

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

U.S. Department of Transportation National Highway Traffic Safety Administration 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 11-FEB-2020 JUL 16 2020	Repository ☐ Reference No. 11308520
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
THORNTON		CO			
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 SXYZDLB6DG		Make HYUNDAI	Model SANTA FE	Model Year 2013	
Date Purchased 10/19/2015	Dealer's Name and Telephone Number Boulder Hyundai		Engine: No: Cylinders 4	Fuel Type: Gas	
Original Owner ☐	Dealer's City Boulder	State CO	Zip Code 80301		
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain ALL WHEEL DRIVE	Multiple Failure: 2	Incident Date(s) 25-JUL-2019		
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 060000 ENGINE (PWS), 104000 POWER TRAIN: TRANSFER CASE (4-WHEEL DRIVE)			Failure Mileage 122219	Failure Speed 40	
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	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'S DAUGHTER OWNS A 2013 HYUNDAI SANTA FE. THE CONTACT STATED THAT WHILE HER DAUGHTER WAS DRIVING AT 40 MPH, THE VEHICLE STALLED WITH THE CHECK ENGINE WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHO INFORMED THE DRIVER THAT THE VEHICLE WAS SUBJECTED TO A RECALL. THE VEHICLE WAS THEN TOWED TO (BOULDER HYUNDAI 2555 30TH ST, BOULDER, CO 80301) WHERE THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 17V226000 (ENGINE AND ENGINE COOLING). NOT LONG AFTER THE VEHICLE WAS REPAIRED THE 4-WHEEL DRIVE FEATURE WAS ACTIVATED, HOWEVER THE FEATURE FAILED TO ENGAGE OR OPERATE WITHOUT WARNING. THE VEHICLE WAS TAKEN BACK TO DEALER WHERE THE DRIVER WAS INFORMED THAT THE TRANSMISSION AND THE REAR DIFFERENTIALS NEEDED TO BE REPLACED. THE MANUFACTURER WAS ALSO NOTIFIED OF THE FAILURE AND OFFERED NO ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 122,219. *DL CONSUMER TOOK VEHICLE TO HOTCHKISS AUTO REPAIR (DENVER, CO) AND WAS INFORMED THAT THE TRANSFER CASE HAD BEEN REMOVED FROM THE TRANSAXLE. THEY FOUND THAT ALL OF THE SPLINES ON THE OUTPUT SHAFT HAD BEEN WORN DOWN AND WERE NOT MESHING WITH THE SPLINES OF THE TRANSFER CASE. CONSUMER WAS TOLD THAT THIS COULD HAVE BEEN CAUSED BY THE PRIOR ENGINE WORK THAT					
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.					

BBB: Communication History
Complaint Details

I was driving my vehicle and the check engine light started flashing and stopped driving. Had car towed to Firestone in Thornton, Co and technician told me to contact Boulder Hyundai because there was a recall on my vehicle. Recall number 162. I had my car towed to Boulder Hyundai and they checked vehicle and found engine to seize. Technician replaced the engine on July 25, 2019 under campaign 162. On November 29, 2019 car would not engage into 4 wheel drive. 4 wheel drive worked fine until engine was replaced. I contacted Boulder Hyundai and dropped my car off on November 30, 2019. Also contacted the corporate office of Hyundai and they assigned case number [REDACTED] Boulder Hyundai checked the car and found the rear differential to have overheated and said the rear differential, coupler and transfer case needed to be replaced for a total of \$5614.26. Hyundai corporate would not cover because said it was a new issue. Took my car to Hotchkiss Auto Repair and they said the fault /condition was most likely not caused by user operator error, rather it appeared the transfer case had been removed from the transaxle (marks on the bolts/fasteners, possible when the engine was replaced by Boulder Hyundai. Was advised not to keep the car.

Desired Outcome/Settlement

Desired Settlement: Replacement

Refund or replacement of vehicle.

Friday, March 6, 2020

Hello the purchase date of my 2013 Hyundai Santa Fe vehicle is 10/19/2015

Attached is documentation to support my case.

Thank you!

