



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

Repository ☐

08-FEB-2018

Reference No.
11071848

Daytime Telephone Number

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

NORTH HILL

State CA

Zip Code

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

KMHEC4A46D

Make

HYUNDAI

Model

SONATA HYBRID

Model Year

2013

Date Purchased

10/14/2014

Dealer's Name and Telephone Number

MISSION HILLS HYUNDAI (818) 221-4000

Engine:

4

No. Cylinders

Fuel Type: GAS

Hybrid

Original Owner

☐

Dealer's City

MISSION HILLS

State

CA

Zip Code

91345

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

YES

Incident Date(s)

10/27/2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 030000 BRAKES (PWS) & SHIFTING GEARS

Failure Mileage

73000

Failure Speed

10 mph

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)

☐ Original Equipment

☐ 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

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☒ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

1

Number of Deaths

Reported to Police

Y

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 2013 HYUNDAI SONATA HYBRID. WHILE DRIVING 10 MPH, THE BRAKE PEDAL WAS DEPRESSED AND TRAVELED TO THE FLOORBOARD. THE CONTACT ATTEMPTED TO STOP THE VEHICLE BY SHIFTING THE GEAR SHIFTER INTO REVERSE, BUT IT FAILED TO SHIFT FROM DRIVE. ALL THE WARNING INDICATORS ILLUMINATED. AS A RESULT, THE VEHICLE COLLIDED WITH A STREET SIGN. THE CONTACT SUSTAINED BACK INJURIES THAT DID NOT REQUIRE MEDICAL ATTENTION. A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED TO THE CONTACT'S HOME. THE DEALER (KEYES MISSION HILLS HYUNDAI, 10240 SEPULVEDA BLVD, MISSION HILLS, MISSION HILL, CA 91345, (818) 221-4000) WAS CONTACTED AND INFORMED THE CONTACT TO HAVE THE VEHICLE TOWED TO AN AUTO BODY REPAIR SHOP. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND INFORMED THE CONTACT TO TAKE THE VEHICLE TO A DEALER FOR DETERMINATION OF THE BRAKE FAILURE. THE CONTACT STATED THAT THE VEHICLE WAS TOWED BACK TO THE DEALER, BUT A FAILURE COULD NOT BE DETERMINED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 73,000.

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 to 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.

[REDACTED]
[REDACTED]
North Hills, CA [REDACTED]

1. 2013 Hybrid Hyundai Sonata purchased on October 14, 2014.
2. Total amount including taxes \$25,416.00
3. Purchased at : Hyundai Mission Hills in Mission Hills
4. Warrant cover first 5 years or 100,000.00 miles
5. My car has at this moment 72,000.00 miles
6. Services did to my car by Hyundai Mission Hills Dealership:
 - 8-4/15 Air bag light turned on, found code B1348 found internal failure in SRSCM unit.
 - 1/21/16 Starting and shutting off engine makes noise
 - 9/27/16 Noise when vehicle in on idle coming from engine area
 - 5/18/17 Brakes making noise and reversing vehicle keeps moving forward
 - 1/22/18 Asked Dealer to do a Full diagnostic of my vehicle. (Customer states shifter got stuck and all lights from dashboard was off except the radio light) Hyundai Dealership made repairs without my authorization and made the warranty paid for that.
 - I have more receipts for basic services like oil changes.
7. October 28, 2017 I was injured in an automobile collision, which was caused solely by a malfunction by my 2013 Hyundai Sonata. Driving carefully between 10 miles per hour the brakes and shifting gears failure.
8. October 28, 2017 a police report was filed.
9. October 30, 2017 I called Hyundai Dealership and they told me to fix all the body shop of my before is brought to the dealership for an inspection.
10. October 30, 2017 I called the Hyundai Corporation to confirm if I need to repair the body shop of my car in order for them to inspect brakes and shifting gears and Viviana from National Customer Connect from Hyundai Motor America, confirmed me that my vehicle needs to have done the body shop work before the inspection.

11. October 31, 2017 the vehicle was brought to a body shop for cosmetic repairs.
12. December 4, 2017 I went to the emergency for persistent headache and back pain a caused of the car incident on 10/28/17. Doctor prescribed medicine for pain and told me to keep applying heat to the back to ease the muscle spasm. The doctor recommended me to follow up with chiropractic.
13. December 5, 2017 Farmes Insurance Company send a towing company to tow my vehicle because was not drivable from Universal Body shop to Keyes Hyundai Mission Hills.
14. December 15, 2017 Hyundai Corporate made a diagnostic to my 2013 Hybrid Hyundai Sonata. I met with the Hyundai engineer, the attorney from Hyundai Corporate Marc Circo and my friend's who did me the favor to help me to talk to them.
 - Hyundai engineer and my representative drove the car on **12/15/17** the engineer had to **put a metal by the shifting gears** in order to be able to move it and the shifting gears was getting stuck, since 12/5/17 to the present my car is at Hyundai Mission Hills Dealership.
15. On December 19, 2017 I went to released my vehicle from the Dealership but when I saw my vehicle be driving by one of Hyundai Mission Hills employees I asked him if my vehicle was driving ok and he told me that the shifting gear was getting stuck and suggest me to be careful driving the car because was not safe, the only way he was able to drive my car was manually putting a metal by the shifting gears which I do not think was safe to drive the vehicle under those conditions also I noticed some lights from the dash board that were completely off except the radio. (I Have pictures) I asked Mike Gutierrez the service manager if my car was safe to drive and his answer was that he is not the person who is telling to take the car.
16. Monday, January 8, 2018, Farmer Insurance called Hyundai Dealership to asked them why they did not offered me to diagnostic the car to find out what is wrong with the shifting gears, some lights from the dash board that were completely off except the radio light, brakes, started engine bottom not working.

17. On Monday, January 15, 2018, I went to Hyundai Mission Hills Dealership at 8:30 am to request a Diagnostic to my 2013 Hybrid Hyundai Sonata. On Wednesday, 01/17/18, Thursday 01/18/18 and Friday 01/19/18 I called the assigned Hyundai Advisor, Jonathan Enriquez to check if the diagnostic was done but the only answer I received that he was at the other line with a customer and that he will return my call later.
18. On Friday, January 19, 2018 around 12:00 pm I received a call from Jonathan Enriquez to notify me that the Dealership was not able to performance the diagnostic to my vehicle because the auxiliary battery was dead. Really!! It does not take one hour to know if the battery is dead. Hyundai Mission Hills took 4 days to notify me that they were not able to inspect the car because of the battery.
19. January 22, 2018 I went to the Dealership for the Full diagnostic of my vehicle and the Advisor Jonathan Enriquez was giving me only a partial diagnostic where stated that everything is fine with the shifting gears but was not mentioning the problem with the started engine bottom and some lights on dash board so I asked him that I need a full diagnostic of my car, how it was requested on 1/15/18 and his answer was that he needs to check with the mechanic for more updates?
- So I told the advisor that I will come back in 30 minutes for the Full Diagnostic of my car. So when I came back the same day Monday, January 22, 2018 to the Dealership for the Full Diagnostic I got surprise that magically after being almost **60 days** my car parked in Hyundai Mission Hills Dealership my vehicle is driving fine and shifting gears got fixed with the replacement of the battery and a fuse. Also, I was having the feeling that the advisor, Jonathan Enriquez wanted only to discuss with me about the problem with the window when my concerns was about all the mechanical issues that my car was showing after the Inspection by Hyundai Corporate. **Hyundai Mission Hills made repairs to my vehicle without my authorization.**
20. January 22, 2018, I sent a letter to Hyundai Mission Hills General Manager, Evan Hoffman asking for the list of all the repairs made to shifting gears of my vehicle.
21. January 23, 2018 Hyundai Mission Hills General Manager, Evan Hoffman left me a voice mail to call him back.

22. January 25, 2018, Farmers Insurance and I went to the Dealership to get more details about the repairs were done and any pending repairs after 12/15/17. Farmers representative Andreh B., arrived to the dealership 5 minutes before me and he came to me telling me that the Hyundai customer service and mechanic dpt. manager Mikey Gutierrez, was telling him that my vehicle was not there in the dealership and that he was not able to locate the car.

- Hyundai Manager, Mikey Gutierrez was treating the Farmer's insurance representative and I with an attitude and was very disrespectful until the representative from Farmer's, Andreh B., told Mike Gutierrez to talk the same way he was talking to him, with respect. Mike Gutierrez was giving only making excuses as he was trying to make him leave and not let the insurance see the vehicle. So, I told Mike Gutierrez that I made an appointment to see my car with the adviser Jonathan Enriquez car as I was never notified that my car was released from Hyundai Mission Hills Dealership. After 15 minutes having an unnecessary argue with the manager Mike Gutierrez, he said that the car was there and left the insurance representative see the car
- Mike Gutierrez mentioned to the insurance representative the all the fuses were REPLACED/REPAIRED, and when the insurance representative asked him the same question again he said that only 3 of the 4 fuses were REPLACED/REPAIRED, and reset the computer of my car. **What other repairs were made to my car without my authorization?** Hyundai Mission Hills was only authorized to run a diagnostic test on the car, and I **NEVER authorized Hyundai Mission Hills to do repairs** or re set the computer of my vehicle.

23. Thursday, January 25, 2018, I went to see my doctor, because I was feeling sick after the car incident when I was driving for long time I was start feeling anxieties a caused of the incident on 10/28/17 and for the way I have being treated by Hyundai Dealership.

24. Thursday, January 25, 2018, I sent a second letter to Hyundai Mission Hills General Manager, Evan Hoffman asking again for the list of all the repairs made to shifting gears of my vehicle.

25. January 26, 2018, My Insurance and I had a confirmed appointment with the Hyundai mechanic but once again we were not able to speak with the mechanic. So we meet Mr.

Mike Gutierrez and another mechanic that was not able to answer our questions. Mike Gutierrez told us that the engine light was on because the air flap needs to be replaced.

- My insurance gave the Dealership the OK to replace that part to correct the problem but one hour later my insurance received a call from Hyundai Dealership that after replacing the air flap part the problem was **not corrected**. All this seems to be more of a manufacturer problem since the **Hyundai Mission Hills Dealership made the warranty pay for some repairs and the diagnostic**. Hyundai Mission Hills does not want to disclose me what it is the new problem now or give me the error code.

26. On Monday, January 29, 2018 I called the Hyundai Mission Hills advisor Jonathan Enriquez to get updates about my vehicle, he said the Hyundai Mission Hills called Hyundai engineer department on 1/29/18 to have another Hyundai engineer to check my car again. **This is the second time that an engineer is seeing my car since my car is at Hyundai Mission Hills 12/5/18.**

27. Wednesday, January 31, 2018, I sent a second letter to Hyundai Mission Hills General Manager, Evan Hoffman asking again for the list of all the repairs made to shifting gears of my vehicle made to shifting gears and additional repairs made to my vehicle after 12/19/17.

28. Wednesday, January 31, 2018 Hyundai Mission Hills General Manager, Evan Hoffman finally replied my email:

Hello [REDACTED]

I spoke to Mikey and he informed me that he gave you all the paperwork that you are asking for. Is there more that you are referring to?

I am including Mikey as he is more familiar with your vehicle. Mikey told Andreh that Hyundai's techline advised us to search behind the left front headlight assembly for a possible electrical short. In trying to find the short the technician will have to remove other components related to the hybrid system.

Because of the car accident you had we have to look for items that aren't common to this type of behavior. We are doing our best to get the vehicle completed quickly but with these challenges it is taking longer than a vehicle that comes in without prior damage. Our goal is to have this done later this week. This is provided that only a repair is needed and not any additional parts that may have to be ordered. **Mikey said the vehicle shifting will be checked during the completion of the check engine light repair.**

Have a great day,
Evan

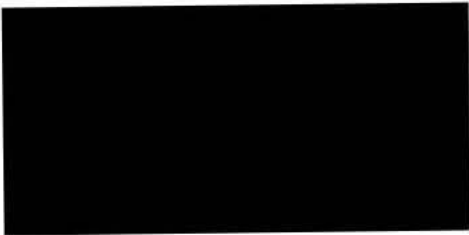
29. Thursday, February 1, 2018, I replied Hyundai Mission Hills General Manager, Evan Hoffman asking for what type of diagnostic did Hyundai do to my vehicle on 1/15/17 because this is very confusing the manner my case is being handle. He is trying to say that the shifting gears is going to be diagnostic again after the diagnostic made on 1/15/18 and all the repairs were done without my authorization.
30. Thursday, February 1, 2018, Hyundai General Manager called me around noon to ask if I want **my car to be towed to another Hyundai Mission Hills.**
31. On 2/28/18 Hyundai sent to FARMERS an exaggerated bill of \$7,000 to replace all the wires from the hybrid system.
32. On Monday, March 5, 2018 around 5:30 pm I went to Hyundai Mission Hills Dealership to release my 2013 Hybrid Hyundai Sonata but the Hyundai representative Mr. Enriquez told me that my vehicle was not ready to be released. He explained me that my vehicle was not starting and it needs to be charged. My car is not electrical and **a new battery was replaced by Hyundai Mission Hills on 1/19/18** so there is no reason to have a dead battery. Mr. Enriquez told me that my car will be charged on 3/6/18 and he will call me to notify me what time my car will be ready to be release. On 3/6/18, I called twice to the Hyundai adviser Mr. Enriquez to confirm the time to pick it up my car but I was not able to get on hold of him and not body there was able to provide me this information.
33. I released the car on 3/6/17 around 4:00 pm from Hyundai Mission Hills. Also, Hyundai gave me another receipt where shows another payment made by the warranty for more repairs.

Now the shifting gears work fine because after the repairs made by Hyundai Mission Hills with out my authorization and have the warranty pay for those repairs. In your previous email you mentioned that the shifting gears will be inspected **AGAIN** after Hyundai Mission Hills already **fixed it on or after 1/15/18.**

***I do not know for what reason Hyundai Mission Hills is doing all this. I do not think Hyundai Mission Hills have been honest through all this process. I feel very disappointed and distressed with the way this is being handled.**

***I no longer feel safe in this car, due to the dangerous life-threatening malfunctions I have experienced with it throughout my ownership. This is especially true here, considering the Dealer purportedly "inspected and repaired" these problems concerns related to the malfunction of the vehicle (Shifting gears got stuck, brakes failure, check**

engine light turn on in two different occasions in the past, starting and shutting off engine makes strong noise, reversing brakes makes noise and reversing keeps vehicle moving forward, noise when vehicle is on idle coming from engine area , etccc.) several months ago.



2/8/2018

FW: [REDACTED] Vehicle KMHEC4A46DA [REDACTED]

Andreh Bandari <andreh.bandari@farmersinsurance.com>

jue 08/02/2018 09:58 a.m.

[REDACTED]
1 archivos adjuntos (448 KB)

Scan0413.pdf;

2/8/18 2nd Diagnostic by Hyundai Corp.

