



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: 01-SEP-2017  
Repository:   
Reference No.: 11021064

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: COMMERCE CITY State: CO Zip Code: [REDACTED]  
Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: Same

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

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KM8J3CA24GU [REDACTED]  
Make: HYUNDAI Model: TUCSON Model Year: 2016  
Date Purchased: 09/26/2015 Dealer's Name and Telephone Number: Shortline Hyundai 303-364-2200 Engine: No. of Cylinders: 4 Fuel Type: Gas  
Original Owner:  Dealer's City: Aurora State: CO Zip Code: 80012  
Transmission Type: Automatic  Antilock Brakes  Cruise Control Powertrain: EcoShift Dual Clutch Multiple Failure: Yes - many times Incident Date(s): 15-OCT-2015

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

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 060000 ENGINE (PWS)  
Powertrain - faulty - seems all 2016 Tucsons have this problem.  
Failure Mileage: 1000 Failure Speed: at very low speed - 5-10 mph.

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] 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. AFTER ATTEMPTING TO ACCELERATE FROM A STOP, THE VEHICLE FAILED TO ACCELERATE AND LOST POWER. THE VEHICLE THEN JERKED FORWARD. THE VEHICLE WAS TAKEN TO SHORTLINE HYUNDAI (100 HAVANA ST, AURORA, CO 80010) WHERE THE DEALER STATED THAT THEY UPDATED THE ECM SOFTWARE, WHICH SHOULD REPAIR THE ISSUE. THE FAILURE RECURRED SEVERAL MORE TIMES AND THE VEHICLE WAS TAKEN BACK TO SHORTLINE HYUNDAI EACH TIME WHERE THE SOFTWARE WAS UPDATED AGAIN; HOWEVER, THE FAILURE CONTINUED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND PROVIDED A CASE MANAGER, WHO FAILED TO ASSIST. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V628000 (POWER TRAIN, ELECTRICAL SYSTEM). THE APPROXIMATE FAILURE MILEAGE WAS 1,000.

Case manager has called and can't get necessary information from Shortline Hyundai, i.e. sales contract, etc. I have provided copies, but I have heard nothing. I'm still driving the car which is extremely dangerous! I have called the case manager several times, leave messages, but never hear back.

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.

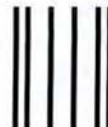
Shortline Hyundai has reported to the Case manager that they are unable to fix my car.

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

This car continues to stall when slowing down to make a turn. If trying to enter a traffic lane, it's very scary to accelerate and attempt to enter between oncoming cars as it may stall and not go! As cars are quickly racing toward you you may or may not be able to move! I have had 2-3 very dangerous incidents - one involved almost being run over by a semi, another involved almost being hit by a car, and my two children have had it stall when they were driving it. Very poor power train design!

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

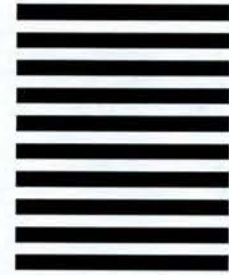


**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**

**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



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

NHTSA Campaign Number: 16V-628

# IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN: KM8J3CA24GU [REDACTED]



Dear Hyundai Tucson 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 2016 Hyundai Tucson vehicles equipped with a Dual Clutch Transmission (DCT) produced beginning on May 20, 2015 through May 31, 2016. Our records indicate that your vehicle is equipped with a DCT and falls within this production date range.

## What is the problem?

- 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. Inability to move the vehicle in traffic may increase the risk of a crash.

## What will Hyundai do?

- Your Hyundai dealer will reprogram the Transmission Control Module. This procedure will be performed at no charge to you. The actual time required to perform the procedure should be less than 1 hour, however your vehicle may be needed longer; therefore, 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 online, please visit:

[www.HyundaiUSA.com/Campaign149](http://www.HyundaiUSA.com/Campaign149)

## 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 Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

## Reimbursement Notification

- Hyundai has a program for reimbursing owners of certain Model Year 2016 Hyundai Tucson vehicles.

