

[REDACTED]
[REDACTED]
Falling Waters, WV [REDACTED]
[REDACTED]

Tracking # 11466640

4th Of August 2022

NHTSA

Vehicle Safety Department
CC: Jim Simons
1200 New Jersey Avenue, S.E.
Washington, DC
20590

Dear Mr. Simons,

My name is [REDACTED] and I am the wife of West Virginia Delegate [REDACTED]. I am submitting with a detailed letter of a complaint against Hyundai Motor America located at : 10550 Talbert Avenue, Fountain Valley CA 92708 Phone # (714)965-3000. With this letter you will find I have included all correspondents relating to my 2013 Hyundai Elantra including detailed court docket provided to me by the Law Firm, Migliaccio & Rathod LLP by the paralegal Ms. Kyra Jamison. I have included all emails between myself and this law firm pertaining to the 1.8L engine that was installed in my 2013 Hyundai Elantra which shows in the court findings that Hyundai Motor America found these engines to be defective and would fail after coming off the line in 2011 and they installed these engines in not only my make and model but thousands including the Hyundai Sonatas.

Last year in the spring I received a letter from Hyundai America in CA notifying me of the extended warranty which prior to this letter I did not have issues with my engine. I also was not aware of the class action suit brought against Hyundai Motor America due to the 1.8L engine failure and I was not notified regarding this. During the time I received the letter (Included with all documents) my car was already over the mileage on the letter. However, October of 2021 I noticed a ticking noise from my engine which I took my car in for service at which time this ticking noise was no longer there. This ticking noise would continue off and on for many months but seemed to always go away after driving. This ticking noise became much worse than knocking noise

RA

as I was driving from my home in Falling Water, WV to Norwalk Ohio due to my mothers declining health this year at the end of April 2022. My car also began to shake and lose acceleration from 70mph down to 60mph and at times 50 mph which many times almost cost me my life due to other cars and tractor trailers behind me having to slam on their brakes and avoid hitting me. When I drove back home on March 8th, 2022 the ticking and knocking noise as well as shaking and drop of acceleration was so bad I had to pull over many times due to close calls of being hit.

When I returned home I made sure I returned to Williamsport Auto located at 301 E Potomac ST, Williamsport, MD 21795 (301)223-8367 as well as NTB located at 17608 Valley Mall RD, Hagerstown, MD 21740 (240)707-3075. Williamsport Auto diagnosed engine failure and suggested I take my car to Massey Hyundai due to a known issue of engine failure in all 2013 Hyundai Elantras with the 1.8L engines. NTB also diagnosed this as well and the store manager Joshua Trammel ran out of the store as soon as I pulled in due to how loud the ticking and knocking noise was and took my car back to have a mechanic verify which is in the documents. I contacted Massey Hyundai on June 23rd, 2022 and spoke with the service manager Donnie who told me it is a known issue with the 1.8L engine failure and to drop off my car the following day.

On June 24th, 2022 at approximately 7 am I dropped off my car at Massey Hyundai service department and was told it would not be a problem since it is a known issue of engine failure in my make and model equipped with the defective 1.8L engine that came off the assembly line in 2011. I was also told they have many vehicles awaiting approval by Hyundai Motor America for engine replacement. I let them know I was made aware of the engine failure by the law firm M&R and they provided me the court docket and I am upset that I was not told at time of purchase on 02/05/2013 my vehicle was installed with this specific engine. They assured me it would be taken care of and they would call me with updates. I called once a week and left messages with Donnie at Massey Hyundai for which he was still awaiting a response from Hyundai Motor America.

This went on for weeks and I also filed an online complaint with Hyundai America on the issue in which they assigned me a case number [REDACTED] and case manager Bianca on 7/12/2022. Once I received this information I called and left Bianca (833)462-8722 Ext 65102 a voicemail asking for updates as well as leaving my case # and return phone number including asking that any and all updates on my case be provided via email [REDACTED] and or letter. Case manager Bianca returned my call on 7-14-22 @ 4:37 pm and I explained in detail the issue including that I would need a loaner while waiting for the engine repair. She replied " Of course

██████████ I will get you a rental/loaner with no problem and let me take a look at your case and see what is going on, it looks like it is still in progress but I will take care of that and get it approved asap and ██████████ don't you worry I will take good care of you and I will call Donnie at Massey Hyundai tomorrow and see if the dealership has a loaner for you while you await having the engine replacement and please don't worry about anything ██████████ I will take real good care of you". She also told me she would return my call the following day on 7-15-22 to update me on a loaner and she would be calling Massey Hyundai. My husband Delegate ██████████ and I canceled all appointments on 7-15-2022 with the expectation that case manager Bianca would be returning our call and we would need to leave to pick up a loaner.

Unfortunately we never heard from Bianca for days including I verified with Donnie at Massey Hyundai That Bianca has not called them including Hyundai Motor America is not returning their calls after leaving countless messages. When I spoke with Bianca the first time I let her know I understand the process and we are very patient but also upset knowing my engine has failed in only 9 years for which I have found documentation (provided) that this is and has been know by Hyundai Motor America since 2011 and I don't understand why I was never contacted regarding the engine. She, Bianca, changed the subject and continued to reassure me it would be taken care of with no problem and she would take good care of me. I have left many voicemails with Bianca including calling customer service because Bianca never answers calls and does not respond to voicemails. I spoke with customer service (800)633-5151 on two occasions with the first call on 7-14-22 @ 12:07 pm and spoke with Jaime who told me that my case manager Bianca is scheduled to return my call by the end of the day at 5 pm. Once again we waited for this scheduled call with Bianca which never happened. The second time I called customer service and spoke with Ariana on 7-18-22 @ 11:55 am notifying that I never received the scheduled call from Bianca on 7-14-22. For which Ariana tells me that Bianca is scheduled to return my call on Wednesday 7-20-22 which I stated she has not returned any scheduled calls or voicemails. She once again assured me this call would occur.

I again did not receive any of the scheduled calls or countless voicemails I made many times (Documents provided). When I did finally speak with Bianca she told me the engine was denied by the dealership for which I asked the reason and she responded she did not know but it was denied. I asked again for this denial to be sent to me via email or letter and each time I spoke with Bianca she would tell me she would do so but she never did. I contacted Massey Dealership and asked the reason they denied my engine since my case manager Bianca said they denied it. I was told by Massey Hyundai they in fact did not deny the engine replacement including they have not received any calls from Bianca or Hyundai Motor America and they have left many

Voicemails. Then of course I called Bianca again for clarification for which her calls all go straight to voicemail. She as usual did not return any of my calls for a week if not more. The second time I spoke with Bianca I asked the reason why she told me Massey Hyundai Denied the engine replacement for which she changed her story that I was a 2nd owner and this was the reason for the denial. She would not send me via email or letter any documentation on the updates I continued to request on her voicemail including while speaking with her. I told her I am not a 2nd owner and the original owner and can send documentation showing this information. She then repeated the name [REDACTED] at time of purchase for which I once again stated I was married to [REDACTED] at time of purchase and the vehicle was a surprise gift he purchased for me and months later he had the title changed to my then name [REDACTED]. I asked Bianca for information on where I can send documentation and she kept changing the subject. I let Bianca know I have all service records and proof I was in fact married at the time and all documentation for which she would cut me off and not allow me to speak but said she would call me again with updates.

I also stayed in contact with Massey Hyundai the entire process and found that Hyundai America case manager Bianca was misleading me with various reasons for denial and blamed the denial on Massey Hyundai. After once again awaiting calls from case manager Bianca and leaving voicemails asking to have this rectified including documentation I have repeatedly asked for she still would not return my calls. Massey Hyundai verified with me while I was in their office with all my records to provide proof I am not a 2nd owner including everything case manager Bianca told me, it was verified again that Hyundai Motor America is now saying due to the mileage on my car that I am not eligible for the engine replacement and Massey Hyundai never once stated to Hyundai Motor America I was a 2nd owner in any format. I explained to Massey Hyundai that knowing I have a defective 1.8L engine in my car and being told many different stories of denial that I will be contacting the West Virginia AG and I have already filed with National Safety because my engine should not have failed at any mileage including the mileage on my car was over 120 K at the time of the letter last year and when dropping off my car at Massey Hyundai my mileage was at 127k and it is now at 129,038 when I picked my car up from the dealership including the service rep in the service department Randy could not find my car keys for 15 minutes and did not provide me with any paperwork which is given after every service.

As I was sitting in the service department with all documentation (Provided) with the service manager Donnie, he verified I am the original owner including Hyundai Motor America Bianca not only has not called them but also not returned any calls and they have only been asked for photos of areas of my engine. Which Hyundai Motor America has only correspond by email then

denied due to it not being the piston which upset the service manager Donnie because the entire engine has been defective since 2011. He stated it is the bottom of my engine which is where the piston sits but Hyundai Motor America is still ignoring their messages and he confirmed the entire engine was not built correctly and known engine failure which many customers have filed complaints and Hyundai Motor America will deny. Donnie the service manager decided while I was sitting in his office he would call case manager Bianca again but as always it went to voicemail and he stated he would appreciate a return call due to miscommunication and would like to take care of the custom. I stayed in the office for approximately an hour and a half waiting for case manager Bianca to return his call which did not happen. Sadly this went on for some time and I again left countless voicemails with case manager Bianca asking for all updates sent via email or letter. A week later Bianca returned my call and suggested I take my car to another dealership called Ideal Hyundai of Frederick located at 5871 Urbana Pike Suite, Hyundai, Frederick, MD 21704 (301)633-3121. Bianca (Mind you she notified me during each call it was on a recorded line) told me by taking my 2013 Hyundai Elantra to Ideal Hyundai location 1 hour from Falling Waters, WV that 10/10 my engine would without any doubt be replaced and again "Not to worry [REDACTED] I asked her to please email me the name and location of the dealership including the denial in the email of the engine. She told me It would not be a problem and she would email me the information on the Dealership including an attachment with the denial document shortly. I also asked her to please include all updates each and every time we spoke and I asked the same on every voicemail.

I have provided the email case manager Bianca sent me including all my responses. I asked Bianca on many occasions for her email in order to send documents including her sending me updates in order to retain in my records so I was happy she was going to finally email me this information in order for me to have her email to communicate since she does not return calls in a timely manner if at all. When I received her email it contained the 2nd Dealership information and an empty attachment which I sent a reply on the same email including leaving a voicemail that the attachment she sent was blank and if she can provide me with a closer dealership since Ideal Hyundai is one hour away. She never returned my call and the reply I received back by email was a computer generated email stating they received my email and would respond which I have many of these and have yet to receive a response. I called the second dealership Bianca recommended and asked about having my 2013 Hyundai Elantra towed to them and they stated it would not make sense to have my car towed to their dealership when the system shows Hyundai Motor America Denied the engine therefore they would not be able to repair it. I repeated what case manager Bianca told me and they said she misled me to believe this would happen and they are very sorry that I was

misled and told something that would not happen due to the system showing the engine was denied. Once more I called case manager Bianca and the call went to voicemail in which I let her know I have been misled by her many times and requested again a return call as well as all updates sent via email because she has not done so to date. I also said I said we have decided to take this further and have sent a certified letter (Document provided) to the newly appointed CEO Randy Parker asking that this be rectified and I would like a return call. After weeks Bianca returned my call on August 1st, 2022 and she was very rude and stated I did not do as she suggested by taking my car to the second dealership and my engine now was denied due to warranty. I asked her why I have been told many different things by her and I would pursue this issue further. She then said she is closing my case on her end and it was denied. I stated I do NOT want my case closed many times during this conversation which only made her more angry. I also asked why she has not returned Massey Hyundais calls as she told me countless times and she then again made up another story and said she did call Massey Hyundai just minutes after the service manager Donnie left her a voicemail and she said they did not answer so she left Massey a voicemail that she was going to lunch and please return her call. I then told her I was sitting in the office with Massey Service manager Donnie when he left her the voicemail and I was still in his office an hour and a half after waiting for her to return his call. She continued to say she did call minutes later and no one answered and she left a voicemail.

Then case manager Bianca raised her voice louder when I asked to have all updates sent via email because she has not done so at each request which she then says [REDACTED] it was denied and I AM closing your case on my end" which again I asked my case to not be closed and to please email me the denial with detail of the reason. She then told me she will send me the denial and details and all updates and told me she IS closing my case since I have now made it a legal issue and have a good day Goodbye. Bianca hung up on me when I again repeated I do not want my case closed. I have only repeatedly asked case manager Bianca for updates via email which she would say no problem but never comply. I went back to my case on the Hyundai Motor America site in order to update what happened and found case manager Bianca in fact closed my case. I responded to the email Bianca sent me asking my case to stay open which all those communications are included.

I then emailed Hyundai Motor America on the customer service page regarding what happened and received a computer generated email that they are in receipt of my email. Then I received a 2nd email yesterday 8/3/22 that apparently they must have reopened my case because I have been assigned the same case number [REDACTED] Forgive me that this letter is very lengthy but I am very detailed and I may have not included everything. I am very upset

knowing I purchased a brand new 2013 Hyundai Elantra on 2/5/2013 from Ganley Hyundai 25600 Lorain Rd North Olmsted, Ohio 44070 (440) 734-2000 and not told my engine would fail after a certain amount of time including they and Hyundai Motor America was aware the 1.8L engine was defective and would fail since 2011. Then being patient this entire time and many promises by case manager Bianca everything will be taken care of because it is a known issue by them then be treated so badly and not allowed to present any evidence when I have asked countless times to do so on every single phone call which case manager Bianca let me know every conversation is on a recorded line. I also requested that every phone call be provided to me via email with the updates for my records which were never provided.

All I want is for Hyundai Motor America to replace the engine that shows in the court docket they are aware of since 2011 instead of being told various misleading things. It is apparent Hyundai Motor America had hoped I would not pursue this and give up but knowing I could have been killed while driving my car many times and not once did Hyundai America notify me of this issue or even try. I just want the engine replaced and not be treated the way I have by Hyundai Motor America. I have found thousands of complaints on their corporate site with the exact same problems I have had with case managers including denials. I hope with your help this will be taken seriously and save countless lives and also knowing that the new Hyundai Models also have engine failure and actually being recalled is very upsetting considering we thought of purchasing again from Hyundai before we were misled for many months. Please feel free to contact me if any more information is needed. I have included many documents and again I sincerely apologize to whoever has to review all my documents. I hope you are able to help because I just want a new engine or at least made whole.

Sincerely



NHTSA Tracking # 11466640



Thanks for Letting Us Know About Your Safety Problem

1 message

NHTSA-ODI-Consumer-Communication@service.govdelivery.com <NHTSA-ODI-Consumer-Communication@service.govdelivery.com>
Reply-To: ArtemisSupport@dot.gov
To: [REDACTED]

Mon, May 30, 2022 at 11:22 AM

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is 11466640. Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](https://www.nhtsa.gov) with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. Sign up to receive recall email alerts from NHTSA if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST (Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [NHTSA.gov](https://www.nhtsa.gov), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)



STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION
1-800-368-8808 or 304-558-8986

THIS IS AN
ELECTRONIC COPY

www.wvago.gov

E-Mail: consumer@wvago.gov

MOTOR VEHICLE CONSUMER COMPLAINT

1. PARTY COMPLAINING

☐ Mr. [REDACTED]
Name [REDACTED]
Mailing Address [REDACTED]
City: Falling Water State: WV
County: Berkeley Zip Code [REDACTED]
Home Telephone [REDACTED]
Work Telephone: -NA-
Cell Telephone [REDACTED]
Email: [REDACTED]

Best time to contact me: Monday - Friday 8:00 am- 5:00 pm

2. COMPLAINT AGAINST

Business Name: Hyundai Motor America
Address: 10550 Talbert Avenue
City: Fountain Valley State: California
County: Orange Zip Code: 92708
Telephone: 714-965-3000
Name of person you dealt with: Bianca
Title: Case manager 833-462-8722 EXT 65102

3. Purchased: ☒ New ☐ Used

Vehicle Identification
Number (VIN): KMHDH4AE6DU [REDACTED]

4. Car Make (manufacturer): Hyundai

Car Model: Elantra Year: 2013

5. Mileage at time of purchase: 0

Present Mileage: was 127,380 then 129,038 after picking up from dealership

6. Date of Purchase: 02/05/2013

Total Purchase Price: \$23,000

7. Terms of Payment: ☐ Cash ☐ Loan ☐ Installment
☐ Check ☐ Credit Card ☐ Installment
☐ Debit Card ☐ PayPal ☐ Wire Transfer
☒ Other Cash ☐ Western Union

Loan - Installment
Finance Company name: _____
Address: _____

8. Did you purchase the vehicle from the business you are complaining about? ☒ Yes ☐ No

9. Have you complained to the business? ☒ Yes ☐ No

If Yes, date you complained: 05-30-2022 Hyundai online customer service with Hyundai Motor America

What action was taken by the business: assigned case manager Bianca

10. Does the complaint involve the safety condition of the vehicle at the time it was sold to you? ☐ Yes ☒ No

11. Have you contacted the manufacturer about your vehicle complaint? ☒ Yes ☐ No

If Yes, what action was taken: Misled on many occasions by Bianca on reair of defective engine

PLEASE CONTINUE TO NEXT PAGE

12. Have you filed this complaint with any other agency or organization? ☒ Yes ☐ No

If Yes - Identify organization: NHTSA and assigned Tracking # 11466640 also with Massey dealership

What action was taken? After many stories Hyundai case manager denied engine replacement (Detailed documents included)

13. Describe any legal action you have taken: I have not as of this time but will be pursuing legal action within the next few weeks.

14. Provide COPIES – front and back – of all documents you have, such as:

- | | | |
|---|---|---|
| ☐ Warranty | ☐ Buyer's Guide | ☐ Purchase Agreement |
| ☐ Odometer Statement | ☒ Repair Orders | ☐ Loan Contract – Retail Installment Agreement |
| ☒ Title | | |

15. Please describe your complaint in detail – if you need additional space to tell what happened, please continue on a separate page and attach it to your complaint:

I have to type in great detail an attached letter regarding the entire process with Hyundai Motor America case manager Bianca (833)462-8722 Ext 65102. I requested all updates to my case to be sent via email or mail for which Bianca would say okay but never did so. Bianca also does not return calls including would not provide me her email in order to communicate. Massey Hyundai service Manager Donnie left countless voicemails with Bianca including Hyundai Corp which the phone calls are never returned. I have received various stories of denial from Bianca each time I have spoken with her and asked for all updates over the phone also sent via email for which she never followed through. I have typed in greater detail in a separate letter as well as copies of all documents. I was also provided the case docket by a paralegal with M&R law firm on a class action suit against Hyundai Motor company which paralegal Kyra Jamison sent me when I contacted the law firm in regards to my 2013 Hyundai Elantra having the 1.8L engine. She has asked me to include the case docket with all documents in my packet for your review. I have been treated horribly by Hyundai Motor America and mislead with promises my engine would be replaced and not to worry. Case Manager Bianca notified me at the time she did call that all our calls are recorded which I asked to have those updates included via email. They do not respond to emails and send a computer generated email that they received my email. You will find detailed information on all calls etc in this packet.

16. How do you want your complaint resolved?

All I want is to have my engine replaced or at least made whole. I have almost been hit on the interstate many times due to loss of acceleration from 70mph and drops to 60-50 mph which I have almost been rear ended many times. I just want them to fix this issue that they have known since 2011 the engine would fail.

The information you provide will be used in efforts to resolve your problem and may be shared with the party complained against or other state agencies which may also regulate the party complained against. It may also be used to enforce applicable state laws.

I hereby authorize any party to whom the Attorney General directs this complaint to release any and all information about this matter, including account information, to the Attorney General's Office.

I certify that all information on this form is true and accurate to the best of my knowledge and belief, and that I have the legal authority to submit this complaint.

SIGNATURE (Required)

(White)

DATE

8-4-2022

Return this form and copies of your papers to:

Office of the Attorney General
Consumer Protection Division
PO Box 1789
Charleston, WV 25326-1789

SAVE

PRINT

FOR DIVISION USE ONLY

R N T E

CLASS

LICENSE #

EXP. DATE

DL OR ID #

DEPARTMENT OF TRANSPORTATION
DIVISION OF MOTOR VEHICLES

CERTIFICATE OF TITLE TO A MOTOR VEHICLE

The Division of Motor Vehicles of West Virginia certifies that pursuant to an application under oath and in substance prescribed by the laws of West Virginia and filed with said Division, the applicant, whose name and address first hereinbelow appear, has been registered in the office of said Division as the lawful owner of the vehicle/boat hereinafter described, or is otherwise entitled to have said vehicle/boat registered in the name of said applicant, that is to say:

10	ODOMETER READING		62813	ACTUAL
09	MAKE/BODY	YEAR	VEHICLE/BOAT	WEIGHT/LENGTH
18	MODEL	IDENTIFICATION NO.	TITLE	PREVIOUS TITLE
	HYUN	2013	2661	NUMBER
	4D	KMHDH4AE6DU		10/09/2018

FALLING WATERS

WV

0347

Said Division further certifies that from said verified application, the above described vehicle/boat is subject to lien(s) and encumbrance(s) described below, and none other, that is to say:

FIRST LIEN

Name and mailing address of Lienholder

RELEASE

This lien was fully paid, satisfied, and released on this, the

____ day of _____, 20 ____

Name of

Lienholder

Signature of

Person or Officer (X)

taken, subscribed, and sworn before me on this, the

____ day of _____, 20 ____

Notary

Public (X)

My commission expires the ____ day of _____, 20 ____

SECOND LIEN

Name and mailing address of Lienholder

RELEASE

This lien was fully paid, satisfied, and released on this, the

____ day of _____, 20 ____

Name of

Lienholder

Signature of

Person or Officer (X)

taken, subscribed, and sworn before me on this, the

____ day of _____, 20 ____

Notary

Public (X)

My commission expires the ____ day of _____, 20 ____



Witness the corporate name of the Division of Motor Vehicles of West Virginia and the seal of said Division on the month, day, and year set beneath the name of the applicant in this Title.

**WEST VIRGINIA DIVISION OF MOTOR VEHICLES**

5707 Maccorkle Ave SE

Charleston, WV 25317

Payment Receipt

MARTINSBURG
38 SEVERNA PARKWAY
MARTINSBURG, WV 25403

Statement Date: 09/06/2018

Location: 118 - MARTINSBURG

Cart Id: 2920706

INVOICE DETAIL:

Invoice No.	Transaction Detail	Description	Amount(\$)
██████	WVDMV: ORIGINAL TITLE: PAYER ID: ██████ TITLE NO: ██████ TITLE TYPE: VE VIN: KMHDH4AE6DU ██████ NO OF LIENS: 0	Title Application Vehicles	15.00
		Lien Fee	0.00
		Sub Total	15.00
██████	WVDMV: NEW REGISTRATION: PAYER ID: ██████ TITLE NO: ██████ PLATE CLASS: A-Cars, Vans, Trucks LT 10001 LBS: PLATE NO: ██████ NO. OF YEARS: 1 VIN: KMHDH4AE6DU ██████ FIRST PLATE: NO	Insurance Fee	0.50
		Litter Fee	1.00
		State Road	50.00
		Sub Total	51.50
		Total	66.50
		Change	-13.50
		Overpayment	0.00
		Payment	80.00

PAYMENT DETAIL:

Payments	Payment Date	Amount(\$)
Cash	09/06/2018	80.00
Total		80.00

CERTIFIED COPY OF MARRIAGE RECORD

THE STATE OF OHIO
Cuyahoga County ss.

License No:

Volume

IN THE PROBATE
COURT

Page: 1485

I, ANTHONY J. RUSSO, PRESIDING JUDGE of the Probate Court within and for the County of Cuyahoga, do hereby certify that the following is a true and correct Transcript, taken from the Marriage Records in the office, where the same are by law required to be kept, to wit:

THE STATE OF OHIO
Cuyahoga County ss.

I certify that on:

FEBRUARY 10, 1987

AGE:

and

AGE:

were by me legally joined in marriage

IN TESTIMONY WHEREOF, I have hereunto set my hand and seal of said Probate Court at the City of Cleveland, in said County,

On September 18th, 2018

ANTHONY J. RUSSO, PRESIDING JUDGE

Barbara A. O'Donnell
BARBARA A. O'DONNELL
DEPUTY CLERK

**Hyundai Motor America Case#**

1 message

NoReply@hmausa.com <NoReply@hmausa.com>

Reply-To: CRMAdmin@autoeveramerica.com

To:

Fri, Jul 8, 2022 at 10:45 AM



Dear

Thank you for contacting Hyundai Motor America. Please note that we are in receipt of your message. Here is your **case number for reference:**

If you wish to upload additional documents or note any other concerns on this case, please use the [Update Existing Case](#) page. You may also access this page directly from our [Contact Us](#) page at any time.

This is an automated message - please do not reply directly to this email.

Thanks again,
Hyundai Motor America

Day 1
Filed. They do
Not respond to
Emails
7-8-2022



Hyundai Motor America Case#: [REDACTED]

1 message

NoReply@hmausa.com <NoReply@hmausa.com>
Reply-To: CRMAdmin@autoeveramerica.com

Fri, Jul 8, 2022 at 1:50 PM



Dear [REDACTED]

Thank you for contacting Hyundai Motor America. Please note that we are in receipt of your message. Here is your **case number for reference:** [REDACTED]

If you wish to upload additional documents or note any other concerns on this case, please use the [Update Existing Case](#) page. You may also access this page directly from our [Contact Us](#) page at any time.

This is an automated message - please do not reply directly to this email.

Thanks again,
Hyundai Motor America

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**Hyundai Customer Care Case # [REDACTED]**

1 message

ConsumerAffairs@hmausa.com <ConsumerAffairs@hmausa.com>

Sat, Jul 9, 2022 at 2:20 PM

To: [REDACTED]

Dear [REDACTED]

Thank you for contacting Hyundai Customer Care.

We have forwarded your case to the appropriate personnel for further consideration. We will contact you when an update to your case is available and look forward to assisting you further. Your patience is appreciated.

We have documented your comments. Your case number [REDACTED] can be referenced if we can provide further assistance.

Thank you for contacting Hyundai Customer Care and being a valued member of our Hyundai Family.

Respectfully,

Hyundai Customer Care

Hyundai Customer Care: (800) 633-5151

Hyundai Bluelink Customer Care: (855) 225-8354

Monday-Friday 6:00 AM-5:00 PM Pacific Time

Saturday 6:30 AM-3:00 PM Pacific Time

Sunday Closed

For open campaign information, please visit: www.hyundaiusa.com/campaignhome

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—Original Message—

From: [REDACTED]

Sent: 7/8/2022 10:50:06 AM

To: ConsumerAffairs@hmausa.com

Subject: CA Portal Cas [REDACTED]

Engine Failure (2nd Message) Reference Class Action complaint Case # [REDACTED] 2013 Hyundai Elantra Engine failure. I filed also with NHTSA reference #11466640. My car started making very loud ticking and knocking noises including losing acceleration on the Interstate. The noise began many months ago and became louder and while on the Interstate I was almost rear ended due to loss of acceleration. I contacted a dealership Massey Hyundai 1706 Massey Blvd, Hagerstown MD 21740 @ 301-739-6756 and spoke with the manager Donnie on 06/23/2022. He asked me to drop off my car the following morning. On 06/24/2022 @7 am I took my car in and was told not to worry about anything and it would be taken care of since engine failure in my make and model is a known issue including a class action lawsuit brought against Hyundai 2 years ago. From my understanding as of 1 week ago the manager has not as of yet received a response from your California corp office in rectifying this issue. I am requesting this is looked into as soon as possible and taken care of otherwise I will pursue legal action as well as I will be sending a certified letter to our friend and West Virginia Attorney General [REDACTED] by next week. My husband West Virginia Delegate [REDACTED] will also

pursue legal action at your companies expense including any attorney's fees I may incur. I am requesting that your department review this complaint as soon as possible and contact the manager at Massey Hyundai Dealership with information as to the reason he is not receiving any response. I also will inquire of receiving a rental car free of charge due to having my car awaiting your approval on said repairs since we are aware the engine failure is something your company is and has been aware of since first receiving the complaints. I expect to receive a response in a timely manner including a reference number.

