


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

 U.S. Department of Transportation National Highway Traffic Safety Administration		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		FOR AGENCY USE ONLY 100148	
		Date Received 16-AUG-2017 SEP 26 2017	Repository <input type="checkbox"/>		Reference No. 11015759
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
SURPRISE	AZ				
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KM8J33A29GU		Make HYUNDAI	Model TUCSON	Model Year 2016	
Date Purchased 01/15/2017	Dealer's Name and Telephone Number Earnhardt Hyundai Avondale 623-388-5800		Engine: No: Cylinders 4	Fuel Type: gas unleaded	
Original Owner <input checked="" type="checkbox"/>	Dealer's City Avondale	State Az	Zip Code 85323		
Transmission Type DCT	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FWD	Multiple Failure: transmission	Incident Date(s) 5/23/17 15-FEB-2017 6/22/17 8/7/17 8/24/17	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 100000 POWER TRAIN, 180000 VEHICLE SPEED CONTROL, 118000 ELECTRICAL SYSTEM: SOFTWARE			Failure Mileage 2500	Failure Speed 0 to 2mph	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:			
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
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).					
TL* THE CONTACT OWNS A 2016 HYUNDAI TUCSON. WHILE APPLYING THE ACCELERATOR PEDAL, THE VEHICLE FAILED TO ACCELERATE FROM A STOP. THE VEHICLE WOULD ALSO AUTOMATICALLY SHIFT INTO NEUTRAL WITHOUT WARNING. THE CONTACT WOULD HAVE TO DEPRESS THE BRAKE PEDAL FOR AT LEAST FIVE SECONDS AND THEN DEPRESS THE ACCELERATOR PEDAL TO MOVE THE VEHICLE. THE CONTACT STATED THAT THE VEHICLE WAS FIRST TAKEN TO EARNHARDT HYUNDAI (10401 PAPAGO FWY, AVONDALE, AZ 85323 (623) 388-5800) WHERE IT WAS DIAGNOSED WITH A SOFTWARE FAILURE AND THE TRANSMISSION SOFTWARE HAD TO BE RE-WRITTEN. THE CONTACT STATED THAT THE SOFTWARE WAS UPDATED, BUT THE FAILURE RECURRED. THE VEHICLE WAS THEN TAKEN TO RODEO HYUNDAI (12925 N AUTOSHOW AVE, SURPRISE, AZ 85388 (623) 214-4100) WHERE IT WAS DIAGNOSED WITH THE SAME SOFTWARE MALFUNCTION. THE SOFTWARE WAS UPDATED FOR THE SECOND TIME, BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES, BUT DID NOT OFFER ANY ASSISTANCE. THE CONTACT MENTIONED THAT THE MANUFACTURER EMAILED THE DEALER A MANUAL ON HOW TO CORRECTLY OPERATE THE VEHICLE. THE FAILURE MILEAGE WAS APPROXIMATELY 2,500.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of incidents continued for Reference No. 11015759

The Hyundai Tucson 1.6t was first seen at Rodeo Hyundai in Avondale Az due to the transmission slipping into neutral and not allowing the vehicle to accelerate from a stop. They then reset the logic update in the DCT. However, this did not fix the problem. Hyundai Motor Corp. of America states that this update was put into the vehicle in question when it had 11 miles on it. This was before it was purchased by me. Upon coming to a stop at a left hand turn, I was attempting to get out of the intersection and the vehicle will rev but, will not engage in acceleration. This has also happened a few times in stop and go traffic on the freeway. According to Hyundai Motor Corp. of America this is normal operation. So I am assuming that before entering the freeway during rush hour I must hand out to all other drivers the information for my vehicle stating to please give me an extra 2-5 seconds in the rush hour and not hit me, due to the normal operation of my vehicle. The second time it was taken in to Rodeo Hyundai for the same issue. These dates were 05/23/17 and 06/22/17. The next time it was taken into Earnhardt Hyundai (also, where the vehicle was purchased) in Avondale, Az. The date for this was 08/07/17. The service department kept the vehicle for 10 days at this point. The tech took the vehicle out and it happened to him as well. They attempted to find a fix for this and again Hyundai Motor Corp. of America states this is normal functioning for this vehicle. They gave the vehicle back and apologized for not being able to do anything. Also, telling my husband and I that they wouldn't put any family or friends in this dangerous vehicle. It was then taken into Hyundai of Peoria in Peoria Az. On 08/24/17 for the same issue. While at this dealership, I had James Dewey from Hyundai Motor Corp. of America on speaker phone with the service GM. The service GM told James that they are seeing this in this particular DCT model at least twice a week and they are being told that there is not a fix for it from Hyundai Motor Corp. of America tech line and that they don't know what to tell customers or what to do about it any longer. The GM kept the vehicle overnight and only test drove the vehicle for 3 miles so as not to heat the engine, knowing that if the engine is heated up then the failure occurs and puts in a code that the vehicle has failed to accelerate. We then took our vehicle to AAMCO for a second opinion. Please see the enclosed as the AAMCO rep stated the car is dangerous and to return it to Hyundai. This vehicle needs to be recalled. This vehicle is dangerous and is going to get someone killed. This vehicle is leaving me stranded in intersections and on freeways. If someone is behind me on the freeway and I am in stop and go and the vehicle fails to accelerate, then the drivers behind me do not know that I am unable to move. All they see is that I have taken off the brake. They will assume (as they should that I am in drive), however, I am unable to move as the vehicle will not accelerate! This is going to cause someone to slam into the back end of me eventually. Also, it has happened as I am in a left hand turn lane, pulling up to the turn with vehicles in front of me. So this is also a stop and go instance. I get out to the intersection and all of the sudden after stopping to wait for the traffic to clear the vehicle will rev but, will not move. This is very dangerous and scary. Also, the

gears on this vehicle are grinding and not resetting themselves properly. They make all kinds of noise and instead of resetting themselves after turning off the vehicle they are now attempting to reset themselves upon turning on the vehicle. They make very loud grinding noises instead of clicking. This is part of the transmission. I am now at the point that the dealerships are not wanting to work on the vehicle and this is acting as if it is a voidance of my warranty as I am having to take it to an independent mechanic at my cost and rent vehicles out of pocket. The dealership GM is stating that they don't want to be involved in arbitration. This has got to be handled in a recall as there isn't a fix for this issue.

CUSTOMER #:

INVOICE



RODEO HYUNDAI
An Earnhardt Dealership

12925 N. Autoshow Ave.
Surprise, AZ 85388
(623) 214-4100
www.RodeoHyundai.com

PAGE 1

SURPRISE, AZ

SERVICE ADVISOR: 31 JUSTIN BARTLEMA

NAME:	CONT:	VIN		LICENSE	MILEAGE IN / OUT	TAG
US:	CELL:	KM8J33A29GU			5236/5237	T4019
COLOR	YEAR	MAKE/MODEL	PO NO.	RATE	PAYMENT	INV. DATE
	16	HYUNDAI TUCSON		0.00	CASH	22JUN17
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED			
5JAN17 DE			WAIT 22JUN17			
R.O. OPENED	READY	OPTIONS: ENG:1.6 Liter				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THAT THE CAR IS DISPLAYING THE INCORRECT OUTSIDE TEMPERATURE, AND THE TOUCHSCREEN DISPLAY FREEZES WHEN USING THE GPS.

CAUSE: 400 ENGINE ELECTRICAL
 255 WH40
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00
 5236 VEHICLE IS SHOWING 84°F IN SHOP AND 98°F OUT ON THE ROAD ON A -98°F DAY. OPERATING PER DESIGN

B CUSTOMER STATES THAT HE HEARS A RATTLEING SOUND ON THE BACK DOORS.

CAUSE: 800 BODY AND ACCESSORIES
 255 WH40
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00
 5236 ROAD TEST AND NO ABNORMAL NOISES HEARD AT THIS TIME

C CUSTOMER STATES THAT HE IS HEARING A CLUNKING SOUND WHEN HE ACCELERATES. CUSTOMER STATES THE TRANSMISSION WANTS TO NEUTRALIZE. PLEASE ADVISE

CAUSE: 200 TRANSMISSION REPAIR
 255 WH40
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00
 5236 DCT RECALIBRATION UNABLE TO VERIFY CUSTOMERS CONCERN AT THIS TIME. ADVISED CUSTOMER TIME NEEDED TO ROAD TEST WITH AND CONFIRM. CUSTOMER AGREED TO HAVE DCT RESET ONLY. PERFORMED DCT RESET AND VERIFIED OPERATION.

