

 U.S. Department of Transportation National Highway Traffic Safety Administration	DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
	Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 16-JUL-2018 SEP 17 2018	Repository ☐ Reference No. 11111719
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		
City	DAVIE	State	FL	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		Make	Model	Model Year
5NPEB4AC0CH		HYUNDAI	SONATA	2012
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
07-2013	Rick Case Hyundai (954) 388-9627		No: Cylinders	Gasoline
Original Owner	Dealer's City	State	Zip Code	
☐	Sunrise	FL	33317	
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
Automatic	☒ Cruise Control			01-AUG-2013
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 060000 ENGINE (PWS)			Failure Mileage	Failure Speed
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE				
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment	Failure Location:		
	☐ Prior Repair			
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	Number of Deaths	Reported to Police N
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).				
TL* THE CONTACT OWNS A 2012 HYUNDAI SONATA. THE CONTACT STATED THAT THE VEHICLE MADE ABNORMAL NOISES AND THERE WAS A STRONG VIBRATION COMING FROM THE ENGINE WHILE DRIVING AT ANY RATE OF SPEED. RICK CASE HYUNDAI (3550 WESTON RD, DAVIE, FL 33331, (954) 994-2397) WAS NOTIFIED AND REPLENISHED THE OIL; HOWEVER, WITHIN TWO WEEKS, THE OIL WAS LOW WITHOUT THE PRESENCE OF AN OIL LEAK. THE CONTACT WAS UNCERTAIN IF HE RECEIVED A RECALL NOTIFICATION FROM THE MANUFACTURER. THE FAILURE WAS REPORTED TO THE MANUFACTURER TO DETERMINE IF THE VEHICLE WAS INCLUDED OR EXCLUDED FROM AN ENGINE RECALL. THE FAILURE MILEAGE AND VIN WERE NOT AVAILABLE.				
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.				

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

It has been six months now since going to dealership every 2 weeks for oil top up and oil change whenever oil gets low in engine and still no resolution. However Ms. Kristina from the corporate office of Hyundai took our case a month now because the service manager at Hyundai was very rude and not customer service friendly and he didn't even wanted to help us with situation. He hasn't even returned one of our phone calls or even acknowledged us while in his presence at dealership while getting oil top up. They treat us like dirt.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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NECESSARY
IF MAILED
IN THE
UNITED STATES

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



CUSTOMER #:

INVOICE


HYUNDAI
 ON 441 at SUNRISE

 925 North State Road 7
 Fort Lauderdale, FL 33317
 954-581-5885 Main
 954-377-7559 Service
 www.rickcase.com

PLANTATION, FL

PAGE 1

MV710

SERVICE ADVISOR: 2207 ERNEST BYNES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	12	HYUNDAI SONATA	5NPEB4AC0CH		128216/128216		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUL13 DD			WAIT 24JUL18		136.95	CASH	24JUL18
R.O. OPENED		READY	OPTIONS: SOLD-STK:		DLR:3 TRN:AUTO		

12:49 24JUL18 15:29 24JUL18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES HAS SPOKEN TO HYUNDAI ABOUT ENGINE LOOSING OIL
 CAUSE: NO FAULT FOUND TODAY, ON LAST VISIT WE FOUND AN OIL LEAK WHICH
 OWNER HAS REPAIRED ELSEWHERE.

HE1000 SEE MANAGERS COMMENTS

99 HOUSE LIC#: 99

IS 0.00

(N/C)

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

0.00

128216 VEHICLE PRESENTLY USING OIL AT AN AVERAGE RATE OF 1QT PER
 4850 MILES AS IT USED 1/3 QT IN 1455 MILES. INSPECTED VEHICLE AND FOUND
 OIL LEVEL DOWN 1/3 QT OF OIL SINCE OIL WAS CHANGED AT 126761 MILES
 WHICH INDICATES THAT OIL USAGE IS WITHIN SPECIFICATIONS (128216 -
 126761 = 1455MLS) AT THIS TIME, IT APPEARS THAT THE VALVE COVER HAS
 BEEN REPAIRED RECENTLY SINCE BEING SUGGESTED AND DECLINED BY OWNER WHEN
 THE LAST OIL CHANGE WAS COMPLETED HERE ON RO# . SHOULD OWNER WISH
 TO CONTINUE THIS OIL CONSUMPTION EVALUATION, THEN THE OIL LEVEL SHOULD
 BE TOPPED UP WITH 1/3 QUART, DOCUMENTED BY SERVICE AS BEING DONE AND
 THEN OWNER SHOULD BRING VEHICLE BACK FOR ANOTHER INSPECTION WHEN OIL
 LEVEL IS DOWN TO THE ADD LINE. PLEASE REMEMBER THAT OIL SHOULD BE
 CHANGED EVERY 3/750 MILES WHICH WILL BE DUE AT 130511 MLS.