From: Mikey Gutierrez [mailto:mgutierrez@mhhyundai.com]

Sent: Thursday, February 08, 2018 8:36 AM

To: Andreh Bandari <andreh.bandari@farmersinsurance.com>

Cc: jenriquez@mhhyundai.com; ehoffman@mhhyundai.com; Peter Gamboa <pgamboa@mhhyundai.com>

Subject: [REDACTED] Vehicle KMHEC4A46DA [REDACTED]

Andreh, Good Morning . Tech line got back to us this morning and after they reviewed the data we gave them . They state to replace the front engine harness and the FEM harness . The data is indicating intermittent electrical signal causing the check engine light . The vehicle repair is not covered by warranty . I am being told that one of the harnesses is not available for 3 weeks if ordered today (indicated on attachment) The labor rate is \$145 per hour . I will need email or written approval to order the parts . The technician is available to consult today or tomorrow . I will be available today till 2 , then I will be on vacation till 2/19/18 . I have cc'd Jonathan Enriquez (Service Advisor) and he will be the person to contact further on this matter . Thank you , mg

***** PLEASE NOTE ***** This E-Mail/telefax message and any documents accompanying this transmission may contain privileged and/or confidential information and is intended solely for the addressee(s) named above. If you are not the intended addressee/recipient, you are hereby notified that any use of, disclosure, copying, distribution, or reliance on the contents of this E-Mail/telefax information is strictly prohibited and may result in legal action against you. Please reply to the sender advising of the error in transmission and immediately delete/destroy the message and any accompanying documents. Thank you.*****

CASH SALE RETAIL

QUOTE ONLY

INV#

CASH

NAD# 002000 M22 76 CP

MP224/930 W2H 02/07/18

W2T 13:25:25

SLSP: PEDRO GAMBOA

VEN PART	DESC	BIN	QTY	O/H	LIST	SELL
HYU 912514R030	*WIRING ASSY-FR	2 days	1	0	3022.05	3022.05
HYU 918404R011	*WIRING ASSY-FR	3 weeks	1	0	125.85	125.85

NEW PARTS

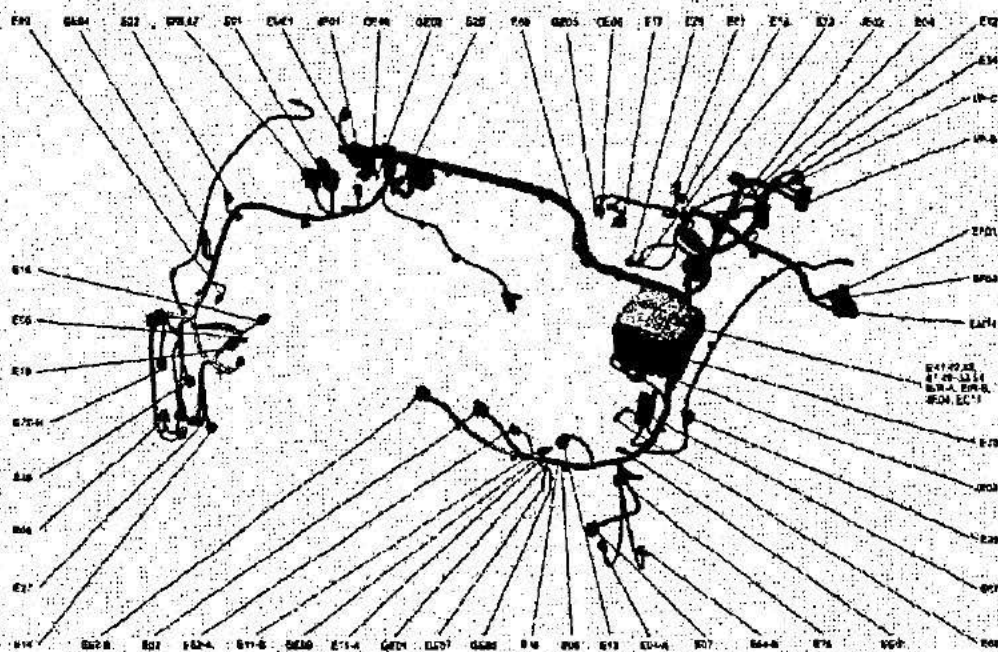
Remove Hybrid units & harness
plus interior dashboard to
access harness

20hr. labor

Parts Information

Exhaust Component Manual

2.2.2



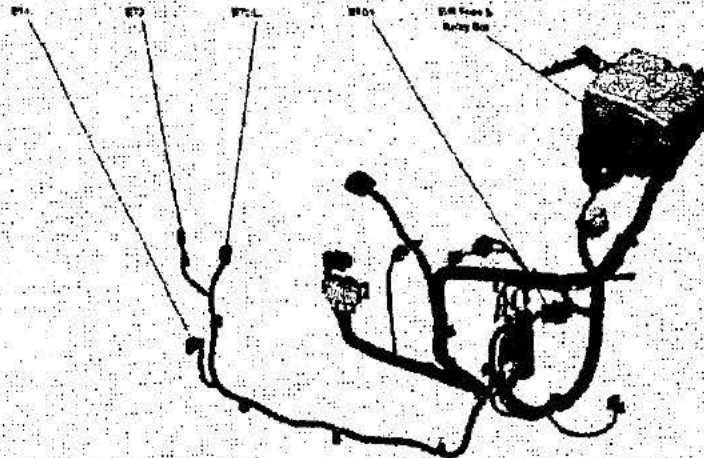
Parts Information

Connector

Component

Wiring

268





MISSION HILLS HYUNDAI

10240 SEPULVEDA BLVD.
MISSION HILLS, CA 91345
(818) 221-4000



EPA. NO. CAL000377756

B.A.R. NO. ARD 270609

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, greases, gels, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 to Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

DISCLAIMER OF WARRANTIES

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

Adv: 074 JENNIFER ESPINDOLA	Tag 5799	License	KMHEC4A46D	Page 1	Invoice	
Invoice to		Driver/Owner Information				
NORTH HILLS, CA		NORTH HILLS, CA				
Cell		Work:				
For Office Use		Vehicle Information				
Odometer in: 48197		Cut: 48204	Dist: KHM WAR W	Prelim	13 HYUNDAI SONATA HYBRID LTD 4DR SDN SILVER	
MEG: 051023		Stock#:				
Begin: 07/23/15	Done: 08/04/15	Invoiced: 08/04/15 12:59 AM	Inservice: 07/09/13	Sold: 10/15/14		
Customer Concern						
Concern 51	CUSTOMER STATES AIR BAG LIGHT TURNED ON, PLEASE CHECK AND ADVISE.			Operation	Tech	Amount
Cause	FOUND CODE B1348 FOUND INTERNAL FAILURE IN SRSCM UNIT			95910R00	054	75.00
Correction	REPLACED SRSCM UNIT AS PER TECH LINE AFTER HAVING US CHECK RESISTANCE ON DRIVERS AIR BAG AND CLOCK SPRING AND FOUND OK					
Parts	Part Number PO# Note Description			Qty	Sell	
	SFO 95910-4R010 *MODULE ASSY-AIR BAG			1	250.14	250.14
	Parts: Count 1.00 Allowance: 71.47					
	Tech 054 AGUILAR, JUSTO					
Type: W	PD			Subtotal		
				PARTS		250.14
				LABOR MECHANICAL		75.00
				TOTAL CHARGE FOR CONCERN		325.14
Concern 60	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION			Operation	Tech	Amount
Cause	PSI			PSI	054	0.00
Correction	ADJUSTED TIRE PSI TO: FRT LT: 33 FRT RT: 33 REAR LT: 33 REAR RT: 33					
	Tech 054 AGUILAR, JUSTO					
Type: W				Subtotal		
				TOTAL CHARGE FOR CONCERN		0.00
Summary of Charges for Invoice			Payment Distribution for Invoice			
PARTS	250.14	TOTAL CHARGES	325.14			
LABOR MECHANICAL	75.00	FACTORY WARRANTY	325.14			
TOTAL CHARGES	325.14					

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER INITIALS

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

UCSR2004

FILE

7/23/15 Air Bag ligh turned ON
* Found internal failure



MISSION HILLS HYUNDAI
10240 SEPULVEDA BLVD.
MISSION HILLS, CA 91345
(818) 221-4000



EPA NO. CAL000377756

E.A.R. NO. ARD 270609

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Adv: 071 JENNIFER ESPINDOLA	Tag 5790	License	KHHEC4A45 DA	Page 2 (Last)	Invoice
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Invoice to:	Driver/Owner:
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Invoiced: 08/04/15 12:59:11 AM	13 HYUNDAI SONATA HYBRID LTD 4DR SON SILVER
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If you have any questions - please see JENNIFER ESPINDOLA

EPA ID# AS OF 11/19/2012 IS CAL000377756

ADDRESS AS OF 11/19/2012 IS 10240 SEPULVEDA BLVD, MISSION HILLS CA 910

40

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER INITIALS

X I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

PAGE: 12

HMA NATIONAL HEADQUARTERS
WARRANTY CLAIM STATUS REPORT

REPORT: [REDACTED]
DATE: 8/13/2015
TIME: 23:00:24 PST

DEALER: CA344 HYUNDAI MISSION HILLS

CLAIM # [REDACTED] R/O # [REDACTED] RO DATE IN 7/23/2015 RO DATE OUT 8/04/2015 VIN# KMHEC4A46D [REDACTED] MILES IN 48,197 MILES OUT 48,204

ADVISOR	TECH.	NATURE	CAUSE	PAY	DTC	SCAN	CODES	BATTERY
SSN	SSN	CODE	CODE		#1	#2	#3	TEST CODE
[REDACTED]	[REDACTED]	I3R	225	100				

CONDITION DESCRIPTION

SUBLET	SUBLET	RENTAL
AMOUNT	CODE	REASON
.00		

* TOWING CAUSAL PART #
* .00 959104R010
* OP CODE HRS QTY
* 95910R00 .6 1
959104R010 1

OP CODE HRS QTY

- STATUS: ACCEPTED FOR PAYMENT 325.14 New Veh. LTD Warrant
TOTAL LABOR 75.00
TOTAL PARTS 250.14
TOTAL OTHER .00

- CUSTOMER COMPLAINT:

CUSTOMER STATES AIR BAG LIGHT TURNED ON, PLEASE CHECK AND ADVISE.

- CAUSE DESCRIPTION:

FOUND CODE B1348 FOUND INTERNAL FAILURE IN SRSCM UNIT

- CORRECTION DESCRIPTION:

REPLACED SRSCM UNIT AS PER TECH LINE AFTER HAVING US CHECK RESISTANCE
ON DRIVERS AIR BAG AND CLOCK SPRING AND FOUND OK

>>PRINT

* Transmission Type: A = Automatic, M = Manual, B = Both

200-ENGINE GROUP
 300-FUEL & ENGINE ELECTRICAL SYSTEM
 400-TRANSMISSION GROUP
 500-CHASSIS GROUP
 600-BODY GROUP
 800-TRIM GROUP
 900-ELECTRICAL GROUP
 999-PART GROUP
 AAA-ACCESSORIES
 PPT-TECHNICAL SERVICE BULLETIN

Transmission Type	Op Code	Main Op Code Description	Hours
B	95910R00	AIRBAG CONTROL MODULE	0.6

Transmission Type	Op Code	Diagnosis Description	Hours
B	95910R08	DIAGNOSTIC TOOL OPERATION	0.3

User Notes 1

Save Notes

With Part Not Applicable to this Op Code

Part
95910R000
95910R010
95910R011
95910R013
95910R020
95910R030



HYUNDAI

Drive your way

Technical Assistance Line Pre-Diagnosis Sheet

TECHNICAL ASSISTANCE LINE

1. Dealer Code: CA 344 Case Number: [REDACTED]
2. Dealer Name: Mission Hills
3. Dealer Phone Number: _____
4. Model Year: 13 SONATA Hybrid
5. Miles: 48197
6. Model: _____
7. VIN: KMH-EC4A46DA [REDACTED]
8. Nature of Problem: ☐ Electrical ☐ Engine ☐ Transmission ☐ ABS/Brakes ☐ TCS
☒ SRS ☐ Chassis ☐ Body ☐ Other ☐ ESC
9. Description of Problem: Air Bag Light ON

10. Applicable Manual: _____ ETM Pages: _____

TSB/DCS: _____

11. Scanner Codes: Engine _____ Transaxle _____ SRS B1348 ABS _____
TCS _____ ESC _____

12. Recommendations: Cheer Resistance, cheer wiring
if OK. Replace SRS cm patch

13. Previous Repair _____

Technical Assistance Line:

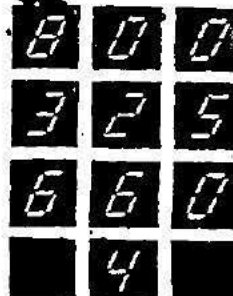
800-325-8604

Parts Technical Support:

800-545-4515

Warranty Support Line:

800-435-7737



NP150-07000 5/05



VIN	KMHEC4A46DA		
Maker	Hyundai Motor Company	Vehicle	SONATA/HYBRID(YF HEV)
Model Year	2013	Engine Type	G 2.4 HEV
System	Airbag/Airbag(Event #1)	Date Time	07/28/2015 12:58:11
Software Version	N-H-01-18-1.18.09	Content Version	N-H-01-18-1.18.09
ECU Upgrade Version	N-H-01-18-1.18.09	VCI Version	2.17

VCI: WLAN On VMI: Off Internet: Off D-Number: 150725004F

GDS Preparation Diagnosis Vehicle SW Management Repair

Vehicle: SONATA HYBRID(YF HEV)2013/G 2.4 HEV System: Airbag/Airbag(Event #1)

Diagnosis Current Data Search

Basic Inspection Selective Display Full List Graph Item Info Real Time Max Record Stop Group VSS

DTC Analysis

Data Analysis

Front Crash Information

Side Crash Information

Driver Crash Information

Passenger Crash Information

Current Data

PAB realtime Information

Flight Record

CARB OBD-II

Setup Manual TSB Case Analysis DTC Current Data Activation Test Flight Record e-Report Internet Update ECU Upgrade Fault Code Searching

Sensor Name	Value	Unit
Battery Voltage	12.0	V
Passenger Buckle Switch STATUS	Unbuckled	-
Driver Buckle Switch STATUS	Unbuckled	-
Passenger STPS STATUS	Not Supported	-
Driver STPS STATUS	Rearward	-
DAB-1st resistance	2.7	Ohm
DAB-2nd resistance	2.9	Ohm
PAB-1st resistance	2.3	Ohm
PAB-2nd resistance	2.3	Ohm
Retractor DPT resistance	2.3	Ohm
Retractor PPT resistance	2.2	Ohm
DSAB resistance	2.6	Ohm
PSAB resistance	2.6	Ohm
DCAB resistance	2.6	Ohm
PCAB resistance	2.6	Ohm
Buckle(Anchor) DPT resistance	2.5	Ohm
Buckle(Anchor) PPT resistance	2.4	Ohm
Ignition Cycle Download	6834	-

[illegible]

speake by
2:30



Mission Hills Hyundai
10240 Sepulveda Blvd.
Mission Hills, CA 91345
(818) 221-4000

* 8112240

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDES TAX & HAZARDOUS WASTE CHARGE.

ORIGINAL ESTIMATE \$	HAZ WASTE HMO, & OHSR	TOTAL ESTIMATE \$
REVISED ESTIMATE \$		ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ WASTE HMO, & OHSR	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME

TO OUR CLIENTS
This retailer's labor charges are based upon the hours of our posted labor rate times the flat rate hours determined by ourselves to be reasonably for each operation performed. Please note that any delay in some cases because of particular difficulty or unusual diagnostic time. The hourly charges do not include parts, materials or any necessary supplies.

* HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OIL, ANTIFREEZE & AIR CONDITIONING COOLANT, PAPER, CLEANING FLUIDS & DRINKS, ETC.



FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:30 A.M. - 6:00 P.M.
SATURDAY
9:00 A.M. - 4:00 P.M.
CLOSED SUNDAY
NO VEHICLES RELEASED AFTER
SERVICE DEPT. HOURS.

RO	Tag	Advisor	Added	License	VIN
	5790 5810	074 JENNIFER ESPINDOLA	07/23/15 14:44		RMHEC4A46 DA

Customer Information

NORTH HILLS, CA
LOS ANGELES
Email:

Cell:
Work:
Reservation: 8:30

8:00
Parts Ordered

Vehicle Information

13 HYUNDAI SONATA 4DR SDN HYBRID LTD SILVER Odometer: 48197
ENGINE-2.4L I-4 HYB Stock No:
Dates: Production Inservice: 07/09/13 Sold: 10/15/14 SLSP: 052
Last Svc: Client: Date: 04/23/15 Adv: 120 Odom: 44825 Daily Avg: 38 Month Avg: 1140

Ln	Type	Operation	Customer Concern	Hr./Qty
51	W		CUSTOMER STATES AIR BAG LIGHT TURNED ON, PLEASE CHECK AND ADVISE;	
60	W	PSI	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	33/33

Additional Information

MFG: 051023 Dist: KHM Fuel: HYB Estimated Completion: 07/28/15 18:00

Method of Payment				
WAR	WARRANTY	WA - FACTORY WARRANTY		
Extended Warranty	Number	Month	Mileage	Deductible Expires
1	1	120	100000	10/15/24

LIMITED WARRANTY For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge. Vehicle is subject to a charge fee of \$40.00 per day that remain in our premises more than 72 hours after we finish all required repair and/or service work. We have your choice another location or bring your vehicle to perform any needed repairs or adjustments that the Shop Check technicians are necessary. B.A.R. No. ARD 270909 EPA No. CAL60037756	TEARDOWN ESTIMATE: I understand that my vehicle will be disassembled within _____ days of the date shown above if I choose not to authorize the services recommended.	ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED ☐ SAVE ☐ DISCARD	TERMS ☐ CASH ☐ CREDIT CARD ☐ CHECK SEE REVERSE FOR DETAILS	I authorize you to perform the repairs described above using such materials as you may deem necessary. You and your employees may operate the vehicle whenever you deem necessary or useful for testing and/or inspection purposes. I agree and understand that an express mechanic's lien has been attached to the vehicle, which lien shall secure any obligations to pay you for any work that you perform hereafter. I agree that you are not responsible for any loss or damage to the vehicle or its contents, whether or not caused by fire, theft, or any other cause.
X _____				

51 CAUSE Scanned vehicle found correct
B1348, contacted tech line ASR to
check resistance, found resistance
OK Rel. SRSCM make, per tech
Line
CORRECTION Replaced AIR bag control module

ADDITIONAL WORK		NEW TOTAL \$		PHONE	IN PERSON	BY	TO	DATE	TIME
AUTHORIZED									
COMMENT:		STRAIGHT TIME (HRS.) 3.00 FLAT RATE PRICE 387.50 JUL 28 '02 PM 01:00 JUL 28 '02 PM 12:25 CDL # W 116 059							

52 CAUSE to correct concern
not operation.
CORRECTION _____

ADDITIONAL WORK		NEW TOTAL \$		PHONE	IN PERSON	BY	TO	DATE	TIME
AUTHORIZED									
COMMENT:		STRAIGHT TIME (HRS.) 3 FLAT RATE PRICE 9.00 JUL 28 '02 PM 12:25 CDL # W 116 059							

53 CAUSE _____
CORRECTION _____

ADDITIONAL WORK		NEW TOTAL \$		PHONE	IN PERSON	BY	TO	DATE	TIME
AUTHORIZED									
COMMENT:		STRAIGHT TIME (HRS.) 2 FLAT RATE PRICE 17.23 AUG 04 '02 PM 01:47 Name: U.S. Desc: Module ASD Part#: 9591041016 Qty 1 CDL #							

54 CAUSE _____
CORRECTION _____

ADDITIONAL WORK		NEW TOTAL \$		PHONE	IN PERSON	BY	TO	DATE	TIME
AUTHORIZED									
COMMENT:		CDL #							



Mission Hills Hyundai
10240 Sepulveda Blvd.
Mission Hills, CA 91345
(818) 221-4000

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDES TAX & HAZARDOUS WASTE CHARGE		
ORIGINAL ESTIMATE \$	HAZ. WASTE HNDL. & DISP.	TOTAL ESTIMATE \$
REVISED ESTIMATE \$		ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ. WASTE HNDL. & DISP.	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME
TO OUR CLIENTS: The retailer's labor charges are fixed prices and have not changed in the actual time spent, except that those that prices were originally established upon the basis of our posted labor rate then the list rate hours determined by ourselves to be reasonable for each operation performed. Prices may vary slightly in some cases because of particular difficulty or unusual diagnosis time. The hourly charges do not include parts, materials or any necessary supplies.		
* HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKES, ETC.		



FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:30 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:00 P.M.

CLOSED SUNDAY
* NO VEHICLES RELEASED AFTER
SERVICE DEPT. HOURS.

RO	Tag	Advisor	Customer	VIN	Page
	5790	074 JENNIFER ESPINDOL		KMHCC4A46 D	2

Vehicle: 13 HYUNDAI SONATA 4DR SDN SILVER

License:

Last Service Performed						
RO	Date	Odom	Adv	Tech	Hrs	Operation Description
I33929	04/24/15	44842	120	099	51	SUBLET TO JMPD
C33908	04/23/15	44825	120	058		LOFMS COMPLETED SERVICE
				058		PSI ADJUSTED TIRE PSI TO:FRT LT: 33 FRT RT:
I32956	03/25/15	43717	074	099	51	CONTACTED CUSTOMER AND DID NOT GET CALL BA
D29589	12/09/14	39531	120	099		SUBLET SUBLET TO BODY SHOP PAINTED AND POLISHED F
				099		SUBLET SUBLET TO BODY SHOP, UNABLE TO REPAIR FRON
W29221	11/25/14	38899	120	099		86355AZZ SUBLET TO J.M.F.D INSTALLED FRONT HOOD CHR
				058		PSI ADJUSTED TIRE PSI TO:FRT LT: 34 FRT RT:
I29048	11/19/14	38706	120	099	51	CUSTOMER WILL RESCHEDULE FOR REPAIRS
W29048	11/19/14	38706	120	099	SFO	SPECIAL ORDERED CHROME APPLIQUE, WILL CONT
I28415	10/29/14	37975	120	005	01	RE-ALIGNED AND SECURED FRONT BUMPER
				005		PSI ADJUSTED TIRE PSI TO:FRT LT: 34 FRT RT: 3
I28015	10/16/14	37579	141	099	54	PERFORMED USED CAR DETAIL
				099	54	INSTALLED FLOOR MATS
				099	54	PROVIDED OWNERS MANUAL
				099		PSI ADJUSTED TIRE PSI TO:FRT LT: 34 FRT RT:
I28041	10/16/14	37578	009	099		SUBLET SUBLET TO VENDOR
I27305	09/25/14	37543	009	117	CPO	COMPLETED HYUNDAI CPO INSPECTION-KEYS-REMC
				117	WINDOW	INSTALLED VEHICLE THEFT REGISTRATION APPLI
				117	UCINSP	PERFORMED PRE-OWNED VEHICLE INSPECTION
				117	RECON	PERFORM- LOF/ AIR FILTER/ CABIN FILTER/ WI
				099	VIN	PERFORMED VIN VERIFICATION

LIMITED WARRANTY For 12 months or mileage, whichever comes first. We warrant that the vehicle is free of defects in materials and workmanship at the time of sale. We warrant that the vehicle is free of defects in materials and workmanship at the time of sale. We warrant that the vehicle is free of defects in materials and workmanship at the time of sale.	TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above. I choose not to authorize the services recommended.	ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED ☐ SAVE ☐ DISCARD	TERMS ☐ CASH ☐ CREDIT CARD ☐ CHECK SEE REVERSE FOR DETAILS	I authorize you to perform the repairs described above using such materials as you may deem necessary. You and your employees may operate the vehicle whenever you deem necessary or useful for testing and/or inspection purposes. I agree and understand that an express mechanic's lien has been attached to the vehicle, which lien shall secure my obligation to pay you for any work that you perform hereunder. I agree that you are not responsible for (1) any delays occurring because you are unable to obtain necessary parts as quickly as expected or at all (2) any loss or damage to the vehicle occurring because of theft, fire or any other casualty or cause beyond your reasonable control.
B.A.R. No. ARD 270608 EPA No. CAL000377168			CUSTOMER SIGNATURE _____	

51

CAUSE _____

CORRECTION _____

ADDITIONAL WORK	NEW TOTAL \$	PHONE ☐	IN PERSON ☐	BY	TO	DATE	TIME
AUTHORIZED \$							
COMMENT:							
CDL #							

52

CAUSE _____

CORRECTION _____

ADDITIONAL WORK	NEW TOTAL \$	PHONE ☐	IN PERSON ☐	BY	TO	DATE	TIME
AUTHORIZED \$							
COMMENT:							
CDL #							

53

CAUSE _____

CORRECTION _____

ADDITIONAL WORK	NEW TOTAL \$	PHONE ☐	IN PERSON ☐	BY	TO	DATE	TIME
AUTHORIZED \$							
COMMENT:							
CDL #							

54

CAUSE _____

CORRECTION _____

ADDITIONAL WORK	NEW TOTAL \$	PHONE ☐	IN PERSON ☐	BY	TO	DATE	TIME
AUTHORIZED \$							
COMMENT:							
CDL #							


 NEW THINKING.
NEW POSSIBILITIES.

USER PROFILE HOME HELP PRINT LOGOUT

Service Training Demo

Dealer Code : CA344

Service >> Warranty Vehicle Information

Search by

☐ Last Eight


☐ VIN Number

KMHEC4A46DA

SEARCH

Basic Information

VIN / Model	KMHEC4A46DA / SONATA HYBRID (YF) 2013 Automatic	Warranty Start Date	07/11/2013 (24 months, 12 days)
Original Owner	ALAMO/NATIONAL RENT A CAR,	DMV Transfer Date	
Current Owner	 EDIT	Emission Type	SULEV
Selling Dealer	NK456 SAN LEANDRO HYUNDAI	Production Date	04/12/2013
IQS / CSI / VDS / others		Allocation Date	06/20/2013
Branded Information		Customer Loyalty	N/A
Extra Warranty		Service Interval	Not Specified

Campaign Not Performed (0 found)

Blue Link Information

Blue Link Enrollment Status	Never Enrolled Blue Link Enrollment Detail	Maintenance Alert	History
Blue Link Equipped	Gen1	Last Service Check	N/A PRINT
Monthly Vehicle Report	N/A	SVR Status	N/A for Gen1

Blue Link Outstanding Alerts (0 found)

Warranty Claim History (2 found)

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
CA344			11/25/2014	38,897	COVER ASSY-ACC
HU533			07/02/2013	2	PRE-DELIVERY INSPECTION/SERVICE

Service Contract (1 found)

Contract Type	Contract Number	Last Name	Start Date	End Date	Start Miles	End Miles	Description / Coverage
HMA HYCO			10/15/2014	07/11/2023	37,567	100,000	120/100000 HYUNDAI CPO - OTHER MODELS (CALL APPROVAL 800-477-8083)

Service Contract Claim History (0 found)

Blue Link Alert History (0 found)

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Service/Walkaround Worksheet

Date: _____ Tag # 5790 VIN # DA [REDACTED]
Year: _____ Make: _____ Model: _____ Color: _____
Lic # [REDACTED] Mileage: 481.97 S/A: _____

Name: _____
Phone #1: _____ Phone #2: _____
e-Mail: _____

Reason(s) for Service Visit

1. _____

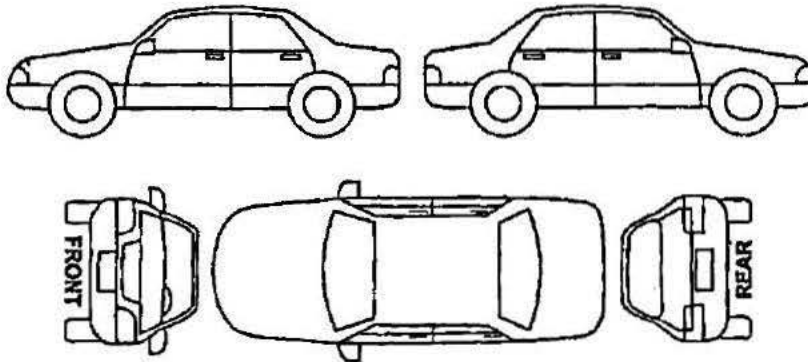
2. _____

3. _____

4. _____

Requested Pick Up Time: _____ Walter?: _____

Service facility is not responsible for damage found after vehicle leaves the premises. Please inspect your vehicle thoroughly before leaving the premises and discuss any discrepancies with your service advisor.



Customer Signature: _____

DECLINED SERVICE CODES

CODE	DESCRIPTION
DEAF	Air Filter, Engine
DBATT	Battery
DBRK	Brakes - General
DCAF	Cabin Air Filter
DMJR	Declined Major Maintenance Work
DDBLT	Drive Belt replacement
DECOOL	Engine Coolant replacement
DEXH	Exhaust Repair / Service
DFBRK	Front Brake replacement
DFSA	Fuel System Additive, Pour-In
DOTH	Other General Maintenance
DRBRK	Rear Brake replacement
DMINM	Scheduled Minor Maintenance Service (5K, 7.5K)
DSHK	Shock / Strut replacement
DTBLT	Timing Belt Replacement
DTRQT	Tire rotation
DTIRE	Tire(s), replacement
DTRANS	Transmission Service
DALGN	Wheel Alignment
DWBLD	Wiper Blades

CHECKING TIRE LIFE (TIN: Tire Identification Number)

Please refer to your specific tire manufacturer for more details on tire aging. You can find the manufacturing date on the tire sidewall displaying the DOT Code. The DOT Code is a series of numbers on a tire consisting of numbers and English letters. The manufacturing date is designated by the last four digits (characteristics) of the DOT code.

DOT: XXXX XXXX 0000

The front part of the DOT means a plant code number, tire size and tread pattern and the last four numbers indicate week and year manufactured.

FOR EXAMPLE:

DOT XXXX XXXX 4412 represents that the tire was produced in the 44th week of 2012.



HYUNDAI Assurance CAR CARE

MULTI-POINT INSPECTION REPORT

☒ CHECKED & OKAY

☐ WILL REQUIRE FUTURE ATTENTION

☐ REQUIRES IMMEDIATE ATTENTION

☒ May contribute to vehicle efficiency and a green environment

☒ Maintenance/Wear Item

Name:		Date:	
E-mail address on file? ☐ Yes ☐ No	E-mail address:	State inspection month:	
OK to text when ready? ☐ Yes ☐ No	Phone number:	Mileage:	
Model / Year:	VIN:	RO / Hat #:	
Waiting? ☐ Yes ☐ No	WebDCS Open Campaigns checked? ☐ Yes ☐ No	Promise time:	
☒ BlueLink BlueLink enrolled: ☐ Yes ☐ No ☐ N/A Subscription: ☐ Connected Care ☐ Remote ☐ Guidance			

INSPECTION POINTS	
EXTERIOR	☒ Head Lights / Fog Lights / Turn Signals ☒ Tail Lights / Brake Lights / License Plate Light ☒ Windshield (cracks, chips and pitting) ☒ Wiper Blades - Condition, operation (M)
	☒ Cabin Air Filter (M) ☒ ☒ Horn (operation) / Interior Lights ☒ Heat / A/C System (operation)
	☒ Battery Terminals (Clean if necessary) ☒ Battery Performance (M) ☒ Attach Battery test results
UNDER HOOD	☒ Engine Air Filter (M) ☒ ☒ Cooling System (Check for visible leaks and damage) ☒ Radiator, Heater, A/C hoses ☒ Drive Belts (M)
	OK FILL ☒ Engine Oil Level - On arrival (M) ☒ ☒ Transaxle / Transmission (M) ☒ (if equipped with dipstick) ☒ Coolant (level / condition) (M) ☒ ☒ Brake Fluid (level / condition) (M) ☒ If low, check pad wear ☒ Power Steering Fluid (may be N/A) (M) ☒ ☒ Windshield Washer Fluid
UNDER CAR	☒ Drive Shaft Boots / Constant Velocity Boots (as equipped) ☒ Shocks, Struts and Suspension components ☒ Steering, linkages / wheel end play / bearings ☒ Transaxle, Transfer case, Driveshaft, Transmission, U-joints, Shift Linkage ☒ Exhaust system (leaks, visible damage, loose parts, corrosion) ☒ Oil and / or fluid leaks, visual inspection (Specify) ☒ Brake lines, hoses, parking brake

RECEPTION INSPECTION AND WALK-AROUND	

TIRES & BRAKES (M) ☒	
LEFT FRONT	Tire Age: 33 PSI set to Factory Spec: 33 Tire tread depth: ☒ Brake Lining: ☒
RIGHT FRONT	Tire Age: 33 PSI set to Factory Spec: 33 Tire tread depth: ☒ Brake Lining: ☒
LEFT REAR	Tire Age: 33 PSI set to Factory Spec: 33 Tire tread depth: ☒ Brake Lining: ☒
RIGHT REAR	Tire Age: 33 PSI set to Factory Spec: 33 Tire tread depth: ☒ Brake Lining: ☒
SPARE TIRE	Tire Age: ☒ PSI set to Factory Spec: ☒

Uneven Tire wear? ☐ NO ☐ YES If YES, we recommend:
☐ Improper inflation, check inflation pressure monthly.
☐ Alignment check recommended
☐ Tire Replacement

☒ Brake measurements not taken this service visit

TIRE AND BRAKE MEASUREMENT REFERENCE		
TIRES	BRAKE PADS	BRAKE SHOES

Comments

Technician Name and/or Signature

Consultant Name

Customer Signature

PART I - CUSTOMER INITIAL INSPECTION FORM
 PART II - CUSTOMER FINAL INSPECTION FORM
 PART III - DEALER COPY

Your Next Service Appointment is:

Date:

Time:



Mission Hills Hyundai
10240 Sepulveda Blvd.
Mission Hills, CA 91345
(818) 221-4000

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDES TAX & HAZARDOUS WASTE CHARGE		
ORIGINAL ESTIMATE \$	HAZ WASTE UNLG. & DISP.	TOTAL ESTIMATE \$
REVISED ESTIMATE \$ 6.95		ADDITIONAL COST \$
REASON Remote Battery		CONTACTED BY JRS
AUTHORIZED BY [REDACTED]	☐ PERSON ☒ PHONE #	DATE 1/21 TIME 10:51 am
2ND REVISED ESTIMATE \$	HAZ WASTE UNLG. & DISP.	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME
TO OUR CLIENTS This retailer's labor charges are fixed prices and have no relationship to the actual time spent, except that these fixed prices were originally established upon the basis of our posted labor rate times the fix rate hours determined by ourselves to be reasonable for each operation performed. Prices may vary slightly in some cases because of particular difficulty or unusual diagnostic time. This hourly charge does not include parts, materials or any necessary supplies.		
★ HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OIL, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKES, ETC.		



FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:30 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:00 P.M.

CLOSED SUNDAY
NO VEHICLES RELEASED AFTER
SERVICE DEPT. HOURS.

RO	Tag	Advisor	Added	License	VIN
	3871	184 IRIS MARTINEZ	01/21/16 08:25		KMHEC4A46 D
Customer Information					
NORTH HILLS, CA LOS ANGELES Email: Cell: Work: Reservation: 08:00					
Vehicle Information					
13 HYUNDAI SONATA 4DR SDN HYBRID LTD SILVER Odometer: 55983					
ENGINE-2.4L I-4 HYB					
Dates: Production: Inservice: 07/09/13 Sold: 10/15/14 SISF: 052					
Last Svc: Client: Date: 11/16/15 Adv: 181 Odome: 53405 Daily Avg: 40 Month Avg: 1200					
Ln	Type	Operation	Customer Concern	Hr./Qty	
51*	W		943 50C069R0 - YFE UNDERBODY CORR. TREATMENT (15-01-047)	Done	
52	W		CUSTOMER STATES WHEN STARTING AND SHUTTING OFF ENGINE MAKES NOISE, CHECK AND ADVISE		
53	W		CUSTOMER STATES WARNING LIGHT COMES ON KEY NOT DETECTED, CHECK AND ADVISE		
60	W	PSI	Customer states AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	34/34	
Additional Information					
MFG: 051023 Dist: KHM Fuel: HYB Estimated Completion: 01/21/16 18:00					

LIMITED WARRANTY For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge. Vehicles are subject to a storage fee of \$48.95 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work. *By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary. B.A.R. No. ARD 270509 EPA No. CAL00037756	TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.	ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED ☐ SAVE ☐ DISCARD	TERMS ☐ CASH ☐ CREDIT CARD ☐ CHECK SEE REVERSE FOR DETAILS	I authorize you to perform the repairs described above using such materials as you may deem necessary. You and your employees may operate the vehicle whenever you deem necessary or useful for testing and/or inspection purposes. I agree and understand that an express mechanic's lien has been attached to the vehicle, which I shall secure any obligations to pay you for any work that you perform hereunder. I agree that you are not responsible for (1) any delays occurring because you were unable to obtain parts or (2) any loss or damage to the vehicle or its contents, whether or not caused by fire, theft, flood, or any other cause.
TECHNICIAN				

UC592004

* 1/21/16 STARTING & SHUTTING ENGINE NOISE

CAUSE: Customer's dog lost on farm. Dog lost on farm - dog on farm.
Under body corr. treatment (15-01-047)

ADDITIONAL WORK					

ADDITIONAL WORK										DATE		TIME	
AUTHORIZED \$		NEW TOTAL \$		PHONE ☐		IN PERSON ☐		BY		TO			
COMMENTS: 50C069R0 .6													
CDL #													

CAUSE Customer states For Key
Figure appear on Dash-Verify
Concex- Find-Low - Battery on Remote
Control
CORRECTION

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	16 JAN 21 AM 10:24	
W		ENR NO. OPER. NO.	1928 JAN 21 AM 10:26	
			ON	

ADDITIONAL WORK					DATE	TIME
AUTHORIZED \$	NEW TOTAL \$	PHONE	IN PERSON	BY	TO	

COMMENT:

CEL

CAUSE Customer states for a noise when starting and shutting a FF Engine - Verify Concern - Unable to ~~confirm~~ Duplicate concern at this Time.

