

April 5, 2021

CL-11404826-7857

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave S.E.
Washington, D.C. 20590

Dear Sirs,

I spoke with your office last week regarding an unresolved issue with my Hyundai Tucson and am providing the follow up information.

I have not had any satisfaction with Hyundai fixing this issue.

Case# 11404826

Livingston, TX

215 miles
ea-way

10-20-16 San Antonio

DCT Update

Mileage

16,298

10-21-16

"

16,758

4-20-17

"

33,042

9-5-18 - there until 9-28-18

60,507

Almost in an accident due to hesitation

- recall -

- 3 time I ~~was~~ asked to reboot computer -

WPH

- US11@DOT.GOV -

CASE DOT - 1140 4826

Wylie v. Hyundai Motor America, Case No. 8:16-CV-02102(C.D. Cal.)

[Auto Fill Name]
[Auto Fill Address 1]
[Auto Fill Address 2]
[Auto Fill City], [Auto Fill State] [Auto Fill Zip Code]

[illegible]**Phone:**

Email:

[3] Provide your Vehicle Identification Number ("VIN"). The VIN is located on a small placard atop the dashboard, visible through the driver's side windshield corner. The VIN also appears on your registration card and probably on your insurance card. Your VIN should have 17 characters, a combination of both letters and numbers.

VIN:

K	M	8	5	3	3	A	2	T	G	U
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[4] Check Each Applicable Box Below According to the Payment(s) You Are Seeking (you can check all boxes that apply) and Enter the Amount You Are Claiming and Enclose the Required Documents (if Applicable)

Compensation for Service Visits		
Number of Visits	Monetary Compensation	Vehicle Rebate Certificate
Two Visits	\$225	\$450
Three Visits	\$450	\$900
Four or More Visits	\$675	\$1,350
MAXIMUM	\$675	\$1,350

☐ I Claim Reimbursement for Repairs

Please provide the amount of the repairs for which you are requesting reimbursement:

\$

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Required Documentation:

Enclose a repair invoice or document showing: (i) the repair type, (ii) date, (iii) mileage, and (iv) amount paid (e.g., credit card receipt, credit card statement, or bank statement).

NOTE: If you paid cash and have no receipt, your signature on the reverse side of this form constitutes your attestation, under penalty of perjury, that you (or a friend or family member) paid cash for the amount you listed and that you lack documentation.

☐ I Claim Reimbursement for Rental Car / Towing / Other Costs Related to My Repairs

Please provide the amount of rental car, towing, and other costs for which you are requesting reimbursement:

\$

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 .

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Required Documentation: Enclose a receipt or other document(s) showing all of the below:

- What was purchased (e.g., a rental car or towing service)
- Date of purchase
- Amount paid (e.g., on a receipt, credit card statement, or bank statement)
- The date and nature of the corresponding repair

☒ I Claim Compensation for Making Multiple Service Visits to Troubleshoot, Diagnose, or Repair DCT-Related Symptoms.

Please checkmark if you would prefer:

- ☐ Monetary compensation (payable via debit card), or
- ☐ Vehicle rebate certificate (cards redeemable for Hyundai-related goods and services at authorized Hyundai dealerships). Certificate amounts will be twice as much as monetary compensation.

Please provide the amount you are requesting compensation for:

\$

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 .

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Required Documentation: Enclose a repair invoice or document showing: (i) the repair type, (ii) date, and (iii) mileage.