[REDACTED]

Wednesday, March 11, 2020

To whom it may concern- regarding complaint [REDACTED] Vehicle was brought in July 12, 2019 with a flashing check engine light. Engine replacement was performed under campaign 162. Vehicle was test drove and scanned for any trouble codes. None were present, so vehicle was released back to the owner. Customer brought vehicle back in 11/30/2019 stating the all wheel drive does not engage. Technician found various trouble codes present for wheel speed sensor no signal, clutch thermal over stress, and clutch thermal shutdown. These trouble codes would indicate a failure with the all wheel drive system being over worked leading to failure. Customer declined further diagnostic and tear down with our shop. Customer brought the vehicle to another shop that found the splines on the transmission to be rusted out causing the all wheel drive not to engage. The transfer case was removed during the engine replacement, which attaches to the transmission assembly, but our shop did not cause the rust that lead to the failure. This is a known issue with this model. Customer brought information to our service departments attention to submit

to Hyundai for coverage through warranty as it was not a user operator error. The warranty coverage was denied by Hyundai due to vehicle not being at the dealership and beyond warranty range. Christina Faunce

Service Manager
Boulder Hyundai

Complaint: [REDACTED]

I am rejecting this response because:

Boulder Hyundai is not being honest and:

The all wheel drive was working perfect before the engine was replaced. The engine was replaced on July 25, 2019 and Boulder Hyundai states they checked all codes before vehicle was released to me, however, it was mid summer and I did not engage the four wheel drive until the weather turned to snow in November 2019.

I want to add what first occurred with my vehicle to bring it to Boulder Hyundai: Driving back from Colorado Springs engine entirely seized and had it towed to Firestone In Thornton Colorado. Firestone ran a diagnostic and determined my engine was completely out and notified me it was a recall and to take to where I purchased it from. Boulder Hyundai asked for the car to be towed at my expense and after the car being there for almost 2 weeks, I called to check in and they said it could be another month before an engine was shipped. Not even 10 minutes later they called me and said they had an engine. I learned later from Boulder Hyundai it was a refurbished engine.

Four months later (November 29, 2019) I contacted Hyundai Corporation notifying them recall number 162 failed it caused more problems with my vehicle. I spoke with Willie in customer service who opened up a case. My case was assigned to Shawn, contact number 714-887-2476. After speaking with Hyundai Corporation, on November 30, 2019 I dropped off the car at Boulder Hyundai believing the car was covered. Boulder Hyundai diagnosed my car and found that the rear differential had failed causing the transfer case to fail due to rear drive shaft being spun and no movement. The total cost to replace the rear differential, coupler, transfer case was \$5614.26.

Boulder Hyundai is not being honest stating in their answer to my complaint that warranty was denied due to vehicle not being at the dealership.

1. My Vehicle was there for a week and Boulder Hyundai did a complete diagnostic.
2. Boulder Hyundai is being dishonest stating I declined further diagnostic and tear down and that the vehicle wasn't present for them to cover under warranty. I left my car there for over a WEEK after they did a complete diagnostic and provided me with total cost to repair my vehicle. The reason I declined replacement of the rear differential and transfer case is because Hyundai corporation denied coverage. Hyundai corporation said it was a new issue and out of warranty. I decided to then take my car and they still charged me for the diagnostic.

I then spoke with my family attorney who advised me to take my car for a second opinion to Hotchkiss Auto Repair.

Here is Justin at Hotchkiss Auto Repair's Response to Boulder Hyundai's answer to my complaint with the BBB:

Inbox x

Mar 12, 2020, 3:41 PM (3 days ago)

to me

As we were talking on the phone today, the Boulder Honda dealer states the splines wore down due to rust. The question arises, How did rust penetrate an area (the spline portion of the transfer case input shaft) that is not exposed to atmosphere? While the area known as the bell housing is not water proof, the interior portion of the input shaft (where the splines are) would not have water accumulating that would create rust. My opinion is that its more likely the splines had improper mesh (meaning they weren't fitting together properly) and when the engine was started and vehicle put into gear, ground down the spline area of the shaft.

Lastly, I find it extremely concerning that Boulder Hyundai said that the rust is a known issue with my vehicle- then in my opinion it should have been a recall and covered under warranty. Hotchkiss Auto Repair strongly advised me to replace this vehicle as it is not safe to keep and he wouldn't let his own daughter drive the vehicle. As I stated before, Boulder Hyundai should make this right for all their dishonesty from the time of replacing the engine to now and either replace my vehicle or give me a full refund.

