

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

National Highway Traffic Safety Administration		(1-800-321-7420) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
Name		Date Received		Repository ☐	
Address		27-JAN-2022		Reference No. 11449147	
City		State		Daytime Telephone Number	
Bolingbrook		IL		E-mail Address	
ZIP Code		Evening Telephone Number			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		MAKE		Model	
kmhwh25hx5a		HYUNDAI		SONATA	
Date Purchased		Dealer's Name and Telephone Number		Engine: 2.7	
		D'Arcy Hyundai 8156007755		No. Cylinders 6	
Original Owner		Dealer's City Joliet		Fuel Type:	
☐		STATE		GAS	
		IL			
Transmission Type		Multiple Failure:		Incident Date(s)	
☐ Antilock Brakes				15-DEC-2021	
☐ Cruise Control		FRONT WHEEL DRIVE			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 020000 SUSPENSION				Failure Mileage	
				134000.0	
				Failure Speed	
				45	
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: DOTM1 9AB035)		☐ Original Requirement		Failure Location:	
		☐ Prior Repair			
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		Number of Deaths	
				Reported to Police	
				N	
Narrative Description of Incident(s), Crash(es), 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).					
The contact owns a 2005 Hyundai Sonata. The contact stated that while her daughter was driving at 45 MPH, the vehicle rode over a pothole which caused a fracture in the subframe. The contact had taken the vehicle to several independent mechanics and was informed that the failure was caused by severe salt corrosion. The dealer and the manufacturer were notified of the failure and informed her that there were no recalls associated with the VIN. The vehicle was not repaired. The failure mileage was approximately 134,000. Consumer stated part# FC112 is used for 2003, 2004 AND 2005. 2003 AND 2004 of the same make and model are already recalled for the same issue with the subframe having rust due to excessive salt exposure, but SOMEHOW the 2005 which is EXACTLY the same part and problem has not been recalled.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

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

While driving, a pot hole was hit and the subframe broke due to excessive salt exposure. Attempts were made to have Hyundai corporation to have them repair since this exact issue has already been recalled for the same make & model AND uses the exact same part but Hyundai declined. Attached is the invoice from the repairs, copies of the existing recall on other years as well as the part description showing that the same part is used.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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

safercar.gov

Home / / 2003-2005 Hyundai Sonata Front Subframe Engine Suspension Cradle Suspension OEM

2003-2005 Hyundai Sonata Front Subframe Engine
Suspension Cradle Suspension OEM



PRODUCT DESCRIPTION

Car Parts Direct

Front Sub Frame/ Engine Cradle Application

This Frame is 100% rust free. This item is used and in excellent condition. This frame has a 1 year warranty.

Replacement Part# FCT12

HYUNDAI SONATA FRONT SUB FRAME

2003-2005

FITS- 2003 SONATA FROM 03-06-03(2003) 4cyl, 6cyl

Part# 477-59068B

Hyundai Subframe Corrosion Class Action Settlement

By Matt O'Donnell



HYUNDAI

Hyundai has reached a class action lawsuit settlement over subframe corrosion in some of its vehicles. If you currently own or lease one of the following Hyundai vehicles in the United States, you may be able to receive a free inspection, repair or reimbursement from the Hyundai settlement:

2001-2003 Hyundai Elantra made from June 30, 2000 to May 26, 2003

2001-2003 Hyundai Santa Fe made from March 31, 2000 to June 3, 2003

1999-2004 Hyundai Sonata made from September 15, 1998 to November 20, 2003

2003 Hyundai Tiburon made from October 26, 2001 to May 27, 2003

2001-2004 Hyundai XG300/XG350 made from July 13, 2000 to November 20, 2003

The Hyundai class action lawsuit settlement will resolve claims that certain Hyundai vehicles suffered from severe corrosion on their front subframes and certain other suspension parts. The class action lawsuit claimed that the corrosion could cause the subframe or suspension components to fail, possibly leading to suspension failure, wheels falling off, loss of vehicle control and vehicle disablement.