ADDITIONAL WORK							DATE:	TIME:
AUTHORIZED \$	NEW TOTAL \$	PHONE ☐	IN PERSON ☐	BY	TO			
COMMENT:								
CDL *								

CAUSE

CORRECTION

ADDITIONAL WORK						DATE	TIME
AUTHORIZED \$	NEW TOTAL \$	PHONE ☐	IN PERSON ☐	BY	TO		
COMMENT:							
CDL #							

PAGE: 8

HMA NATIONAL HEADQUARTERS
WARRANTY CLAIM STATUS REPORT

REPORT [REDACTED]
DATE: 1/22/2016
TIME: 23:15:23 PST

DEALER: CA344 HYUNDAI MISSION HILLS

CLAIM # R/O # RO DATE IN RO DATE OUT VIN# MILES IN MILES OUT
[REDACTED] 1/21/2016 1/21/2016 KMHEC4A46DA [REDACTED] 55,983 0

- ADVISOR TECH. NATURE CAUSE PAY DTC SCAN CODES BATTERY
SSN SSN CODE CODE % #1 #2 #3 TEST CODE
A12 ZZ2

- * SUBLET SUBLET RENTAL
CONDITION DESCRIPTION AMOUNT CODE REASON
.00

* TOWING CAUSAL PART #

* .00 554053V100

* OP CODE HRS QTY

* 50C069R0 .7 1

OP CODE HRS QTY

- STATUS: ACCEPTED FOR PAYMENT 109.36 Campaign

TOTAL LABOR 87.50

TOTAL PARTS .00

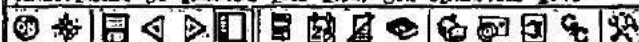
TOTAL OTHER 21.86

line 51 Labor + .1

Parts - 10²⁰

Sublet on wrong Invoice

- 85⁰⁰



- Mail
- Email
- Tasks
- Service Tasks - Reservat...
- All Reservations (17)
- All Missed Reservations (16)
- Yesterday's Missed reservation (3)
- Tomorrow's Reservations (27)
- Unconfirmed (0)
- Service Tasks - ROs
- Parts Tasks
- My Procedures
- My Reports and Inquiries
- Queries
- Calendar

Backlog Technicians/Parts

NAHLEALI VZK 01/25/16 13:18:58

RO# 43168

 Line Subline Operation 500069R0 Labor Pay Type W Parts Pay Type W
☐ Only Update Labor Cost WIP (Not Labor Sale/Receivable Amount) Original Admin No New Admin No

Tech 1

	Tech	Time	Rate	Other	Clock	Sell	Cost
Original	190	.5	1			75.00	14.40
New	190	0.7	1	0.0	0.0	87.50	16.80
Difference		.2				12.50	2.40

Tech 2

	Tech	Time	Rate	Other	Clock	Sell	Cost
Original							
New							
Difference							

Part Changes

Number	Description	Original Sale	New Sale	Difference
CCI	REARTR BURN	85.00	0.00	85.00-
0023219034	RUST PREVENTIVE VO-1	20.40	10.20	10.20-

Note

Posted 01/25/16 13:18:58

 F1 Help F2 F3 F4 F5 F6
 F7 F8 F9 F10 F11 F12

Record Viewed

KEYRT00 NAHLEALI 01/25/16 13:18:58

Service/Walkaround Worksheet

Date: _____ Tag # 3871 • VIN # DA [REDACTED]
Year: _____ Make: _____ Model: Sonata Color: _____
Lic. [REDACTED] Mileage: 55983 S/A: _____

Name: _____
Phone #1: _____ Phone #2: _____
e-Mail: _____

Reason(s) for Service Visit

1. _____

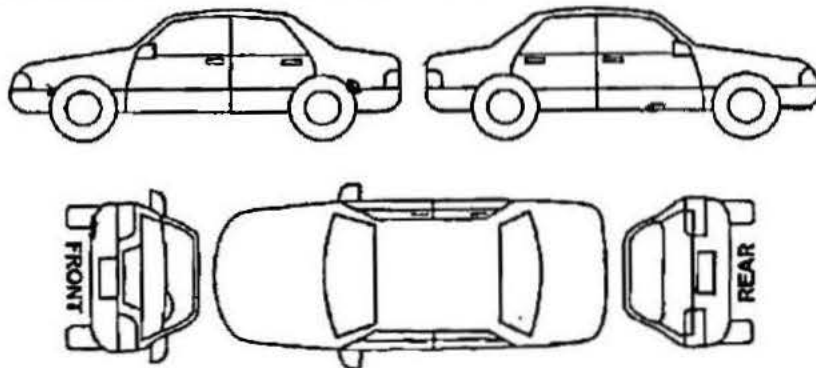
2. _____

3. _____

4. _____

Requested Pick Up Time: _____ Waiter?: _____

Service facility is not responsible for damage found after vehicle leaves the premises. Please inspect your vehicle thoroughly before leaving the premises and discuss any discrepancies with your service advisor.



Customer Signature: _____



MISSION HILLS HYUNDAI
10240 SEPULVEDA BLVD.
MISSION HILLS, CA 91345
(818) 221-4000



EPA NO. CAL000377756

B.A.R. NO. ARD 270609

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, tires, grease, grime, touch-up paint, certain replacement parts, and parking lot floor component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code § 25249.5 et seq.) For further information about Proposition 65: <http://www.oal.ca.gov/prop65.html>

DISCLAIMER OF WARRANTIES

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

Adv: 184 IRIS MARTINEZ		Tag 3871	License	KMHEC4A46 DA	Page 1	Invoice
Invoice to				Driver/Owner Information		
NORTH HILLS, CA				NORTH HILLS, CA		
Cell: Work:				Cell: Work:		
For Office Use				Vehicle Information		
Odometer in: 55983 Out:		Dist: KM WAR W C Prelim		13 HYUNDAI SONATA HYBRID LTD 4DR SDN SILVER		
MFG: 031023						
Begin: 01/21/16		Done: 01/21/16		Invoiced: 01/21/16 14:57 PM		Sold: 10/15/14
Customer Concern						
Concern 51	943 50C069R0 - YFE UNDERBODY CORR. TREATMENT (15-01-047)			Operation	Tech	Amount
Cause	943 50C069R0 - YFE UNDERBODY CORR. TREATMENT (15-01-047)			50C069R0	190	75.00
Correction	PERFORMED 943 50C069R0 - YFE UNDERBODY CORR. TREATMENT (15-01-047)					
Parts	Part Number	POI	Note	Description	Qty	Sell
	HYU 00232-19034		NSTK	RUST PREVENTIVE VG-1	1	20.40
	HYU 00232-19035			UNDERCOATING AEROSOL	1	11.66
	010 CCI	008687		REPAIR BURN	1 B	85.00
	Parts Count 2.00	Allowance:	9.16			
	Tech 190 CERVANTES, JESU					
				Subtotal		
				PARTS 32.06		
				SUBLET REPAIRS 85.00		
				LABOR MECHANICAL 75.00		
				TOTAL CHARGE FOR CONCERN 192.06		
Type: W						
Concern 52	CUSTOMER STATES WHEN STARTING AND SHUTTING OFF ENGINE MAKES NOISE, CHECK AND ADVISE			Operation	Tech	Amount
Cause	UNABLE TO DUPLICATE CONCERN AT THIS TIME VEHICLE IS DRIVING AS DESIGNED			52	190	0.00
Correction	NO CORRECTION NEEDED AT THIS TIME VEHICLE IS DRIVING AS DESIGNED					
	Tech 190 CERVANTES, JESU					
Type: W						
				Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Concern 60	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION			Operation	Tech	Amount

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY:	☐ PERSON ☐ PHONE #	DATE TIME

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER INITIALS

X I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.



HYUNDAI

TEST REPORT

MH HYUNDAI
10240 SEPULVEDA
MISSION HILLS, CA
91345
USA
1-800-778-1895
WEBSITE.COM
000000

1/21/2018

9:05 AM

USER ID: CA304

BATTERY TEST

Test Info
CCA 600
CUSTOMER CAR

BATTERY TEST

RESULTS	
GOOD - RECHARGE	
RATED:	600 CCA
MEASURED:	523 CCA
VOLTAGE:	12.37V
TEMPERATURE:	56°F
STATE OF HEALTH	
	
LAST 6 OF VIN	
874735	
WARRANTY CODE	
J9L7CPCAH59	

VERSION: 192-210169C



MISSION HILLS HYUNDAI
10240 SEPULVEDA BLVD.
MISSION HILLS, CA 91345
(818) 221-4000



EPA NO. CAL000377756

B.A.R. NO. ARD 270609

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To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) wash in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of tools, vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.nohi.org/prop65.html>

DISCLAIMER OF WARRANTIES

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Adv: 184 IRIS MARTINEZ	Tag 3871	License	KMHEC4A46 DA	Page 2 (Last)	Invoice
Invoice to:		Driver/Owner:			
Invoiced: 01/21/16 14:57:25 IM		1) HYUNDAI SONATA HYBRID LTD 4DR SDN SILVER			
Cause	PSI	PSI		190	0.00
Correction	ADJUSTED TIRE PSI TO:FRT LT: 34 FRT RT: 34 REAR LT:34 REAR RT:34 Tech 190 CERVANTES, JESU				
Type: W	Subtotal				
TOTAL CHARGE FOR CONCERN				0.00	
Summary of Charges for Invoice			Payment Distribution for Invoice		
PARTS	32.06	TOTAL CHARGES	192.06		
SUBLET REPAIRS	85.00	FACTORY WARRANTY	192.06		
LABOR MECHANICAL	75.00				
TOTAL CHARGES	192.06				
Attention: The following Invoices also exist CUS - CUSTOMERPAY					
If you have any questions - please see IRIS MARTINEZ					
EPA ID# AS OF 11/19/2012 IS CAL000377756					
ADDRESS AS OF 11/19/2012 IS 10240 SEPULVEDA BLVD, MISSION HILLS CA 910					
40					

PR

ORIGINAL ESTIMATE #	REVISED ESTIMATE #	ADDITIONAL COST #
REASON	CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER INITIALS

I acknowledge notice and oral approval of an increase in the original estimated price.	
X	
TACK AND LABOR LISTED ABOVE	

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.



MISSION HILLS HYUNDAI
10240 SEPULVEDA BLVD.
MISSION HILLS, CA 91345
(818) 221-4000



EPA NO. CAL000377756

B.A.R. NO. ARD 270609

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Adv: 181 LILIANA LR20		Tag 0394	License	KMHEC4A46 DA	Page 1	Invoice
Invoice to			Driver/Owner Information			
NORTH HILLS, CA			NORTH HILLS, CA			
Cell Work:			Cell Work:			
For Office Use			Vehicle Information			
Odometer in: 64030 Out: 64034		Dist: KHM CUS C	Prelim	13 HYUNDAI SONATA HYBRID LTD 4DR SDN SILVER		
MFG: 051023						
Begin: 09/27/16	Done: 09/27/16	Invoiced: 09/27/16 13:32 IL	Inservice: 07/09/13	Sold: 10/15/14		
Customer Concern						
Concern 24	CUSTOMER STATES CUSTOMER REQUESTS REPLACE HSG BELT AS PER FACTORY SCHEDULE			Operation	Tech	Amount
Correction	REPLACED HSG BELT			HSGB	204	+
Parts	Part Number	PO#	Note	Description	Qty	Sell
	HYU 25212-2G652			RIBBED BELT-V	1	62.67
	Tech 204 ROJAS, CHARLIE					62.67
Type: C				Subtotal		
				PARTS		62.67
				LABOR MECHANICAL		167.28
				TOTAL CHARGE FOR CONCERN		229.95
Concern 51	CUSTOMER STATES TO CHECK FOR NOISE WHEN VEHICLE IS ON IDLE COMING FROM ENGINE AREA			Operation	Tech	Amount
Cause	TEST DROVE VEHICLE AND COULD DUPLICATE NO ABNORMAL NOISE NO CODES NO WARNING LIGHT ARE ON NO FAULT FOUND AT THIS TIME			51	204	0.00
Correction	UNABLE TO VERIFIED CUSTOMER CONCERN AT THIS TIME					
	Tech 204 ROJAS, CHARLIE					
Type: C				Subtotal		
				TOTAL CHARGE FOR CONCERN		0.00
Concern 60	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION			Operation	Tech	Amount
Cause	PSI			PSI	204	+
Correction	ADJUSTED TIRE- PSI TO: FRT LT: 34 FRT RT: 34 REAR LT: 34 REAR RT: 34					0.00
	Tech 204 ROJAS, CHARLIE					
				Subtotal		

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	I acknowledge notice and oral approval of an increase in the original estimated price.
REASON:			
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
CONTACTED BY			X CUSTOMER INITIALS
			X

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

HC902004

* 9/27/16 NOISE when VEHICLE IS ON IDLE
coming from engine area & WARNING lights ON.

51

CAUSE

Performed HSTs Belt replacement
as per customer request.

CORRECTION

(Same)

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	DATE	TIME	OFF	ON
0	1.0	101				
COMMENT:						
CDL #						

52

CAUSE

Test drive vehicle and heard
no abnormal noises, no warning
messages on. No further action

CORRECTION

Necessary. concern not duplicated.

(Same)

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	DATE	TIME	OFF	ON
0	0.0	101				
COMMENT:						
CDL #						

53

CAUSE

CORRECTION

ADDITIONAL WORK	NEW TOTAL \$	PHONE	IN PERSON	BY	TO	DATE	TIME
AUTHORIZED \$							
COMMENT:							
CDL #							

54

CAUSE

CORRECTION

ADDITIONAL WORK	NEW TOTAL \$	PHONE	IN PERSON	BY	TO	DATE	TIME
AUTHORIZED \$							
COMMENT:							
CDL #							



Mission Hills Hyundai
10240 Sepulveda Blvd.
Mission Hills, CA 91345
(818) 221-4000

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDES TAX & HAZARDOUS WASTE CHARGE.

ORIGINAL ESTIMATE \$	HAZ. WASTE HNDL. & DISP.	TOTAL ESTIMATE \$
REVISED ESTIMATE \$		ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ. WASTE HNDL. & DISP.	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME

NO OUR CLIENTS
 This estimate's labor charges are fixed prices and have no relationship to the actual time spent, except that these fixed prices were originally established upon the basis of one person labor rate based on the 60 one hour determined by the customer to be reasonable for each operation performed. Prices may vary slightly in some cases because of particular difficulty or unusual diagnosis time. The hourly charges do not include parts, materials or any necessary supplies.

HAZARDOUS WASTE & HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OIL, ANTIFREEZE & AIR CONDITIONING COOLANT, WAXES, CLEANING FLUIDS & BRAKES, ETC.



FOR YOUR CONVENIENCE
 SERVICE DEPT. HOURS:
 MONDAY THRU FRIDAY
 7:30 A.M. - 6:00 P.M.
 SATURDAY
 8:00 A.M. - 4:00 P.M.

CLOSED SUNDAY
 NO VEHICLES RELEASED AFTER
 SERVICE DEPT. HOURS.

