCEL CERTAIN AMOUNTS YOU OWE UNDER THIS CONTRACT IN THE CASE OF A TOTAL LOSS OR THEFT OF THE VEHICLE AS STATED IN THE DEBT CANCELLATION AGREEMENT. You can cancel the debt cancellation agreement without charge for a period of 30 days from the date of this contract, or for the period stated in the debt cancellation agreement, whichever period ends later.
If the box next to a premium for an insurance coverage included above is marked, that premium is not fixed or approved by the Texas Insurance Commissioner. A debt cancellation agreement is not insurance and is regulated by the Office of the Consumer Credit Commissioner.

For the premiums or fees included above, you want the related optional coverages and debt cancellation agreement.

[Redacted] 01/22/16
Buyer's signature Date
 [Redacted] 01/23/16
Co-Buyer's signature Date

LIABILITY INSURANCE: THIS CONTRACT DOES NOT INCLUDE INSURANCE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

CONSUMER CREDIT COMMISSIONER NOTICE

To contact HYUNDAI MOTOR FINANCE about this account, call 8005236011. This contract is subject in whole or in part to Texas law which is enforced by the Consumer Credit Commissioner, 2601 N. Lamar Blvd., Austin, Texas 78705-4207; (800) 538-1579; www.occ.state.tx.us, and can be contacted relative to any inquiries or complaints.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

Any change to this contract must be in writing. Both you and we must sign it. No oral changes to this contract are enforceable.

Buyer [Redacted] Co-Buyer [Redacted]
See back for other important agreements.

CONSUMER WARNING: Notice to the buyer--Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to a copy of the contract you sign. Under the law, you have the right to pay off in advance all that you owe and under certain conditions may save a portion of the finance charge. You will keep this contract to protect your legal rights.

BUYER'S ACKNOWLEDGEMENT OF CONTRACT RECEIPT: YOU AGREE TO THE TERMS OF THIS CONTRACT AND ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF IT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT.

Buyer Signs [Redacted] Date 01/22/16 Co-Buyer Signs [Redacted] Date 02/16

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here _____ Date _____ Address _____
Seller signs ALLEN SAMUEL'S EAST TEXAS DODGE Date 01/22/16 By _____ Title _____

THIS CONTRACT IS NOT VALID UNTIL YOU AND WE SIGN IT.



VTR-40 (Rev. 5/2005)
DHT # 142235

ODOMETER DISCLOSURE STATEMENT

Federal and State Law require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment. This form may not be used in conjunction with title transfer documents, which comply with federal and state odometer disclosure requirements such as Texas Certificate of Titles issued on or after April 29, 1990.

VEHICLE DESCRIPTION

Year 2016	Make HYUNDAI	Body Style BW	Model TUCSON
Vehicle Identification Number KM8J33A28GU [REDACTED]			

I, **ALLEN SAMUELS EAST TEXAS DODGE**, certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle described above unless one of the following statements is checked:
(Seller/Agent Name)

Odometer Reading	12	(No Tenths)
------------------	-----------	-------------

- 1. The mileage stated is in excess of its mechanical limits.
- 2. The odometer reading is not the actual mileage.
WARNING – ODOMETER DISCREPANCY.

01/22/2016		ALLEN SAMUELS EAST TEXAS DODGE
Date of Statement	Signature of Seller/Agent	Printed Name (Same as Signature)

If titled in a firm's name, print the firm's name on the line above.

3120 S.SW LOOP 323	TYLER	TX	75701
Street Address	City	State	Zip Code

ACKNOWLEDGMENT OF ODOMETER DISCLOSURE BY BUYER/AGENT

I am aware of the above odometer certification made by the seller/agent.			
01/22/2016	[REDACTED]	[REDACTED]	[REDACTED]
Date of Statement	Signature of Buyer/Agent	Printed Name (Same as Signature)	
If purchased by a firm, print the firm's name on the line above.			
[REDACTED]	FARNER	TN	[REDACTED]
Street Address	City	State	Zip Code

WARNING: TRANSPORTATION CODE, §501.155, PROVIDES THAT FALSIFYING INFORMATION ON ANY REQUIRED STATEMENT OR APPLICATION IS A THIRD-DEGREE FELONY.



Allen Samuels AUTO GROUP

3120 S.SW LOOP 323
TYLER, TX 75701
903/561 2404

BUYER'S ORDER & INVOICE

SOLD TO [REDACTED] DATE 01/22/2016
ADDRESS [REDACTED] CITY FARNER STATE TN ZIP [REDACTED] HOME [REDACTED]

NEW USED DEMO
HYUNDAI 2016 TUCSON BW
MAKE YEAR MODEL STYLE
KM8J33A28GU [REDACTED] 12
SERIAL NO. MILEAGE
[REDACTED] BROWN
STOCK NO. COLOR TRIM

DESCRIPTION OF TRADE-IN #1
MAZDA 2007 CX-7 BW
MAKE YEAR MODEL STYLE
JM3ER293570 [REDACTED] 156000
SERIAL NO. MILEAGE
LICENSE NO. COLOR TRIM
5th 3rd
LIENHOLDER

DESCRIPTION OF TRADE-IN #2
MAKE YEAR MODEL STYLE
SERIAL NO. MILEAGE
LICENSE NO. COLOR TRIM
LIENHOLDER

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

THE DEALER'S INVENTORY TAX CHARGE IS INTENDED TO REIMBURSE THE DEALER FOR AD VALOREM TAXES ON ITS MOTOR VEHICLE INVENTORY. THE CHARGE, WHICH IS PAID BY THE DEALER TO THE COUNTY TAX ASSESSOR-COLLECTOR, IS NOT A TAX IMPOSED ON A CONSUMER BY THE GOVERNMENT, AND IS NOT REQUIRED TO BE CHARGED BY THE DEALER TO THE CONSUMER.

