

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	
Name [REDACTED]		Date Received 31-AUG-2020		Repository <input type="checkbox"/>	
Address [REDACTED]		Daytime Telephone Number [REDACTED]		Reference No. 11352301	
City NILES, OH		State OH		Evening Telephone Number	
Zip Code [REDACTED]		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 SNPEH4J20LH [REDACTED]		Make HYUNDAI	Model SONATA	Model Year 2020	
Date Purchased 2/11/2020	Dealer's Name and Telephone Number NASSIEF HYUNDAI PH# 440 576-1010		Engine: No: Cylinders 4	Fuel Type: UNLEADED	
Original Owner <input type="checkbox"/>	Dealer's City JEFFERSON OH	State OH	Zip Code 44047		
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 09-MAR-2020	
<input checked="" type="checkbox"/> Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 273000 LANE DEPARTURE: BLIND SPOT DETECTION, 130000 VISIBILITY/WIPER (PWS)			Failure Mileage 623	Failure Speed 0	
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)		<input type="checkbox"/> Original Equipment	<input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2020 HYUNDAI SONATA. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE PASSENGER'S SIDE BLIND SPOT DETECTION SYSTEM FAILED TO ACTIVATE. THE CONTACT ALSO STATED THAT THE FORWARD COLLISION WARNING LIGHT INTERMITTENTLY ACTIVATED WHILE STOPPED AT A RED LIGHT. THE CONTACT STATED THE REAR BRAKE ASSIST ACTIVATED INTERMITTENTLY ON SEVERAL OCCASIONS. THE VEHICLE WAS TAKEN TO NASSIEF HYUNDAI LOCATED AT 1059 OH-46 NORTH, JEFFERSON, OH 44047, AND PRESTON HYUNDAI OF SHARON LOCATED AT 1251 E STATE ST, SHARON, PA 16146, WHERE THE MECHANICS WERE UNABLE TO DUPLICATE FAILURE. THE VEHICLE HAD NOT BEEN DIAGNOSED NOR REPAIRED AS OF YET. THE MANUFACTURER HAD NOT BEEN INFORMED OF FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 623.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

2020 Hyundai Sonata Limited Defects

1. Drivers side door above door handle & below window trim has a metal manufacturing stamping defect (verified) by both Nassief hyundai technician (**Dakota**) on 6/12/2020 service invoice and also noticed by NPF technician at Preston Hyundai of Sharon on 6/29/2020 and as stated he noticed defect in the service invoice.
2. **Motor noise on acceleration (Cold or Hot)** brought to attention on 3/9/2020, 6/12/2020 Nassief Hyundai, Preston Hyundai Sharon on 6/29/2020. **Dakota** acknowledged after driving an identical Hyundai Sonata limited that the motor noise was found to be somewhat louder and coming from the passenger side of the car. Stated by **Dakota** on service invoice. Also I test drove 2 identical Hyundai Sonata limited at Preston Hyundai Boardman and Nassief Hyunda Jefferson, Oh neither one exhibited the noise.
3. **Emergency back braking assistance applied for no apparent reason when backing out of my garage (on 2 occasions) for no apparent reason when clear of obstructions, cars or pedestrians behind my car for more than several hundred of feet.**
4. **Passengers blind spot right side mirror warning light detection doe not always come on for approaching traffic when passing you on in the right hand lane next to you or is in your blind spot.** Left side blind spot mirror warning light is Ok.
5. **Collision warning light systems Malfunctions.** Intermittantly goes on and off showing right side and front yellow and red collision alerts when stopped behind a car 15-20 feet behind the vehicle in front of you. Also situation is worse in wet weather.

NOTICE OF HEARING/INSPECTION

Date: 07/31/20

Case Number: [REDACTED]

Customer: [REDACTED]

Business: Hyundai Motor America
Mfr Info: 8000 OH 5NPEH4J20LH [REDACTED]

Arbitrators: Mr. Stephen Turner

Hearing Date, Time, Place: 08/13/20 10:00AM EST
Arlington
3033 Wilson Blvd, Suite 600
Arlington, VA 222010000

AUTOLINE Director Phone: Fax : (703) 247-9700

Customer Will Participate: in person by phone in writing
Manufacturer Will Participate: in person by phone in writing

Customer Represented By: Self Attorney

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

7:11 PM EXT 3511

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

CUSTOMER #:

PRESTON FORD OF SHARON
PRESTON HYUNDAI OF SHARON
1251 E. State St. Sharon, PA 16146
(724) 981-8140
1-800-772-8197

INVOICE

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NILES, OH

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

SERVICE ADVISOR: 158 JOSEPH HICKLIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	20	HYUNDAI SONATA	5NPEH4J20JH [REDACTED]		2157/2157		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26FEB20 DD			17:00 29JUN20		105.95	CASH	29JUN20
R.O. OPENED	READY	OPTIONS:	DLR:				