D NO MPI
 01 MAINTENANCE
 255 ISC
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C) 0.00

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

TERMS OF SALE: DETAILS AND LIMITATIONS OF WARRANTIES, DISCLAIMER OF WARRANTIES AND EXPLANATIONS OF SUPPLY CHARGES ARE ON THE REVERSE SIDE HEREOF.
 BUYER AND SELLER MUTUALLY AGREE THAT ANY DISPUTE ARISING AS A RESULT OF THIS SALE WILL BE ARBITRATED UNDER THE RULES OF THE AMERICAN ARBITRATION ASSOCIATION AND THAT THE DECISION MADE WILL BE FINAL. IT IS FURTHER AGREED THAT IN THE EVENT THIS IS A CHARGE SALE OR A SALE PAID BY CHECK THAT ANY COSTS INCURRED BY SELLER TO SECURE PAYMENT WILL BE PAID BY BUYER.
 I AGREE FURTHER THAT I AM RESPONSIBLE FOR ALL CHARGES NOT COVERED BY MANUFACTURER'S WARRANTY.
 CUSTOMER SIGNATURE



STOMER #:

INVOICE



RODEO HYUNDAI
An Earnhardt Dealership

12925 N. Autoshow Ave.
Surprise, AZ 85388
(623) 214-4100
www.RodeoHyundai.com

PAGE 2

SRPRISE, AZ

SERVICE ADVISOR: 21 JEREMIAH MEADOWS

NAME:	CONT:	VIN	LICENSE	MILEAGE IN / OUT	TAG
IS:	CELL:	KM8J33A29GU		3822/3831	T3308
COLOR	YEAR	MAKE/MODEL	PO NO.	RATE	PAYMENT
	16	HYUNDAI TUCSON		0.00	CASH
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		INV. DATE
5JAN17 DD			WAIT 23MAY17		23MAY17
R.O. OPENED	READY	OPTIONS: ENG:1.6 Liter			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
3	16			23MAY17	15:35	23MAY17	

CUSTOMER STATES THAT THERE IS A RATTLE IN THE LEFT REAR DOOR PLEASE ADVISE

(N/C)
0.00

800 BODY AND ACCESSORIES

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:

3830 TECH IS UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME.
0.00 TECH HAD ANOTHER PERSON SIT IN THE LEFT REAR SEAT AND LISTEN FOR ANY TYPE OF RATTLES. AT THIS TIME THERE ARE NO RATTLES COMING FROM LEFT REAR DOOR.

WE AT RODEO HYUNDAI THANK YOU FOR YOUR BUSINESS AND APPRECIATE YOU AS OUR CUSTOMER YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY FROM HYUNDAI, IF FOR ANY REASON YOU CAN'T FILL IT OUT WITH ALL 10'S AND YES, PLEASE CONTACT BOB NEZDOBA AT 623.214.4100

TERMS OF SALE: DETAILS AND LIMITATIONS OF WARRANTIES, DISCLAIMER OF WARRANTIES AND EXPLANATIONS OF SUPPLY CHARGES ARE ON THE REVERSE SIDE HEREOF.

BUYER AND SELLER MUTUALLY AGREE THAT ANY DISPUTE ARISING AS A RESULT OF THIS SALE WILL BE ARBITRATED UNDER THE RULES OF THE AMERICAN ARBITRATION ASSOCIATION AND THAT THE DECISION MADE WILL BE FINAL, IT IS FURTHER AGREED THAT IN THE EVENT THIS IS A CHARGE SALE OR A SALE PAID BY CHECK THAT ANY COSTS INCURRED BY SELLER TO SECURE PAYMENT WILL BE PAID BY BUYER.

I AGREE FURTHER THAT I AM RESPONSIBLE FOR ALL CHARGES NOT COVERED BY MANUFACTURER'S WARRANTY.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



RODEO HYUNDAI
An Earnhardt Dealership

STOMER #: [REDACTED]

INVOICE



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PAGE 1

JRPRISE, AZ [REDACTED]

NAME: [REDACTED] CONT: [REDACTED] SERVICE ADVISOR: 21 JEREMIAH MEADOWS
 JS: [REDACTED] CELL: [REDACTED] VIN: [REDACTED] LICENSE: [REDACTED] MILEAGE IN / OUT: 3822/3831 TAG: T3308
 COLOR: [REDACTED] YEAR: 16 MAKE/MODEL: HYUNDAI TUCSON PO NO. [REDACTED] RATE: [REDACTED] PAYMENT: [REDACTED] INV. DATE: 23MAY17
 DEL. DATE: 5JAN17 DD PROD. DATE: [REDACTED] WARR. EXP.: [REDACTED] PROMISED: [REDACTED] PO NO.: [REDACTED] RATE: 0.00 CASH: [REDACTED] INV. DATE: 23MAY17
 R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: WAIT 23MAY17 ENG:1.6_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
3	16			23MAY17	15:35	23MAY17	

CAUSE: 200 TRANSMISSION REPAIR (N/C) 0.00
 53 WH40
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:
 3830 TECH VEIFIED CUSTOMER CONCERN DURING ROAD TEST VEHICEL DID
 HESITATE ONCE FROM A STOP. TECH CONTACTED TECH LINE HTTS CASE NUMBER
 [REDACTED] AND WAS INSTRUCTED TO RESET ADAPTIVE STRATEGIES AND
 RELEARN THE DCT (TRANSMISSION). TECH TEST DROVE VEHICLE AND IT IS NO
 LONGER HESITATING FROM A STOP AT THIS TIME. VEHICLE OPERATES AS
 DESIGNED.

B CUSTOMER STATES THAT THE RADIO WILL FREEZE. YOU OPEN THE DOOR AND
 RESTART CAR THEN THE RADIO WILL RESET AND SWITCHS TO AM WHEN
 THIS OCCURS
 CAUSE: 400 ENGINE ELECTRICAL (N/C) 0.00
 53 WH40
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:
 3830 TECH IS UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME.
 TECH RESET AUDIO FUNCTION. RADIO OPERATES AS DESIGNED NO WORK
 PERFORMED.

C CUSTOMER STATES THAT WHEN YOU START THE VEHICLE IT FEELS LIKE IT HAS
 A MISFIRE AND IS STRUGGLING THE COLD IT IS THE WORSE IT GETS
 PLEASE ADVISE
 CAUSE: 100 ENGINE REPAIR (N/C) 0.00
 53 WH40
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:
 3830 UNABLE TO DUPLICATE CUSTOMER CONCERN VEHICILE NEEDS TO STAY
 OVER NIGHT. NO WORK PERFORMED

TERMS OF SALE:
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 BUYER AND SELLER MUTUALLY AGREE THAT ANY DISPUTE ARISING AS A RESULT
 OF THIS SALE WILL BE ARBITRATED UNDER THE RULES OF THE AMERICAN
 ARBITRATION ASSOCIATION AND THAT THE DECISION MADE WILL BE FINAL. IT IS
 FURTHER AGREED THAT IN THE EVENT THIS IS A CHARGE SALE OR A SALE PAID BY
 CHECK THAT ANY COSTS INCURRED BY SELLER TO SECURE PAYMENT WILL BE
 PAID BY BUYER.
 I AGREE FURTHER THAT I AM RESPONSIBLE FOR ALL CHARGES NOT COVERED BY
 MANUFACTURER'S WARRANTY.
 CUSTOMER SIGNATURE
 X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	



RODEO HYUNDAI
An Earnhardt Dealership

CUSTOMER #:

INVOICE



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An Earnhardt Dealership

12925 N. Autoshow Ave.
Surprise, AZ 85388
(623) 214-4100
www.RodeoHyundai.com

PAGE 2

SRPRISE, AZ

SERVICE ADVISOR: 31 JUSTIN BARTLEMA

NAME:		CONT:		VIN		LICENSE		MILEAGE IN / OUT		TAG	
US:		CELL:		KM8J33A29GU				5236/5237		T4019	
COLOR	YEAR	MAKE/MODEL		PO NO.		RATE	PAYMENT		INV. DATE		
	16	HYUNDAI TUCSON				0.00	CASH		22JUN17		
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED							
5JAN17 DD				WAIT 22JUN17							
R.O. OPENED		READY		OPTIONS: ENG:1.6_Liter							
08:28 22JUN17		10:55 22JUN17									
LINE OPCODE TECH TYPE HOURS				LIST NET TOTAL							

WE AT RODEO HYUNDAI THANK YOU FOR YOUR VALUED BUSINESS. YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY FROM HYUNDAI. IF FOR ANY REASON YOU CAN'T FILL IT OUT WITH A 5 STAR RATING AND YES PLEASE CONTACT OUR SERVICE DIRECTOR BOB NEZDOBA AT 623.214.4121



RODEO HYUNDAI
An Earnhardt Dealership

TERMS OF SALE:
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I AGREE FURTHER THAT I AM RESPONSIBLE FOR ALL CHARGES NOT COVERED BY MANUFACTURER'S WARRANTY.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER #: [REDACTED]



INVOICE



DUPLICATE 1
PAGE 1

10401 W. Papago Freeway
Avondale, AZ 85323
(623) 388-5800
www.earnhardthyundai.com

ADDRESS: [REDACTED]
TUCSON, AZ [REDACTED]

NAME: [REDACTED] CONT: [REDACTED]
PHONE: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 50 VICTOR VASQUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CHARIBBEAN	16	HYUNDAI TUCSON	KM8J33A29GU [REDACTED]		8069/8122	T4326	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
6JAN17 DD			18:00 08AUG17		0.00	CASH	17AUG17
R.O. OPENED		READY		OPTIONS: SOLD-STK: [REDACTED]		ENG:1.6_Liter	
0:36 07AUG17		13:53 17AUG17					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES NAVIGATION, AND RADIO NOT WORKING. IT HAS BEEN RESET 3 TIMES. THE NAVI UNIT WILL SHUT OFF AND GIVE COMMANDS EVEN WHEN THE HEAD UNIT IS OFF PLEASE ADVISE AND REPORT

CAUSE: N

800 DEFAULT

8820 WH40

(N/C)

1 96560-D3211-4XFLT HEAD UNIT ASSY-AVN FLOAT

(N/C)

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

8122 upon further inspection, found head unit to have black screen when car on. found power and ground available to head unit but no picture on. found internal mechanical failure in head unit. replaced vehicle head unit. found navi guidance ok and no black screen.