This Order shall not become binding until accepted by Seller's authorized representative, and in the event of a time sale, Seller shall not be obligated to sell until approval of the terms hereof is given by a bank, finance company, or financial institution willing to purchase a Retail Installment Contract between the Buyer & Seller based upon the terms contained herein.

BUYER'S REPRESENTATIONS & ACKNOWLEDGEMENTS

I represent that 1) the balance due on my trade-in is the amount shown on this Order, and 2) that I have good title to my trade-in and there are no liens or claims against it except as shown on this order, and 3) that the TRADE-IN DOES NOT HAVE A RECONDITIONED TITLE. I agree that if any of the representations made herein are false, I will pay on demand, all loss or damage suffered by Seller as a result thereof, I assume responsibility for any difference in payoff in excess of amount shown above, and will pay such difference in cash on demand, or will surrender vehicle to Seller.

Price quoted is for immediate delivery, but if the price should be increased before I take delivery, I will have the privilege of accepting delivery at the new price or I may cancel this order and have my deposit refunded. If my trade-in has been delivered to Seller and my order is thereafter cancelled, my trade-in will be returned to me and I agree to pay a reasonable charge for storage and repairs to said trade-in during period of Seller's possession. If Seller has sold Buyer's trade-in, Buyer agrees to allow Seller a selling commission of 20% of the sales price (not price allowed), in addition to any expense incurred in conditioning the car for resale. Buyer's trade-in will be subject to reappraisal if not in the same condition as originally appraised.

Buyer hereby accepts the terms and conditions contained herein and on the reverse side, and

1.	LIST PRICE	31240.00
2.	*DEALER INSTALLED EQUIPMENT	N/A
A.		N/A
B.		N/A
C.		N/A
D.		N/A
E.		N/A
F.		N/A
G.		N/A
3.	TOTAL PRICE	31240.00
4.	REBATE	1000.00
5.	TRADE-IN ALLOWANCE #1	3000.00
6.	TRADE-IN ALLOWANCE #2	N/A
7.	DEALER PREP (USED CAR ONLY)	N/A
8.	TAXABLE AMOUNT	27240.00
9.	SALES TAX	1362.00
10.	DEALER'S INVENTORY TAX	53.56
11.	DEPUTY FEE	5.00
12.	LICENSE FEE	95.75
13.	TITLE TRANSFER FEE	50.00
14.	STATE INSPECTION	N/A
15.	DOCUMENTARY FEE	125.00
16.	SUBTOTAL	28931.31
17.	BALANCE DUE ON TRADE-IN #1/#2 TO WHOM 5th 3rd	7569.10
18.	SUBTOTAL	36500.41
19.	**EXTENDED SERVICE CONTRACT	N/A
20.	CREDIT LIFE INSURANCE	N/A
21.	ACCIDENT & HEALTH INS.	N/A
22.	G.A.P.	800.00
23.	SUBTOTAL	37300.41
24.	CASH DOWN PAYMENT	N/A
25.	BALANCE DUE	37300.41

*DENOTES that the modification, equipment, accessory, or part is not supplied or approved by Manufacturer, and it is not warranted by Manufacturer. Customer Initials

**DENOTES that the coverage under the extended service contract sold herein is not provided by Manufacturer, its parent, subsidiaries, or its affiliates. Customer Initials

ARBITRATION PROVISION AND ARBITRATION OF DISPUTES

Arbitration is a method of resolving a claim, dispute or controversy (collectively, a "Claim") without filing a lawsuit in court. Either Buyer or Seller may choose at any time, including after a lawsuit is filed, to have any Claim related to or arising out of the transaction identified in this Buyer's Order ("Order"), including the interpretation, scope, or validity of arbitration, decided by arbitration and not by a court action.

When a dispute is resolved by arbitration and not in a court, each party gives up the right to a trial by a court or a jury trial. Buyer gives up any right Buyer may have to bring a class-action lawsuit or class arbitration or to participate in either as a claimant. Buyer gives up any right Buyer may have to consolidate Buyer's arbitration with the arbitration of others. The information that can be obtained in discovery from either Party or from third person in an arbitration is generally more limited than in a lawsuit. Generally, there is no right to appeal the decision of an arbitrator under the Federal Arbitration Act (9 U.S.C. Section 1, et seq.). Other rights that Buyer or Seller would have in court may not be available in arbitration.

Either Buyer or Seller must contact one of the following associations to conduct the arbitration as well as the other Party in order to start an arbitration. Applicable rules may be

MAKE	YEAR	MODEL	STYLE
JM3ER293570			156000
SERIAL NO.		MILEAGE	
LICENSE NO.	COLOR	TRIM	
5th 3rd			
LIENHOLDER			

DESCRIPTION OF TRADE-IN #2

MAKE	YEAR	MODEL	STYLE
SERIAL NO.		MILEAGE	
LICENSE NO.	COLOR	TRIM	
LIENHOLDER			

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BUYER'S REPRESENTATIONS & ACKNOWLEDGEMENTS

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Buyer hereby accepts the terms and conditions contained herein and on the reverse side, and acknowledges receipt of a copy of this Buyer's Order & Invoice. Buyer hereby certifies that the price label was affixed to the above described vehicle upon delivery.

X	01/22/2016
BUYER'S SIGNATURE	DATE
X	01/22/2016
CO-BUYER'S SIGNATURE	DATE
X	01/22/2016
SELLER'S REPRESENTATIVE	DATE

F.	N/A
G.	N/A
3. TOTAL PRICE	31240.00
4. REBATE	1000.00
5. TRADE-IN ALLOWANCE #1	3000.00
6. TRADE-IN ALLOWANCE #2	N/A
7. DEALER PREP (USED CAR ONLY)	N/A
8. TAXABLE AMOUNT	27240.00
9. SALES TAX	1362.00
10. DEALER'S INVENTORY TAX	53.56
11. DEPUTY FEE	5.00
12. LICENSE FEE	95.75
13. TITLE TRANSFER FEE	50.00
14. STATE INSPECTION	N/A
15. DOCUMENTARY FEE	125.00
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18. SUBTOTAL	36500.41
19. **EXTENDED SERVICE CONTRACT	N/A
20. CREDIT LIFE INSURANCE	N/A
21. ACCIDENT & HEALTH INS.	N/A
22. G.A.P.	800.00
23. SUBTOTAL	37300.41
24. CASH DOWN PAYMENT	N/A
25. BALANCE DUE	37300.41

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**DENOTES that the coverage under the extended service contract sold herein is not provided by Manufacturer, its parent, subsidiaries, or its affiliates.