09:03 29JUN20 | 09:57 29JUN20 |

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES RECALL T5A
CAUSE: RECALL T5A

00DA18R0 2020 SONATA ECM UPDATE P030X
64 WH 0.30

(N/C)

FC: PART#: COUNT:
CLAIM TYPE: CPN
AUTH CODE:

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

B** CUSTOMER STATES DEFECT IN DRIVER DOOR
NPF TECH NOTICED DEFECT IN DRIVER DOOR *

DOOR DEFECT

64 ISP 0.30

(N/C)

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

CUSTOMER STATES E BRAKES APPLIES ITSELF WHILE BACKING OUT OF GARAGE
NPF NO PROBLEM FOUND

64 ISP 0.00

(N/C)

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

D** CUSTOMER STATES BLIND SPOT NOT WORKING PROPERLY
NPF NO PROBLEM FOUND

64 ISP 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E** CUSTOMER STATES DRIVER ASSIST NOT WORKING PROPERLY
NPF NO PROBLEM FOUND

*COLLISION WARNING LIGHTS ERRATIC WHEN BEHIND
ANOTHER VEHICLE INTERMITTENT GO OFF OFF*

64 ISP 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F** CUSTOMER STATES ENGINE NOISE/ ENGINE TO LOUD
NPF NO PROBLEM FOUND

54 ISP 0.00

(N/C)

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

ALL MAKES AND MODELS

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

STATEMENT OF DISCLAIMER

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

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

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

PLEASE PAY THIS AMOUNT

CUSTOMER #:

PRESTON FORD OF SHARON
PRESTON HYUNDAI OF SHARON
1251 E. State St. Sharon, PA 16146
(724) 981-8140
1-800-772-8197

ACCOUNTING

FILES: OH

PAGE 1

CONT: ** PRE-INVOICE **
CELL: SERVICE ADVISOR: 158 JOSEPH HICKLIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	20	HYUNDAI SONATA	5NPEH4J20JH		358/358		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
6FEB20 DD			17:00 26FEB20		105.95	CASH	26FEB20

R.O. OPENED	READY	OPTIONS:	DLR:
8:08 26FEB20	09:12 26FEB20		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CUSTOMER STATES ENGINE MAKING NOISE WHEN ITS COLD											
MM NPF											
	64	ISP		0.00	0.00	0	0			0.00	0.00
CUSTOMER STATES P/S BLIND ON MIRROR DOESNT ALWAYS WORK											
MM NPF											
	64	ISP		0.00	0.00	0	0			0.00	0.00
PERFORM COMPLIMENTARY QUALITYCARE VEHICLE INSPECTION											
99P PERFORM COMPLIMENTARY QUALITYCARE VEHICLE INSPECTION											
	64	ISP		0.00	0.00	0	0			0.00	0.00

THANK YOU FOR SERVICING YOUR VEHICLE WITH US!
WE VALUE YOUR OPINION, PLEASE TAKE TIME TO
RETURN YOUR SURVEY TO EITHER FORD OR HYUNDAI.

WE GREATLY APPRICIATE IT.

THANK YOU FOR YOUR BUSINESS!

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	0	0			0	*****	

COST, SALE, & COMP TOTALS 0 0 0

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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

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

CUSTOMER SIGNATURE



NASSIEF AUTO GROUP, INC.

3401 26th St NE, Grand Rapids, MI 49508-4601
www.nassief.com

HYUNDAI



THANK YOU FOR KEEPING YOUR BUSINESS LOCAL! BY DOING SO, YOU KEEP OUR NEIGHBORS EMPLOYED AND HELP THE LOCAL ECONOMY, THANK YOU AGAIN!

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose with regard to the parts and or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and or accessories are of merchantability quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

I authorize commencement of repairs or disassembly of the vehicle without compensation to the undersigned. I authorize completion of a repair or service. I understand and that a charge will be imposed for disassembly, reassembly or partially completed work and agree to pay the same. Such charges to be directly related to the actual amount of the labor and parts involved in the inspection, repair, or service. I authorize the retrieval of on-board data as needed to facilitate vehicle repair as the dealer is authorized by the manufacturer for diagnostic and repair purposes.

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO	
5NPEH4J20LH		623	627	03/09/20 07:50	03/09/20		
VEHICLE DESCRIPTION				TAG NO	STATUS		
2020 HYUNDAI SONATA (PORTOFINO)					COMPLETE		
CONTROL NO	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV DATE	DELIV MILES	TERMS
				02/11/20	02/11/20	8	No Charge
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		ENGINE	
(330) 716-8009				DAKOTA SPANGLER (471)			

Since 1955, The Nassief Family has helped over 100,000 customers find reliable new and preowned vehicles!