B CUSTOMER STATES THAT SHE FEELS UNSAFE DRIVING VEHICLE THE VEHICLE WILL HESITATE AT ACCELERATION FROM A STOP. INTERMITTANTLY THE RPM'S WILL RAISE UP BUT THE VEHICLE DOES NOT ACCELERATE. THEN ALL OF A SUDDEN, THE TIRES WILL CHIRP AND THE VEHICLE ACCELERATES RAPIDLY. ALSO WHEN COMING TO AND AT A STOP, YOU CAN HEAR A LOUD SERIES OF CLICKING CLACKING SCRATCHING NOISES COMING FROM THE FRONT OF THE VEHICLE, POSSIBLY FROM THE TRANSMISSION.

CAUSE: N

E E

8820 WH40

(N/C)

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

8122 Upon further inspection, found system to have no codes set in active or history. performed stop and go test drive for about 20 miles. found upon coming to 4 way stop vehicle hesitated and had RPM rise and vehicle abruptly shifted into gear and tires chirped into hard acceleration. also when coming to stop at times able to hear transmission clutch adjustment at much louder than other vehicle with same transmission. almost buzzing type noise not clicking. called tech line and spoke with Harris case number [REDACTED]. was advised to

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I AGREE FURTHER THAT I AM RESPONSIBLE FOR ALL CHARGES NOT COVERED BY MANUFACTURER'S WARRANTY.

CUSTOMER SIGNATURE

X _____

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

STOMER #: [REDACTED]

INVOICE



HYUNDAI

10401 W. Papago Freeway
Avondale, AZ 85323
(623) 388-5800

www.earnhardthyundai.com

DUPLICATE 1
PAGE 2

RPRISE, AZ [REDACTED]

NAME: [REDACTED] CONT: [REDACTED]
ISS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 50 VICTOR VASQUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ARIBBEAN	16	HYUNDAI TUCSON	KM8J33A29GU [REDACTED]		8069/8122	T4326	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
6JAN17 DD			18:00 08AUG17		0.00	CASH	17AUG17
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED]		ENG:1.6_Liter			
0:36 07AUG17	13:53 17AUG17						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

compare to like vehicle and refer to tech net. was told vehicle needs to come to a complete stop for 3 seconds so transmission can shift to down to 1st gear. possibly accelerating while transmission in second gear and logic dropping transmission into 1st causing rapid acceleration.

Fast case started with Hyundai, case number [REDACTED] with Sergio, was advised to test drive vehicle and perform a flight record, test drive vehicle and perform flight record during test drive found no abnormal shift or loud gear noise. During test drive found if vehicle did not come to a stop at about 4 miles per hour and a acceleration was performed the vehicle would hesitate it would either idle up or down then take off as described by customer, this is a normal characteristic of this vehicle transmission please refer to tsb no. 16-g1-001 for explanation of vehicle transmission also has links to you-tube videos. after tech line reviewed recording was informed that no issues was found. Based on description of concern all is a normal operation of the dual clutch transmission and no repairs to be performed. A copy of the Tech Net describing the operational characteristics of the dual clutch transmission is being supplied to the customer. Service director's notes; Per James Dewey at HMA, case [REDACTED] 11:20am 8-17-2017, advise customer to return the loaner vehicle and return the vehicle back to the customer.

C CAR RENTAL

CAUSE: N

RENTAL CAR RENTAL

200 WH40

(N/C)

SUBL RENTAL PO# [REDACTED]

WH40

(N/C)

SUBL ENTERPRISE RENTAL PO: [REDACTED] WO [REDACTED] PO# [REDACTED]

WH40

(N/C)

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

D COMPLIMENTARY MULTI POINT INSPECTION AND WALK AROUND INSPECTION,

TERMS OF SALE:
DETAILS AND LIMITATIONS OF WARRANTIES, DISCLAIMER OF WARRANTIES AND EXPLANATIONS OF SUPPLY CHARGES ARE ON THE REVERSE SIDE HEREOF.

BUYER AND SELLER MUTUALLY AGREE THAT ANY DISPUTE ARISING AS A RESULT OF THIS SALE WILL BE ARBITRATED UNDER THE RULES OF THE AMERICAN ARBITRATION ASSOCIATION AND THAT THE DECISION MADE WILL BE FINAL. IT IS FURTHER AGREED THAT IN THE EVENT THIS IS A CHARGE SALE OR A SALE PAID BY CHECK THAT ANY COSTS INCURRED BY SELLER TO SECURE PAYMENT WILL BE PAID BY BUYER.

I AGREE FURTHER THAT I AM RESPONSIBLE FOR ALL CHARGES NOT COVERED BY MANUFACTURER'S WARRANTY.

CUSTOMER SIGNATURE

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

X

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE



10401 W. Papago Freeway
Avondale, AZ 85323
(623) 388-5800
www.earnhardthyundai.com

DUPLICATE 1
PAGE 3

SCOTTSDALE, AZ [REDACTED]

NAME: [REDACTED] CONT: [REDACTED]
PHONE: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 50 VICTOR VASQUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CHARIBBEAN	16	HYUNDAI TUCSON	KM8J33A29GU [REDACTED]		8069/8122	T4326	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
5JAN17 DD			18:00 08AUG17		0.00	CASH	17AUG17
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED]		ENG:1.6_Liter			
0:36 07AUG17	13:53 17AUG17						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

BATTERY HEALTH REPORT. CAR WASH.
MPI COMPLIMENTARY MULTI POINT INSPECTION AND WALK
AROUND INSPECTION, BATTERY HEALTH REPORT.
CAR WASH.

PARTS: 8820 ISC (N/C)
LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
8122 see inspection sheet.

CREATED 2017-08-02 02:39:00PM
TAKEN BY ILEANA PONCE

WE AT EARNHARDT HYUNDAI THANK YOU FOR YOUR
BUSINESS AND APPRECIATE YOU AS OUR CUSTOMER
YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY
FROM HYUNDAI, IF FOR ANY REASON YOU ARE
UNABLE TO GIVE A 5 STAR RATING, PLEASE
CONTACT JOHN PEZEK AT 623.388.5760

TERMS OF SALE:
DETAILS AND LIMITATIONS OF WARRANTIES, DISCLAIMER OF WARRANTIES AND EXPLANATIONS OF
SUPPLY CHARGES ARE ON THE REVERSE SIDE HEREOF.

BUYER AND SELLER MUTUALLY AGREE THAT ANY DISPUTE ARISING AS A RESULT OF THIS SALE
WILL BE ARBITRATED UNDER THE RULES OF THE AMERICAN ARBITRATION ASSOCIATION AND THAT
THE DECISION MADE WILL BE FINAL. IT IS FURTHER AGREED THAT IN THE EVENT THIS IS A CHARGE
SALE OR A SALE PAID BY CHECK THAT ANY COSTS INCURRED BY SELLER TO SECURE PAYMENT
WILL BE PAID BY BUYER.

I AGREE FURTHER THAT I AM RESPONSIBLE FOR ALL CHARGES NOT COVERED BY
MANUFACTURER'S WARRANTY.

CUSTOMER SIGNATURE

X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

James Dewey - Car Specialist
714-887-2476

jdedewey@hmnusa.com

Vehicle Information

VIN Last 8

VIN

KM9J33A29G1

Expand All

Collapse All



Basic Vehicle Information

VIN	KM9J33A29G1	Model	THUCSON I 6 (L) 2016 Automatic
Warranty Start Date	05/15/2017 (7 months, 9 days)	Extra Warranty	
Original Owner	[Redacted]	DMV Transfer Date	
Current Owner	[Redacted]	Selling Dealer	A012 EARNHARDT HYUNDAI
Date Wholesale	05/09/2016	Date Retailed	07/15/2017
Wholesale Dealer	A042 EARNHARDT HYUNDAI	Retail Dealer	A042 EARNHARDT HYUNDAI
Retail Flag	Y	Production Date	04/05/2016
Emission Type	50 STATE	Allocation Date	04/27/2016
IQS / CSI / VDS / Others		Branded / Warranty Info	
Customer Loyalty	2 Hyundai in line (hub)	Service Interval	Severe
Dealer Case Management	No	Fleet Type	DEALER

Campaign Not Performed (0 Found)

Campaign Code	Rec'd	Campaign Description	Campaign Start Date	Via Activation Date	Mail Date	Campaign Bulletin
No data available for this page.						

