

DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DA5H-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				FDR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 01-MAR-2022		Repository ☐	
		Reference No. 11454689			
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		Email Address	
Address					
City Vinegar Bend		State AL	ZIP Code		
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 KMHEC4A1G		MAKE HYUNDAI		Model SONATA HYBRID	Model Year 2012
Date Purchased 9-13-2012	Dealer's Name and Telephone Number Palmer's Toyota Superstore 2546390800 Eastern Shore		Engine: No. Cylinders		Fuel Type: Gas Battery
Original Owner ☒	Dealer's City Mobile		STATE AL	ZIP Code 36695	
Transmission Type	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: NO	Incident Date(s) 09-JAN-2022	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 060000 ENGINE (PWS)			Failure Mileage 155000.0	Failure Speed	
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 9ABC036)		☐ Original Requirement ☐ Prior Repair		Failure Location:	
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured	Number of Deaths
				Reported to Police N	
Narrative Description of Incident(s), Crash(es), 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 2012 Hyundai Sonata Hybrid. The contact stated that he had received notification of NHTSA Campaign Number: 15V568000 (Engine). The contact took the vehicle to a dealer where the recall was serviced. Soon after the recalled pair, the "Hybrid System Warning Light, Safely Stop and Do Not Drive," warning message appeared on the instrument panel. The contact had the vehicle towed to a dealer where it remained in their possession. The manufacturer was notified of the failure but offered no assistance. The contact was given an estimate for the repair but was declined. The vehicle had yet to be repaired. The failure mileage was 155,000.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.				ATTACH ADDITIONAL SHEETS IF NECESSARY	
The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

8-31-21

My husband [REDACTED] Took my 2012 Hyundai Sonata Hybrid to have engine check for Rod Bump. Recall they said it look fine I don't even think they check. They also put the wrong spark plug in the car. My husband did even get down 1 mile before he had to take the car they had the wrong spark plug in it.

1-11-22

my husband [REDACTED] been to the Dr in Mobile ~~then~~ The car was fine just as he turn in our Drive the car just shut off.

So we had to call a Tow Truck to carry the car to Palmer Airport Hyundai.

when they check out the car they said it was the rod broke and mess up the engine. and they would contact Hyundai about and get back with us.

Thank you for helping us out.

[REDACTED]

8

B & B Auto Wrecker Service LLC
8085 Joy St and 3407 Moffett Rd. Mobile
Citronelle, AL 36522
251-866-7694

**Road
Service**

DATE <u>1/11/22</u>	TIME _____	A.M. P.M.	REQUESTED BY _____	P.O. NO. _____
[REDACTED]			PHONE _____	
[REDACTED]			[REDACTED]	
CITY <u>Vinegar Bend</u>			STATE <u>AL</u>	
LOCATION OF VEHICLE _____				
YEAR, MAKE, MODEL <u>2013</u> <u>Sentata</u>		COLOR _____	DRIVER _____	
[REDACTED]		VEHICLE I.D. NO. <u>RMEC4A460</u>		
MILEAGE _____		SERVICE TIME _____		EXTRA PERSON _____
FINISH _____		FINISH _____		FINISH _____
START _____		START _____		START _____
TOTAL _____		TOTAL _____		TOTAL _____
REASON FOR TOW				
☐ ACCIDENT ☐ ABANDONED ☐ FLAT TIRE				
☐ ARREST ☐ STOLEN CAR ☐ OUT OF GAS				
☐ UNREGISTERED ☒ BREAK DOWN ☐ IMPOUNDED				
☐ TOW ZONE ☐ LOCK OUT ☐				
☐ SNOW REMOVAL ☐ START ☐				
SPECIAL EQUIPMENT				
☐ SINGLE LINE WINCHING				
☐ DUAL LINE WINCHING				
☐ SNATCH BLOCKS				
☐ SCOTCH BLOCKS				
☐ DOLLY				
TYPE OF TOW		TOWED PER ORDER OF		VEHICLE TOWED TO
☐ SLING/ HOIST TOW		☐ STATE POLICE		FIRST TOW _____
☒ FLAT BED/ RAMP		☐ LOCAL POLICE		SECOND TOW _____
☐ WHEEL LIFT		☒ OWNER		
☐		☐ DEALER		
STORAGE FROM			TOWING CHARGE <u>200.00</u>	
_____ TO _____ DAYS @ \$ _____			MILEAGE CHARGE _____	
PAID BY			EXTRA PERSON _____	
☐ CASH ☐ CHECK ☐ CREDIT CARD ☐ MC ☒ VISA ☐ AMEX			SPECIAL EQUIPMENT <u>PAID</u>	
DRIVERS LIC NO. _____			LABOR CHARGE _____	
EXP DATE _____			STORAGE <u>6.00</u>	
[REDACTED]			SUB-TOTAL _____	
DATE <u>1/11/22</u>			TAX _____	
[REDACTED]			TOTAL <u>206.00</u>	
VEHICLE RELEASED TO _____				

Not responsible for loss or damage to vehicle
in case of fire, theft or any other cause beyond our control

Thank You
PRODUCT 2525

B & B Auto Wrecker Service LLC
8085 Joy St and 3407 Moffett Rd. Mobile
Citronelle, AL 36522
251-866-7694