Thank You [REDACTED]

Wife of Delegate [REDACTED]

**Hyundai Consumer Affairs Case# [REDACTED]**

1 message

HyundaiCaseManagement2@hmausa.com <HyundaiCaseManagement2@hmausa.com> Mon, Aug 1, 2022 at 11:47 AM

To [REDACTED]

Dear [REDACTED]

We have tried to contact you by phone to speak with you regarding your 2013 Elantra concern. We attempted to contact you at the number provided [REDACTED] but we were unable to reach you. Your case is important to us so we will continue to attempt to reach you by phone. Or, feel free to email an alternate phone number and convenient time to call. Thank you for contacting Hyundai Motor America.

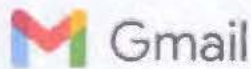
BIANKA

National Consumer Affairs
(833) 462-8722 xX65102
Hyundai Motor America

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Emails

**Re: Hyundai Consumer Affairs Case#:** [REDACTED]

1 message

to: HyundaiCaseManagement2@hmausa.com

Mon, Aug 1, 2022 at 12:20 PM

Bianca,

I will be returning your call shortly and I also ask that any updates to my case also be provided by email communication in order to have it on record.

Thank You: [REDACTED]

On Mon, Aug 1, 2022 at 11:47 AM <HyundaiCaseManagement2@hmausa.com> wrote:

Dear [REDACTED]

We have tried to contact you by phone to speak with you regarding your 2013 Elantra concern. We attempted to contact you at the number provided [REDACTED] but we were unable to reach you. Your case is important to us so we will continue to attempt to reach you by phone. Or, feel free to email an alternate phone number and convenient time to call.

Thank you for contacting Hyundai Motor America.

BIANKA

National Consumer Affairs

(833) 462-8722 xX65102

Hyundai Motor America

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**Re: Hyundai Consumer Affairs Case#:** [REDACTED]

1 message

Mon, Aug 1, 2022 at 12:42 PM

To: HyundaiCaseManagement2@hmausa.com

Bianca,

I did just return your call @12:29 pm and your phone kept ringing which I stayed waiting for approximately 2 minutes and decided to hang up. I was unable to leave a message. I also called Massey Dealership in Hagerstown MD to ask what the update would be since you left the message on my voicemail stating you have an update on my case, case # [REDACTED]. Due to political events we have scheduled today and have had to cancel many while awaiting scheduled calls including updates, we are not able to continue to cancel them as they are extremely important.

As I have requested during our phone calls, I would like any updates sent to me via email and or letter by postal service. Massey Hyundai informed me they have not received any calls from you personally or Hyundai America regarding any updates you have stated on my voicemail as they informed me they have been waiting since Donnie left you a message last week while I was sitting in his office at Massey Hyundai which has yet to be returned. I request any and all updates be sent via email preferably. My husband and I have also sent a certified letter to your newly appointed CEO Randy Parker this morning regarding case [REDACTED].

Thank You: [REDACTED]

On Mon, Aug 1, 2022 at 11:47 AM <HyundaiCaseManagement2@hmausa.com> wrote:

Dear [REDACTED]

We have tried to contact you by phone to speak with you regarding your 2013 Elantra concern. We attempted to contact you at the number provided [REDACTED] but we were unable to reach you. Your case is important to us so we will continue to attempt to reach you by phone. Or, feel free to email an alternate phone number and convenient time to call.

Thank you for contacting Hyundai Motor America.

BIANKA

National Consumer Affairs
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Hyundai Motor America

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8/3/22, 7:21 AM

Gmail - Re: Hyundai Consumer Affairs Case# [REDACTED]

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Hyundai Motor America Case#: [REDACTED]

1 message

NoReply@hmausa.com <NoReply@hmausa.com>

Reply-To: CRMAAdmin@autoeveramerica.com

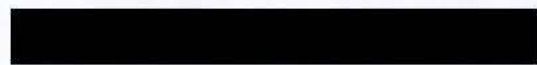
To: [REDACTED]

Mon, Aug 1, 2022 at 12:42 PM

Thank you for contacting Hyundai Motor America. We are in receipt of your e-mail and one of our representatives will get back to you shortly.

Sincerely,
Hyundai Motor America

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.



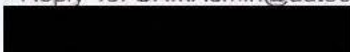
Hyundai Motor America Case#: [REDACTED]

1 message

NoReply@hmausa.com <NoReply@hmausa.com>

Mon, Aug 1, 2022 at 4:14 PM

Reply-To: CRMAdmin@autoeveramerica.com



Thank you for contacting Hyundai Motor America. We are in receipt of your e-mail and one of our representatives will get back to you shortly.

Sincerely,
Hyundai Motor America



**Re: Hyundai Consumer Affairs Case# [REDACTED]**

1 message

To: HyundaiCaseManagement2@hmausa.com

Mon, Aug 1, 2022 at 4:14 PM

Bianca,

Per our conversation @3:40 Pm,
You stated that replacing my engine was denied due to the dealership then you just told me it was the warranty that denied the engine replacement which now makes absolutely no sense. I also stated you said during our last conversation that Massey Hyundai denied the engine replacement and you said "Yes mam that is correct" which I then I responded regarding the attachment in your prior email which was to also include the denial and that I emailed you right away that only the Dealership was in the email. You then state I was given the option of taking my 2013 Hyundai Elantra to the dealership you recommended which I again stated I needed the information from you of denial.

Then you explained you received all my voicemails and listened to each one and that you also had no control in the process of having my car repaired and only can tell me that the Warranty department denied my engine? I then said again I would like the paper of denial via email also that we have decided we will take this further for including a certified letter was mailed to the CEO today which you then were upset and told me you are closing out the case on your end? I then said I do NOT want my case closed and kept open because we are going further with this. You then say basically your job is done and it was denied and you are closing my case. I again said I want my case to stay open including you did not return Massey Hyundais call which you proceed to tell me you did return the call and left a voicemail that you were going to lunch and please return your call, and you said you called right after the dealership left you a voicemail and they didn't answer so you left a voicemail and they still have not returned your call. Then you again say "Okay [REDACTED] your claim was denied and their is nothing further I can do and since you said you are taking legal action then I will close your case on my end because it involves the law therefore [REDACTED] your case is closed and have a good day and I quickly again said I do not want my case closed. You once again repeated it is closed on your end [REDACTED] Have a Good Day and Goodbye?

I called Massey dealership and spoke with Donnie who again verified you did not call back and you never returned his call after he left you a voicemail. Which is 100 percent true because I was not only sitting in his office when he called and left you a voicemail but, I was still in his office an hour and a half later for which you did not call or leave a message. They have records stating they never receive the voicemail including you have not returned any calls. I stated to you I do not want my case closed and I want my case to stay open but you continued to say you are closing my case. I have never in my entire life dealt with such disregard or belittling by a dealership or the corporate office. And knowing that Hyundai America will not fix something they have done is appalling and wrong on every level.

[REDACTED]
Case# [REDACTED]

On Mon, Aug 1, 2022 at 11:47 AM <HyundaiCaseManagement2@hmausa.com> wrote:

Dear [REDACTED]

We have tried to contact you by phone to speak with you regarding your 2013 Elantra concern. We attempted to contact you at the number provided [REDACTED] but we were unable to reach you. Your case is important to us so we will continue to attempt to reach you by phone. Or, feel free to email an alternate phone number and convenient time to call.

Thank you for contacting Hyundai Motor America.

BIANKA

National Consumer Affairs

(833) 462-8722 xX65102

Hyundai Motor America

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**Re: Hyundai Consumer Affairs Case#:** [REDACTED]

1 message

[REDACTED]
To: HyundaiCaseManagement2@hmausa.com

Tue, Aug 2, 2022 at 6:18 AM

Thank you However,

This does not contain the detailed information I have requested. I also stated I did not want my case closed for which you continued to tell me you ARE closing my case. This is unacceptable and as a lifelong customer of Hyundai this is the worst treatment I have ever received.



On Mon, Aug 1, 2022 at 3:45 PM <HyundaiCaseManagement2@hmausa.com> wrote:

BIANKA

National Consumer Affairs

(833) 462-8722 xX65102

Hyundai Motor America

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Case#	[REDACTED]	Date Opened	06/27/2022
VIN	KMHDDH4AE8D1 [REDACTED]	Date Completed	07/19/2022
Dealer	MD010 / Massey Hyundai	Type	Request
Category	PA Authorization / Claim Authorization	System	Engine
Summary	PA REQUEST HAS BEEN REQUESTED BY DEALER CUSTOMER STATES VEHICLE ENGINE MAKING ABNORMAL TAPPING NOISE		

Activities

Sort Table by Clicking Header Titles

Date	Type	Contact Method	Description	Comments	Notes
06/27/2022	General		CUSTOMER STATES VEHICLE ENGINE MAKING ABNORMAL TAPPING NOISE	PA REQUEST IS PENDING REVIEW BY HMA	DEALER MD010: MASSEY HYUNDAI RO# [REDACTED] RO DATE 06/27/2022 00:00:00 PA # [REDACTED] Repair Group: ENGINE GROUP Attachment: Y
07/19/2022	General		FINAL HMA DECISION	PA STATUS IS DECLINED.	DEALER MD010: MASSEY HYUNDAI RO# [REDACTED] RO DATE 06/27/2022 00:00:00 PA # [REDACTED] Repair Group: ENGINE GROUP Attachment: Y



Hyundai Motor America Case#

1 message

NoReply@hmausa.com <NoReply@hmausa.com>

Reply-To: CRMAdmin@autoeveramerica.com

To:

Tue, Aug 2, 2022 at 6:19 AM

Thank you for contacting Hyundai Motor America. We are in receipt of your e-mail and one of our representatives will get back to you shortly.

Sincerely,
Hyundai Motor America



Contact Us

Please share your questions or feedback with us.

8-2-22 @ 10:24 AM
Case Manager Bianca
Closed my Case

[New Message \(/content/myhyundai/us/en/contact-us/create-new-case.html\)](/content/myhyundai/us/en/contact-us/create-new-case.html)

[Update Existing Case \(/conter](#)

STEP 01

STEP 02

STEP 03

Update Existing Case

Existing case number *

Last name *

Email address *

Case Manager

Bianca

Closed my Case

8-2-22

Case not found. Please review the case details you entered and try again.

[Continue](#)



By phone

(800) 633-5151 (javascript:;)

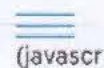
Mon-Fri 6:00am - 5:00pm PST

Sat 6:30am - 3:00pm PST

Sun Closed

24/7 Roadside assistance:

Hyundai Virtual Asst.



(javascr



Dealer inquiries

If your question is related to a Hyundai vehicle, or you have a question about buying or leasing a Hyundai, one of our many dealers can help you with the answer. Use the link below to find a dealer near you.

Dealer locator



Privacy

Submit a request for access, deletion or opt out of the sale of personal information under applicable law.

Personal Information Request

MyHyundai

Helpful Links



HYUNDAI

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Contact Us

Please share your questions or feedback with us.

[New Message \(/content/myhyundai/us/en/contact-us/create-new-case.html\)](/content/myhyundai/us/en/contact-us/create-new-case.html)

[Update Existing Case \(/conter](#)

STEP 01

STEP 02

STEP 03

Update Existing Case

Case#

Email Address:

VIN#: KMHDH4AE6D

Model: ELANTRA(MD/UD)

Year: 2013

8-3-22

They reopened
my case

Notes *

Please enter a Message.



Attach photos or files.

Allowed files : Most documents, photos, and video formats. Combined total up to 50MB, 10 file max.



I'm not a robot

reCAPTCHA
[Privacy](#) • [Terms](#)

Update case

Hyundai Virtual Asst.

[Reset note \(javascript:void\(0\)\)](#)

By phone

(800) 633-5151 (javascript:;)

Mon-Fri 6:00am – 5:00pm PST

Sat 6:30am – 3:00pm PST

Sun Closed

24/7 Roadside assistance:

(800) 243-7766 (javascript:;)



Dealer inquiries

If your question is related to a Hyundai vehicle, or you have a question about buying or leasing a Hyundai, one of our many dealers can help you with the answer. Use the link below to find a dealer near you.

[Dealer locator](#)



Privacy

Submit a request for access, deletion or opt out of the sale of personal information under applicable law.

[Personal Information Request](#)

Hyundai Virtual Asst.

Helpful Links



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(<https://www.instagram.com/hyundaiusa/>)  (<https://www.youtube.com/user/HyundaiUSA>) 
(<https://www.pinterest.com/hyundaiusa/>)  (</content/myhyundai/us/en/preferenceemail.html>)

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**Bianca Hyundai case manager**

1 message

Sat, Jul 30, 2022 at 4:04 AM

This message is for [REDACTED] My name is Bianca calling you from Hyundai Motor America with an update to the case [REDACTED]
[REDACTED] Please return my phone call at 833-462-8722 extension 65102. Thank you.

bianca hyundai america_07-12-22_0310PM.amr
30K

Voice mail

From: July 12th, 2022 @ 3:10pm

Voice mails
From Case
Manager
Bianca

she left numerous
voice mails returning
calls asking for updates

**Bianca Hyundai America**

1 message



Sat, Jul 30, 2022 at 4:05 AM

Hello [REDACTED] this is Bianca returning your phone call. I do apologize. I just got back into the office. I was out sick. I did speak with the dealer, and they did advise me was declined. So I do apologize. I know I have not been able to contact you. I just wanted to go ahead and follow up with you to see if there was anything else that you may have needed. Feel free to reach me back at 833-462-8722. My extension is 65102. Thank you.

bianca hyundai america_07-22-22_0304PM.amr
54K

Voice mail
July 22nd, 2022 @ 3:04pm



**Bianca voicemail**

1 message

Sat, Jul 30, 2022 at 8:07 AM

This [REDACTED] My name is Bianca calling you from Hyundai Motor America corporate with an update to the case [REDACTED] I'm just calling to follow up with you because I haven't received your voice message. And then I did go ahead and get in contact with the dealer. I believe there's some miscommunication. I know you've been trying to get a hold of me. So I just wanted to go ahead and reach back out to you. If you could go ahead and return my phone call at 833-462-8722 extension 65102. Thank you.

 bianca hyundai america_07-29-22_0446PM.amr
53K

Voice mail
July 29th, 2022 @ 4:46 PM

**Bianca**

1 message



Mon, Aug 1, 2022 at 12:43 PM

Good morning [REDACTED] this is Bianca calling you back from Hyundai Motor America corporate in regards to the case [REDACTED] [REDACTED] did receive your voice message on Saturday. I just got in and I wanted to go ahead and follow up with you. If you could go ahead and return my phone call at 833-462-8722 extension 65102. Thank you.

 bianca hyundai america_08-01-22_1144AM.amr
41K

Voice mail

August 1st, 2022 @ 11:44AM



**Donnie returning my call**

1 message



Sat, Jul 30, 2022 at 1:07 PM

Hello, this is Donnie with Matthew Hyundai. Just returning your voicemail. If you can give me a call at 301-733-2742, I'd appreciate it. Thank you and have a great day.

hyundai_06-22-22_0214PM.amr

19K

Masssey Dealership
Voicemail

6-22-22 @ 2:14 PM

Voicemails

Masssey
Dealership

Donnie

Always returned
calls



8-29-22

@ 11:44 AM



Hyundai Motor America



hyundaiusa

Instagram

mark followers - 1.4K posts

have followed this Instagram account since 3/1/2

contacted me by Direct Message 8/1/22

View Profile

My name is [REDACTED]
and my case # [REDACTED]
We have received constant
lies from Bianca in your case
management department at
Hyundai America including she
never returns calls. And lie's
from Massey Hyundai along
with Bianca blaming Massey
Hyundai in Hagerstown MD for
denying a new engine to Massey
blaming Hyundai America and
now calling me a 2nd owner



Message





Hyundai Motor America



We have received constant lies from Bianca in your case management department at Hyundai America including she never returns calls. And lie's from Massey Hyundai along with Bianca blaming Massey Hyundai in Hagerstown MD for denying a new engine to Massey blaming Hyundai America and now calling me a 2nd owner when I am the original owner. My ex husband purchased the car on February 5th 2013 as a surprise and months later he had the title changed to my then name [REDACTED]

[REDACTED] I am remarried and my last name is now [REDACTED] Your company knowingly new the engines were defective back in 2011 and installed them in my car and thousands. The entire engine is defective but I'm being told it's not the piston including it's the mileage and various stories instead of rectifying the fact I have a defective dangerous engine in my car that has stopped working. The ticking and knocking started last year. Then would go away and come



Messages





Hyundai Motor America



[REDACTED] am remarried and my last name is now [REDACTED]. Your company knowingly new the engines were defective back in 2011 and installed them in my car and thousands. The entire engine is defective but I'm being told it's not the piston including it's the mileage and various stories instead of rectifying the fact I have a defective dangerous engine in my car that has stopped working. The ticking and knocking started last year. Then would go away and come back.

I received a letter last year from your corporate office in my name [REDACTED] regarding the issue which I didn't have engine failure at that time. And I have spoken with the law firm that filed the class action suit against your company and they graciously supplied me with court docket proving you have known about the engine failure before being installed. I have now turned this over to my husband [REDACTED].



Message





Hyundai Motor America



I received a letter last year from your corporate office in my name [REDACTED] regarding the issue which I didn't have engine failure at that time. And I have spoken with the law firm that filed the class action suit against your company and they graciously supplied me with court docket proving you have known about the engine failure before being installed. I have now turned this over to my husband [REDACTED]

[REDACTED] and he will follow through with immense legal action if this is not taken care of immediately. I have almost been rear ended on the interstate due to my car acceleration drops from 70 to 60 including 50 and almost hit which could have killed me. I am extremely upset and it's been over a month and still no resolution at all. This needs rectify. I have every document on all service appointments since I purchased the car including all the information needed in order for my husband to pursue



Message





Hyundai Motor America



[REDACTED]

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Promise of helping a life long customer because I now feel belittled and it's unexceptable!

I purchased my car from Ganley Hyundai in North Olmsted Ohio and moved to Falling Waters WV 4 1/2 years ago. Therefore I have always lived in cool weather



Message...





Hyundai Motor America



I purchased my car from Ganley Hyundai in North Olmsted Ohio and moved to Falling Waters WV 4 1/2 years ago. Therefore I have always lived in cool weather States.

Also we do NOT want to speak to Bianca who has been assigned to my case. We want management or head of your department to contact us. She has not returned calls including scheduled calls and consistently apologizes and stated she was unable to return calls due to illness. We understand illness however we have dealt with constant apologies and promises. We expect someone in a higher position to personally call.

41

Hyundai Motor America
P.O. Box 20600
Tomball, Texas 77376-0600
www.hyundaiusa.com/en-us



— EXTENDED WARRANTY NOTICE
2011-2014 Sonata and 2012-2016 Elantra



Message





Hyundai Motor America



The last photo is a picture of the United States Federal law Magnum Moss. I would suggest reading it in detail. I have sent all of this in order to make absolutely sure you fully understand I am done with being told many stories. I hope this time I actually hear from you.

Hello [REDACTED] and thank you for that information. We have escalated your case to our management team with all the information provided here for further review and assistance. Please allow 1 to 2 business days for contact. ^cc



I have documented all communication so if I am once again ignored and told I would be contacted by your management team and not receive a call, I will continue full force with legal action. I just need to make absolutely sure that is clear.





Hyundai Motor America



information provided here for
further review and assistance.
Please allow 1 to 2 business
days for contact. ^cc



Message to [Name] ❤️

I have documented all communication so if I am once again ignored and told I would be contacted by your management team and not receive a call, I will continue full force with legal action. I just need to make absolutely sure that is clear.

Today is Friday July 29th, 2022 @1:40 pm. And you have asked me to give this 1-2 days, I will expect a call no later than Tuesday August 2nd, 2022. I have patiently waited over a month therefore I expect a call by the date I have stated and not the day after. If I have not received a call before 4 pm on August 2nd, 2022 I will have my husband proceed with legal action on Wednesday August 3rd, 2022.



Message



Letters to
Previous
CEO: Jose Munoz
and
Newly appointed
CEO: Randy Parker



FALLING WATERS
9853 WILLIAMSPORT PIKE
FALLING WATERS, WV 25419-9998
(800)275-8777

08/01/2022 12:16 PM

Product	Qty	Unit Price	Price
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First-Class Mail® Letter	1		\$0.60
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Fountain Valley, CA 92708
Weight: 0 lb 0.60 oz
Estimated Delivery Date
Sat 08/06/2022

Certified Mail®			\$4.00
-----------------	--	--	--------

Tr [REDACTED]

Return Receipt			\$3.25
----------------	--	--	--------

Tr [REDACTED]

Total			\$7.85
-------	--	--	--------

First-Class Mail® Letter	1		\$0.60
--------------------------	---	--	--------

Fountain Valley, CA 92708
Weight: 0 lb 0.60 oz
Estimated Delivery Date
Sat 08/06/2022

Certified Mail®			\$4.00
-----------------	--	--	--------

Tr [REDACTED]

Return Receipt			\$3.25
----------------	--	--	--------

Tr [REDACTED]

Total			\$7.85
-------	--	--	--------

Grand Total:			\$15.70
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Credit Card Remitted			\$15.70
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Card Name: VISA
Account #: XXXXXXXXXX [REDACTED]
Approval #: 475282
Transaction #: 228
AID: A0000000031010 Chip
AL: VISA CREDIT
PIN: Not Required

U.S. Postal Service™ CERTIFIED MAIL® RECEIPT Domestic Mail Only

For delivery information, visit our website at www.usps.com®.

Fountain Valley, CA 92708

Certified Mail Fee	\$4.00
Extra Services & Fees (check box, add fee as appropriate)	\$3.25
☐ Return Receipt (hardcopy)	\$0.00
☐ Return Receipt (electronic)	\$0.00
☐ Certified Mail Restricted Delivery	\$0.00
☐ Adult Signature Required	\$0.00
☐ Adult Signature Restricted Delivery	\$0.00
Postage	\$0.60
Total Postage and Fees	\$7.85

0385
FALLING WATERS
Postmark
AUG - 1 2022
08/01/2022

Sent To: Randy Parker
Street and Apt. No., or PO Box No.
City, State, ZIP+4®

PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for instructions

U.S. Postal Service™ CERTIFIED MAIL® RECEIPT Domestic Mail Only

For delivery information, visit our website at www.usps.com®.

Fountain Valley, CA 92708

Certified Mail Fee	\$4.00
Extra Services & Fees (check box, add fee as appropriate)	\$3.25
☐ Return Receipt (hardcopy)	\$0.00
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☐ Certified Mail Restricted Delivery	\$0.00
☐ Adult Signature Required	\$0.00
☐ Adult Signature Restricted Delivery	\$0.00
Postage	\$0.60
Total Postage and Fees	\$7.85

0385
FALLING WATERS
Postmark
AUG - 1 2022
08/01/2022

Sent To: Jose Munoz
Street and Apt. No., or PO Box No.
City, State, ZIP+4®

PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for instructions

[REDACTED]
[REDACTED]
Falling Waters, WV
[REDACTED]

July 30th, 2022

Randy Parker
CEO, Hyundai Motor America
10550 Talbert Ave
Fountain Valley, CA 92708

Dear Mr. Parker,

My name is [REDACTED] and I am the wife of [REDACTED]. The reason for this letter is with sincere hope you follow through with contacting me in regards to my 2013 Hyundai Elantra I purchased from Ganley Hyundai in North Olmsted, Ohio on February 5th, 2013. I have received conflicting information from your case manager "Bianca" @ (833)462-8722 Ext 65102. My case [REDACTED] While it may seem of no importance to your company that my car engine has failed (Ticking and knocking including loss of acceleration) it is of great importance to myself as well as my husband [REDACTED]. We are not receiving timely returned calls from "Bianca", including required detailed information as to the EXACT reasons your company has denied the engine repair. We have documentation provided by M&G law firm regarding the class action suit against your company, stating you were aware the 1.8L engines that were made in 2011 were not only defective and would fail but were installed in not only my make and model but thousands of models. I have consistently asked "Bianca" for detailed information via email or by postal service which I have yet to receive.

I have been misled by "Bianca" throughout every recorded phone call, including many voicemails I left for which she often does not respond. This includes scheduled calls she has promised which she has not completed. We have received many different explanations from Massey Hyundai in Hagerstown MD, as well from "Bianca" your liaison with Hyundai America. I have previously offered information on all services performed on my 2013

Hyundai Elantra including, taking all information to Massey Hyundai in Hagerstown MD. When I have offered this information to "Bianca" she does not and has not provided me information in order to do so. You will also find the name [REDACTED] which was my husband at that time of purchase and he purchased the 2013 Hyundai Elantra as a gift and months later he had the title changed to my married name [REDACTED] for which i offered this documentation to "Bianca" as well as taking documentation and all records and communication to Massey Hyundai. I was not aware until recently that the 1.8L engines were not only defective but a danger. I have always loved my car and now having engine failure in only 9 years is appalling. I have left "Bianca" countless voicemails with my last voicemail (July 30th, 2022) asking her to have the head of your department contact me. We have been extremely patient and my husband has many political duties which your company has wasted due to us having to cancel these events waiting on a scheduled call from case manager "Bianca". I will include copies of this email to The West Virginia Attorney General [REDACTED] as well as The National Highway Traffic Safety Administration.

Sincerely, [REDACTED]

Cellphone : [REDACTED]

[REDACTED]
[REDACTED]
Falling Waters, WV
[REDACTED]
[REDACTED]

July 30th, 2022

Jose Munoz

CEO, Hyundai Motor America
10550 Talbert Ave
Fountain Valley, CA 92708

Dear Mr. Parker,

My name is [REDACTED] and I am the wife of [REDACTED]

[REDACTED] The reason for this letter is with sincere hope you follow through with contacting me in regards to my 2013 Hyundai Elantra I purchased from Ganley Hyundai in North Olmsted, Ohio on February 5th, 2013. I have received conflicting information from your case manager "Bianca" @ (833)462-8722 Ext 65102. My case # [REDACTED] While it may seem of no importance to your company that my car engine has failed (Ticking and knocking including loss of acceleration) it is of great importance to myself as well as my husband [REDACTED]

[REDACTED] We are not receiving timely returned calls from "Bianca", including required detailed information as to the EXACT reasons your company has denied the engine repair. We have documentation provided by M&G law firm regarding the class action suit against your company, stating you were aware the 1.8L engines that were made in 2011 were not only defective and would fail but were installed in not only my make and model but thousands of models. I have consistently asked "Bianca" for detailed information via email or by postal service which I have yet to receive.

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Sincerely, [REDACTED]

Cellphone # [REDACTED]

M&R
MIGLIACCIO & RATHOD LLP

Copies Attorney Emailed to
me. These are the lawyers
that brought the case against
Hyundai Motor America &
Hyundai Motor Company, LTD.

Jason S. Rathod

Jason Rathod litigates class actions across the firm's areas of practice, including consumer protection, worker rights, and civil rights. Mr. Rathod has been appointed class counsel in a number of noteworthy class actions. He has been the principal brief writer in several critical submissions, before trial and appellate courts, that resulted in favorable rulings concerning class certification and summary judgment. He was also co-lead trial counsel in an individual auto fraud case involving economic losses in which the jury returned a plaintiff verdict on all counts and awarded millions of dollars in punitive damages (later reduced on remittitur but to a sizable sum).

Mr. Rathod has been recognized as a leader in his field beyond the courtroom. He is the author of several published works, including a law review article on aggregate litigation in poor countries. Another recent law review article that he co-authored, comparing public and private enforcement in the United State and Europe, was cited by the Consumer Financial Protection Bureau in its proposed rule prohibiting class action waivers in the fine print of consumer contracts.

Mr. Rathod graduated from Grinnell College in 2006 (B.A. with honors in Political Science and Religious Studies). After college, he traveled to Fiji, Mauritius, South Africa, Trinidad & Tobago, Guyana, and Suriname on a Watson Fellowship, studying the Indian Diaspora. He graduated law school from the Duke University School of Law in 2010, where he was an Articles Editor of the Duke Law Journal. In law school, he also worked for the Self-Employed Women's Association in Ahmedabad, India on behalf of street vendors seeking an injunction against the city government for unlawful harassment and evictions.