Detail Vehicle Information

Blue Link Information

Blue Link Enrollment Status	ACTIVE (for 1333333333333333)	Maintenance Alert	ENABLED
Blue Link Equipped	ON	Last Service Check	N/A (Not Done)
Monthly Vehicle Report	05/15/2017 04:13 PM CST	SVR Status	N

Blue Link Outstanding Alerts (1 Found)

Last Report Date	Alert Start Date	Mileage	Code Description	Type
07/15/2017	07/15/2017	7901	NO_DTC_N/A (MIL ON) 2A	SCHEDULED ALERT

Service Contract (0 Found)

Warranty Claim History (7 Found)

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
A042	567165	156716	03/01/2017	0069	RADIO ASSY
A042	567166	156716	03/07/2017	8669	DOUBLE CLUTCH ASSY (DCI)
A042	567167	156716	03/07/2017	8669	DOUBLE CLUTCH ASSY (DCI)
A042	547415	064711	05/23/2017	3822	MODULE ASSY ENGINE CONTROL
A042	141217	141217	11/06/2016	10	THUCSON DCT UPDATE
A042	135519	135519	09/16/2016	9	2016 THUCSON I 6 I CH UPDATE
A042	130116	130116	05/08/2016	1	PRE DELIVERY INSPECTION/SERVICE

ON Accel From stop Delay ON Accel Normal Per Hyundai

CUSTOMER #: [REDACTED]

[REDACTED]



INVOICE

8425 West Bell Road · Peoria, AZ 85382
(623) 815-4550
www.larrymillerhyundai.com

SURPRISE, AZ [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 1121 BRENDAN DROBINA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	16	HYUNDAI TUCSON	KM8J33A29GU [REDACTED]		8325/8328	T5992	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JAN17 DD			17:30 25AUG17		96.70	CASH	25AUG17
R.O. OPENED		READY	OPTIONS: DLR: [REDACTED] ENG:1.6_Liter				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THAT WHEN THE VEHICLE HAS BEEN RUNNING AT OPERATING TEMPERATURE FOR ABOUT 30 MINUTES, AT TAKEOFF FROM A STOP THE VEHICLE SLIPS OUT OF GEAR FOR A FEW MOMENTS. TYPICALLY 2 - 3 SECONDS. WHEN THE VEHICLE FINALLY IS SHIFTING INTO GEAR, THE VEHICLE WILL INTERMITTENTLY JOLT FORWARD AND IN EXTREME CASES THE FRONT TIRES WILL SPIN. THEY ALSO EXPERIENCE A HESITATION WHILE THE VEHICLE IS MOVING FOWARD BRIEFLY INTO AN INTERSECTION; WHEN THEY ATTEMPT TO MOVE FORWARD AND THE VEHICLE SEEMS TO STAY IN NEUTRAL. THEY ALSO OBSERVE THAT WHEN THE VEHICLE IS TURNED OFF, THEY USED TO HEAR A CLICKEN NOISE THAT THEY DESCRIBED AS THE CLUTCHES RESETTING; TWO WEEKS AGO THE NOISE WENT AWAY AND THEY HEARD A LOUD GRINDING NOISE AFTER THE VEHICLE WAS TURNED OFF. THERE IS NOW NO NOISE OBSERVED WHEN THE VEHICLE IS TURNED OFF. THEY ALSO SMELL WHAT THEY DESCRIBE AS BURNING CLUTCH WHEN THE VEHICLE HAS BEEN DRIVEN FOR LONGER THAN AN HOUR DRIVE. CHECK AND ADVISE.

200 NORMAL DUAL CLUTCH TRANSMISSION OPERATION AT THIS TIME.

323 BAILEY, MICKEL LIC#: 0919

IH

(N/C)

8328 ROAD TEST. SCAN TEST. INSPECT. 0.00 SCAN TESTED ALL MODULES. NO CODES. HISTORY OR CURRENT. INSPECTED ENGINE COMPARTMENT. NO ODORS. ROAD TESTED. ONLY NORMAL DUAL CLUTCH TRANSMISSION OPERATION NOTED.

B Check for Open Recalls & no open recalls at this time

REC Check for Open Recalls & no open recalls at this time

323 BAILEY, MICKEL LIC#: 0919

IH

(N/C)

8328 Reviewed with the customer the fact that there are currently no open recalls

C Multi Point Inspection

15 Multi Point Inspection

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER HYUNDAI PEORIA HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Hyundai Peoria, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
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CUSTOMER SIGNATURE

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

CUSTOMER COPY

CUSTOMER #: [REDACTED]

[REDACTED]



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(623) 815-4550
www.larrymillerhyundai.com

SURPRISE, AZ [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 2

SERVICE ADVISOR: 1121 BRENDAN DROBINA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	16	HYUNDAI TUCSON	KM8J33A29GU [REDACTED]		8325/8328	T5992	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JAN17 DL			17:30 25AUG17		96.70	CASH	25AUG17
R.O. OPENED		READY		OPTIONS: DLR: [REDACTED] ENG:1.6_Liter			
14:46 24AUG17		10:13 25AUG17					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

323 BAILEY, MICKEL LIC#: 0919

(N/C)

IH
 8328 0.00 WE HAVE PERFORMED A COMPLIMENTARY MULTI-POINT INSPECTION ON YOUR VEHICLE, WE HAVE CHECKED FLUID LEVELS AND TOPPED THEM OFF IF NEEDED. WE HAVE CHECKED YOUR TIRE PRESSURES, FRONTS WERE SET TO _____, REARS WERE SET TO _____. WE HAVE CHECKED YOUR BRAKE LINING MEASUREMENTS WHEN POSSIBLE, FRONTS WERE MEASURED AT _____, REARS WERE MEASURED AT _____. THE INSPECTION SHEET WILL BE PROVIDED AND DISCUSSED WITH YOU BY OUR SERVICE STAFF, ANY DEFICIENCIES IN YOUR VEHICLES APPEARANCE OR HEALTH WILL BE ELABORATED UPON. IN THE EVENT OF ANY QUESTIONS, PLEASE FEEL FREE TO CONTACT US FOR CLARIFICATION.

Thank you for coming to Larry Miller Hyundai
We Appreciate Your Business
 Paid by _____ Cash _____ Check # (_____)
 Credit Card (Type) _____

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES/ADJ.	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE



8425 West Bell Road · Peoria, AZ 85382
(623) 815-4550
www.larrymillerhyundai.com

PAGE 1

SURPRISE, AZ [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1121 BRENDAN DROBINA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	16	HYUNDAI TUCSON	KM8J33A29GU [REDACTED]		8325/8328	T5992

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JAN17 DD			17:30 25AUG17		96.70	CASH	25AUG17

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: DLR: [REDACTED] ENG: 1.6 Liter
 14:46 24AUG17 10:13 25AUG17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THAT WHEN THE VEHICLE HAS BEEN RUNNING AT OPERATING TEMPERATURE FOR ABOUT 30 MINUTES, AT TAKEOFF FROM A STOP THE VEHICLE SLIPS OUT OF GEAR FOR A FEW MOMENTS. TYPICALLY 2 - 3 SECONDS. WHEN THE VEHICLE FINALLY IS SHIFTING INTO GEAR, THE VEHICLE WILL INTERMITTENTLY JOLT FORWARD AND IN EXTREME CASES THE FRONT TIRES WILL SPIN. THEY ALSO EXPERIENCE A HESITATION WHILE THE VEHICLE IS MOVING FOWARD BRIEFLY INTO AN INTERSECTION; WHEN THEY ATTEMPT TO MOVE FORWARD AND THE VEHICLE SEEMS TO STAY IN NEUTRAL. THEY ALSO OBSERVE THAT WHEN THE VEHICLE IS TURNED OFF, THEY USED TO HEAR A CLICKEN NOISE THAT THEY DESCRIBED AS THE CLUTCHES RESETTING; TWO WEEKS AGO THE NOISE WENT AWAY AND THEY HEARD A LOUD GRINDING NOISE AFTER THE VEHICLE WAS TURNED OFF. THERE IS NOW NO NOISE OBSERVED WHEN THE VEHICLE IS TURNED OFF. THEY ALSO SMELL WHAT THEY DESCRIBE AS BURNING CLUTCH WHEN THE VEHICLE HAS BEEN DRIVEN FOR LONGER THAN AN HOUR DRIVE. CHECK AND ADVISE.