B PERFORM WORLD CLASS INSPECTION FOR OUR VALUED CUSTOMER

MPI PERFORM WORLD CLASS INSPECTION FOR OUR VALUED
CUSTOMER

99 HOUSE LIC#: 99

IS 0.00

(N/C)

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

0.00

All Hyundai parts, new or remanufactured are
 warranted by Hyundai for 12 months or 12,000
 miles, whichever comes first. Warranty covers
 parts replacement and labor. Labor workman-
 ship is warranted for 12 months or 12,000
 miles, whichever comes first, unless
 otherwise specified.

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

***SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$59.50,
 to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies
 and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718),
 and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

 ALL PARTS ARE NEW UNLESS
 OTHERWISE INDICATED.

CUSTOMER #:

INVOICE


HYUNDA

 ON 441 at SUNRISE
 925 North State Road 7
 Fort Lauderdale, FL 33317
 954-581-5885 Main
 954-377-7559 Service
 www.rickcase.com

PLANTATION, FL

PAGE 1

MV710

SERVICE ADVISOR: 2207 ERNEST BYNES

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
GRAY	12	HYUNDAI SONATA		5NPEB4AC0CH		121922/121922		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
18JUL13 DD			WAIT 17MAR18		136.95	CPCN	17MAR18	
R.O. OPENED		READY		OPTIONS: SOLD-STK		DLR:3 TRN:AUTO		

10:55 17MAR18	12:39 17MAR18	LIST	NET	TOTAL
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LINE OPCODE TECH TYPE HOURS

A OIL FILTER CHANGE

HE100 OIL FILTER CHANGE

6636CFREE 0.30

1 26300-35504 FILTER ASSY-ENGINE OIL

1 21513-23001 GASKET-ENGINE OIL PLUG

50 OIL BULK-SYN-BLND-5W20

1 ODF OIL DISPOSAL FEE

1 00232-19019 INSTANT WINDSHIELD WASHER-25 T

S13 FOUND ENGINE ONE QUART LOW

6636 CSM 0.00

PARTS: 20.00 LABOR: 6.80 OTHER: 0.00 TOTAL LINE A: 26.80

B PERFORM WORLD CLASS INSPECTION FOR OUR VALUED CUSTOMER

MPI ADVISED CUSTOMER OF CABIN AND ENGINE FILTER

6636 CSM 0.00

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

WAIT EQUUS CALL CENTER CREATED

2018-03-14 04:45 :00PM TAKEN

BY JENNY ARGUELLES PLEASE

CHECK FOR OIL LEAK

All Hyundai parts, new or remanufactured are warranted by Hyundai for 12 months or 12,000 miles, whichever comes first. Warranty covers parts replacement and labor. Labor workmanship is warranted for 12 months or 12,000 miles, whichever comes first, unless otherwise specified.

RELEASED

MAR 17 2018

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

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	6.80
PARTS AMOUNT	20.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	26.80
LESS INSURANCE	0.00
SALES TAX	1.61
PLEASE PAY THIS AMOUNT	28.41

 ALL PARTS ARE NEW UNLESS
 OTHERWISE INDICATED.

CUSTOMER #:

INVOICE



HYUNDAI

ON 441 at SUNRISE

925 North State Road 7
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954-581-5885 Main
954-377-7559 Service
www.rickcase.com

PLANTATION FL

PAGE 1

MV710

SERVICE ADVISOR: 2207 ERNEST BYNES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	12	HYUNDAI SONATA	5NPEB4AC0CH		120331/120331		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUL13 DD			WAIT 12FEB18		136.95	CASH	12FEB18
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:3	TRN:AUTO		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES ENGINE IS LOOSING OIL, CAME BACK TO CHECK LEVEL

S13 FOUND OIL LEVEL ONE QUART

LOW, REPLENISHED, WILL CHECK LATER

99 HOUSE LIC#: 99

IS 0.00

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

B PERFORM WORLD CLASS INSPECTION EXPRESS SERVICE. VEHICLE SAFETY ITEMS

MPX PERFORM WORLD CLASS INSPECTION EXPRESS

SERVICE. VEHICLE SAFETY ITEMS

99 HOUSE LIC#: 99

IS 0.00

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

WAIT EQUUS CALL CENTER CREATED
2018-02-09 09:06 :00AM TAKEN
BY JENNY ARGUELLES

All Hyundai parts, new or remanufactured are warranted by Hyundai for 12 months or 12,000 miles, whichever comes first. Warranty covers parts replacement and labor. Labor workmanship is warranted for 12 months or 12,000 miles, whichever comes first, unless otherwise specified.