☐ **I Claim for Trading in or Selling My Vehicle Within 120 Days after the Effective Date**

Please provide the mileage of the vehicle
when it was sold

Please provide sale price

\$

Required Documentation: Enclose a receipt or other document(s) showing all of the below:

- ☐ Documentary proof that a DCT related complaint was made at least once within 20,000 miles of ownership of the vehicle or a declaration signed under penalty of perjury that the Class Member experienced DCT Related symptoms within the first 20,000 miles of ownership
- ☐ Documentary proof of at least 2 Service Visits
 - Enclose a repair invoice or document showing: (i) the repair type, (ii) date, (iii) mileage, and (iv) amount paid (e.g., credit card receipt, credit card statement, or bank statement).
 - Bill of Sale

Mileage adjustment: the purchase / sale will be adjusted by the amount of mileage at the time of sale or trade-in:

Mileage	Compensation
0 to 20,000 miles	70% of Purchase/Sale Price Difference
20,001 to 30,000 miles	60% of Purchase/Sale Price Difference
30,001 to 45,000 miles	50% of Purchase/Sale Price Difference
45,001 to 60,000 miles	40% of Purchase/Sale Price Difference
60,001 to 70,000 miles	30% of Purchase/Sale Price Difference
70,001 to 80,000 miles	20% of Purchase/Sale Price Difference
80,001 to 100,000 miles	10% of Purchase/Sale Price Difference

Mileage adjustment will be:

- Increased by 5% points if the class member made 3 or more DCT related service visits within the first 20,000 miles of ownership
- Decrease by 2.5 percentage points of each year of ownership
- Increased by 5 percentage points if the Class Member owned the vehicle for at least three (3) years from the date of original retail delivery and made at least four (4) DCT-related Service Visits to an authorized Hyundai dealership (documentary proof of the Service Visit and Purchase Agreement to be provided with Customer Satisfaction Claim Form), both as of the Effective Date.
- Increased by 10 percentage points Class Member that also provide documentation demonstrating that their Class Vehicle(s) were traded-in in connection with the new retail purchase of another Hyundai vehicle from an authorized Hyundai dealership.

Signature:

Date:

[5] Sign & Date

The information on this form is true and correct to the best of my knowledge. I agree to participate in the settlement. I authorize any dealership that serviced my vehicle to release records to Hyundai to help pay my claim.

Signature:

Date:

[6] Submit: Send this completed form and your documents to DCTSettlement.HyundaiUSA.com or mail it to PO Box 10759 Newport Beach CA 92658

More information can be found at DCTSettlement.HyundaiUSA.com

NOTICE OF PROPOSED CLASS ACTION SETTLEMENT

Did you buy or lease a Hyundai 2015 – 2017 Sonata Eco, 2016 – 2017 Tucson, or 2016 – 2017 Veloster vehicle equipped with a dual-clutch transmission ("Class Vehicles")? A proposed class action settlement may affect your rights.

FOR COMPLETE INFORMATION, PLEASE VISIT:

DCTSettlement.HyundaiUSA.com

If you do not have internet access, request more information by calling 866-944-7620.

Submit a Claim Form to Receive the Following Benefits:	
(1) Reimbursement for Diagnostic Visits and Repairs	Class members may claim full reimbursement of reasonable costs incurred for any type of repair, replacement, diagnosis, or inspection related to the dual-clutch transmission ("DCT") on a Class Vehicle.
(2) Compensation to Troubleshoot, Diagnose, or Repair DCT-Related Symptoms	Class members may claim compensation for having to make multiple visits to an authorized Hyundai dealership to troubleshoot issues with a DCT-equipped Class Vehicle.
(3) Compensation for Trade-Ins or Sales	Individuals who have traded-in or sold (or will trade-in or sell) their Class Vehicle because of DCT-related complaints may claim compensation.

To Opt-Out: If you wish to forego these benefits and not participate in the settlement, you may exclude yourself. Please visit **DCTSettlement.HyundaiUSA.com** for more information.

To Object: If you wish to object to the proposed settlement, you may do so. Please visit **DCTSettlement.HyundaiUSA.com** for more information.



WORLD • CAR

POWERED BY PEOPLE. DRIVEN BY RELATIONSHIPS.