Road Service

DATE <u>3/11/22</u>	TIME <u>A.M.</u>	REQUESTED BY	P.O. NO.
NAME <u>[REDACTED]</u>		PHONE	
ADDRESS			
CITY		STATE	ZIP
LOCATION OF VEHICLE			
YEAR, MAKE, MODEL <u>2012 Hyundai Sonata</u>		COLOR	DRIVER
STATE <u>AL</u>	VEHICLE I.D. NO.	REGISTERED OWNER	
MILEAGE	SERVICE TIME	EXTRA PERSON	
FINISH	FINISH	FINISH	
START	START	START	
TOTAL	TOTAL	TOTAL	
REASON FOR TOW		SPECIAL EQUIPMENT	
☐ ACCIDENT ☐ ABANDONED ☐ ARREST ☐ STOLEN CAR ☐ UNREGISTERED ☒ BREAK DOWN ☐ TOW ZONE ☐ LOCK OUT ☐ SNOW REMOVAL ☐ START		☐ FLAT TIRE ☐ OUT OF GAS ☐ IMPOUNDED ☐ SINGLE LINE WINCHING ☐ DUAL LINE WINCHING ☐ SNATCH BLOCKS ☐ SCOTCH BLOCKS ☐ DOLLY	
TYPE OF TOW	TOWED PER ORDER OF	VEHICLE TOWED TO	
☒ SLING HOIST TOW ☐ FLAT BED / RAMP ☐ WHEEL LIFT ☐	☐ STATE POLICE ☐ LOCAL POLICE ☒ OWNER ☐ DEALER	FIRST TOW SECOND TOW	
STORAGE FROM		TOWING CHARGE <u>200.00</u>	
TO _____ DAYS @ \$ _____		MILEAGE CHARGE	
PAID BY		EXTRA PERSON	
☐ CASH ☐ CHECK ☒ CREDIT CARD ☐ MC ☐ VISA ☐ AMEX		SPECIAL EQUIPMENT	
DRIVERS LIC. NO. _____		LABOR CHARGE	
EXP. DATE _____		STORAGE	
CC NO. <u>[REDACTED]</u>		SUB-TOTAL	
DATE _____		TAX	
AUTHORIZED SIGNATURE <u>[REDACTED]</u>		TOTAL <u>200.00</u>	
DATE _____			
DATE _____			

Not responsible for loss or damage to vehicle
in case of fire, theft or any other cause beyond our control.

Thank You
PRODUCT 2525

If you purchased your vehicle used, or have sold it, the website will provide the steps necessary to request reimbursement for the miles you drove from the purchase date up to the sale date of your vehicle.

You can find more detailed information and estimate your reimbursement amount at any time on www.HyundaiMPGinfo.com, or you can call 877-277-0012 to speak with someone directly.

All of us at Hyundai value our owners. We will continue to work hard to be deserving of your trust, and appreciate the opportunity to make this right for you.

Sincerely,

A handwritten signature in black ink, appearing to read 'JK' or 'John Krafcik', written over a faint horizontal line.

John Krafcik
President and CEO
Hyundai Motor America

* The VIN is the 17-digit number that can be found on the driver's side dash looking through the windshield or on the door frame of the driver's door



Hyundai Motor America
P.O. Box 93835
Phoenix, AZ 85071-3835

****AUTO**3-DIGIT 365 57887 T197 P4

Vinegar Bend, AL



Dear [REDACTED]:

I am writing to inform you that the fuel economy label on your vehicle was misstated due to errors in our test procedures. We at Hyundai pride ourselves on standing behind our customers, and we did not deliver on that promise. I sincerely apologize. Our first priority is to make this right for you.

As a result of this error, the combined EPA fuel economy estimates on affected vehicles were overstated by one or two MPG. This adjustment only applies to the EPA fuel economy label value and actual mileage may vary.

To cover the additional fuel costs associated with the fuel economy rating change, we have put together a reimbursement program that will remain in place **for as long as you own your vehicle**. The reimbursement amount will be based on the number of miles you drive and the average fuel price in your area. As an acknowledgement of other small costs and the inconvenience you may incur, we will add an extra 15 percent to the reimbursements. This will also remain in effect for as long as you own your car.

To receive your reimbursement debit card, which can be used anywhere debit cards are accepted, please follow these steps:

1. Log on to www.HyundaiMPGinfo.com and provide your VIN* to register your vehicle and get an estimate of your reimbursement amount.
2. At your convenience, visit your local Hyundai dealer's Service Department to document your current odometer reading. You can schedule an appointment at the Hyundai dealer of your choice by using our online scheduling system at www.MyHyundai.com.
3. If the reimbursement calculator shows a low initial amount, perhaps because your car has low mileage on the odometer, you may find it more convenient to visit your dealer for the first time at a later date, as long as it is within one year of receipt of this letter. Your personalized debit card will arrive approximately three weeks after your visit to the dealer.

While we require you to register within one year of receipt of this letter to participate in the reimbursement program, you can visit your dealer whenever it is convenient for you, as frequently as you like, for as long as you own your car.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

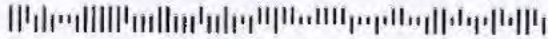
Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



September 18, 2012

[REDACTED]
VINEGAR BEND, AL [REDACTED]



Re: Retail Installment Contract, dated 09/12/2012
Vehicle Description: 2012 HYUNDAI SONATA HYBRID, VIN: KMHEC4A46 [REDACTED]
Originating Dealer: EASTERN SHORE HYUNDAI
Account Number: [REDACTED]

Dear [REDACTED]:

We want to congratulate you on your recent vehicle purchase and welcome you to the Hyundai family.

At Hyundai Motor Finance (HMF), you, our customer, are our top priority. We take pride in knowing that your servicing needs will be handled to your satisfaction, with the courtesy and respect that you deserve. We are committed to living up to our reputation as the finance company that cares.

If you are not a buyer under the retail installment contract, you received this notice because you signed the contract as a co-signer. Please be aware that, as a co-signer or co-buyer, you are responsible for payment of this obligation.

Our 24-hour website at www.hyundaimotorfinance.com offers you the ability to make payments, update your billing address, and view information about your account at your convenience. You may also call our automated information line toll free at 1-800-523-4030, or speak to a Customer Care Representative during business hours (Monday - Friday 8AM - 9PM Eastern Time).