200 NORMAL DUAL CLUTCH TRANSMISSION OPERATION AT THIS TIME.

323 BAILEY, MICKEL LIC#: 0919
IH

(N/C)

8328 ROAD TEST. SCAN TEST. INSPECT. 0.00 SCAN TESTED ALL MODULES. NO CODES. HISTORY OR CURRENT. INSPECTED ENGINE COMPARTMENT. NO ODORS. ROAD TESTED. ONLY NORMAL DUAL CLUTCH TRANSMISSION OPERATION NOTED.

B Check for Open Recalls & no open recalls at this time

REC Check for Open Recalls & no open recalls at this time

323 BAILEY, MICKEL LIC#: 0919
IH

(N/C)

8328 Reviewed with the customer the fact that there are currently no open recalls

C Multi Point Inspection

15 Multi Point Inspection

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CUSTOMER SIGNATURE

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

CUSTOMER #: [REDACTED]

[REDACTED]



INVOICE

8425 West Bell Road · Peoria, AZ 85382
(623) 815-4550
www.larrymillerhyundai.com

PAGE 2

SURPRISE, AZ [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1121 BRENDAN DROBINA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	16	HYUNDAI TUCSON	KM8J33A29GU [REDACTED]		8325/8328	T5992

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15JAN17 DD			17:30 25AUG17		96.70	CASH	25AUG17

R.O. OPENED READY OPTIONS: DLR: [REDACTED] ENG:1.6_Liter
 14:46 24AUG17 10:13 25AUG17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

323 BAILEY, MICKEL LIC#: 0919

(N/C)

8328 0.00 WE HAVE PERFORMED A COMPLIMENTARY MULTI-POINT INSPECTION ON YOUR VEHICLE, WE HAVE CHECKED FLUID LEVELS AND TOPPED THEM OFF IF NEEDED. WE HAVE CHECKED YOUR TIRE PRESSURES, FRONTS WERE SET TO _____, REARS WERE SET TO _____. WE HAVE CHECKED YOUR BRAKE LINING MEASUREMENTS WHEN POSSIBLE, FRONTS WERE MEASURED AT _____, REARS WERE MEASURED AT _____. THE INSPECTION SHEET WILL BE PROVIDED AND DISCUSSED WITH YOU BY OUR SERVICE STAFF, ANY DEFICIENCIES IN YOUR VEHICLES APPEARANCE OR HEALTH WILL BE ELABORATED UPON. IN THE EVENT OF ANY QUESTIONS, PLEASE FEEL FREE TO CONTACT US FOR CLARIFICATION.

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We Appreciate Your Business
 Paid by _____ Cash _____ Check # (_____)
 Credit Card (Type) _____



Serving Customers for Life

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER HYUNDAI PEORIA HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Hyundai Peoria, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

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 A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CUSTOMER SIGNATURE	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES/ADJ.	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Repair Order Detail - Customer Copy

RO Number: [REDACTED] RO Status: OPENED

Customer: [REDACTED]	Main: [REDACTED]	Cell: [REDACTED]
Phone(s) Contact: [REDACTED]	2016 TUCSON	
Vehicle: KM8J33A29GU [REDACTED]		
Mileage: 8,325	Payment type: CASH	Waiter: No
Service advisor: 1121	Promised time: 05:30 PM	Estimate: 0.00
Tag number: T5992	Promised date: 08/25/2017	

A CUSTOMER STATES THAT WHEN THE VEHICLE HAS BEEN RUNNING AT OPERATING TEMPERATURE FOR ABOUT 30 MINUTES, AT TAKEOFF FROM A STOP THE VEHICLE SLIPS OUT OF GEAR FOR A FEW MOMENTS. TYPICALLY 2 - 3 SECONDS. WHEN THE VEHICLE FINALLY IS SHIFTING INTO GEAR, THE VEHICLE WILL INTERMITTENTLY JOLT FORWARD AND IN EXTREME CASES THE FRONT TIRES WILL SPIN. THEY ALSO EXPERIENCE A HESITATION WHILE THE VEHICLE IS MOVING FOWARD BRIEFLY INTO AN INTERSECTION; WHEN THEY ATTEMPT TO MOVE FORWARD AND THE VEHICLE SEEMS TO STAY IN NEUTRAL. THEY ALSO OBSERVE THAT WHEN THE VEHICLE IS TURNED OFF, THEY USED TO HEAR A CLICKEN NOISE THAT THEY DESCRIBED AS THE CLUTCHES RESETTING; TWO WEEKS AGO THE NOISE WENT AWAY AND THEY HEARD A LOUD GRINDING NOISE AFTER THE VEHICLE WAS TURNED OFF. THERE IS NOW NO NOISE OBSERVED WHEN THE VEHICLE IS TURNED OFF. THEY ALSO SMELL WHAT THEY DESCRIBE AS BURNING CLUTCH WHEN THE VEHICLE HAS BEEN DRIVEN FOR LONGER THAN AN HOUR DRIVE. CHECK AND ADVISE.

200	WH	Transmission/Transaxle	N/C
Tech(s):			
Pts:	0.00	Lbr: 0.00	Other: 0.00 Total Line A: 0.00

B Check for Open Recalls & no open recalls at this time

REC	IH	Check for Open Recalls & no open recalls at this time	N/C
-----	----	---	-----

Tech(s):			
Pts:	0.00	Lbr: 0.00	Other: 0.00 Total Line B: 0.00

C Multi Point Inspection

15	IH	Multi Point Inspection	N/C
----	----	------------------------	-----

Tech(s):			
Pts:	0.00	Lbr: 0.00	Other: 0.00 Total Line C: 0.00

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00

CUSTOMER SVC MGR	COMPANY NAME	LAST	FIRST	DATE	No			
OWNER				8/30/17	16:07			
ADDRESS	CITY	STATE/PROV	ZIP CODE	MILEAGE	TRANS TYPE	HOME PHONE		
	SURPRISE	AZ		8653	DCT			
YEAR	MAKE	MODEL	COLOR	VEHICLE IDENTIFICATION NO	LIC PLATE	BUSINESS PHONE		
2016	HYUNDAI	TUCSON		KM8J33A29GU				
WARRANTY CLAIM INFORMATION	ORIGINAL CENTER	ORIGINAL RO	ORIGINAL MILES	ORIG DELV DATE	PROD DATE	ENGINE SIZE	DRIVE	CELL PHONE
				04/16	1.6L	FWD		

Customer Concerns

SLIPPING ON TAKE-OFF

Manager's Notes

RETURN TO HYUNDAI. HYUNDAI REQUESTED CHECK FROM ANOTHER SHOP. CLUTCH IS CHATTERING/ SLIPPING/ FALLS OUT OF GEAR IN TRAFFIC/ HESITATION

TSBs Yes No

REFLASH Yes No

IF OK, OR USE MAP CODES IF REQUIRING OR SUGGESTING (SEE BELOW) "HIGHLIGHTED" BOXES FOR ADVANCED DIAGNOSTICS

<input type="checkbox"/> System Failure	<input type="checkbox"/> Parts Missing	<input type="checkbox"/> For Veh. Enhancement or Cust. Request	<input type="checkbox"/> Technicians Recommendation
<input type="checkbox"/> Out of Specification	<input type="checkbox"/> Part Close To End of Useful Life	<input type="checkbox"/> OEM Suggest Scheduled Maint.	Apply Map Code and Circle Condition Found

EXTERIOR INTERIOR 1 4

<input checked="" type="checkbox"/> Exterior Lights	Headlights	Signals	Brakes	Parking	Tag	Rev
<input checked="" type="checkbox"/> Warning Lights	Check Engine	ABS	TPMS	Temp	Other	
<input checked="" type="checkbox"/> Interior Lights	Guages	Shifter	OD	Interior	Other	
<input checked="" type="checkbox"/> Wiper Blades	F	R	Torn	Streaking	Chatter	SVC Due
<input checked="" type="checkbox"/> AC/Heater	Poor Heat/Cool	Temp		Blower	Speeds	
<input checked="" type="checkbox"/> Gear Selector	Indicator	Neutral Safety		Shifter	Performance	
<input checked="" type="checkbox"/> Glass/Windows	Cracked	Spurred		Power up/down	Other	
<input checked="" type="checkbox"/> Inspect/Smog	Due			Other	N/A	

ELECTRICAL BATTERY 3

<input checked="" type="checkbox"/> Battery	Volts	Load Test	Date Code
<input checked="" type="checkbox"/> Battery Cables	Corroded	Broken	Loose
<input checked="" type="checkbox"/> Try & Clamps	Corroded	Broken	Loose
<input checked="" type="checkbox"/> Charging	Volts	AMPs	Ripple
<input checked="" type="checkbox"/> Starting	Volts	AMPs	
<input checked="" type="checkbox"/> Connectors	Disconnected	Loose	Corroded
<input checked="" type="checkbox"/> Voltage Drops	Batt to Clamp	Wiring	Body Gnds
<input checked="" type="checkbox"/> Other			