Thank you!

Tell us why here...Re: Complaint:

To whom it may concern-

The manufactures campaign 162 is for the known engine failure with specific models, which is why Hyundai released an extension on the engine for all vehicles affected. The engine replacement under the campaign was submitted to Hyundai's PA process for approval, which it was approved for stating by Hyundai "THIS PA REQUEST HAS BEEN APPROVED FOR QQHRM ENGINE REPLACEMENT UNDER CAMPAIGN 162".QQH refers to the recall parts provided by Hyundai HRM is for Hyundai reman. The approval we received from Hyundai for the engine replacement was specifically for the reman engine we were then required to use.

The vehicle was brought back in for the all wheel drive concern at this time the technician found the propeller shaft to free spin with vehicle engaged in park. Trouble codes were present for clutch thermal over stress warning and shut down. This indicated this is when the issue began. The vehicle constantly monitors the systems present. This being said an all wheel drive vehicle never fully disengages the system. At all times of driving the vehicle it still have some power being transferred to the rear wheels. Therefore, if it was installed incorrectly the issues would have become apparent on the test drive immediately after with trouble codes and warnings present.

The opinion of the other shop is discredited by the photographs they supplied. You can see the rust build up in the transmission housing at the transfer case and transmission mating points. In the same photo the splines in question are visible. It is clear that they were not improperly meshed together or the entire spline from start to end would have signs of wear in the direction that the components mate together. The splines however in fact show wear of something spinning within causing them to wear down showing only the inner parts of them to be worn and the outer edges unaffected. The splines on the other mating side are perfectly intact and not damaged as well further proving they were not installed incorrectly. In addition to this information the other shops paperwork states "AFTER INSTALLING THE MODULE TEST FOUR WHEEL DRIVER OPERATION - STILL INOPERATIVE. WE PERFORMED MORE RESEARCH AND FOUND... indicating that this shop was not fully aware of how the system operates or functions. Our 12 year Hyundai technician took one look at the photographs provided and determined it is the same issue a lot of technician's from various states are finding and is posted all over the Hyundai Technician forum with similar photographs. Also, they states "THIS DOES NOT APPEAR TO HAVE HAPPENED FROM NORMAL USE OF THE VEHICLE. THIS TRANSER CASE HAS BEEN REMOVED PRIOR TO OUR REMOVAL FOR DIAGNOSIS" followed by "FOUND ALL OF THE SPLINES ON THE OUTPUT SHAFT HAVE BEEN WORN/GROUND DOWN AND ARE NOT MESHING WITH THE SPLINES OF THE TRANSFER CASE TO FUNCTION." Nowhere does it state that incorrect installation was the

cause or possible cause of this failure. They recommend reinstalling the transfer case back into the vehicle and trading vehicle in toward a different car.

This is an issue Hyundai technicians have been seeing from the manufacturer. Speculation leads them to believe it was not lubricated enough from the factory. However, this is speculation and not a fact. The issue you have present may in fact be a manufacturer's defect. The manufacturer has the longest power train warranty present in the market. The clear fact that you are so far outside of the warranty range by time and mileage is the reason it is being denied by Hyundai Motor of America. This denial is not our decision. We simply submitted the information in the PA process window through Web DCS (Hyundai's portal), then it is up to Hyundai Motor of America to come to a conclusion on coverage. We did not submit for goodwill assistance when the vehicle was in with our shop due to the fact that it was so far out of warranty range that we knew goodwill assistance would be denied. When Manuel Lovato brought in the information to me from the other shop with the pictures I told him I would submit this to Hyundai for Goodwill assistance due to the rust being present and that it is not a consumer error. The PA request for the goodwill was denied and as stated by Hyundai Motor of America "PA DECLINED. VEHICLE NOT AT DEALER/25 MONTHS/69K MILES OUT OF WTY. THANK YOU." This again is outside of our control. We strictly work within the guidelines Hyundai Motor of America give us.

I believe the consumer's battle is with Hyundai Motor of America not with the dealership. The information the other shop provided with photographs proves that we did not have any error in the installation of the engine assembly. The statement of how rust penetrated an area that is not exposed to the atmosphere, well it is not supposed to be exposed or have water, however based on the photos it is clear that this is what occurred.