Notable Cases Include:

- Representing consumer classes in insurance overcharge cases, including by drafting appellate briefs about the propriety of class certification. The Sixth Circuit Court of

M&R
MIGLIACCIO & RATHOD LLP

Appeals affirmed order for the classes 3-0, leading to several multi-million-dollar settlements;

- Representing consumer in consumer fraud trial for economic losses that resulted in verdict for the Plaintiff on all counts and a multimillion dollar punitive damages award (later reduced on remittitur, but still totaling in the hundreds of thousands of dollars);
- Representing consumer class at trial in product defect class action;
- Representing worker class in wage theft assistant manager misclassification case against national restaurant chain that culminated in a \$16.5 million settlement;
- Representing worker class and collective against multinational startup company for Independent contractor misclassification claims, resulting in \$8.75 million settlement;
- Representing worker class in wage theft rate miscalculation case against multinational fracking company, resulting in \$6 million settlement;
- Representing over 1,500 servers in multistate collective action, resulting in \$1.72 million settlement;
- Representing consumer class in defective laptop case against multinational computer manufacturer; and
- Representing consumer class in defective construction case against multinational home builder, drafting key briefs leading to class certification and maintenance of suit in court, rather than arbitration.

Education:

- Duke University School of Law, J.D. 2010
- Grinnell College, B.A., 2006

Admissions:

- Illinois
- Washington, D.C.
- United States Court of Appeals for the District of Columbia Circuit
- United States Court of Appeals for the Third Circuit
- United States Court of Appeals for the Fourth Circuit
- United States Court of Appeals for the Eighth Circuit
- United States District Court for the District of Columbia
- United States District Court for the District of Maryland
- United States District Court for the Western District of Pennsylvania
- United States District Court for the District of Colorado
- United States District Court for the Eastern District of Michigan

Publications and Speaking Engagements:

- *The Arc and Architecture of Private Enforcement Regimes in the United States and Europe: A View Across the Atlantic*, 14 U.N.H. L. Rev. 303 (2016) (co-authored)
- *Trying the Class Action: Practical Tips from the Pros* (June 4, 2015) (panelist)



- *Emerging Markets, Vanishing Accountability: How Populations in Poor Countries Can Use Aggregate Litigation to Vindicate Their Rights*, 24 Transnat'l L. & Contemp. Probs. 69 (2014)
- *Note: Not Peace, But a Sword: Navy v. Egan and the Case Against Judicial Abdication in Foreign Affairs*, 59 Duke L.J. 595 (2009)

Awards:

- SuperLawyers Rising Stars, 2017, 2018, 2019, and 2020

Esfand Y. Nafisi

Esfand Nafisi worked for several years at a corporate law firm before joining the plaintiffs' bar. During that time, he quickly demonstrated an aptitude for high-stakes trial work and innovation in complex electronic discovery, including the development of statistical sampling models, database discovery, and marshaling these tools to develop trial theory. As part of a trial team in an antitrust matter brought on behalf of a small corporation, Esfand was responsible for managing a team of seven attorneys, preparing witness examinations, creating trial demonstratives, and developing case theory and themes. Esfand also represented a Fortune 100 company in parallel criminal investigations from the U.S. Department of Justice, U.S. Postal Inspectors, numerous states' attorneys general, and FinCEN. In that matter, he played an extensive role, including managing a group of 32 attorneys, developed technology-assisted review protocols that were vetted and approved by DOJ officials, and developing and drafting presentations for high-ranking meetings in a matter that resulted in \$100,000,000 settlement.

Now, as an advocate for consumers and others impacted by corporate misconduct, Mr. Nafisi's practice focuses on class actions, with a focus on corporate misconduct arising from emerging or new technologies.

Notable Cases Include:

- Represented corporate plaintiff in antitrust litigation that settled at trial for \$125,000,000. *Insignia Sys. V. News America Marketing In-Store*, Case No. [REDACTED]
- Represented Fortune 500 company in parallel wire fraud and money laundering investigations by federal authorities, which settled on favorable terms.
- Represented consumers in case alleging unlawful concealment of defective graphical processing units that led to nationwide repair and reimbursement program. *Book v. Apple*, Case No. [REDACTED]
- Represented three dozen individuals in consolidated personal injury action arising from undisclosed corticosteroids in an over-the-counter face cream. Worked closely with leading experts to develop theory of injury arising from topical steroid withdrawal. After three years of litigation, achieved more than \$16,000,000 in relief to 36 plaintiffs. *Restaino et al. v. Mario Badescu, Inc.*, Case No. [REDACTED]



- Represented consumers in case against NVIDIA, Inc. related to misrepresentations concerning performance of graphics cards.

Education:

- Northwestern University School of Law, J.D. 2009
- George Mason University, B.S., 2006

Admissions:

- California
- New York
- Washington, D.C.
- United States District Court for the Northern District of California
- United States District Court for the Eastern District of California
- United States District Court for the District of Columbia

Publications and Speaking Engagements:

- *Daubert and its Discontents* 76 BROOK. L. REV. 131 (2010) (co-authored)
- *Developing Case Theory in Complex Litigations*, New York (2011)
- *Of Wheat and Chaff: Predictive Coding in Federal Biomet Case*, 159 Chicago Daily Law Bulletin 101 (May 22, 2013)

Joseph B. Kenney, Associate

Joseph B. Kenney has experience representing consumers in class actions involving defective products, automotive defects, false and misleading advertising, and other consumer protection litigation.

Joe received his J.D., *cum laude*, from Villanova University School of Law in 2013. He was elected as a Managing Editor of Student Works for the Jeffrey S. Moorad Journal of Sports Law for his third year of law school. As a staff writer, his comment was selected for publication in the Spring 2012 Volume of the Journal. Prior to law school, Joe attended Ursinus College where he was a member of the men's varsity soccer team.

Joe is admitted to practice before the Supreme Courts of Pennsylvania and New Jersey and the United States District Courts for the Eastern District of Pennsylvania and the District of New Jersey. In 2017 and 2018, Joe was distinguished as a Pennsylvania SuperLawyer Rising Star.



Practice Area: Consumer Fraud Class Actions

The attorneys at Sauder Schelkopf have prosecuted and resolved numerous consumer fraud class actions on behalf of millions of consumers against nationally known corporations for deceptive and unfair business practices. Sauder Schelkopf's experience includes the following types of consumer fraud class action cases:

Automotive Defects - Automobiles are a major expense and consumers expect them to provide safe and reliable transportation for themselves and their family and friends. Some vehicles, however, may contain manufacturing or design defects that can pose a danger to our families and others on the road. Even if these defects do not create a potential safety issue, they might result in costly repairs to consumers.

Construction Defects - When consumers purchase a home, they expect the plumbing and other basic functions of the home to work without fail. Certain companies, however, are known to cut corners when designing and manufacturing their products. When an essential component of the home fails, it can lead to costly repair bills, damage to the surrounding property in the home, and high homeowner's deductibles.

Consumer Electronics Defects - As technology continues to evolve, more and more consumers purchase and depend upon electronic devices in their daily routines. From smartphones to state-of-the-art drones, many manufacturers rush products to sale to take advantage of high consumer demand. As these products are rushed to market, consumers often are left between the difficult choice of paying expensive repair bills or placing their expensive product on the shelf to gather dust.

Medical Device Defects - Manufacturers of medical devices are held to high standards in the design, manufacturing, and marketing of their products. When a manufacturer learns of a defect in their medical device that could cause bodily harm to the end-user, the law imposes a strict duty on them to institute a recall immediately. Many times, however, manufacturers seek to place profits above the safety of their customers.

DANIEL C. LEVIN*Member*

DANIEL C. LEVIN is a Philadelphia native who practices in the areas of Medical Malpractice, Personal Injury, Class Actions, Products Liability, Environmental Liability and Mass Torts.

Daniel Levin is a member of the firm of Levin Sedran & Berman. He is a graduate of University of Pittsburgh (B.A. 1994) and Oklahoma City University School of Law (J.D. 1997). He is admitted to practice before the Supreme Court of Pennsylvania, United States District Court for the Eastern District of Pennsylvania, United States District Court for the Western District of Pennsylvania and the United States Court of Appeals for the Third Circuit. He is a member of the American, Pennsylvania and Philadelphia County Bar Associations, as well as the American and Pennsylvania Association for Justice. He is President Elect of the Philadelphia Trial Lawyers Association. Mr. Levin holds an AV rating from Martindale Hubbell and his peers recognize him as a Super Lawyer.

Daniel Levin is appointed to the Steering Committee in *Troyan v. Samsung Electronics America, Inc. et al*; No. 5:17-cv-01096 (W.D. Ok); *Delaware County, Pennsylvania et al v. Purdue Pharma L.P. et al*, No. CV-2017-008095 (CCP Del. Cty); and *In Re: Valsartan Losartan And Irbesartan Products Liability Litigation*; 1:19-md-02875-RBK-JS (D.NJ).

Daniel Levin has been part of the litigation team in *In re Orthopedic Bone Screw Products Liability Litigation*, MDL No. 1014 (F.D. Pa.); *In re Diet Drug Litigation*, MDL No. 1203 (E.D. Pa.); *Galanti v. The Goodyear Tire and Rubber Co.*, Civil Action No: 03-209 (D.N.J.); *In re Vioxx Products Liability Litigation*, MDL No. 1657 (E.D. La. 2011); *Cobb v. BSH Home Appliance Corporation, et al*, C.D.Ca. Case No. SACV10-711 DOC (C.D.Cal.); *In re Human Tissue Products Liability Litigation*, MDL No. 1763 (D.N.J.); *In Re: Chinese Drywall Products Liability Litigation*, MDL 2047 (E.D.La.); *National Football League Players= Concussion Injury Litigation*; No. 2:12-md-02323-AB (E.D.Pa.); *In Re: Rezulin Products Liability Litigation*, 00 Civ. 2843 (S.D.N.Y.); *In Re: Apple Inc. Device Performance Litigation*; No. 5:18-md-02827 (N.D.Cal.); *In Re: Intel Corp. CPU Marketing, Sales Practices And Products Liability Litigation*; No. 3:18-md-2828 (D.Or); and *In Re: Aqueous Film-Forming Foams (AFFF) Products Liability Litigation*; MDL No. 2:18-mn-2873-RMG.

Daniel Levin has served as Class Counsel in the following automobile defect cases: *Henderson, et al v. Volvo Cars of North America, LLC, et al*, No. 09-cv-4146 (D.N.J)(class action brought on behalf of individuals who purchased Volvo vehicles with defective transmissions) and *Grant, et al v. Bridgestone/Firestone, Inc. and Ford Motor Company*, September Term, 2000, No. 003668 (C.C.P. Phila.)(involving the Ford Explorer debate). Mr.

Levin has also served as class counsel in the following cases: *Kowa v. The Auto Club Group*, No. 11-7476 (N.D.Ill.); *Kurian v. County of Lancaster*, 2:07-cv-03482 (E.D.Pa.); *Gwaizdowski v. County of Chester*, Civil Action No. 08-CV-4463 (E.D. Pa. 2012); *Meneghin, The Exxon Mobile Corporation, et al.*, Civil Action No. OCN-002697-07 (Superior Court, Ocean County, NJ 2012); *Johnson, et al v. Walsh, et al*, April Term 2008, No. 2012 (C.P.Phila); *Muscara v. Nationwide*, October Term 2000, Civil Action No.: 001557 (C.P.Phila); and *Wong v. First Union*, May Term 2003, Civil Action No. 001173 (C.P.Phila); *Harry Delandro, et al v. County of Allegheny, et al*, Civil Action No. 2:06-CV-927 (W.D.Pa.); *Nakisha Boone, et al v. City of Philadelphia, et al*, Civil Action No. 05-CV-1851 (E.D.Pa.); *Helmer, et al v. the Goodyear Tire & Rubber Co.*, D.Co. Civil Action No. 1:12-00685-RBJ (D.Colo.); *Schappell v. State Farm Mutual Automobile Insurance Company*, No. 1331 S2001 (C.P. Dauphin); *Ortiz v. Complete Healthcare Resources, Inc., et al*, Montgomery CCP No. 12-12609; *Butterline, et al v. the Bank of New York Mellon Trust Company, National Association, et al*, No. 15-01429 (E.D.Pa.); *Martinez v. Capstone Restaurant Group, LLC et al*, No. 1:20-cv-01017 (D.Col.); *Mullins v. Kroger, et al*, No. 1:19-cv-00964 (S.D. Ohio); *Gallagher v. Charter Foods, Inc.*, No. 2:20-cv-00049 (W.D.Pa.); and *McGhee et al v. Toms King, LLC*, No. 2:19-cv-01470 (W.D.Pa.).

Along with Daniel Levin's class action and mass tort experience, Mr. Levin also has extensive experience in individual litigation where he handles and prosecutes claims on behalf of railroad workers involved in workplace accidents ("FELA"). Daniel Levin has also successfully prosecuted complex individual actions on behalf of individuals involved in products liability, medical malpractice, automobile accidents, drug and medical device actions.

Matthew D. Schelkopf, Partner

Matthew D. Schelkopf has extensive trial and courtroom experience throughout the United States, with an emphasis on class actions involving automotive defects, consumer protection, defective products and mass torts litigation.



Since 2010, Mr. Schelkopf has been selected by Pennsylvania Super Lawyers as a Rising Star (a distinction held by the top 2.5% of attorneys in PA) and then a Pennsylvania Super Lawyer, as chosen by their peers and through the independent research of Law & Politics. In 2012, The American Lawyer Media, publisher of The Legal Intelligencer and the Pennsylvania Law Weekly, named Mr. Schelkopf as one of the "Lawyers on the Fast Track" a distinction that recognized thirty-five Pennsylvania attorneys under the age of 40 who show outstanding promise in the legal profession and make a significant commitment to their community. Mr. Schelkopf was also selected as a Top 10 under 40 by the National Trial Lawyers in 2012-2015.

Mr. Schelkopf began his legal profession as a criminal prosecutor with the District Attorney's Office of York County. He quickly progressed to Senior Deputy Prosecutor where he headed a trial team responsible for approximately 300 felony and misdemeanor cases each quarterly trial term.

In 2001, Mr. Schelkopf then associated with a suburban Philadelphia area law firm, litigating civil matters throughout Pennsylvania and New Jersey. In 2006, he was co-counsel in a Philadelphia County trial resulting in a \$30,000,000.00 jury verdict in favor of his clients - the largest state verdict recorded for that year. Mr. Schelkopf currently serves as a lead and co-lead counsel in numerous class actions related to product and automotive defect cases pending throughout the country.

Outside of the office, Mr. Schelkopf enjoys spending time with his family, mountain and road biking, skiing and restoring classic automobiles. Three of his auto restorations have been featured in nationally circulated automotive publications.

7/8/22, 10:00 AM

Gmail - RE: Migliaccio & Rathod LLP 2013 Hyundai Elantra Engine issues



RE: Migliaccio & Rathod LLP 2013 Hyundai Elantra Engine issues

1 message

Kyra Jamison <kjamison@classlawdc.com>

Thu, Jul 7, 2022 at 4:30 PM

Cc: Migliaccio & Rathod LLP <info@classlawdc.com>, Ruby Drizin-Kahn <rdrizinkahn@classlawdc.com>, Gayoung Choi <gchoi@classlawdc.com>



Thank you for reaching out regarding the Hyundai Elantra settlement. Unfortunately, the court ruled that the settlement only applies to vehicles located in a certain list of cold-weather states. Therefore, if you are located in California, the terms of the settlement, including extended warranty, would unfortunately not be likely to apply to your vehicle.

We would recommend that you reach out to an attorney who handles individual based suits to further evaluate potential claims for the vehicle. You are welcome to reference our prior lawsuit for the defect at hand to another attorney if it may aid in explaining your contention with Hyundai's failure to appropriately address the defect as it impacts consumers like you.

All the best,
Kyra Jamison
Paralegal

Migliaccio & Rathod LLP
412 H St. NE,
Suite 302
Washington D.C. 20002
(202) 470-3520
www.classlawdc.com

-----Original Message-----

From [Redacted] <[Redacted]@classlawdc.com>

Sent: Thursday, July 7, 2022 11:29 AM

To: Nicholas Migliaccio <nmgigliaccio@classlawdc.com>; Jason Rathod <jrathod@classlawdc.com>; Migliaccio & Rathod LLP <info@classlawdc.com>; Kyra Jamison <kjamison@classlawdc.com>; Ruby Drizin-Kahn <rdrizinkahn@classlawdc.com>; Gayoung Choi <gchoi@classlawdc.com>

Subject: Migliaccio & Rathod LLP 2013 Hyundai Elantra Engine issues

From [Redacted]

Subject: 2013 Hyundai Elantra Engine issues Phone Number [Redacted]

Message Body:

I was not aware of the class action suite against Hyundai regarding engine failure until recently. I am having this issue amongst others. I dropped my car off to a Hyundai Massey Dealership in MD 2 weeks ago tomorrow. They are having trouble getting Hyundai in California to approve repairing/replacing my engine since I last spoke with The manager Donnie. I believe we are going to have a fight on our hands getting them to comply even though the dealership manager Donnie has told me not to worry. I know this takes time. I just ran across the class action suite you had against Hyundai for this issue and was never notified since I am the original owner and purchased my 2013 Hyundai Elantra brand new. I was not sure if I am eligible to also receive a free rental since nothing was told to me regarding this. My husband is a former WV Delegate and a candidate for the General election and will most likely go back in office. Can you let me know what the class action suite involved for I fear I will be denied having the approval of engine replacement. I have had MANY issues with my car since purchasing it and replaced all tie rods more than once including Brakes, Rotors, Tires and others. I hope you can let me know regarding this issue since I was never notified of the lawsuit. Thank You

Newsletter Preference
Yes

Contact Preference
Either

7/8/22, 10:00 AM

Gmail - RE: Migliaccio & Rathod LLP 2013 Hyundai Elantra Engine issues

Page: <https://classlawdc.com/>

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This e-mail was sent from a contact form on Migliaccio & Rathod LLP (<https://classlawdc.com>)

7/10/22, 10:18 AM

Gmail - RE: Migliaccio & Rathod LLP 2013 Hyundai Elantra Engine issues

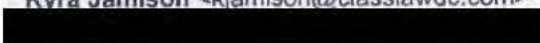


RE: Migliaccio & Rathod LLP 2013 Hyundai Elantra Engine issues

1 message

Kyra Jamison <kjamison@classlawdc.com>

Fri, Jul 8, 2022 at 11:19 AM



Best of luck!

Kyra Jamison

Paralegal

Migliaccio & Rathod LLP

412 H St. NE
Suite 302
Washington D.C. 20002

(202) 470-3520
www.classlawdc.com

From



Sent: Friday, July 8, 2022 10:49 AM

To: Kyra Jamison <kjamison@classlawdc.com>

Subject: Re: Migliaccio & Rathod LLP 2013 Hyundai Elantra Engine issues

I sincerely thank you for this information. I will be printing and including this in my package. I will be mailing by certified mail to the West Virginia Attorney General within the next couple of days. Having this information is extremely helpful in order for my complaint to be taken care of. And I will most definitely let you know what happens including contacting a local very good attorney if need be.

Sincerely:



7/10/22 10:18 AM

Gmail - RE: Migliaccio & Rathod LLP 2013 Hyundai Elantra Engine Issues

On Fri, Jul 8, 2022 at 9:59 AM Kyra Jamison <[redacted]> wrote:

[redacted]

Attached you will find some of the documents related to this settlement. The motion for settlement, on page 11, has the terms of the settlement. Because the claim period has long closed, the only portion that may still apply is:

As set forth more fully below, HMA has agreed to cover repairs as needed to correct the alleged defect during an extended warranty period of 10 years or 120,000 miles, whichever comes first (the "Extended Warranty")

If this applies to you, since both Ohio and West Virginia are considered cold weather states, then there is no reason that the dealer should deny you this warranty claim. Should they deny you this warranty, when it looks like you should qualify, feel free to send us the documentation of maintenance records to evaluate, though it is unlikely that we would be able to do anything on your behalf other than evaluate whether it looks like you should qualify.

If you would like to take legal action related to denied claims which you believe should be covered due to this defect, we do encourage you to reach out to an attorney who specializes in individual based claims related to vehicle defects. This data base may be a good resource to search for one: <https://www.ohioattorneygeneral.org/individual/>

All the best,

Kyra Jamison

Paralegal

Migliaccio & Rathod LLP

412 H ST NE
Suite 302
Washington D.C. 20002

(202) 470-3520

www.mrslaw.com

[redacted]

Sent: Thursday, July 7, 2022 6:28 PM

To: Kyra Jamison <[redacted]>

Subject: Re: Migliaccio & Rathod LLP 2013 Hyundai Elantra Engine Issues

Thank you for such a quick response. Actually I lived in a Suburb of Cleveland Ohio when I purchased my car. I moved to Falling Waters West Virginia a little over 4 years ago. I only lived in Westlake Ohio (Cleveland Ohio Suburb) and now West Virginia since purchasing my car.

I will contact the Dealership in the morning then contact the West Virginia Attorney General [redacted] and ask if he has details regarding the class action lawsuit. Being I only live and have only lived in cold climates I would have assumed I would have received notice of the lawsuit but did not and only recently found out.

7/10/22, 10:18 AM

Gmail - RE: Migliaccio & Rathod LLP 2013 Hyundai Elantra Engine issues

Sincerely,

On Thu, Jul 7, 2022, 4:30 PM Kyra Jamison <kyra.jamison@classlawdc.com>

> wrote:

Thank you for reaching out regarding the Hyundai Elantra settlement. Unfortunately, the court ruled that the settlement only applies to vehicles located in a certain list of cold-weather states. Therefore, if you are located in California, the terms of the settlement, including extended warranty, would unfortunately not be likely to apply to your vehicle.

We would recommend that you reach out to an attorney who handles individual based suits to further evaluate potential claims for the vehicle. You are welcome to reference our prior lawsuit for the defect at hand to another attorney if it may aid in explaining your contention with Hyundai's failure to appropriately address the defect as it impacts consumers like you.

All the best,
Kyra Jamison
Paralegal

Migliaccio & Rathod LLP
112 H STREET
Suite 302
Washington D.C. 20002
(202) 470-3520
www.classlawdc.com

Sent: Thursday, July 7, 2022 11:29 AM

To: Nicholas Migliaccio <nmigliaccio@classlawdc.com>; Jason Rathod <jathod@classlawdc.com>; Migliaccio & Rathod LLP <info@classlawdc.com>; Kyra Jamison <kyra.jamison@classlawdc.com>; Ruby Drizin-Kahn <rdrizin@classlawdc.com>; Gayoung Choi <gchoi@classlawdc.com>

Subject: Migliaccio & Rathod LLP 2013 Hyundai Elantra Engine issues

Subject: 2013 Hyundai Elantra Engine issues Phone Number:

Message Body:

I was not aware of the class action suite against Hyundai regarding engine failure until recently. I am having this issue amongst others. I dropped my car off to a Hyundai Massey Dealership in MD 2 weeks ago tomorrow. They are having trouble getting Hyundai in California to approve repairing/replacing my engine since I last spoke with The manager Donnie. I believe we are going to have a fight on our hands getting them to comply even though the dealership manager Donnie has told me not to worry. I know this takes time. I just ran across the class action suite you had against Hyundai for this issue and was never notified since I am the original owner and purchased my 2013 Hyundai Elantra brand new. I was not sure if I am eligible to also receive a free rental since nothing was told to me regarding this. My husband is a former WV Delegate and a candidate for the General election and will most likely go back in office. Can you let me know what the class action suite involved for I fear I will be denied having the approval of engine replacement. I have had MANY issues with my car since purchasing it and replaced all tie rods more than once including Brakes, Rotors, Tires and others. I hope you can let me know regarding this issue since I was never notified of the lawsuit. Thank You

Newsletter Preference
Yes

Contact Preference
Either

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This e-mail was sent from a contact form on Migliaccio & Rathod LLP (<https://classlawdc.com>)

IN THE UNITED STATES DISTRICT COURT
FOR THE DISTRICT OF NEW JERSEY
NEWARK DIVISION

ELIZABETH BROWN, THOMAS
PEARSON, JANESHIA MARTIN, and
NICHOLAS MOORE, individually and
on behalf of all others similarly situated,

Plaintiffs,

v.

HYUNDAI MOTOR AMERICA, and
HYUNDAI MOTOR COMPANY, LTD,

Defendants.

Case No. [REDACTED]

**SECOND AMENDED CLASS
ACTION COMPLAINT**

DEMAND FOR JURY TRIAL

PLAINTIFFS' SECOND AMENDED CLASS ACTION COMPLAINT

Plaintiffs Elizabeth Brown, Thomas Pearson, Janeshia Martin, and Nicholas Moore (collectively, "Plaintiffs") bring this action against Defendant Hyundai Motor America ("HMA") and Hyundai Motor Company ("HMC"), (collectively, "Defendants"), by and through their attorneys, individually and behalf of all others similarly situated, and allege as follows:

INTRODUCTION

1. This consumer class action arises from a latent defect found in model year ("MY") 2011 through 2016 Hyundai Elantra cars with "Nu" 1.8-liter engines (the "Class Vehicles").

2. First unveiled with MY 2011 Hyundai Elantras, defects in the piston assemblies of the Nu 1.8L engines within the Class Vehicles cause total and irreparable engine failures, the symptoms of which include a knocking noise from the engine while the car is warming up after being started and/or while driving (the "Piston Defect"). Once the fateful engine knock sound begins, the Class Vehicle's engine will inevitably fail completely, causing a loss of engine power, power steering and brake assistance which can lead to stalling while the Class Vehicle is in motion and place the operator of the Class Vehicle, and those that share the road with them, at risk of accident, injury, or death. Once the Piston Defect has manifested, the engine block has been damaged beyond repair. Therefore, the only fix is replacement of the engine, which can cost upwards of \$10,000.

3. Defendants' knowledge of the Piston Defect dates back to no later than 2011, when it began to make changes to its piston manufacturing processes. Hyundai made additional changes related to the Piston Defect in 2013. And in March 2014, Hyundai Auto Canada Corp., a subsidiary of Hyundai Motor Corporation, issued a Technical Service Bulletin arising from engine knock in Elantras. Covering model year 2011 through 2013 Hyundai Elantras, the bulletin attributed engine knock to manufacturing defects in the pistons and connecting rods of Nu 1.8L engines. Canadian Hyundai dealers were instructed to replace Nu 1.8L engines affected by engine knock. ~~No such relief was offered in the United States~~, though the Class Vehicles' engines were

built on the same assembly lines, using the same defective parts and manufacturing practices.

4. Consumers who report engine knock in the Class Vehicles routinely have their concerns dismissed by Hyundai dealers, who describe the sound as “normal.” When a knocking engine inevitably fails due to the Piston Defect, Hyundai routinely denies knowledge of the engine knock issue and denies warranty claims, instead blaming the consumer for inadequate maintenance. Even where a replacement engine is provided under the warranty, the replacement is just as likely to fail as the original engine due to it containing the same latent defect.

5. Many other owners and lessees of the Class Vehicles have communicated with Defendants and/or their agents to request that they remedy and/or address the defect and/or resultant damage at no expense. Defendants have routinely failed to do so, even within the warranty period.

6. Defendants have also refused to take any action to correct this concealed defect when it manifests in the Class Vehicles outside of the warranty period. Because the defect can manifest shortly outside of the warranty period for the Class Vehicles—and given Defendants’ knowledge of this concealed, safety-related defect—Defendants’ attempt to limit the warranty with respect to the engine defect is unconscionable and unenforceable here.

7. Despite notice and knowledge of the defect from the numerous complaints it has received, information received from dealers, National Highway Traffic Safety Administration ("NHTSA") complaints, and their own internal records, including pre-sale durability testing, Defendants have not recalled and/or offered an adequate engine repair to the Class Vehicles, offered their customers suitable repairs or replacements free of charge, or offered to reimburse their customers who have incurred out-of-pocket expenses to repair the defect.

8. As a result of Defendants' unfair, deceptive and/or fraudulent business practices, owners and/or lessees of the Class Vehicles, including Plaintiff, have suffered an ascertainable loss of money and/or property and/or loss in value. The unfair and deceptive trade practices committed by Defendants were conducted in a manner giving rise to substantial aggravating circumstances.

9. Had Plaintiffs and other Class Members known of the defect at the time of purchase or lease, they would not have bought or leased the Class Vehicles, or would have paid substantially less for them.

10. Plaintiffs are also informed and believe, and on that basis allege, that as the number of complaints increased, and Class Members grew dissatisfied with the performance of the Class Vehicles, Defendants were forced to acknowledge that the Class Vehicles suffer from an inherent defect.

11. As a result of the defect and the monetary costs associated with attempting to repair the defect, Plaintiffs and the Class Members have suffered injury in fact, incurred damages, and have otherwise been harmed by Defendants' conduct.

