

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11466640
Date: Friday, January 6, 2023 4:54:31 PM

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[REDACTED]

Subject: Re: Repair receipt

To: CSS@hmausa.com, 4me+nhtsa@telesishq.com, consumer@wvago.gov, dkerby@winchester.cmacars.com, jferretti@wvjusticelawyers.com, [REDACTED]

The below are is also the receipt on engine replacement including service paperwork. It was confirmed at that time that HMA case manager Bianca was also in possession of the service paperwork and payment at that time.

I forwarded the email I sent to you from December 29th with receipt and service paperwork after we spoke on the phone.

Thank you: [REDACTED]

(Wife of [REDACTED])

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Thank you,

[REDACTED]
ASRC Federal Holding Company
[REDACTED]

7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

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CMA'S HYUNDAI OF WINCH
2934 VALLEY AVENUE
INCHESTER, VA 22601

10/13/2022

08:25:13

CREDIT CARD

VISA SALE

Card #

XXXXXXXXXXXX

Chip Card:

VISA CREDIT

AID:

A0000000031010

SEQ #:

1

Batch #:

INVOICE

Approval Code:

124101

Entry Method:

Chip Read

Mode:

Issuer

SALE AMOUNT

\$1150.00

CUSTOMER COPY

CUSTOMER #:

CMA's

Hyundai of
Winchester

MOVING LIVES FORWARD

2934 VALLEY AVENUE
WINCHESTER, VA 22601
(540) 665-0144

INVOICE

PAGE 1

NORTH OLMSTED, VA

HOME:

BUS:

CONT

CELL

SERVICE ADVISOR: 3034 DARRELL KERBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	13	HYUNDAI ELANTRA	KMHDH4AE6DU		129038/129040		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD	24DEC12		17:00 22SEP22		161.00	CASH	11OCT22
R.O. OPENED		READY	OPTIONS: DLR: ENG:1.8_Liter_DOHC				
11:29 09SEP22		15:08 11OCT22					

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

A CUSTOMER STATES THAT THERE IS KNOCKING NOISE IN THE ENGINE AND HAS LOSS OF POWER. CUSTOMER ALSO STATES WHITE SMOKE COMING FROM EXHAUST PIPE. \$161.00 DIAG FE AUTH. ADVISED CUSTOMER COULD BE UP TO 2 1/2 WEEKS TO BE ABLE TO START DIAG

CAUSE: F

21102R1N ENGINE ASSY-SHORT (NU ENGINE)

6369 WH94

1 37YM2-2EW00 ENGINE ASSY-SHORT

17 21516-4A010 BOLT

1 21510-2E023 PAN ASSY-ENGINE OIL

1 20910-2EA01 GASKET KIT-ENGINE OVERHAUL

1 21350-2E021 COVER ASSY-TIMING CHAIN

1 26250-2E031 SCREEN ASSY-OIL

1 21156-2E000 NIPPLE-BYPASS

2 14303-08140 PIN-DOWEL

2 14303-10140 PIN-DOWEL

2 21124-2A100 BUSH-KNOCK

4 22321-2E000 BOLT-CYLINDER HEAD

4 22322-2E000 WASHER-CYLINDER HEAD BOLT

6 22320-2E000 BOLT-CYLINDER HEAD

5 22127-03000 STUD

2 22131-2G000 STUD

1 21YM4-2EW00 HEAD SUB ASSY-CYLINDER

4 22135-2E000 PIPE-SPARK PLUG HOLE

1 24200-2E100 CAMSHAFT ASSY-EXHAUST

1 24100-2E100 CAMSHAFT ASSY-INTAKE

8 22212-2E000 VALVE-EXHAUST

8 22211-2E400 VALVE-INTAKE

16 22221-2E000 SPRING-VALVE

32 22223-02500 LOCK-VALVE SPRING RETAINER

16 22222-2E000 RETAINER-VALVE SPRING

16 24610-2E000 ADJUSTER ASSY-ROCKER ARM LASH

16 24551-2E001 ROCKER ARM ASSY

1 24375-2E100 OIL FLOW CONTROL VALVE-EXH

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

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(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

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

STATEMENT OF DISCLAIMER

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

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

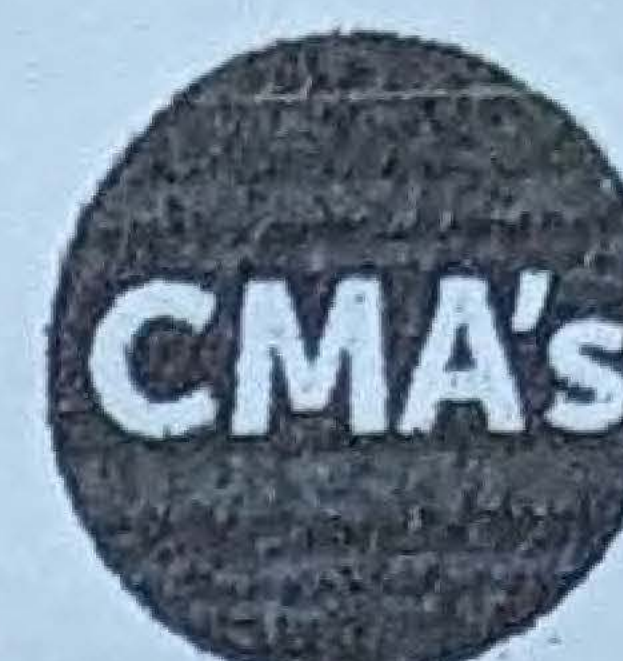
SALES TAX

PLEASE PAY
THIS AMOUNT

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

CUSTOMER SIGNATURE

CUSTOMER #:

**Hyundai of
Winchester**

MOVING LIVES FORWARD

2934 VALLEY AVENUE
WINCHESTER, VA 22601
(540) 665-0144

INVOICE

NORTH OLMSTED, VA

PAGE 2

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 3034 DARRELL KERBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	13	HYUNDAI ELANTRA	KMHDH4AE6DU		129038/129040		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13	DD24DEC12		17:00 22SEP22		161.00	CASH	11OCT22
R.O. OPENED	READY	OPTIONS:	DLR: ENG:1.8 Liter DOHC				

11:29 09SEP22 15:08 11OCT22

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	24355-2E100	OIL FLOW CONTROL VALVE-INT					(N/C)
2	24361-25000	BOLT-CVVT					(N/C)
1	24420-2J000	TENSIONER ARM ASSY					(N/C)
1	24430-2J000	GUIDE-CHAIN					(N/C)
1	24410-2E000	TENSIONER ASSY-TIMING CHAIN					(N/C)
4	35309-2E000	CLIP-FUEL INJECTOR					(N/C)
8	35312-22000	O-RING					(N/C)
4	18846-11070	PLUG ASSY-SPARK					(N/C)
1	28751-2V000	GASKET-EXHAUST PIPE					(N/C)
1	00232-19061	RTV SILICONE GRAY GASKET MAKER					(N/C)
1	26300-35505	FILTER ASSY-ENGINE OIL					(N/C)
7	21390-2G060	BOLT					(N/C)
3	21390-2G020	BOLT ASSY					(N/C)
4	11403-06256-K	BOLT					(N/C)
1	24349-25001	BOLT-T/CHAIN					(N/C)
1	24348-25001	BOLT-TIMING					(N/C)
1	24388-25001	BOLT-OIL PUMP					(N/C)
11	11403-08286-K	BOLT					(N/C)
7	11403-06256-K	BOLT					(N/C)
5	NPENGNOILSB 5W20	SYNTHETIC BLEND MOTOR OIL					(N/C)
5	00232-19010-WAR	COOLANT/ANTI-FREEZE WARRANTY					(N/C)
1	24321-2E000	CHAIN-TIMING					(N/C)
1	24370-2E000	CVVT ASSY-EXHAUST					(N/C)
1	24350-2E001	CVVT ASSY					(N/C)
1	23128-2E000	PIN-DOWEL					(N/C)
21102RA4	AUTO TRANSMISSION						
6369	WH94						(N/C)
21102R22	CYL HEAD SUB ASSY(ONE) VALVE-SPRING-STEM						
SEAL							
6369	WH94						(N/C)

FC:

PART#: 230412E100

COUNT: 1

CLAIM TYPE: WARRAN

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DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

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

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]



INVOICE

2934 VALLEY AVENUE
WINCHESTER, VA 22601
(540) 665-0144

NORTH OLMSTED, VA
HOME:
BUS:

CONT:
CELL:

PAGE 3

SERVICE ADVISOR: 3034 DARRELL KERBY

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R.O. OPENED		READY	OPTIONS: DLR [REDACTED] ENG:1.8_Liter_DOHC				
11:29 09SEP22		15:08 11OCT22					
LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL	
AUTH CODE:							

CUSTOMER PAY DEDUCTIBLE FOR LINE A 1150.00

129038 VERIFIED INTERNAL ENGINE FAILURE, PER PA AUTH HYUNDAI WILL PAY FOR 90% OF COST OF ENGINE REPLACEMENT, CUSTOMER IS RESPONSIBLE FOR 10% COST OF ENGINE REPLACEMENT. REPAIR IS COVERED UNDER GOOD WILL WARRANTY. REPLACED THE ENGINE AND TEST DROVE MULTIPLE TIMES TO VERIFY ALL CURRENT DATA READS NORMAL. NO FURTHER SERVICE IS NEEDED

3 PERFORM HYUNDAI MULTI-POINT INSPECTION

MPI PERFORM HYUNDAI MULTI-POINT INSPECTION

6369 CPH 0.00 0.00

C** CUSTOMER IS RESPOSIBLE FOR 10% OF COST OF ENGINE AS PER PA AUTH
=\$1,150.00

DIAG DIAGNOSTIC TIME

6369 CPH 0.00 0.00

129038 SEE LINE 1 FOR REPAIRS COMPLETED. GOODWILL REPAIR CUSTOMER PAYS 10% COST OF ENGINE REPLACEMENT

YOU MAY RECEIVE A QUESTIONNAIRE FROM HYUNDAI IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CAN'T GRADE US WITH 5 STARS, PLEASE CONTACT SERVICE MANAGER, JASON MCDEVITT TO ADDRESS YOUR CONCERNS. ALSO, CHECK OUR WEBSITE, WWW.CMASHYUNDAIOFWINCHESTER.COM FOR SPECIAL COUPONS FOR SERVICING YOUR HYUNDAI

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		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	1150.00
		TOTAL CHARGES	1150.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	1150.00