As a reminder, your monthly payment of \$543.43 is due on the 27th of each month, beginning 10/27/2012. A statement will be sent to you each month, approximately 15 days before your payment due date. For your convenience, we have enclosed an extra payment coupon for future use, in case you misplace your monthly statement, your monthly statement fails to arrive, or if you would like to make your payment in advance.

We look forward to providing you the servicing experience you deserve!

Customer Care Team
Hyundai Motor Finance

Please see the reverse side of this letter for important information.
Wisconsin Customers: Please see the enclosed additional disclosure required by law.





Application # [REDACTED] Application Date 09/13/2012 Trans Code 01 Legend Codes 71
Current AL Title # [REDACTED] Surrendering QOS Title - State [REDACTED] Title # [REDACTED] Enc MS

VIN	<u>KMHEC4A46C</u>	Year	<u>2012</u>	Make	<u>HYUN</u>	Model	<u>SONATA</u>	Body Type	<u>4D</u>	Cyls	<u>4</u>	Color	<u>SIL</u>
Purchase Date	<u>09/12/2012</u>	# Liens	<u>1</u>	Odo. Reading	<u>10 Miles</u>	Reading Type	<u>A - Actual</u>	New/Used	<u>NEW</u>				

Name [REDACTED] Name _____
Mailing Address [REDACTED] Resident Address _____
City, State, Zip VINEGAR BEND, WA [REDACTED] City, State, Zip _____

Gross Selling Price: 27312.03 Trade in Allowance: 0.00

Name	HYUNDAI MOTOR FINANCE	Name	
Mailing Address	PO BOX 105299	Mailing Address	
City, State, Zip	ATLANTA, GA 30348	City, State, Zip	
Date of Lien	09/12/2012	Date of Lien	

Name	EASTERN SHORE HYUNDAI LLC	Physical Address	29732 B FREDERICK BLVD	City, State, Zip	DAPHNE, AL 36626
------	------------------------------	------------------	------------------------	------------------	------------------

Owner Signature _____ Date _____

Owner Signature _____ Date _____

DA Signature(s) Kenny Spence Date 9-13-12
DA Name EASTERN SHORE HYUNDAI LLC DA Account Number [REDACTED]

Legends ODOMETER READING IS THE ACTUAL MILEAGE



Hyundai Motor America
P.O. Box 2704
Huntington Beach, CA 92647

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
HYUNDAI

Rods in motor

IMPORTANT SAFETY RECALL (INTERIM NOTICE)

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

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



CUSTOMER #:

Call about
miles
GAS card.

EASTERN SHORE

29736 FREDERICK BLVD.
DAPHNE, ALABAMA, 36526
TELEPHONE: 251-626-6363
www.easternshorehyundai.com

INVOICE

PAGE 1

VINEGAR BEND, AL

H:

BUS:

CELL:

SERVICE ADVISOR: 25551 JOSEPH KARL MEHR TEN

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
HYPER SILV	12	HYUNDAI SONATA		KMHEC4A46CA			69496/69497		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
12SEP12 DD			18:00 14OCT15			103.98	CASH	14OCT15	
R.O. OPENED		READY		OPTIONS: SOLD-STK:CA		ENG:2.4 Liter DOHC			

08:36 14OCT15	12:42 14OCT15	LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
---------------	---------------	-------------	------	------	-------	------	-----	-------

A ODOMETER VERIFICATION AND DOCUMENTATION

CAUSE: PERFORM CAMPAIGN, VERIFY MILES

P15PROG1 ODOMETER VERIFICATION AND DOCUMENTATION

22736 WH

(N/C)

FC: 99 PART#: COUNT:

CLAIM TYPE: CPN

AUTH CODE:

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

COMPANY NAME IDELITY SERVICE CONT

COMPANY PHONE

POLICY NUMBER

TBD

POLICY TERM

60

EFFECTIVE DATE

12 SEP 2012

DEDUCTIBLE

0.00

MILEAGE LIMIT

BEGIN MILES

10

END MILES

100000

COMPONENTS

Rewards

877-277-0012

9-7 Card.

800-633-5151 main office
customer service

IF FOR ANY REASON YOU CANNOT GIVE EASTERN SHORE HYUNDAI A "10" ON THE HYUNDAI CUSTOMER SATISFACTION SURVEY.....PLEASE CALL US AT*** 251-626-6363*** WE APPRECIATE YOUR BUSINESS AND YOUR SATISFACTION IS OUR # 1 GOAL

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

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item. 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.

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE



Palmer's
**AIRPORT
HYUNDAI**

7680 Airport Blvd
Mobile, AL 36608
251-338-1501
www.palmershundai.com



CUSTOMER NO.	ADVISOR STEVEN	TAG NO. 884	INVOICE DATE 08/31/21	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 160,504	COLOR /
VINEGER BEND, AL	YEAR / MAKE / MODEL 12/HYUNDAI/SONATA/4DR SDN	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. K M H E C 4 A 4 6 C A	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 08/31/21	REPRINT# 1
			MO:	

JOB# 1 CHARGES

LABOR-----
J# 1 10HYZ DRIVEABILITY TECH(S):691 0.00

CUSTOMER STATES THERE IS NOW A HYBRID SYSTEM WARNING AND
ENGINE IS RUNNING POORLY AND ROUGHLY SINCE RECALLS AND PLUGS
WERE DONE CHECK AND ADVISE
WRONG SPARK PLUGS
TECHNICIAN SWAPPED NON HYBRID PLUGS FOR HYBRID SPARK PLUGS
CUSTOMER WAS REFUNDED FOR ACCIDENTAL OVERCHARGE ON SPARK
PLUGS

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT	PRICE-
	4	3479/FC	SPARK PLUG		25.87
	-4	CREDIT-REFUND	non-stock parts		61.96
		3478/FC SPARK PLUG CREDIT			
TOTAL - PARTS					-144.36