Customer Initials _____

Customer Initials _____

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When a dispute is resolved by arbitration and not in a court, each party gives up the right to a trial by a court or a jury trial. Buyer gives up any right Buyer may have to bring a class-action lawsuit or class arbitration or to participate in either as a claimant. Buyer gives up any right Buyer may have to consolidate Buyer's arbitration with the arbitration of others. The information that can be obtained in discovery from either Party or from third person in an arbitration is generally more limited than in a lawsuit. Generally, there is no right to appeal the decision of an arbitrator under the Federal Arbitration Act (9 U.S.C. Section 1, et seq.). Other rights that Buyer or Seller would have in court may not be available in arbitration.

Either Buyer or Seller must contact one of the following associations to conduct the arbitration as well as the other Party in order to start an arbitration. Applicable rules may be obtained from one of the following associations: (1) American Arbitration Association at 1-800-778-7879; (2) J.A.M.S. / Endispute, at 1-800-448-1660; or (3) National Arbitration Forum at 1-800-474-2371. If there is a conflict between the association's rules and this Arbitration Provision, the Arbitration Provision will govern.

This Order evidences a transaction involving interstate commerce. Any arbitration under this Arbitration Provision is governed by the Federal Arbitration Act (9 U.S.C. Section 1, et seq.). Judgment upon the award may be awarded in any court having jurisdiction.

The arbitration hearing will be conducted in the deferral district in which Buyer resides. If Buyer demands arbitration first, Buyer agrees to pay the initial arbitration filing fee or case management fee required by the applicable rules up to \$125.00, and Seller will pay any additional initial filing fee or case management fee. Seller will pay the entire filing fee or case management fee if Seller demands arbitration first. Seller will pay the arbitration costs and fees for the first day of arbitration, up to a maximum of eight hours. The arbitrator shall decide who pays any additional costs and fees.

Notwithstanding this Arbitration Provision, Buyer and Seller and Seller's successors and assignees retain the right to exercise self-help remedies and to seek provisional remedies from a court pending final determination of the dispute by the arbitrator. Neither Buyer nor Seller waive the right to arbitrate by exercising self-help remedies, including repossession, filing suit, or seeking or obtaining provisional remedies from a court.

If any portion of this Arbitration Provision is unenforceable, it is severed and the remaining provisions shall be enforced.



Keffer Hyundai
 9010 E. Independence Blvd.
 Matthews, NC 28105
 Phone 704.714.4700

keffer hyundai

CUSTOMER NO.	ADVISOR TYLER POTTER	TAG NO. 539 323	SERVICE DATE 03/03/16	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 4.078 /	COLOR
	YEAR/MAKE/MODEL 16/HYUNDAI/TUCSON/4DR FWD LTD	DELIVERY DATE	DELIVERY MILES.	
CHARLOTTE, NC	VEHICLE ID NO. K M 8 J 3 3 A 2 8 G U	SELLING DEALER NO.	PRODUCTION DATE	
	FTE	P.O. NO.	R.O. DATE 03/03/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 4079	

LABOR & PARTS			
J# 1 02HYZHE100	OIL/FILTER CHANGE CUSTOMER REQUEST SERVICE EXPRESS OIL CHANGE MAINTENCE DUE EVERY 5,000 MILES COMPLETED SERVICE AS REQUESTED	TECH(S):606	13.49
		JOB # 1 TOTAL LABOR & PARTS	13.49
J# 2 10HYZ01	DRIVEABILITY CONCERN CUSTOMER STATES WHEN AT A STOP IN ECO MODE CAR RPM'S JUMP AND LUNGE. CHECK AND ADVISE TESTED VEHICLE AND SCANNED FOR CODES COULD NOT DUPLICATE CONCERN AT THIS TIME	TECH(S):606	INTERNAL
		JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 00HYZ34POINT	34 POINT INSPECTION ADVISOR/TECH TO PERFORM A WALK-AROUND/MULTI INSPECTION \$29.95 VALUE WALK AROUND AND MULTI-POINT INSPECTION COMPLETED -----YES-----	TECH(S):606	INTERNAL
		JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4 00HYZCSI	CSI THANK YOU!!! Thank you for allowing Keffer Hyundai to service your Hyundai Today! We want your service visit to be a "10" !!!! PLEASE MARK ALL 10'S ON YOUR SURVEY AND YES ON MULTI-POINT INSPECTION. IF YOU CAN NOT DO THIS PLEASE LET YOUR ADVISOR KNOW OR ASK TO SPEAK WITH THE SERVICE MANAGER SHAWN HOWARD WE WANT YOUR SERVICE VISIT WITH KEFFER HYUNDAI TO BE A "10" THANK YOU FOR CHOOSING KEFFER HYUNDAI FOR YOUR SERVICE NEEDS. WE WANT YOUR FEED BACK FROM YOUR SERVICE VISIT TODAY GO TO : www.kefferhyundaireviews.com	TECH(S):606	INTERNAL
		JOB # 4 TOTAL LABOR & PARTS	0.00

DISCLAIMER OF WARRANTIES
 The only warranties, if any, applying to this part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

SHOP SUPPLIES / HAZARDOUS WASTE
 A standard charge for supplies and materials is made on each repair order. A LARGE PORTION OF THIS CHARGE INCLUDES SAFE DISPOSAL OF ANY HAZARDOUS MATERIALS AS DIRECTED BY NORTH CAROLINA ENVIRONMENTAL AGENCY. This will be shown on a separate line on repair order.