While this lawsuit was going on, Hyundai started a recall and reimbursement program for these vehicles in states where large quantities of salt are used to de-ice roads during the winter months. The plaintiffs in the case, entitled *Nicholas Cirulli and Robert D'Elia v. Hyundai Motor Company and Hyundai Motor America*, believed Hyundai's plan was insufficient.

The Hyundai salt corrosion class action settlement will provide certain inspection and repair or replacement services, free of charge, to certain owners and lessees for possible corrosion of certain suspension components, such as front subframes, front lower control arms and rear trailing arms. The class action settlement will also reimburse owners and lessees who paid expenses in the past for replacement of specified parts due to corrosion as long as these expenses have not already been paid by Hyundai.

To participate in the free inspection or repair program under the Hyundai corrosion settlement, you must pre-authorize the inspection via either the settlement website (saltbeltcorrosion.hyundaiusa.com) (<https://www.hyundaiusa.com/us/en>) or by calling (877) 277-0012. If the court approves the settlement in April, Hyundai will begin permitting pre-authorized inspections in May 2011.

If you wish to obtain reimbursement for repairs you previously performed on your vehicle relating to the corrosion problem, you must mail your proof of repair and payment receipt along with a "model reimbursement form" found on the settlement website.

For more information about your rights in the **Hyundai Salt Corrosion Class Action Lawsuit Settlement**, including more details on how to determine if your car is eligible, go to saltbeltcorrosion.hyundaiusa.com (<https://www.hyundaiusa.com/us/en>).

Dear 1999-2004 Sonata or 2001-2004 XG300 or XG350 Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain model year 1999 through 2004 Hyundai Sonata vehicles produced beginning on September 15, 1998 through November 20, 2003 and certain model year 2001 through 2004 Hyundai XG300 and XG350 vehicles produced beginning on July 13, 2000 through November 20, 2003. This recall affects such vehicles registered in and operated in Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin, and the District of Columbia (the Salt Belt).

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What is the problem?

"During winter months, large quantities of salt are used to de-ice roads in the Salt Belt states, noted above. Road salt may result in internal corrosion of the front subframe that is progressive and may result in thinning or perforation of the subframe steel. The corrosion is frequently visible and often discovered during inspection or routine maintenance. You may also hear noises or notice tire misalignment and steering pull. These are indications your vehicle should be serviced. If these signals are undetected or unheeded, the corrosion may progress and the forward mounting of the lower control arm may detach from the sub-frame. If that happens, the vehicle may lose drive power to the wheels. In more severe circumstances, the front wheel may make contact with the fender or wheel well.

The corrosion provides warnings in the form of noises, tire misalignment and steering pull. If allowed to progress, separation of the forward mounting of the lower control arm may increase the risk of a vehicle crash.

What will Hyundai do?

"We are asking you to schedule an appointment as soon as possible to take your vehicle to your Hyundai dealer. The Hyundai dealer will measure the thickness of the front subframe and inspect the front subframe for corrosion damage. If specified levels of corrosion damage are found, the front subframe will be replaced with a new subframe that incorporates additional holes in the upper and lower panels. If your front subframe does not require replacement, the dealer will add drainage holes to the subframe and will treat the subframe with rust-proofing material to arrest the corrosion process. This procedure will be performed at no charge to you. You should plan to leave your vehicle at your Hyundai dealer to have this service performed. Repair times will vary and depend on your dealer's appointment schedule.

What should you do?

"We urge you to call your Hyundai dealer to schedule an appointment to have this work performed as soon as possible.

What if you have other questions?

"If you have any difficulty having this repair performed, we recommend that you call the Hyundai Customer Assistance Center at 1-800-633-5151. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Reimbursement Notification

"Hyundai has a program for reimbursing owners of 1999 through 2004 Sonatas or 2001 through 2004 XG300 and XG350 vehicles produced through November 20, 2003 who paid to have the front subframe replaced after April 14, 2008 and prior to receiving this recall notification letter.

To obtain information about reimbursement from Hyundai, please call the Hyundai Customer Assistance Center at 1-800-633-5151. Ask about reimbursement information for campaign 089.

We urge your prompt attention to this important safety matter.