Thank you for keeping your business local! Our staff and their families truly appreciate your support!

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	00DA03R0		A50		Warranty	
Concern	Campaign: T4N - 00DA03R0 - 2020 SONATA 1.6T ECM UPDATE (20-01-005H)					
Cause	Campaign: T4N - 00DA03R0 - 2020 SONATA 1.6T ECM UPDATE (20-01-005H)					
Correction	Campaign: T4N - 00DA03R0 - 2020 SONATA 1.6T ECM UPDATE (20-01-005H)					
B			A50		Customer	\$0.00
Concern	Customer states ABNORMAL NOISE IN COLD IN ENGINE IN CUSTOMER. VALVE ADJUSTMENT? PER CUSTOMER					
Cause	TEST DROVE SELF TEST NO DTCS COMPARED TO LIKE UNIT NOISE IS SIMILAR DEALER WILL REACH OUT TO HYUNDAI TO DETERMINE RECOMMENDED NEXT STEP.					
						Line Total... \$0.00
C *			A50		Customer	\$0.00
Concern	Customer states RIGHT SIDE BSM ON PASSENGER SIDE CAN IT BE ADJUSTED? SEEMS TO NOT BE WORKING AS WELL AS DRIVERS SIDE					
Cause	UNABLE TO DUPLICATE CONCERN SELF TEST NO DTCS TEST DROVE SYSTEM OPERATING NORMALLY AT THIS TIME					
Correction	WILL REEVALUATE WHEN CUSTOMER RETURNS FOR LINE B COMPLAINT					
						Line Total... \$0.00
D *	NOWASH		A50		Customer	\$0.00
Concern	CUSTOMER REQUESTED NO WASH					
Correction	CUSTOMER REQUESTED NO WASH					



NASSIEF AUTO GROUP, INC.
The Name is Your Guarantee Since 1955

1059 Route 46 North - JEFFERSON, OHIO 44547
(440) 576-1010 Fax: (440) 576-3338 www.nassief.com



THANK YOU FOR KEEPING YOUR BUSINESS LOCAL! *SERVICE WITH A HEART, 6 FEET APART, PLEASE STAY SAFE*! THANK YOU AGAIN!

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantability quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

If I authorize commencement of repairs or disassembly of the vehicle or vehicle component, but do not authorize completion of a repair or service, I understand and that a charge will be imposed for disassembly, reassembly or partially completed work and agree to pay the same. Such charges will be directly related to the actual amount of the labor and parts involved in the inspection, repair, or service.

I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing data with the manufacturer for diagnostic and research purposes.

[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		5NPEH4J20LH [REDACTED]	1802	1803	06/12/20 11:02	06/12/20	[REDACTED]
NILES, OH [REDACTED]		VEHICLE DESCRIPTION			TAG NO.	STATUS	
[REDACTED]		2020 HYUNDAI SONATA (PORTOFINO)				COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]	[REDACTED]			02/11/20	02/11/20	8	No Charge
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		ENGINE	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DAKOTA SPANGLER (471)			

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Thank you for keeping your business local!! Our staff and their families truly appreciate your support!

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	01D029R1		A50		Warranty	
Concern	Campaign: 191 - 01D029R1 - SONATA RSPA SOFTWARE UPDATE (20-01-019H)					
Cause	Campaign: 191 - 01D029R1 - SONATA RSPA SOFTWARE UPDATE (20-01-019H)					
Correction	Campaign: 191 - 01D029R1 - SONATA RSPA SOFTWARE UPDATE (20-01-019H)					
B			A50		Customer	\$0.00
Concern	Customer states DRIVERS DOOR HAS PAINT DEFECT <i>WRONG METAL DEFECT</i>					
Cause	INSPECTED VERIFIED DEFECT IN DRIVERS DOOR					
Correction	CUSTOMER DECLINED ANY WARRANTY REPAIRS ON DRIVERS DOOR					
Line Total...						\$0.00
C			A50		Customer	\$0.00
Concern	Customer states ENGINE HAS ABNORMAL NOISE					
Cause	TECHNICIAN INSPECTED 3/9/20 FOR ENGINE NOISE COMPARED TO LIKE ONE FOUND TO BE SOMEWHAT LOUDER					
Correction	DEALER ADVISED CUSTOMER THAT A TIME WOULD BE SET UP IN FUTURE FOR A HYUNDAI FIELD SERVICE TECH TO ASSIST DEALER IN DETERMINING CAUSE OF NOISE DUE TO COVID HYUNDAI FSE UNABLE TO VISIT DEALER UNTIL 3RD QUARTER					
Line Total...						\$0.00