12. This case seeks protection and relief for owners and lessees of Class Vehicles for the harm they have suffered, and the safety risks they face, from Defendants' breaches of express and implied warranties and Defendants' unfair, unlawful, and deceptive trade practices.

JURISDICTION AND VENUE

13. This Court has subject matter jurisdiction of this action pursuant to 28 U.S.C. §1332 of the Class Action Fairness Act of 2005 because: (i) there are 100 or more class members, (ii) there is an aggregate amount in controversy exceeding \$5,000,000, exclusive of interest and costs, and (iii) there is minimal diversity because at least one plaintiff and one defendant are citizens of different states. This Court has supplemental jurisdiction over the state law claims pursuant to 28 U.S.C. § 1367.

14. Venue is proper in this judicial district pursuant to 28 U.S.C. §1391 because Defendants transact business in this district, are subject to personal jurisdiction in this district, and therefore are deemed to be citizens of this district. Additionally, Defendants have advertised in this district and have received substantial revenue and profits from their sales and/or leasing of Class Vehicles in this district; therefore, a substantial part of the events and/or omissions giving rise to the claims occurred, in part, within this district.

15. This Court has personal jurisdiction over Defendants because they have conducted substantial business in this judicial district, and intentionally and purposefully placed Class Vehicles into the stream of commerce within the districts of New Jersey and throughout the United States.

THE PARTIES

A. Plaintiff [REDACTED]

16. Plaintiff [REDACTED] is a citizen of the State of New Jersey and resides in Avenel, New Jersey.

17. In August 2013, Plaintiff [REDACTED] purchased a new 2013 Hyundai Elantra Limited, containing a "Nu" 1.8 liter engine, from Avenel Sansone Auto Group ("Sansone"), an authorized Hyundai dealer and repair center located in Avenel, New Jersey.

18. Plaintiff purchased (and still owns) this vehicle, which is used for personal, family and/or household uses. Her vehicle bears Vehicle Identification Number:

KMHDH4AE6DU [REDACTED]

19. In deciding to purchase an Elantra, Plaintiff [REDACTED] relied on Hyundai's representations about the various features of her vehicle, none of which disclosed the Piston Defect described herein.

20. In late October 2017, Plaintiff [REDACTED] began to notice a ticking noise emanating from her Elantra's engine at startup. Approximately one week later, the engine

of Plaintiff [REDACTED] Elantra catastrophically failed with about 64,000 miles on the odometer. At the time, her son was driving and heard a loud popping sound before the engine failed.

21. Plaintiff [REDACTED] had her car towed to Sansone Auto Group for inspection and repairs during the week of November 6, 2017. At Sansone, she was informed that her warranty claim and that a loaner vehicle would take a day or two to authorize. Several days later she was informed that oil sludge was found in her engine and that Hyundai would be denying her warranty claim due to inadequate maintenance.

22. Hyundai corporate told Plaintiff [REDACTED] to file a complaint to the Better Business Bureau and that they would honor the BBB's decision. When she submitted a claim to BBB, she was informed that they would not consider her claim because her vehicle had more than 60,000 miles on the odometer.

23. Though the engine of [REDACTED] Elantra was still covered by Hyundai's 10-year/100,000 mile powertrain warranty, Hyundai blamed the engine failure on her alleged inadequate maintenance and denied warranty coverage. Specifically, Hyundai informed Plaintiff [REDACTED] that her engine was full of oil sludge, which was caused by her failure to timely change the oil in her vehicle. Sansone informed her that the least expensive option to repair her vehicle would be to install a used engine, which would cost approximately \$3,500.

24. Contrary to Sansome Hyundai's representation that Plaintiff failed to timely change her oil, Plaintiff maintained her Class Vehicle in accordance with the terms of Hyundai's warranty at all times. Plaintiff [REDACTED] had her oil changed pursuant to the warranty agreement. Defendant Hyundai Motor America routinely informs its dealerships to deny warranty coverage for engine failures under the pretextual reason that the vehicle was insufficiently maintained.

25. Since approximately November 2017, Plaintiff [REDACTED] has been without a usable mode of transportation. She has been forced to ask for rides to and from work and/or borrow her children's vehicles. Plaintiff [REDACTED] cannot drive her vehicle. Her vehicle will not operate.

26. Plaintiff [REDACTED] Elantra now sits in her driveway. She continues to pay approximately \$470 per month for her auto loan as well as approximately \$3,000 per year for auto insurance.

27. Plaintiff [REDACTED] has suffered an ascertainable loss as a result of Defendants' omissions and/or misrepresentations associated with the Piston Defect, including, but not limited to, out of pocket loss associated with the Piston Defect and future attempted repairs and diminished value of her vehicle.

28. None of the Defendants, nor any of their agents, dealers or other representatives informed Plaintiff of the existence of the Piston Defect and/or defective vehicle design prior to purchase.

B. Plaintiff [REDACTED]

29. Plaintiff [REDACTED] is a citizen of the State of Washington and currently resides in Tenino, Washington.

30. In December 2014, Plaintiff purchased a 2015 Hyundai Elantra from Korum Hyundai located in Puyallup, Washington.

31. Plaintiff purchased (and still owns) this vehicle, which is used for personal, family and/or household uses. His vehicle bears Vehicle Identification Number: 5NPDH4AE3FH [REDACTED]

32. In deciding to purchase an Elantra, Plaintiff [REDACTED] relied on Hyundai's representations about the various features of his vehicle, none of which disclosed the Piston Defect described herein.

33. In late July of 2018, with approximately 76,000 miles on the odometer, Plaintiff was driving on the highway when the engine in his Elantra catastrophically failed. Plaintiff quickly pulled over the shoulder of the highway and, fortunately, avoided getting into an accident in the rush hour traffic.

34. Plaintiff [REDACTED] had his car towed to a nearby friend's mechanic shop, who informed him that the engine had seized and advised him to contact Hyundai corporate about warranty coverage. Plaintiff then contacted Hyundai corporate to recount his experience and requested warranty reimbursement. Hyundai towed his Elantra to Car Pros Hyundai Renton, located in Renton, Washington.

35. Hyundai corporate then informed Plaintiff that it would cover the engine replacement under warranty but that Plaintiff would need to pay out-of-pocket for his own rental car while he waited for the engine replacement, which Hyundai corporate informed Plaintiff could take months.

36. Plaintiff inquired if the rental car fees would be reimbursed at a later date, to which Hyundai corporate stated that there was no guarantee the fees would be reimbursed.

37. To date, Plaintiff [REDACTED] has incurred approximately \$800 in rental car fees waiting for an engine that has still not been replaced. Plaintiff, [REDACTED] has not been reimbursed by Defendant despite his request.

38. Plaintiff [REDACTED] has suffered an ascertainable loss as a result of Defendants' omissions and/or misrepresentations associated with the Piston Defect, including, but not limited to, \$500 rental fees associated with the Piston Defect and future attempted repairs and diminished value of his vehicle. Plaintiff's vehicle would have sold for less money if Plaintiff and the public were fully aware of the Piston Defect. Plaintiff would not have purchased the Elantra if made fully aware of the Piston Defect.

39. None of the Defendants, nor any of their agents, dealers or other representatives informed Plaintiff of the existence of the Piston Defect and/or defective vehicle design prior to purchase.

C. Plaintiff [REDACTED]

40. Plaintiff [REDACTED] is a citizen of the State of Georgia and resides in Lithonia, Georgia.

41. In May 2015, Plaintiff [REDACTED] purchased a used 2015 Hyundai Elantra, containing a "Nu" 1.8 liter engine, from Superior Chevrolet in Decatur, Georgia ("Superior").

42. Plaintiff purchased (and still owns) this vehicle, which is used for personal, family and/or household uses. Her vehicle bears Vehicle Identification Number: 5NPDH4AE3FH [REDACTED]

43. In deciding to purchase an Elantra, Plaintiff [REDACTED] relied on Hyundai's representations about the various features of her vehicle, none of which disclosed the Piston Defect described herein.

44. Plaintiff [REDACTED] did not negotiate the warranty provided on her vehicle. The warranty was drafted by Defendant. Plaintiff was provided the warranty on a "take it or leave it" basis. Plaintiff and Defendant did not negotiate the terms of the warranty. The warranty was drafted by Defendant and provided to Plaintiff after the sale of the vehicle.

45. On two occasions in early 2018, the engine in Plaintiff [REDACTED] Elantra catastrophically failed with about 74,000 miles on the odometer.

46. [REDACTED] had her car towed to Nally Hyundai in Lithonia, Georgia, in early February 2018.

47. [REDACTED] was informed that there were metal shavings in the oil and that her engine would need to be replaced.

48. She was also informed that she was out of the warranty period because her vehicle had more than 60,000 miles on the odometer but would not have been covered in any case because of the presence of the metal shavings.

49. The Hyundai dealer replaced the engine with a used engine for approximately \$3,000.

50. Plaintiff [REDACTED] has suffered an ascertainable loss as a result of Defendants' omissions and/or misrepresentations associated with the Piston Defect, including, but not limited to, out of pocket loss associated with the Piston Defect and future attempted repairs and diminished value of her vehicle.

51. None of the Defendants, nor any of their agents, dealers or other representatives informed Plaintiff of the existence of the Piston Defect and/or defective vehicle design prior to purchase.

D. Plaintiff [REDACTED]

52. Plaintiff [REDACTED] is a citizen of the State of Illinois and resides in Washington, Illinois.

53. On December 20, 2014, Plaintiff, [REDACTED] purchased a used 2013 Hyundai Elantra, from Green Chevrolet in Peoria, Illinois.

54. Plaintiff, [REDACTED] purchased (and still owns) this vehicle, which is used for personal, family and/or household uses. His vehicle bears Vehicle Identification Number: 5NPDH4AE3DI [REDACTED]

55. Plaintiff [REDACTED] did not negotiate the warranty provided on her vehicle. The warranty was drafted by Defendant. Plaintiff was provided the warranty on a "take it or leave it" basis. Plaintiff and Defendant did not negotiate the terms of the warranty. The warranty was drafted by Defendant and provided to Plaintiff after the sale of the vehicle.

56. In deciding to purchase an Elantra, Plaintiff Moore relied on Hyundai's representations about the various features of his vehicle, none of which disclosed the Piston Defect described herein.

57. In June, 2017, Plaintiff [REDACTED] began to notice a ticking noise emanating from his Elantra's engine. Approximately one week later, the engine of Plaintiff [REDACTED] Elantra catastrophically failed with about 72,000 miles on the odometer.

58. Plaintiff [REDACTED] had his car towed to Green Chevrolet where he was informed the engine had to be replaced. Hyundai denied his warranty claim.

59. Plaintiff [REDACTED] replaced the engine at an out of pocket cost of \$3,500.00.

60. Plaintiff [REDACTED] has suffered an ascertainable loss as a result of Defendants' omissions and/or misrepresentations associated with the Piston Defect, including, but not limited to, out of pocket loss associated with the Piston Defect and future attempted repairs and diminished value of his vehicle. None of the Defendants, or any of their

agents, dealers or other representatives informed Plaintiff of the existence of the Piston Defect and/or defective vehicle design prior to purchase.

E. The Defendants

61. Defendants are automobile design, manufacturing, distribution, and/or service corporations doing business within the United States. Furthermore, Defendants design, develop, manufacture, distribute, market, sell, lease, warrant, service, and repair passenger vehicles, including the Class Vehicles.

62. Defendant Hyundai Motor Company, Ltd. ("HMC") is a South Korean corporation. HMC is the parent corporation of Hyundai Motor America, Inc. HMC, through its various entities, designs, manufactures, markets, distributes and sells Hyundai automobiles in California and multiple other locations in the United States.

63. Defendant Hyundai Motor America, Inc. ("HMA") is incorporated and headquartered in the State of California with its principal place of business at 10550 Taibert Avenue, Fountain Valley, California 92708. HMA is HMC's U.S. sales and marketing division, which oversees sales and other operations across the United States. HMA distributes Hyundai vehicles and sells these vehicles through its network of dealers. Money received from the purchase of a Hyundai vehicle from a dealership flows from the dealer to HMA.

64. HMA and HMC sell Hyundai vehicles through a network of dealerships that are the agents of HMA and HMC.

65. There exists, and at all times herein existed, a unity of ownership between HMC, HMA and their agents such that any individuality or separateness between them has ceased and each of them is the alter ego of the others.

66. Upon information and belief, Defendant HMC communicates with Defendant HMA concerning virtually all aspects of the Hyundai products it distributes within the United States.

67. Upon information and belief, the design, manufacture, distribution, service, repair, modification, installation and decisions regarding the Nu Engine as it relates to the engine defect within the Class Vehicles were performed exclusively by Defendants HMA and HMC.

68. Upon information and belief, Defendants HMA and HMC developed the post-purchase owner's manuals, warranty booklets and information included in maintenance recommendations and/or schedules for the Class Vehicles.

69. HMA and HMC are collectively referred to in this complaint as "Hyundai" or "Defendants" unless identified separately.

70. Hyundai engages in continuous and substantial business in New Jersey.

71. Based upon information and belief, Plaintiffs allege that at all times mentioned herein, each and every Defendant was acting as an agent and/or employee of each of the other Defendants, and at all times mentioned was acting within the course and scope of said agency and/or employment with the full knowledge, permission, and

consent of each of the other Defendants. In addition, each of the acts and/or omissions of each Defendant alleged herein were made known to, and ratified by, each of the other Defendants.

TOLLING OF STATUTES OF LIMITATION

72. Any applicable statute(s) of limitations has been tolled by Defendants' knowing and active concealment and denial of the facts alleged herein. Plaintiffs and members of the Class could not have reasonably discovered the true, latent defective nature of the Piston Defect until shortly before this class action litigation was commenced.

73. Defendants were and remain under a continuing duty to disclose to Plaintiffs and members of the Class the true character, quality and nature of the Class Vehicles and that it will require costly repairs, and diminishes the resale value of the Class Vehicles. As a result of the active concealment by Defendants, any and all applicable statutes of limitations otherwise applicable to the allegations herein have been tolled.

COMMON FACTUAL ALLEGATIONS

A. Background on Hyundai

74. Hyundai Motor America, headquartered in Fountain Valley, California, is a subsidiary of Hyundai Motor Corporation, a South Korean corporation. Hyundai Motor Corporation, a multinational corporation with nearly 80,000 employees, is the fourth-largest automobile manufacturer in the world.

75. More than 50% of Hyundai vehicles sold worldwide are sold in the United States, where Hyundai Motor America manages domestic sales, marketing and distribution of Hyundai vehicles and employs approximately 32,000 people at Hyundai dealerships throughout the United States.

76. Hyundai maintains testing facilities and equipment in California City, California, where it conducts pre-sale durability testing, among other things.

B. The Class Vehicles' Nu 1.8-liter multiport injection engines

77. First released in MY 2011 Hyundai Elantras, the Nu 1.8L MPI engines are four-cylinder gasoline engines developed by Hyundai in conjunction with Kia.

78. Hyundai manufactured the Class Vehicles' Nu 1.8L engines in at least two locations including the Hyundai Motor Manufacturing Alabama facility in Montgomery, Alabama and in Hyundai's manufacturing facility in Ulsan, South Korea.

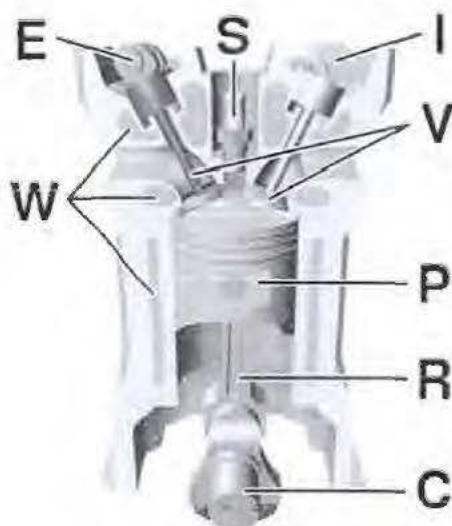
79. On information and belief, the engines in the Class Vehicles were built with the same parts, on the same assembly lines, and using the same manufacturing processes, as Elantra cars sold in Canada by Hyundai Auto Canada Corporation.

C. The Piston Defect in the Class Vehicles' Nu 1.8L engines

80. The Piston Defect affects critical components in the Class Vehicle's engines, a brief overview of which is provided below.

81. Like most gasoline-powered internal combustion engines, the Nu 1.8L MPI engine powers a vehicle's wheels by igniting fuel inside combustion chambers.

82. The combustion cycle begins when oxygen and fuel enter the combustion chamber through the opening of an intake valve ("I" in the diagram below).



83. The pressure created by combustion moves the piston ("P") down. The piston is attached to the connecting rod ("R"), which converts the vertical movement of the piston into the rotational force that turns the crankshaft ("C") powering the wheels. Each of the engine's pistons are connected to the crankshaft in a reciprocal arrangement, such that the downward movement of one piston leads to the upward movement of another piston.

84. During operation, the piston and connecting rods are in constant rapid motion. A failure of any of these components can cause the engine to catastrophically fail.

D. Hyundai Canada's 2014 Technical Service Bulletin about the Piston Defect

85. On March 3, 2014, Hyundai Auto Canada Corp. ("HACC") issued Technical Service Bulletin ("Bulletin") 14-20-002, attached hereto as Exhibit A.

86. Covering all MY 2011—2013 Hyundai Elantra cars in Canada with Nu 1.8L engines, the TSB addressed engines exhibiting a knocking noise. After "extensive quality research with Hyundai Motor Manufacturing Alabama (HMMA) to determine the root cause," HACC attributed the engine knocking to "defects in the piston skirt coating as well as improper finishing of the connecting rods."

87. According to HACC's TSB, these defects were more likely to manifest in the presence of cold temperatures, poor fuel quality, or fuel delivery issues. HACC described the symptoms of the defects as "the engine exhibits a loud knock during start up but the noise reduces as the engine reaches operating temperature."

88. HACC instructed dealers to replace engines exhibiting the knocking noise without any further diagnosis or teardown of the engine. HACC also instructed dealers to reject warranty claims if a perfect oil change record could not be produced by the owner or lessee.

89. HACC also provided a timeline of various attempts to resolve the defects:

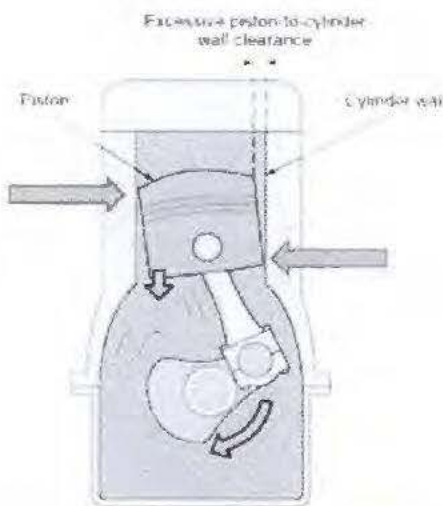
- i. September 2011 - added piston surface alkali washing;
- ii. June 2013 – improved quality control of connecting rod manufacturing process; and

iii. September 2013 – improved piston surface finish.

90. Though the vehicles subject to HACC's Bulletin were built on the same assembly line with the same parts as the Class Vehicles, Hyundai has not issued a technical service bulletin for American vehicles.

E. The impact of the Piston Defect on the Class Vehicles

91. The knocking sound described in HACC's Bulletin is consistent with a phenomenon called "piston slap," which occurs when there is an excessive gap between the piston and the cylinder enclosing it. Under such circumstances, the piston head is not secured in the cylinder, allowing the piston to rotate and causing the piston's edges to collide with the cylinder wall. The knocking noise created by piston slap typically fades once the engine reaches operating temperature and the piston expands to sit securely in the cylinder.



92. On information and belief, piston slap in the Class Vehicles irreparably damages the pistons, coatings applied to the piston and cylinder walls, the cylinder walls,

and stresses the entire piston assembly. The impact caused by piston slap removes metal and coatings from the cylinder and piston, and some of this dislodged material is then pulled into the crankcase, where it enters the engine's oil supply.

93. In addition, the material that is removed from the piston or cylinder by piston slap leaves small grooves or divots in the cylinder or piston. Unburned fuel, contaminants, and combustion byproducts such as soot, oil and unburned fuel escape the combustion chamber through these grooves or divots and enter the engine's oil supply in the crankcase.

94. Over time, the accumulation of contaminants in the oil supply from piston slap creates an oil sludge that clogs oil ports in the engine. Clogged oil ports lead to metal-on-metal contact between moving components that are ordinarily separated by a layer of oil in the engine. This metal-on-metal contact creates metal shavings that also enter the oil supply, worsening the oil clogs. Metal shavings in the oil supply can also get lodged between moving parts, causing the engine to seize.

F. Hyundai's knowledge of the Piston Defect

95. Upon information and belief, Defendants, through (1) their own records of customers' complaints, (2) dealership repair records, (3) records from the National Highway Traffic Safety Administration (NHTSA), (4) warranty and post-warranty claims, (5) internal pre-sale durability testing and TSBs, and (5) other various sources,

were well aware of the Piston Defect but failed to notify customers of the nature and extent of the problems with Class Vehicle engines or to provide any adequate remedy.

96. HACC's 2014 Bulletin states that it conducted its investigation of the Piston Defect in conjunction with Hyundai Motor Manufacturing Alabama, beginning no later than 2011 and continuing through at least 2013.

97. A mechanical failure involving the piston assembly can cause total engine failure, leading to a loss of engine power and power steering. Hyundai acknowledged that unexpected engine failures "at higher speeds can increase the risk of a crash." NHTSA Recall No. 17V-226 (Mar. 31, 2017).

98. Consumer complaints to NHTSA suggest that Hyundai recognizes the safety risk posed: "Engine ticking. Brought it in and they informed me I need an engine replacement. They also informed me if I do not get the engine fixed and continue to drive it, it could stall and or potentially blow up." NHTSA Id. No. 10984687.

99. Other reports suggest that Hyundai is well aware of a widespread issue, as detailed in this post concerning a 2015 Elantra with a Nu 1.8L engine. "As I sat down with the service advisor to resume what would be done on my Elantra, I casually brought up the subject that my engine was knocking. He grabbed my keys, followed me outside and started my car. The knocking was apparent as soon as the engine turned over. The advisor told me that I would need a new short block. Just like that. He continued to say that this problem is well known throughout Hyundai. He did not go into details as to what

the problem actually is, only that the short block is on back-order for 6 weeks and to drive the car like I normally do until then.” <http://www.hyundai-forums.com/md-2011-2016-elantra-sedan-coupe/612233-canadians-engine-block-replacement-advice-6.html#post5611122> (Last visited Apr. 2, 2018).

100. The Office of Defects Investigation within NHTSA conducts defect investigations and administers safety recalls to support the NHTSA’s mission to improve safety on the Nation’s highways.¹ All vehicle manufacturers, including Defendants, are legally obligated to routinely monitor and analyze NHTSA complaints in order to determine whether vehicles or automotive components should be recalled due to safety concerns (which is backed by criminal penalties), thus Defendants have knowledge of any and all NHTSA complaints. *See* TREAD Act, Pub. L. No. 106-414, 114 Stat. 1800 (2000).

101. The following sampling of complaints to NHTSA concerning the Class Vehicles demonstrates the manifestation of the defect, the safety risk the defect and engine failures pose, and engine failures occurring throughout the warranty period.

Complaint Date: November 15, 2010 **NHTSA ID Number:** 10365753

Model: 2010 Hyundai Elantra

Summary:

TL* The contact owns 2010 Hyundai Elantra. While traveling 40 MPH, the contact heard a knock from the engine and the vehicle then stalled. The contact shifted into

¹ *See* <https://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm>. Indeed, vehicle manufacturers are required by law to report any potential safety defects to the United States government.

neutral at first and was unable to remove the key from the ignition. After allowing the vehicle to sit idle for several minutes, the contact was able to shift into park and restart the vehicle. The vehicle resumed normal operation. The vehicle was neither inspected nor repaired. The failure and current mileage was 1,000. Updated 01/24/11 *CN

Complaint Date: May 31, 2012

Model: 2013 Hyundai Elantra

Summary:

When driving the vehicle on the high way I 29 n at about 68-72 mph the brand new vehicle engine stalled abruptly and the steering wheel froze and we were stuck in the direction the steering was previously turned it and it made impossible for us to steer it on to the shoulder and the vehicle behind us almost crashed into us. We were just a whisker away from getting killed. We had a near death experience and my fiance is still having nightmares about it. *tr

Complaint Date: June 20, 2012

NHTSA ID Number: 10462448

Model: 2011 Hyundai Elantra

Summary:

I was turning from gas station onto road, crossing 3 lanes of traffic when vehicle stalled in the middle of the road and I was nearly broad-sided. All dash lights came on, and AC and radio were on, but engine had stalled. After calling Hyundai USA I took vehicle to dealership, reported as stalling at low speed and rough idle. Hyundai USA representative said no problems like this reported. Also service adviser reported never hearing of the problem when took into dealership, despite numerous reports I had printed off the internet. In fact said "we don't acknowledge internet reports as being valid". *JS

Complaint Date: August 3, 2012

NHTSA ID Number: 10469073

Model: 2011 Hyundai Elantra

Summary:

When turning left at a busy intersection, the car stalled. I could not accelerate at all. The airconditioning was still running and the car was otherwise on but it completely stalled. I had to turn the engine off and turn it back on in order for the car to accelerate. I was able to drive it approximately 20 feet and the car stalled again with all the same characteristics as before. No check engine light came on.

*TR

Complaint Date: August 9, 2012

NHTSA ID Number: 10470002

Model: 2012 Hyundai Elantra

Summary:

Car lurched, engine shut off. Car became uncontrollable and all the warning lights on the dash lit up. Eventually managed to get to side of road where the transmission locked into place. Electrical system was still functional but car was completely unresponsive. Occurred again 800 miles later after "repair" both incidents nearly caused accidents. *TR

**Complaint Date:** July 13, 2013**NHTSA ID Number:** 10524640**Model:** 2013 Hyundai Elantra**Summary:**

Vehicle was stopped at a traffic light and started idling roughly and engine shut off. [REDACTED] had a Hyundai motor "Field engineer" ([xxx]) look at it on July 11 and I was informed through the service adviser that this was typical of these models and that she, personally, had chosen to ignore it; she works for a Hyundai dealership. Furthermore, nothing can be done. Please refer to previous complaint. Thank you. Information redacted pursuant to the freedom of information act (foia), 5 u.S.C. 552(b)(6).

Complaint Date: March 25, 2014**NHTSA ID Number:** 10574780**Model:** 2010 Kia Forte**Summary:**

TL* The contact owns a 2010 Kia Forte. The contact stated that there was a load knocking in the engine. The vehicle was taken to the dealer, who diagnosed that the vehicle exhibited a rod knock and recommended having the engine replaced. The vehicle was not repaired. The manufacturer was notified of the problem. The approximate failure mileage was 47,000

**Complaint Date:** Apr. 29, 2014**NHTSA ID Number:** 10585564**Model:** 2013 Hyundai Elantra**Summary:**

While driving my vehicle at highway speed, the vehicle suddenly stalled without any apparent reason. I was in the middle lane of a three-lane highway. I had to coast over to the side of the highway with no steering or brakes due to the engine failure. Once at the side of the highway, the vehicle re-started immediately and ran normally again for about a week when the same thing happened again, this time on a side street at approximately 15 mph. The vehicle once again started back up with no problem. It has run normally again as of this posting.

Complaint Date: January 9, 2015 **NHTSA ID Number:** 10671362

Model: 2012 Hyundai Elantra

Summary:

TL* The contact owns a 2012 Hyundai Elantra. The contact stated that while driving approximately 25 MPH, there was a loud grinding noise as the vehicle stalled. In addition, the electronic stability control warning light illuminated. The vehicle could be restarted. The failure occurred on several occasions. The vehicle was not diagnosed or repaired. The manufacturer was made aware of the failure. The failure mileage was 33,000. MA 10/8 Updated 6/12/12*CN

Complaint Date: Mar. 7, 2015 **NHTSA ID Number:** 10692742

2013 Hyundai Elantra

Summary:

I bought a used 2013 Hyundai Elantra with 29,802 miles on it on October 6, 2014. By february 2015 I started hearing a tapping noise from under the hood and a noise when I pressed the gas pedal which stopped when I took my foot off the gas pedal. I took it to a Hyundai dealership in February 2015 and it was determined I needed my engine replaced. Hyundai agreed to replace it under factory warranty. I had 32,500 I believe miles on it. The dealership had multiple cars sitting on their lot which needed their engines replaced. While I was waiting for a rental car business to come pick me up at the Hyundai dealership to get me a rental car to drive while my car was waiting to be fixed, I spoke to a couple who came in to drop off their rental car. Their 2012 Hyundai Elantra needed an engine replacement as well--at 23,000 miles. The dealership told me that these cars had engine problems more often in the northeast due to the more severe weather in the winter. I so regret ever buying my first ever Hyundai vehicle!