Hyundai Motor America

July 10, 2009

TO: ALL HYUNDAI DEALER PRINCIPALS/GENERAL MANAGERS:
ALL HYUNDAI DEALERSHIP SERVICE MANAGERS:
ALL HYUNDAI DEALERSHIP PARTS MANAGERS:
ALL HYUNDAI DEALERSHIP SALES MANAGERS:

SUBJECT: Recall Campaign 089 - Subframe Corrosion Inspection/ Replacement - TSB# 09-01-020

Hyundai Motor America is conducting a Customer Notification for inspection and rust-proofing treatment or replacement of vehicle's sub-frame on certain 1999-2004 model year Sonatas and 2001 - 2004 XG300/XG350 vehicles.

This campaign provides a procedure for the inspection and rust-proofing treatment or replacement of the Subframe.

In order to identify only those vehicles affected by Campaign 089, it will be necessary to access Hyundai Motor America's "Warranty Vehicle Information" screen via WEBDCS before starting the repair. The "Warranty Vehicle Information" screen will identify affected vehicles with an open Campaign 089.

Dealer Letter, Customer Letter, and Technical Service Bulletin #9-01-020 will be posted on Hyundai's Website July 10, 2009.

All Hyundai dealers will be shipped a supply of the following materials in their weekly parts shipments:

1. Tool kit(s)
2. Chemical kit - additional chemicals can be ordered from your facing PDC as more chemicals are required.

Customer notification letters will be mailed in weekly flights starting Friday, July 17, 2009.

It is IMPORTANT TO SUBMIT A CAMPAIGN CLAIM FOR EACH VEHICLE SERVICED so your dealership can be compensated for your work and Hyundai can maintain accurate records of campaign completions.

LEGAL LIABILITY NOTICE: You are required to keep confidential any and all information and documents provided to you by Hyundai Motor America in the conduct of carrying out work for this recall campaign. Hyundai Motor America dealers may use owner information provided for the campaign only for the purpose of conducting and performing this recall campaign, and for no other purpose.

Hyundai appreciates your cooperation and support. Questions may be directed to your District Parts and Service Manager or Warranty HELPREP line at 1-877-446-2922.

HYUNDAI MOTOR AMERICA

Hyundai Recalls 239,000 Cars for Corrosion Problem

by [REDACTED]
August 16th, 2013

Share:

Just the Facts:

- Hyundai is recalling approximately 239,000 cars, including the 2006-'10 Hyundai Sonata and 2006-'11 Hyundai Azera, in cold-weather states in the U.S. because of possible corrosion that could change the rear-wheel alignment.
- The problem could affect handling.
- The recall is expected to begin by the end of September.

WASHINGTON — Hyundai is recalling approximately 239,000 cars, including the 2006-'10 Hyundai Sonata and 2006-'11 Hyundai Azera, in cold-weather states in the U.S. because of possible corrosion that could change the rear-wheel alignment, according to the National Highway Traffic Safety Administration.

"Road salt and water can enter portions of the rear crossmember, leading to corrosion of the crossmember steel," said NHTSA in its summary of the problem. "This may lead to detachment of one of the rear control arms.

"Control arm separation may suddenly change the rear-wheel alignment, affecting the handling of the vehicle, increasing the risk of a crash."

Hyundai said it is not aware of any accidents or injuries as a result of the rear crossmember corrosion condition. The automaker said it has received eight warranty claims and seven customer complaints about the defect.

The affected Sonatas were built from March 1, 2005 - January 21, 2010. The affected Azeras were built from September 27, 2005 - November 22, 2010.

The vehicles were originally sold in, or are currently registered in, Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, Wisconsin and the District of Columbia.

Road salt rust leaves Butler County man facing \$1,200 repair

Don't Waste Your Money

Posted at 11:07 AM, Feb 01, 2017 and last updated 10:21 AM, Feb 01, 2017

Does your car have road salt on it, after driving on salty roads this winter? You might want to get a car wash after you see what one West Chester, Ohio man is dealing with.

2005 Hyundai Sonata appears to be in great condition at first. But what lies beneath is another story.

The *subframe*, linking the front wheels to the car's unibody, was rusted so badly, his Hyundai dealer told him it could snap if he kept driving it.