HYUNDAI

World Car Hyundai

12908 III-35 North

San Antonio, TX 78233

Phone: (210) 599-5959 * Toll Free (800) 880-1434

Fax: (210) 619-2166

www.worldcar.com

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
KM8J33A27GU		16297	16298	10/20/16 15:22	10/20/16	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2016 HYUNDAI TUCSON (BEIGE)				02427	PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
					09/30/15	36
HOME PHONE		WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
					BENJAMIN PARK (785)	1.6L I4 DIR DOHC 16V

Thank you for allowing World Car to service your vehicle. We strive to gain your Complete Satisfaction with each visit. You may receive a survey from the manufacturer asking you to rate your service experience. If for any reason you are not "Very Satisfied" please contact us.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A			A81		Warranty	
Concern	Campaign: 149 - DCT CONTROL LOGIC UPDATE (16-01-038)					
Correction	Campaign: 149 - DCT CONTROL LOGIC UPDATE (16-01-038)					

Totals

	Amount
TOTAL CUSTOMER	No Charge

11404876

NOTICE PURSUANT TO 70.001 TEXAS PROPERTY CODE
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 9.609, TEXAS BUSINESS AND COMMERCE CODE; IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of these 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. Payable in Bexar County, Texas.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.

E-mail: _____

AUTHORIZATION TO REPAIR

I authorize the repair work herein set forth to be done along with the necessary material and 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 our control or any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you and/or your employee's permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. I realize the vehicle may be repossessed if any check I give is not paid. Receipt from the undersigned the vehicle described on repair order numbered above for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and dealer is not responsible for inspection thereof. I hereby consent to receive voice and electronic communications from or on behalf of World Car at any telephone numbers or email addresses provided. I understand that consent is not a condition of purchase.

X _____

Customer Signature

INVOICE

CUSTOMER COPY

Page 1 of 1

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Fax: (210) 619-2166

www.worldcar.com

10-14

HOUSTON, TX

VEHICLE ID

MILES IN

MILES OUT

DATE/TIME IN

DATE OUT

INVOICE NO.

KM8J33A27G

16758

16760

10/21/16 12:42

10/21/16

VEHICLE DESCRIPTION

TAG NO.

STATUS

2016 HYUNDAI TUCSON (BEIGE)

COMPLETE

CONTROL NO.

LICENSE PLATE NO.

CUST. LABOR RATE

PROD. DATE

IN-SERV DATE

DELIV. DATE

DELIV. MILES

TERMS

09/30/15

36

Cash

HOME PHONE

WORK PHONE

CELL PHONE

STOCK NO.

SERV. ADV.

RO COMMENT

CHANTE MORRIS (755)

1.6L I4 DIR DOHC 16V

Thank you for allowing World Car to service your vehicle. We strive to gain your Complete Satisfaction with each visit. You may receive a survey from the manufacturer asking you to rate your service experience. If for any reason you are not "Very Satisfied" please contact us.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
------	---------	-----------	------	-------	------	--------

A	HYPPMLOF		A81		Customer	\$9.00
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Concern PPM \$30.00

PPM OIL CHANGE

Correction PREFORMED PPM MAINT. OIL CHANGE

Part Number	Description	Qty.	Unit Price	Ext. Price
KIT503N	OIL CHANGE	1	\$0.01	\$0.01
21513-23001	GASKET-ENGINE OIL PL	1	\$1.19	\$1.19
26300-35504	FILTER ASSY-EN	1	\$6.35	\$6.35
OILN	5W20 MOBIL	5	\$2.69	\$13.45

Parts Total... \$21.00

Line Total... \$30.00

B	00NHROT		A81		Customer	\$20.00
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Concern PPM ROTATE

CUSTOMER STATES VEHICLE NEEDS TIRE ROTATIONHYUNDAI

PREPAIDMAINT NSD

Cause DUE PER TIME OR MILEAGE

Correction COMPLETE TIRE ROTATION AS PER CUSTOMER REQUEST

Line Total... \$20.00

C			A81		Warranty	
---	--	--	-----	--	----------	--

Concern Campaign: 149 - DCT CONTROL LOGIC UPDATE (16-01-038)