Complaint Date: Mar. 7, 2015 **NHTSA ID Number:** 10692742

2013 Hyundai Elantra

Summary:

I bought a used 2013 Hyundai Elantra with 29,802 miles on it on October 6, 2014. By february 2015 I started hearing a tapping noise from under the hood and a noise when I pressed the gas pedal which stopped when I took my foot off the gas pedal. I took it to a Hyundai dealership in February 2015 and it was determined I needed my engine replaced. Hyundai agreed to replace it under factory warranty. I had 32,500 I believe miles on it. The dealership had multiple cars sitting on their lot which needed their engines replaced. While I was waiting for a rental car business to come pick me up at the Hyundai dealership to get me a rental car to drive while my car was waiting to be fixed, I spoke to a couple who came in to drop off their rental car. Their 2012 Hyundai Elantra needed an

engine replacement as well--at 23,000 miles. The dealership told me that these cars had engine problems more often in the northeast due to the more severe weather in the winter. I so regret ever buying my first ever Hyundai vehicle!

Complaint Date: April 12, 2015

NHTSA ID Number: 10705195

Model: 2011 Hyundai Elantra

Summary:

When I start the engine it makes a very loud rattling noise and when I drive and I push on gas it is rattles. It sounds more like grinding loud noise too. Motor knocks when you start it up and now for the last week when I start it the car will sputter and then shot off. Sometimes will take many times for it to even start. It will RPM very high even when I am not moving. I have had a lot of problems with this car now bc of the issues I am using more gas. I have a little under 80 thousand miles on it and it will leave me set. Wondering if anyone knows of any recalls on this stuff or know what could be wrong with it and if Hyundai still does life time warranty... Thanks *TR

Complaint Date: April 12, 2015

NHTSA ID Number: 10705195

Model: 2011 Hyundai Elantra

Summary:

When I start the engine it makes a very loud rattling noise and when I drive and I push on gas it is rattles. It sounds more like grinding loud noise too. Motor knocks when you start it up and now for the last week when I start it the car will sputter and then shot off. Sometimes will take many times for it to even start. It will RPM very high even when I am not moving. I have had a lot of problems with this car now bc of the issues I am using more gas. I have a little under 80 thousand miles on it and it will leave me set. Wondering if anyone knows of any recalls on this stuff or know what could be wrong with it and if Hyundai still does life time warranty... Thanks *TR

 **Complaint Date:** May 4, 2015

NHTSA ID Number: 10714372

Model: 2013 Hyundai Elantra

Summary:

My 2013 Elantra started making a tapping noise so I took it to the service department. It seems my 3 year old vehicle needs a new engine. That was almost three weeks ago and I am still waiting. Neither my dealer nor Hyundai can give me and eta as to when the car will be repaired. Unacceptable and from what I gather from the service manager and the posts on this site, I am not alone. My respect for Hyundai has cratered and will never buy another Hyundai.

Complaint Date: October 28, 2015**NHTSA ID Number:** 10786802**Model:** 2011 Kia Forte**Summary:**

Took my 2011 Kia Forte into the Kia dealership today because the engine is making a ticking sound. I have had two other mechanics in recent weeks tell me it is a serious problem with the lifters and/or the pistons inside the engine. The Kia mechanic refuses to acknowledge there is a ticking sound, but informed me the air bag sensor is malfunctioning and I will have to pay \$1100 to have the air bag sensor repaired before I can sell the car. Also, my brakes will occasionally make a very loud 'thump' when I apply them, but the Kia dealer can find nothing wrong with them.

Complaint Date: October 28, 2015**NHTSA ID Number:** 10786802**Model:** 2011 Kia Forte**Summary:**

Took my 2011 Kia Forte into the Kia dealership today because the engine is making a ticking sound. I have had two other mechanics in recent weeks tell me it is a serious problem with the lifters and/or the pistons inside the engine. The Kia mechanic refuses to acknowledge there is a ticking sound, but informed me the air bag sensor is malfunctioning and I will have to pay \$1100 to have the air bag sensor repaired before I can sell the car. Also, my brakes will occasionally make a very loud 'thump' when I apply them, but the Kia dealer can find nothing wrong with them.

**Complaint Date:** Dec. 3, 2015**Model:** 2013 Hyundai Elantra**Summary:**

My 2013 Elantra's engine recently stalled and now needs to be replaced, and the underlying problem as explained to me by the Hyundai service dept. Sounds extremely similar to the problems that led to the recent sonata recall. Here's what happened: I was sitting at a stoplight when I heard a strange clicking/knocking noise from the engine. The vehicle began to have a very rough idle, shaking noticeably. The engine then stalled. After about 30 seconds of trying, I was able to start the engine again but still experienced a very rough idle and the check engine light had turned on. I took it to the Hyundai dealership. After the service department had looked at my car, they told me the engine needed to be replaced and that they were going to file a warranty claim. I was told that the engine bearings had failed, and that when they don't work properly to reduce friction in the engine, metal shards can get into the engine and cause problems. As I understand it from reading about the recent class-action against Hyundai, this

sounds virtually identical to the problems with the sonata engines that ultimately led to the recall. I am still waiting to hear about the warranty (I'm still under the full 5 year/60k miles cpo warranty), but wanted to report this issue since what I've been told is so similar to the issues with the sonata engines. If the warranty claim is denied, I plan to request documentation of the problems with the vehicle and will be happy to provide them to nhtsa.

Complaint Date: Aug. 4, 2016

Model: 2013 Hyundai Elantra

Summary:

On numerous occasions, my car would stall out during left turns (middle of intersections) and while accelerating on an entrance ramp. There were no warning lights prior to stalling. I took it in for service/ diagnostics. I was told it is possible for the Elantra to suck up to 1qt of oil per 1000 miles! Due to the mechanics of the car, it could stall out while turning if low on oil. I was due for my regular oil change and it was completed during this service at which time they stated I was 2 qts low !! It was suggested that I come in every 2000 miles to have it checked. My concern is -without warning lights, do I have to stall in the middle of an intersection to let me know my oil is low ????

Complaint Date: Aug. 29, 2016

NHTSA ID Number: 10899374

Model: 2013 Hyundai Elantra

Summary:

Auto stalled while driving on a clear day, light traffic, 25 mph, no warning lights, engine was running smooth, engine stalled and could not be re-started, road way was level with no turn involved. Auto had to be towed.

Complaint Date: Oct. 18, 2016

Model: 2013 Hyundai Elantra

Summary:

Engine failure. Zero compression cylinder #1. Second time this has happened since purchase on 10/18/2016. . . . Bought vehicle, cash, from enterprise car sales in montclair, ca. It was a "Certified" used car, supposedly. Immediately I noticed that the engine sounded "Tinny". Sounded like a sewing machine, it was knocking. Also, when I lifted the oil stick, smoke came out of engine. This was within 2 weeks after purchase. The car completely lost compression on interstate 10 in april, 2015. I told both Hyundai and enterprise who ignored my complaints. Finally, after several complaints and threats, enterprise took the car in and sent it to Hyundai dealership who claimed there was no problem. The car began losing

power again in september, 2016 and finally stopped in the middle of the street in arcadia, ca. No compression. It had to be towed to my house. I took it to private shop who said "Zero compression in cylinder #1, possible burned out valve ". See attached. Called hyundai and enterprise again. Both denied responsibility, and refused to do anything. I have to now pay over \$1,000 to get engine rebuilt. This car is a lemon and I am entitled to refund or a new car.

Complaint Date: Jan. 19, 2017

NHTSA ID Number: 10946559

Model: 2013 Hyundai Elantra

Summary:

After 50k miles the car started to idle rough. Changed spark plugs, air filter, etc. Still ran rough. Car now stalls out when stopped in traffic, and lately will not accelerate up to speed from a stopped position too well. Started to hear a 'clicking' noise that is synched when I press the gas. The vehicle is now stalling when I put it in reverse as well.

Complaint Date: Jan. 23, 2017

NHTSA ID Number: 10947067

Model: 2013 Hyundai Elantra

Summary:

TI* the contact owns a 2013 Hyundai Elantra. While driving 55 mph, the contact observed an abnormal sound from the engine and the check engine indicator illuminated. The dealer diagnosed that the engine assembly needed to be replaced. The vehicle was not repaired. The manufacturer was made aware of the failure. The failure mileage was 84,000.

Complaint Date: Jan. 28, 2017

NHTSA ID Number: 10948158

Model: 2013 Hyundai Elantra

Summary:

At 60k miles, a knocking sound came from the engine after rough idling. The engine oil now has metal shavings. Dealership denied that there have ever been problems. Never missed an oil change. Trying to get dealer to cover under warranty.

Complaint Date: May 09, 2017

NHTSA ID Number: 10984539

Model: 2013 Hyundai Elantra

Summary:

I bought a 2013 Hyundai Elantra limited new. 3 years later the car stalls out when stopped and it difficult to start. Have taken the car to the dealership so many times (10) within a 2 month period, I use the loaner more than my own car. The last time I picked it up they had changed out the timing cover with oil pump, cam shaft and timing chain. Called me to come pick my vehicle up as it was ready. When exiting the dealership, I came to the stop light and the car stalled once again with it being difficult to start. Turned around and the vehicle would not drive faster than 20 mph. The service manager came out and asked what was wrong. I asked him to get in the vehicle that they had just fixed. He drove it and they now have my car once again and I'm driving the loaner. They can't seem to find out what the problem is and say they keep calling the manufacturer for input. Apparently no one knows what is wrong and I will not buy another Hyundai as it seems they can't repair their vehicles with these similar problems.

JK **Complaint Date:** May 18, 2017

NHTSA ID Number: 10986405**Model:** 2013 Hyundai Elantra

Summary:

My 2013 Elantra (appx. 54k miles) began making noises when turning while driving and when stalling. Twice the vehicle lost acceleration and shut off while driving on local streets. I took the vehicle to the dealer service department in February 2017 and they indicated there was no oil in the car and the engine needed to be replaced. It had been less than 5k miles since the last oil change. The repairs and rental are both covered under warranty. After replacing the engine and a few other parts, I was told my vehicle was ready for pickup in March 2017. I got in the car and noticed a noise. The advisor and tech said its because of a new pump and will go away after driving a few miles. Immediately after driving off and entering the highway I heard a dragging noise and the engine light came on. I turned around and went back to the service department. They kept the vehicle and placed me in another rental. It is now may 2017 and the car is still in the service department. The engine has been replace twice and other parts have been replace multiple times as well. I was told by the service manager that Hyundai has sent out an engineer to look at the vehicle. At this point it appears they do not know the problem and/or cannot fix the problem. I am no longer confident in the safety of my car and Hyundai vehicles over all.

A **Complaint Date:** June 7, 2017

NHTSA ID Number: 10993695**Model:** 2013 Hyundai Elantra

Summary:

T1* the contact owns a 2013 Hyundai Elantra. While exiting the highway and decelerating from approximately 60-35 mph, the vehicle suddenly decelerated to 15 mph on its own. The vehicle was towed to Shaffer Hyundai where it was diagnosed that the throttle bar failed and the engine needed to be replaced. The vehicle was repaired. The contact stated that the vehicle was emitting an odor of burning oil. While driving approximately 55 mph, the vehicle suddenly stalled and the oil and battery indicators illuminated. The contact had the vehicle towed to the Webb Hyundai dealer where it was diagnosed that the engine needed to be replaced. The contact was informed that the vehicle would be repaired shortly. The manufacturer was not made aware of the failures. The vin was unknown. The approximate failure mileage was 67,000.

X **Complaint Date:** July 18, 2017

NHTSA ID Number: 11006253

Model: 2013 Hyundai Elantra

Summary:

Pin came out from bottom of engine

X **Complaint Date:** July 19, 2017

NHTSA ID Number: 11006387

Model: 2013 Hyundai Elantra

Summary:

Car stutters, rpms drop, and car stalls when it comes to a complete stop at stop sign or traffic light. This happens when driving without warning in all conditions-- hot/cold, morning/evening, etc. Following this, car will be difficult to restart and slow to accelerate; then rpms raise to 5 and car goes into gear. This has been happening since april 2017 and has been to the dealer 3 times. (4th time tomorrow)

X **Complaint Date:** Dec. 14, 2017

NHTSA ID Number: 11054826

Model: 2013 Hyundai Elantra

Summary:

I took my car to the shop today because it had this horrible ticking sound in the engine. I found out a need a new engine

X **Complaint Date:** Jan. 22, 2018

NHTSA ID Number: 11064067

Model: 2013 Hyundai Elantra

Summary:

The engine seized while driving on the highway and the car stalled out.

X **Complaint Date:** Feb. 1, 2018

NHTSA ID Number: 11066498

Model: 2013 Hyundai Elantra**Summary:**

TI* the contact owns a 2013 Hyundai Elantra. The contact noticed a knocking noise coming from the engine. There were no warning indicators illuminated. The vehicle was taken to Prestige Hyundai . . . where it was diagnosed that the lower bearing in the engine needed to be replaced. The vehicle was not repaired. The manufacturer was not notified of the failure. The approximate failure mileage was 121,000.

Complaint Date: Feb. 28, 2018**NHTSA ID Number:** 11075514**Model: 2013 Hyundai Elantra****Summary:**

TI* the contact owns a 2013 Hyundai Elantra. While driving various speeds with the accelerator pedal depressed, there was an abnormal noise from the front of the vehicle. The failure recurred several times. The vehicle was taken to patriot GMC Hyundai (2001 se Washington Blvd, Bartlesville, OK 74006) where it was diagnosed that the engine needed to be replaced. The vehicle was not repaired. The manufacturer was made aware of the failure and did not assist. The vin was not available. The approximate failure mileage was 87,200.

Complaint Date: Mar. 6, 2018**NHTSA ID Number:** 11076482**Model: 2013 Hyundai Elantra****Summary:**

2/23/2018 at highway speed near 70 mph, in spring valley, ca. Making sweeping right turn, engine suddenly stops, coast to road shoulder, engine fails start attempts, tow truck called. At tow impound yard 3 days of engine attempt failed. End of 3rd day impound, tow manager started car, ran okay, but car was towed to dealer to assure engine okay. The dealer found no fault with the vehicle. A consumer reporter publication, had 18 same year same model Hyundais with high speed right turn engine failures, but no fix of the problem by dealer or private mechanics for the 18 Hyundai owners. It appears Hyundai is hiding this right turn fault from nhsa, and the public. 18 had repeat incidents after the initial failure.

Complaint Date: Mar. 13, 2018**NHTSA ID Number:** 11078960**Model: 2013 Hyundai Elantra****Summary:**

TI* the contact owns a 2013 Hyundai Elantra. While driving at an undisclosed speed, there was an abnormal knocking sound in the engine. The vehicle was taken to Wilkins Hyundai . . . where it was diagnosed that the engine needed to

be replaced. The vehicle was not repaired due to the engines being on backorder. The manufacturer was not notified of the failure. The approximate failure mileage was 64,999. The vin was not available.

Complaint Date: Mar. 22, 2018

NHTSA ID Number: 11080987

Model: 2013 Hyundai Elantra

Summary:

Car had been making an awful sound, ticking almost for a while... Took it to the garage and it was diagnosed as the engine completely shot. They said there were 12 other Elantras at their garage alone waiting to be repaired for the exact same issue. They said certain years they've noticed are being affected, but it doesn't matter the mileage, they're getting cars with even just 20k miles coming in need of a new engine. Estimated the part at \$2400, don't have that to spare.

102. In addition to complaints made directly to Hyundai by customers who tendered their vehicles to Hyundai's authorized dealers for repair, Hyundai routinely monitors the Internet, including vehicle-defect and Hyundai-specific forums, for complaints similar in substance to those quoted below. Upon information and belief, Hyundai's customer service division carries out this function and regularly receives and responds to customer calls concerning, *inter alia*, product defects. Through these sources, Hyundai was made aware of the Piston Defect. The complaints from hyundai-forums.com, some of which are included below, also indicate Hyundai's awareness of the defect and its potential danger, and many evidence Class members' efforts to contact Hyundai directly concerning the Piston Defect.

Complaint Date: May 4, 2011

Complaint: Has anyone noticed their engine making a loose, clackity, diesel like sound at cold start up. It seems to last only about 1 second and quiets down. I think it may be

characteristic of the engine and caused by the delay in building up oil pressure. I have NO driveability issues so there is probably no cause for concern. Just wanted to see if anyone else noticed this . . . The sound I am trying to describe goes away literally after about 1-2 seconds. It is the same sound an engine makes when really low on oil. This is what leads me to the delay in oil pressure scenario.

Complaint Date: July 25, 2011

Complaint: Hi I am new to Hyundai. I just purchased a new 2012 elantra Limited (a week ago) and am experiencing the issues below: 1. Steering wheel not straight – a little bit to the right. Need to be adjusted a little to the left. 2. In the morning, first start up, the engine whines for about 5 seconds (kind of like screaming) 3. When idle (at a stop light), the AC is on, the brake is applied, the car is shaking. It has happened once though. 4. I always hear notice a “clocking” sound when idle I will bring my car to the dealer to have it inspected. I have read this forum and people are experiencing the same. Are they normal then?.Please advise

Complaint Date: August 22, 2011

Complaint: Hello all: My '11 Elantra Limited runs well, but one thing concerns me: Most (but not every) time I start the car, the engine makes a sort of clanking/rattling noise, as though the valve train is dry. It lasts 1-2 seconds, then goes away. There is plenty of oil in the crankcase, and the temps are between 70-90 degrees Farenheit (20-33 Celsius). The oil is the factory fill, by the way. I haven't changed it yet, as there are only 2000 miles/3200 km on it. Is this initial start-up “racket” commonplace with this car, or do I need to see the dealer? Anyone with any insight, or a similar situation, should advise me. Thanks

G. Hyundai's performance under its written warranties

103. Hyundai issued two relevant warranties covering each Class Vehicle and each Class Vehicle's powertrain.

104. Under the New Vehicle Limited Warranty, Hyundai promised to repair defects reported within the earlier of 5 years or 60,000 miles.

105. Under the Powertrain Warranty, Hyundai promised to repair defects affecting various powertrain components through 10 years and 100,000 miles, including, in relevant part, the following engine components: cylinder block, cylinder head and all internal parts, timing gear, seals and gaskets, valve cover, flywheel, oil pump, water pump and turbo charger. The powertrain warranty also covered components in the Class Vehicle's transaxle and transmission.

106. Hyundai routinely evades its warranty obligations in response to complaints about the Piston Defect by failing to tell consumers that their vehicles are defective and by representing that: (1) the engine knock symptom of the Piston Defect is normal and does not merit diagnosis or repairs; and (2) the cause of engine failures from the Piston Defect is the owner's neglect to properly maintain the engine oil and/or engine oil level or their use of aftermarket filters.

107. Hyundai also routinely denies warranty repairs for Class Vehicle owners or lessees who reported Piston Defect symptoms during the warranty period but had their Nu 1.8L engines fail from the piston defect outside of the warranty period.

108. In addition, Defendant has also evaded its warranty obligations by requiring consumers to produce the entire maintenance history of the Class Vehicles, including requiring that all oil changes be completed at a Hyundai dealership, before determining whether to make the necessary repairs under warranty. Hyundai is well

aware that the Piston Defect in the Class Vehicles' engines manifests even if the owner or lessee has followed the Defendants' oil change guidelines.

109. Hyundai is further aware that the Piston Defect creates oil sludge in the engine. Upon the detection of oil sludge in an engine affected by the Piston Defect, Hyundai routinely blames the oil sludge—and engine failure—on inadequate maintenance by the consumer. Even proof of adequate maintenance is no guarantee that Hyundai will take responsibility for an engine impacted by the Piston Defect.

110. In many instances, consumers have incurred and will continue to incur expenses for the diagnosis of the Piston Defect (despite such defect having been contained in the Class Vehicles when manufactured by Defendants), repair and replacement of the Nu 1.8L engine, and the unnecessary and premature replacement of the connecting rods, crank shaft, oil pump, and other engine components. A replacement engine in a Class Vehicle can cost upwards of \$10,000 including installation costs.

111. Despite its extensive knowledge of the Piston Defect, Hyundai has continued to conceal the Defect. Because consumers would find the Piston Defect material to their purchase decisions. This deceptive practice has occurred in spite of the materiality of the Piston Defect to consumers' purchase decisions and in spite of the safety risks posed by the Piston Defect and the duties imposed on the Defendant to inform vehicle owners and prospective purchasers of the Piston Defect. Defendant

knowingly and intentionally concealed material information about the Defect with the intent that Plaintiffs and the Class members would purchase the Class Vehicles.

CLASS ALLEGATIONS

112. Plaintiffs bring this action on behalf of themselves, and on behalf of the following nationwide class pursuant to FED. R. CIV. P. 23(a), 23(b)(2), and/or 23(b)(3). Specifically, the nationwide class consists of the following:

Nationwide Class:

All persons or entities in United States who are current or former owners and/or lessees of a Class Vehicle (the "Nationwide Class").

81. In the alternative to the Nationwide Class, and pursuant to FED. R. CIV. P. 23(c)(5), Plaintiffs seek to represent the following state classes only in the event that the Court declines to certify the Nationwide Class above:

New Jersey Subclass:

All persons or entities in New Jersey who are current or former owners and/or lessees of a Class Vehicle (the "New Jersey Class").

Washington Subclass:

All persons or entities in Washington who are current or former owners and/or lessees of a Class Vehicle (the "Washington Class").

Georgia Subclass:

All persons or entities in Georgia who are current or former owners and/or lessees of a Class Vehicle (the "Georgia Class").

Illinois Subclass:

All persons or entities in Illinois who are current or former owners and/or lessees of a Class Vehicle (the "Illinois Class").

113. The Nationwide Class, the New Jersey Subclass, the Washington Subclass, the Georgia Subclass, and the Illinois Subclass are referred to herein as the "Class". The New Jersey Subclass, Washington Subclass, Georgia Subclass, and the Illinois Subclass are referred to herein as the "State Subclasses." The Class excludes the following: Defendants, its affiliates, and its current and former employees, officers and directors, and the Judge assigned to this case. Also excluded are any current or former owners or lessees of Class Vehicles with personal injury claims related to the Piston Defect. Plaintiffs reserve the right to modify, change, or expand the definitions of the Class and Subclass based upon discovery and further investigation.

114. *Numerosity*: The Class is so numerous that joinder of all members is impracticable. At least hundreds of thousands of Class members have been subjected to Defendants' conduct. The class is ascertainable by reference to records in the possession of HMA and HMC.

115. *Predominance*: Common questions of law and fact exist as to all members of the Class and Subclass. These questions predominate over questions affecting individual members of the Class and Subclass and include:

- a. Whether the Class Vehicles were sold with a Piston Defect;
- b. Whether Defendants knew of the Piston Defect at the time of sale;
- c. Whether Defendants failed to disclose the Piston Defect;
- d. Whether Defendants actively concealed the Piston Defect;

- e. Whether a reasonable consumer would consider the Piston Defect or its manifestation to be material;
- f. Whether Defendants breached express and/or implied warranties;
- g. Whether Defendants must disclose the Piston Defect; and
- h. Whether Defendants violated consumer protection statutes and the other claims asserted herein.

116. *Typicality*: Plaintiffs' claims are typical of the claims of the members of the Class, as all such claims arise out of Defendants' conduct in designing, manufacturing, marketing, advertising, warranting, and selling the Class Vehicles. All of Plaintiffs' claims are typical of the claims of the Class since Plaintiffs and all Class members were injured in the same manner by Defendants' uniform course of conduct described herein. Plaintiffs and all Class members have the same claims against Defendants relating to the conduct alleged herein, and the same events giving rise to Plaintiffs' claims for relief are identical to those giving rise to the claims of all Class members. Plaintiffs and all Class members sustained economic injuries including, but not limited to, ascertainable losses arising out of Defendants' course of conduct as described herein. Plaintiffs are advancing the same claims and legal theories on behalf of themselves and all absent Class and/or Subclass members.

117. *Adequacy*: Plaintiffs will fairly and adequately protect the interests of the members of the Class and have no interests antagonistic to those of the Class. Plaintiffs

have retained counsel experienced in the prosecution of complex class actions including, but not limited to, consumer class actions involving, *inter alia*, breaches of warranties, product liability, product design defects, and state consumer fraud statutes.

118. *Superiority*: A class action is superior to other available methods for the fair and efficient adjudication of this controversy, since individual joinder of all members of the Class is impracticable, and the amount at issue for each Class member would not justify the cost of litigating individual claims. Should individual Class Members be required to bring separate actions, this Court would be confronted with a multiplicity of lawsuits burdening the court system while also creating the risk of inconsistent rulings and contradictory judgments. In contrast to proceeding on a case-by-case basis, in which inconsistent results will magnify the delay and expense to all parties and the court system, this class action presents far fewer management difficulties while providing unitary adjudication, economies of scale and comprehensive supervision by a single court.

119. *Manageability*: Plaintiffs are unaware of any difficulties that are likely to be encountered in the management of this action that would preclude its maintenance as a class action.

120. Defendants have acted, and refused to act, on grounds generally applicable to the Class, thereby making appropriate final equitable relief with respect to the Class as a whole.

CAUSES OF ACTION

COUNT I

BREACH OF EXPRESS WARRANTY

(On Behalf of the Nationwide Class and State Subclasses)

121. Plaintiffs incorporate by reference all preceding paragraphs as though fully set forth herein.

122. Plaintiffs brings this claim on behalf of themselves and on behalf of the Class and the State Subclasses.

123. Defendant provided all purchasers and lessees of the Class Vehicles with the express warranties described herein, which became part of the basis of the bargain.

124. The engine parts affected by the Piston Defect were distributed by Defendants in the Class Vehicles and are covered by the warranties Defendants provided to all purchasers and lessors of Class Vehicles.

125. Defendants breached these warranties by selling and leasing Class Vehicles with the Defect, requiring repair or replacement within the applicable warranty periods, and refusing to honor the warranties by providing free repairs or replacements during the applicable warranty periods.

126. Plaintiffs notified Defendants of the breach within a reasonable time though they were not required to do so because affording Defendants a reasonable opportunity to cure its breach of written warranty would have been futile. Defendants also knew of the

Defect and yet have chosen to conceal it and to fail to comply with their warranty obligations.

127. As a direct and proximate cause of Defendants' breach, Plaintiffs and the other Class Members bought or leased Class Vehicles they otherwise would not have, overpaid for their vehicles, did not receive the benefit of their bargain, and their Class Vehicles suffered a diminution in value. Plaintiffs and Class Members have also incurred and will continue to incur costs related to the diagnosis and repair of the Piston Defect.

128. Defendants' attempt to disclaim or limit these express warranties are unconscionable and unenforceable under the circumstances here.

129. Specifically, Defendants' warranty limitation is unenforceable because they knowingly sold a defective product without informing consumers about the defect.

130. The time limits contained in Defendants' warranty period were also unconscionable and inadequate to protect Plaintiffs and members of the Class. Among other things, Plaintiffs and Class Members had no meaningful choice in determining these time limitations the terms of which unreasonably favored Defendants. A gross disparity in bargaining power existed between Defendants and the Class Members, and Defendants knew or should have known that the Class Vehicles were defective at the time of sale and that their engines would fail well before their useful lives.

131. Plaintiffs and the Class Members have complied with all obligations under the warranty, or otherwise have been excused from performance of said obligations as a result of Defendants' conduct described herein.

COUNT II
BREACH OF IMPLIED WARRANTY
(On Behalf of the Nationwide Class and State Subclasses)

132. Plaintiffs incorporate by reference all preceding paragraphs as though fully set forth herein.

133. Plaintiffs bring this claim on behalf of themselves and on behalf of the Class and the State Subclasses.

134. Defendants were at all relevant times the manufacturer, distributor, warrantor, and/or seller of the Class Vehicles. Defendants knew or had reason to know of the specific use for which the Class Vehicles were purchased.