RO	Tag	Advisor	Customer	VIN	Page
	8394	181 LILIANA LAZO		KMHCC4A46 DA	2

Vehicle: 13 HYUNDAI SONATA 4DR SDN SILVER

License:

Extended Warranty	Number	Month	Mileage	Reductible	Expires
1	1	120	100000		10/15/24

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
	09/01/16	63231	181	204		LOFM5	COMPLETED SERVICE
				204		PSI	ADJUSTED TIRE PSI TO:FRT LT:34 FRT RT:
	05/11/16	59301	181	099		WASH	PERFORMED EXPRESS EXTERIOR CAR WASH
				169		LOFM5	COMPLETED SERVICE
				099		52	ORDER TOUCH UP WHEN READY WILL CALL CUSTOM
				169		PSI	ADJUSTED TIRE PSI TO:FRT LT:34 FRT RT:
	02/05/16	55983	184	099		51	REPAIRED REAR PASSENGER SEAT, SUBLET REPAI
	01/21/16	55983	184	190		53	REPLACE REMOTE BATTERY TO CORRECT CONCERN
				099		54	SUBLET REPAIR TO CREATIVE COLORS
	01/21/16	55983	184	190		50C069R0	PERFORMED 943 50C069R0 - YFE UNDERBDY CC
				190		52	NO CORRECTION NEEDED AT THIS TIME VEHICLE
				190		PSI	ADJUSTED TIRE PSI TO:FRT LT: 34 FRT RT:
	11/16/15	53405	181	054		LOFM5	COMPLETED SERVICE
				054		PSI	ADJUSTED TIRE PSI TO:FRT LT:33 FRT RT:33
	07/23/15	48204	074	054		95910R00	REPLACED SRSCM UNIT AS PER TECH LINE AFTER
				054		PSI	ADJUSTED TIRE PSI TO:FRT LT: 33 FRT RT: 3
	04/24/15	44842	120	099		51	SUBLET TO JMPD
	04/23/15	44825	120	058		LOFM5	COMPLETED SERVICE
				058		PSI	ADJUSTED TIRE PSI TO:FRT LT: 33 FRT RT:
	03/25/15	43717	074	099		51	CONTACTED CUSTOMER AND DID NOT GET CALL BA

LIMITED WARRANTY For 12 months or 100,000 miles, whichever comes first, we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge. Vehicles are subject to a storage fee of \$48.25 per day that remain on our premises more than 72 hours after we finish all required repairs unless service is made. *By law, you may choose another licensed Strong Check facility to perform any needed repairs or adjustments that the Strong Check test indicates are necessary. B.A.R. No. ARD 270809 EPA No. CAL000377758	TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.	ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED ☐ SAVE ☐ DISCARD	TERMS ☐ CASH ☐ CREDIT CARD ☐ CHECK SEE REVERSE FOR DETAILS	I authorize you to perform the repairs described above using such materials as you may deem necessary. You and your employees may operate the vehicle whenever you deem necessary for testing and/or repair purposes. I agree and understand that an original copy of this work order has been attached to the vehicle, which I shall receive my obligation to pay you for any work that you perform hereafter. I agree that you are not responsible for (1) any delays occurring because you were unable to obtain necessary parts as quickly as expected or at all (2) any loss or damage to the vehicle occurring because of theft, fire or any other casualty or cause beyond your reasonable control.
IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE TO ARTICLES LEFT IN YOUR VEHICLE.			X _____ CUSTOMER'S SIGNATURE	

51

CAUSE _____

CORRECTION _____

ADDITIONAL WORK										DATE	TIME
AUTHORIZED \$	NEW TOTAL \$	PHONE	IN PERSON	BY	TO						
COMMENT:											
COL #											

52

CAUSE _____

CORRECTION _____

ADDITIONAL WORK										DATE	TIME
AUTHORIZED \$	NEW TOTAL \$	PHONE	IN PERSON	BY	TO						
COMMENT:											
COL #											

53

CAUSE _____

CORRECTION _____

ADDITIONAL WORK										DATE	TIME
AUTHORIZED \$	NEW TOTAL \$	PHONE	IN PERSON	BY	TO						
COMMENT:											
COL #											

54

CAUSE _____

CORRECTION _____

ADDITIONAL WORK										DATE	TIME
AUTHORIZED \$	NEW TOTAL \$	PHONE	IN PERSON	BY	TO						
COMMENT:											
COL #											



Mission Hills Hyundai
10240 Sepulveda Blvd.
Mission Hills, CA 91345
(818) 221-4000

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDES TAX & HAZARDOUS WASTE CHARGE

ORIGINAL ESTIMATE \$	HAZ. WASTE KNOLED & DISA	TOTAL ESTIMATE \$
REVISED ESTIMATE \$		ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME
END REVISED ESTIMATE \$	HAZ. WASTE KNOLED & DISA	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME

TO OUR CLIENTS
 This dealer's labor charges are fixed prices and have no relationship to the actual time spent, except that these fixed prices were originally established upon the basis of our greatest labor rate times the flat rate hours determined by working to be reasonable for each customer's position. Please note that any change in labor rates is subject to change at any time without notice. The hourly charges do not include parts, materials or any necessary supplies.

HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, STEERING OIL, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & SPARKS, ETC.



FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:30 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:00 P.M.

CLOSED SUNDAY
NO VEHICLES RELEASED AFTER
SERVICE DEPT. HOURS.

RO	Tag	Advisor	Customer	VIN	Page
	8394	181 LILIANA LAZO		KMHEC4A45 DA	3

Vehicle: 13 HYUNDAI SONATA 4DR SDN SILVER

License:

RO	Date	Odom	Adv	Tech	Last Service Performed	Description
	12/09/14	39531	120	099	SUBLET	SUBLET TO BODY SHOP PAINTED AND POLISHED F
				099	SUBLET	SUBLET TO BODY SHOP, UNABLE TO REPAIR FROM
	11/25/14	38899	120	099	86355AZZ	SUBLET TO J.M.P.D INSTALLED FRONT HOOD CHR
				058	PSI	ADJUSTED TIRE PSI TO: FRT LT: 34 FRT RT:
	11/19/14	38706	120	099	51	CUSTOMER WILL RESCHEDULE FOR REPAIRS
	11/19/14	38706	120	099	SPO	SPECIAL ORDERED CHROME APPLIQUE, WILL CONT
	10/29/14	37975	120	005	01	RE-ALIGNED AND SECURED FRONT BUMPER
				005	PSI	ADJUSTED TIRE PSI TO: FRT LT: 34 FRT RT: 3
	10/16/14	37579	141	099	54	PERFORMED USED CAR DETAIL
				099	54	INSTALLED FLOOR MATS
				099	54	PROVIDED OWNERS MANUAL
				099	PSI	ADJUSTED TIRE PSI TO: FRT LT: 34 FRT RT:
	10/16/14	37578	009	099	SUBLET	SUBLET TO VENDOR
	09/25/14	37543	009	117	CPO	COMPLETED HYUNDAI CPO INSPECTION-KEYS-REMC
				117	WINDOW	INSTALLED VEHICLE THEFT REGISTRATION APPLI
				117	UCINSE	PERFORMED PRE-OWNED VEHICLE INSPECTION
				117	RECON	PERFORM- LOF/ AIR FILTER/ CABIN FILTER/ WI
				099	VIN	PERFORMED VIN VERIFICATION
				117	PSI	ADJUSTED TIRE PSI TO: FRT LT: 34 FRT RT:

LIMITED WARRANTY For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge. Vehicles are subject to a storage fee of \$40.00 per day that begins on the 72 hours after the final oil required repair and/or service work. "By law, you may choose another licensed third party to perform any needed repairs or adjustments that the third party check indicates are necessary." B.A.R. No. AFD 270008 EPA No. CAL00037758	TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.	ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED ☐ SAVE ☐ DISCARD	TERMS ☐ CASH ☐ CREDIT CARD ☐ CHECK SEE REVERSE FOR DETAILS	I authorize you to perform the repairs described above using such methods as you may deem necessary. You and your employees may operate the vehicle whenever you deem necessary or useful for testing and/or inspection purposes. I agree and understand that no express mechanic's lien has been attached to the vehicle, which I agree that you are not responsible for any delays occurring because you were unable to obtain necessary parts as quickly as expected or if at all any loss or damage to the vehicle occurring because of theft, fire or any other casualty or cause beyond your reasonable control.
IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.				X _____ CUSTOMER SIGNATURE

51

CAUSE _____

CORRECTION _____

ADDITIONAL WORK						DATE		TIME	
AUTHORIZED \$	NEW TOTAL \$	PHONE	IN PERSON	BY	TO				
COMMENT:									
CDL #									

52

CAUSE _____

CORRECTION _____

ADDITIONAL WORK						DATE		TIME	
AUTHORIZED \$	NEW TOTAL \$	PHONE	IN PERSON	BY	TO				
COMMENT:									
CDL #									

53

CAUSE _____

CORRECTION _____

ADDITIONAL WORK						DATE		TIME	
AUTHORIZED \$	NEW TOTAL \$	PHONE	IN PERSON	BY	TO				
COMMENT:									
CDL #									

54

CAUSE _____

CORRECTION _____

ADDITIONAL WORK						DATE		TIME	
AUTHORIZED \$	NEW TOTAL \$	PHONE	IN PERSON	BY	TO				
COMMENT:									
CDL #									


 NEW THINKING.
NEW POSSIBILITIES.

[USER PROFILE](#) [HOME](#) [HELP](#) [PRINT](#) [LOGOUT](#)
[Service](#) [Training Demo](#)

Dealer Code : CA344

Service >> Warranty Vehicle Information

Search by

☒ Last Eight

☐ VIN Number

KM1HEC4A46DA

Basic Information

VIN / Model	KM1HEC4A46DA SONATA HYBRID (YF) 2013 Automatic	Warranty Start Date	07/11/2013 (38 months, 16 days)
Original Owner	ALAMO/NATIONAL RENT A CAR	DMV Transfer Date	
Current Owner	 	Emission Type	SULEV
Selling Dealer	NK456 SAN LEANDRO HYUNDAI	Production Date	04/12/2013
IQS / CSI / VDS / others		Allocation Date	06/20/2013
Branded / Warranty Info		Customer Loyalty	N/A
Extra Warranty		Service Interval	Not Specified

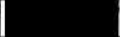
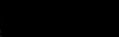
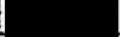
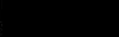
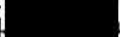
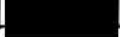
Campaign Not Performed (0 found)

Blue Link Information

Blue Link Enrollment Status	Never Enrolled Blue Link Enrollment Detail	Maintenance Alert	History
Blue Link Equipped	Gen1	Last Service Check	N/A 
Monthly Vehicle Report	N/A	SVR Status	N/A for Gen1

Blue Link Outstanding Alerts (0 found)

Warranty Claim History (4 found)

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
CA344			01/21/2016	55,983	YF UNDERBODY CORR. TREATMENT
CA344			07/23/2015	48,197	AIRBAG CONTROL MODULE
CA344			11/25/2014	38,897	COVER ASSY-ACC
HJ533			07/02/2013	2	PRE-DELIVERY INSPECTION/SERVICE

Service Contract (1 found)

Contract Type	Contract Number	Last Name	Start Date	End Date	Start Miles	End Miles	Description / Coverage
HMA HYCO			10/15/2014	07/11/2023	37,567	100,000	120/100000 HYUNDAI CPO - OTHER MODELS (CALL APPROVAL 800-477-8089)

Service Contract Claim History (0 found)

Blue Link Alert History (0 found)

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Service/Walkaround Worksheet

Date: _____ Tag #: 8394 Vin #: _____

Year: _____ Make: _____ Model: _____ Color: _____

Lic: _____ Mileage: 64030 S/A: _____

Name: _____

Phone #1: _____ Phone #2: _____

e-Mail: _____

Reason(s) for Service Visit

1. _____

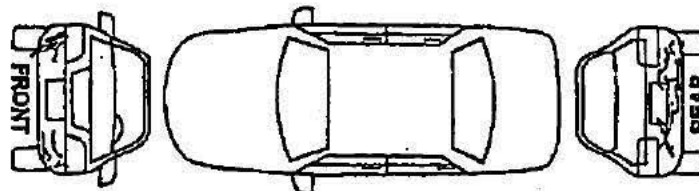
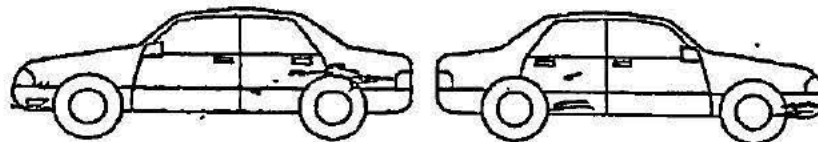
2. _____

3. _____

4. _____

Requested Pick Up Time: _____ Waiter?: _____

Service facility is not responsible for damage found after vehicle leaves the premises. Please inspect your vehicle thoroughly before leaving the premises and discuss any discrepancies with your service advisor.



Customer Signature: _____

HYUNDAI Assurance CAR CARE

MULTI-POINT INSPECTION REPORT

☒ CHECKED & OKAY

☐ I WILL REQUIRE FUTURE ATTENTION

☒ REQUIRES IMMEDIATE ATTENTION

☒ May contribute to vehicle efficiency and a green environment

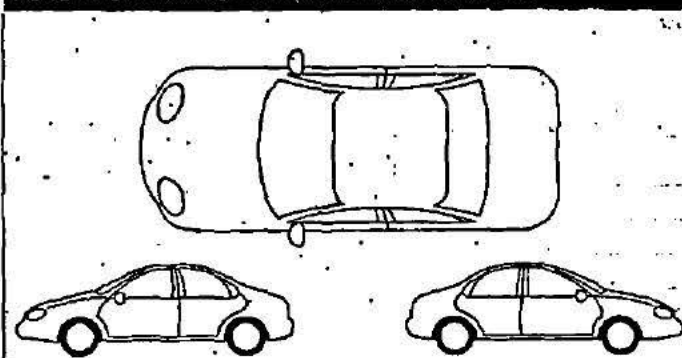
☒ Maintenance Wear Item

Name:		Date:	
E-mail address on file? ☐ Yes ☐ No	E-mail address:	State Inspection month:	
OK to text when ready? ☐ Yes ☐ No	Phone number:	Mileage:	
Model / Year:	VIN:	RO / Hat #:	
Waiting? ☐ Yes ☐ No	WebDCS Open Campaigns checked? ☐ Yes ☐ No	Promise time:	
BlueLink BlueLink enrolled: ☐ Yes ☐ No ☐ N/A Subscription: ☐ Connected Care ☐ Remote ☐ Guidance			

INSPECTION POINTS

EXTERIOR	☒	Head Lights / Fog Lights / Turn Signals
	☒	Tail Lights / Brake Lights / License Plate Light
	☒	Windshield (cracks, chips and pitting)
	☒	Wiper Blades - Condition, operation (M)
INTERIOR	☒	Cabin Air Filter (M)
	☒	Horn (operation) / Interior Lights
	☒	Heat / A/C System (operation)
BATTERY	☒	Battery Terminals (Clean if necessary)
	☒	Battery Performance (M) Attach Battery test results
UNDER HOOD	☒	Engine Air Filter (M)
	☒	Cooling System (Check for visible leaks and damage)
	☒	Radiator, Heater, A/C hoses
	☒	Drive Belts (M)
FLUID LEVELS	☒	Engine Oil Level - On arrival (M)
	☒	Transaxle / Transmission (M) (If equipped with dipstick)
	☒	Coolant (level / condition) (M)
	☒	Brake Fluid (level / condition) (M) If low, check pad wear
	☒	Power Steering Fluid (may be N/A) (M)
	☒	Windshield Washer Fluid
UNDER CAR	☒	Drive Shaft Boots / Constant Velocity Boots (as equipped)
	☒	Shocks, Struts and Suspension components
	☒	Steering, linkages / wheel end play / bearings
	☒	Transaxle, Transfer case, Driveshaft, Transmission, U-joints, Shift Linkage
	☒	Exhaust system (leaks, visible damage) loose parts, corrosion
	☒	Oil and / or fluid leaks, visual inspection (Specify)
	☒	Brake lines, hoses, parking brake

RECEPTION INSPECTION AND WALK-AROUND



TIRES & BRAKES (M)

LEFT FRONT	Tire Age	24	PSI set to Factory Spec	24	RIGHT FRONT
	Tire tread depth				
LEFT REAR	Tire Age	7	PSI set to Factory Spec	30	RIGHT REAR
	Tire tread depth				
SPARE TIRE	Tire Age		PSI set to Factory Spec		
	Tire tread depth				

Uneven Tire wear? ☐ NO ☐ YES If YES, we recommend:
☐ Improper Inflation, check Inflation pressure monthly
☐ Alignment check recommended
☐ Tire Replacement

☒ Brake measurements not taken this service visit

TIRE AND BRAKE MEASUREMENT REFERENCE



Comments: 60,000 mile Service Recommended.

Technician Name and/or Signature: *[Signature]* Consultant Name: _____
 Customer Signature: _____

PART I - CUSTOMER INITIAL INSPECTION FORM
 PART II - CUSTOMER FINAL INSPECTION FORM
 PART III - DEALER COPY

Your Next Service Appointment is: Date: _____ Time: _____

CHECKING TIRE LIFE (TIN: Tire Identification Number)

Please refer to your specific tire manufacturer for more details on tire aging. You can find the manufacturing date on the tire sidewall displaying the DOT Code. The DOT Code is a series of numbers on a tire consisting of numbers and English letters. The manufacturing date is designated by the last four digits (characteristics) of the DOT code.

DOT: XXXX XXXX 0000

The front part of the DOT means a plant code number, tire size and tread pattern and the last four numbers indicate week and year manufactured.

FOR EXAMPLE:

DOT XXXX XXXX 4412 represents that the tire was produced in the 44th week of 2012.





