

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Hyundai Motor America
P.O. Box 2704
Huntington Beach, CA 92647-9838

July 6, 2017



Oklahoma City, OK

To Whom it May Concern,

JUL 13 2017

Please consider this my official request for reimbursement. I recently received a letter from Hyundai Motor America stating the below items have been recalled:

Safety Recall 160 / Front Seat Belt Anchor
Extended Warranty TXX7 / Motor Driven Power Steering Coupling
Extended Warranty TXXA / Driver's Front Airbag Clock Spring

Unfortunately, I had paid to have each of the above replaced before the recall / warranty extension was released.

Please reimburse the full amount paid. Payment can be made directly to me at the address below:



Oklahoma City, OK

For your review I have included with this letter:

Repair Order
VIN / Mileage
Registration / Proof of Ownership
Proof of Payment
Insurance Verification

Should you have any questions or concerns, I can be reached on my mobile #

Thank you in advance for your prompt response, as I am mailing this certified mail along with copies of the recall notice and warranty extension.



7/6/17
Date

re

NAM
8-16-17
W

CUSTOMER #: [REDACTED]

Automax Hyundai

INVOICE



4401 Tinker Diagonal

Del City, OK 73115

(405) 606-4450

www.automaxhyundai.net

DUPLICATE 1

PAGE 1

OKLAHOMA CITY, OK [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 181 SCOTT GOULD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	12	HYUNDAI SONATA	5NPEB4AC7CH		111705/111705	T6447	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
24AUG11 DD			WAIT 21JAN17		0.00	CASH	21JAN17
R.O. OPENED		READY	OPTIONS: ENG:2.4 Liter DOHC				

09:06 21JAN17 11:35 21JAN17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CUST STATES CENTER CONSOLE LID WONT STAY SHUT							
16 FOUND BOTTOM TRAY BROKE IN CENTER CONSOLE							
220.00 PARTS AND LABOR							
743 RAMIREZ, GULLIBALDO LIC#: 0000							
CP							
						0.00	0.00

B CUSTOMER STATES STEERING COLUMN COUPLER REPLACEMENT, IGNITION SWITCH AND REKEY.				
16 REPLACE STEERING COUPLING AND AIR BAG CLOCK				
SPRING AND CLEARED CODES FOR AIR BAG				
743 RAMIREZ, GULLIBALDO LIC#: 0000				
CP				
			420.00	420.00
1	56315-2K000-FFP FLEXIBLE COUPLING	2.34	2.34	2.34
1	93490-3Q120 CONTACT ASSY-CLOCK SPRING	190.91	190.91	190.91

C CUST STATES KEY FALLS OUT OF IGNITION				
SOP SOP KEY CYLINDER SWITCH WILL PAY 280.00 LABOR TO FIX				
743 RAMIREZ, GULLIBALDO LIC#: 0000				
CP				
			0.00	0.00
1	81900-3SA00	KEY SUB SET-STEERING LOCK	78.06	78.06
(PREPAID SPECIAL ORDER PART)				

D ORDER 1 REMOTE				
SOP SOP KEY FOB WILL BE 50.00 LABOR TO PROGRAM				
743 RAMIREZ,GULLIBALDO LIC#: 0000				
CP				
			0.00	0.00
1	95430-3Q001 TX ASSY-KEYLESS ENTRY	108.72	108.72	108.72
(PREPAID SPECIAL ORDER PART)				

E WALK AROUND/MULTIPOINT INSPECTION									
MPI WALK AROUND/MULTIPOINT INSPECTION									
743 RAMIREZ, GULLIBALDO LIC#: 0000									
CP									
						0.00	0.00		

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

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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

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

CUSTOMER SIGNATURE

CUSTOMER #:

Automax Hyundai

INVOICE



4401 Tinker Diagonal

Del City, OK 73115

(405) 606-4450

www.automaxhyundai.net

DUPLICATE 1
PAGE 2

OKLAHOMA CITY, OK

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 181 SCOTT GOULD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	12	HYUNDAI SONATA	5NPEB4AC7CH		111705/111705	T6447	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24AUG11 DD			WAIT 21JAN17		0.00	CASH	21JAN17
R.O. OPENED		READY	OPTIONS: ENG:2.4 Liter DOHC				

09:06 21JAN17 11:35 21JAN17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
WAIT CREATED 2017-01-20							
03:53:00PM TAKEN BY OLE N							
HARPER							