Christina Faunce
Service Manager
Boulder Hyundai

Thursday, April 2, 2020

Complaint: [REDACTED]

I am rejecting this response because:

1. They did not diagnose my car correctly. Boulder Hyundai's 12 year Technician diagnosis was to replace the rear differential, coupler, and transfer case for a total of \$5614.26. Since Hyundai corporation denied my claim (case manager assigned to my case said it was a new issue and the car was out of warranty). Our family attorney advised me to take my car to his mechanic at Hotchkiss Auto Repair (who is highly rated in the Denver area) for a second opinion.. Hotchkiss Auto Repair diagnosis was: Nothing was wrong with the rear differential or the transfer case. The problem was with the splines and the transmission,. With the splines worn off of the transmission, they will not mesh with the splines on the transfer case and thus, will not activate the transfer case to engage. Total cost to replace transmission at Hotchkiss was \$2500.00. However, they advised me to get rid of the car!

2, Again, how did the rust penetrate an area (the spline portion of the transfer case input shaft that is not exposed to moisture). Boulder Hyundai states: This is an issue Hyundai technicians have been seeing from the manufacturer. Speculation leads them to believe it was not lubricated enough from the factory. If this is a manufacturer defect, it doesn't matter if it's far out of the warranty "as this has been a known issue as Boulder Hyundai states in their previous response. Boulder Hyundai also admits, "The statement of how rust penetrated an area that is not exposed to the atmosphere, well it is not supposed to be exposed or have water, however based on the photos it is clear that this is what occurred." A previous Mazda I owned sent recall notices to me long after my Mazda was out of warranty due to manufacturer defects.

3, Case Manager at Hyundai Corporation instructed me to contact Boulder Hyundai to make this right. Christine said that is not going to be on our dime it has to be on Hyundai Corp.

Lastly, Boulder Hyundai has not been honest from day one. They sold me a car they knew had problems. They did not notify me there was a problem with the engines on the 2013 Santa Fe, I found out

from my mechanic at Firestone when the engine seized. In addition, they did not even provide me with a rental car when the engine was replaced. It was on my dime. There is class action lawsuits with this vehicle. I do not feel safe driving this vehicle.

Thank you,



Complaint:



To whom it may concern- We have already responded to this complaint and our position has not changed. We ask that the BBB close this complaint.

Thank You

Jeff Baca

Owner Boulder Hyundai

BOULDER HYUNDAI

BOULDER HYUNDAI

2555 30TH Street

Boulder, Colorado 80301

Phone: (303) 442-1114

CUSTOMER NO	ADVISOR CHRISTOPHER GALLEG	390	TAG NO 996	INVOICE DATE 07/25/19
LABOR RATE	LICENSE NO.	MILEAGE 122,219	COLOR BLACK/	STOCK NO
YEAR / MAKE / MODEL 13/HYUNDAI SANTA FE/UP	DELIVERY DATE 10/19/15	DELIVERY MILES 54,372		
VEHICLE ID NO 5 X Y Z T O L B 6 D G	SELLING DEALER NO	PRODUCTION DATE		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
MO: 122225				

JOB# 1 CHARGES

LABOR
J# 1 10HYZ DRIVEABILITY TECH(S): 370
CUSTOMER STATES THEY WERE DRIVING AND CHECK ENGINE LIGHT
CAME ON FLASHING AND STOPPED DRIVING
TECHNICIAN ATTEMPTED TO PERFORM SOUND TEST. FOUND
ENGINE TO SEIZE
TECHNICIAN REPLACED THE ENGINE UNDER CAMPAIGN 162

WARRANTY

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Boulder Hyundai, hereby expressly DISCLAIMS all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Boulder Hyundai neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
1	1	21111-2GK50-QQH	SERVICE KIT		
1	1	21111-2GK70-QQH	SERVICE KIT		
1	1	25470-2G050-QQH	TUBE ASSY-OIL COO		
1	1	21101-2GK01-QQHRM	HY21101-2GK01-QQH R		
1	1	21101-2GK01-QQHRM	CORE RETURN		
1	1	00232-19010	SW30		
1	1	00232-19010	COOLANT/ANTI-FREE		
1	1	28310-2G700	MANIFOLD ASSY-INT		

TOTAL - PARTS 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX HYS JOB# 1 TOTAL 0.00

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG.... 0.00
TOTAL MISC DISC.... 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

NOTICE Electrical parts not returnable. No refunds on special order items. 20% handling on returned merchandise. No refunds after 15 days. No refunds without this invoice. Original package or box required parts that are identified by "NPN" carry warranties other than those of A.I.M.A.