MISSION HILLS HYUNDAI
10240 SEPULVEDA BLVD.
MISSION HILLS, CA 91345
(818) 221-4000



EPA NO. CAL000377756

B.A.R. NO. ARD 270609

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and parts and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, engine and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particularly some component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25243.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

DISCLAIMER OF WARRANTIES

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

Advt 181 LILIANA LAZO	Tag 8394	License	KMHEC4A46 DP	Page 2 (Last)	Invoice
Invoice to:		Driver/Owner			
Invoiced: 09/27/16 13:32:12 LL		13 HYUNDAI SONATA HYBRID LTD 4DR SDN SILVER			
Type: C	TOTAL CHARGE FOR CONCERN			0.00	
Summary of Charges for Invoice			Payment Distribution for Invoice		
PARTS	62.67	TOTAL CHARGES	215.59		
LABOR MECHANICAL	167.28	CASH DUE	215.59		
\$20.00 OFF COUPON	20.00-				
SUB-TOTAL	209.95				
SALES TAX	5.64				
TOTAL CHARGES	215.59				

If you have any questions - please see LILIANA LAZO

ORIGINAL ESTIMATE #	REVISED ESTIMATE #	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER INITIALS

X I ACKNOWLEDGE RECEIPT OF THE PARTS AND DISCLOSED ABOVE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

Mission Hills Hyundai
10240 Sepulveda Blvd.
Mission Hills, CA 91345
(818) 221-4000

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDES TAX & HAZARDOUS WASTE CHARGE			
ORIGINAL ESTIMATE \$	HAZ WASTE HUEL & DISP	TOTAL ESTIMATE \$	
REVISED ESTIMATE \$		ADDITIONAL COST \$	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME
END REVISED ESTIMATE \$	HAZ WASTE HUEL & DISP	ADDITIONAL COST \$	
REASON		CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE	TIME

TO OUR CLIENTS

THE PRICES ABOVE CHARGES ARE FIXED PRICES AND HAVE NO RELATIONSHIP TO THE ACTUAL TONS WGT. BECAUSE THE PRICES ARE PRICES AND NOT QUANTITIES. WE ARE NOT RESPONSIBLE FOR ANY CHARGES THAT MAY BE INCURRED BY THE CLIENTS. WE ARE NOT RESPONSIBLE FOR ANY CHARGES THAT MAY BE INCURRED BY THE CLIENTS. WE ARE NOT RESPONSIBLE FOR ANY CHARGES THAT MAY BE INCURRED BY THE CLIENTS.

IF HAZARDOUS WASTE, A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN PULLED REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE CHARGES ARE: SWAMP OR TRANSMISSION FLUID, BRAIN OIL, ANTIFREEZE, AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & SPRAYERS, ETC.



FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS:

MONDAY THRU FRIDAY

7:30 A.M. - 8:00 P.M.

SATURDAY

8:00 A.M. - 4:00 P.M.

...and the

CLOSED SUNDAY

3 VEHICLES RELEASED AFTER

SERVICE DEPT. HOURS

7196	243 GIOVANI N. RODRIGUEZ	05/18/17 08:55	[REDACTED]	KMEHCIA66 DA [REDACTED]
NORTH HILLS, CA [REDACTED] LOS ANGELES Email: [REDACTED]		Cell: [REDACTED] Work: [REDACTED] Reservation: [REDACTED] 08:00		
13 HYUNDAI SONATA 4DR SDN HYBRID LTD SILVER Odometer: 73361 ENGINE-2.4L I-4 HYS Dates: Production: Inservice: 07/09/13 Sold: 10/15/14 SLSP: 052 Last Svc: Client: [REDACTED] Date: 01/11/17 Adv: 226 Odom: 68127 Daily Avg: 37 Month Avg: 1110				
Ln	Type	Qty	Description	
24	C	375RM5	CUSTOMER STATES PERFORM DEALER SUGGESTED/CUSTOMER AUTHORIZED MINIMUM 3,750 MI INTERVAL REPLACED ENGINE OIL, OIL FILTER AND DRAIN PLUG WASHER. INSTALLED WASHER SOLVENT. PERFORMED 27 POINT INSPECTION.	
25	G	RAST	CUSTOMER STATES RESERVATION MADE BY DANNY	
51*	W		SEAT BELT ANCHOR PRETENSIONER INSPECTION	
52	W		CANISTER INSPECTION AND REPAIR	
53	C		PLEASE CHECK BRAKES STATES THAT WHEN REVERSING IS MAKES NOISE	
\$39.95 TAX				
LIMITED WARRANTY For 12 months unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge. Vehicles are subject to a storage fee of \$42.95 per day that remains in our premises more than 72 hours after the 2:00pm call required repair and/or service work. *By law, you may choose whether General Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary. TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above. I choose not to authorize the services recommended. ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED ☐ SAVE ☐ DISCARD TERMS ☐ CASH ☐ CREDIT CARD ☐ CHECK SEE REVERSE FOR DETAILS I authorize you to perform the repairs described above using such materials as you may deem necessary. You and your employees may open to the vehicle whenever you deem necessary or unduly taking further business operations. I agree and understand that an express mechanic lien has been attached to the vehicle, which lien shall secure my obligation to pay you for any work that you perform hereunder. I agree that you are not responsible for (a) any delays occurring because you have unable to obtain necessary parts as quickly as expected or at all (b) any loss or damage to the vehicle occurring because of theft, fire or any other casualty or cause beyond your reasonable control.				
B.A.R. No. ARD 270808 EPA No. CAL000577750 IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR AIRCRAFT LEFT IN YOUR VEHICLE.				
				X _____ CUSTOMER'S SIGNATURE

UCS2004

CT1930400

* 5/18/17 BRAKES & SHIF GEAR problem



Mission Hills Hyundai
10240 Sepulveda Blvd.
Mission Hills, CA 91345
(818) 221-4000

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDES TAX & HAZARDOUS WASTE CHARGE		
ORIGINAL ESTIMATE \$	HAZ. WASTE HMBL & OSR	TOTAL ESTIMATE \$
REVISED ESTIMATE \$		ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE
2ND REVISED ESTIMATE \$	HAZ. WASTE HMBL & OSR	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE
TO OUR CLIENTS This estimate's item charges are listed prices and have no relationship to the actual time spent, except that these listed prices were originally established upon the basis of our present labor rate times the rate hours determined by minutes to be satisfactory for each response performed. Please may vary slightly to some extent because of particular difficulty or unusual diagnostic time. The hourly charges do not include parts, materials or any necessary repairs.		
* HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OIL, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & SPRAYS, ETC.		



FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:30 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:00 P.M.

CLOSED SUNDAY
NO VEHICLES RELEASED AFTER
SERVICE DEPT. HOURS.

PLATE	NAME	DATE	TIME	TECHNICIAN	VEHICLE
3871	184 IRIS MARTINEZ	01/21/16	08:25		KMEC4A46 DA
CUSTOMER INFORMATION					
NORTH HILLS, CA					
LOS ANGELES					
Email:					
Cell:					
Work:					
Reservation: 08:00					
VEHICLE INFORMATION					
13 HYUNDAI SONATA 4DR-SDN-HYBRID-LTD-SILVER Odometer: 55983					
ENGINE-2.4L I-4 HYB					
Dates: Production: Inservice: 07/09/13 Sold: 10/15/14 SLSP: 052					
Last Svc: Client: Date: 11/16/15 Adv: 181 Odom: 53405 Daily Avg: 40 Month Avg: 1200					
Ln	Type	Operation	Customer Comment		
51	W		943 50C069R0 - YFE UNDERBODY CORR. TREATMENT (15-01-047)		
52	W		CUSTOMER STATES WHEN STARTING AND SHUTTING OFF ENGINE HEARS NOISE. CHECK AND ADVISE		
53	W		CUSTOMER STATES WARNING LIGHT COMES ON KEY NOT DETECTED, CHECK AND ADVISE		
60	W	RST	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION		
Additional Information					
MPG: 051023 Dist: KEM Fuel: HYB Estimated Completion: 01/21/16 18:00					
LIMITED WARRANTY					
For 12 months or 100,000 miles, we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge.					
Vehicles are subject to a storage fee of \$45.00 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work.					
*By law, you may choose another licensed Group Check facility to perform any needed repairs or adjustments that the Group Check test indicates are necessary.					
S.A.R. No. ARD 270809 EPA No. CAL00057788					
TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.					
ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED					
☐ SAVE ☐ DISCARD					
TERMS					
☐ CASH					
☐ CREDIT CARD					
☐ CHECK					
SEE REVERSE FOR DETAILS					
I authorize you to perform the repairs described above using such materials as you may deem necessary. You and your employees may operate the vehicle whenever you deem necessary or useful for testing and/or inspection purposes. I agree and understand that no express Hyundai's line has been attached to the vehicle, which line shall govern my obligations to pay for any work that you perform hereafter. I agree that you are not responsible for (1) any claims covering because you were unable to obtain necessary parts in a timely or expedient or at all (2) any loss or damage to the vehicle occurring because of theft, fire or any other casualty or cause beyond your reasonable control.					
X _____ CUSTOMER'S SIGNATURE					



MISSION HILLS HYUNDAI
10240 SEPULVEDA BLVD.
MISSION HILLS, CA 91345
(818) 221-4000



EPA NO. CAL000377756

B.A.R. NO. ARD 270609

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, tires, grease, grease, grease, touch-up paint, certain replacement parts, and particulate from component wear. When we service your car, we will release used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

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(Posted in accordance with Proposition 65 to Cal. Health & Safety Code § 25249.5 at any) For further information about Proposition 65: <http://www.cdph.ca/prop65>

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Adv: 074 JENNIFER ESPINDOLA		Tag 8790	License	KMHEC4A46 DA	Page 1	Invoice
NORTH HILLS, CA		NORTH HILLS, CA				
Cell: () Work: ()		Cell: () Work: ()				
Odometer in: 48197 Out: 48204		Dist: KHM WAR W Prelim		13 HYUNDAI SONATA HYBRID LTD 4DR 5DN SILVER		
MEG: 051023		Stocks:				
Begin: 07/23/15 Done: 08/04/15		Invoiced: 08/04/15 12:59 AM		Inservice: 07/09/13		Sold: 10/15/14
Customer Concern						
Concern 51	CUSTOMER STATES AIR BAG LIGHT TURNED ON, PLEASE CHECK AND ADVISE.			Operation	Tech	Amount
Cause	FOUND CODE B1348 FOUND INTERNAL FAILURE IN SRSCH UNIT			95910R00	054	75.00
Correction	REPLACED SRSCH UNIT AS PER TECH LINE AFTER HAVING US CHECK RESISTANCE ON DRIVERS AIR BAG AND CLOCK SPRING AND FOUND OK					
Parts	Part Number PO# Note Description			Qty	Sell	
	SPO 95910-4R010 MODULE ASSY-AIR BAG			1	250.14	250.14
	Parts: Count 1.00 Allowance: 71.47					
	Tech 054 AGUILAR, JUSTO					
Type: W				Subtotal		
				PARTS 250.14		
				LABOR MECHANICAL 75.00		
				TOTAL CHARGE FOR CONCERN 325.14		
Concern 50	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION			Operation	Tech	Amount
Cause	PSI			PSI	054	0.00
Correction	ADJUSTED TIRE PSI TO: FRT LT: 33 FRT RT: 33 REAR LT: 33 REAR RT: 33					
	Tech 054 AGUILAR, JUSTO					
Type: W				Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Summary of Charges						
PARTS		250.14		TOTAL CHARGES		325.14
LABOR MECHANICAL		75.00		FACTORY WARRANTY		325.14
TOTAL CHARGES		325.14				

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER INITIALS

X

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

UC902004

CUSTOMER



MISSION HILLS HYUNDAI

10240 SEPULVEDA BLVD.
MISSION HILLS, CA 91345
(818) 221-4000



EPA NO. CAL000377756

B.A.R. NO. ARD 270609

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Adv: 235 JONATHAN ENRIQUEZ	Tag 1082	License	KMHEC4A46 DA	Page 1	Invoice	
Invoice to			Driver/Owner Information			
NORTH HILLS, CA Cell: Work			NORTH HILLS, CA Cell: Work			
For Office Use			Vehicle Information			
Odometer in: 78206 Out:		Dist: KHM CUS C I Prelim		13 HYUNDAI SONATA HYBRID LTD 4DR SDN SILVER		
MFG: 051023		Stock#:		Inv Acct: 46		
Begin: 01/15/18 Done: 01/22/18		Invoiced: 01/22/18 18:02 JE		Inservice: 07/09/13 Sold: 10/15/14		
Customer Concern						
Concern 51	CUSTOMER STATES SHIFTER GOT STUCK WHILE DRIVING, (CHECK AND ADVISE) AND WAS NOT ALLOWED TO CHANGE GEARS FROM DRIVE AND TO REVERSE.			Operation	Tech	Amount
Cause	UPON INSPECTION WAS NOT ABLE TO DIAGNOSE VEHICLE UNTIL BATTERY WHICH WAS FOUND COMPLETELY DEAD, FOUND CHECK LIGHT IS ON FOR AIR FLAP MOTOR STUCK OPEN			232	232	0.00
Correction	REMOVED AND REPLACED BATTERY AT NO CHARGE FOR LABOR IN THE INTEREST OF CUSTOMER SATISFACTION,					
Parts	Part Number	PO#	Note	Description	Qty	Sell
	HYU 00275-19000			INTERSTATE BATTERY-5	1	311.89 311.89
	010 BATTFFEE		BATT	*****	1 B	1.00 1.00
	Tech 232 NAGI, BALRAJ					
Type: C				Subtotal		
				PARTS 311.89		
				MISCELLANEOUS 1.00		
				TOTAL CHARGE FOR CONCERN 312.89		
Concern 52	CUSTOMER STATES WINDOWS ARE STUCK AND DO NOT GO UP, BUT WILL NOT AT THIS TIME GET DIAGNOSE AT THIS TIME			Operation	Tech	Amount
Cause	OBVIOUS CONCERN, BEFORE TESET DRIVE FOUND CLUSTER & WINDOWS INOP. FOUND BLOWN FUSES.			NW	232	0.00
Correction	REKACED FYSES & CLUSTER WINDOWS NOW WORKING					
	Tech 232 NAGI, BALRAJ					
Type: C	MEANS REPLACED			Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Concern 53	CUSTOMER STATES WHILE DRIVING AND APPLYING THE BRAKE PEDAL ALL THE WAY DOWN THE BRAKES DID NOT FUNCTION AND BRAKE PEDAL (CHECK AND REPORT), BRAKES WHEN APPLIED FEEL SOFT			Operation	Tech	Amount

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER INITIALS

X

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

UCSS2004

1/22/18 Diagnostic REPORT by
Hyundai Mission Hills

CUSTOMER



MISSION HILLS HYUNDAI
10240 SEPULVEDA BLVD.
MISSION HILLS, CA 91345
(818) 221-4000



EPA NO. CAL000377756

B.A.R. NO. ARD 270609

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Adv: 235 JONATHAN ENRIQUEZ	Tag 1082	License	KMHEC4A46 DA	Page 2 (Last)	Invoice
Invoice to:		Driver/Owner			
Invoiced: 01/22/18 18:02:16 JE		13 HYUNDAI SONATA HYBRID LTD 4DR SDN SILVER			
Cause	CONCERN		OK	054	0.00
Correction	OK AT THIS TIME- TEST DROVE VEHICLE AND COULD NOT DUPLICATE CONCERN AT THIS TIME, VEHICLE DRIVES FINE. FOR 30 MILES TEST DROVE OK NOW AT THIS TIME. Tech 054 AGUILAR, JUSTO				
Type: C	WARRANTY PAID x diagnostic		subtotal		
		TOTAL CHARGE FOR CONCERN 0.00			
Concern 60	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION ADJUSTED TIRE PSI TO: FRT LT: 34 FRT RT: 34 REAR LT: 34 REAR RT: 34 Tech 054 AGUILAR, JUSTO		Operation	Tech	Amount
Correction			PSI	054 *	0.00
Type: C			subtotal		
		TOTAL CHARGE FOR CONCERN 0.00			
Summary of charges for invoice			Payment distribution for invoice		
PARTS	311.89	TOTAL CHARGES	342.52		
MISCELLANEOUS	1.00	CASH DUE	342.52		
SUB-TOTAL	312.89				
SALES TAX	29.63				
TOTAL CHARGES	342.52				
Attention: The following invoices also exist INT - INTERNAL Attention: Other Repair Orders on this vehicle: RO: [REDACTED] Opened: 11/29/17 WAR - 01/18/18 (*) CUS - 01/09/18 (*) If you have any questions - please see JONATHAN ENRIQUEZ					

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME

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X CUSTOMER INITIALS

X I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.



Mission Hills Hyundai
10240 Sepulveda Blvd.
Mission Hills, CA 91345
(818) 221-4000

THIS IS YOUR ESTIMATE - ORIGINAL ESTIMATE INCLUDES TAX & HAZARDOUS WASTE CHARGE		
ORIGINAL ESTIMATE \$	HAZ WASTE HNLG. & DISP	TOTAL \$
REVISED ESTIMATE \$		ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME
2ND REVISED ESTIMATE \$	HAZ WASTE HNLG. & DISP	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME
TO OUR CLIENTS This retailer's labor charges are fixed prices and have no relationship to the actual time spent, except that these fixed prices were originally established upon the basis of our posted labor rate times the flat rate hours determined by ourselves to be reasonable for each operation performed. Prices may vary slightly in some cases because of particular difficulty or unusual diagnostic time. The hourly charges do not include parts, materials or any necessary supplies.		
* HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKES, ETC.		

