

1/2

From: EVOQ (NHTSA) EVOQ@dot.gov
 Subject: FW: Follow up to ODI Complaint
 -----11398726 -----


Date: Mar 22, 2021 at 8:41:38 AM

To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767.

Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

 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 10014B			
				Date Received 02-MAR-2021 MAR 31 2021		Repository <input type="checkbox"/> Reference No. 11398726					
OWNER INFORMATION (Type or Print)											
Name		[REDACTED]									
Address		[REDACTED]									
City		NORTH PORT MYERS		State		FL		Zip Code		[REDACTED]	
Daytime Telephone Number		[REDACTED]									
Evening Telephone Number		[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 KMHTC6AD8PZ [REDACTED]				Make HYUNDAI		Model VELOSTER		Model Year 2015			
Date Purchased 08-2015		Dealer's Name and Telephone Number HYUNDAI OF FORT MYERS				Copies: No. Owners 4		Fuel Type: GAS			
Original Owner <input checked="" type="checkbox"/>		Dealer's City Fort MYERS		State FL		Zip Code 33966					
Transmission Type Automatic		<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		Powertrain No		Multiple Failure: YES		Incident Date(s) 01-OCT-2020			

2/2

FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 060000 ENGINE (PWS)		Failure Mileage 10000	Failure Speed 25MPH
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: D0TMAL9ABC0361)	<input checked="" 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			
<i>(Please describe in detail the incident(s), failure(s), cost(s), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fatality <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
		Reported to Police #	
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. part repaired or replaced (and if old part is available).			
<p>TL* THE CONTACT OWNS A 2015 HYUNDAI VELOSTER. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, A KNOCKING NOISE WAS PRESENT COMING FROM THE ENGINE AND THE VEHICLE WOULD SOMETIMES STALL. IT WAS LATER DISCOVERED THAT OIL WAS LEAKING FROM THE ENGINE. THE VEHICLE WAS TOWED TO THE LOCAL DEALER GENESIS OF FORT MYER LOCATED AT 2850 COLONIAL BLVD, FORT MYERS, FL 33906 WHO REPLACED THE CATALYTIC CONVERTER AND THE ENGINE GASKETS. THE VEHICLE WAS ALSO INCLUDED IN THE NHTSA CAMPAIGN NUMBER: 20V746000 (ENGINE) HOWEVER, THE PART NEEDED TO DO THE RECALL REPAIR WAS NOT YET AVAILABLE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 190,000.</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY.	
<small>The Privacy Act of 1974 (Public Law 93-579) Title 5, section 552a states that information collected pursuant to and only used under the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this request. Your response may be used to assist 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, as a statement of truth, may be used in support of the agency's action.</small>			

Hyundai Recalls 129,000 Cars for Premature Engine Damage

In some 2012 Santa Fes, 2011-2013 and 2016 Sonata Hybrids, and 2015-2016 Velosters, connecting-rod bearings can wear and damage the engine.

BY COLIN BERESFORD DEC 4, 2020

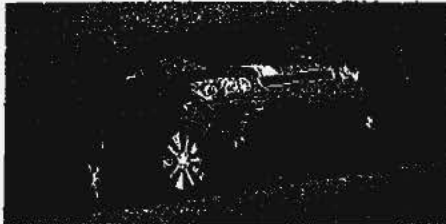


MICHAEL SHARVICK AND DRIVER

- Hyundai has issued a recall for 128,948 vehicles over defective connecting-rod bearings that can wear out prematurely and damage the engine.
- The recall covers the 2012 Santa Fe, the 2011-2013 and 2016 Sonata Hybrid, and the 2015-2016 Veloster.
- Owners of the affected vehicles will be notified beginning on January 22, 2021, and those with engines that show bearing damage will have their engines replaced.

Hyundai Motor America has issued a recall for 128,948 of its vehicles, including the 2012 Santa Fe, the 2011 to 2013 and 2016 Sonata Hybrid, and the 2015 to 2016 Veloster, for connecting-rod bearings in the engine that could wear out prematurely and damage the engine, according to the National Highway Traffic Safety Administration (NHTSA). The engine damage can ultimately result in an increased likelihood of a fire or engine stalling, which can lead to a crash.

RECENT HYUNDAI/KIA RECALLS



Kia Recalls 295,000 Vehicles over Engine Fire Risk



Hyundai Fined Millions over Engine Recall Response



Hyundai, Kia Recalling 591,000 Vehicles

Owners will be notified of the recall beginning on January 22, 2021, to bring their vehicles to a Hyundai dealer. If the dealer finds bearing damage, the engine will be replaced. Dealers will also install a new Knock Sensor Detection System (KSDS) through a software update; the system will monitor engine vibrations to detect premature wear or damage.

Before being notified of the recall, owners of these vehicles should pay attention for any of the following, which could indicate the connecting-rod bearings are wearing on the engine: abnormal knocking noises from the engine, reduced power or

hesitation, illumination of the "check engine" light or the engine oil-pressure warning light; or a burning smell, oil leaks, or smoke.

Hyundai owners can check the NHTSA website or NHTSA's new recall app to see if their vehicle is involved in the recall.

Ready to ride shotgun with us?

Sign up for the smartest car news out there.

What's your email address?	LET'S GO.
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MORE FROM RECALLS

Kia Recalls 295,000 Vehicles over Engine Fire Risk

2014-2019 EcoDiesel Jeep Grand Cherokee Recalled

ADVERTISEMENT - CONTINUE READING BELOW





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

NHTSA Recall Number: 20V-746
Hyundai Recall Number: 198



92193

IMPORTANT SAFETY RECALL (INTERIM NOTICE)

2012 Santa Fe, 2011 - 2013 & 2016 Sonata Hybrid, 2015 - 2016 Veloster
Connecting Rod Bearing

This is an important Safety Recall.