REPAIR ORDER NOTICE

Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

1-800-633-5151
Boulder
Hyundai ASI Cast - SVC.

Pin
09011
for BBB

Brought vehicle in on 11/30/19 - All wheel drive not working

CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
	CHRISTOPHER GALLEG	390 996	12/05/19	
	LABOR RATE	LICENSE NO	128,398	BLACK/
THORNTON, CO	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
	13/HYUNDAI/SANTA FE/UP	10/19/15	54,372	
	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	5 X Y Z T D L B 6 D G			
	R.T.E. NO.	P.O. NO.	R.O. DATE	
			11/30/19	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 1283398	

JOB# 1 CHARGES

LABOR-----
J# 1 10HY201 DRIVEABILITY CONCERN TECH(S):370 130.00
CUSTOMER STATES 4 WHEEL DRIVE DOES NOT ENGAGE
TECHNICIAN FOUND TROUBLE CODES C1210 C1208 C1211 U0122
P1831 P1832 FOR WHEEL SPEED SENSOR NO SIGNAL AND
CLUTCH TERMINAL OVERSTRESS WARNING AND SHUTDOWN. FOUND THE
REAR DIFFERENTIAL TO HAVE OVERHEATED CAUSING PARTIALS TO
TRAVEL THROUGHOUT THE SYSTEM CAUSING THE TRANSFER CASE TO
FAIL DUE TO REAR DRIVE SHAFT BEING SPUN AND NO MOVEMENT
CUSTOMER DECLINED REPLACEMENT OF THE REAR DIFFERENTIAL,
COUPLER, TRANSFER CASE \$5614.26

JOB# 1 TOTALS

LABOR 130.00

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 130.00

JOB# 2 CHARGES

LABOR-----
J# 2 10HY208 WONT START TECH(S):370 0.00
CUSTOMER STATES CAR IS HAVING STARTING ISSUES
UNABLE TO DUPLICATE AT THIS TIME

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SS HAZARD WASTE/ SHOP MATERIALS 7.80
TOTAL - MISC 7.80

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER EXPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 130.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 7.80
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.69

TOTAL INVOICE \$ 138.49

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Boulder Hyundai, hereby expressly DISCLAIMS all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Boulder Hyundai neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOTICE: Electrical parts not returnable. No refunds on special order items. 20% handling on returned merchandise. No refunds after 15 days. No refunds without this invoice. Original package or box required parts that are identified by "NPN" carry warranties other than those of A.I.M.A.

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"SECTION 30-20-1403, COLORADO REVISED STATUTES, REQUIRES RETAILERS TO COLLECT A WASTE TIRE FEE SET BY THE SOLID AND HAZARDOUS WASTE COMMISSION ON THE SALE OF EACH NEW MOTOR VEHICLE TIRE AND EACH NEW TRAILER TIRE."

From: D Hotchkiss <hotchkissauto@yahoo.com>

Date: February 12, 2020 at 11:18:00 AM MST

To: [REDACTED]

Subject: Prior Invoice

[REDACTED]
Here is the information you requested. As we spoke about verbally, it is my opinion this fault/condition was most likely not caused by user/operator error. Rather, it appeared the transfer case had been removed from the transaxle (marks on the bolts/fasteners, possibly when the engine work was performed) and was possibly caused by mis-mating of the splines between the transaxle/transfer case. I hope this helps you.