JOB# 1 TOTALS-----
PARTS -144.36

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL -144.36

JOB# 2 CHARGES

LABOR-----
J# 2 01HYZMULTI MULTI POINT TECH(S):691 0.00

PERFORM MULTIPOINT INSPECTION
Multi-Point Inspection All

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

COMMENTS

Tune up HAT/TAG:# Mileage:160,503 VIN:KMHEC4A46CA ### Cre

DISCLAIMER OF WARRANTIES:

The only warranties on the products sold under this Repair Order are those warranties made by the manufacturer. The Seller PALMER'S AIRPORT HYUNDAI hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and PALMER'S AIRPORT HYUNDAI NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PRODUCTS. This disclaimer by the Seller, PALMER'S AIRPORT HYUNDAI in no way affects the terms of the manufacturer's warranty. Terms of the manufacturer's warranty on replacement parts may be found on the reverse of the customer's copy to this Repair Order.

X

CUSTOMER SIGNATURE

Hyundai Advantage™
America's Best Warranty™

wrong spark plug



VELOSTER N

Tag

CUSTOMER NO.	ADVISOR STEVEN	TAG NO.	INVOICE DATE 08/31/21
	LABOR RATE	LICENSE NO.	MILEAGE 160,503 /
	YEAR / MAKE / MODEL 12 / HYUNDAI / SONATA / 4DR SDN	DELIVERY DATE	DELIVERY MILES
VINEGER BEND, AL	VEHICLE I.D. NO. K M H E C 4 A 4 6 C A	SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 08/31/21
BUSINESS PHONE	COMMENTS		

MO:

JOB# 1 CHARGES

LABOR-----
J# 1 15HYZ CAMPAIGN TECH(S):691 WARRANTY
964AUXILIARY CANISTER INST. (21-01-036H)
SERVICE CAMPAIGN 964
TECHNICIAN COMPLETED SERVICE CAMPAIGN 964 OP CODE 10D017R0
40 CASUAL PN 314104R511QQH I3A ZZ3

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
0 31410-4R511-QQH CANISTER ASSY WARRANTY
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
TOTAL - PARTS 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-----
J# 2 01HYZMULTI MULTI POINT TECH(S):691 0.00
PERFORM MULTIPOINT INSPECTION
Multi-Point Inspection All

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR-----
J# 3 11HYZSMISC MISC TECH(S):691 134.96
CUSTOMER REQUEST TO REPLACE SPARK PLUGS
MAINTENANCE
TECHNICIAN REPLACED SPARK PLUGS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
4 3478/FC SPARK PLUG 61.96 247.84
TOTAL - PARTS 247.84

JOB# 3 TOTALS

LABOR 134.96
PARTS 247.84

JOB# 3 JOURNAL PREFIX HYCS JOB# 3 TOTAL 382.80

JOB# 4 CHARGES

LABOR-----
J# 4 15HYZ-TY1 CAMPAIGN TECH(S):691 WARRANTY
198YENGINE INSPECTION (21-01-022H)
FACTORY RECALL
COMPLETED RECALL OP CODE 11D020R2 60 E74 ZZ7 CASUAL PN
77RT22GF00

DISCLAIMER OF WARRANTIES:

The only warranties on the products sold under this Repair Order are those warranties made by the manufacturer. The Seller PALMER'S AIRPORT HYUNDAI hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and PALMER'S AIRPORT HYUNDAI NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PRODUCTS. This disclaimer by the Seller, PALMER'S AIRPORT HYUNDAI in no way affects the terms of the manufacturer's warranty. Terms of the manufacturer's warranty on replacement parts may be found on the reverse of the customer's copy to this Repair Order.

X

CUSTOMER SIGNATURE

Hyundai Advantage™
America's Best Warranty™



7680 Airport Blvd
Mobile, AL 36608
251-338-1501
www.palmershundai.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
	SHAUN	869	02/25/22
	LABOR RATE	LICENSE NO.	COLOR
	YEAR / MAKE / MODEL	165,782 /	DELIVERY DATE
	12/HYUNDAI/SONATA/4DR SDN		DELIVERY MILES
VINEGER BEND, AL	VEHICLE I.D. NO.		SELLING DEALER NO.
	KMHHC4A46CA		PRODUCTION DATE
	PLATE NO.		R.O. DATE
			01/22/22
BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES-----

LABOR-----

0# 1 12HYZTHETA THETA ENGINE REPAIR TECH(S):875 WARRANTY

THETA ENGINE CONCERN ON CHECK IN FOUND CHECK ENGINE LIGHT ON
AND FLASHING
RECALL THETA ENGINE
REPAIRS COMPLETED AS PER RECALL

JOB# 1 TOTALS-----

0# 2 12HYZ ENGINE MAJOR TECH(S):875 0.00

CUSTOMER STATES C/S HYBRID PART OF THE CAR STOPPED WORKING
FOUND CODE P1326. BCT TEST FAILED. NEEDS ENGINE.
SENT IN PA REQUEST FOR ENGINE. PA DENIED BECAUSE WARRANTY
EXTENSION IS TO 150,000 MILES. EXTENSION HAS EXPIRED

JOB# 2 TOTALS-----

0# 2 12HYZ ENGINE MAJOR TECH(S):875 0.00

COMMENTS-----

Created By: hhetherington@palmershundai.com, Created On: 01-11
-2022, Status: Scheduled, Transport Type: DROP OFF
DELETED OPERATION(S)-----

01HYZMULTI MULTI POINT

TOTALS-----

DISCLAIMER OF WARRANTIES:
The only warranties on the products sold under this Repair Order are those warranties made by the manufacturer. The Seller, PALMER'S AIRPORT HYUNDAI hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and PALMER'S AIRPORT HYUNDAI NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PRODUCTS. This disclaimer by the Seller, PALMER'S AIRPORT HYUNDAI in no way affects the terms of the manufacturer's warranty. Terms of the manufacturer's warranty on replacement parts may be found on the reverse of the customer's copy to this Repair Order.