- We are currently preparing the remedy. We will notify you when the remedy is ready.
- For updated information, you can visit:

www.HyundaiUSA.com/Campaign198

This notice applies to your Hyundai, VIN: KMHTC6AD8FU [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above. Hyundai is conducting a safety recall in the United States to address a condition of engine failures resulting in non-crash vehicle fires in certain model year 2012 Santa Fe, 2011 - 2013, 2016 Sonata Hybrid, and 2015 - 2016 Veloster vehicles.

The purpose of this letter is to explain what the recall is about and to keep you informed of Hyundai's recall implementation plan. We are currently making preparations to implement the safety recall remedy which when available, will be performed at no cost to you. We will send you another notification when the remedy is available.

What is the problem?

An engine compartment fire can occur while driving for many reasons and depending on the severity of the fire, the identification of the cause can be untraceable. The engines in the subject vehicles may have been produced with conditions that can cause premature wear of the connecting rod bearings. A worn connecting rod bearing could result in abnormal knocking noise from the engine and/or illumination of the oil pressure warning light. If the vehicle is continually operated with a worn connecting rod bearing, the engine could become damaged and eventually stall the vehicle during operation, increasing the risk of a crash. In certain instances, a damaged connecting rod could puncture the engine block and cause engine oil to leak, which, in the presence of hot surfaces in the engine compartment, could increase the risk of a fire.

What should you do in the interim?

We appreciate your patience. Hyundai is currently making preparations to implement the recall remedy. You will receive a second notification letter when the remedy is available. If the Malfunction Indicator Light is illuminated in your vehicle, you should seek service at your Hyundai dealer as soon as possible. For updated information regarding this recall, please visit:

www.HyundaiUSA.com/Campaign198

If you have other questions

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer or Hyundai has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.safercar.gov>.

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America

Called 3-2-21
Reference # 11398726 / spoke to John

Called 3-2-21 / Ready will
- 800 633 5151 - Receive
Notice
When Ready

JK 24.68

181.05 Rentals

Vin# Fu [redacted]

(1)

- 10-13-20 277.94 Replaced Front Sway bar End Links due to rattling noise.
- 1-15-21 44.73 Car Rental
- 1-14-21 3,279.59 Car cut off while driving. Got Towed.
- 1-18-21 work completed
- Replaced Catalytic Converter
- Replaced valve cover gasket
- " " PCV Valve Assembly
- 1-25-21 No Charge - took to dealer
- Replaced valve cover gasket
- 2-22-21 297.15 No oil. Added 2 QTS. to get to Dealer
- Removed and resealed oil pan
- 5-3-21 136.32 Car Rental
- 3-2-21 Called Hyundai 1800-633-5151 Recording said to go online as phone lines were not working
- 3-2-21 called vehicle safety hot line - spoke w/John. Ref. # 11398726
- 3-9-21 oil just above low mark, Added 2 QTS.
- 3-10-21 Called Hyundai. was told there was nothing else they could do for me.
- 3-10-21 Called 800# spoke w/ Sky then Stone said they would get back to me today or tomorrow
- 5-12-21 Fee. Spoke w/ Pauline in California. She will contact Hyundai of Ft. Myers and get back to me

No oil on driveway. ...

(2)

3-15-21 Added 1 qts of oil. Again just above the Low Mark on stick.

3-23-21 Added 1 qt. oil just above Low Mark

bearing failure -
→ test ↓

3-24-21 Pauline called - She will call Charlie and get back to me

3-28-21 added 1 qt. oil - just above low mark

2850 COLONIAL BLVD.
FT. MYERS, FLORIDA 33996
(239) 277-1222



STATE OF FLORIDA REGISTRATION
NUMBER MV - 89285

HYUNDAI MAZDA SUBARU

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR NICK VELLA	TAG NO. 905 6624	INVOICE DATE 10/13/20	INVOICE NO.
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 202,785	COLOR RED/BLACK
[REDACTED]	YEAR / MAKE / MODEL 15/HYUNDAI/VELOSTER/ECOSHIFT DCT	DELIVERY DATE 07/21/15	DELIVERY MILES 23	STOCK NO.
[REDACTED]	VEHICLE I.D. NO. K M H T C 6 A D 8 F U	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 10/13/20	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[REDACTED]	[REDACTED]	MO: 202798		

CUST REQUESTS OIL CHANGE & LUBE SERVICE USING SYNTHETIC OIL, CHECK FLUID LEVELS, SET TIRE PRESSURES AND 27 POINT SAFETY INSPECTION COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	PK0IL6SYN	SYN. OIL CHANGE	45.00	45.00	45.00
JOB # 1	5	56069	SYN/OIL QS	****	****	****
JOB # 1	1	21513-23001	GASKET-ENGINE OIL	****	****	****
JOB # 1	1	26300-35505	FILTER ASSY-ENGIN	****	****	****
JOB # 1 TOTAL PARTS						45.00
JOB # 1 TOTAL LABOR & PARTS						69.99

ON INSPECTION FOUND BATTERY TO FAIL A LOAD TEST. BATTERY FAILED LOAD TEST X284QM132JFFPC REPLACED BATTERY. SEE RO [REDACTED] ON 12.4.17 AT 91088MI

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	00275-18001	INTERSTATE BATTER			0.00
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