Correction NONE RECALL ALREADY DONE

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
KM8J33A27GU		16758	16760	10/21/16 12:42	10/21/16	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2016 HYUNDAI TUCSON (BEIGE)					COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
					09/30/15	36
TERMS		Cash				
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT
				CHANTE MORRIS (755)		1.6L I4 DIR DOHC 16V

Authorized Estimates

Date/Time	Amount	Authorized By	Authorization Method	Phone/Email
10/21/2016 12:42	\$52.32		Initial Estimate	

Totals

	Amount
Labor	\$29.00
Parts	\$7.55
Parts-Other	\$13.45
TOTAL CREDIT CARD	\$50.00

NOTICE PURSUANT TO 70.001 TEXAS PROPERTY CODE

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Please provide us your e-mail address so that we may send you discounts on Service and Accessories.

E-mail: _____

AUTHORIZATION TO REPAIR

I authorize the repair work herein set forth to be done along with the necessary material and 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 our control or any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you and/or your employee's permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. I realize the vehicle may be repossessed if any check I give is not paid. Receipt from the undersigned the vehicle described on repair order numbered above for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and dealer is not responsible for inspection thereof. I hereby consent to receive voice and electronic communications from or on behalf of World Car at any telephone numbers or email addresses provided. I understand that consent is not a condition of purchase.

X

Customer Signature

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
KM8J33A270		33042	33045	04/20/17 07:14	04/20/17	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2016 HYUNDAI TUCSON (BEIGE)				05516	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
					09/30/15	36
WORK PHONE		CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT
				RYAN CHANDLER (901)		1.6L I4 DIR DOHC 16V

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount																																				
C	Continued																																									
					Parts Total...	\$25.00																																				
					Line Total...	\$119.99																																				
D	HYPPMLOF		A79		Customer	\$7.27																																				
Concern	PPM \$30.00																																									
	PPM OIL CHANGE																																									
Correction	PERFORMED PPM MAINT. OIL CHANGE																																									
<table><tr><th>Part Number</th><th>Description</th><th>Qty.</th><th>Unit Price</th><th>Ext. Price</th></tr><tr><td>KIT503</td><td>OIL CHANGE</td><td>1</td><td>\$0.01</td><td>\$0.01</td></tr><tr><td>21513-23001</td><td>GASKET-ENGINE OIL PL</td><td>1</td><td>\$1.43</td><td>\$1.43</td></tr><tr><td>26300-35504</td><td>FILTER ASSY-EN</td><td>1</td><td>\$7.41</td><td>\$7.41</td></tr><tr><td>OIL</td><td>5W20 QUAKER STATE CONVEN</td><td>5</td><td>\$2.43</td><td>\$12.15</td></tr><tr><td colspan="4"></td><td>Parts Total...</td><td>\$21.00</td></tr><tr><td colspan="4"></td><td>Line Total...</td><td>\$28.27</td></tr></table>						Part Number	Description	Qty.	Unit Price	Ext. Price	KIT503	OIL CHANGE	1	\$0.01	\$0.01	21513-23001	GASKET-ENGINE OIL PL	1	\$1.43	\$1.43	26300-35504	FILTER ASSY-EN	1	\$7.41	\$7.41	OIL	5W20 QUAKER STATE CONVEN	5	\$2.43	\$12.15					Parts Total...	\$21.00					Line Total...	\$28.27
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				Parts Total...	\$21.00																																					
				Line Total...	\$28.27																																					
E	HY27INSP		A79		Customer	\$0.00																																				
Concern	hyundai 27 point insp.																																									
					Line Total...	\$0.00																																				

Authorized Estimates				
Date/Time	Amount	Authorized By	Authorization Method	Phone/Email
04/20/2017 07:14	\$357.34		Initial Estimate	



World Car Hyundai

12908 III-35 North
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4-17

[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		KM8J33A27GU	33042	33045	04/20/17 07:14	04/20/17	[REDACTED]
HOUSTON, TX		VEHICLE DESCRIPTION			TAG NO.	STATUS	
[REDACTED]		2016 HYUNDAI TUCSON (BEIGE)			05516	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]	[REDACTED]				09/30/15	36	Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
[REDACTED]	[REDACTED]		[REDACTED]	RYAN CHANDLER (901)		1.6L I4 DIR DOHC 16V	