135. Defendants provided Plaintiffs and the other Class members with an implied warranty that the Class Vehicles and any parts thereof are merchantable and fit for the ordinary purposes for which they were sold. However, the Class Vehicles are not fit for their ordinary purpose of providing reasonably reliable and safe transportation at the time of sale or thereafter because, inter alia, the Class Vehicles and their engines suffered from the Piston Defect, which causes the Class Vehicles to experience premature and catastrophic engine failure. Therefore, the Class Vehicles are not merchantable and are not fit for their particular purpose of providing safe and reliable transportation.

136. Defendants impliedly warranted that the Class Vehicles were of merchantable quality and fit for such use. This implied warranty included, among other things: (i) a warranty that the Class Vehicles and their engines were manufactured, supplied, distributed, and/or sold by Defendants were safe and reliable for providing transportation and would not experience premature and catastrophic engine failure; and (ii) a warranty that the Class Vehicles and their engines would be fit for their intended use while the Class Vehicles were being operated.

137. Contrary to the applicable implied warranties, the Class Vehicles and their engines at the time of sale and thereafter were not fit for their ordinary and intended purpose of providing Plaintiffs and the other Class Members with reliable, durable, and safe transportation. Instead, the Class Vehicles suffer from a defective design(s) and/or manufacturing defect(s).

138. Defendants' actions, as complained of herein, breached the implied warranty that the Class Vehicles were of merchantable quality and fit for such use.

COUNT III
BREACH OF WRITTEN WARRANTY UNDER THE
MAGNUSON-MOSS WARRANTY ACT
(15 U.S.C. § 2301, *et seq.*)
(On Behalf of the Nationwide Class and the State Subclasses)

139. Plaintiffs incorporate by reference all preceding paragraphs as though fully set forth herein.

140. Plaintiffs bring this claim on behalf of themselves and on behalf of the Class and State Subclasses.

141. Plaintiffs and the Class are “consumers” within the meaning of the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301(3).

142. Each Defendant is a “supplier” and “warrantor” within the meaning of 15 U.S.C. §§ 2301(4)-(5).

143. The Class Vehicles are “consumer products” within the meaning of 15 U.S.C. § 2301(1).

144. Defendants’ warranties for the Class Vehicles are “written warranties” within the meaning of 15 U.S.C. §2301(6).

145. Defendants breached their express warranties by:

- i. Providing a 10 year/100,000 mile Powertrain Warranty with the purchase or lease of the Class Vehicles, thereby warranting to repair or replace any part defective in material or workmanship at no cost to the owner or lessee;
- ii. Selling and leasing Class Vehicles with engines that were defective in materials and/or workmanship, requiring repair or replacement within the warranty period; and

- iii. Refusing or failing to honor its express warranties by repairing or replacing, free of charge, the engine or any of its component parts in order to remedy the Defect.

146. Plaintiffs and the other Class Members relied on the existence and length of the express warranties in deciding whether to purchase or lease the Class Vehicles.

147. Defendants' breach of the express warranties has deprived Plaintiffs and the other Class Members of the benefit of their bargain.

148. The amount in controversy of Plaintiffs' individual claims meets or exceeds the sum or value of \$25.00. In addition, the amount in controversy meets or exceeds the sum or value of \$50,000 (exclusive of interests and costs) computed on the basis of all claims to be determined in this suit.

149. Defendants have been afforded reasonable opportunities to cure its breaches of the written warranties and/or Plaintiffs and the other Class Members were not required to do so because affording Defendants a reasonable opportunity to cure its breach of written warranties would have been futile. Defendants were also on notice of the alleged defect from the complaints and service requests it received from Plaintiff, Class Members, as well as from its own warranty claims, customer complaint data, and/or parts sales data.

150. As a direct and proximate cause of Defendants' breach of the written warranties, Plaintiffs and the other Class Members sustained damages and other losses in

an amount to be determined at trial. Defendants' conduct damaged Plaintiffs and the other Class Members, who are entitled to recover actual damages, consequential damages, specific performance, diminution in value, costs, including statutory fees and/or other relief as deemed appropriate.

COUNT IV
VIOLATIONS OF THE NEW JERSEY CONSUMER FRAUD ACT
(N.J. Stat. Ann. §§ 56:8-1, *et seq.*)
(On Behalf of the New Jersey Subclass)

151. Plaintiffs incorporate by reference each preceding paragraph as though fully set forth herein.

152. Plaintiff [REDACTED] brings this claim on behalf of herself and the New Jersey Class.

153. Plaintiff, the New Jersey Class members and Defendant are persons under the New Jersey Consumer Fraud Act, N.J. Stat. § 56:8-1(d).

154. Hyundai engaged in "sales" of "merchandise" within the meaning of N.J. Stat. § 56:8-1(c), (e). Hyundai's actions as set forth herein occurred in the conduct of trade or commerce.

155. The New Jersey Consumer Fraud Act ("New Jersey CFA") makes unlawful "[t]he act, use or employment by any person of any unconscionable commercial practice, deception, fraud, false pretense, false promise, misrepresentation, or the knowing concealment, suppression, or omission of any material fact with the intent that others rely upon such concealment, suppression or omission, in connection with the sale or

advertisement of any merchandise or real estate, or with the subsequent performance of such person as aforesaid, whether or not any person has in fact been misled, deceived or damaged thereby” N.J. Stat. § 56:8-2.

156. In the course of Hyundai’s business, Hyundai intentionally or negligently concealed and suppressed material facts concerning the Piston Defect affecting the Nu 1.8L engines. Defendants accomplished this by failing to disclose the known safety risk of engine failure from the piston defect, denying warranty claims arising from the defect, and denying the existence of the defect.

157. Defendants thus violated the provisions of the New Jersey CFA, at a minimum by: (1) representing that the Class Vehicles have characteristics, uses, benefits, and qualities which they do not have; (2) representing that the Class Vehicles are of a particular standard, quality, and grade when they are not; (3) advertising the Class Vehicles with the intent not to sell them as advertised; (4) failing to disclose information concerning the Class Vehicles with the intent to induce consumers to purchase or lease the Class Vehicles; and (5) otherwise engaging in conduct likely to deceive.

158. Hyundai intentionally and knowingly misrepresented material facts regarding the Class Vehicles with intent to mislead Plaintiff and the New Jersey Class.

159. Hyundai knew or should have known that its conduct violated the New Jersey CPA.

160. Defendants owed Plaintiff and New Jersey Class members a duty to disclose, truthfully, all the facts concerning the reliability of the Class Vehicles because it:

- a. Possessed exclusive knowledge of the piston defect;
- b. Intentionally concealed the piston defect from consumers; and
- c. Made incomplete or negligent representations about the Class Vehicles generally, while purposefully withholding material facts from Plaintiff and the New Jersey Class.

161. Plaintiff and New Jersey Class members suffered ascertainable loss and actual damages as a direct and proximate result of Hyundai's misrepresentations and its concealment of and failure to disclose material information. Plaintiff and the New Jersey Class members who purchased or leased the Class Vehicles would not have purchased or leased them at all and/or—if the Vehicles' true nature had been disclosed—would have paid significantly less for them. Plaintiff also suffered diminished value of her vehicle, as well as lost or diminished use.

162. Defendants' violations present a continuing risk to Plaintiff and the general public. Defendants' unlawful acts and practices complained of herein affect the public interest.

163. As a result of the foregoing wrongful conduct of Defendant, Plaintiff and the New Jersey Class have been damaged in an amount to be proven at trial, and seek all just

and proper remedies, including, but not limited to, actual and statutory damages, treble damages, an order enjoining Defendants' deceptive and unfair conduct, costs and reasonable attorneys' fees under N.J. Stat. § 56:8-19, and all other just and appropriate relief.

COUNT V
VIOLATIONS OF THE WASHINGTON CONSUMER PROTECTION ACT
(Wash. Rev. Code. 19.86, *et seq.*)
(On Behalf of the Washington Subclass)

164. Plaintiffs incorporate by reference each preceding paragraph as though fully set forth herein.

165. Plaintiff [REDACTED] brings this claim on behalf of himself and the Washington Class.

166. Defendants are "persons" within the meaning of the Washington Consumer Protection Act ("WCPA"), Wash. Rev. Code § 19.86.010(1), and conduct "trade" and "commerce" within the meaning of the WCPA, WRC § 19.86.010(2).

167. Plaintiff Pearson and members of the Washington Class are "persons" within the meaning of the WCPA, Wash. Rev. Code § 19.86.010(1).

168. In the course of Hyundai's business, Hyundai intentionally or negligently concealed and suppressed material facts concerning the Piston Defect affecting the Nu 1.8L engines. Defendants accomplished this by failing to disclose the known safety risk of engine failure from the piston defect, denying warranty claims arising from the defect, and denying the existence of the defect.

169. Defendants thus violated the WCPA, at a minimum by: (1) representing that the Class Vehicles have characteristics, uses, benefits, and qualities which they do not have; (2) representing that the Class Vehicles are of a particular standard, quality, and grade when they are not; (3) advertising the Class Vehicles with the intent not to sell them as advertised; (4) failing to disclose information concerning the Class Vehicles with the intent to induce consumers to purchase or lease the Class Vehicles; and (5) otherwise engaging in conduct likely to deceive.

170. Hyundai intentionally and knowingly misrepresented material facts regarding the Class Vehicles with intent to mislead Plaintiff and the New Jersey Class.

171. Hyundai knew or should have known that its conduct violated the WCPA.

172. Defendants owed Plaintiff and Washington class members a duty to disclose, truthfully, all the facts concerning the reliability of the Class Vehicles because it:

- d. Possessed exclusive knowledge of the piston defect;
- e. Intentionally concealed the piston defect from consumers; and
- f. Made incomplete or negligent representations about the Class Vehicles generally, while purposefully withholding material facts from Plaintiff and the Washington Class.

173. Plaintiff and Washington Class members suffered ascertainable loss and actual damages as a direct and proximate result of Hyundai's misrepresentations and its concealment of and failure to disclose material information. Plaintiff and the Washington

Class members who purchased or leased the Class Vehicles would not have purchased or leased them at all and/or—if the Vehicles’ true nature had been disclosed—would have paid significantly less for them. Plaintiff also suffered diminished value of his vehicle, as well as lost or diminished use.

174. Defendants’ violations present a continuing risk to Plaintiff and the general public. Defendants’ unlawful acts and practices complained of herein affect the public interest and are likely to be repeated.

175. As a direct and proximate result of Hyundai’s actions described above, Plaintiff and the Washington Class members have been injured in fact and suffered damages, and seek relief in the form of actual damages, treble damages, and reasonable attorneys’ fees, pursuant to Wash. Rev. Code § 19.86.090.

COUNT VI
VIOLATIONS OF THE GEORGIA FAIR BUSINESS PRACTICES ACT
(Ga. Code Ann. § 10-1-390, *et seq.*)
(On Behalf of the Georgia Subclass)

176. Plaintiffs incorporate by reference each preceding paragraph as though fully set forth herein.

177. Plaintiff [REDACTED] brings this claim on behalf of herself and the Georgia Class.

178. Defendants are “persons” as defined by the Georgia Fair Business Practices Act (“Georgia FBPA”). Ga. Code Ann. § 10-1-392(a)(24).

179. Plaintiff and Class Members are “consumers” within the meaning of the Georgia FBPA. Ga. Code Ann. § 10-1-392(a)(6).

180. The purchase or lease of Class Vehicles by Plaintiff and Class Members constituted “consumer transactions” as defined by the Georgia FBPA. Ga. Code Ann. § 10-1-392(a)(10).

181. The Georgia FBPA declares “[u]nfair or deceptive acts or practices in the conduct of consumer transactions and consumer acts or practices in trade or commerce” to be unlawful, Ga. Code Ann. § 10-1-393(a), including but not limited to “representing that goods or services have sponsorship, approval, characteristics, ingredients, uses, or benefits that they do not have,” “[r]epresenting that goods or services are of a particular standard, quality, or grade ... if they are of another,” and “[a]dvertising goods or services with intent not to sell them as advertised,” *id.* §§ 10-1-393(b)(5), (7) & (9).

182. By failing to disclose the defective nature of the Class Vehicles to Plaintiff and Class Members, Hyundai violated the Georgia FBPA, because Hyundai represented that the Class Vehicles had characteristics and benefits that they do not have, and represented that the Class Vehicles were of a particular standard, quality, or grade, when they were of another. *See* Ga. Code Ann. §§ 10-1-393(b)(5) & (7).

183. In the course of Hyundai’s business, Hyundai intentionally or negligently concealed and suppressed material facts concerning the Piston Defect affecting the Nu 1.8L engines. Defendants accomplished this by failing to disclose the known safety risk of engine failure from the piston defect, denying warranty claims arising from the defect, and denying the existence of the defect.

184. Plaintiff and Georgia Class members suffered ascertainable loss and actual damages as a direct and proximate result of Hyundai's misrepresentations and its concealment of and failure to disclose material information. Plaintiff and the Georgia Class members who purchased or leased the Class Vehicles would not have purchased or leased them at all and/or—if the Vehicles' true nature had been disclosed—would have paid significantly less for them. Plaintiff also suffered diminished value of her vehicle, as well as lost or diminished use.

185. Hyundai's violations present a continuing risk to Plaintiff and to the general public. Hyundai's unlawful acts and practices complained of herein affect the public interest.

186. Plaintiff and Class Members are entitled to equitable relief.

187. Rule 23 of the Federal Rules of Civil Procedure, which sets out the procedures for pursuing a class action in federal court, unambiguously authorizes any plaintiff, in any federal civil proceeding, to maintain a class action if the Rule 23's prerequisites are met. The prohibition of class actions in Ga. Code Ann. § 10-1-399(a) is procedural, not substantive, and so directly conflicts with a federal rule of procedure: Rule 23. Therefore Rule 23 controls here pursuant to the Rules Enabling Act, 28 U.S.C. § 2072; *Shady Grove Orthopedic Assocs., P.A. v. Allstate Ins. Co.*, 559 U.S. 393 (2010); and *Erie R. Co. v. Tompkins*, 304 U.S. 64 (1938).

188. Thus, pursuant to Ga. Code Ann. § 10-1-399, Plaintiff [REDACTED] seeks, in addition to equitable relief, actual and statutory damages, attorneys' fees and expenses, treble damages, and punitive damages as permitted under the Georgia FBPA and applicable law.

COUNT VII
**VIOLATIONS OF THE GEORGIA UNIFORM DECEPTIVE TRADE
PRACTICES ACT**

(Ga. Code Ann. § 10-1-370, *et seq.*)
(On Behalf of the Georgia Subclass)

189. Plaintiffs incorporate by reference each preceding paragraph as though fully set forth herein.

190. Plaintiff [REDACTED] brings this claim on behalf of herself and the Georgia Class.

191. Hyundai, Plaintiff, and Class Members are "persons" within the meaning of Georgia's Uniform Deceptive Trade Practices Act ("Georgia UDTPA"). Ga. Code Ann. § 10-1-371(5).

192. The Georgia UDTPA prohibits "deceptive trade practices" which include the "misrepresentation of standard, quality, or grade of goods and services," "engaging in any other conduct which similar creates a likelihood of confusion or misunderstanding," and "representing that goods or services have sponsorship, approval, characteristics, ingredients, uses, or benefits that they do not have," and "[a]dvertising goods or services with intent not to sell them as advertised." Ga. Code Ann. § 10-1-372.

193. By failing to disclose the defective nature of the Class Vehicles to Plaintiff and the Georgia Class Members, Hyundai engaged in deceptive trade practices in violation of the Georgia UDTPA, because Hyundai represented that the Class Vehicles had characteristics and benefits that they do not have, and represented that the Class Vehicles were of a particular standard, quality, or grade when they were of another. *See* Ga. Code Ann. §§ 10-1-372(5), (7), (9).

194. Hyundai advertised the Class Vehicles with the intent not to sell them as advertised, in violation of Ga. Code Ann. § 10-1-372(12).

195. Hyundai's unfair and deceptive acts or practices occurred repeatedly in Hyundai's course of trade or business, were material, were capable of deceiving a substantial portion of the purchasing public, and as a result, caused economic harm on owners and purchasers of the Class Vehicles.

196. Hyundai knew before the sale or lease of the Class Vehicles, that the Class Vehicles suffered from an inherent design defect, would repeatedly fail, and were not suitable for their intended use.

197. Hyundai had exclusive knowledge of material facts concerning the existence of the defect in the Class Vehicles. Furthermore, Hyundai actively concealed these defects from consumers by denying the existence of the defects to Class Members who contacted Hyundai about the defect, and failing to offer Class Members an effective remedy or solution to the defect.

198. Hyundai was under a duty to Plaintiff and the Georgia Class Members to disclose the defective nature of the Class Vehicles, as well as the associated costs that would have to be repeatedly expended in order to repair the Class Vehicles due to the defect, because, inter alia: (a) Hyundai was in a superior position to know the true state of facts about the defect in the Class Vehicles; Plaintiff and the Georgia Class Members could not reasonably have been expected to learn or discover that the Class Vehicles were defective; and (c) Hyundai knew that Plaintiff and the Georgia Class Members could not reasonably have been expected to learn or discover defect prior to its manifestation.

199. Despite possessing information to the contrary, Hyundai failed to disclose and actively concealed the defect. The deception made reasonable consumers believe that Class Vehicles were of high quality and designed and made by a company that stood behind its vehicles once they were on the road.

200. Hyundai knew or should have known that its conduct violated the Georgia UDTPA.

201. In failing to disclose the defective nature of the Class Vehicles, and/or denying and misleading as to the true cause and remedy of the defect, Hyundai knowingly and intentionally concealed material facts and breached its duty not to do so.

202. The facts concealed or not disclosed by Defendants to Plaintiff [REDACTED] and the Illinois Class Members are material in that a reasonable consumer would have considered them to be important in deciding whether to purchase Defendants' Class

Vehicles or pay a lesser price. Had Plaintiff [REDACTED] and the Illinois Class Members known about the defect, they would not have purchased the Class Vehicles or would have paid less for them.

203. Plaintiff and the Georgia Class Members, like all objectively reasonable consumers, did not expect their Class Vehicles to contain an undisclosed, dangerous safety defect.

204. As a result of Hyundai's misconduct, Plaintiff [REDACTED] and the Georgia Class Members have been harmed and suffered actual damages in that the Class Vehicles repeatedly fail due to the defect, causing inconvenience, creating an unsafe environment for vehicle occupants, and causing Class Members to spend money to repeatedly repair or temporarily fix the Class Vehicles.

205. As a direct and proximate result of Hyundai's unfair or deceptive acts or practices, Plaintiff [REDACTED] and the Georgia Class Members have suffered and will continue to suffer actual damages.

206. Hyundai's violations present a continuing risk to Plaintiff and to the general public. Hyundai's unlawful acts and practices complained of herein affect the public interest.

207. As a direct and proximate result of Hyundai's violations of the Georgia UDTPA, Plaintiff and Class Members have suffered injury-in-fact and/or actual damage.

208. Plaintiff [REDACTED] seeks an order enjoining Hyundai's unfair, unlawful, and/or deceptive practices, attorneys' fees, and any other just and proper relief available under the Georgia UDTPA and applicable law.

COUNT VIII
**VIOLATIONS OF THE ILLINOIS CONSUMER FRAUD AND DECEPTIVE
PRACTICES ACT**
(815 Ill. Comp. Stat. § 505, *et seq.*)
(On Behalf of the Illinois Subclass)

209. Plaintiffs incorporate by reference each preceding paragraph as though fully set forth herein.

210. Plaintiff [REDACTED] brings this claim on behalf of himself and the Illinois Class.

211. Illinois's Consumer Fraud and Deceptive Business Practices Act prohibits unfair or deceptive acts or practices in the conduct of any trade or commerce, including among others, "the use or employment of any deception, fraud, false pretense, false promise, misrepresentation or the concealment, suppression or omission of any material fact, ... whether any person has in fact been misled, deceived, or damaged thereby." 815 Ill. Comp. Stat. § 505/2. The Act also prohibits suppliers from representing that their goods are of a particular quality or grade that they are not.

212. The Class Vehicles are "merchandise" as defined in 815 Ill. Comp. Stat. § 505/1(b). Defendants are "persons" as defined in 815 Ill. Comp. Stat. § 505/1(c). Plaintiff [REDACTED] and the other Illinois Class members are "consumers" as defined in 815 Ill. Comp. Stat. § 505/1(e).

213. Defendants has engaged in deception, fraud, unfair practices, and concealment by the conduct, statements, and omissions described above, and by knowingly and intentionally concealing from Plaintiff [REDACTED] and the Illinois Class Members the existence of the defect (and the costs and diminished value of the Class Vehicles as a result of Defendants' conduct). Accordingly, Defendants engaged in unfair or deceptive acts or practices as defined in 815 Ill. Comp. Stat. § 505/2, including representing that the Class Vehicles have characteristics, uses, benefits, and qualities which they do not have; representing that the Class Vehicles are of a particular standard and quality when they are not; advertising the Class Vehicles with the intent not to sell them as advertised; and otherwise engaging in conduct likely to deceive.

214. The facts concealed or not disclosed by Defendants to Plaintiff [REDACTED] and the Illinois Class Members are material in that a reasonable consumer would have considered them to be important in deciding whether to purchase Defendants' Class Vehicles or pay a lesser price. Had Plaintiff [REDACTED] and the Illinois Class Members known about the defect, they would not have purchased the Class Vehicles or would have paid less for them.

215. Plaintiff [REDACTED] and the other Illinois Class members were injured as a result of Defendants' conduct in that Plaintiff [REDACTED] and the other Illinois Class members purchased Class Vehicles that would become unusable as automobiles, overpaid for their Class Vehicles and did not receive the benefit of their bargain, and their Class Vehicles

have suffered a diminution in value. These injuries are the direct and natural consequence of Defendants' omissions.

216. The injuries suffered by Plaintiff [REDACTED] and the Illinois Class Members are greatly outweighed by any potential countervailing benefit to consumers or to competition, nor are they injuries that Plaintiff [REDACTED] and the Illinois Class Members should have reasonably avoided.

217. Plaintiff [REDACTED] and the other Illinois Class Members' injuries were proximately caused by Defendants' fraudulent and deceptive business practices.

218. Defendants' conduct in this regard was wanton, willful, outrageous, and in reckless indifference to the rights of Plaintiff [REDACTED] and the other Illinois Class members and, as such, warrants the imposition of punitive damages.

COUNT IX
VIOLATIONS OF THE ILLINOIS CONSUMER FRAUD AND DECEPTIVE
PRACTICES ACT
(815 Ill. Comp. Stat. § 510, *et seq.*)
(On Behalf of the Illinois Subclass)

219. Plaintiffs incorporate by reference each preceding paragraph as though fully set forth herein.

220. Plaintiff [REDACTED] brings this claim on behalf of himself and the Illinois Class.

221. Illinois's Uniform Deceptive Trade Practices Act, 815 Ill. Comp. Stat. § 510/2, prohibits deceptive trade practices, including among others, "(2) caus[ing] likelihood of confusion or of misunderstanding as to the source, sponsorship, approval, or

certification of goods or services; . . . (5) represent[ing] that goods or services have sponsorship, approval, characteristics, ingredients, uses, benefits, or quantities that they do not have . . . ; (7) represent[ing] that goods or services are of a particular standard, quality, or grade . . . if they are of another; . . . (9) advertis[ing] goods or services with intent not to sell them as advertised; . . . [and] (12) engag[ing] in any other conduct which similarly creates a likelihood of confusion or misunderstanding.

222. Defendants are “persons” as defined in 815 Ill. Comp. Stat. § 510/1(5).

223. Defendants has engaged in deception, fraud, unfair practices, and concealment by the conduct, statements, and omissions described above, and by knowingly and intentionally concealing from the existence of the defect (and the costs and diminished value of the Class Vehicles as a result of Defendants’ conduct).

Accordingly, Defendants engaged in unfair or deceptive acts or practices as defined in 815 Ill. Comp. Stat. § 510/2, including representing that the Class Vehicles have characteristics, uses, benefits, and qualities which they do not have; representing the Class Vehicles are of a particular standard and quality when they are not; advertising the Class Vehicles with the intent not to sell them as advertised; and otherwise engaging in conduct likely to deceive.

224. The facts concealed or not disclosed by Defendants to Plaintiff [REDACTED] and the Illinois Class Members are material in that a reasonable consumer would have considered them to be important in deciding whether to purchase Defendants’ Class

Vehicles or pay a lesser price. Had Plaintiff [REDACTED] and the Illinois Class Members known about the defect, they would not have purchased the Class Vehicles or would have paid less for them.

225. Plaintiff [REDACTED] and the other Illinois Class Members were injured as a result of Defendants' conduct in that they purchased Class Vehicles that would become unusable as automobiles, overpaid for their Class Vehicles and did not receive the benefit of their bargain, and their Class Vehicles have suffered a diminution in value. These injuries are the direct and natural consequence of Defendants' misrepresentations and omissions.

226. The injuries suffered by Plaintiff [REDACTED] and the Illinois Class Members are greatly outweighed by any potential countervailing benefit to consumers or to competition, nor are they injuries that Plaintiff [REDACTED] and the Illinois Class Members should have reasonably avoided.

227. Plaintiff [REDACTED] and the other Illinois Class Members' injuries were proximately caused by Defendants' fraudulent and deceptive business practices.

COUNT X
COMMON LAW FRAUD
(On Behalf of the Nationwide Class and the State Subclasses)

228. Plaintiffs and the Class incorporate by reference each preceding and succeeding paragraph as though fully set forth at length herein.

229. Plaintiffs bring this claim on behalf of themselves and the Nationwide Class and the State Subclasses.

230. Defendants made material omissions concerning a presently existing or past fact. For example, Defendants did not fully and truthfully disclose to its customers the true nature of the inherent design defect with the Class Vehicles' engines, which was not readily discoverable until after the Vehicles were purchased. As a result, Plaintiffs and the other Class members were fraudulently induced to lease and/or purchase the Class Vehicles with the said Piston Defect and all of the resultant problems.

231. These omissions were made by Defendants with knowledge of their falsity, and with the intent that Plaintiffs and Class members rely upon them.

232. Plaintiff and Class members reasonably relied on these omissions, and suffered damages as a result.

COUNT XI
UNJUST ENRICHMENT
(On Behalf of the Nationwide Class and the State Subclasses)

233. Plaintiffs and the Class incorporate by reference each preceding and succeeding paragraph as though fully set forth at length herein.

234. Plaintiffs bring this claim on behalf of themselves and the Nationwide Class and the State Subclasses.

235. This claim is pled in the alternative to Plaintiffs' contract-based claims.

236. Defendant knew or should have known that Plaintiffs and the Class paid for the Class Vehicles with the expectation that they would perform as represented and were free from defects.

237. Plaintiffs and the Class conferred substantial benefits on Defendant by purchasing the defective Class Vehicles. Defendant knowingly and willingly accepted and enjoyed those benefits.

238. Defendants' retention of these benefits is inequitable.

239. As a direct and proximate cause of Defendants' unjust enrichment, Plaintiffs and the Class are entitled to an accounting, restitution, attorneys' fees, costs and interest.

PRAYER FOR RELIEF

WHEREFORE, Plaintiffs, on behalf of themselves and the Class, respectfully request that this Court:

- A. determine that the claims alleged herein may be maintained as a class action under Rule 23 of the Federal Rules of Civil Procedure, and issue an order certifying the Class(es) as defined above;
- B. appoint Plaintiffs as the representatives of the Class and their counsel as Class Counsel;
- C. award all actual, general, special, incidental, statutory, punitive, and consequential damages to which Plaintiffs and Class members are entitled;
- D. award pre-judgment and post-judgment interest on such monetary relief;

- E. grant appropriate injunctive and/or declaratory relief, including, without limitation, an order that requires Defendants' to repair, recall, and/or replace the Class Vehicles and to extend the applicable warranties to a reasonable period of time, or, at a minimum, to provide Plaintiffs and Class members with appropriate curative notice regarding the existence and cause of the design defect;
- F. award reasonable attorney's fees and costs; and
- G. grant such further relief that this Court deems appropriate.