# SHORTLINE

SUBARU · SUZUKI · HYUNDAI · MAZDA · MITSUBISHI

**PORSCHE**  
OF  
COLORADO SPRINGS

CUSTOMER #: [REDACTED]  
UNIT# [REDACTED]

\*INVOICE\*

580 South Havana · Aurora, Colorado 8001  
Telephone (303) 364-2200  
www.shortlineonline.com

COMMERCE CITY, CO [REDACTED]  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

We're building our reputation by being a better dealer

SERVICE ADVISOR: 1213 TODD WOODY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	16	HYUNDAI TUCSON	KM8J3CA24GU [REDACTED]	[REDACTED]	1631/1636	T2670	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VAR. RATE	PAYMENT	INV. DATE
26SEP15 DL			WAIT 02DEC15		199.00	CASH	01DEC15
R.O. OPENED	READY	OPTIONS:	SOLD-STK:				
13:03 01DEC15	14:15 01DEC15		[REDACTED]				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES: CUSTOMER STATES CAR LUNGES WHEN TAKING OFF, AND CAR WILL ALMOST STALL.						
	132	DEFAULT					
		1057IHYUN					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

1636 Could not duplciate concern at this time Test drove vehicle before and after ECM upgrade found no fualts at this time. No DTC's stored at this time

\*\*\*\*\*

B CUSTOMER STATES: TY3 - 2016 TUCSON 1.6TGDI ECM UPDATE DTC P0128  
CAUSE: SEE STORY  
WAR WARRANTY

		1057WHYU4					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

1631 Performed ECM software upgrade 50C077R1 0.30

\*\*\*\*\*

C PERFORM COMPLIMENTARY WALK AROUND AND MULTI POINT INSPECTION PER ATTACHED SHEET  
27 DEFAULT

		1057IHYUN					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

1636 Perform inspection

\*\*\*\*\*

TAKEN BY GRACE LOCKETT

SCHEDULE YOUR NEXT APPOINTMENT ONLINE AT  
WWW.SHORTLINEONLINE.COM

SAVE MONEY, DRIVE BETTER

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
DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

**WARRANTY DISCLAIMER:** ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER WARRANTIES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

**\*SHOP SUPPLY COSTS:**  
We have added a charge equal to 15% of the total cost of labor, Minimum of \$3.72 not to exceed \$43.97, in the Misc. Charges amount for shop supplies used in connection with this repair.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

**Section 30-20-1403, Colorado Revised Statutes, requires retailers to collect a waste tire fee set by the solid and hazardous waste commission on the sale of each new motor vehicle tire and each new trailer tire**

# SHORTLINE

SUBARU · SUZUKI · HYUNDAI · MAZDA · MITSUBISHI  
 PORSCHE  
 COLORADO SPRINGS

CUSTOMER #: [REDACTED]  
 UNIT# [REDACTED]

\*INVOICE\*

580 South Havana · Aurora, Colorado 800  
 Telephone (303) 364-2200  
 www.shortlineonline.com

COMMERCE CITY, CO [REDACTED]

PAGE 1

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

We're building our reputation by being a better dealer  
 SERVICE ADVISOR: 1213 TODD WOODY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAC	
RED	16	HYUNDAI TUCSON	KM8J3CA24GU [REDACTED]	[REDACTED]	10320/10322	T69E	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VAR. RATE	PAYMENT	INV. DATE
26SEP15 DL			WAIT 14JUN17		199.00	CASH	13JUN17
R.O. OPENED	READY	OPTIONS: SOLD-STK [REDACTED]					
11:09 13JUN17	12:10 13JUN17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUSTOMER STATES: T1B -2016-17 TUCSON DCT CONTROL LOGIC UPDATE

CAUSE: SEE STORY

WAR WARRANTY

8087WHYU4 (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 , , , , 10322 60C095R1 0.50 COMPLETED T1B ENGINE AND TRANSMISSION UPDATE.

B CUSTOMER STATES THAT AT RADNDOM TIMES THE BRAKE LIGHT WILL ILLUMINATE WHILE DRIVING AND THEN GO OFF - PLEASE ADVISE

132 CUSTOMER

8087IHYUN (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 , , , , 10322 TEST DROVE VEHICLE AND DID NOT SEE BRAKE LIGHT ILLUMINATE,  
 , , , , PARKED VEHICLE AND CHECKED FOR DTC CODES. NO CODES PRESENT, FLUID  
 , , , , CONDITION AND LEVEL NORMAL WORKING AS DESIGNED.