X
CUSTOMER SIGNATURE

Hyundai Advantage™
America's Best Warranty™

* [] CASH [] CHECK CHECK NO [] [] OTHER *	TOTAL LABOR....	0.00
* [] VISA [] MASTERCARD [] DISCOVER [] AMER EXPRESS *	TOTAL PARTS....	0.00
* [] CHARGE TO ACCT NO []	TOTAL SUBLET....	0.00
*****	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

IF FOR ANY REASON YOU ARE NOT 100% COMPLETELY SATISFIED WITH
YOUR SERVICE EXPERIENCE, PLEASE CONTACT US.
YOUR SATISFACTION IS VERY IMPORTANT TO US.

THANK YOU FOR YOUR BUSINESS!!

ALL OF PALMER'S AIRPORT HYUNDAI APPRECIATES YOU, PLEASE CALL
FOR YOUR NEXT SERVICE APPOINTMENT AT 251-338-1501.

CUSTOMER SIGNATURE



7680 Airport Blvd
Mobile, AL 36608
251-338-1501

www.palmershundai.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
	JESSICA	265	09/20/21
	LABOR RATE	LICENSE NO.	MILEAGE
			161,498 /
YEAR / MAKE / MODEL	DELIVERY DATE		
12/HYUNDAI/SONATA/4DR SDN			
VEHICLE I.D. NO.	DELIVERY MILES		
K M H E C 4 A 4 6 C			
F.T.E. NO.	SELLING DEALER NO.		
	PRODUCTION DATE		
	R.O. DATE		
	09/20/21		
BUSINESS PHONE	COMMENTS		

TOTALS	

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

IF FOR ANY REASON YOU ARE NOT 100% COMPLETELY SATISFIED WITH
YOUR SERVICE EXPERIENCE, PLEASE CONTACT US.
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CUSTOMER SIGNATURE

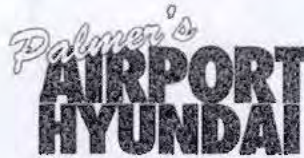
DISCLAIMER OF WARRANTIES:

The only warranties on the products sold under this Repair Order are those warranties made by the manufacturer. The Seller PALMER'S AIRPORT HYUNDAI hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and PALMER'S AIRPORT HYUNDAI NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PRODUCTS. This disclaimer by the Seller, PALMER'S AIRPORT HYUNDAI in no way affects the terms of the manufacturer's warranty. Terms of the manufacturer's warranty on replacement parts may be found on the reverse of the customer's copy to this Repair Order.

X

CUSTOMER SIGNATURE

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Mobile, AL 36608
251-338-1501

www.palmershundai.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
	JESSICA	265	09/20/21
	LABOR RATE	LICENSE NO.	COLOR
	YEAR / MAKE / MODEL	MILEAGE	DELIVERY DATE
	12/HYUNDAI/SONATA/4DR SDN	161,498 /	DELIVERY MILES
VINEGER BEND, AL	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
	K M H E C 4 A 4 6 C A		
	R.T.E. NO.	R.O. DATE	
		09/20/21	
BUSINESS PHONE	COMMENTS	MO :	

JOB# 1 CHARGES-----			
LABOR-----			
J# 1 15HYZ	CAMPAIGN	TECH(S):114	WARRANTY
AUXILIARY CANISTER INST. (21-01-036H) 964			
PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----
	1	31410-4RS11-QQH	CANISTER ASSY
TOTAL - PARTS			0.00
JOB# 1 TOTALS-----			
JOB# 1 JOURNAL PREFIX HYCS			JOB# 1 TOTAL 0.00
JOB# 2 CHARGES-----			
LABOR-----			
J# 2 15HYZ-TY1	CAMPAIGN	TECH(S):114	WARRANTY
ENGINE MONITORING LOGIC (21-01-023H-2) 966			
FACTORY RECALL			
COMPLETED RECALL			
JOB# 2 TOTALS-----			
JOB# 2 JOURNAL PREFIX HYCS			JOB# 2 TOTAL 0.00
JOB# 3 CHARGES-----			
LABOR-----			
J# 3 01HYZMULTI	MULTI POINT	TECH(S):114	0.00
PERFORM MULTIPOINT INSPECTION			
Multi-Point Inspection All			
JOB# 3 TOTALS-----			
JOB# 3 JOURNAL PREFIX HYCS			JOB# 3 TOTAL 0.00

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Mobile, AL 36608
251-338-1501
www.palmershundai.com



CUSTOMER NO.	ADVISOR STEVEN	TAG NO. 884	VOICE DATE 08/31/21
	LABOR RATE	LICENSE NO.	MILEAGE 160,504 /
VINEGER BEND, AL	YEAR / MAKE / MODEL 12/HYUNDAI/SONATA/4DR SDN	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. K M H E C 4 A 4 6	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. DATE 08/31/21	REPRINT# 1
BUSINESS PHONE	COMMENTS		

TOTALS-----

* [] CASH [] CHECK CHECK NO [] [] OTHER *
* [] VISA [] MASTERCARD [] DISCOVER [] AMER EXPRESS *
* [] CHARGE TO ACCT NO [] *

IF FOR ANY REASON YOU ARE NOT 100% COMPLETELY SATISFIED WITH
YOUR SERVICE EXPERIENCE, PLEASE CONTACT US.
YOUR SATISFACTION IS VERY IMPORTANT TO US.

THANK YOU FOR YOUR BUSINESS!!