Thank you for allowing World Car to service your vehicle. We strive to gain your Complete Satisfaction with each visit. You may receive a survey from the manufacturer asking you to rate your service experience. If for any reason you are not "Very Satisfied" please contact us.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount																														
A			A79		Warranty																															
Concern	Customer states when driving at low speeds the vehicle tends to jerk back and forth. please check and advise																																			
Cause	TEST DROVE VEHICLE TO VERIFY COMPLAINT. THE VEHICLE ON ACCEL HAS A NOTICABLE SHIMMY/SHUTTER FEELING.																																			
Correction	PERFORMED DCT RELEARN AND TEST DROVE. THE SHIMMY/SHUTTER SMOOTHED OUT AFTER RELEARNING THE TRANS. NO CODES WERE STORED. BEFORE ANY REPAIRS WERE PERFORMED GDS TIME .3 LABOR																																			
B	02HTBI		A79		Customer	\$112.99																														
Concern	FUEL SYSTEM CLEANING \$189.99 FUEL INJECTION SERVICE																																			
Correction	COMPLETED 3-PART FUEL INJECTION SERVICE 1.5 HRS																																			
<table><tr><th>Part Number</th><th>Description</th><th>Qty.</th><th>Unit Price</th><th>Ext. Price</th></tr><tr><td>KIT7560</td><td>FUEL EMISSION DECARB</td><td>1</td><td>\$77.00</td><td>\$77.00</td></tr><tr><td>7560</td><td>DECARB</td><td>1</td><td>\$0.00</td><td>\$0.00</td></tr><tr><td>00232-19047</td><td>FUEL SYSTEM CLEANER</td><td>1</td><td>\$0.00</td><td>\$0.00</td></tr><tr><td colspan="4">Parts Total...</td><td>\$77.00</td></tr><tr><td colspan="4">Line Total...</td><td>\$189.99</td></tr></table>							Part Number	Description	Qty.	Unit Price	Ext. Price	KIT7560	FUEL EMISSION DECARB	1	\$77.00	\$77.00	7560	DECARB	1	\$0.00	\$0.00	00232-19047	FUEL SYSTEM CLEANER	1	\$0.00	\$0.00	Parts Total...				\$77.00	Line Total...				\$189.99
Part Number	Description	Qty.	Unit Price	Ext. Price																																
KIT7560	FUEL EMISSION DECARB	1	\$77.00	\$77.00																																
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00232-19047	FUEL SYSTEM CLEANER	1	\$0.00	\$0.00																																
Parts Total...				\$77.00																																
Line Total...				\$189.99																																
C	02HCF		A79		Customer	\$94.99																														
Concern	COOLANT SYSTEM FLUSH \$119.99 A coolant flush and fill is basic maintenance for your cooling system, and will help ensure maximum performance from your car's heating and cooling systems.																																			
Correction	COMPLETE COOLANT SYSTEM FLUSH																																			
<table><tr><th>Part Number</th><th>Description</th><th>Qty.</th><th>Unit Price</th><th>Ext. Price</th></tr><tr><td>00232-19010</td><td>LONG LIFE COOLANT-1</td><td>1</td><td>\$25.00</td><td>\$25.00</td></tr></table>							Part Number	Description	Qty.	Unit Price	Ext. Price	00232-19010	LONG LIFE COOLANT-1	1	\$25.00	\$25.00																				
Part Number	Description	Qty.	Unit Price	Ext. Price																																
00232-19010	LONG LIFE COOLANT-1	1	\$25.00	\$25.00																																

VEHICLE I		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	
KM8J33A27GU		33042	33045	04/20/17 07:14	04/20/17	
VEHICLE DESCRIPTION						STA
2016 HYUNDAI TUCSON (BEIGE)						COMPLETE
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
					09/30/15	36
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT
				RYAN CHANDLER (901)		1.6L I4 DIR DOHC 16V

Totals

	Amount
Parts	\$110.85
Repair Supply	\$17.22
SalesTax	\$11.57
Labor	\$215.25
Parts-Other	\$12.15
TOTAL CREDIT CARD	\$367.04

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Please provide us your e-mail address so that we may send you discounts on Service and Accessories.