Review: Hyundai Sonata review.com



"They checked it out, and they let me know right away that this is a real problem, and suggested I don't even drive it until we get it fixed," [REDACTED] said.

So he went home and Googled the issue, and found hundreds of complaints about similar Hyundai rusting issues, as well as a recall and settlement for his exact issue: subframe rust.

"They had actually recalled the 1999 to 2004 Hyundai Sonatas for this very same problem," he said.

However, as he soon discovered, the problem with many recalls is that the recall time period is limited to just a few model years. And if your car is out of that range, typically you are out of luck.

[REDACTED] discovered that back in 2011, Hyundai reached a "Subframe Corrosion Class Action Settlement," offering reimbursement to owners with this issue.

But it covers Sonatas **up to only 2004 cars**. His is a **2005**.

Repairs Can be Well Over \$1,000

Auto tech Dave Singer of Academic Automotive says repair costs are "typically \$1,500 or more, due to the labor involved."

Hyundais are not the only brand with rust issues: Toyota bought back thousands of pickup trucks in the past decade for dangerous frame rust, that caused truck beds to droop.

Subaru, Ford, BMW, and others have all ordered recalls for rusting of frame parts or brake lines that could cause handling problems, or potentially a crash.

Singer, who says he is seeing many brands with rusting frames these days, has several suggestions to his customers:

Company Agrees to Help

9 On Your Side contacted Hyundai, asking if any coverage could be extended to [REDACTED] since his car is just outside the settlement window by a few months.

After reviewing his case, Hyundai told him they **will be willing to reimburse him for his final repair cost**, as a result of our involvement.

"It was a little bit disheartening," he said. Now, however, he is thrilled with the company's willingness to help.

03/12/2022 01:23 PM CST



2521 W JEFFERSON ST

JOLIET, IL, 60435

815-725-5200 (Office)

<http://www.darcyhyundai.com/>

BILLED TO

NA

DETAILS

DETAILS	Approved (00)
TYPE	Charge - Capture
APPROVAL	494902
TRANS ID	282603
MID	*****
TID	70105567
TERMINAL	188844
APP	VISA DEBIT
AID	A0 00 00 00 03 10 10
TVR	8000008000
IAD	5899B02423319C6A3030
TSI	6800
ARC	00
INVOICE	82102

signature

ACCOUNT	VISA	... 7010
ENTRY MODE		Chip
CVM		SIGN
AMOUNT	USD\$	1,997.60
TOTAL		\$1,997.60

Cardmember acknowledges receipt of goods and/or services in the amount of the total shown hereon and agrees to perform the obligations set forth by the cardmember's agreement with the issuer.

CUSTOMER #:

INVOICE



2521 W JEFFERSON ST
JOLIET, IL 60435
PHONE (815) 725-5200
darcyhyundai.com

BOLINGBROOK, IL

PAGE 1

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 982 JAYSON MIRABELLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	HYUNDAI Sonata	KMHWF25HX5A		134261/134261	T7806
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT
01JAN05	DE		13:30 18FEB22		0.00	CASH
R.O. OPENED	READY	OPTIONS	DLR	ENG	2.7 LITER	TRN:A

12:01 16FEB22 16:13 04MAR22

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A Complaint: CUSTOMER STATES WHILE DRIVING ON THE HIGHWAY THEY HIT A POT HOLE AND THE SUB FRAME BROKE CUSTOMER WAS TOLD BY AN INDEPENDENT SHOP THE FRAME IS ROTTED OUT. FRONT CROSS MEMBER IS RUSTED THROUGH. NEED TO REPLACE THE FRONT CROSS MEMBER.

DRIVEABILITY Complaint: CUSTOMER STATES WHILE DRIVING ON THE HIGHWAY THEY HIT A POT HOLE AND THE SUB FRAME BROKE CUSTOMER WAS TOLD BY AN INDEPENDENT SHOP THE FRAME IS ROTTED OUT. FRONT CROSS MEMBER IS RUSTED THROUGH. NEED TO REPLACE THE FRONT CROSS MEMBER.