THANK YOU
 FOR THIS OPPORTUNITY
 TO SERVE YOU.

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	DSF	DOCUMENT STORAGE FEE		1.95
JOB # A	1SS	SHOP SUPPLIES/HAZARD WASTE		2.02
TOTAL - MISC				3.97





HYUNDAI
Hyundai Motor Company

Keffer Hyundai
9010 E. Independence Blvd.
Matthews, NC 28105
Phone 704.714.4700

keffer hyundai

CUSTOMER NO.	ADVISOR TYLER POTTER	539	TAG NO 733	SERVICE DATE 07/13/16	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 12,533	COLOR	STOCK NO.
CHARLOTTE, NC	YEAR/MAKE/MODEL 16/HYUNDAI/TUCSON/4DR FWD LTD			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. K M 8 J 3 3 A 2 8 G U			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E.	R.C. NO.		R.O. DATE 07/13/16	
BUSINESS PHONE	COMMENTS				MO: 12534

LABOR & PARTS-----
 J# 1 02HYZHE100 4 CYL OIL CHANGE SVC TECH(S):702 13.49
 CUSTOMER REQUEST SERVICE EXPRESS OIL CHANGE
 MAINTENANCE DUE EVERY 5,000 MILES
 COMPLETED SERVICE AS REQUESTED

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-
JOB # 1	1	PK6	4CYL DISCOUNT LOF	16.50
JOB # 1	1	26300-35503	FILTER ASSY-ENGIN	****
JOB # 1	1	21513-23001	GASKET-ENGINE OIL	****
JOB # 1	5	700	5W30 Q. STATE	****
JOB # 1 TOTAL PARTS				16.50
JOB # 1 TOTAL LABOR & PARTS				29.99

J# 2 02HYZHE200 TIRE-ROTATION TECH(S):702 18.00
 CUSTOMER REQUEST TIRE ROTATION
 TIRE ROTATION DUE EVERY 5,000 MILES
 COMPLETED SERVICE AS REQUESTED

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				18.00

J# 3 53HYZ145 RECALL 145 TECH(S):702 WARRANTY
 PERFORM OPEN RECALL 145
 2016 Tucson Secondary Hood Latch
 FACTORY RECALL
 COMPLETED RECALL 145
 2016 Tucson Secondary Hood Latch

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-
JOB # 3	1	81150-D3010-QQH	CATCH ASSY-HOOD S	WARRANTY
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

J# 4+10HYZZ1 DRIVEABILITY CONCERN TECH(S):702 INTERNAL
 CUSTOMER STATES FEELS LAG IN ACCELERATION THEN JUMPS INTO
 GEAR
 SCANNED FOR CODES AND TEST DROVE
 UNABLE TO DUPLICATE, TO SCHEDULE FOR LOANER

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

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # 1	PMS	PRICE MATCH LABOR DISCOUNT		-7.00
TOTAL - MISC				-7.00

DISCLAIMER OF WARRANTIES
 The only warranties, if any, applying to this part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

SHOP SUPPLIES / HAZARDOUS WASTE
 A standard charge for supplies and materials is made on each repair order. A LARGE PORTION OF THIS CHARGE INCLUDES SAFE DISPOSAL OF ANY HAZARDOUS MATERIALS AS DIRECTED BY NORTH CAROLINA ENVIRONMENTAL AGENCY. This will be shown in a separate line on repair order.

THANK YOU
 FOR THIS OPPORTUNITY
 TO SERVE YOU.

IMPORTANT
 YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED, PLEASE CONTACT OUR SERVICE MANAGER.
(704) 714-4700

Fwd: FW: 2016 Hyundai Tucson

Hyundai's Suggested
Resolution!

[REDACTED]
Mon 10/9/2017 12:07 PM

[REDACTED]
P: ods06682cpc <ods06682cpc@OfficeDepot.com>

Sent from my Verizon 4G LTE Droid

----- Forwarded message -----

From: [REDACTED]
Date: Oct 9, 2017 10:47 AM
Subject: FW: 2016 Hyundai Tucson
To: [REDACTED]
Cc:

From: Teri Bollerud [mailto:tbollerud@rslemonlaw.com]
Sent: Tuesday, June 27, 2017 11:15 AM
To: [REDACTED]
Cc: Adam Handy <ahandy@rslemonlaw.com>
Subject: 2016 Hyundai Tucson

Dear [REDACTED]

In response to the presuit claim our firm submitted to Hyundai Motor America on your behalf, as well as through subsequent negotiations, HMA has offered you a cash & keep settlement of \$2,000.00 in net damages to resolve this claim. You would be able to keep the vehicle with no restrictions on use, warranty coverage, or the ability to sell/trade. You would be required to sign a settlement release agreement. In addition, HMA would pay our attorney fees and costs. Keep in mind that it takes HMA approximately 8 weeks to process settlements and for our clients to receive their checks. Please let me know if you would like to accept the offer. Also, please let me know if you have any questions.

Regards,

Teri Bollerud

Paralegal

cid:image003.png@01D175F7.F1CCAE70


LAW OFFICES OF RICHARD JACKSON

Toll Free Phone: (877) 575-3666

Toll Free Fax: (877) 575-9666

tbollerud@rslemonlaw.com

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 Please consider the environment - Do you really need to print this email?