E-mail _____

AUTHORIZATION TO REPAIR

I authorize the repair work herein set forth to be done along with the necessary material and 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 our control or any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you and/or your employee's permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. I realize the vehicle may be repossessed if any check I give is not paid. Receipt from the undersigned the vehicle described on repair order numbered above for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and dealer is not responsible for inspection thereof. I hereby consent to receive voice and electronic communications from or on behalf of World Car at any telephone numbers or email addresses provided. I understand that consent is not a condition of purchase.

X

Customer Signature



World Car Hyundai

12908 III-35 North
San Antonio, TX 78233

Phone: (210) 599-5959 * Toll Free (800) 880-1434

Fax: (210) 619-2166

www.worldcar.com

9.18

[REDACTED]		VEHICLE ID	[REDACTED]	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
HOUSTON, TX		KM8J33A27G	[REDACTED]	60507	60508	09/05/18 16:06	09/28/18	[REDACTED]
VEHICLE DESCRIPTION						TAG NO.	STATUS	
2016 HYUNDAI TUCSON LTD (BEIGE)						[REDACTED]	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	09/30/15	36	Cash	
HOME PHONE	[REDACTED]	CELL PHONE	[REDACTED]	STOCK NO.	[REDACTED]	SERV. ADV.	RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CHANTE MORRIS (755)		1.6L I4 DIR DOHC 16V	

Thank you for allowing World Car to service your vehicle. We strive to gain your Complete Satisfaction with each visit. You may receive a survey from the manufacturer asking you to rate your service experience. If for any reason you are not "Very Satisfied" please contact us @ 210-599-5959

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount																																			
A	HY27INSP		B43		Internal																																				
Concern	hyundai 27 point insp. does not include diagnostics visual inspection only																																								
Correction	SUB CATAGORIES CHECKED INCLUDE FLUID LEVELS INTERIOR EXTERIOR UNDER-VEHICLE MAINTENANCE ITEMS BATTERY TIRES & BRAKES																																								
customer care 1800-633-5151																																									
B *	00NHYLOF		B43		Customer	\$17.95																																			
Concern	BASIC OIL CHANGE \$38.95 CUSTOMER STATES VEHICLE NEEDS LUBE, OIL AND FILTER CHANGE																																								
Cause	FOUND VEHICLE NEEDS OIL CHANGE DUE TO TIME OR MILEAGE																																								
Correction	COMPLETE LUBE OIL AND FILTER CHANGE																																								
<table><tr><th>Part Number</th><th>Description</th><th>Qty.</th><th>Unit Price</th><th>Ext. Price</th></tr><tr><td>KIT503</td><td>OIL CHANGE</td><td>1</td><td>\$0.00</td><td>\$0.00</td></tr><tr><td>21513-23001</td><td>GASKET-ENGINE OIL PL</td><td>1</td><td>\$1.48</td><td>\$1.48</td></tr><tr><td>26300-35504</td><td>FILTER ASSY-EN</td><td>1</td><td>\$7.12</td><td>\$7.12</td></tr><tr><td>OIL</td><td>5W30 QUAKER STATE CONVEN</td><td>5</td><td>\$2.28</td><td>\$11.40</td></tr><tr><td colspan="4">Parts Total...</td><td>\$20.00</td></tr><tr><td colspan="4">Line Total...</td><td>\$37.95</td></tr></table>							Part Number	Description	Qty.	Unit Price	Ext. Price	KIT503	OIL CHANGE	1	\$0.00	\$0.00	21513-23001	GASKET-ENGINE OIL PL	1	\$1.48	\$1.48	26300-35504	FILTER ASSY-EN	1	\$7.12	\$7.12	OIL	5W30 QUAKER STATE CONVEN	5	\$2.28	\$11.40	Parts Total...				\$20.00	Line Total...				\$37.95
Part Number	Description	Qty.	Unit Price	Ext. Price																																					
KIT503	OIL CHANGE	1	\$0.00	\$0.00																																					
21513-23001	GASKET-ENGINE OIL PL	1	\$1.48	\$1.48																																					
26300-35504	FILTER ASSY-EN	1	\$7.12	\$7.12																																					
OIL	5W30 QUAKER STATE CONVEN	5	\$2.28	\$11.40																																					
Parts Total...				\$20.00																																					
Line Total...				\$37.95																																					
C	00NHYTR		B43		Customer	\$19.99																																			
Concern	ROTATE \$19.99 CUSTOMER STATES VEHICLE NEEDS TIRE ROTATION																																								