RELEASED

FEB 18 2018

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

CUSTOMER #:

INVOICE



HYUNDA

ON 441 at SUNRISE

925 North State Road 7
Fort Lauderdale, FL 33317
954-581-5885 Main
954-377-7559 Service
www.rickcase.com

PLANTATION, FL

PAGE 2

MV710

SERVICE ADVISOR: 2207 ERNEST BYNES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA	
GRAY	12	HYUNDAI SONATA	5NPEB4AC0CH		118427/118427		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUL13 DD			WAIT 03JAN18		136.95	CASH	03JAN18
R.O. OPENED		READY	OPTIONS: SOLD-STK:		DLR:3 TRN:AUTO		

10:03 03JAN18 12:52 03JAN18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		5216	CSM	0.30		15.33	15.33
PARTS:	0.00	LABOR:	15.33	OTHER:	0.00	TOTAL LINE E:	15.33

F PERFORM WORLD CLASS INSPECTION FOR OUR VALUED CUSTOMER

MPI PERFORM WORLD CLASS INSPECTION FOR OUR VALUED CUSTOMER

	5216	CSM	0.00			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00

G** INSPECT ANCHOR PRETENSIONER AND INSTALL LABEL

71C093R0 INSPECT ANCHOR PRETENSIONER AND INSTALL LABEL

	5216	W	0.20				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	0.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 30.16

WAIT EQUUS CALL CENTER CREATED All Hyundai parts, new or remanufactured are
2018-01-02 08:37 :00AM TAKEN warranted by Hyundai for 12 months or 12,000
BY JENNY ARGUELLES miles, whichever comes first. Warranty covers
parts replacement and labor. Labor workman-
ship is warranted for 12 months or 12,000
miles, whichever comes first, unless
otherwise specified.

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

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DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	197.73*
PARTS AMOUNT	103.92
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	30.16
TOTAL CHARGES	331.81
LESS INSURANCE	0.00
SALES TAX	19.92
PLEASE PAY THIS AMOUNT	351.73

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

CUSTOMER #:


HYUNDA
 ON 441 at SUNRISE

INVOICE

 925 North State Road 7
 Fort Lauderdale, FL 33317
 954-581-5885 Main
 954-377-7559 Service
 www.rickcase.com

PLANTATION, FL

PAGE 1

MV710

SERVICE ADVISOR: 2207 ERNEST BYNES

SERVICE ADVISOR: 2207 ELMST DR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	12	HYUNDAI SONATA	5NPEB4AC0CH		118427/118427		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUL13 DD			WAIT 03JAN18		136.95	CASH	03JAN18
R.O. OPENED		READY	OPTIONS: SOLD-STK		DLR:3 TRN:AUTO		

10:03 03JAN18 12:52 03JAN18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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 A CUST STATES HEARD RATTLING NOISE FROM ENGINE, FOUND VEHICLE OVER THREE
 QUARTS LOW ON OIL, REPLENISHED AND NOSE WENT AWAY

S13 WILL RETURN IN TWO WEEKS FOR OIL CONSUMPTION

5216	CSM	0.00			0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B OIL FILTER CHANGE

HE100 OIL FILTER CHANGE

5216	CSM	0.30			11.80	11.80
1	26300-35504	FILTER ASSY-ENGINE OIL		6.12	0.59	0.59
1	21513-23001	GASKET-ENGINE OIL PLUG		1.15	1.03	1.03
50	OIL BULK-SYN-BLND-5W20			0.25	0.22	11.00
1	ODF	OIL DISPOSAL FEE		1.00	1.00	1.00
1	00232-19019	INSTANT WINDSHIELD WASHER-25 T		1.00	1.00	1.00

PARTS:	14.62	LABOR:	11.80	OTHER:	0.00	TOTAL LINE B:	26.42
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C PERFORM INDUCTION SERVICE CLEAN REMOVE CARBON FROM PISTON RING AND VALVES

MOCIND5 PERFORM INDUCTION SERVICE CLEAN REMOVE CARBON FROM PISTON RING AND VALVES

5216	C	1.00			88.37	88.37
1	03741	INDUCTION KIT		41.58	41.58	41.58

PARTS:	41.58	LABOR:	88.37	OTHER:	0.00	TOTAL LINE C:	129.95
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D PERFORM AND COMPLETE COOLING SYSTEM SERVICE

MOCCFX5 PERFORM AND COMPLETE COOLING SYSTEM SERVICE

5216	C	1.00			82.23	82.23
1	01161	COOLANT KIT		28.72	28.72	28.72
1	ANTI MAX-LIFE-COOLANT			19.00	19.00	19.00

PARTS:	47.72	LABOR:	82.23	OTHER:	0.00	TOTAL LINE D:	129.95
--------	-------	--------	-------	--------	------	---------------	--------

E OIL FILTER CHANGE

HE100 OIL FILTER CHANGE

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

*SHOP SUPPLY COSTS: We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$59.50, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

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

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

 ALL PARTS ARE NEW UNLESS
 OTHERWISE INDICATED.