FLUIDS 1 2

<input checked="" type="checkbox"/> Engine Oil	Leak	Low	Dirty	Over Filled	Contaminated
<input checked="" type="checkbox"/> Transmission	Leak	Low	Dirty	Over Filled	Burnt Contaminated
<input checked="" type="checkbox"/> Pwr Steering	Leak	Low	Dirty	Over Filled	Contaminated
<input checked="" type="checkbox"/> Coolant	Leak	Low	Dirty	Contaminated	Prot Level
<input checked="" type="checkbox"/> Brake Fluid	Leak	Low	Dirty	Contaminated	Dip Strip
<input checked="" type="checkbox"/> Washer Fluid	Leak	Low	Dirty		

BRAKES 7

	Test Drive	Soft Pedal	Shake	Pulsation	Pull	Dragging
		Squealing	Scaping	Burning	Smell	Other
LF	Spec	Friction	Th	Caliper	Hose	Hardware
	Spec	Rotor	Th	Bearing	Seal	ABS Sensor
LR	Spec	Friction	Th	Caliper/Cyl	Hose	Hardware
	Spec	Rotor/Drm	Th	Bearing	Seal	ABS Sensor
RR	Spec	Friction	Th	Caliper/Cyl	Hose	Hardware
	Spec	Rotor/Drm	Th	Bearing	Seal	ABS Sensor
RF	Spec	Friction	Th	Caliper	Hose	Hardware
	Spec	Rotor	Th	Bearing	Seal	ABS Sensor
	Other	MasterCyl	Leaks	E Brake	Other	

UNDERHOOD 1 2

<input checked="" type="checkbox"/> Air Filter	Dirty	Missing	Oil	Contaminated
<input checked="" type="checkbox"/> Cabin Filter	Dirty	Missing	Contaminated	
<input checked="" type="checkbox"/> Belts	Cracked	Loose	Frayed	Worn Tension/Idler
<input checked="" type="checkbox"/> Hoses	Cracked	Leaking	Swollen/Soft	
<input checked="" type="checkbox"/> Radiator	Cracked	Leaking	Low	Reservoir Rad Cap
<input checked="" type="checkbox"/> Ign. System	Wires	Coils	Spark Plugs	Dist. Connectors Other
<input checked="" type="checkbox"/> Fuel				
<input checked="" type="checkbox"/> Other				

AIR CONDITIONING & HEATER 8

<input checked="" type="checkbox"/> Temp	Center Duct	Degrees			
<input checked="" type="checkbox"/> Controls	Temp	Blower	Speeds	Ducts	Other
<input checked="" type="checkbox"/> Drain	Evap Drain	Clogged	Odors	Fogging	
<input checked="" type="checkbox"/> Visible Leaks	Service Ports	Lines	Cond.	Evap.	Comp. Other
<input checked="" type="checkbox"/> Compressor	Engagement	Cycling	Clutch	Drive Belt	Bearing
<input checked="" type="checkbox"/> Connectors	Disconnected	Loose	Corroded	No Power	Fuses
<input checked="" type="checkbox"/> Cooling Fans	Not Working	Noisy	No Power	Other	
<input checked="" type="checkbox"/> Condensar.	Leaking	Frosting	Dirty	Other	
<input checked="" type="checkbox"/> Dryer/Accum	Leaking	Frosting			
<input checked="" type="checkbox"/> Expansion Dav	Leaking	Frosting			
<input checked="" type="checkbox"/> Voltage Drops	Wiring	Grounds			
<input checked="" type="checkbox"/> Refrig. ID		N/A			
<input checked="" type="checkbox"/> Low Side	Pressure	Frosting			
<input checked="" type="checkbox"/> High Side	Pressure	Frosting			
<input checked="" type="checkbox"/> Leak Check	Hoses	Lines	Dye Used	Other	
<input checked="" type="checkbox"/> Other					

UNDER VEHICLE & TIRES 4 9 10

LF	Tire/32 nds	PSI	Size	Damage	Worn	Balance	Lugs
LR	Tire/32 nds	PSI	Size	Damage	Worn	Balance	Lugs
RF	Tire/32 nds	PSI	Size	Damage	Worn	Balance	Lugs
RR	Tire/32 nds	PSI	Size	Damage	Worn	Balance	Lugs
<input checked="" type="checkbox"/> Alignment	Tire Wear	Pull	Steering	Wheel			
<input checked="" type="checkbox"/> Parts	Ball Joints	Tie Rods	Bushing/Links	Boots	Bearing		
<input checked="" type="checkbox"/> Leaks	Engine	Coolant	Power Steering	Hoses	Lines		
<input checked="" type="checkbox"/>	Transmission	Transfer Case	Diff	Other			
<input checked="" type="checkbox"/> Exhaust	Muffler	Cat Conv.	Pipes	Hangers	Gaskets	Manifold	
<input checked="" type="checkbox"/> Steering Gear	Broken	Worn	Leaking	Loose	Mounts		
<input checked="" type="checkbox"/> Mounts	Engine	Transmission	Rack	Body	Susp	Other	
<input checked="" type="checkbox"/> CV & U-Joints	Boots	Joints	Shafts	Noisy	Broken	Rusted	Leaking
<input checked="" type="checkbox"/> Struts/Shocks	Weak	Leaking	Mounts	Broken	Caused	Tire Wear	

TRANSMISSION, DIFF, TRANSFER CASE 5

Codes	Trans (List Other Side)	Scanner	Trans Temp				
Engagement	R N D L	OD	Delay	Harsh	Band	Slip	Other
Shifts	Harsh	Missing	Early	Late	Slips	Gears	
Downshifts	Coast	Forced	Hard	Slips	Bangs	Chatters	

ENGINE PERFORMANCE 6

Codes	(List Other side)	Flashing CEL	Mode 9 - non OE Cal				
Fuel	Level	Press	inj	LTFT	Idle	Accel	Cruise
Air	TB Dirty	MAF Dirty/Cont	Wiring	Leaks	Other		
Ignition	Plugs	Wires	Coils	Dist	Connectors	Other	
Leaks	Fuel	Coolant	Vacuum	Other			
Mechanical	Noisy	Banging	Knocking	Smoking	Other		

✓	Washer/Blades	Check Engine	ABS	TPMS	Temp	Other
✓	Interior Lights	Guages	Shifter	OD	Interior	Other
✓	Wiper Blades	F R	Torn	Streaking	Chatter	SVC Due
✓	A/C/Heater	Poor Heat/Cool	Temp		Blower	Speeds
✓	Gear Selector	Indicator	Neutral Safety	Shifter	Performance	
✓	Glass/Windows	Cracked	Sparred	Power up/down	Other	
✓	Inspect/Smog	Due		Other		N/A

✓	Exterior Mirrors	Corroded	Broken	Loose
✓	Tie Rods/Camps	Corroded	Broken	Loose
✓	Charging	Volts	AMPs	Ripple
✓	Starting	Volts	AMPs	
✓	Connectors	Disconnected	Loose	Corroded
✓	Voltage Drops	Batt to Clamp	Wiring	Body Gnds
✓	Other			

<input type="checkbox"/> FLUIDS ① ②						
✓	Engine Oil	Leak	Low	Dirty	Over Filled	Contaminated
✓	Transmission	Leak	Low	Dirty	Over Filled	Burnt Contaminated
✓	Pwr Steering	Leak	Low	Dirty	Over Filled	Contaminated
✓	Coolant	Leak	Low	Dirty	Contaminated	Prot Level
✓	Brake Fluid	Leak	Low	Dirty	Contaminated	Dip Strip
✓	Washer Fluid	Leak	Low	Dirty		

<input type="checkbox"/> BRAKES ⑦						
	Test Drive	Soft Pedal	Shake	Pulsation	Pull	Dragging
		Squealing	Scaping	Burning	Smell	Other
LF	Spec	Friction	Th	Calliper	Hose	Hardware
	Spec	Rotor	Th	Bearing	Seal	ABS Sensor
LR	Spec	Friction	Th	Calliper/Cyl	Hose	Hardware
	Spec	Rotor/Drm	Th	Bearing	Seal	ABS Sensor
RR	Spec	Friction	Th	Calliper/Cyl	Hose	Hardware
	Spec	Rotor/Drm	Th	Bearing	Seal	ABS Sensor
RF	Spec	Friction	Th	Calliper	Hose	Hardware
	Spec	Rotor	Th	Bearing	Seal	ABS Sensor
	Other	Master Cyl.	Leaks	E Brake	Other	

<input type="checkbox"/> UNDERHOOD ① ②						
✓	Air Filter	Dirty	Missing	Oil	Contaminated	
✓	Cabin Filter	Dirty	Missing	Contaminated		
✓	Belts	Cracked	Loose	Frayed	Worn	Tension/Idler
✓	Hoses	Cracked	Leaking	Swollen/Soft		
✓	Radiator	Cracked	Leaking	Low	Reservoir	Rad Cap
✓	Ign. System	Wires	Coils	Spark Plugs	Dist.	Connectors Other
✓	Fuel					
✓	Other					