Keffer Hyundai
 9010 E. Independence Blvd.
 Matthews, NC 28105
 Phone 704.714.4700

keffer hyundai

CUSTOMER NO	ADVISOR	TAG NO	SERVICE DATE	INVOICE NO
[REDACTED]	TRENT DIXON	87	08/16/16	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE	COLOR
[REDACTED]	[REDACTED]	[REDACTED]	235	[REDACTED]
[REDACTED]	YEAR/MAKE/MODEL	15,041		
CHARLOTTE, NC	16/HYUNDAI/TUCSON/4DR FWD LTD	DELIVERY DATE	DELIVERY MILES	
[REDACTED]	VEHICLE ID NO	SELLING DEALER NO	PRODUCTION DATE	
[REDACTED]	K M 8 J 3 3 A 2 8 G U	R.O. DATE	08/15/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[REDACTED]	[REDACTED]	[REDACTED]		

MO: 15041

LABOR & PARTS		
# 1 53HYZTMM	CAMPAIGN TMM PERFORM OPEN CAMPAIGN TMM 60C065R1 - 2016 TUCSON 1.6L TCU UPDATE (16-01-035) FACTORY CAMPAIGN COMPLETED CAMPAIGN TMM 60C065R1 - 2016 TUCSON 1.6L TCU UPDATE (16-01-035)	TECH(S):703 WARRANTY 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00		
# 2 10HYZ01	DRIVEABILITY CONCERN CUSTOMER STATES WHEN TRYING TO ACCERATE CAR WILL NOT MOVE THE RPMS WILL REV AROUND 3000 AND WILL NOT ACCERATE ..ADVISE TEST SYSTEM TO VERIFIED TRANS DID SHIFT LATE BEFORE UPDATE 2 DID TRANS RELEARN AFTER UPDATE SHIFTED NORMAL THE ONLY TIME TRANS WENT TO 3000 IS DURING HARD ACCERATE	TECH(S):703 WARRANTY 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00		
# 3 21HYZ01	A/C CONCERN CUSTOMER STATES AFTER THE A/C HAS BEEN RUNNING FOR ABOUT 3 HOURS WILL START TO NOT BLOW COLD AIR ..ADVISE A/C SYSTEM LOW ON 134A ONLY HAD 410 GRAMS SYSTEM CALLS FOR 550 +OR- 25 GRAMS EVA A/C SYSTEM LEAK CHECK PASS CHARGE A/C SYSTEM LOW SIDE PSI AT 30 HIGH SIDE PSI AT 150	TECH(S):703 WARRANTY 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00		
# 4 00HYZ34POINT	34 POINT INSPECTION ADVISOR/TECH TO PERFORM A WALK-AROUND/MULTI INSPECTION \$29.95 VALUE WALK AROUND AND MULTI-POINT INSPECTION COMPLETED -----YES-----	TECH(S):703 INTERNAL 0.00
JOB # 4 TOTAL LABOR & PARTS 0.00		
# 5+99HYZ09Y	CABIN FILTER YELLOW INSPECTION FOUND DIRTY CABIN AIR FILTER WILL NEED CABIN AIR FILTER SOON	TECH(S):703 INTERNAL 0.00
JOB # 5 TOTAL LABOR & PARTS 0.00		
# 6+99HYZ10Y	AIR FILTER YELLOW INSPECTION FOUND DIRTY ENGINE AIR FILTER WILL NEED AIR FILTER SOON	TECH(S):703 INTERNAL 0.00
JOB # 6 TOTAL LABOR & PARTS 0.00		

DISCLAIMER OF WARRANTIES
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SHOP SUPPLIES / HAZARDOUS WASTE
 A standard charge for supplies and materials is made on each repair order. A LARGE PORTION OF THIS CHARGE INCLUDES SAFE DISPOSAL OF ANY HAZARDOUS MATERIALS AS DIRECTED BY NORTH CAROLINA ENVIRONMENTAL AGENCY. This will be shown on a separate line on repair order.

THANK YOU
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 TO SERVE YOU.



ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)



Keffer Hyundai
 9010 E. Independence Blvd.
 Matthews, NC 28105
 Phone 704.714.4700

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CUSTOMER NO	ADVISOR	TAG NO	SERVICE DATE	INVOICE NO
[REDACTED]	TRENT DIXON	87 965	10/11/16	[REDACTED]
LABOR RATE	LICENSE NO	MILEAGE	COLOR	STOCK NO
[REDACTED]	[REDACTED]	19,393	/	[REDACTED]
YEAR MAKE MODEL	DELIVERY DATE	DELIVERY MILES		
16/HYUNDAI/TUCSON/4DR FWD LTD	[REDACTED]	[REDACTED]		
VEHICLE ID NO	SELLING DEALER NO	PRODUCTION DATE		
K M 8 J 3 3 A 2 8 G U	[REDACTED]	[REDACTED]		
DATE	PO NO	R/O DATE		
[REDACTED]	[REDACTED]	10/10/16		
EMPLOYEE PHONE	BUSINESS PHONE	COMMENTS	MO: 19398	
[REDACTED]	[REDACTED]	[REDACTED]		

LABOR & PARTS
 # 1 21HYZ01 A/C CONCERN TECH(S):306 INTERNAL
 CUSTOMER STATES A/C NOT BLOWING AIR OUT THE VENTS SOUNDS LIKE GOING OUT OF THE DEFROST ..ADVISE LOOK AT HISTORY COULD NOT DUPLICATE CONCERN AT THIS TIME TEST DROVE CAR ALSO RAN FOR ABOUT 3 HOURS AND COULD NOT DUPLICATE FOR THE CUSTOMER TO RETURN WHEN PROBLEM IS HAPPING

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

2 01HYZR31 ECON 4CYL OIL SERVIC TECH(S):306 13.49
 PERFORM ECONOMY OIL AND FILTER CHANGE
 PERFORM MULTIPOINT INSPECTION
 PERFORMED SERVICE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 2 1 PK6 4CYL DISCOUNT LOF 16.50 16.50
 JOB # 2 1 26300-35503 FILTER ASSY-ENGIN *****
 JOB # 2 1 21513-23001 GASKET-ENGINE OIL *****
 JOB # 2 5 700 5W30 Q. STATE *****
 JOB # 2 TOTAL PARTS 16.50
 JOB # 2 TOTAL LABOR & PARTS 29.99

3 30HYZ AUTO TRANSMISSION TECH(S):306 INTERNAL
 CUSTOMER STATES WHEN ACCERATING CAR IS HESITATING RPM'S JUMPING TO 3000 AND CAR NOT ACCERATING ..ADVISE CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.