1011	C				1085.00	1085.00
1	62405-38300	CROSSMEMBER COMPL		781.01	781.01	781.01

SUBL ALIGNMENT PO#1720

	C				63.25	63.25
PARTS:	781.01	LABOR:	1085.00	OTHER:	63.25	TOTAL LINE A:

SUBFRAME RUSTED THROUGH AND BROKE. REPLACED SUB FRAME AND SENT THE VEHICLE TO BE ALIGNED. ALIGNMENT APPLIED TO PO#1720

EST: 0.00 16FEB22 12:01 SA: 982

CONTACT:

			68.34																			
WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.			*SHOP SUPPLY COSTS: We have added a charge equal to 13% of the total cost of labor, not to exceed \$30.00, to the Repair Order for shop supplies used in connection with this repair.																			
			<table><tr><th>DESCRIPTION</th><th>TOTALS</th></tr><tr><td>LABOR AMOUNT</td><td>1085.00</td></tr><tr><td>PARTS AMOUNT</td><td>781.01</td></tr><tr><td>GAS, OIL, LUBE</td><td>0.00</td></tr><tr><td>SUBLET AMOUNT</td><td>63.25</td></tr><tr><td>MISC. CHARGES *</td><td>0.00</td></tr><tr><td>TOTAL CHARGES</td><td>1929.26</td></tr><tr><td>LESS INSURANCE</td><td>0.00</td></tr><tr><td>SALES TAX</td><td>68.34</td></tr></table>		DESCRIPTION	TOTALS	LABOR AMOUNT	1085.00	PARTS AMOUNT	781.01	GAS, OIL, LUBE	0.00	SUBLET AMOUNT	63.25	MISC. CHARGES *	0.00	TOTAL CHARGES	1929.26	LESS INSURANCE	0.00	SALES TAX	68.34
			DESCRIPTION	TOTALS																		
			LABOR AMOUNT	1085.00																		
			PARTS AMOUNT	781.01																		
			GAS, OIL, LUBE	0.00																		
			SUBLET AMOUNT	63.25																		
			MISC. CHARGES *	0.00																		
			TOTAL CHARGES	1929.26																		
			LESS INSURANCE	0.00																		
SALES TAX	68.34																					
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.																						
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT																			
			1997.60																			

CUSTOMER # [REDACTED]

WORKORDER

ROLLINGBROOK, IL [REDACTED]

PAGE 1

BUS: [REDACTED] CONT. [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 982 MIRABELLA, JAYSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	HYUNDAI Sonata	KMHWF25H [REDACTED]			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV. DATE
08JAN2022 14:01		READY	13:42 11JAN22	0.00 CASH	334251/	07806
LINE OP CODE	FRM	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS		
F A CS			C	CUSTOMER STATES WHILE DRIVING ON THE HIGHWAY THEY HIT A POT HOLE AND THE SUB FRAME BROKE. CUSTOMER WAS TOLD BY AN INDEPENDENT SHOP THE FRAME IS ROTTED OUT. CUSTOMER CALLED HYUNDAI CUSTOMER CARE AND THE AGENT TOLD THE CUSTOMER TO BRING THE VEHICLE TO A DEALERSHIP TO INSPECT AND SUBMIT A PA		

COMMENTS: CUSTOMER TOWING VEHICLE IN NO APPOINTMENT



2521 W JEFFERSON ST
JOLIET, IL 60435
PHONE (815) 725-5200
darcyhyundai.com
MIRABELLA, JAYSON

CUSTOMER # [REDACTED]