Justin
Hotchkiss Auto Repair
303-780-7747

Hotchkiss Auto Repair
6918 E. COLFAX AVE
Denver, CO. 80220
Phone: 303-780-7747 Fax: 303-780-7764

INVOICE

Invoice from History

Work Completed : 01/15/2020 Date: 02/12/2020

2013 Hyundai - Santa Fe Sport - 2.4L, in-Line4 (144CI) VIN(B)
Lic # [REDACTED] Odometer In : 129534
Brighton, CO [REDACTED]
Cellular [REDACTED] - Alternate: [REDACTED] VIN # : 5XYZDLB6 DG [REDACTED]

Part Description	Qty	Sal	Ext	Labor Description	Ext
Shop Supplies			15.44	VEHICLE WILL NOT GO INTO 4 WHEEL DRIVE.	
				DIAGNOSE. WHEN COMMANDED TO GO INTO 4 WHEEL DRIVE, THE FRONT TIRES JUST SPIN. REARS ARE NOT ENGAGING.	110.00
				INSPECT FOR FAULT CODES - FOUND TWO FAULT CODES FOR THERMOSTATIC ISSUES FOR THE FOUR WHEEL DRIVE (P1831/P1832). PULL TESTING PROCEDURE FOR THESE FAULT CODES AND PERFORM TESTS - THE PROCEDURE STATES TO INSPECT THE FLUID IN BOTH DIFFERENTIALS - OK. TEST POWER TO THE FOUR WHEEL DRIVE MODULE AND IF THERE IS POWER PRESENT, TO REPLACE THE MODULE WITH A KNOWN GOOD MODULE. WE VERIFIED 12v PRESENT AT THE FOUR WHEEL DRIVE MODULE. RECOMMEND REPLACING THE APPLICABLE MODULE.	
				NOTE: AFTER INSTALLING THE MODULE, TEST FOUR WHEEL DRIVE OPERATION - STILL INOPERATIVE. WE PERFORMED MORE RESEARCH AND FOUND WHEN YOU TURN THE DRIVE SHAFT GOING TO THE REAR, THE REAR WHEELS WILL SPIN, INDICATING THE LOSS OF OPERATION IS BETWEEN THE FRONT DIFFERENTIAL OR TRANSFER CASE. WE NEED TO REMOVE THE TRANSFER CASE TO VERIFY WHICH IS THE CAUSE OF THE MECHANICAL FAULT.	
				THIS DOES NOT APPEAR TO HAVE HAPPENED FROM NORMAL USE OF THE VEHICLE. THIS TRANSFER CASE HAS BEEN REMOVED PRIOR TO OUR REMOVAL FOR DIAGNOSIS.	
				TRANSFER CASE ASSEMBLY - Removal & Installation - AWD	276.00
				UPON REMOVAL OF THE TRANSFER CASE, WE SPUN THE INPUT SHAFT OF THE TRANSMISSION AND IT IS OPERATIVE. WE INSPECTED THE OUTPUT SHAFT OF THE TRANSMISSION AND FOUND ALL OF THE SPLINES ON THE OUTPUT SHAFT HAVE BEEN WORN/GROUND DOWN AND ARE NOT MESHING WITH THE SPLINES OF THE TRANSFER CASE TO FUNCTION. WE RECOMMEND NOT REPLACING THE TRANSAXLE BUT RATHER PUTTING THE TRANSFER CASE BACK INTO THE VEHICLE AND TRADING IN THE VEHICLE TOWARD A DIFFERENT CAR.	
				MANUAL WAS ADVISED OF THESE FINDINGS AND RECOMMENDATIONS AND AFTER THINKING IT OVER FOR THE WEEKEND OF 1/11, HE CALLED ON 1/13 AND ASKED FOR US TO PUT THE TRANSFER CASE BACK IN SO HE CAN TAKE THE VEHICLE AND TRADE IT IN.	

Hotchkiss Auto Repair
6918 E. COLFAX AVE
Denver, CO. 80220
Phone: 303-780-7747 Fax: 303-780-7764

INVOICE

Invoice from History

Work Completed : 01/15/2020

Date: 02/12/2020

2013 Hyundai - Santa Fe Sport - 2.4L, In-Line4 (144CI) VIN(B)

Lic #

Odometer In : 129534

Brighton, CO

Cellular

-- Alternate:

VIN # : 5XYZDLB6 DG

Part Description	Qty	Sale	Ext	Labor Description	Ext
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[Payments - Cash - \$0.72, Check - \$402.00]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Vehicle Received: 1/13/2020

Labor:	386.00
Parts:	15.44
Sub:	401.44
Tax:	1.28
Total:	\$402.72
Bal Due:	\$0.00

Customer Number : 18500

Signature _____ Date _____