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

4 00HYZ2 SERVICE LOANER USE TECH(S):306 WARRANTY
 SERVICE LOANER IN USE FOR CLIENT
 \$49.99 PER DAY CHARGE FOR LOANER. UNLIMITED MILEAGE
 FUEL RECHARGE FEE OF \$6.00 PER GAL IF FUEL NOT REPLACED
 SERVICE RENTAL/ LOANER USE PROVIDED

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

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A DSF DOCUMENT STORAGE FEE 1.95
 JOB # A ISS SHOP SUPPLIES/HAZARD WASTE 1.08
 JOB # 1 COS YOU SAVED!!!!!!!!!!!! -5.00
 JOB # 1 CDP YOU SAVED!!!!!!!!!!!! -5.00

DISCLAIMER OF WARRANTIES
 The warranties, if any, applying to this part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

SHOP SUPPLIES / HAZARDOUS WASTE
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THANK YOU
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 9010 E. Independence Blvd.
 Matthews, NC 28105
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CUSTOMER NO	ADVISOR	TAG NO.	SERVICE DATE	INVOICE NO
[REDACTED]	TRENT DIXON	87 775	12/09/16	[REDACTED]
[REDACTED]	LABOR RATE	WARRANTY		
[REDACTED]	LICENSE NO	22,734		
[REDACTED]	YEAR/MAKE/MODEL		DELIVERY DATE	DELIVERY MILES
CHARLOTTE, NC	16/HYUNDAI/TUCSON/4DR FWD LTD			
[REDACTED]	VEHICLE ID NO		SELLER/BUYER NO	REGISTRATION DATE
[REDACTED]	K M 8 J 3 3 A 2 8 G U			
[REDACTED]	BUSINESS PHONE		R 1 DATE	
[REDACTED]	COMMENTS		12/01/16	

MO: 22757

LABOR & PARTS	TECH(S)	WARRANTY
# 1 30HYZ AUTO TRANSMISSION CUSTOMER STATES WHEN TRYING TO ACCELERATE CAR WILL HESITATE AND NOT ACCELERATE WHEN PRESSING THE GAS ...ADVISE LOOK AT HISTORY RPMS WILL JUMP 4 TO 5000 AND WILL STILL NOT ACCELERATE CALLED HYUNDAI TECH ASSIST REF NUMBER [REDACTED] WAS ADVISED TO PERFORM RECALL AND RETEST SYSTEM TEST AND VERIFIED CUSTOMER CONCERN VEHICLE PERFORMING TO FACTORY SPECS NO FURTHER CONCERNS AT THIS TIME	:115	WARRANTY
JOB # 1 TOTAL LABOR & PARTS		0.00
# 2 21HYZ AIR CONDITIONING CUSTOMER STATES AFTER THE CAR HAS BEEN DRIVING AFTER ABOUT 2 TO HOURS THE AIR WILL STOP BLOWING COMPLETELY ..ADVISE HOT AND COLD AIR CALLED HYUNDAI TECH ASSIST REF NUMBER [REDACTED] WAS ADVISED OF NO KNOWN CASES WITH THIS ISSUE SYSTEM TEST AND VERIFIED CUSTOMER CONCERN TEST DROVE CAR 23 MILES UNABLE TO DUPLICATE AT THIS TIME	:115	INTERNAL
JOB # 2 TOTAL LABOR & PARTS		0.00
# 3 00HYZ34POINT 34 POINT INSPECTION ADVISOR/TECH TO PERFORM A WALK-AROUND/MULTI INSPECTION \$29.95 VALUE WALK AROUND AND MULTI-POINT INSPECTION COMPLETED -----YES-----	:115	INTERNAL
JOB # 3 TOTAL LABOR & PARTS		0.00
# 4+53HYZT1B CAMPAIGN T1B PERFORM OPEN CAMPAIGN T1B Tucson DCT Control Logic Update FACTORY CAMPAIGN COMPLETED OPEN CAMPAIGN T1B Tucson DCT Control Logic Update	:115	WARRANTY
JOB # 4 TOTAL LABOR & PARTS		0.00

DISCLAIMER OF WARRANTIES
 The only warranties in any applying to this car are those made by the manufacturer. The selling dealer hereby disclaims all warranties other than those expressly declared in any implied warranty or merchantability or fitness for a particular purpose and hereby disclaims any authority, any other person to retain title and liability in connection with the sale of this vehicle and its service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages to loss of use, time, loss of profits or otherwise, or any other recoverable damage.

HAZARDOUS WASTE
 A vehicle that is to be repaired and maintained in a shop or yard must have a leak proof pan that contains any fluids as required by law. This pan must be disposed of properly by the shop or yard. This pan must be disposed of properly by the shop or yard.

THANK YOU
 FOR THIS OPPORTUNITY
 TO SERVE YOU.





Keffer Hyundai
 9010 E. Independence Blvd.
 Matthews, NC 28105
 Phone 704.714.4700

keffer hyundai

CUSTOMER NO.	ADVISOR TRENT DIXON	TAX NO. 87 1645	SERVICE DATE 02/02/17	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 24,511	COLOR /
	YEAR/MAKE/MODEL 16/HYUNDAI/TUCSON/4DR FWD LTD	DELIVERY DATE	DELIVERY MILES	
CHARLOTTE, NC	VEHICLE ID NO. K M 8 J 3 3 A 2 8 G U	SELLING DEALER NO.	PRODUCTION DATE	
	FTE	EQ NO.	R/O DATE 01/20/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 24511	

JOB # 5 TOTAL PARTS 0.00
 JOB # 5 TOTAL LABOR & PARTS 0.00
 J# 6+99HYZ10Y AIR FILTER YELLOW TECH(S):723 INTERNAL
 INSPECTION FOUND DIRTY ENGINE AIR FILTER
 WILL NEED AIR FILTER SOON