<input type="checkbox"/> AIR CONDITIONING & HEATER ⑧						
OK	Temp	Center Duct		Degrees		
	Controls	Temp	Blower	Speeds	Ducts	Other
	Drain	Evap	Drain	Clogged	Odors	Fogging
	Visible Leaks	Service Ports	Lines	Cond.	Evap.	Comp. Other
	Compressor	Engagement	Cycling	Clutch	Drive Belt	Bearing
	Connectors	Disconnected	Loose	Corroded	No Power	Fuses
	Cooling Fans	Not Working	Noisy	No Power	Other	
	Condenser	Leaking	Frosting	Dirty	Other	
	Dryer/Accum	Leaking	Frosting			
	Expansion Val	Leaking	Frosting			
	Voltage Drops	Wiring		Grounds		
	Refrig. ID		N/A			
	Low Side	Pressure		Frosting		
	High Side	Pressure		Frosting		
	Leak Check	Hoses	Lines	Dye Used	Other	
	Other					

<input type="checkbox"/> UNDER VEHICLE & TIRES ④ ③ ⑩						
LF	Tire/32nds	PSI	Size	Damage	Worn	Balance Lugs
LR	Tire/32nds	PSI	Size	Damage	Worn	Balance Lugs
RF	Tire/32nds	PSI	Size	Damage	Worn	Balance Lugs
RR	Tire/32nds	PSI	Size	Damage	Worn	Balance Lugs
✓	Alignment	Tire Wear	Pull	Steering Wheel		
✓	Paints	Ball Joints	Tie Rods	Bushing/Links	Boots	Bearing
✓	Leaks	Engine	Coolant	Power Steering	Hoses	Lines
		Transmission	Transfer Case	Diff	Other	
✓	Exhaust	Muffler	Cat Conv.	Pipes	Hangers	Gaskets Manifold
✓	Steering Gear	Broken	Worn	Leaking	Loose	Mounts
✓	Mounts	Engine	Transmission	Rack	Body	Susp Other
✓	CV & U-Joints	Boots	Joints	Shafts	Noisy	Broken Rusted Leaking
✓	Struts/Shocks	Weak	Leaking	Mounts	Broken	Caused Tire Wear

<input type="checkbox"/> ENGINE PERFORMANCE ⑥						
	Codes	(List Other side)	Flashing CEL	Mode 9 - non OE Cal		
	Fuel	Level	Press	inj	LFTT Idle	Accel Cruise
	Air	TB Dirty	MAF Dirty/Cont	Wiring	Leaks	Other
	Ignition	Plugs	Wires	Coils	Dist	Connectors Other
	Leaks	Fuel	Coolant	Vacuum	Other	
	Mechanical	Noisy	Banging	Knocking	Smoking	Other
	Other/Perf.	Rough Idle	No Power	Long Crank	Cyl Misfire	

<input type="checkbox"/> TRANSMISSION, DIFF, TRANSFER CASE ⑤						
	Codes	Trans (List Other Side)	Scanner	Trans Temp		
	Engagement	R N D L	OD Delay	Harsh	Band Slip	Other
	Shifts	Harsh	Missing	Early	Late	Slips Gears
	Downshifts	Coast	Forced	Hard	Slips	Bangs Chatters
	Lock up	Missing	Late	Early	Chatters	Shutter Slide Other
	Noises	Grinding	Wheezing	Banging	Whining	Other
	Fluid/Pan	Contaminated	Metal	Friction	Burnt	Glycol Other
	Filter/Pan	Clogged	Dirty	Loose	Broken	In-line Other
	Cooler	Leaking	Clogged	Dirty	Flow Rate	External
	Pressures	Base		Stall		
	Clutch	Weak	Worn	Low Pedal	Noisy	Slips Chatters
	Master/Slave	Weak	Leaking	Low Pedal		
	Linkages	Bent	Broken	Worn	Misadjusted	Other
	Flywheel	Worn	Teeth Missing	Bent	Broken	Heated Other
	Other					

<input type="checkbox"/> COOLING SYSTEM ③						
OK	Temperature	Overheating	Cold	Sender inop	Other	
	Water Pump	Leaking	No Flow	Noisy	Bearing	Other
	Radiator	Leaking	Dirty	Shroud	Clogged	Reservoir
	Hoses	Upper	Lower	Bypass	Heater	Heater Ctri Other
	Drive Belt	Belt	Tensioner	Bearing	Pulley	Other
	Mechanical	Gasket	Heads	Intake	Freeze Plugs	Other
	Tests	Pressure	Cap	Thermostat	Dye	
	Other					

Notes: Aftermarket Accessories, Controllers, Chips, etc? Yes No Not Sure
 clutch is disengaging, slipping, chattering - still under factory warranty!!!
 Return to dealer for repairs
 NOT SAFE TO DRIVE

the issue is rooted in the Tucson's transmission control module, which was supplied by Dymos Incorporated. As you might expect, that component controls gear-shifting on the Tucson's seven-speed, dual-clutch transmission. Unfortunately, warm weather seems to cause malfunctions in the module's software:

"In higher ambient temperatures and specific operating conditions, the transmission clutch application logic can result in a delayed engagement when accelerating from a stop. If the accelerator pedal is steadily depressed for approximately 1.5 to 2 seconds, the vehicle will begin to accelerate and normal driving is resumed. However, if the accelerator pedal is repeatedly cycled, the vehicle will not accelerate."

Should the software disable acceleration while the Tucson is in traffic, it could dramatically increase the risk of an accident.



Rental Agreement Summary

RAP: [REDACTED]
Renter: [REDACTED]

Dates & Times

Location

Pick up

Thursday, August 24, 2017 3:18 PM 17261 N 91ST AVE
Start Charges: PEORIA, AZ 85382-3777
Thursday, August 24, 2017 3:18 PM (623) 875-2901

Return

Tuesday, August 29, 2017 3:00 PM 17261 N 91ST AVE
PEORIA, AZ 85382-3777
(623) 875-2901

Vehicle

Make / Model: JEEP / RENE

Color: BLUE

Mileage: 8715

Fuel/Dist: FULL

License #: [REDACTED]

Unit #: [REDACTED]

Vehicle Condition:

NO DAMAGE DOCUMENTED

Renter Charges

Charges	Price/Unit	Total
TIME & DISTANCE 8/24/17-8/29/17	\$21.66 / Day	\$108.31
NO CHARGE DISTANCE 8/24/17-8/29/17	\$0.00 / Mile	\$0.00
REFUELING CHARGE	\$3.27 / Gallons	\$0.00

Optional Products and Protections Accepted

DW	\$18.99 / Day	\$94.95
PAI	\$3.00 / Day	\$15.00

Taxes and Fees

VEHICLE LICENSE SURCHARGE (5%)	5%	\$5.42
VEHICLE LICENSE SURCHARGE (5%)	5%	\$5.50
STADIUM SURCHARGE	\$2.50 / Rental	\$2.50
TRANS PRIVILEGE TAX (8.1%)	8.1%	\$7.69
TRANS PRIVILEGE TAX (8.1%)	8.1%	\$8.77

Total Estimated Charge: \$248.14

Payments:

VISA **** [REDACTED] Auth (\$248.14)

Acknowledgement of Charges

I acknowledge that I have reviewed and agree to all charges and fees listed on Summary of Charges

Electronically signed

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

Optional Protection Products Declined

RAP declined Thursday, August 24, 2017
SUPPLEMENTAL LIABILITY PROTECTION 2 declined Thursday, August 24, 2017

Owner: ENTERPRISE LEASING COMPANY OF PHOENIX, LLC

Additional Drivers

No Additional Drivers are authorized to drive the vehicle with the exception of the drivers listed below.
(Additional driver names listed here if applicable)

Please keep this Rental Agreement Summary with you in the vehicle during the rental.

Local Addenda

EFFECTIVE NOVEMBER 1 2012 THE OWNER DOES NOT EXTEND ANY OF ITS MOTOR VEHICLE FINANCIAL RESPONSIBILITY OR PROVIDE PUBLIC LIABILITY INSURANCE COVERAGE TO THE RENTER, AUTHORIZED DRIVERS OR ANY OTHER DRIVER.

OPTIONAL PRODUCTS NOTICE: WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; SUPPLEMENTAL LIABILITY PROTECTION AND ROADSIDE ASSISTANCE PROTECTION. BEFORE DECIDING TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE, CREDIT CARD OR OTHER COVERAGE PROVIDES YOU PROTECTION DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT A CAR.