Diagnostic paid
by warranty

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:30 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:00 P.M.

CLOSED SUNDAY
NO VEHICLES RELEASED AFTER
SERVICE DEPT. HOURS.

RO	Tag	Advisor	Added	License	VIN
	1082	235 JONATHAN ENRIQUEZ	01/15/18 09:05		KMHEC4A46 D

Customer Information

NORTH HILLS, CA
LOS ANGELES
Email:

Cell:
Work:

Vehicle Information

Previous RO:

13 HYUNDAI SONATA 4DR SDN HYBRID LTD SILVER
ENGINE-2.4L I-4 HYB

Odometer: 78205

Dates: Production:

Inservice: 07/09/13 Sold: 10/15/14 SLSP: 052

Last Svc: Client:

Date: 01/09/18 Adv: 235 Odom: 78205 Daily Avg: 34 Month Avg: 1020

Ln	Type	Operation	Customer Concern	Hr./Qty
51*	C		CUSTOMER STATES SHIFTER GOT STUCK WHILE DRIVING , (CHECK AND ADVISE) AND WAS NOT ALLOWED TO CHANGE GEARS FROM DRIVE AND TO REVERSE. Apprv Amt 145.00 Contact: by: ENRIQUJO 01/15/18 09:02	
52	C		CUSTOMER STATES WINDOWS ARE STUCK AND DO NOT GO UP , BUT WILL NOT AT THIS TIME GET DIAGNOSE AT THIS TIME	
53	C		CUSTOMER STATES WHILE DRIVING AND APPLYING THE BRAKE PEDAL ALL THE WAY DOWN THE BRAKES DID NOT FUNCTION AND BRAKE PEDAL (CHECK AND REPORT) , BRAKES WHEN APPLIED FEEL SOFT	
60	C	PSI	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION	

Additional Information

MFG: 051023

Dist: KHM

Fuel: HYB

Estimated Completion: 01/15/18 16:00

LIMITED WARRANTY For 12 months or unlimited mileage we guarantee that if any of our repairs or replacement parts fail during normal usage, we will repair the vehicle free of charge. Vehicles are subject to a storage fee of \$40.05 per day that remain on our premises more than 72 hours after we finish all required repair and/or service work. *By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary. B.A.R. No. ARD 270809 EPA No. CAL000377756	TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.	ALL PARTS WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED ☐ SAVE ☐ DISCARD	TERMS ☐ CASH ☐ CREDIT CARD ☐ CHECK SEE REVERSE FOR DETAILS	I authorize you to perform the repairs described above using such materials as you may deem necessary. You and your employees may operate the vehicle whenever you deem necessary or useful for testing and/or inspection purposes. I agree and understand that an express mechanic's lien has been attached to the vehicle, which I shall secure my obligation to pay you for any work that you perform hereunder. I agree that you are not responsible for (i) any delays occurring because you were unable to obtain necessary parts as quickly as expected or at all (ii) any loss or damage to the vehicle occurring because of theft, fire or any other casualty or cause beyond your reasonable control.
				X _____ CUSTOMER'S SIGNATURE

UCS02004

* 1/15/18 Request Diagnostic to Hyundai Mission H.



MISSION HILLS HYUNDAI
10240 SEPULVEDA BLVD.
MISSION HILLS, CA 91345
(818) 221-4000



EPA NO. CAL000377756

B.A.R. NO. ARD 270609

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Adv: 235 JONATHAN ENRIQUEZ	Tag 1082	License	KMHEC4A46 DA	Page 2	Invoice	
Invoice to		Driver/owner				
Invoiced: 02/21/18 07:43:34 MG		13 HYUNDAI SONATA HYBRID LTD 4DR SDN SILVER				
Type: C				Subtotal		
				PARTS	311.89	
				MISCELLANEOUS	1.00	
				TOTAL CHARGE FOR CONCERN	312.89	
Concern 53	CUSTOMER STATES WHILE DRIVING AND APPLYING THE BRAKE PEDAL ALL THE WAY DOWN THE BRAKES DID NOT FUNCTION AND BRAKE PEDAL (CHECK AND REPORT), BRAKES WHEN APPLIED FEEL SOFT CONCERN OK AT THIS TIME- TEST DROVE VEHICLE AND COULD NOT DUPLICATE CONCERN AT THIS TIME , VEHICLE DRIVES FINE. FOR 30 MILES TEST DROVE OK NOW AT THIS TIME. Tech 054 AGUILAR, JUSTO			Operation Tech	Amount	
Cause				OK	054	0.00
Correction						
Type: C				Subtotal		
				TOTAL CHARGE FOR CONCERN	0.00	
Concern +55	AFTER REPLACEMENT OF BATTERY AND TEST DRIVE WITH CLIENT , INSURANCE COMPANY REQUESTED DIAGNOSIS OF CHECK ENGINE LIGHT UPON APPROVAL FROM FARMERS INSURANCE REPLACED ACTIVE AIR FLAP. Tech 073 VEERAKIT, ALAN			Operation Tech	Amount	
Correction				ELE	073	346.17
Type: C				Subtotal		
				LABOR MECHANICAL	346.17	
				TOTAL CHARGE FOR CONCERN	346.17	
Concern 60	CUSTOMER STATES AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION ADJUSTED TIRE PSI TO: FRT LT: 34 FRT RT: 34 REAR LT: 34 REAR RT: 34 Tech 054 AGUILAR, JUSTO			Operation Tech	Amount	
Correction				PSI	054	* 0.00
Type: C				Subtotal		
				TOTAL CHARGE FOR CONCERN	0.00	
Summary of charges for Invoice			Payment Distribution for Invoice			
PARTS 311.89			TOTAL CHARGES 688.69			
LABOR MECHANICAL 346.17			CASH DUE 688.69			
MISCELLANEOUS 1.00						
SUB-TOTAL 659.06						
SALES TAX 29.63						
TOTAL CHARGES 688.69						

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME

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X CUSTOMER INITIALS

X I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

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UCS02004

* LAST INVOICE 3/6/18 When J CUSTOMER released my car



MISSION HILLS HYUNDAI

10240 SEPULVEDA BLVD.

MISSION HILLS, CA 91345

(818) 221-4000



EPA NO. CAL000377756

B.A.R. NO. ARD 270609

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Adv: 235 JONATHAN ENRIQUEZ		Tag 1082	License	KMHEC4A46 DA	Page 1	Invoice
Invoice to			Driver/Owner Information			
NORTH HILLS, CA			NORTH HILLS, CA			
Cell: Work:			Cell: Work:			
For Office Use			Vehicle Information			
Odometer in: 78206 Out:		Dist: KHM CUS W C I Prelim		13 HYUNDAI SONATA HYBRID LTD 4DR SDN SILVER		
MPG: 051023		Stock#:		Inv Acct: 46		
Begin: 01/15/18		Done: 02/21/18		Invoiced: 02/21/18 07:43 MG		Sold: 10/15/14
Customer Concern						
Concern 51	CUSTOMER STATES SHIFTER GOT STUCK WHILE DRIVING, (CHECK AND ADVISE) AND WAS NOT ALLOWED TO CHANGE GEARS FROM DRIVE AND TO REVERSE.			Operation	Tech	Amount
Cause	UPON INSPECTION WAS NOT ABLE TO DIAGNOSE VEHICLE UNTIL BATTERY WHICH WAS FOUND COMPLETELY DEAD, FOUND CHECK LIGHT IS ON FOR AIR FLAP MOTOR STUCK OPEN			232	232	0.00
Correction	REMOVED AND REPLACED BATTERY AT NO CHARGE FOR LABOR IN THE INTEREST OF CUSTOMER SATISFACTION, SEE LINE 52, CHECK ENGINE LIGHT STILL ON, CLIENT CONTACTED INSURANCE COMPANY FOR POSSIBLE COVERAGE					
Type: C	Tech 232 NAGI, BALRAJ			Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Concern 52	CUSTOMER STATES WINDOWS ARE STUCK AND DO NOT GO UP, BUT WILL NOT AT THIS TIME GET DIAGNOSE AT THIS TIME			Operation	Tech	Amount
Cause	OBVIOUS CONCERN, BEFORE TEST DRIVE FOUND CLUSTER & WINDOWS INOP, FOUND BLOWN FUSES.			NW	232	0.00
Correction	PERFORMED INSPECTION AND FOUND AUX. BATTERY FAILED LOAD TEST AND FUSES ARE BLOWN, NOTIFIED HYUNDAI AND WAS INSTRUCTED TO REPLACE FUSES AND TRY TO CHARGE BATTERY, AFTER 1 DAY CHARGE STILL NOT TAKEN, UPON CUSTOMER APPROVAL REPLACED BATTERY AND FUSES AND VEHICLE WINDOWS AND ELECTRICAL ACCESSORIES					
52-1	NOW WORKING TO FACTORY DESIGN AT THIS TIME			BA	232	0.00
Parts	Part Number	PO#	Note	Description	Qty	Sell
	HYU 00275-19000			INTERSTATE BATTERY-S	1	311.89
	010 BATT FEE		BATT	*****	1 B	1.00
	Tech 232 NAGI, BALRAJ					

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME

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X CUSTOMER INITIALS

X

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**MISSION HILLS HYUNDAI**

10240 SEPULVEDA BLVD.
MISSION HILLS, CA 91345
(818) 221-4000



EPA NO. CAL000377756

B.A.R. NO. ARD 270609

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To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

DISCLAIMER OF WARRANTIES

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Adv: 235 JONATHAN ENRIQUEZ	Tag 1082	License	KMHEC4A46 DA	Page 1	Invoice
Invoice to		Driver/owner information			
NORTH HILLS, CA Cell: Work:		NORTH HILLS, CA Cell: Work:			
For Office Use		Vehicle Information			
Odometer in: 78206 Out:		Dist: KM INT W C I Prelim		13 HYUNDAI SONATA HYBRID LTD 4DR SON SILVER	
MPG: 051023		stock#		Inv Acct: 46	
Begin: 01/15/18 Done: 02/21/18		Invoiced: 02/21/18 7:43 MG		Inservice: 07/09/13 Sold: 10/15/14	
Customer Concern					
Concern +54 Cause Correction Type: I	LABOR INTERNAL FOR BATTERY REPAIR. INTERNAL INTERNAL CHARGE FOR INSTALLATION. AS A GOOD WILL GESTURE TO CLIENT Tech 232 NAGI, BALRAJ			operation Tech Units Amount INTERNAL 232 0.3 41.53 Subtotal LABOR MECHANICAL 41.53 TOTAL CHARGE FOR CONCERN 41.53	
Concern +56 Correction Type: I	CUSTOMER STATES TO PLEASE REINSTALL GEAR SHIFT COVER TO INSURE THAT THE LINKAGE IS WORKING PROPERLY INSPECTED GEAR SHIFT COVER, REMOVED AND INSPECTED GEAR SHIFTER AND KNOB FOUND TO BE PERFORMING TO FACTORY DESIGN. INSPECTED TRANSMISSION MODULE FOR CODES, NONE FOUND TEST DROVE VEHICLE AND AGAIN VEHICLE IS PERFORMING TO FACTORY DESIGN AT THIS TIME Tech 232 NAGI, BALRAJ			operation Tech Units Amount BVOD 232 0.0 0.00 Subtotal TOTAL CHARGE FOR CONCERN 0.00	
Summary of charges for Invoice			Payment Distribution for Invoice		
LABOR MECHANICAL 41.53 TOTAL CHARGES 41.53			TOTAL CHARGES 41.53 INTERNAL 41.53		
Attention: The following Invoices also exist WAR - WARRANTY CUS - CUSTOMERPAY					

ORIGINAL ESTIMATE #	REVISED ESTIMATE #	ADDITIONAL COST #
REASON	CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER INITIALS

X _____
I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.



MISSION HILLS HYUNDAI

10240 SEPULVEDA BLVD.

MISSION HILLS, CA 91345

(818) 221-4000



EPA NO. CAL000377756

B.A.R. NO. ARD 270609

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Adv: 235 JONATHAN ENRIQUEZ	Tag 1082	Licence	KMHEC4A46 DA	Page 1	Invoice	
Invoice to		Driver/Owner Information				
NORTH HILLS, CA Cell: Work:		NORTH HILLS, CA Cell: Work:				
For Office Use		Vehicle Information				
Odometer in: 78206 Out:		Dist: KHM WAR W C I Prelim		13 HYUNDAI SONATA HYBRID LTD 4DR SDN SILVER		
MFG: 051023		I		Stock#: Inv Acct: 46		
Begin: 01/15/18 Done: 02/21/18		Invoiced: 02/21/18 07:53 MG		Inservice: 07/09/13 Sold: 10/15/14		
Customer Concern						
Concern +57	PARTS WARRANTY ON ACTIVE AIR FLAP AS PER RECOMMENDATION OF TECH LINE CASE			Operation	Tech	Amount
Cause	CODE P1008			WAR	073	0.00
Correction	INSPECTED VEHICLE FOR CODES, FOUND CODE P1008 LOST COMMUNICATION WITH RADIATOR SHUTTER. UPON CUSTOMER APPROVAL (INSURANCE 818-292-9749) REPLACE AAF AND CODE P1008 REMAINED ON					
57-1	FOUND NO COMMUNICATION WITH AAF CONTACTED TECH LINE OPENED TECH LINE CASE AND PERFORMED DIAGNOSIS WITH AGENT AND WAS ADVISED AFTER COMPLETING TESTS WAS ADVISED TO REPLACE AAF BECAUSE IT APPEARED TO THE AGENT TO BE A PARTS WARRANTY AFTER TEST DATA WAS ANALYZED			86319R00	073	62.50
57-2	AFTER 2ND REPLACEMENT OF AAF CODE STILL ON AND CALLED TECH LINE BACK USING SAME CASE#, SPOKE TO PETER PERFORMED NUMEROUS MORE DETAILED DIAGNOSIS AND AFTER A SERIES OF TESTS THROUGH CAN LINES OF COMMUNICATION (DETAILED SHEET ATTACHED TO RO) WAS ADVISED TO REPLACE FRONT HARNESS			WAR1	073	0.00
57-3	AFTER SPEAKING TO TECH LINE CONTACTED CLIENT'S INSURANCE COMPANY (818-292-9749), AFTER A FEW DAYS DEALERSHIP WAS ADVISED THAT THE INSURANCE COMPANY HAS DECIDED NOT TO REPAIR VEHICLE AND VEHICLE WOULD BE TOWED OUT UPON NOTIFICATION OF CLIENT			DECLINE	073	0.00
57-4	CUSTOMER HAS BEEN NOTIFIED OF THE RECOMMENDED REPAIRS/MAINT. ITEMS (FRONT WIRE HARNESS) AND HAS DECLINED REPAIR			WAR2	073	0.00
Parts	Part Number	PO#	Note	Description	Qty	Sell
	KYU 86381-4R000			FLAP ASSY-ACTIVE AIR	1	532.27 532.27
	SPO 86381-4R000			FLAP ASSY-ACTIVE AIR	1	532.27 532.27
	Parts: Count 2.00	Allowance:	304.16			
	Tech 073 VEERAKIT, ALAN					

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON		CONTACTED BY
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER INITIALS

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MISSION HILLS HYUNDAI

10240 SEPULVEDA BLVD.
MISSION HILLS, CA 91345
(818) 221-4000



EPA NO. CAL000377756

B.A.R. NO. ARD 270609

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Adv: 235 JONATHAN ENRIQUEZ	Tag 1082	License	KMEC4A46 DA	Page 2 (Last)	Invoice
Invoice to:	Driver/Owner				
Invoiced: 02/21/18 07:43:34 MG	13 HYUNDAI SONATA HYBRID LTD 4DR SDN SILVER				
Type: W	LABOR MECHANICAL			62.50	
			TOTAL CHARGE FOR CONCERN	1127.04	
Summary of charges for invoice			Payment distribution for invoice		
PARTS	1064.54	TOTAL CHARGES	1127.04		
LABOR MECHANICAL	62.50	FACTORY WARRANTY	1127.04		
TOTAL CHARGES	1127.04				
Attention: The following Invoices also exist CUS - CUSTOMERPAY INT - INTERNAL Attention: Other Repair Orders on this vehicle: RO: opened: 11/29/17 WAR - 01/18/18 (*) CUS - 01/09/18 (*)					
If you have any questions - please see JONATHAN ENRIQUEZ EPA ID# AS OF 11/19/2012 IS CAL000377756 ADDRESS AS OF 11/19/2012 IS 10240 SEPULVEDA BLVD, MISSION HILLS CA 91040					

Why warranty is paying for repairs caused by the accident

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	☐ PERSON ☐ PHONE #	DATE TIME

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER INITIALS

X I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

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Good Afternoon Mr. Hoffman,

My name is [REDACTED] I purchased my 2013 Hybrid Hyundai Sonata in October 2014 in Mission Hills Hyundai. My car was towed to Mission Hills Hyundai Dealership in December 5, 2017 for an inspection on December 15, 2017 by Hyundai Corporate. On December 19, 2017 I went to released my vehicle from the Dealership but when I saw my vehicle be driving by one of Hyundai Mission Hills employees I asked him if my vehicle was driving ok and he told me that the shifting gear was getting stuck and suggest me to be careful driving the car because was not safe, the only way he was able to drive my car was manually putting a metal by the shifting gears which I do not think was safe to drive the vehicle under those conditions also I noticed some lights from the dash board that were completely off except the radio. I have pictures and video of the conditions of my car at the moment. After seeing my car on these conditions I asked Mike Gutierrez the service manager if my car was safe to drive and his answer was that he is not the person who is telling to take the car. My car was parked at Hyundai Mission Hills there all this time until a week my insurance asked me if the dealership offered me to diagnostic the car to see why the sterling gears is getting stuck, started engine bottom is not working, the brakes feels soft and some lights on the Dash Board does not turn on.