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 6 TOTAL PARTS 0.00
 JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7+99HYZ05Y COOLANT YELLOW TECH(S):723 INTERNAL
 INSPECTION FOUND DIRTY COOLANT
 COOLANT WILL NEED EXCHANGED SOON
 PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 7 TOTAL PARTS 0.00
 JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8+30HYZ AUTO TRANSMISSION TECH(S):544 WARRANTY
 CUSTOMER STATES WHEN DRIVING FEELS LIKE TRANSMISSION IS HARD
 SHIFTING ...LOOK AT HISTORY
 FOUND THE TRANS SLIPS WHILE ACCELERATING AND HARSH WHILE
 SHIFTING INTO GEARS.THE VEHICLE NEEDS A NEW TRANS TO RESOLVE
 THE HARSH SHIFT AND SLIPPING.
 INSTALLED A NEW TRANSMISSION TO RESOLVE THE SLIPPING AND
 HARSH SHIFT CONCERN.PERFORMED A RELEARN THEN CLEARED THE
 FAULTS AND ROADTESTED.FOUND THE CONCERN CORRECTED AND
 RESOLVED.
 PA# [REDACTED]
 CASE NUMBER [REDACTED]

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 8 1 43000-2D010 TRANSMISSION ASSY WARRANTY
 JOB # 8 1 00232-19063 MTF-70W DUAL CLUT WARRANTY
 JOB # 8 TOTAL PARTS 0.00
 JOB # 8 TOTAL LABOR & PARTS 0.00

J# 9+51HYZ01 BODY ELECT CONCERN TECH(S):544 WARRANTY
 CUSTOMER STATES THE REAR LIGHTS ON THE CAR AND INOP
 SOP HERE
 FOUND SHORT IN TRAILER HITCH HARNESS AT MODULE
 NEEDS TO REPLACE HARNESS
 SYSTEM TEST AND VERIFIED CUSTOMER CONCERN
 REPLACED TRAILER HITCH WIRING HARNESS TO
 RESOLVE SHORT TEST OK NO FURTHER CONCERNS AT THIS
 TIME
 PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 9 1 D3061-ADUS6-QQH TOW HITCH HARNESS WARRANTY

DISCLAIMER OF WARRANTIES
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SHOP SUPPLIES / HAZARDOUS WASTE
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THANK YOU
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 TO SERVE YOU.



Walmart
AUTOCARE CENTER

WALMART# 01034
705 E DIXON BLVD
SHELBY, NC 28152 US
(704)484-0021
LIC# WMT01034


Service Order:



08-11-2017	I, KINGS MOUNTAIN, NC		
YEAR	MAKE	MODEL	COLOR
2016	HYUNDAI	TUCSON	Gold
LICENSE	ODOMETER	CUSTOMER ARRIVAL TIME	SERVICE COMPLETED TIME
	40177	2017-08-11 10:32 AM	2017-08-11 11:11 AM

Service Description	Service
SYNTHETIC FEATURED - Oil - COMPLETE, 4.5 QT - Grease Fittings - COMPLETE, 0 Ftngs - Oil Pressure - CHECKED - Transmission Fluid - NOT APPLICABLE - Power Steering Fluid - CHECKED - Transfer Case Fluid - NOT APPLICABLE - Wash Windshield - CHECKED - Tire Pressure - Drv Rear - CHECKED, 35 - Tire Pressure - Pass Rear - CHECKED, 35 - Air Filter Check - RECOMMEND REPLACE - Wiper Check - Wiper Pass - CHECKED - Headlight Check - Drv High Beam - CHECKED - Headlight Check - Pass High Beam - CHECKED - Minibulb Check - 3rd Brake Lite - CHECKED - Minibulb Check - Back Sig Pass - CHECKED - Minibulb Check - Front Sig Pass - CHECKED - Minibulb Check - Rear Brake Pass - CHECKED - Minibulb Check - Rear Park Pass - CHECKED	44.88
- Oil Filter - REPLACED - Pre-Service Oil Check - CHECKED, Full - Oil Additive - NOT APPLICABLE - Differential Fluid - NOT APPLICABLE - Battery Check - TESTED GOOD - Vacuum Carpet - COMPLETE - Tire Pressure - Drv Front - CHECKED, 35 - Tire Pressure - Pass Front - CHECKED, 35 - Washer Fluid - FILLED - Wiper Check - Wiper Drv - CHECKED - Wiper Check - Wiper Rear - CHECKED - Headlight Check - Drv Low Beam - CHECKED - Headlight Check - Pass Low Beam - CHECKED - Minibulb Check - Back Sig Drv - CHECKED - Minibulb Check - Front Sig Drv - CHECKED - Minibulb Check - Rear Brake Drv - CHECKED - Minibulb Check - Rear Park Drv - CHECKED	

Merchandise Description	Quantity	Unit Price	Merchandise
CAS SYNEB 5W30 SN	4.5	5.80	Included
FRAM COR9688TLE	1	2.10	Included

Customer Comments	Total (Excluding Tax & Govt Fees)	44.88
Technician Comments PG184 COR9688 TQ28	DISCLAIMER I authorize the stated service to be completed with the necessary materials. I give permission to operate the vehicle. I UNDERSTAND 1. Walmart is not responsible for body damage to the vehicle or items left in it. 2. Walmart does not inspect tires to determine if they are safe. Only the service on the service order is performed. Tires are not inspected for conditions that may affect safety (tread depth, cuts, punctures, cracking, bulges, and uneven tread wear). 3. Customers should ensure their tires are properly inflated, have a tread depth greater than 2/32" in all grooves, and have no cuts, punctures, cracking, bulges, or uneven tread wear. An express mechanic's/her/his hereby acknowledged on the above vehicle to accept the amount of services performed. Driving conditions will affect the safety and performance of my tires.	
	 CUSTOMER SIGNATURE	08-11-2017 DATE

I have read and fully understand the information on the back of this form. I authorize Walmart to perform the services listed on this form. I understand that I will not hold Walmart responsible for any damage to my motor vehicle by the use of any liquid.