ON INSPECTION FOUND BATTERY TO FAIL LOAD TEST. CP 1774 WAR 23X REPLACED BATTERY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	00275-18001	INTERSTATE BATTER	188.99	100.89	100.89
JOB # 3 TOTAL PARTS						100.89
JOB # 3 TOTAL LABOR & PARTS						150.88

CUSTOMER REQUESTS REPLACE CABIN FILTER REGULAR MAINTENANCE REPLACED CABIN FLITER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 4	1	25F79-AQ000	FILTER-AIR	35.99	26.11	26.11
JOB # 4 TOTAL PARTS						26.11
JOB # 4 TOTAL LABOR & PARTS						52.11

CUSTOMER STATES CAR HAS RATTLEING TYPE NOISE FROM FRONT OF CAR WHEN DRIVING OVER BUMPS IN ROAD AT ALL SPEEDS, ADVISE

DISCLAIMER OF WARRANTIES
The Seller, herein expressly disclaims all warranties either express or implied, including any implied warranty 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 vehicle or product. TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE. I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs. In the event I fail to pay any such amount due you I agree that your costs of collection, including court costs and reasonable attorneys' fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and or inspection. An express mechanic's lien is hereby acknowledge on vehicle to secure the amount of repairs. Parts and labor on original equipment parts are guaranteed for 12 months or 12,000 miles, whichever comes first.

*Your repair costs will include a charge for miscellaneous shop supplies or waste disposal. The charge will be calculated at 8% of the total labor; with a maximum of \$20.00 per customer visit. This charge can be found on the miscellaneous charge line of totals column. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or 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 battery sold in the state. (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

2850 COLONIAL BLVD.
FT. MYERS, FLORIDA 33906
(239) 277-1222



STATE OF FLORIDA REGISTRATION
NUMBER MV - 89285

HYUNDAI MAZDA SUBARU

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR NICK VELLA	TAG NO. 905 6624	INVOICE DATE 10/13/20
LABOR RATE	LICENSE NO.	MILEAGE 202,785	COLOR RED/BLACK
YEAR / MAKE / MODEL 15/HYUNDAI/VELOSTER/ECOSHIFT DCT	DELIVERY DATE 07/21/15	DELIVERY MILES 23	
VEHICLE I.D. NO. K M H T C 6 A D 8 F U	BELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O.	R.O. DATE 10/13/20	
BUSINESS PHONE	COMMENTS		

MO: 202798

FOUND FRONT SWAY BAR END LINKS TO HAVE EXCESSIVE MOVEMENT.
REPLACED FRONT SWAY BAR END LINKS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5	2	CLKH46-N	FR SW BAR END LIN	50.99	48.00	96.00
JOB # 5 TOTAL PARTS						96.00
JOB # 5 TOTAL LABOR & PARTS						277.94

CUSTOMER REQUESTS PERFORM BG AUTOMATIC TRANSMISSION FLUID
EXCHANGE SERVICE
REGULAR MAINTENANCE
PERFORMED BG AUTOMATIC TRANSMISSION FLUID EXCHANGE SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 6 TOTAL PARTS						0.00
JOB # 6 TOTAL LABOR & PARTS						98.02

CUSTOMER REQUESTS PERFORM BG COOLANT EXCHANGE SERVICE
REGULAR MAINTENANCE
PERFORMED BG COOLANT EXCHANGE SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 7	1	COOLANT	ANTIFREEZE	17.99	17.50	17.50
JOB # 7	1	5901	COOLANT KIT	36.99	36.55	36.55
JOB # 7 TOTAL PARTS						54.05
JOB # 7 TOTAL LABOR & PARTS						139.06

PERFORM PLATINUM FUEL SERVICE MINOR KF65
PERFORM PLATINUM FUEL SERVICE
PREVENT CARBON BUILDUP IN COMBUSTION CHAMBER
COMPLETE PLATINUM FUEL SERVICE MINOR KF65

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 8	1	KF65N1TD	PLAT FUEL SVC	91.99	91.07	91.07
JOB # 8	3	08950-00020-B	MTF-MANUAL TRANSM	10.99	8.68	26.04
JOB # 8 TOTAL PARTS						117.11
JOB # 8 TOTAL LABOR & PARTS						225.99

CUSTOMER REQUESTS PERFORM BG BRAKE FLUID EXCHANGE SERVICE
REGULAR MAINTENANCE
PERFORMED BG BRAKE FLUID EXCHANGE SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 9	1	84032	DOT 4 FLUID	30.99	30.04	30.04
JOB # 9 TOTAL PARTS						30.04

DISCLAIMER OF WARRANTIES
The Seller, herein expressly disclaims all warranties either express or implied, including any implied warranty 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 vehicle or product. TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE. I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs. In the event I fail to pay any such amount due you I agree that your costs of collection, including court costs and reasonable attorneys' fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs. Parts and labor on original equipment parts are guaranteed for 12 months or 12,000 miles, whichever comes first.