ALL OF PALMER'S AIRPORT HYUNDAI APPRECIATES YOU. PLEASE CALL
FOR YOUR NEXT SERVICE APPOINTMENT AT 251-338-1501.

CUSTOMER SIGNATURE

TOTAL LABOR.... 0.00
TOTAL PARTS.... -144.36
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... -14.44

TOTAL INVOICE \$ -158.80

DISCLAIMER OF WARRANTIES:

The only warranties on the products sold under this Repair Order are those warranties made by the manufacturer. The Seller PALMER'S AIRPORT HYUNDAI hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and PALMER'S AIRPORT HYUNDAI NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PRODUCTS. This disclaimer by the Seller, PALMER'S AIRPORT HYUNDAI in no way affects the terms of the manufacturer's warranty. Terms of the manufacturer's warranty on replacement parts may be found on the reverse of the customer's copy to this Repair Order.

X

CUSTOMER SIGNATURE

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**AIRPORT
HYUNDAI**

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251-338-1501
www.palmershundai.com



CUSTOMER NO. [REDACTED]	ADVISOR STEVEN	SALES NO. [REDACTED]	INVOICE DATE 08/31/21
[REDACTED]	LABOR RATE	LICENSE NO.	STOCK NO.
[REDACTED]	[REDACTED]	160,503 /	COLOR
VINEGER BEND, AL [REDACTED]	YEAR / MAKE / MODEL 12/HYUNDAI/SONATA/4DR SDN	DELIVERY DATE	DELIVERY MILE
[REDACTED]	VEHICLE I.D. NO. K M H E C 4 A 4 6 C	SELLING DEALER NO.	PRODUCTION D
[REDACTED]	P.T.E. NO.	P.O. NO.	R.O. DATE 08/31/21
[REDACTED]	BUSINESS PHONE	COMMENTS	

MO: 1

JOB# 4 TOTALS-----				JOB# 4 JOURNAL PREFIX HYCS JOB# 4 TOTAL 0.00	
JOB# 5 CHARGES-----					
LABOR-----					
J# 5 15HYZ-TY3	CAMPAIGN	TECH(S):691	WARRANTY		
174YAIRBAG CONTROL UNIT (18-01-030)					
SERVICE CAMPAIGN 174					
TECHNICIAN COMPLETED SERVICE CAMPAIGN 174 OP CODE 81C049R0					
60 I11 ZZ3 CASUAL PN 959103Q110					
PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	91700-35000-QQH	WIRING KIT		
				TOTAL - PARTS	WARRANTY 0.00
JOB# 5 TOTALS-----					
JOB# 6 CHARGES-----					
LABOR-----					
J# 6 15HYZ-TY4	CAMPAIGN	TECH(S):691	WARRANTY		
169Y71C093R0 - ANCHOR PRETENSIONER INS/LABEL(17-01-061)					
SERVICE CAMPAIGN 169					
TECHNICIAN COMPLETED SERVICE CAMPAIGN 169 OP CODE 71C093R0					
20 B15 ZZ1 CASUAL PN 888413Q000					
JOB# 6 TOTALS-----					
JOB# 7 CHARGES-----					
LABOR-----					
J# 7 15HYZP15	P15-MILEAGE	TECH(S):691	WARRANTY		
OPEN CAMPAIGN P15 TO VERIFY MILEAGE FOR CUST REIMBURSEMENT					
WEB DCS SHOWS THAT THE VIN NUMBER IS NOT YET ELIGIBLE FOR CLAIM ON REIMBURSEMENT					
JOB# 7 TOTALS-----					
JOB# 7 JOURNAL PREFIX HYCS JOB# 7 TOTAL 0.00					
MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----		
JOB # A	55	SHOP SUPPLIES		13.50	
				TOTAL - MISC	13.50
COMMENTS-----					
Tune up HAT/TAG: [REDACTED] Mileage:160,503 VIN:KMHEC4A46CA [REDACTED] ## Cre					
ated By: crice@palmershundai.com, Created On: 08-23-2021, Modified					
By: crice@palmershundai.com, Modified On: 08-31-2021, Status: Sch					
eduled, Transport Type: WAITER					

DISCLAIMER OF WARRANTY

The only warranties on the produ under this Repair Order are those ties made by the manufacturer. Th PALMER'S AIRPORT HYUNDAI expressly disclaims all warranties express or implied, including any warranty of MERCHANTABILITY or for a particular purpose, and PAL AIRPORT HYUNDAI NEITHER AS! NOR AUTHORIZES ANY OTHER PI TO ASSUME FOR IT ANY LIABIL CONNECTION WITH THE SAI THESE PRODUCTS. This disclai the Seller, PALMER'S AIRPORT HY in no way affects the terms manufacturer's warranty. Terms manufacturer's warranty on repla parts may be found on the reverse customer's copy to this Repair Order

X

CUSTOMER SIGNATURE

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HYUNDAI

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**AIRPORT
HYUNDAI**

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Mobile, AL 36608
251-338-1501

www.palmershundai.com



CUSTOMER NO. [REDACTED]	ADVISOR STEVEN	TAG NO. [REDACTED]	INVOICE DATE 08/31/21
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 160,503 /
[REDACTED]	YEAR / MAKE / MODEL 12/HYUNDAI/SONATA/4DR SDN	DELIVERY DATE	DELIVERY MILES
VINEGER BEND, AL	VEHICLE ID NO. K M H E C 4 A 4 6 C A	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	DATE 08/31/21	[REDACTED]
[REDACTED]	BUSINESS PHONE	COMMENTS	MO: [REDACTED]

TOTALS

 * [] CASH [] CHECK CHECK NO [] [] OTHER *
 * [] VISA [] MASTERCARD [] DISCOVER [] AMER EXPRESS *
 * [] CHARGE TO ACCT NO [] *

IF FOR ANY REASON YOU ARE NOT 100% COMPLETELY SATISFIED WITH
YOUR SERVICE EXPERIENCE, PLEASE CONTACT US.
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THANK YOU FOR YOUR BUSINESS!!