DATED: September 27, 2019

/s/ Matthew D. Schelkopf
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Berwyn, Pennsylvania 19312
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Daniel C. Levin, Esquire *

LEVIN SEDRAN &

BERMAN

510 Walnut Street

Suite 500

Philadelphia, PA 19102

Telephone: 215-592-1500

Facsimile: 215-592-4663

**pro hac vice* application forthcoming

Attorneys for Plaintiff and the
Putative Class



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

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

Warranty Extension: Front Coil spring 10 years
2021

IMPORTANT VEHICLE INFORMATION



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937
www.HyundaiUSA.com/TXXD

EXTENDED WARRANTY NOTIFICATION

2011-2014 Sonata and 2012-2016 Elantra Vehicles

Dear [REDACTED]

At Hyundai, we are committed to providing vehicles of outstanding quality and value. In an effort to meet this commitment, the warranty coverage for the front coil springs on 2011-2014 Sonata and 2012-2016 Elantra vehicles has been extended to 10 years from the date of original delivery or the date of first use, or 120,000 miles, whichever occurs first. Our records show that you currently own an Elantra in that model year range.

What should you do?

- Place the enclosed warranty extension card in your Owner's Warranty and Maintenance Guide booklet for future reference.
- If at any time within the extended warranty period, your vehicle exhibits an issue regarding the front coil spring, contact your Hyundai dealer. Otherwise, there is no additional action necessary at this time.

We thank you for your purchase of your Elantra and hope for your continued satisfaction as a Hyundai owner.

Hyundai Motor America



815283

Changes to your name, address, or if you no longer own this vehicle — Update your information and return this form using the enclosed postage-paid envelope.

Information Change Card

VEHICLE
IDENTIFICATION
NUMBER

KMH0H4AE6DU

Name and address has changed (print new information below)

LAST NAME		FIRST NAME		M.I.	
MAILING ADDRESS		STREET		APT. NO.	
CITY		STATE		ZIP	
E-MAIL ADDRESS					
TELEPHONE NUMBER					

I no longer own this automobile as of ____/____/____
It was:

- ☐ SOLD (Print name and address of new owner above, if known.)
- ☐ EXPORTED ☐ STOLEN
- ☐ DESTROYED ☐ I have NEVER owned this Hyundai

☐ The Vehicle Identification Number on this card is incorrect.

FALLING WATERS, WV



TXXD



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



VIN: KMHDH4AE6DU [REDACTED]

Warranty Extension:

The warranty coverage for the driver's front airbag clock spring is being extended to **15 years** with **unlimited mileage**, from the date of original retail delivery or date of first use.

Place this letter in the glove compartment of your vehicle for future ease of reference regarding the warranty extension on the clock spring, preferably together with your vehicle's other warranty information. If the need arises to seek service regarding the clock spring, show this letter to your Hyundai dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.

Please tear off this card and place in your Owner's Warranty and Maintenance Guide



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

EXTENDED WARRANTY NOTIFICATION

This notice applies to your vehicle, VIN: KMHDH4AE6DU [REDACTED]

Dear Hyundai Elantra owner:

Hyundai is extending the warranty coverage for the driver's front air bag clock spring assembly to **15 years** with **unlimited mileage**, from the date of original retail delivery or date of first use. The clock spring is an electrical connection which rotates with the steering wheel to maintain proper functioning of the air bag unit. Hyundai's system is designed to illuminate the air bag warning light  when electrical resistance increases, which can be contributed to by usage patterns and environmental conditions. Illumination of the air bag warning light  advises you to have the system maintained and repaired. If continued to be used without repair, the driver's air bag may eventually not deploy in

Reimbursement

Hyundai has a program for reimbursing owners of model year 2011 through 2014 Hyundai Elantra vehicles who paid to have the clock spring replaced prior to receiving this warranty extension letter.

To obtain information about reimbursement from Hyundai, please visit the website:

www.HyundaiUSA.com/TXXA

The website will allow you to submit your request for reimbursement electronically.

Have you changed your address or sold your Hyundai?

If you have changed your home address or no longer own your vehicle, please complete the enclosed prepaid "Change of Address/Ownership" card and mail it to us. This will benefit later owners of your vehicle. You can also contact the Consumer Care Center phone number listed below.

If you have changes to the information below, please remove and submit this form by inserting into the postage-paid envelope enclosed.

Information Change Card

Name and address has changed (print new information below)

LAST NAME										FIRST NAME										MAIL									
MAILING ADDRESS										STREET										APT NO.									
CITY										STATE										ZIP									
TELEPHONE NUMBER																													

VEHICLE
IDENTIFICATION
NUMBER

KMH4DH4AE6DU [REDACTED] TXX7/TXXA



WESTLAKE, OH [REDACTED]

HOME ADDRESS																													
--------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

I no longer own this automobile as of ____/____/____
DATE

It was:

☐ SOLD (Print name and address of new owner above, if known)

☐ EXPORTED

☐ STOLEN

☐ DESTROYED

☐ I have NEVER owned this Hyundai

☐ The Vehicle Identification Number on this card is incorrect.
The VIN of my Hyundai is

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Place this letter in the glove compartment of your vehicle for future ease of reference regarding the warranty extension on the clock spring, preferably together with your vehicle's other warranty information. If the need arises to seek service regarding the clock spring, show this letter to your Hyundai dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.

The warranty coverage for the driver's front airbag clock spring is being extended to 15 years with unlimited mileage, from the date of original retail delivery or date of first use.

Warranty Extension:

VIN: KMH44AE6DU



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



The website will allow you to submit your request for reimbursement electronically.

Have you changed your address or sold your Hyundai?

If you have changed your home address or no longer own your vehicle, please complete the enclosed prepaid "Change of Address/Ownership" card and mail it to us. This will benefit later owners of your vehicle. You can also contact the Consumer Care Center phone number listed below.

What if you have other questions?

If you have any questions or difficulty having this repair performed, call the Hyundai Customer Care Center at 1-855-371-9460.

Hyundai Motor America



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

NOTIFICACIÓN DE LA GARANTÍA EXTENDIDA

Esta notificación aplica a su vehículo, VIN: KMHDH4AE6DU [REDACTED]

Estimado(a) propietario(a) de un vehículo Hyundai Elantra:

En Hyundai, estamos comprometidos proporcionar vehículos de calidad y valor excepcional. En un esfuerzo por cumplir este compromiso, la cobertura de garantía para el acople de goma del conjunto de dirección asistida por el motor (MDPS por sus siglas en Inglés) modelos del año 2007 – 2015 ha sido extendida a 10 años a partir de la fecha original de entrega o la fecha de primer uso, o 100,000 millas, lo que ocurra primero. Nuestros archivos indican que actualmente usted es propietario (a) de un vehículo Elantra en este rango de modelos.

¿Cuál es la razón de esta garantía adicional?

El conjunto MDPS (dirección asistida por el motor) contiene un acople flexible de goma que puede desgastarse con el tiempo, dando como resultado un ligero ruido de tipo "chasquido" o "clic" al girar el volante. El desgaste del acoplamiento no afecta la capacidad de dirigir o controlar el vehículo y no es un problema de seguridad.

¿Qué debe de hacer usted?

Por favor retire la tarjeta de arriba y colóquela en el folleto de la Guía de Garantía y Mantenimiento del Propietario para futuras referencias. Si no ha experimentado un ligero ruido de tipo "chasquido" o "clic" al girar el volante cuando el acople de goma se desgasta, no hay acción necesaria en este momento.

*Por favor consulte las preguntas frecuentes para obtener información relacionada con esta condición.

Reembolso:

Hyundai cuenta con un programa para reembolsar a los propietarios de los vehículos Hyundai Elantra modelos del año 2007 – 2015 que pagaron por el reemplazo del acople de goma antes de recibir esta carta de garantía extendida. Para obtener información acerca del reembolso por parte de Hyundai, visite el sitio web: www.HyundaiUSA.com/TXX7/espanol. El sitio web le permitirá enviar su solicitud de reembolso de manera electrónica.

¿Qué sucede si tiene otras preguntas?

Para más información acerca de esta garantía extendida, incluyendo un enlace para programar una cita de servicio, por favor visite: www.HyundaiUSA.com/TXX7/espanol o llame al Centro de Atención al Cliente 1-800-633-5151.

Le agradecemos la compra de su vehículo Elantra y esperamos su satisfacción continua como propietario(a) de un vehículo Hyundai.

Hyundai Motor America



Hyundai Motor America
P.O. Box 20639
Fountain Valley, CA 92728-9937



Estimado(a) propietario(a) de un vehículo Elantra:

Hyundai Motor America quiere que esté al tanto de las Garantías Extendidas relacionadas con su vehículo Elantra. Se adjuntan las cartas de notificación para cada una de ellas.

Título	Descripción
Garantía Extendida TXX7	Acoplamiento de la Dirección Asistida
Garantía Extendida TXXA	Resorte del Reloj de la Bolsa de Aire Delantera del Conductor

Las Garantías Extendidas no requieren acción adicional a menos que su vehículo presente la(s) condición(es) descritas en las cartas adjuntas de notificación de garantías extendidas.

Para más información sobre las Garantías Extendidas, incluyendo un enlace para hacer una cita de servicio, visite:

www.HyundaiUSA.com

Si requiere asistencia adicional, puede comunicarse con el Centro de Atención al Cliente de Hyundai al 1-800-633-5151.

Apreciamos tenerle como dueño de un vehículo Hyundai, y valoramos su negocio.

Hyundai Motor América

CUSTOMER #

NORTH OLMSTED, OH

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 34 RACHEL GREATHOUSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6DU		3892/3895		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			18:00 09JUL13		0.00	CASH	09JUL13
R.O. OPENED		READY	OPTIONS: SOLD-STK				DLR:
09JUL13		09JUL13	ENG:1.8_Liter_DOHC				TRN:AUTO

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

A FACTORY SCHEDULED MAINTENANCE

H001 FACTORY SCHEDULED MAINTENANCE

2655 CPMH

1 26300-35503 FILTER ASSY-ENGINE OIL

1 21513-23001 GASKET-ENGINE OIL PLUG

5 OILH ENGINE OIL

MDISC MAINTENANCE DISCOUNT

9999 CPMH

PDISC PARTS DISCOUNT

9999 CPDH

PARTS: 19.16 LABOR: 3.79 OTHER: 0.00 TOTAL LINE A: 22.95

3892 PERFORMED LUBE, OIL AND FILTER CHANGE. TOPPED OFF FLUIDS AND SET TIRE PRESSURES AS NECESSARY.

B CUSTOMER STATES:109 CAMPAIGN

CAUSE: 109

30C012R3 MD HEADLINER BRACKET ADHESIVE

2655 WH

4 85350-3X006-QQH PET TAPE

2 85815-3S100-QQH CLIP-TRIM MTG

FC: PART#: COUNT:

CLAIM TYPE: CPN

AUTH CODE:

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

3892 PERFORMED HEADLINER BRACKET UPDATE

C CUSTOMER STATES:SLIGHT SHAKING, CITY DRIVING, CAN BE FELT UPON STOPPING

VPM PERFORMED ALL POSSIBLE TESTS TO DETERMINE

CAUSE OF CUSTOMER CONCERN; COULD NOT VERIFY

A FAILURE AT THIS TIME

2655 CHYU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

3892 PERFORMED HEADLINER BRACKET UPDATE

After the Dealer to perform the following repair work and agree to parts, along with the necessary materials, in Cash upon completion unless the Dealer agrees to other payment arrangements in express mechanic's lien is hereby acknowledged on the above here the cost of repairs and materials. I further agree that the responsible for any delays caused by unavailability of parts or the supplier or transporter. I hereby grant the Dealer permission to enter on streets, highways or public roadways for the purpose of inspecting the vehicle.

TED BY: X

Added a charge equal to 8% of the cost, not to exceed \$30.00, to the Repair shop supplies used in connection with r.

PARTS INSTALLED ARE NEW
SS OTHERWISE INDICATED.

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

AUTHORIZED REPLACEMENT PARTS WARRANTY - 1 YEAR OR 12,000 MILES.

CUSTOMER COPY

CUSTOMER #:



HYUNDAI

GANLEY

INVOICE

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

NORTH OLMSTED, OH

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 34 RACHEL GREATHOUSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6DU		3892/3895		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			18:00 09JUL13		0.00	CASH	09JUL13
R.O. OPENED		READY	OPTIONS: SOLD-STK: DLR:				
09JUL13		09JUL13	ENG:1.8_Liter_DOHC TRN:AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
3892	ROAD TESTED VEHICLE AND INSPECTED CONDITION/OPERATION OF BRAKES. ALL BRAKES IN GOOD WORKING ORDER AT THIS TIME AND THERE WAS NO ABNORMAL PULSATION FELT.						

D *PERFORM WALK AROUND/MULTI-POINT VEHICLE INSPECTION (FREE - \$14.95 VALUE)

MPI *PERFORM WALK AROUND/MULTI-POINT VEHICLE INSPECTION (FREE - \$14.95 VALUE)

2655 CPMH

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

3892 PERFORMED WALK AROUND MULTI POINT INSPECTION. ALL TIRES AT 10/32".

E *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95 VALUE)

CW *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95 VALUE)

2655 CHYU

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

EST: 32.95 09JUL13 12:50 SA: 34

MISC SHOP SUPPLIES

created 2013-07-01 10:21:00am
taken by Kaitlin Holbrook

IS YOUR FACTORY WARRANTY ABOUT TO EXPIRE???
YOU CAN PROTECT YOUR CAR AND REALIZE PEACE OF MIND WITH AN EXTENDED SERVICE PLAN. ASK YOUR SERVICE ADVISOR FOR DETAILS...IF YOU ARE SURVEYED BY THE MANUFACTURER AND CAN NOT ANSWER "10 OR YES" TO ALL QUESTIONS PLEASE CALL THE SERVICE MANAGER FOR ASSISTANCE.

THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.

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.

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

I hereby authorize the Dealer to perform the following repair work and agree to pay for the repairs, along with the necessary materials, in Cash upon completion of the repairs unless the Dealer agrees to other payment arrangements in advance. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the cost of all repairs and materials. I further agree that the Dealer is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter. I hereby grant the Dealer permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle.

AUTHORIZED BY: X

We have added a charge equal to 8% of the cost of labor, not to exceed \$30.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	3.79
PARTS AMOUNT	19.16
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.03
TOTAL CHARGES	23.98
LESS INSURANCE	0.00
SALES TAX	1.85
PLEASE PAY THIS AMOUNT	25.83

AUTHORIZED REPLACEMENT PARTS WARRANTY - 1 YEAR OR 12,000 MILES.

Complimentary Multipoint Walk-Around

Check Fluid Levels and Fill	
OK	FILL
☒	Engine Oil
☒	Transmission (if equipped with dipstick)
☒	Brake Reservoir
☒	Power Steering
☒	Coolant Recovery Reservoir
☒	Window Washer

Customer Name: [REDACTED]
 Year/Model: [REDACTED] Date: 7-9-13
 RO: [REDACTED] Mileage: 3892

CHECKED AND OKAY

MAY NEED FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

☐ ☐ Check Following Systems/Components

☒	☐ Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps
☒	☐ Windshield washer spray, wiper operation and wiper blades
☒	☐ Windshield for cracks, chips and pitting
☒	☐ Radiator, heater, and air-conditioning hoses for leaks and damage
☒	☐ Engine air filter
☒	☐ Inspect cabin air filter (if equipped)
☒	☐ Oil and/or fluid leaks
☒	☐ Constant velocity (CV) Drive axle boots (if equipped)
☒	☐ Exhaust system (leaks, damage, loose parts)
☒	☐ Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)
☒	☐ Steering and steering linkage
☒	☐ Shocks/struts and other suspension components for leaks and/or damage
☒	☐ Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise
☒	☐ Engine cooling system, hoses and clamps
☒	☐ Accessory drive belt(s)
☐	☐ Clutch operation (if equipped)

Comments:

This Inspection Performed by Our Factory Trained Technician

Service Advisor: 7655

Technician:

Check Battery

☒ Good	Factory Spec Cold Cranking Amps 550	☒ Good	☐ Bad
☐ Recharge		Battery Terminals	
☐ Bad	Actual Cold Cranking Amps 550		

Check Brakes

Measure Front/Rear Brake Linings

LF	RF
☒	☒
☐	☐
☒	☒
☐	☐
☐	☐
☐	☐
☐	☐
☐	☐
☐	☐

Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)
 3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm Drum or 2/32" to 3/32"
 Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

Brake Measurements Not Taken This Service Visit ☐

Comments: VISUAL

Check Tires

LF	RF
☒ 7/32 or Greater	☒ 7/32 or Greater
☐ 4/32 to 6/32	☐ 4/32 to 6/32
☐ 3/32 or less	☐ 3/32 or less
☒ 7/32 or Greater	☒ 7/32 or Greater
☐ 4/32 to 6/32	☐ 4/32 to 6/32
☐ 3/32 or less	☐ 3/32 or less
☐	☐
☒	☒
☐	☐
☐	☐
☐	☐

TREAD DEPTH

WEAR PATTERN/DAMAGE

Tire Wear Indicates:

☐ Alignment Check Needed ☐ Wheel Balance Needed

Comments:

Tire Pressure Set to Factory Recommended PSI FRONT 37 REAR 37

Ganley Westside Imports

1st On The North Olmsted Auto Mile HYUNDAI

Ganley Westside Imports, Inc. 25600 Lorain Rd. North Olmsted, Ohio 44070

Dear Hyundai Customer,

2013

We greatly appreciate you giving us the opportunity to service your vehicle.

We are always striving to give you the best dealership experience possible. Part of this process is a follow up on your service visit with us. This is something we feel is very important to ensure that you are completely satisfied.

This letter is a follow up reminder to let you know I can be emailed any time day or night should you have any questions or concerns about your service visit at ed.i@ganleywestside.com or I can be reached at 440-734-2000 ext. 5301.

Also as a reminder you may be contacted by the manufacturer and given an opportunity for an email survey. We are striving to be the area leader in Hyundai Service and **we greatly appreciate your help**. If you have any concerns, or if you can't rate us a **10 or yes** on any question please give us a call and allow us to assist you.

I would personally like to thank you in advance for your time and assistance with filling out the survey.

Sincerely,



Edward H. Ihnot

Service Manager

CUSTOMER #

NORTH OLMSTED, OH

HOME
BUS:CONT:
CELL:

SERVICE ADVISOR: 34 RACHEL GREATHOUSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6DU		4231/4237		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			WAIT 25JUL13		0.00	CASH	25JUL13
R.O. OPENED	READY	OPTIONS: SOLD-STK: DLR: ENG:1.8_Liter_DOHC TRN:AUTO					
25JUL13	25JUL13						

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

C CUSTOMER STATES: SHAKING FELT DURING BRAKING WHEN COMING TO A STOP
CAUSE: VIBRATION WHEN BRAKING DUE TO ABNORMAL WEAR TO FRONT BRAKE
ROTORS AND PADS

51712R0B DISC-FRONT BRAKE (BOTH SIDES)

2655 WH

(N/C)

1 58101-3XA20 PAD KIT-FR DISC BRAKE

(N/C)

2 51712-3X000 DISC-FR WHEEL BRAKE

(N/C)

51712R45 BRAKE PAD ASSY

2655 WH

(N/C)

FC: C11

PART#: 51712-3X000

COUNT: 2

CLAIM TYPE: WAR

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

4231 ROAD TESTED VEHICLE AND VERIFIED SHAKING DURING BRAKING.

INSPECTED BRAKES AND FOUND THAT THE FRONT BRAKE PADS AND ROTORS HAVE
ABNORMAL WEAR TO THEM CAUSING THE FEELING. REMOVED AND REPLACED FRONT
BRAKE PADS AND ROTORS AND TEST DROVE AGAIN. NO FURTHER SHAKING FELT.

D *PERFORM WALK AROUND/MULTI-POINT VEHICLE INSPECTION (FREE \$14.95
VALUE)MPI *PERFORM WALK AROUND/MULTI-POINT VEHICLE
INSPECTION (FREE - \$14.95 VALUE)

2655 CPMH

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

4231 PERFORMED MULTI POINT INSPECTION.

E *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95
VALUE)CW *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE
SERVICE (FREE - \$8.95 VALUE)

2655 CHYU

0.00

0.00

THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS
FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES
ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION
WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO
WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER
SUPPLIER'S WARRANTIES.

ON BEHALF OF SERVING 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,
NEGLECT OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE
AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT
THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S
REPRESENTATIVE.

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

I hereby authorize the Dealer to perform the following repair work and agree to
pay for the repairs, along with the necessary materials, in Cash upon completion
of the repairs unless the Dealer agrees to other payment arrangements in
advance. An express mechanic's lien is hereby acknowledged on the above
vehicle to secure the cost of repairs and materials. I further agree that the
Dealer is not responsible for any losses caused by unavailability of parts or
shipping by the supplier or transporter. I hereby grant the Dealer permission to
operate the vehicle on streets, highways or public roadways for the purpose of
testing and/or inspecting the vehicle.

AUTHORIZED BY: X

We have added a charge equal to 8% of the cost
of labor, not to exceed \$30.00, to the Repair
Order for shop supplies used in connection with
the repair.

ALL PARTS INSTALLED ARE NEW
UNLESS OTHERWISE INDICATED.

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

AUTHORIZED REPLACEMENT PARTS WARRANTY - 1 YEAR OR 12,000 MILES.

CUSTOMER #:

INVOICE



HYUNDAI

GANLEY
WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

NORTH OLMSTED, OH

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 34 RACHEL GREATHOUSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6DU		4231/4237		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			WAIT 25JUL13		0.00	CASH	25JUL13
R.O. OPENED		READY		OPTIONS: SOLD-STK: DLR:			
25JUL13		25JUL13		ENG:1.8_Liter_DOHC TRN:AUTO			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

WAIT created 2013-07-09
03:28:00pm taken by Chr is
Koppi

IS YOUR FACTORY WARRANTY ABOUT TO EXPIRE???
YOU CAN PROTECT YOUR CAR AND REALIZE PEACE OF
MIND WITH AN EXTENDED SERVICE PLAN. ASK YOUR
SERVICE ADVISOR FOR DETAILS....IF YOU ARE
SURVEYED BY THE MANUFACTURER AND CAN NOT
ANSWER "10 OR YES" TO ALL QUESTIONS PLEASE
CALL THE SERVICE MANAGER FOR ASSISTANCE.

THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.

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.

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

I hereby authorize the Dealer to perform the following repair work and agree to pay for the repair, along with the necessary materials, in Cash upon completion of the Repair unless the Dealer agrees to other payment arrangements in advance. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the cost of repair and materials. I further agree that the Dealer is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter. I hereby grant the Dealer permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle.

AUTHORIZED BY: X

We have added a charge equal to 8% of the cost of labor, not to exceed \$30.00, to the Repair Order for shop supplies used in connection with the repair.

**ALL PARTS INSTALLED ARE NEW
UNLESS OTHERWISE INDICATED.**

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

AUTHORIZED REPLACEMENT PARTS WARRANTY - 1 YEAR OR 12,000 MILES

☒ CHECKED & OKAY

☐ WILL REQUIRE FUTURE ATTENTION

☐ REQUIRES IMMEDIATE ATTENTION

☒ May contribute to vehicle efficiency and a green environment

☒ Maintenance Wear Item

Name:

E-mail address on file? ☐ Yes ☐ No

OK to text when ready? ☐ Yes ☐ No

Model / Year:

Waiting? ☐ Yes ☐ No

E-mail address:

Phone number:

VIN:

Promise time:

Date:

State inspection month:

Mileage:

RO / Hat #:

blueLink

BlueLink enrolled: ☐ Yes ☐ No ☐ N/A Subscription: ☐ Assurance ☐ Essentials ☐ Guidance

INSPECTION POINTS

EXTERIOR
INTERIOR
BATTERY

- ☒ Head Lights / Fog Lights / Turn Signals
- ☒ Tail Lights / Brake Lights / License Plate Light
- ☒ Windshield (cracks, chips and pitting)
- ☒ Wiper Blades - Condition, operation (M)
- ☒ Cabin Air Filter (M)
- ☒ Horn (operation) / Interior Lights
- ☒ Heat / A/C System (operation)

BATTERY

- ☒ Battery Terminals (Clean if necessary)
- ☒ Battery Performance (M)
- ☒ Attach Battery test results



UNDER HOOD

- ☒ Engine Air Filter (M)
- ☒ Cooling System (Check for visible leaks and damage)
- ☒ Radiator, Heater, A/C hoses
- ☒ Drive Belts (M)

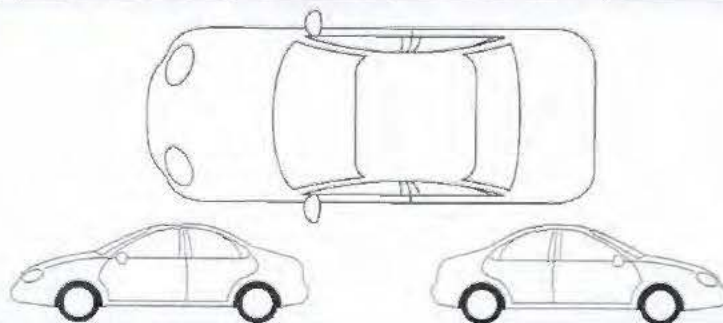
FLUID LEVELS

- OK FILL
- ☒ Engine Oil Level - On arrival (M)
- ☒ Transaxle / Transmission (M)
- (if equipped with dipstick)
- ☒ Coolant (level / condition) (M)
- ☒ Brake Fluid (level / condition) (M)
- If low, check pad wear
- ☒ Power Steering Fluid (may be N/A) (M)
- ☒ Windshield Washer Fluid

UNDER CAR

- ☒ Drive Shaft Boots / Constant Velocity Boots (as equipped)
- ☒ Shocks, Struts and Suspension components
- ☒ Steering, linkages / wheel end play / bearings
- ☒ Transaxle, Transfer case, Driveshaft, Transmission, U-Joints, Shift Linkage
- ☒ Exhaust system (leaks, visible damage, loose parts, corrosion)
- ☒ Oil and / or fluid leaks, visual inspection (Specify)
- ☒ Brake lines, hoses, parking brake

RECEPTION INSPECTION AND WALK-AROUND



TIRES & BRAKES (M)

LEFT FRONT	Tire Age <u>37</u>	PSI set to Factory Spec <u>37</u>	Tire tread depth	RIGHT FRONT
			Brake Lining	
LEFT REAR	Tire Age <u>37</u>	PSI set to Factory Spec <u>37</u>	Tire tread depth	RIGHT REAR
			Brake Lining	
SPARE TIRE	Tire Age _____	PSI set to Factory Spec _____		

Uneven Tire wear? ☒ NO ☐ YES If YES, we recommend:

☐ Improper inflation, check inflation pressure monthly

☐ Alignment check recommended

☐ Tire Replacement

☒ Brake measurements not taken this service visit

Tire Age: Any tires that are over six (6) years old based on the manufacturing date should be replaced by new ones. See Owners manual for additional information.



TIRE AND BRAKE MEASUREMENT REFERENCE

TIRES

BRAKE PADS

BRAKE SHOES



Comments

Technician Name and/or Signature

2655

Consultant Name

Customer Signature

Ganley Westside Imports
1st On The North Olmsted Auto Mile **HYUNDAI**

Ganley Westside Imports, Inc. 25600 Lorain Rd. North Olmsted, Ohio 44070

Dear Hyundai Customer,

2014

We greatly appreciate you giving us the opportunity to service your vehicle.

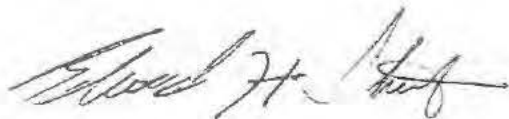
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I would personally like to thank you in advance for your time and assistance with filling out the survey.

Sincerely,



Edward H. Ihnot

Service Manager

Ganley Westside Imports



1st On The North Olmsted Auto Mile

HYUNDAI

Ganley Westside Imports, Inc. 25600 Lorain Rd, North Olmsted, Ohio 44070

May 12th, 2014

Dear Hyundai Customer,

We greatly appreciate you giving us the opportunity to service your vehicle.