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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 battery sold in the state. [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

The Reynolds and Reynolds Company - Invoicing - CC230751 Q (02/20)

2850 COLONIAL BLVD.
 FT. MYERS, FLORIDA 33966
 (239) 277-1222



STATE OF FLORIDA REGISTRATION
 NUMBER MV - 89285

HYUNDAI MAZDA SUBARU

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR NICK VELLA	TAG NO. 905 6624	INVOICE DATE 10/13/20
LABOR RATE	LICENSE NO.	MILEAGE 202,785	COLOR RED/BLACK
YEAR/MAKE/MODEL 15/HYUNDAI/VELOSTER/ECOSHIFT DCT	DELIVERY DATE 07/21/15	DELIVERY MILES 23	
VEHICLE I.D. NO. K M H T C 6 A D 8 F U	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O.	R.O. DATE 10/13/20	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 202798

JOB # 9 TOTAL LABOR & PARTS 139.95

DISCLAIMER OF WARRANTIES

The Seller, herein expressly disclaims all warranties either express or implied, including any implied warranty 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 vehicle or product. TERMS: ALL REPAIRS ARE STRICTLY OASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE. I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs. In the event I fail to pay any such amount due you I agree that your costs of collection, including court costs and reasonable attorneys' fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and or your employees permission to operate the vehicles herein described on streets, highways or elsewhere for purpose of testing and or inspection. An express mechanic's lien is hereby acknowledge on vehicle to secure the amount of repairs. Parts and labor on original equipment parts are guaranteed for 12 months or 12,000 miles, whichever comes first.

PERFORM MULTI POINT INSPECTION COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 10 TOTAL PARTS						0.00
JOB # 10 TOTAL LABOR & PARTS						0.00

O'BRIEN HYUNDAI IS NOT RESPONSIBLE OR LIABLE FOR ANY VEHICLE STRUTS THAT LOCK UP WHILE IN THE SHOP. FOR VEHICLES THAT ARE OUTSIDE OF FACTORY WARRANTY, STRUTS THAT LOCK UP ARE THE RESPONSIBILITY OF THE CUSTOMER. BY SIGNING I ACKNOWLEDGE THIS. SIGNED:

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 11 TOTAL PARTS						0.00
JOB # 11 TOTAL LABOR & PARTS						0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # A	01	SHOP SUPPLIES		17.00
TOTAL - MISC				17.00

COMMENTS
 *** Created By: nvela@obrienteam.com, Created On: 10-07-2020, Stat us: Scheduled, Transport Type: DROP OFF
 DELETED OPERATION(S)
 97HIZZHE99 MULTI POINT 80HIZSTRUTS STRUTS DISCLAIMER

TOTALS	PRICE
TOTAL LABOR	684.74
TOTAL PARTS	469.20
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	17.00
TOTAL MISC DISC	0.00
TOTAL TAX	76.12
TOTAL INVOICE \$	1247.06

VISIT US ON THE WEB AT - WWW.OBRIENEASY.COM
 SERVICE & PARTS ARE OPEN M-F 7:30AM TO 6PM & SAT 8AM TO 5PM

WE APPRECIATE YOUR BUSINESS! YOU MAY SOON BE RECEIVING A SURVEY FROM THE MANUFACTURER. THIS IS YOUR SERVICE ADVISORS REPORT CARD. IF FOR ANY REASON YOU CANNOT SCORE ALL (5'S) PLEASE CALL THEM IMMEDIATELY FOR A PROMPT RESOLUTION. YOUR FUTURE BUSINESS IS VERY IMPORTANT TO US. AGAIN, THANK YOU!

CUSTOMER SIGNATURE

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

The Reynolds and Reynolds Company, ENR017016 C2320751 Q (02/20)

2850 COLONIAL BLVD.
FT. MYERS, FLORIDA 33966
(239) 277-1222



STATE OF FLORIDA REGISTRATION
NUMBER MV - 89285

HYUNDAI MAZDA SUBARU

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR NICK VELLA	905	DIG. NO. 477	INVOICE DATE 12/14/20
	LABOR RATE	LICENSE NO.	MILEAGE 208,752	COLOR RED/BLACK
	YEAR / MAKE / MODEL 15 / HYUNDAI / VELOSTER/ECOSHIFT DCT		DELIVERY DATE 07/21/15	DELIVERY MILES 23
NORTH FT MYERS, FL	VEHICLE I.D. NO. KMHTC6AD8FU		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.	R.O. DATE 12/14/20	
	BUSINESS PHONE	COMMENTS	MO: 208753	

LABOR & PARTS
 JM 11 29H1Z01 CHECK ENGINE LIGHT TECH(S) 1197 50.00
 CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON
 CAR HAS SHIMMILY TYPE FEELING AT IDLE IN GEAR INT ADVISE
 SCANNED FOR CODES, FOUND P0420 AND P2191 CODES SET.
 FOUND CATYLITIC CONVERTER TO HAVE LOW EFFICIENCY.
 EST TO REPLACE CATYLITIC CONVERTER - \$1790.00 + TAX

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1 TOTAL PARTS 0.00						
JOB # 1 TOTAL LABOR & PARTS 50.00						

JM 12 01M1Z00 LUBE OIL & FILTER TECH(S) 1197 20.99
 CUST REQUESTS OIL CHANGE AND LUBE SERVICE USING SYNTHETIC
 BLEND OIL, SET TIRE PRESSURES, AND PERFORM COMPLETE MULTI-
 POINT INSPECTION.
 COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	PKOIL6	OIL & FILTER	19.00	19.00	19.00
JOB # 2	1	21513-23001	GASKET-ENGINE OIL	****	****	****
JOB # 2	1	26300-35505	FILTER ASSY-ENGIN	****	****	****
JOB # 2	5	OIL	QUAKER/STATE	****	****	****
JOB # 2 TOTAL PARTS 19.00						
JOB # 2 TOTAL LABOR & PARTS 39.99						

JM 13 199H1Z01 RECALL 198 REMEDY NOT AVAILABLE AT THIS TIME WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS 0.00						
JOB # 3 TOTAL LABOR & PARTS 0.00						