THANK YOU FOR YOUR BUSINESS

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

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DESCRIPTION	TOTALS
LABOR AMOUNT	420.00
PARTS AMOUNT	380.03
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	39.99
TOTAL CHARGES	840.02
LESS INSURANCE	0.00
SALES TAX	35.70
PLEASE PAY THIS AMOUNT	875.72

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

CUSTOMER SIGNATURE

AUTOMAX HYUNDAI
4401 TINKER DIAGONAL
DEL CITY, OK
73115

Sale
AUTOMAX HYUNDAI

ID: 72229349 Ref #: 0013
01/21/17 12:51:10
Batch #: 509
Name: [REDACTED]

VISA
***** [REDACTED]
Appr. Code: 015113

Rec #: 000012

Inv #: [REDACTED]

Amount: \$ 875.72

Total: \$ 875.72
.....

I agree to pay above total
amount According to card issuer
agreement (Merchant agreement
if credit voucher)

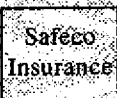
Signature:

X-----

APPROVED 0000
THANK YOU

Customer Copy

FACE OF THIS DOCUMENT HAS A SECURITY FEATURE



OKLAHOMA SECURITY VERIFICATION FORM
COMPANY
SAFECO INSURANCE COMPANY OF AMERICA
Safeco Plaza, Seattle, WA 98185-0001

NAIC NO: 24740

POLICY NUMBER	EFFECTIVE DATE	EXPIRATION DATE
[REDACTED]	MAY 5 2017	MAY 5 2018
YEAR	MAKE/MODEL	VEHICLE IDENTIFICATION NUMBER
2012	HYUNDAI	5NPEB4AC7CH [REDACTED]

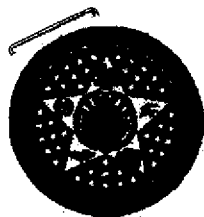
AGENCY/COMPANY ISSUING CARD
B.L. BROWN ENTERPRISES LLC
(405) 697-5222
SMART CHOICE AGENTS PROGRAM
16325 N SANTA FE AVE
EDMOND OK 73013-2643
EXCLUDED DRIVER
NONE

NAMED
INSURED



CN-3500/OKEP 7/11

SEE IMPORTANT NOTICE ON REVERSE SIDE



Oklahoma Tax Commission
Motor Vehicle Division
2501 North Lincoln Boulevard
Oklahoma City, Oklahoma 73194-0013
www.tax.ok.gov

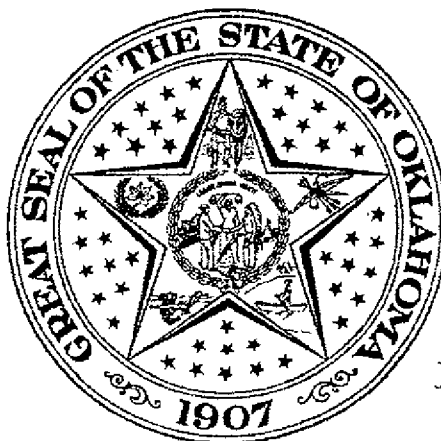
Payment Receipt

Issued Date January 9, 2017 09:41:58

Letter ID

Agent

5582 - CLASSEN TAG
AGENCY



OKLAHOMA CITY OK

PAID
JAN 09 2017
7497

Vehicle ID 5NPEB4AC7CH 2012 HYUNDAI SGL

Description

Fee

Amount Paid

Registration

\$86.00

\$86.00

Insurance

\$1.50

\$1.50

Mail

\$1.50

\$1.50

\$89.00

\$89.00

TOTAL

Cash

Fee
\$89.00

Amount Paid

\$89.00



Oklahoma Tax Commission
Motor Vehicle Division
2501 North Lincoln Boulevard
Oklahoma City, Oklahoma 73194-0013
www.tax.ok.gov

Certificate of Registration

Issued Date January 9, 2017 09:41:58

Letter ID

Agent

5582 - CLASSEN TAG
AGENCY

Lienholder(s):

12/3/2013 - TINKER FEDERAL CREDIT UNION



VIN

5NPEB4AC7CH

TITLE #

PLATE

DECAL

OKLAHOMA CITY OK

VEHICLE

REGISTRATION

TITLE

VIN : 5NPEB4AC7CH

Years Reg : 5

Year : 2012

Plate :