ACKNOWLEDGEMENT OF LOCAL ADDENDUM

Electronically signed

TERMS AND CONDITIONS

Enterprise Rent-A-Car

FORM# [REDACTED]

ACKNOWLEDGEMENT OF THE ENTIRE AGREEMENT

I, THE "RENTER" SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE RENTAL AGREEMENT JACKET. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO CHARGE TO THE CREDIT CARD(S) AND/OR DEBIT CARD(S) THAT I HAVE PROVIDED TO OWNER ALL AMOUNTS OWED BY ME UNDER THIS AGREEMENT FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND ANY OTHER AMOUNTS OWED BY ME, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I ALSO AUTHORIZE OWNER TO RE-INITIATE ANY CHARGE TO MY CARD(S) THAT IS DISHONORED FOR ANY REASON. I CERTIFY THAT THE DRIVERS LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED. I FURTHER ACKNOWLEDGE AND CONSENT TO THE DISPUTE RESOLUTION PROVISIONS CONTAINED IN THIS AGREEMENT.

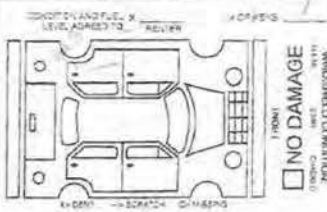
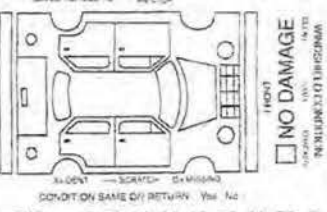
Electronically signed



Terms and Conditions electronically accepted by the Renter
8/24/17 at 3:21 PM



OWNER OF VEHICLE:
BRANCH ADDRESS:

	R-NO		SOURCE #	ID #		RENTAL AGREEMENT NO.
		RENTAL TYPE		RENTER		
START CHARGES IF DIFFERENT						
ORIGINAL VEHICLE						
COLOR	LICENSE NO					
MODEL	ECAR#					
MILE-AGE	IN	BILL TO	COMPANY			
	OUT	ATTN:	PHONE	EXT.		
DRIVEN		REFERENCE NUMBER				
		ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. I REQUEST OWNER'S PERMISSION TO ALLOW WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT (AGREEMENT). USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT. RENTER: X [REDACTED]				
CONDITION AND FUEL LEVEL ASSESSED TO: RENTER FRONT NO DAMAGE REAR NO DAMAGE CONDITION SAME ON RETURN: Yes No OUT E 18 1/4 38 * 2 58 34 78 F IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F		PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S): OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.				
OPTIONAL PRODUCTS NOTICE: WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; SUPPLEMENTAL LIABILITY PROTECTION AND ROADSIDE ASSISTANCE PROTECTION. BEFORE DECIDING TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE, CREDIT CARD OR OTHER COVERAGE PROVIDES YOU PROTECTION DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT VEHICLE.		RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PARAGRAPH 10. RENTER: X [REDACTED]	RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE NOTICE TO LEFT AND PARAGRAPH 17. DAMAGE WAIVER, 6.50T INSURANCE. RENTER: X			
		RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). SEE PARAGRAPH 10. RENTER: X [REDACTED]	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 10. RENTER: X			
		RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PARAGRAPH 8. RENTER: X [REDACTED]	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 8. RENTER: X			
		RENTER DECLINES OPTIONAL ROADSIDE ASSISTANCE PROTECTION (RAP). SEE PARAGRAPH 9. RENTER: X [REDACTED]	RENTER ACCEPTS OPTIONAL ROADSIDE ASSISTANCE PROTECTION (RAP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PARAGRAPH 9. RENTER: X			
		ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4. I, THE RENTER, SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT, BY SIGNING BELOW. I AM AUTHORIZING OWNER TO CHARGE TO THE CREDIT CARDS AND/OR DEBIT CARDS THAT I HAVE PROVIDED TO OWNER ALL AMOUNTS OWED BY ME UNDER THIS AGREEMENT FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND ANY OTHER AMOUNTS OWED BY ME, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I ALSO AUTHORIZE OWNER TO IN-STATE ANY CHARGE TO MY CARDS, THAT IS DISHONORED FOR ANY REASON. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED. I FURTHER FORWARRANT AND CONSENT TO THE DISPUTE RESOLUTION PROVISIONS CONTAINED IN THIS AGREEMENT BY MY SIGNATURE BELOW. I FURTHER ACKNOWLEDGE AND CONSENT TO THE DISPUTE RESOLUTION PROVISIONS CONTAINED IN THIS AGREEMENT.				
REPLACEMENT VEHICLE	RENTER: X	DATE				
	OWNER REP: X [Signature]	EMPL #				
COLOR	LICENSE NO	I WILL RETURN CAR BY:		DEPOSIT(S):		
MODEL	ECAR#	DATE	TIME	AMOUNT	PAID BY	
MILE-AGE	IN					
	OUT					
DRIVEN		ADDITIONAL INFORMATION				
		TOTAL CHARGES DEPOSITS REFUNDS AMOUNT DUE [REDACTED] CLOSED BY PAID BY CASH CHECK C RECEIPT REFUND DATE AMOUNT RECE				



Subject: Enterprise Rental Agreement [REDACTED]

From: DoNotReply@erac.com [REDACTED]

Date: Friday, August 25, 2017 12:53:44 PM MST



RA #: [REDACTED]

Renter: [REDACTED]

Dates & Times

Pickup
Aug 24, 2017
3:18 PM

Return
Aug 25, 2017
12:48 PM

Location

17261 N 91ST AVE
PEORIA, AZ 85382-3737
6238752901

17261 N 91ST AVE
PEORIA, AZ 85382-3737
6238752901

Vehicle

Make/Model: JEEP/RENE
Color: BLUE LT
Mileage: 32
Fuel Out: Full
License: [REDACTED]
Unit #: [REDACTED]

Fuel In: 3/4

Charges

TIME & DISTANCE 08/24 - 08/25
GASOLINE REFUND
REFUELING CHARGE
STADIUM SURCHARGE
VEHICLE LICENSE SURCHARGE
VEHICLE LICENSE SURCHARGE
TRANS PRIVILEGE TAX
TRANS PRIVILEGE TAX

	Price/Unit	Total
1 @	\$19.89/DAY	\$19.89
1 @	(\$5.00)/RENTAL	(\$5.00)
3 @	\$3.27/GALLON	\$9.81
1 @	\$2.50/RENTAL	\$2.50
	5.0000%	\$0.99
	5.0000%	\$1.59
	8.1000%	\$1.61
	8.1000%	\$2.34

Optional Products And Protections Accepted

DAMAGE WAIVER
PAI

1 @	\$18.99/DAY	\$18.99
1 @	\$3.00/DAY	\$3.00
Total Charges:		\$55.72
Charge To:		VISA xxx [REDACTED]

2017-08-25 12:53:27

Print Helper



Service Contract Claim History (0 Found)

Maintenance History (1 Found)

Dealer Code	RO#	RO Date
AJ042	[REDACTED]	05/01/2017

Mileage
4,151

Dealer Phone#
623-388-5800

Customer Pay
No

Internal Pay
Yes

Blue Link Alert History (0 Found)

***** THIS LETTER MUST BE SENT BY **CERTIFIED MAIL**, RETURN RECEIPT SIGNATURE REQUIRED *****
09/06/2017

Hyundai Motor America
P.O. Box 20850
Fountain Valley, CA 92728-0850

I am requesting that Hyundai Motor America make a final repair attempt to correct these continuing issues to my vehicle that substantially impair its use, value or safety:

Transmission is disengaging itself from drive gear and putting itself in neutral in stop and go traffic as well as when needing to pull forward. It is **not allowing acceleration** to work as it should and leaving you stranded in intersections and on the freeway, other vehicles see you have let off the brake as if to pull forward and this vehicle is not moving as it is not accelerating. Other drivers are attempting to pull forward as they see your brake lights are no longer on, and, this is going to cause an accident or potential fatality. Also, the **clutches are not aligning as per manufacturers standards** and there is an extremely loud sound of grinding coming from the clutches instead of a clicking as per manufacturers standards. Also, there is a burning smell from the clutches that should not be present due to misalignment of the clutches, or not working correctly. This needs to be fixed, as I will not even drive the vehicle. **I am in fear for my life** as I have been stranded in intersections and left like a sitting duck, unable to accelerate. This has been an **ongoing problem**, and, it needs to be remedied. The vehicle has been seen at the dealerships four times, and, we have had an independent transmission specialist, evaluate and inspect. They have marked the car as return to dealership and have repairs done, as the **car is too dangerous to be driven**. Please contact me with an appropriate action to take for the final repair attempt to correct these issues. I have made **4 repair attempts** to the same substantial defect and 1 independent inspection from a transmission specialist.

I have made 4 repair attempts to the same substantial defect or condition of my vehicle.
The vehicle has been out of service 14 or more days.

Repair attempts were made on :

05/23/2017 Rodeo Hyundai in Surprise Az.
06/22/2017 Rodeo Hyundai in Surprise Az.
08/07/2017 Earnhardt Hyundai Avondale Az.
08/24/2017 Larry Miller Hyundai Peoria Az
08/30/2017 AAMCO

Vehicle Year: 2016

Make: Hyundai

Model: Tucson 1.6T

VIN: KM8J33A29GU [REDACTED]

[REDACTED]
Surprise, Arizona [REDACTED]