JM 14 97H1ZZH699 MULTI POINT TECH(S) 1197 0.00
 PERFORM MULTI POINT INSPECTION
 COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4	0	S4530-3X000	BALL JOINT ASSY-L	68.99	52.52	0.00
PART ON SPECIAL ORDER						
** QUANTITY 2 IS SPECIAL ORDERED **						
JOB # 4 TOTAL PARTS 0.00						
JOB # 4 TOTAL LABOR & PARTS 0.00						

JM 15 37M1Z01 STEERING SYS DYAC TECH(S) 1197 0.00
 ON INSPECTION FOUND BOTH FRONT LOWR BALL JOINTS TO HAVE
 OPEN BOOTS.
 SPECIAL ORDERED PARTS.
 EST - \$468.00 + TAX (PRICE INCLUDES ALIGNMENT)

DISCLAIMER OF WARRANTIES
 The Seller, herein expressly disclaims all warranties either express or implied, including any implied warranty 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 vehicle or product. TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE. I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs. In the event I fail to pay any such amount due you, I agree that your costs of collection, including court costs and reasonable attorneys' fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledge on vehicle to secure the amount of repairs. Parts and labor on original equipment parts are guaranteed for 12 months or 12,000 miles, whichever comes first.

*Your repair costs will include a charge for miscellaneous shop supplies or waste disposal. The charge will be calculated at 8% of the total labor; with a maximum of \$20.00 per customer visit. This charge can be found on the miscellaneous charge line of totals column. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or 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 battery sold in the state. [s.403.7186].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

The Reynolds and Reynolds Company ERM11MWE CCG30761 0 (02/02)

2850 COLONIAL BLVD.
FT. MYERS, FLORIDA 33966
(239) 277-1222



STATE OF FLORIDA REGISTRATION
NUMBER MV - 89285

HYUNDAI MAZDA SUBARU

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR NICK VELLA	905 TAG NO. 477	INVOICE DATE 12/14/20
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 208,752
[REDACTED]	YEAR / MAKE / MODEL 15 / HYUNDAI / VELOSTER / ECOSHIFT DCT	COLOR RED/BLACK	STOCK NO. [REDACTED]
NORTH FT MYERS, FL	VEHICLE I.D. NO. KMH7TC6ADB8FU	DELIVERY DATE 07/21/15	DELIVERY MILES 23
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 12/14/20
[REDACTED]	COMMENTS	MO: 208753	

PARTS	QTY	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					0.00
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	01	SHOP SUPPLIES			5.68
TOTAL - MISC					5.68

DISCLAIMER OF WARRANTIES
The Seller, herein expressly disclaims all warranties other express or implied, including any implied warranty 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 vehicle or product. TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE. I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs. In the event I fail to pay any such amount due you I agree that your costs of collection, including court costs and reasonable attorneys' fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and or inspection. An express mechanic's lien is hereby acknowledge on vehicle to secure the amount of repairs. Parts and labor on original equipment parts are guaranteed for 12 months or 12,000 miles, whichever comes first.

COMMENTS
Created By: nvella@obrienteam.com, Created On: 12-08-2020, 5tat us: Scheduled, Transport Type: DROP OFF

RECOMMENDATIONS
V/C GASKET LEAKING - \$240.00
OIL PAN GASKET LEAKING - \$170.00 + TAX.
SPARK PLUGS - \$126.00(IF DONE WITH VALVE COVER REPLACEMENT)

TOTALS		TOTAL LABOR	70.99
*****		TOTAL PARTS	19.00
* [] CASH [] CHECK CK NO. []		TOTAL SUBLET	0.00
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL G.O.G.	0.00
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL MISC CHG.	5.68
		TOTAL MISC DISC	0.00
		TOTAL TAX	6.22

TOTAL INVOICE \$ 101.89

VISIT US ON THE WEB AT - WWW.OBRIENEASY.COM
SERVICE & PARTS ARE OPEN M-F 7:30AM TO 6PM & SAT 8AM TO 5PM

WE APPRECIATE YOUR BUSINESS! YOU MAY SOON BE RECEIVING A SURVEY FROM THE MANUFACTURER. THIS IS YOUR SERVICE ADVISORS REPORT CARD. IF FOR ANY REASON YOU CANNOT SCORE ALL (5'S) PLEASE CALL THEM IMMEDIATELY FOR A PROMPT RESOLUTION. YOUR FUTURE BUSINESS IS VERY IMPORTANT TO US. AGAIN, THANK YOU!

CUSTOMER SIGNATURE

*Your repair costs will include a charge for miscellaneous shop supplies or waste disposal. The charge will be calculated at 8% of the total labor; with a maximum of \$20.00 per customer visit. This charge can be found on the miscellaneous charge line of totals column. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or 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 battery sold in the state. [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

The Reynolds and Reynolds Company (02/2021)



HYUNDAI
OF FORT MYERS

2850 Colonial Blvd.
Fort Myers, FL 33966
(239) 778-1842



GENESIS
OF FORT MYERS

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR CHARLES SANTANA	YAG NO. 1652	INVOICE DATE 01/18/21	INVOICE NO.
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 211, 671	COLOR RED/BLACK
[REDACTED]	YEAR / MAKE / MODEL 15 / HYUNDAI / VELOSTER / ECOSHIFT DCT		DELIVERY DATE 07/21/15	DELIVERY MILES 23
NORTH FT MYERS, FL	VEHICLE I.D. NO. K M H T C 6 A D 8 F U		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 01/13/21	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 211676

FADA

JOB# 1 CHARGES
LABOR
CUSTOMER STATES PERFORM CAMPAIGN
198 REMEDY NOT YET AVAILABLE
CAMPAIGN 198
CAMPAIGN REMEDY NOT YET AVAILABLE