C PERFORM COMPLIMENTARY WALK AROUND AND MULTI POINT INSPECTION PER ATTACHED SHEET

27 PERFORM COMPLIMENTARY WALK AROUND AND MULTI POINT INSPECTION PER ATTACHED SHEET

8087CHYUN 0.00 0.00 0.00 0.00 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D CUSTOMER REQUEST TO PERFORM A \$24.95 VALUE COMPLIMENTARY CAR WASH. SHORTLINE IS NOT RESPONSIBLE FOR ANY DAMAGE THAT MAY BE CAUSED DURING THE CAR WASH INCLUDING CRACKS IN THE WINDSHIELD FROM PRE-EXISTING ROCK PITS OR TEMPERATURE CHANGE. / /

CAUSE: CUSTOMER REQUEST TO PERFORM A \$24.95 VALUE COMPLIMENTARY CAR WASH. SHORTLINE IS NOT RESPONSIBLE FOR ANY DAMAGE THAT MAY BE CAUSED DURING THE CAR WASH INCLUDING CRACKS IN THE WINDSHIELD FROM PRE-EXISTING ROCK PITS OR TEMPERATURE CHANGE.

WASH CUSTOMER REQUEST TO PERFORM A \$24.95 VALUE COMPLIMENTARY CAR WASH. SHORTLINE IS NOT RESPONSIBLE FOR ANY DAMAGE THAT MAY BE

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.	*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor, Minimum of \$3.72 not to exceed \$43.97, in the Misc. Charges amount for shop supplies used in connection with this repair.	DESCRIPTION	TOTALS
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		DISCOUNTS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
		DATE	CUSTOMER SIGNATURE

Section 30-20-1403, Colorado Revised Statutes, requires retailers to collect a waste tire fee set by the solid and hazardous waste commission on the sale of each new motor vehicle tire and each new trailer tire

# SHORTLINE

SUBARU · SUZUKI · HYUNDAI · MAZDA · MITSUBISHI

PORSCHE  
OF  
COLORADO SPRINGS

CUSTOMER #: [REDACTED]  
UNIT# [REDACTED]

\*INVOICE\*

580 South Havana · Aurora, Colorado 8001  
Telephone (303) 364-2200  
www.shortlineonline.com

COMMERCE CITY, CO [REDACTED]  
HOME [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

We're building our reputation by being a better dealer

SERVICE ADVISOR: 1387 HEATHER SAVICKIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	16	HYUNDAI TUCSON	KM8J3CA24GU [REDACTED]	[REDACTED]	7797/7797	T7404	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VAR. RATE	PAYMENT	INV. DATE
26SEP15 DD			WAIT 27OCT16		199.00	CASH	27OCT16
R.O. OPENED	READY	OPTIONS:	SOLD-STK:				
10:00 27OCT16	11:38 27OCT16		[REDACTED]				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A	7500 MILE MAINTENANCE PER MENU.OIL AND FILTER CHANGE WITH SYNTHETIC BLEND OIL, ROTATE TIRES, INSPECT AND ADJUST:TIRE PRESSURE, FLUIDS, COOLANT PROTECTION, EXT LIGHTS, AIR FILTER, BRAKES, SUSPENSION. TEST DRIVE FOR PERFORMANCE.						
7K	7500 MILE MAINTENANCE PER MENU.OIL AND FILTER CHANGE WITH SYNTHETIC BLEND OIL, ROTATE TIRES, INSPECT AND ADJUST:TIRE PRESSURE, FLUIDS, COOLANT PROTECTION, EXT LIGHTS, AIR FILTER, BRAKES, SUSPENSION. TEST DRIVE FOR PERFORMANCE.						
	1425CHYUN				27.15		27.15
	1 26300-35504 FILTER ASSY-ENGINE OIL				6.44	6.25	6.25
	1 21513-23001 GASKET-ENGINE OIL PLUG				1.21	1.00	1.00
	1 K5W20 5W20SYNBL				13.50	13.50	13.50
PARTS:	20.75	LABOR:	27.15	OTHER:	0.00	TOTAL LINE A:	47.90

...7797 performed 7500 mile service 0.60

\*\*\*\*\*

B CUSTOMER REQUEST TO PERFORM DCT CONTROL LOGIC UPDATE (16-01-038) 61C077R0 .3 / /

CAUSE: 149 CAMPAIGN DCT CONTROL LOGIC UPDATE (16-01-038) 61C077R0 .3

149 CUSTOMER REQUEST TO PERFORM DCT CONTROL LOGIC UPDATE (16-01-038) 61C077R0 .3

1425WHYU4

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
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...7797 perform campaign 149 61C077R0 0.30 dct update complete per ... campaign