ALL OF PALMER'S AIRPORT HYUNDAI APPRECIATES YOU, PLEASE CALL
FOR YOUR NEXT SERVICE APPOINTMENT AT 251-338-1501.

CUSTOMER SIGNATURE

TOTAL LABOR....	134.96
TOTAL PARTS....	247.84
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	13.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	24.78
TOTAL INVOICE \$	421.08

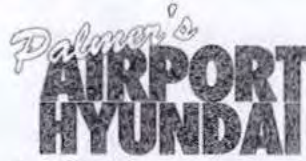
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Mobile, AL 36608
251-338-1501

www.palmershundai.com

CUSTOMER NO.	ADVISOR JESSICA	TAG NO. 265	INVOICE DATE 09/20/21
	LABOR RATE	LICENSE NO.	MILEAGE 161,498
	YEAR / MAKE / MODEL 12/HYUNDAI/SONATA/4DR SDN	DELIVERY DATE	DELIVERY MILES
VINEGER BEND, AL	VEHICLE I.D. NO. K M H E C 4 A 4 6 C	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. DATE 09/20/21	
BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES-----			
LABOR-----			
D# 1 15HYZ	CAMPAIGN	TECH(S):114	WARRANTY
AUXILIARY CANISTER INST. (21-01-036H) 964			
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----
	1	31410-4R511-QQH	CANISTER ASSY
TOTAL - PARTS			0.00
JOB# 1 TOTALS-----			
JOB# 1 JOURNAL PREFIX HYCS			JOB# 1 TOTAL 0.00
JOB# 2 CHARGES-----			
LABOR-----			
D# 2 15HYZ-TY1	CAMPAIGN	TECH(S):114	WARRANTY
ENGINE MONITORING LOGIC (21-01-023H-2) 966			
FACTORY RECALL			
COMPLETED RECALL			
JOB# 2 TOTALS-----			
JOB# 2 JOURNAL PREFIX HYCS			JOB# 2 TOTAL 0.00
JOB# 3 CHARGES-----			
LABOR-----			
D# 3 01HYZMULTI	MULTI POINT	TECH(S):114	0.00
PERFORM MULTIPOINT INSPECTION			
Multi-Point Inspection All			
JOB# 3 TOTALS-----			
JOB# 3 JOURNAL PREFIX HYCS			JOB# 3 TOTAL 0.00

DISCLAIMER OF WARRANTIES

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CUSTOMER SIGNATURE

Hyundai Advantage™
America's Best Warranty™



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

NHTSA Recall Number: 20V-746

Hyundai Recall Number: 198



35428

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: KMHEC4A [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



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



35426

198

VINEGAR BEND, AL



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

No longer own this vehicle?

Changes to your name, address, or if you no longer own this vehicle — Update your information online at:

<https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/update-vehicle-ownership.html>

You can easily connect to this web page by using your cell phone to point your camera (or QR code reader app) at the code below. Then select the link which will be displayed on your phone.





Program Headquarters
P.O. Box 10759
Newport Beach, CA 92658

PRESORTED
FIRST-CLASS
MAIL
U.S. POSTAGE
PAID
MVNT

Return Service Requested

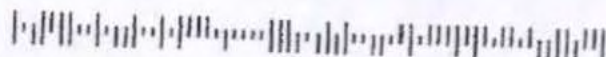
car reward
GAS card.

Vin
041166

VINEGAR BEND, AL

En
Ca

KAPWSP1 36584





CERTIFICATE OF TITLE FOR A VEHICLE

TITLE NO. [REDACTED]
VEHICLE IDENTIFICATION NUMBER KMHEC4A460 [REDACTED]
TRANS. CODE 01 DATE ISSUED 10/01/2012
FY MODEL 2012 MAKE HYUN MODEL SONATA BODY TYPE 4D
CYL. NEW USED DEMI PURCHASE DATE 09/12/2012 NO. LENS 1 COLOR SIL ODOMETER 000010
NAME(S) AND MAILING ADDRESS OF OWNER [REDACTED] MAIL TO [REDACTED]
VINEGAR BEND AL [REDACTED]

HYUNDAI MOTOR FINANCE 5.619 / 3.919
PO BOX 105299
ATLANTA GA 30348

RESIDENT ADDRESS IF DIFFERENT

LEGEND(S)
ODOMETER READING IS THE ACTUAL MILEAGE

1ST LIENHOLDER'S NAME, ADDRESS AND LIEN DATE 09/12/2012
HYUNDAI MOTOR FINANCE
PO BOX 105299
ATLANTA GA 30348

2ND LIENHOLDER'S NAME, ADDRESS AND LIEN DATE



This certificate serves as an official document of the Department of Revenue and prima facie evidence that an application for certificate of title has been made for the vehicle described herein, pursuant to the provisions of the Motor Vehicle laws of this state, and the applicant named on this face hereof has been duly recorded as the owner of the vehicle so described. Further, the said vehicle is subject to the security interest of the lender named herein, if any. But, said described vehicle may be subject to a subsequent lien or a lien given by statute to the United States, this State or any political subdivision of this State or other circumstances not required to be filed with this Department.

KEEP IN A SAFE PLACE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE

RELEASE OF LIEN
The holder of title on the vehicle described in this Certificate has hereby attested that the vehicle is not subject to any lien or other claim and is released and discharged.