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES
LABOR
CUSTOMER STATES THAT VEHICLE STALLED OUT WITH OUT WARNING.
CUSTOMER STATES SHE STOPPED AT A LIGHT AND WENT TO TURN
RIGHT AND VEHICLE STALLED WHILE ACCELERATING. AFTER STALLING
VEHICLE RESTARTED AND STALLED OUT AGAIN. NO WARNING LIGHTS
WERE PRESENT. CHECK AND ADVISE
SCANNED VEHICLE DTC'S CODE P0420 AND P2191
REMOVED AND REPLACE CATALYTIC CONVERTER AS PART OF EXHAUST
MANIFOLD AND BOTH O2 SENSORS.
RESET ADAPTIVE VALUES. TEST DROVE VEHICLE VEHICLE NOW
OPERATES AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	28510-2BEF1	MANIFOLD CATALYTI	1509.99	1509.99
	1	28521-2B400	GASKET-EXHAUST MA	26.52	26.52
	1	28751-1R000	GASKET-EXHAUST PI	31.52	31.52
	1	39210-2B210	SENSOR ASSY-OXYGE	232.62	232.62
	1	39210-2B220	SENSOR ASSY-OXYGE	219.45	219.45
TOTAL - PARTS					2020.10

JOB# 2 TOTALS
LABOR 355.12
PARTS 2020.10
JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 2375.22

JOB# 3 CHARGES
LABOR
PERFORM VEHICLE INSPECTION.
COMPLETED VEHICLE INSPECTION.

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX HYCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES
LABOR
CUSTOMER REQUESTS REPLACE SPARK PLUGS.

Service Guarantee
We guarantee our parts and labor for 1 year or 12,000 miles. All parts are new or factory remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned
NC/No Chg/Warranty RD Reduced/Warranty

Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges
This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F/S 559.905(1)(h)

Tire and Battery Fee
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 battery sold in the state [s.403.7185].

You also authorize us to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you. You are not required to provide this authorization as a condition of purchasing any goods or services.

X _____
CUSTOMER SIGNATURE
BY SIGNING YOU AGREE TO ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS DOCUMENT.

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HYUNDAI
OF FORT MYERS

2850 Colonial Blvd.
Fort Myers, FL 33966
(239) 778-1842



GENESIS
OF FORT MYERS

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CHARLES SANTANA	1652	TAG NO. 1833	INVOICE DATE 01/18/21	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	15/2015 211, 671	COLOR RED/BLACK	STOCK NO. [REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 15/HYUNDAI/VELOSTER/ECOSHIFT DCT			DELIVERY DATE 07/21/15	DELIVERY MILES 23
NORTH FT MYERS, FL	VEHICLE I.D. NO. K M H T C 6 A D 8 F U			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O.	[REDACTED]	R.G. DATE 01/13/21	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 211676

PLUGS NEED TO BE REPLACED DUE TO CONDITION AND BY TIME
REPLACED PLUGS DUE TO CONDITION AND BY TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	4	18846-10060	PLUG ASSY-SPARK	17.08	68.32
				TOTAL - PARTS	68.32
JOB# 4 TOTALS				LABOR	88.00
				PARTS	68.32
JOB# 5 CHARGES				JOB# 4 JOURNAL PREFIX HYCS	JOB# 4 TOTAL 156.32

Service Guarantee
We guarantee our parts and labor for 1 year or 12,000 miles. All parts are new or factory remanufactured unless otherwise indicated.

*U/Used R/Rebuilt RC/Reconditioned
NC/No Chg/Warranty RD Reduced/Warranty

CUSTOMER STATES REPLACE VALVE COVER GASKET DURING INSPECTION FOUND VALVE COVER GASKET LEAKING. LEAKING VALVE COVER GASKET REMOVED AND REPLACED VALVE COVER GASKET.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	22441-2B610	GASKET-ROCKER COV	45.65	45.65
	2	11405-06206-K	BOLT-FLANGE	2.35	4.70
	1	35305-2B000	FUEL TUBE ASSY	113.66	113.66
	1	22443-2B600	GASKET-ROCKER COV	25.53	25.53
				TOTAL - PARTS	189.54
JOB# 5 TOTALS				LABOR	111.96
				PARTS	189.54
JOB# 6 CHARGES				JOB# 5 JOURNAL PREFIX HYCS	JOB# 5 TOTAL 301.50

Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges
This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F/S 559.905(1)(h)

Tire and Battery Fee
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 battery sold in the state [s.403.7185].

CUSTOMER REQUESTS PCV REPLACEMENT PCV VALVE IS CLOGGED. REMOVED AND REPLACE PCV VALVE ASSEMBLY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	26740-32804	VALVE-PCV	39.67	39.67
				TOTAL - PARTS	39.67
JOB# 6 TOTALS				LABOR	33.00
				PARTS	39.67
JOB# 7 CHARGES				JOB# 6 JOURNAL PREFIX HYCS	JOB# 6 TOTAL 72.67

You also authorize us to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you. You are not required to provide this authorization as a condition of purchasing any goods or services.

X _____
CUSTOMER SIGNATURE
BY SIGNING YOU AGREE TO ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS DOCUMENT.

CUSTOMER STATES PERFORM FUEL INDUCTION SERVICE.