\*\*\*\*\*

C PERFORM COMPLIMENTARY WALK AROUND AND MULTI POINT INSPECTION PER ATTACHED SHEET

27 DEFAULT

1425CHYUN

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

D CUSTOMER REQUEST VALVOLINE MINI TUNE MAINTENANCE KIT

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			LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES *	
			TOTAL CHARGES	
DATE	CUSTOMER SIGNATURE	SALES TAX		
	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT		

# SHORTLINE

SUBARU · SUZUKI · HYUNDAI · MAZDA · MITSUBISHI

PORSCHE  
OF  
COLORADO SPRINGS

580 South Havana · Aurora, Colorado, 800  
Telephone (303) 364-2200  
www.shortlineonline.com

CUSTOMER #: [REDACTED]  
UNIT# [REDACTED]

\*INVOICE\*

COMMERCE CITY, CO [REDACTED]  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

We're building our reputation by being a better deal

SERVICE ADVISOR: 1213 TODD WOODY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	16	HYUNDAI TUCSON	KM8J3CA24GU [REDACTED]	[REDACTED]	4748 / 4748	T834	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VAR. RATE	PAYMENT	INV. DATE
26SEP15 DL			WAIT 22JUL16		199.00	CASH	22JUL16
R.O. OPENED	READY	OPTIONS:	SOLD-STK	[REDACTED]			
13:10 22JUL16	15:28 22JUL16						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES TO PERFORM CAMPAIGN 145 61C033R0 - HOOD CATCH REPL & CLUSTER UPD(16-01-028)  
CAUSE: COMPLETED CAMPAIGN 145 61C033R0 - HOOD CATCH REPL & CLUSTER UPD(16-01-028) .3  
145 CUSTOMER STATES TO PERFORM CAMPAIGN 145 61C033R0 - HOOD CATCH REPL & CLUSTER UPD(16-01-028) 1425WHYU4  
1 8.150-D3010-QQH CATCH ASSY-HOOD SAFETY HOOK (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)  
...4748 perform campaign 145 61C033R0 0.30 installed hood catch and  
...performed cluster update per campaign

B CUSTOMER REQUEST TY8 CAMPAIGN 50C089R1 - TL 1.6T ECM & TCM SW UPDATE (15-01-050)  
CAUSE: COMPLETED TY8 CAMPAIGN 50C089R1 - TL 1.6T ECM & TCM SW UPDATE (15-01-050) 50C089R1 .5  
TY8 CUSTOMER REQUEST TY8 CAMPAIGN 50C089R1 - TL 1.6T ECM & TCM SW UPDATE (15-01-050) 1425WHYU4  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)  
...4748 perform campaign TY8 50C089R1 0.50 performed ECU and TCM  
...update per campaign

C PERFORM COMPLIMENTARY WALK AROUND AND MULTI POINT INSPECTION PER ATTACHED SHEET  
27 DEFAULT 1425CHYUN 0.00 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
\*\*\*\*\*

D CUSTOMER REQUEST TO PERFORM A COMPLIMENTARY CAR WASH. SHORTLINE IS NOT RESPONSIBLE FOR ANY DAMAGE THAT MAY BE CAUSED DURING THE CAR WASH INCLUDING CRACKS IN THE WINDSHIELD FROM PRE-EXISTING ROCK PITS OR TEMPERATURE CHANGE.

**WARRANTY DISCLAIMER:** ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.  
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

<p><b>*SHOP SUPPLY COSTS:</b> We have added a charge equal to 15% of the total cost of labor, Minimum of \$3.72 not to exceed \$43.97, in the Misc. Charges amount for shop supplies used in connection with this repair.</p> <p>ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED.</p>	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES *	
	TOTAL CHARGES	
	DISCOUNTS	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

Section 30-20-1403, Colorado Revised Statutes, requires retailers to collect a waste tire fee set by the solid and hazardous waste commission on the sale of each new motor vehicle tire and each new trailer tire.  
DealerCAR 2014 CDK Global, LLC (08115) SERVICE INVOICE TYPE 2 - 2512 - "AS-IS" - COLORADO - 9930003