[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		KM8J33A27G	60507	60508	09/05/18 16:06	09/28/18	[REDACTED]
HOUSTON TX		VEHICLE DESCRIPTION			TAG NO.	STATUS	
[REDACTED]		2016 HYUNDAI TUCSON LTD (BEIGE)			[REDACTED]	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]	[REDACTED]				09/30/15	36	Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
[REDACTED]	[REDACTED]		[REDACTED]	CHANTE MORRIS (755)		1.6L I4 DIR DOHC 16V	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
C	Continued					
Concern	AFTER MARKET WHEELS AND TIRES ARE EXTRA CHARGE					
Cause	DUE PER TIME OR MILEAGE					
Correction	COMPLETE TIRE ROTATION AND ALL OK AT THIS TIME. ALSO CHECK BRAKES WHEN TIRES ARE OFF COMPLETED					
Line Total...						\$19.99

D	A78	Customer	\$0.00
Concern	Customer states vehicle hesitates from stop position to acceleration - this also happens when vehicle is in the incline/decline position		
Cause	PERFORMED TEST DRIVE ON VEHICLE AND DID NOT NOTICE ANY DELAY UPON ACCELERATION FROM A STOP OR WHILE DRIVING. NOTICED CUSTOMER HAD ECO MODE SELECTED ON VEHICLE WHICH WILL CUASE THE VEHICLE TO HAVE ALOT LESS POWER OUTPUT. ALSO VEHICLE EQUIPPED WITH DUAL CLUTCH TRANSMISSION AND A 1.6L TURBO ENGINE IN A SUV. THERE WILL BE SOME LAG BUT SELECTING EITHER NORMAL OR SPORTS MODE WILL ACCOMODATE FOR THE HESITATION. NO ISSUES WITH VEHICLE FOUND AT THIS TIME		
Correction	PERFORMED TEST DRIVE ON VEHICLE AND DID NOT NOTICE ANY DELAY UPON ACCELERATION FROM A STOP OR WHILE DRIVING. NOTICED CUSTOMER HAD ECO MODE SELECTED ON VEHICLE WHICH WILL CUASE THE VEHICLE TO HAVE ALOT LESS POWER OUTPUT. ALSO VEHICLE EQUIPPED WITH DUAL CLUTCH TRANSMISSION AND A 1.6L TURBO ENGINE IN A SUV. THERE WILL BE SOME LAG BUT SELECTING EITHER NORMAL OR SPORTS MODE WILL ACCOMODATE FOR THE HESITATION. NO ISSUES WITH VEHICLE FOUND AT THIS TIME. ENGINEERING INVOLVED WITH DIAGNOSIS ON THIS VEHICLE.		
Line Total...			\$0.00

Authorized Estimates				
Date/Time	Amount	Authorized By	Authorization Method	Phone/Email
09/05/2018 16:06	\$60.98		Initial Estimate	
				Totals
				Amount
Parts				\$20.00
Repair Supply				\$3.04
SalesTax				\$1.90

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT		
KM8J33A27G		60507	60508	09/05/18 16:06	09/28/18		
VEHICLE DESCRIPTION				TAG NO.	STATUS		
2016 HYUNDAI TUCSON LTD (BEIGE)					COMPLETE		
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
					09/30/15	36	Cash
HOME PHONE		CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
				CHANTE MORRIS (755)		1.6L I4 DIR DOHC 16V	

Totals

	Amount
Labor	\$37.94
Total Amount Due	\$62.88
TOTAL CREDIT CARD	\$62.88

NOTICE PURSUANT TO 70.001 TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 9.609, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of these 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. Payable in Bexar County, Texas.