WORKORDER

PAGE 1



2521 W JEFFERSON ST
JOLIET, IL 60435
PHONE (815) 725-5200
darcyhyundai.com
MIRABELLA, JAYSON

COLOR		YEAR	MODEL	VIN	DATE	TIME	DATE	TIME	DATE	TIME
05		HYUNDAI	Sonata	KMHWF25HXS						
DEL DATE	PRG DATE	WARR EXP	PROMISED	PO N	LICENSE	MILEAGE IN	MILEAGE OUT	TAG		
01JAN05 DL			13:42 11JAN22							
R.O. OPENED	READY		OPTIONS: DLR		RATE	134261/	PAYMENT			
08JAN2022 14:01					ENG: 2.7 LITER	0.00	CASH			
LINE OF CODE	FRH	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS						
# A CS			C	CUSTOMER STATES WHILE DRIVING ON THE HIGHWAY THEY HIT A POT HOLE AND THE SUB FRAME BROKE CUSTOMER WAS TOLD BY AN INDEPENDENT SHOP THE FRAME IS ROTTED OUT CUSTOMER CALLED THE HYUNDAI CUSTOMER CARE AND THE AGENT TOLD THE CUSTOMER TO BRING THE VEHICLE TO A DEALERSHIP TO INSPECT AND SUBMIT A PA IN NO APPOINTMENT						

COMMENTS: CUSTOMER TOWING VEHICLE TO A DEALERSHIP TO INSPECT AND SUBMIT A PA IN NO APPOINTMENT

CUSTOMER #1 [REDACTED]

WORKORDER

PAGE 1



2521 W JEFFERSON ST
JOLIET, IL 60435
PHONE (815) 725-9200
darcyhyundai.com
MIRABELLA, JAYSON
MILEAGE 20,000

MAKE: [REDACTED]
MODEL: [REDACTED]
YEAR: [REDACTED]
COLOR: [REDACTED]

SERVICE ADVISOR: 982 VIN [REDACTED]

05 HYUNDAI Sonata

KMHWF25

DEL DATE

PROG. DATE

WARR. EXP.

PROMISED

PO NO

RATE

124251/

01JAN05 DD
R.O. OPENED

READY

13:42 11JAN22

OPTIONS

DLR [REDACTED]

ENG: 2.7 LITER TRN: A

0.00 CASH

PAYMENT

REV DATE

28JAN2022 14:01

Mo IAPP

LINE OP CODE
A CS

FPH TECH.

TYPE

DESCRIPTIONS/INSTRUCTIONS

COMMENTS: CUSTOMER TOWING VEHICLE IN NO APPOINTMENT

CUSTOMER STATES WHILE DRIVING ON THE HIGHWAY
THEY HIT A POT HOLE AND THE SUB FRAME BROKE
CUSTOMER WAS TOLD BY AN INDEPENDENT SHOP THE
FRAME IS ROTTED OUT CUSTOMER CALLED HYUNDAI
CUSTOMER CARE AND THE AGENT TOLD THE CUSTOMER
TO BRING THE VEHICLE TO A DEALERSHIP TO
INSPECT AND SUBMIT A PA

CUSTOMER # [REDACTED]
[REDACTED]
[REDACTED]

WORKORDER

PAGE 1

COND: [REDACTED]
RIS: [REDACTED]
FLOR: [REDACTED] YEAR: [REDACTED]
MAKE/MODEL: [REDACTED]

SERVICE ADVISOR: 982 [REDACTED]
VIN: [REDACTED]



2521 W JEFFERSON ST
JOLIET, IL 60435
PHONE (815) 725-5200
darcyhyundai.com
MIRABELLA, JAYSON
MILEAGE IN OUT

DEL DATE	05	HYUNDAI SONATA	PROMISED	13:42 11JAN22	RATE	134251	TAG
PROD DATE	WARR EXP	KMHWP25HX5	PO	OPTIONS: DLR	ENG: 2.7 LITER	PAYMENT	INV DATE
01JAN05 DD						CASH	1/7/20
R.O. OPENED	READY					TRN: A	
08JAN2022 14:01							
LINE OP CODE	FRH TECH	TYPE					
# A CS							

COMMENTS: CUSTOMER TOWING VEHICLE IN NO APPOINTMENT

DESCRIPTIONS/INSTRUCTIONS
CUSTOMER STATES WHILE DRIVING ON THE HIGHWAY
THEY HIT A POT HOLE AND THE SUB FRAME BROKE
CUSTOMER WAS TOLD BY AN INDEPENDENT SHOP THE
FRAME IS ROTTED OUT CUSTOMER CALLED HYUNDAI
CUSTOMER CARE AND THE AGENT TOLD THE CUSTOMER
TO BRING THE VEHICLE TO INSPECT AND SUBMIT A PA
A DEALERSHIP TO