FADA

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HYUNDAI
OF FORT MYERS

2850 Colonial Blvd.
Fort Myers, FL 33966
(239) 778-1842



GENESIS
OF FORT MYERS

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR CHARLES SANTANA	TAX NO. 1652	INVOICE DATE 01/18/21
[REDACTED]	LABOR RATE	LICENSE NO.	STOCK NO.
[REDACTED]		211, 671	COLOR RED/BLACK
[REDACTED]	YEAR / MAKE / MODEL 15/HYUNDAI/VELOSTER/ECOSHIFT DCT	DELIVERY DATE 07/21/15	DELIVERY MILES 23
NORTH FT MYERS, FL [REDACTED]	VEHICLE I.D. NO. K M H T C 6 A D 8 F U [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	R.T.E. NO.	R. O. DATE 01/13/21	
RESIDENCE PHONE	TELEPHONE NUMBER	COMMENTS	
[REDACTED]	[REDACTED]	MO: 211676	

MAINTENANCE.
COMPLETED FUEL INDUCTION SERVICE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	06-000001	INDUCTION SRV	47.13	47.13
TOTAL - PARTS					47.13

JOB#	7 TOTALS	LABOR	PRICE
		92.86	
		47.13	
JOB# 7 JOURNAL PREFIX HYCS			
	JOB# 7 TOTAL	139.99	

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	CP55	CP SHOP SUPPLIES/DISPOSAL		33.72
TOTAL - MISC				33.72

COMMENTS
DELETED OPERATION(S)
08HYZ18 DECL OIL/FLUID LEAK

TOTALS	PRICE
TOTAL LABOR....	680.94
TOTAL PARTS....	2364.76
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	33.72
TOTAL MISC DISC	0.00
TOTAL TAX.....	200.17

TOTAL INVOICE \$ 3279.59

Thank you for your visit today!!!

Service Guarantee

We guarantee our parts and labor for 1 year or 12,000 miles. All parts are new or factory remanufactured unless otherwise indicated.

*U/Used R/Rebuilt RC/Reconditioned
NC/No Chg/Warranty RD Reduced/Warranty

Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F/S 559.905(1)(h)

Tire and Battery Fee

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 battery sold in the state [s.403.7185].

You also authorize us to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you. You are not required to provide this authorization as a condition of purchasing any goods or services.

X _____
CUSTOMER SIGNATURE

BY SIGNING YOU AGREE TO ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS DOCUMENT.

FADA

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HYUNDAI
OF FORT MYERS

2850 Colonial Blvd.
Fort Myers, FL 33966
(239) 778-1842



GENESIS
OF FORT MYERS

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR CHARLES SANTANA	1652 TAG NO.	2686	INVOICE DATE	01/26/21
[REDACTED]	LABOR RATE	LICENSE NO.	212, 225	COLOR	RED/BLACK
[REDACTED]	YEAR / MAKE / MODEL	15 / HYUNDAI / VELOSTER / ECOSHIFT DCT		DELIVERY DATE	07/21/15
NORTH FT MYERS, FL	VEHICLE I.D. NO.	K M H T C 6 A D 8 F U		DELIVERY MILES	23
[REDACTED]	R.T.E. NO.	P.O. NO.		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]		R.O. DATE	01/25/21
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 212226	

FADA

JOB# 1 CHARGES

LABOR
INTERNAL
CUSTOMER STATES THAT VEHICLE WAS SMOKING FROM UNDER HOOD AND COULD SMELL SOMETHING BURNING. CUSTOMER JUST HAD VALVE COVER GASKET REPLACED AND AREA AROUND VALVE COVER APPEARS TO BE WET WITH FRESH OIL. CHECK AND ADVISE VALVE COVER IS LEAKING OIL FROM THE REAR CORNER CAUSING SMOKING ISSUE AND LOW OIL ISSUE. REMOVED AND REPLACED VALVE COVER GASKET AND ALL RELATED GASKETS AND COMPONENTS. PERFORMED LOF DUE TO LOW OIL LEVEL. NO OTHER LEAKS FOUND AT THIS TIME. CLEANED OIL FROM ENGINE AND SUSPENSION COMPONENTS. BEING A DIRECT RESULT OF VALVE COVER GASKET LEAK.

Service Guarantee
We guarantee our parts and labor for 1 year or 12,000 miles. All parts are new or factory remanufactured unless otherwise indicated.

*U/Used R/Rebuilt RC/Reconditioned
NC/No Chg/Warranty RD Reduced/Warranty

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	22441-2B610	GASKET-ROCKER COV		INTERNAL
	1	22443-2B600	GASKET-ROCKER COV		INTERNAL
	1	35322-2G700	O-RING		INTERNAL
	1	35305-2B000	FUEL TUBE ASSY		INTERNAL
				TOTAL - PARTS	0.00

JOB# 1 TOTALS -----
JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
INTERNAL
PERFORM VEHICLE INSPECTION. COMPLETED VEHICLE INSPECTION.

Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges
This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F/S 559.905(1)(h)

JOB# 2 TOTALS -----
JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
WARRANTY
CUSTOMER STATES PERFORM CAMPAIGN 198 REMEDY NOT YET AVAILABLE OPEN CAMPAIGN NO WORK PERFORMED

Tire and Battery Fee
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 battery sold in the state [s.403.7185].

JOB# 3 TOTALS -----
JOB# 3 JOURNAL PREFIX HYCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
INTERNAL
PERFORM SEMISYNTHETIC OIL CHANGE UP TO 5 QTS OF SEMI-SYNTHETIC OIL MAINTENANCE.

You also authorize us to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you. You are not required to provide this authorization as a condition of purchasing any goods or services.

X _____
CUSTOMER SIGNATURE

BY SIGNING YOU AGREE TO ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS DOCUMENT.