HYUNDAI MOTOR FINANCE

By *[Signature]*
First Lienholder
Signature of Authorized Agent

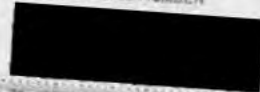
Date 1-28-16

Second Lienholder

By _____
Signature of Authorized Agent

Date _____

CONTROL NUMBER



HOLD TO LIGHT TO VIEW WATERMARK

HOLD TO LIGHT TO VIEW WATERMARK

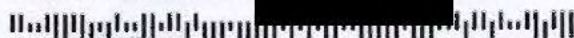


Hyundai Fuel Economy Class Action Settlement Center
P.O. Box 26889
Santa Ana, CA 92799-9751

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE PAID
SANTA ANA, CA
PERMIT NO. 15

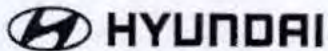
**IMPORTANT NOTICE FROM THE COURT
ABOUT YOUR HYUNDAI VEHICLE**

[REDACTED]
[REDACTED]
VINEGAR BEND, AL [REDACTED]



**IMPORTANT NOTICE FROM THE COURT
ABOUT YOUR HYUNDAI VEHICLE**





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

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



IMPORTANT SAFETY RECALL

2011 – 2013 and 2016 Sonata Hybrid
Connecting Rod Bearing

This is an important Safety Recall.

- Please contact your nearest Hyundai dealer to schedule the repair as soon as possible.
- This repair will be performed at **NO CHARGE** to you.
- To locate your nearest Hyundai dealer and schedule your appointment please visit:

www.HyundaiUSA.com/Campaign198

This notice applies to your Hyundai, VIN: KMHEC4A4 [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 2011 – 2013 and 2016 Sonata Hybrid vehicles.

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 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 will Hyundai do?

Your Hyundai dealer will perform an engine inspection test to determine the presence of any bearing damage. If the bearing is damaged, the engine will be replaced with a new one. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please contact your nearest Hyundai dealer to schedule the recall repair as soon as possible.

The actual time required to perform the repair will take less than one hour, however your vehicle may be needed longer. If the engine needs to be replaced, it will take approximately 10 hours. Therefore, we recommend scheduling a service appointment to minimize inconvenience. If the Malfunction Indicator Light is illuminated in your vehicle, you should seek service at your Hyundai dealer as soon as possible.

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 1-888-327-4258 (TDD: 1-888-424-3133), 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

**FUEL ECONOMY
REIMBURSEMENT PROGRAM**For more info, hyundampginfo.com**THANK YOU**

Your confirmation number is [REDACTED]

Your payment of **\$39.65** is being processed. Please allow 2-3 weeks for receipt of your payment.**PAYMENT INFORMATION**

First Name : [REDACTED]

Last Name : [REDACTED]

Mailing Address : Same as previous Fuel
Economy Reimbursement
Payment**CLAIM INFORMATION**

VIN : KMHEC4A46C [REDACTED]

Model Year : 2012

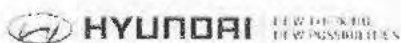
Model : Sonata Hybrid

Last Fuel Economy Reimbursement Mileage : 11,458

Last Fuel Economy Reimbursement Date : 05/09/2013

Recent Hyundai Dealer Verified Mileage : 25,047

Recent Hyundai Dealer Visit Date : 08/23/2013



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Dear [REDACTED],

Hyundai is conducting a service campaign to install a new auxiliary canister on certain 2011 – 2015 model year Sonata Hybrid vehicles. Our records indicate that your vehicle is affected.

What is the purpose of this service campaign?

Hyundai has become aware that some 2011 – 2015 Hyundai Sonata Hybrid vehicles may have been produced with evaporative canisters that can cause the vehicle to release air pollutants which exceed Federal and California emissions standards. These standards were established to protect your health and welfare from the dangers of air pollution.

What will Hyundai do?

Your Hyundai dealer will install a new auxiliary canister kit to satisfy the evaporative emissions regulations. This procedure will be performed at **NO COST** to you.

What should you do?

Please contact your nearest Hyundai dealer to schedule this procedure by visiting www.HyundaiUSA.com/us/en/dealer-locator or call 855-371-9460.

The actual time required to perform this procedure on your vehicle will take less than one hour, however your vehicle may be needed longer; therefore, we recommend scheduling a service appointment to minimize inconvenience.

Are you a California registered owner?

The California Air Resources Board requires that emissions related campaigns such as this, be completed prior to annual vehicle registration renewal. Without repair, you may not be able to complete your vehicle registration and obtain a license tag.

Once this repair has been completed, your Hyundai dealer will provide a "Proof of Correction Certificate." The California Department of Motor vehicles (DMV) may request this Proof of Corrections Certificate during your next vehicle registration. This certificate should be kept with your vehicle records thereafter.

Are you a registered owner in Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont or Washington?

Because your state has adopted the California emissions regulation, your Hyundai dealer will also provide a "Proof of Correction Certificate" once this repair has been completed. Your state's Department of Motor Vehicles, Department of Transportation, Motor Vehicle Administration, Motor Vehicle Commission or Department of Licensing may request this Proof of Corrections Certificate during your next vehicle registration. This certificate should be kept with your vehicle records thereafter.

If you have other questions

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460.

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

Hyundai Motor America



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

Hyundai Campaign Number: 964



IMPORTANT SERVICE CAMPAIGN

2011 – 2015 Hyundai Sonata Hybrid
Auxiliary Canister Installation

This is an important Manufacturer's Service Campaign:

- Please contact your nearest Hyundai dealer to schedule this procedure.
- This procedure will be performed at **NO COST** to you.
- Having this service update performed will help ensure your vehicle's full protection under the emissions warranty.
- Failure to have this service performed could cause your vehicle to fail an emissions inspection (SMOG check) when required under state law. It could also be considered a lack of proper maintenance.
- To locate your nearest Hyundai dealer and schedule your appointment please visit:
www.HyundaiUSA.com/Campaign964

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Are you a registered owner in Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont or Washington?

Please contact your nearest Air Resources Board registered owner. Your Hyundai dealer will also provide a "Proof of Correction Certificate."