On Monday, January 15, 2018, I went to Hyundai Mission Hills Dealership at 8:30 am to request a Diagnostic to my 2013 Hybrid Hyundai Sonata. On Wednesday, 01/15/18, Thursday 01/18/18 and Friday 01/19/18 I called the assigned Advisor, Jonathan Enriquez to check if the diagnostic was done but the only answer I received that he was at the other line with a customer and that he will return my call later.

On Friday, January 19, 2017 around 12:00 pm I received a call from Jonathan Enriquez to notify me that the Dealership was not able to performance the diagnostic to my vehicle because the auxiliary battery was dead. Really!! It does not take one hour to know if the battery is dead. Hyundai Mission Hills took 4 days to notify me that they were not able to inspect the car because of the battery.

On Friday, January 19, 2018 I sent my roadside assistant to replace the battery but Hyundai told the roadside assistant that those types of battery needs to be only provided by Hyundai so I had ending approving the Dealership to replace the battery.

Yesterday, January 22, 2018 I went to the Dealership for the Full diagnostic of my vehicle and the Advisor Jonathan Enriquez was giving me only a partial diagnostic where stated that everything is fine with the sterling gears but was not mentioning the problem with the started engine bottom and some lights on dash board so I asked him that I need a full diagnostic of my car and his answer was that he needs to check with the mechanic for more updates? So I told the advisor that I will come back in 30 minutes for the Full Diagnostic of my car. So when I came back the same day Monday, January 22, 2018 to the Dealership for the Full Diagnostic I got surprise that magically after being almost 60 days my car parked in Hyundai Mission Hills Dealership my vehicle is driving fine with the replacement of the battery and a fuse. Also, I was having the feeling that the advisor, Jonathan Enriquez wanted only to discuss with me about the problem with the window when my concerns was about all the mechanical issues that my car was showing after the Inspection by Hyundai Corporate.

I need to have the list of all the repairs made to my vehicle after the Diagnostic made in December 15, 2017 by Hyundai Corporation. At this point all these inconvenience is causing me a lot of stress and is making feel very disappointed with Hyundai Mission Hills. I have two kids and I do not feel safe driving this vehicle after knowing that my vehicle was repaired in Hyundai Mission Hills Dealership and Hyundai customer service dpt. does not want to disclose the repairs made to my car.

Please can you contact at your earliest convenience.

Sincerely,

A solid black rectangular box used to redact the signature of the sender.

Thursday, January 25, 2018

2nd Attempt Letter

To : Evan Hoffman

From: [REDACTED]

Re: 2013 Hybrid Hyundai Sonata

Good Morning Mr. Hoffman,

On Monday January 21, 2018, I confirmed an appointment with the advisor Jonathan Enriquez to have an insurance representative to see my car on Wednesday, January 24, 2017. The insurance representative, Andreh M., arrived to the dealership on 1/25/18, 5 minutes before me and he was telling me that the customer service manager, Mike Gutierrez, was telling him that my vehicle was not there in the dealership and that he will be not able to locate the car. Mike Gutierrez was treating the Farmer's Insurance representative with an attitude and was very disrespectful until the representative from Farmer's, Andreh M., told Mike Gutierrez to talk the same way he was talking to him, with respect. Mike Gutierrez was giving only making excuses as he was trying to make him leave and not let the insurance see the vehicle. So, I told Mike Gutierrez that I made an appointment to see my own car as I was never notified that my car was released from Hyundai Mission Hills Dealership. Mike Gutierrez stated that the vehicle was there and after that he let the insurance representative see the car. Also, Mike Gutierrez mentioned to the insurance representative the all the fuses were REPLACED/REPAIRED, and when the Insurance representative asked him the same question again he said that only 3 of the 4 fuses were REPLACED/REPAIRED, and the mechanic from Hyundai Mission Hills reset the computer of my car. **What other repairs were made to my car without my authorization?** Hyundai Mission Hills was only authorized to run a diagnostic test on the car, and I NEVER authorized Hyundai Mission Hills to repair my car or delete the data from my vehicle.

As I previously requested to you via email, I would like to have a **LIST OF ALL THE REPAIRS that Hyundai Mission Hills made to my vehicle.** This experience with Hyundai Mission Hills was unnecessary and has made me feel very uneasy about this situation. I have been experiencing a copious amount of stress throughout this whole situation that has been caused by Hyundai Mission Hills actions in selling me a car that I was made to believe had no problems and by repairing/deleting information on my car without authorization.

[REDACTED]

Wednesday, January 31, 2018

3rd Letter

To: Hyundai Mission Hills and Evan Hoffman

From: [REDACTED]

Good Morning Mr. Hoffman,

Last Friday, January 26, 2018, My Insurance and I had a confirmed appointment with the Hyundai mechanic but once again we were not able to speak with the mechanic. So we meet Mr. Mike Gutierrez and another mechanic that was not able to answer our questions. Mike Gutierrez told us that the engine light was on because the air flap needs to be replaced. My insurance gave the Dealership the OK to replace that part to correct the problem but one hour later my insurance received a call from Hyundai Dealership that after replacing the air flap part the problem was not corrected. All this seems to be more of a manufacturer problem since the warranty is paying for some repair bills and Hyundai Mission Hills does not want to disclose me what it is the new problem now.

On Monday, January 29, 2018 I called the advisor Jonathan Enriquez to get updates about my vehicle, he said the Hyundai Mission Hills called Hyundai engineer department on 1/29/18 to have an engineer to check my car again. This is the second time that an engineer is seeing my car since my car is at Hyundai Mission Hills 12/5/18.

As per my request to you before on my first letter on 1/22/18 I need to have the **list of all the repairs Hyundai Mission Hills made to repair the shifting gears of my car after 12/15/17 to the present.** Also, please reply my email with the following:

- DTC error code that my car is presently reporting?
- What does the error code mean?
- Have Hyundai Mission Hills already attempted to repair the code?
- What is your plan to repair this error code?

Best, [REDACTED]
[REDACTED]

EMAIL WITH GENERAL MANAGER OF MISSION HILLS HYUNDAI

Hoffman <ehoffman@mhhyundai.com>

miércoles, 31 de enero de 2018 04:42 p. m.

ael Gutierrez

JE: 3rd Letter - Hyundai Mission Hills General Manager

Mikey and he informed me that he gave you all the paperwork that you are asking for. Is there more that you are referring to?

ding Mikey as he is more familiar with your vehicle. Mikey told Andreh that Hyundai's techline advised us to search behind the left front headlight assembly for a possible electrical short. In trying to find the technician will have to remove other components related to the hybrid system. Because of the car accident you had we have to look for items that aren't common to this type of behavior. We are doing our best to complete quickly but with these challenges it is taking longer than a vehicle that comes in without prior damage. Our goal is to have this done later this week. This is provided that only a repair is needed and not many parts that may have to be ordered. Mikey said the vehicle shifting will be checked during the completion of the check engine light repair.

eat day.

Shifting will be "checked"?
OF THE INVOICES, HYUNDAI
- HE WAS TRIED TO CONFUSE MORE THIS SITUATION
Hyundai check SHIFTING GEARS ALREADY PLEASE SEE THE
ALREADY CHECKED THE SHIFTING GEARS IN JANUARY. WITH
THE CAR DIAGNOSTIC.

Wednesday, January 31, 2018 10:03 AM

man@mhhyundai.com

3rd Letter - Hyundai Mission Hills General Manager

Hyundai Mission Hills and Evan Hoffman

morning Mr. Hoffman,

Last Friday, January 26, 2018, My Insurance and I had a confirmed appointment with the Hyundai mechanic but once again we were not able to speak with the mechanic. So Mike Gutierrez and another mechanic that was not able to answer our questions. Mike Gutierrez told us that the engine light was on because the air flap needs to be replaced. We gave the Dealership the OK to replace that part to correct the problem but one hour later my insurance received a call from Hyundai Dealership that after replacing the air flap the problem was not corrected. All this seems to be more of a manufacturer problem since the warranty is paying for some repair bills and Hyundai Mission Hills does not want to discontinue it is the new problem now.

Monday, January 29, 2018 I called the advisor Jonathan Enriquez to get updates about my vehicle. He said the Hyundai Mission Hills called Hyundai engineer department on 1/29/18 and an engineer to check my car again. This is the second time that an engineer is seeing my car since my car is at Hyundai Mission Hills 12/5/18.

My request to you before on my first letter on 1/22/18 I need to have the list of all the repairs Hyundai Mission Hills made to repair the shifting gears of my car after 12/5/18.

Please reply my email with the following:

1. What is the error code that my car is presently reporting?

2. What does the error code mean?

3. Has Hyundai Mission Hills already attempted to repair the code?

1/12/2018

RV: 2013 Hyundai Sonata

jue 28/12/2017 03:00 p.m.

Para:

De: [REDACTED]
Enviado: viernes, 22 de diciembre de 2017 01:52 p. m.
Para: [REDACTED]
Asunto: Fwd: 2013 Hyundai Sonata

Sent from my iPhone

Begin forwarded message:

From: Tony Alvarado <universal1autobody@yahoo.com>
Date: December 22, 2017 at 1:35:30 PM PST
To: [REDACTED]
Subject: 2013 Hyundai Sonata
Reply-To: Tony Alvarado <universal1autobody@yahoo.com>

Hello [REDACTED]

This letter is to explain why your 2013 Hyundai Sonata Hybrid vin # KMHEC4A46DA [REDACTED] was towed to the Hyundai dealer in Mission Hills
The Brakes were complete low and the car was not safe to drive also the shifter was stuck on parking the only way to put it on gear was manually
Your safety was our priority Universal 1 Auto Body is not a mechanical shop we do only body work and paint. We don't perform any mechanical work.
Your car is a hybrid model only dealer can service those cars also the windows were not working also there were no lights or movement in the cluster everything was dark
We have many witnesses that your car was like that since the day we picked it up
Also we are waiting to hear from the dealer if there is something to be done we are more than happy to do it for you.
We are hoping for the best regarding your Hyundai Sonata
Happy Holidays.

Tony Alvarado
UNIVERSAL 1 AUTO BODY
14533 Keswick Street Unit 8.
Van Nuys, CA 91405

<https://> [REDACTED]

VTD SENT NOV 14 2017

SPECIAL CONDITIONS CPI		NUMBER BLAMED 06		CITY Los ANGELES		JUDICIAL DISTRICT Los ANGELES		LOCAL REPORTING NUMBER [REDACTED]			
		NUMBER KILLED 0		COUNTY Los ANGELES		REPORTING DISTRICT 1557		BEAT 15A33			
LOCATION		COLLISION OCCURRED ON [REDACTED]				MO. DAY YEAR 10/28/2017		TIME (24HR) 2230		DAY OF WEEK S M T W T F S [X] YES [] NO	
		MILEPOST INFORMATION FEET/MILES OF [REDACTED]				GPS COORDINATES LATITUDE [REDACTED] LONGITUDE [REDACTED]				PHOTOGRAPHS BY: [X] NONE	
		AT INTERSECTION WITH [REDACTED]				STATE HWY REL. [] YES [X] NO				OFFICER I.D. 1942 39260	
		OR FEET/MILES OF [REDACTED]									
PARTY 1		DRIVER'S LICENSE NUMBER [REDACTED]		STATE CA		CLASS C		AIR BAG M		SAFETY EQUIP. C	
		NAME (FIRST, MIDDLE, LAST) [REDACTED]		VEH. YEAR 2013		MAKE/MODEL/COLOR HYUNDAI SONATA Gray		LICENSE NUMBER [REDACTED]		STATE [REDACTED]	
		STREET ADDRESS [REDACTED]		OWNER'S NAME [X] SAME AS DRIVER		OWNER'S ADDRESS [X] SAME AS DRIVER		DISPOSITION OF VEHICLE ON ORDERS OF: [] OFFICER [X] DRIVER [] OTHER		PRIOR MECHANICAL DEFECTS: [] NONE APPARENT [X] REFER TO NARRATIVE	
		CITY/STATE/ZIP NORTH HILLS, CA		VEHICLE IDENTIFICATION NUMBER: [REDACTED]		DESCRIBE VEHICLE DAMAGE [] UNK [] NONE [] MINOR [X] MOD. [] MAJOR [] ROLL-OVER		SHADE IN DAMAGED AREA [REDACTED]			
PARTY 2		DRIVER'S LICENSE NUMBER [REDACTED]		STATE [REDACTED]		CLASS [REDACTED]		AIR BAG [REDACTED]		SAFETY EQUIP. [REDACTED]	
		NAME (FIRST, MIDDLE, LAST) [REDACTED]		VEH. YEAR [REDACTED]		MAKE/MODEL/COLOR [REDACTED]		LICENSE NUMBER [REDACTED]		STATE [REDACTED]	
		STREET ADDRESS [REDACTED]		OWNER'S NAME [] SAME AS DRIVER		OWNER'S ADDRESS [] SAME AS DRIVER		DISPOSITION OF VEHICLE ON ORDERS OF: [] OFFICER [] DRIVER [] OTHER		PRIOR MECHANICAL DEFECTS: [] NONE APPARENT [] REFER TO NARRATIVE	
		CITY/STATE/ZIP [REDACTED]		VEHICLE IDENTIFICATION NUMBER: [REDACTED]		DESCRIBE VEHICLE DAMAGE [] UNK [] NONE [] MINOR [] MOD. [] MAJOR [] ROLL-OVER		SHADE IN DAMAGED AREA [REDACTED]			
PARTY 3		DRIVER'S LICENSE NUMBER [REDACTED]		STATE [REDACTED]		CLASS [REDACTED]		AIR BAG [REDACTED]		SAFETY EQUIP. [REDACTED]	
		NAME (FIRST, MIDDLE, LAST) [REDACTED]		VEH. YEAR [REDACTED]		MAKE/MODEL/COLOR [REDACTED]		LICENSE NUMBER [REDACTED]		STATE [REDACTED]	
		STREET ADDRESS [REDACTED]		OWNER'S NAME [] SAME AS DRIVER		OWNER'S ADDRESS [] SAME AS DRIVER		DISPOSITION OF VEHICLE ON ORDERS OF: [] OFFICER [] DRIVER [] OTHER		PRIOR MECHANICAL DEFECTS: [] NONE APPARENT [] REFER TO NARRATIVE	
		CITY/STATE/ZIP [REDACTED]		VEHICLE IDENTIFICATION NUMBER: [REDACTED]		DESCRIBE VEHICLE DAMAGE [] UNK [] NONE [] MINOR [] MOD. [] MAJOR [] ROLL-OVER		SHADE IN DAMAGED AREA [REDACTED]			

INC: [REDACTED]

10/30/17 2030 KJ

555_b08.hp

NARRATIVE/SUPPLEMENTAL

CHP 556 (Rev. 7-90) OPI 065

DATE OF INCIDENT/OCCURRENCE 10/28/2017	TIME (2400) 2230	NCIC NUMBER 1942	OFFICER I.D. NUMBER 39260	NUMBER [REDACTED]
☒ Narrative ☐ Supplemental		☒ Collision Report ☐ Other:		☐ BA Update ☐ Hazardous Materials
		☐ Fatal ☐ School Bus		☐ Hit and Run Update ☐ Other:
CITY/COUNTY/JUDICIAL DISTRICT Los Angeles / Los Angeles / Los Angeles			REPORTING DISTRICT/BEAT 1557	CITATION NUMBER
LOCATION/SUBJECT [REDACTED]			STATE HIGHWAY RELATED ☐ Yes ☒ No	
1. <u>STATEMENTS</u>				
2. P-1 STATED SHE WAS GOING N/B ON [REDACTED] P-1				
3. THEN CONDUCTED A U-TURN ON WEST SIDE OF [REDACTED] P-1				
4. TRIED TO BRAKE BUT HER BRAKES WERE NOT RESPONDING				
5. AND COLLIDED WITH STOP SIGN.				
6.				
7.				
8. WIT STATED HE WAS ON THE S/W CORNER OF [REDACTED]				
9. WALKING HIS DOG. HE OBSERVED P-1 CONDUCTING A U-TURN FROM				
10. [REDACTED] INTO [REDACTED] HE OBSERVED THAT P-1 TRIED TO				
11. STOP/BRAKE BUT COLLIDED WITH STOP SIGN.				
12.				
13.				
14.				
15.				
16. <u>PARTY IDENTIFICATION</u>				
17. P-1 WAS IDENTIFIED BY HER CALIFORNIA DRIVER LICENSE				
18.				
19.				
20.				
21.				
22.				
23.				
24.				
25.				
26.				
27.				
28.				
29.				
30.				
31.				
PREPARED BY NAME AND I.D. NUMBER CORTEZ [REDACTED]		DATE 10/28/2017	REVIEWER'S NAME [REDACTED]	
			DATE [REDACTED]	

Use previous editions until depleted

Chp556_0908.pdf



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