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HYUNDAI
OF FORT MYERS

2850 Colonial Blvd.
Fort Myers, FL 33966
(239) 778-1842



GENESIS
OF FORT MYERS

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CHARLES SANTANA	1652	TAG NO. 2686	INVOICE DATE 01/26/21	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 212,225	COLOR RED/BLACK	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 15/HYUNDAI/VELOSTER/ECOSHIFT DCT			DELIVERY DATE 07/21/15	DELIVERY MILES 23
NORTH FT MYERS, FL [REDACTED]	VEHICLE I.D. NO. K M H T C 6 A D B F U [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/25/21		
[REDACTED]	COMMENTS			MO: 212226	

FADA

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	PK01L6	LOF FIDELITY BLEND	INTERNAL
	1	26300-35505	FILTER ASSY-ENGINE	INTERNAL
	1	21513-23001	GASKET-ENGINE OIL	INTERNAL
	5	5M30	OIL SEMI SYNTH	INTERNAL
TOTAL - PARTS				0.00
JOB# 4 TOTALS				
JOB# 4 JOURNAL PREFIX HYCS				JOB# 4 TOTAL 0.00
JOB# 5 CHARGES				
LABOR				
RENTAL				INTERNAL
CUSTOMER IN ENTERPRISE VEHICLE RENTAL. VEHICLE DOWN FOR REPAIRS RENTAL PROVIDED AS PER CUSTOMER REQUEST				
SUBLET				INTERNAL
1157 01/26/21 RENTAL				TOTAL - SUBLET 0.00
JOB# 5 TOTALS				
JOB# 5 JOURNAL PREFIX HYCS				JOB# 5 TOTAL 0.00
MISC				INTERNAL
JOB # A ISS INTERNAL SHOP SUPPLIES				TOTAL - MISC 0.00
TOTALS				

Service Guarantee
We guarantee our parts and labor for 1 year or 12,000 miles. All parts are new or factory remanufactured unless otherwise indicated.
*U/Used R/Rebuilt RC/Reconditioned
NC/No Chg/Warranty RD Reduced/Warranty

Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges
This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F/S 559.905(1)(h)

Tire and Battery Fee
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 battery sold in the state [s.403.7185].

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET....	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG....	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

You also authorize us to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you. You are not required to provide this authorization as a condition of purchasing any goods or services.

Thank you for your visit today!!!

CUSTOMER SIGNATURE

X _____
CUSTOMER SIGNATURE
BY SIGNING YOU AGREE TO ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS DOCUMENT.

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HYUNDAI
OF FORT MYERS

2850 Colonial Blvd.
Fort Myers, FL 33966
(239) 990-8130



GENESIS
OF FORT MYERS

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CHARLES SANTANA	1652	TAG NO. 2660	INVOICE DATE 02/24/21	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 215,046	COLOR RED/BLACK	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 15/HYUNDAI/VELOSTER/ECOSHIFT DCT			DELIVERY DATE 07/21/15	DELIVERY MILEG 23
NORTH FT MYERS, FL	VEHICLE ID NO. KMH7C6ADB8FU			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 02/22/21		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]				COMMENTS
					MO: 215048

FADA

JOB# 1 CHARGES-----
LABOR-----
 CUSTOMER STATES CHECK ENGINE LIGHT IS ACTIVE AND VEHICLE FEELS LIKE IT HESITATES WHEN ACCELERATING. CUSTOMER STATES SHE CHECKED OIL LEVEL AND NOTED THERE WAS NO OIL ON DIPSTICK. CHECK AND ADVISE
 SCANNED DTC CODES P0230 AND P0011 PRESENT. HIGH PRESSURE FUEL PUMP IS PUMPING TO MUCH FUEL INTO THE ENGINE. CUSTOMER DECLINED REPAIRS.

Service Guarantee
 We guarantee our parts and labor for 1 year or 12,000 miles. All parts are new or factory remanufactured unless otherwise indicated.
 *U/Used R/Rebuilt RC/Reconditioned
 NC/No Chg/Warranty RD Reduced/Warranty

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL **0.00**

JOB# 2 CHARGES-----
LABOR-----
 CUSTOMER STATES THAT THERE SEEMS TO BE A RATTLING NOISE COMING FROM ENGINE WHEN SITTING AT IDLE. CUSTOMER STATES NOISE HAS BEEN PRESENT SINCE OCTOBER. CHECK AND ADVISE ENGINE OIL PAN IS LEAKING. ENGINE ONLY HAVE 1 QUART OF OIL IN IT. OIL PAN IS ALSO LEAKING. REMOVED AND RESEALED OIL PAN.

Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges
 This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F/S 559.905(1)(h)

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIMIT	PRICE
	1	00232-19061	RTV SILICONE GRAY		36.96
TOTAL - PARTS					36.96

Tire and Battery Fee
 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 battery sold in the state [s.403.7185].

MISC	CODE	DESCRIPTION	CONTROL NO
	15PER	15 PERCENT DISCOUNT-HYUNDAI	
TOTAL - MISC			-43.63

JOB# 2 TOTALS-----
 LABOR 253.93
 PARTS 36.96
 MISC -43.63
 JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL **247.26**

You also authorize us to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you. You are not required to provide this authorization as a condition of purchasing any goods or services.

JOB# 3 CHARGES-----
LABOR-----
 CUSTOMER STATES PERFORM CAMPAIGN 198 RENEY NOT YET AVAILABLE 198 CAMPAIGN NO REMEDY YET

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX HYCS JOB# 3 TOTAL **0.00**

JOB# 4 CHARGES-----
LABOR-----

X _____
 CUSTOMER SIGNATURE
 BY SIGNING YOU AGREE TO ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS DOCUMENT.

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