SIGNED

DATE

COMMON TECHNICIAN 4854002
COURTESY TECHNICIAN 4854002
UPPER MERY TECHNICIAN 4854002
UPPER MERY TECHNICIAN 4854002

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.

CUSTOMER #: [REDACTED]

WAIT

171976
WORKORDER



DOWNTOWN HYUNDAI

DOWNTOWN HYUNDAI SUBARU
1512 Broadway
Nashville, Tennessee 37203
(615) 329-2929
www.downtownnashvillemotors.com



DOWNTOWN SUBARU

CHARLOTTE, NC [REDACTED]

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8822 LOWMAN, BILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	16	HYUNDAI TUCSON	KM8J33A28GU [REDACTED]		20739/	T189	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22JAN16 DD			** WAITER **		0.00	CASH	
R.O. OPENED	READY	OPTIONS: ENG:1.6_Liter					
29OCT2016 12:01							

LINE	OP	CODE	FRH	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	21		0.00		W	CUSTOMER STATES THAT THE A/C STOPS BLOWING FROM VENTS. CAN HEAR THE FAN BLOWING, BUT NO AIR COMES OUT. NORMALLY WILL FREEZE YOU OUT NOW WILL NOT CIRULATE AIR. ONLY HAPPENS WHEN TRAVELING LONG DISTANCE AT HWY SPEEDS CC:

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly, and/or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair and/or service.

DISCLAIMER OF WARRANTIES: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE: I hereby authorize the repair work hereinafter 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 to the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES PLUS INTEREST. NOT RESPONSIBLE FOR PERSONAL ITEMS LEFT IN VEHICLE WHILE IN OUR POSSESSION, INCLUDING CELL PHONES, C.B., RADIOS, TAPE PLAYERS, OR ANY OTHER NON-FACTORY EQUIPMENT, ETC. THERE WILL BE A STORAGE CHARGE OF \$10.00 PER DAY FOR ANY VEHICLE LEFT WITH DEALER OVER 10 DAYS.

Customer Labor Charges are based upon hours published in a Per Flat Rate Hour Guide, which reflects an average time for performance of a specific repair and may therefore, be more or less than actual time expended for the repair.

***ENVIRONMENTAL FEE:** a small charge is included for supplies used on your vehicle. These items are EPA approved: aerosprays, solvents, cleaning clothes, sealers, silicone treatments, etc., and waste disposal. 8% of max. of \$25.00.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY CAUSE BEYOND OUR CONTROL.

- Customer: I WANT TO INSPECT MY USED PARTS.
- Customer: I WANT MY USED PARTS RETURNED TO ME.
- Customer: DO NOT WANT TO INSPECT OR TO HAVE MY USED PARTS RETURNED.

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE



Keffer Hyundai
 9010 E. Independence Blvd.
 Matthews, NC 28105
 Phone 704.714.4700

keffer hyundai

CUSTOMER NO	ADVISOR	TAG NO	SERVICE DATE	INVOICE NO
[REDACTED]	TRENT DIXON	87 2487	10/06/17	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE	COLOR
[REDACTED]	[REDACTED]	[REDACTED]	43,654	[REDACTED]
[REDACTED]	YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES	
[REDACTED]	16/HYUNDAI/TUCSON/4DR FWD LTD			
KINGS MOUNTAIN, NC	VEHICLE ID NO	SELLING DEALER NO	PRODUCTION DATE	
[REDACTED]	K M 8 1 3 3 A 2 8 G U			
[REDACTED]	FTE	PO NO	R.C. DATE	
[REDACTED]	[REDACTED]	[REDACTED]	10/06/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[REDACTED]	[REDACTED]			

MO: 43658

LABOR & PARTS
 # 1 30HYZ AUTO TRANSMISSION TECH(S):756 INTERNAL
 CUSTOMERS STATES WHEN SITTING A IDLE AND TRYING TO ACCERATE THE CAR WILL MOVE NO WHERE AND THE RPMS WILL REV AROUND 4000 AND STILL WILL NOT MOVE ...ADVISE LOOK AT HISTORY GDS TEST, NO DTC'S. CHECK ECM AND TCM FOR UPDATES, ALREADY COMPLETED. PERFORM ROAD TEST WHILE MONITORING TRANS DATA. ALL DATA NORMAL, UNABLE TO DUPLICATE CONCERN AT THIS TIME.

JOB # 1 TOTAL LABOR & PARTS 0.00

2 00HYZ34POINT 34 POINT INSPECTION TECH(S):756 INTERNAL
 ADVISOR/TECH TO PERFORM A WALK-AROUND/MULTI INSPECTION \$29.95 VALUE
 WALK AROUND AND MULTI-POINT INSPECTION COMPLETED
 -----YES-----

JOB # 2 TOTAL LABOR & PARTS 0.00

3+53HYZP23 P23 PROMO TECH(S):756 WARRANTY
 PERFORM HYUNDAI PROMOTION
 P23 2017 Select Car Care Promotion
 FACTORY PROMOTION
 COMPLETED FACTORY PROMOTION
 P23 2017 Select Car Care Promotion

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS-
 X06F75LF2W:WAIT created 2017-10-04 01:15:00pm taken by TRENT DIXON
 DELETED OPERATION(S)
 99HYZ09R CABIN FILTER RED 99HYZ10Y AIR FILTER YELLOW
 99HYZ02Y TIRES YELLOW

DISCLAIMER OF WARRANTIES
 The only warranties if any applying to this part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

SHOP SUPPLIES / HAZARDOUS WASTE
 A standard charge for supplies and materials is made on each repair order. A LARGE PORTION OF THIS CHARGE INCLUDES SAFE DISPOSAL OF ANY HAZARDOUS MATERIALS AS DIRECTED BY NORTH CAROLINA ENVIRONMENTAL AGENCY. This will be shown on a separate line on repair order.

THANK YOU
 FOR THIS OPPORTUNITY
 TO SERVE YOU.

IMPORTANT
 YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED, PLEASE CONTACT OUR SERVICE MANAGER.
 (704) 714-4700