Make : HYUNDAI

Plate Type : Non-Commercial

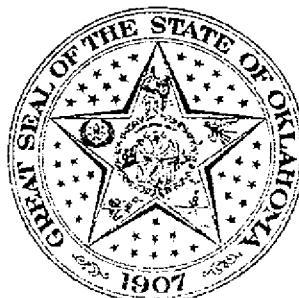
Model : SGL

Decal :

Class : Automobile

Reg Expires : 12/31/2017

Body Type : 4D





Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

#7 Hyundai USA.com TXX7
model TXXA
160

Dear Sonata owner:

Hyundai Motor America wants you to be aware of a Safety Recall and two Extended Warranties related to your Hyundai Sonata. Enclosed are the notification letters for each.

Title	Description
Safety Recall 160	Front Seat Belt Anchor
Extended Warranty TXX7	Motor Driven Power Steering Coupling
Extended Warranty TXXA	Driver's Front Airbag Clock Spring

The time required to perform the Safety Recall is less than 15 minutes. To help **minimize the inconvenience**, we recommend that you schedule an **appointment online**.

The Extended Warranties do not require additional action unless your vehicle is exhibiting the conditions described in the enclosed extended warranty notification letters.

For more information regarding this important Safety Recall and Extended Warranties, including a link to make a service appointment, please visit:

www.HyundaiUSA.com/recall

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



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Campaign Number: 17V-152



IMPORTANT SAFETY RECALL

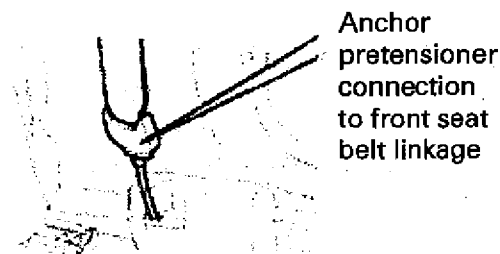
This notice applies to your vehicle, VIN: 5NPEB4AC7CH [REDACTED]

Dear Hyundai Sonata owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2011 through 2014 Sonata vehicles produced beginning on December 11, 2009 through May 29, 2014. Our records indicate that you own or lease the vehicle identified by the VIN on this notice.

What is the problem?

The front seat belts in the Hyundai Sonata incorporate a seat belt anchor pretensioner fastened to the vehicle's inner sill structure. If, during vehicle assembly, the connector does not fully latch when the linkage is pressed onto the connector, the seat belt can detach from the anchor pretensioner. If the seat belt linkage detaches from the anchor pretensioner in a collision, the risk of injury to the occupant is increased.



What will Hyundai do?

Your Hyundai dealer will verify the connection between the seat belt linkage and the anchor pretensioner's cable connector for both front seat belts. This procedure will be performed at no charge to you. This is a simple inspection that can be performed in your dealer's service drive in less than 15 minutes. We recommend scheduling a service appointment to minimize inconvenience.

What should you do?

This is an important Safety Recall

- Schedule a service appointment at your local Hyundai dealer.
- For more information regarding this Recall Campaign, including a link to make a service appointment, please visit:

www.HyundaiUSA.com/Campaign160

What if you have other questions?

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you are not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call their toll-free Vehicle Safety



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

VIN: 5NPEB4AC7CH [REDACTED]

Warranty Extension:

The warranty coverage for the rubber coupling in the motor driven power steering (MDPS) assembly has been extended to 10 years from the date of original delivery or the date of first use, or 100,000 miles, whichever occurs first.

Place this card in the glove compartment of your vehicle for future ease of reference regarding the warranty extension on the rubber coupling, preferably together with your vehicle's other warranty information. If the need arises to seek service regarding the rubber coupling, show this letter to your Hyundai dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

VIN: 5NPEB4AC7CH [REDACTED]

Warranty Extension:

The warranty coverage for the driver's front airbag clock spring is being extended to **15 years with unlimited mileage**, from the date of original retail delivery or date of first use.

Place this letter in the glove compartment of your vehicle for future ease of reference regarding the warranty extension on the clock spring, preferably together with your vehicle's other warranty information. If the need arises to seek service regarding the clock spring, show this letter to your Hyundai dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.

Please tear off this card and place in your Owner's Warranty and Maintenance Guide



Busima City PADC 73125

2407 JUL 2017 PM

Administrator, National Highway
Traffic Safety Administration
1200 New Jersey Ave, SE
Washington, DC 20590