Please provide us your e-mail address so that we may send you discounts on Service and Accessories.

E-mail: _____

AUTHORIZATION TO REPAIR

I authorize the repair work herein set forth to be done along with the necessary material and 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 our control or any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you and/or your employee's permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. I realize the vehicle may be repossessed if any check I give is not paid. Receipt from the undersigned the vehicle described on repair order numbered above for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and dealer is not responsible for inspection thereof. I hereby consent to receive voice and electronic communications from or on behalf of World Car at any telephone numbers or email addresses provided. I understand that consent is not a condition of purchase.

X _____

Customer Signature

INVOICE

CUSTOMER COPY

Page 3 of 3

NOTICE OF PROPOSED CLASS ACTION SETTLEMENT

Did you buy or lease a Hyundai 2015 – 2017 Sonata Eco, 2016 – 2017 Tucson, or 2016 – 2017 Veloster vehicle equipped with a **dual-clutch transmission** ("Class Vehicles")? A proposed class action settlement may affect your rights.

FOR COMPLETE INFORMATION, PLEASE VISIT:

DCTSettlement.HyundaiUSA.com

If you do not have internet access, request more information by calling 866-944-7620.

Submit a Claim Form to Receive the Following Benefits:	
(1) Reimbursement for Diagnostic Visits and Repairs	Class members may claim full reimbursement of reasonable costs incurred for any type of repair, replacement, diagnosis, or inspection related to the dual-clutch transmission ("DCT") on a Class Vehicle.
(2) Compensation to Troubleshoot, Diagnose, or Repair DCT-Related Symptoms	Class members may claim compensation for having to make multiple visits to an authorized Hyundai dealership to troubleshoot issues with a DCT-equipped Class Vehicle.
(3) Compensation for Trade-Ins or Sales	Individuals who have traded-in or sold (or will trade-in or sell) their Class Vehicle because of DCT-related complaints may claim compensation.

To Opt-Out: If you wish to forego these benefits and not participate in the settlement, you may exclude yourself. Please visit **DCTSettlement.HyundaiUSA.com** for more information.

To Object: If you wish to object to the proposed settlement, you may do so. Please visit **DCTSettlement.HyundaiUSA.com** for more information.

CL-11404826-7857

Department of Transportation

To: W41-306

Location Code: DOT

Cost Center: 4 West

Mail Point: NEC, NOA, NIA

External Carrier: DELIVERY CONFIRMATION

Sender:

Manufacturer

Purchase Order:

DOT

4/9/2021 12:42:43 PM



9400111899560109713686

US POSTAGE AND FEES PAID

FIRST-CLASS

Apr 05 2021

Mailed from ZIP 77357

4oz First-Class Pkg Svc Zone 6

10864514

CommercialBasePrice



stamps
endicia

062S0010968123

FIRST-CLASS PKG SVC

C000

0023

gston T

W41-306

SHIP TO:

NATIONAL HIGHWAY TRAFFIC SAFETY ADM
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590-0001

USPS TRACKING #



9400 1118 9956 0109 7136 86



SEE NOTICE ON REVERSE regarding USPS forms, and notice of limitation of liability. Where allowed by law, shipper authorizes USPS to act as forwarding agent for export control and customs purposes. If shipped from the US, shipper certifies that the commodities, technology or software were exported from the US in accordance with the Export Administration Regulations. Shipment contrary to law is prohibited. 9502 99 2 0021