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Sincerely,

Edward H. Innot

Service Manager

GANLEY WESTSIDE IMPORTS
25600 LORAIN ROAD, N.
NORTH OLMSDED, OH 44070

05/12/2014

MID: 000000003555957

372173491880

12:31:39

TID: 05406164

CREDIT CARD

MC SALE

CARD #

INVOICE

Batch #:

Approval Code:

Entry Method:

Mode:

XXXXXXXXXX

580627

Swiped

Online

\$20.52

SALE AMOUNT

CUSTOMER COPY

CUSTOMER #:



GANLEY

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

INVOICE

PAGE 1

NORTH OLMSTED, OH

 HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 42 KEITH WENDLING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6D		12388/12388		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			18:00 12MAY14		0.00	CASH	12MAY14
R.O. OPENED	READY	OPTIONS: SOLD-STK					DLR:
12MAY14	12MAY14	ENG:1.8_Liter_DOHC					TRN:AUTO

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

A CUSTOMER STATES: TIRE PRESSURE MONITORING LIGHT HAS COME ON - CHECK

ALL TIRES FOR LOW PRESSURE/POSSIBLE LEAKS

TPMS REPAIRED LEFT FRONT TIRE

1999 CPMH 19.00 19.00
 PARTS: 0.00 LABOR: 19.00 OTHER: 0.00 TOTAL LINE A: 19.00
 12388 LEFT FRONT TIRE HAS SCREW IN TREAD PERFORMED TIRE PLUG

B *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95 VALUE)

CW *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95 VALUE)

1999 CPMH 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C *PERFORM WALK AROUND/MULTI-POINT VEHICLE INSPECTION (FREE - \$14.95 VALUE)

MPI *PERFORM WALK AROUND/MULTI-POINT VEHICLE INSPECTION (FREE - \$14.95 VALUE)

1999 CHYU 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
 12388 MPI PERFORMED INSPECTION ALL TIRES @ 7/32

IS YOUR FACTORY WARRANTY ABOUT TO EXPIRE???

YOU CAN PROTECT YOUR CAR AND REALIZE PEACE OF MIND WITH AN EXTENDED SERVICE PLAN. ASK YOUR SERVICE ADVISOR FOR DETAILS...IF YOU ARE SURVEYED BY THE MANUFACTURER AND CAN NOT ANSWER "10 OR YES" TO ALL QUESTIONS PLEASE CALL THE SERVICE MANAGER FOR ASSISTANCE.

MISC. SHOP SUPPLY CHARGE		DESCRIPTION	TOTALS
A nominal charge is included to cover misc. lubricants, rags, washer solvent, top off fluid levels, cleaners, adhesives, seat covers, floor mats, certain misc. hardware, tape, etc. SHOP SUPPLY COSTS: A charge equal of 10% of the total cost of labor, not to exceed \$25.00 will be added to the repair order for shop supplies used in conjunction with the repair. A minimum charge of \$2.00. Repairs or Services performed have been explained or demonstrated for customer. ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE		LABOR AMOUNT	19.00
		PARTS AMOUNT	0.00
		OIL	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	19.00
		LESS DISCOUNT	0.00
		SALES TAX	1.52
		PLEASE PAY THIS AMOUNT	20.52
		CUSTOMER SIGNATURE	

CAR CARE

MULTI-POINT INSPECTION REPORT

■ CHECKED & OKAY

■ WILL REQUIRE FUTURE ATTENTION

■ REQUIRES IMMEDIATE ATTENTION

May contribute to vehicle efficiency and a green environment

(M) Maintenance Wear Item

Name: [REDACTED]

Date:

E-mail address on file? ☒ Yes ☐ No

E-mail address:

State inspection month:

OK to text when ready? ☐ Yes ☐ No

Phone number:

Mileage:

Model / Year:

VIN:

RO / Hat #:

Waiting? ☒ Yes ☐ No

Promise time:

BlueLink enrolled: ☐ Yes ☐ No ☐ N/A Subscription: ☐ Assurance ☐ Essentials ☐ Guidance

INSPECTION POINTS

- EXTERIOR**
- Head Lights / Fog Lights / Turn Signals
 - Tail Lights / Brake Lights / License Plate Light
 - Windshield (cracks, chips and pitting)
 - Wiper Blades - Condition, operation (M)

- INTERIOR**
- Cabin Air Filter (M)
 - Horn (operation) / Interior Lights
 - Heat / A/C System (operation)

- BATTERY**
- Battery Terminals (Clean if necessary)
 - Battery Performance (M)
 - Attach Battery test results

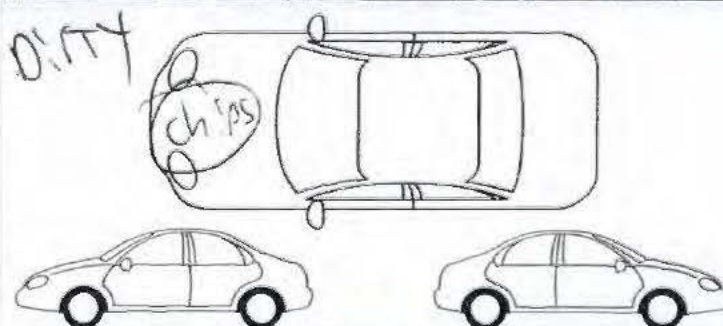


- UNDER HOOD**
- Engine Air Filter (M)
 - Cooling System (Check for visible leaks and damage)
 - Radiator, Heater, A/C hoses
 - Drive Belts (M)

- FLUID LEVELS**
- OK FILL
- Engine Oil Level - On arrival (M)
 - Transaxle / Transmission (M) (if equipped with dipstick)
 - Coolant (level / condition) (M)
 - Brake Fluid (level / condition) (M) If low, check pad wear
 - Power Steering Fluid (may be N/A) (M)
 - Windshield Washer Fluid

- UNDER CAR**
- Drive Shaft Boots / Constant Velocity Boots (as equipped)
 - Shocks, Struts and Suspension components
 - Steering, linkages / wheel end play / bearings
 - Transaxle, Transfer case, Driveshaft, Transmission, U-Joints, Shift Linkage
 - Exhaust system (leaks, visible damage, loose parts, corrosion)
 - Oil and / or fluid leaks, visual inspection (Specify)
 - Brake lines, hoses, parking brake

RECEPTION INSPECTION AND WALK-AROUND



TIRES & BRAKES (M)

LEFT FRONT	Tire Age		RIGHT FRONT
	PSI set to Factory Spec	33	
	Tire tread depth		
	Brake Lining		
LEFT REAR	Tire Age		RIGHT REAR
	PSI set to Factory Spec	33	
	Tire tread depth		
	Brake Lining		
SPARE TIRE	Tire Age		
	PSI set to Factory Spec		

Uneven Tire wear? ☐ NO ☐ YES If YES, we recommend:☐ Improper inflation, check inflation pressure monthly☐ Alignment check recommended☐ Tire Replacement☒ Brake measurements not taken this service visit

Tire Age: Any tires that are over six (6) years old based on the manufacturing date should be replaced by new ones. See Owners manual for additional information.



TIRE AND BRAKE MEASUREMENT REFERENCE

TIRES

BRAKE PADS

BRAKE SHOES



Comments

Technician Name and/or Signature

Consultant Name

Customer Signature

MULTI-POINT INSPECTION REPORT

■ CHECKED & OKAY

■ WILL REQUIRE FUTURE ATTENTION

■ REQUIRES IMMEDIATE ATTENTION

☑ May contribute to vehicle efficiency and a green environment

Ⓜ Maintenance Wear Item

Name: [REDACTED]

Date:

E-mail address on file? ☐ Yes ☐ No

E-mail address:

State inspection month:

OK to text when ready? ☐ Yes ☐ No

Phone number:

Mileage:

Model / Year:

VIN:

RO / Hat #:

Waiting? ☐ Yes ☐ No

Promise time:

BlueLink enrolled: ☐ Yes ☐ No ☐ N/A Subscription: ☐ Assurance ☐ Essentials ☐ Guidance

INSPECTION POINTS

- EXTERIOR**
- Head Lights / Fog Lights / Turn Signals
 - Tail Lights / Brake Lights / License Plate Light
 - Windshield (cracks, chips and pitting)
 - Wiper Blades - Condition, operation Ⓜ

- INTERIOR**
- Cabin Air Filter Ⓜ
 - Horn (operation) / Interior Lights
 - Heat / A/C System (operation)

- BATTERY**
- Battery Terminals (Clean if necessary)
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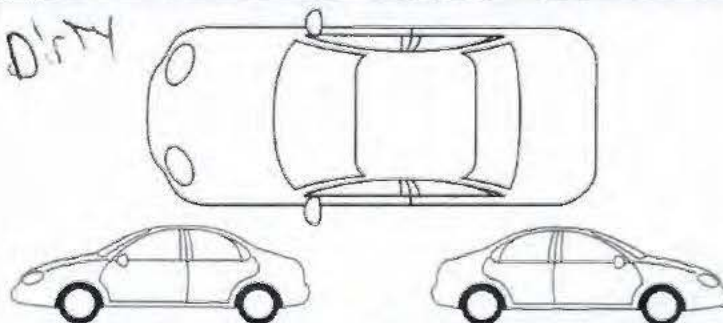


- UNDER HOOD**
- Engine Air Filter Ⓜ
 - Cooling System (Check for visible leaks and damage)
 - Radiator, Heater, A/C hoses
 - Drive Belts Ⓜ

- FLUID LEVELS**
- OK FILL
- Engine Oil Level - On arrival Ⓜ
 - Transaxle / Transmission Ⓜ (if equipped with dipstick)
 - Coolant (level / condition) Ⓜ
 - Brake Fluid (level / condition) Ⓜ
 - If low, check pad wear
 - Power Steering Fluid (may be N/A) Ⓜ
 - Windshield Washer Fluid

- UNDER CAR**
- Drive Shaft Boots / Constant Velocity Boots (as equipped)
 - Shocks, Struts and Suspension components
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 - Transaxle, Transfer case, Driveshaft, Transmission, U-joints, Shift Linkage
 - Exhaust system (leaks, visible damage, loose parts, corrosion)
 - Oil and / or fluid leaks, visual inspection (Specify)
 - Brake lines, hoses, parking brake

RECEPTION INSPECTION AND WALK-AROUND



TIRES & BRAKES Ⓜ

LEFT FRONT		Tire Age	PSI set to Factory Spec	RIGHT FRONT
35	9/32	35	9/32	
LEFT REAR		Tire Age	PSI set to Factory Spec	RIGHT REAR
35	9/32	35	9/32	

Spare Tire
Tire Age _____
PSI set to Factory Spec _____

Uneven Tire wear? ☒ NO ☐ YES If YES, we recommend:

- ☐ Improper inflation, check inflation pressure monthly
- ☐ Alignment check recommended
- ☐ Tire Replacement

☒ Brake measurements not taken this service visit

Tire Age: Any tires that are over six (6) years old based on the manufacturing date should be replaced by new ones. See Owners manual for additional information.



TIRE AND BRAKE MEASUREMENT REFERENCE

TIRES

BRAKE PADS

BRAKE SHOES



Comments _____

Technician Name and/or Signature _____

Consultant Name _____

Customer Signature _____

Ganley Westside Imports
1st On The North Olmsted Auto Mile **HYUNDAI**

Ganley Westside Imports, Inc. 25600 Lorain Rd. North Olmsted, Ohio 44070

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Sincerely,



Edward H. Ihnot

Service Manager

CUSTOMER #:



HYUNDAI

GANLEY

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

INVOICE

PAGE 1

NORTH OLMSTED, OH

HOME CONT
BUS: CELL:

SERVICE ADVISOR: 42 KEITH WENDLING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6DU		9492/9492		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. D
05FEB13 DD			WAIT 13FEB14		0.00	CASH	13FEB14
R.O. OPENED	READY	OPTIONS: SOLD-STK DLR:					
13FEB14	13FEB14	ENG:1.8_Liter_DOHC TRN:AUTO					

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

A FACTORY SCHEDULED MAINTENANCE

H001 DEFAULT

2668 CPMH

5 OILH ENGINE OIL

1 21513-23001 GASKET-ENGINE OIL PLUG

1 26300-35503 FILTER ASSY-ENGINE OIL

	13.77	13.77
2.59	2.59	12.95
1.06	0.92	0.92
6.12	5.31	5.31

SUBL HAZARDOUS WASTE REMOVAL

CHW

PARTS: 19.18	LABOR: 13.77	OTHER: 1.50	TOTAL LINE A: 34.45
--------------	--------------	-------------	---------------------

9492 0.05 PERFORMED LUBE, OIL AND FILTER CHANGE. TOPPED OFF FLUIDS AND SET TIRE PRESSURES AS NECESSARY.

B CUSTOMER STATES HAS FOUND EVIDENCE OF A RODENT ON DRIVERS FRONT FLOOR AND IN TRUNK, CHEWED PAPER, PLEASE INSPECT AND ADVISE IF WE SEE ANY SIGNS OF A NEST OR OTHER EVIDENCE.

MISC DEFAULT

2668 CHYU

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B: 0.00
-------------	-------------	-------------	--------------------

9492 INSPECTED VEHICLE FOR RODENT DAMAGE AND/OR NEST. NO NEST OR DAMAGE FOUND. RODENT LIKELY NOT LIVING INSIDE VEHICLE, ADVISE CUSTOMER TO HAVE DEBRIS CLEANED AND SET HUMANE MOUSE TRAPS IN TRUNK AS WELL AS CHECK AROUND PARKING AREA FOR NESTING.

C *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95 VALUE)

CW *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95 VALUE)

2668 CPMH

PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C: 0.00
-------------	-------------	-------------	--------------------

D *PERFORM WALK AROUND/MULTI-POINT VEHICLE INSPECTION (FREE - \$14.95 VALUE)

MPI *PERFORM WALK AROUND/MULTI-POINT VEHICLE INSPECTION (FREE - \$14.95 VALUE)

MISC. SHOP SUPPLY CHARGE		DESCRIPTION	TOTALS
A nominal charge is included to cover misc. lubricants, rags, washer solvent, top off fluid levels, cleaners, adhesives, seat covers, floor mats, certain misc. hardware, tape, etc. SHOP SUPPLY COSTS: A charge equal to 10% of the total cost of labor, not to exceed \$25.00 will be added to the repair order for shop supplies used in conjunction with the repair. A minimum charge of \$2.00. Repairs or Services performed have been explained or demonstrated for customer. ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE		LABOR AMOUNT	
		PARTS AMOUNT	
		OIL	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS DISCOUNT	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
		CUSTOMER SIGNATURE	

THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE REGARDING ANY PRODUCTS OR SERVICES PROVIDED, UNLESS OTHERWISE INDICATED ON THE SERVICE REPAIR ORDER AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OF OTHER SUPPLIERS WARRANTIES.

CUSTOMER #



HYUNDAI

GANLEY

WESTSIDE IMPORTS INC.

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PAGE 2

NORTH OLMSTED, OH

HOME CONT

BUS: CELL:

SERVICE ADVISOR: 42 KEITH WENDLING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6D		9492/9492		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV
05FEB13 DD			WAIT 13FEB14		0.00	CASH	13FEB14
R.O. OPENED	READY	OPTIONS: SOLD-STK: DLR:					
13FEB14	13FEB14	ENG:1.8_Liter_DOHC TRN:AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			2668	CPMH		0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:
9492	TIRES ARE AT 9/32ND	BRAKES ARE AT 7MM	ALL AROUND				0.00

MISC SHOP SUPPLIES

1.38

WAIT created 2014-02-10

02:53:00pm taken by Rac hel

Greathouse

IS YOUR FACTORY WARRANTY ABOUT TO EXPIRE???
 YOU CAN PROTECT YOUR CAR AND REALIZE PEACE OF
 MIND WITH AN EXTENDED SERVICE PLAN. ASK YOUR
 SERVICE ADVISOR FOR DETAILS....IF YOU ARE
 SURVEYED BY THE MANUFACTURER AND CAN NOT
 ANSWER "10 OR YES" TO ALL QUESTIONS PLEASE
 CALL THE SERVICE MANAGER FOR ASSISTANCE.

MISC. SHOP SUPPLY CHARGE
 A nominal charge is included to cover misc. lubricants, rags, washer solvent, top off fluid levels, cleaners, adhesives, seat covers, floor mats, certain misc. hardware, tape, etc.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	13.77
PARTS AMOUNT	19.18
OIL	0.00
SUBLET AMOUNT	1.50
MISC. CHARGES	1.38
TOTAL CHARGES	35.83
LESS DISCOUNT	0.00
SALES TAX	2.74
PLEASE PAY THIS AMOUNT	38.57

April 8th, 2015



Ganley Westside Imports

1st on the North Olmsted Auto Mile

Dear Hyundai Customer,

We greatly appreciate you giving us the opportunity to service your vehicle.

We are always striving to give you the best dealership experience possible. Part of this process is a follow up on your service visit with us. This is something we feel is very important to ensure that you are completely satisfied.

This letter is a follow up reminder to let you know that should you have any questions or concerns about your service, I can be emailed any time day or night at ed.i@ganleywestside.com or I can be reached at 440-734-2000. ext 5301.

Also as a reminder, you may be contacted by the manufacturer and given an opportunity for an email survey. We always strive to be the area leader in Hyundai service and we greatly appreciate your help. If you have any concerns, or if you cannot rate us a 10 or yes on any question please give us a call and allow us to assist you.

I would personally like to thank you in advance for your time and assistance with filling out this survey.

Sincerely,

A handwritten signature in black ink, appearing to read 'Edward H. Ihnot', is written over a horizontal line.

Edward H. Ihnot

Service Manager

CUSTOMER #: [REDACTED]

INVOICE


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GANLEY

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NORTH OLMSTED, OHIO 44070

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PAGE 1

NORTH OLMSTED, OH

HOME [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 42 KEITH WENDLING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6DU [REDACTED]	[REDACTED]	23022/23022	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			19:00 08APR15		0.00	CASH	08APR15
R.O. OPENED		READY		OPTIONS: SOLD-STK: [REDACTED] DLR [REDACTED]			
		ENG:1.8_Liter_DOHC TRN:AUTO					
12:57 08APR15		15:26 08APR15					

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

A 7,500 MILE SERVICE

H7.5K OIL CHANGE AND TIRE ROTATION
2808 CPMH

1 26300-35503 FILTER ASSY-ENGINE OIL	6.12	5.31	5.31
1 21513-23001 GASKET-ENGINE OIL PLUG	1.11	0.97	0.97
5 OILH ENGINE OIL	2.59	2.59	12.95

PARTS: 19.23 LABOR: 34.77 OTHER: 0.00 TOTAL LINE A: 54.00

Technician performed 7,500 mile service including a tire rotation and an oil change.

B *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95 VALUE)

CW *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE
SERVICE (FREE - \$8.95 VALUE)

2808 CPMH

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

Technician washed vehicle's exterior.

C 40C083R0 ~ 2013 ELANTRA ECM UPDATE (14-01-063)

CAUSE: RECALL

40C083R0 2013 ELANTRA ECM UPDATE

2808 WH

FC: PART#: COUNT:

CLAIM TYPE: CPN

AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

Technician performed ecm update. no malfunctions occurred.

D CUSTOMER STATES LEFT REAR TIRE LEAKING AIR

TIRE REPAIRED LEFT REAR TIRE

2808 IHYU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

23022 Technician verified slow leak in driver rear tire and found

(N/C)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
OIL	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

A nominal charge is included to cover misc. lubricants, rags, washer solvent, top off fluid levels, cleaners, adhesives, seat covers, floor mats, certain misc. hardware, tape, etc.

SHOP SUPPLY COSTS: A charge equal to 10% of the total cost of labor, not to exceed \$25.00 will be added to the repair order for shop supplies used in conjunction with the repair. A minimum charge of \$2.00.

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CUSTOMER SIGNATURE

CUSTOMER #:



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PAGE 2

HOME: [REDACTED] MONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 42 KEITH WENDLING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK DIAM	13	HYUNDAI ELANTRA	KMH4A6E6DL	[REDACTED]	23022/23022	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
05FEB13 DD			19:00 08APR15		0.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] DLR: [REDACTED]				
		ENG:1.8_Liter_DOHC TRN:AUTO				
12:57 08APR15	15:26 08APR15					

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

an object inside the tread. tapped to RO. Patchable and under warranty, technician patched tire and verified that the tire was holding air at this time. PERFORMED AT NO CHARGE DUE TO MULTIPLE VISITS FOR TIRE LEAK

E** *PERFORM WALK AROUND/MULTI-POINT VEHICLE INSPECTION (FREE - \$14.95 VALUE)

DECOTH CUSTOMER HAS DECLINED RECOMMENDED REPAIR

OR MAINTENANCE

2808C-OTH

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
--------	------	--------	------	--------	------	---------------	------

'23022 technician found that this vehicle has a plate light out,

QUOTED 42.00 TAX INC as well as streaky wiper blades @ 40.00 TAX INC.

MISC SHOP SUPPLIES

3.48

CUSTOMER MADE CREATED

2015-04-05 02:05:55PM TAK EN

BY CUSTOMER STATES: I'M PRETTY

UPSET BECAUSE I HAVE HAD

TROUBLE WITH ONE OF MY TIRES

HAVIN G LOW PRESSURE SINCE A

FEW MONTHS AFTER I PURCHASE

THE CAR. I HAVE TAKEN IT IN TO

YOU OFTEN TO TAKE CARE OF

THIS ISSUE. RECENTLY I WENT TO

LEAVE WORK TO FIND THE SAME

TIRE COMPLETELY FLAT, THANK

GOD FOR THE PUMP THAT CAME

WITH MY CAR. YOU ALSO REPAIRED

THE TIRE SAYING THERE WAS A

NAIL, HOWEVER THE LOW TIRE

PRESSURE HAS BEEN CONSTANT

SINCE MONTHS AFTER I PURCHASED

MY CAR. VERY UPSETTING AS

WELL AS FRUSTRATING!!

IS YOUR FACTORY WARRANTY ABOUT TO EXPIRE???

YOU CAN PROTECT YOUR CAR AND REALIZE PEACE OF

MIND WITH AN EXTENDED SERVICE PLAN. ASK YOUR

SERVICE ADVISOR FOR DETAILS...IF YOU ARE

SURVEYED BY THE MANUFACTURER AND CAN NOT

ANSWER "10 OR YES" TO ALL QUESTIONS PLEASE

CALL THE SERVICE MANAGER FOR ASSISTANCE.

← Constant issue with tire

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	34.77
PARTS AMOUNT	19.23
OIL	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.48
TOTAL CHARGES	57.48
LESS DISCOUNT	0.00
SALES TAX	4.60
PLEASE PAY THIS AMOUNT	62.08

MULTI-POINT INSPECTION REPORT

☒ CHECKED & OKAY

☐ WILL REQUIRE FUTURE ATTENTION

☐ REQUIRES IMMEDIATE ATTENTION

☒ May contribute to vehicle efficiency and a green environment

☒ Maintenance Wear Item

Name:

Date:

E-mail address on file: ☐ Yes ☐ No

E-mail address:

State inspection month:

OK to text when ready? ☐ Yes ☐ No

Phone number:

Mileage:

Model / Year:

VIN:

RO / Hat #:

Waiting? ☐ Yes ☐ No

WebDCS Open Campaigns checked? ☐ Yes ☐ No

Promise time:



BlueLink enrolled: ☐ Yes ☐ No ☐ N/A Subscription: ☐ Connected Care ☐ Remote ☐ Guidance

INSPECTION POINTS

EXTERIOR

- ☒ Head Lights / Fog Lights / Turn Signals
- ☒ Tail Lights / Brake Lights / License Plate Light
- ☒ Windshield (cracks, chips and pitting)
- ☒ Wiper Blades - Condition, operation (M)

INTERIOR

- ☒ Cabin Air Filter (M)
- ☒ Horn (operation) / Interior Lights
- ☒ Heat / A/C System (operation)

BATTERY

- ☒ Battery Terminals (Clean if necessary)
- ☒ Battery Performance (M)
- Attach Battery test results

UNDER HOOD

- ☒ Engine Air Filter (M)
- ☒ Cooling System (Check for visible leaks and damage)
- ☒ Radiator, Heater, A/C hoses
- ☒ Drive Belts (M)

FLUID LEVELS

OK FILL

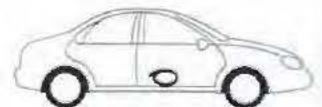
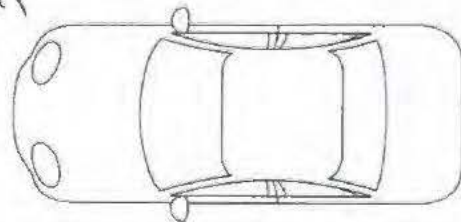
- ☒ Engine Oil Level - On arrival (M)
- ☒ Transaxle / Transmission (M)
- (if equipped with dipstick)
- ☒ Coolant (level / condition) (M)
- ☒ Brake Fluid (level / condition) (M)
- If low, check pad wear
- ☒ Power Steering Fluid (may be N/A) (M)
- ☒ Windshield Washer Fluid

UNDER CAR

- ☒ Drive Shaft Boots / Constant Velocity Boots (as equipped)
- ☒ Shocks, Struts and Suspension components
- ☒ Steering, linkages / wheel end play / bearings
- ☒ Transaxle, Transfer case, Driveshaft, Transmission, U-Joints, Shift Linkage
- ☒ Exhaust system (leaks, visible damage, loose parts, corrosion)
- ☒ Oil and / or fluid leaks, visual inspection (Specify)
- ☒ Brake lines, hoses, parking brake

RECEPTION INSPECTION AND WALK-AROUND

Cur Tell



TIRES & BRAKES (M)

LEFT FRONT	Tire Age		PSI set to Factory Spec		Tire tread depth		Brake Lining		RIGHT FRONT
	32		32		6		8		
LEFT REAR	Tire Age		PSI set to Factory Spec		Tire tread depth		Brake Lining		RIGHT REAR
	32		32		4		8		
SPARE TIRE	Tire Age		PSI set to Factory Spec		Tire tread depth		Brake Lining		

Uneven Tire wear? ☐ NO ☐ YES If YES, we recommend:

- ☐ Improper inflation, check inflation pressure monthly
- ☐ Alignment check recommended
- ☐ Tire Replacement

☐ Brake measurements not taken this service visit

TIRE AND BRAKE MEASUREMENT REFERENCE

TIRES	BRAKE PADS	BRAKE SHOES

Comments: ~~Blades~~, Plate Light

Technician Name and/or Signature: 2808

Consultant Name: _____

Customer Signature: _____

Your Next Service Appointment is:

Date:

Time:

Provided to

Account Number

VIN#: KMHDH4AE6L

Your benefits will expire on 08/06/15

Ganley Westside Imports



Today's Service includes 120 days of...

ROADSIDE ASSISTANCE



Call 1.866.828.0799 for Sign & Drive® roadside assistance throughout the U.S. and Canada 24/7/365.

- Towing
- Jump-Starts
- Fluid Delivery
- Lock-Out Service
- Tire Changes
- Winch-Out Service

Covers up to \$75 per service and can be used up to 2 times per recommended maintenance interval.

*Coverage provided where applicable by law. Service may not be available where state providers are exclusively utilized. Dispatch services are administered by VAS. Benefits are valid only for this vehicle.

MAINTENANCE SPECIAL



10% OFF

Any 7,500, 15,000, 30,000, 37,500, 45,000, 60,000, 75,000, 82,500, or 90,000 Mile Maintenance Package!

Performing manufacturer recommended maintenance will keep your car running at peak performance and prevents costly repairs.

Excludes oil, coolant, brake, and fluid services with other packages or options.

ROAD HAZARD TIRE PROTECTION



Provides tire protection* for this vehicle in the event a tire is punctured by a road hazard on a public road.

- Covers up to \$20 for tire repairs
- Covers up to \$150 for tire replacements for tires that cannot be safely repaired
- Maximum tire benefit of \$150 per benefit period.

Simply return to this dealership to have road hazard damaged tires repaired or replaced.

*To qualify, all 4 tires must be documented by a technician at this service to have at least 4/32" tread depth and be in good condition.

HIGH MILEAGE CLUB



Higher Mileage, Save More

Mileage	Save
50,000	12%
70,000	13%
90,000	14%
100,000	15%

Once you reach 50,000 miles, you can start saving with other offers. Save more on your next oil change with our Special Maintenance Package. Excludes other offers.

EMERGENCY RENTAL CAR



Provides emergency rental car coverage* in the event of a mechanical breakdown that requires a tow.

- Covers up to \$30 for one (1) day of alternative transportation
- Benefit can be used one (1) time per recommended maintenance interval.

*To qualify, the vehicle must be towed back to and repaired by this dealership. Benefits valid only for this vehicle.

TIRE SPECIAL



Lifetime Tire Rotation With purchase of 4 tires!

Buy 4 tires, get *complimentary* rotations for the life of the tires!

Benefit from many apply. Not available with other offers or options.

Return for service by 08/06/15 or 26,772 miles to renew your benefits.

For Drive-Sure® Roadside Assistance:



Scan from
your smart
phone:



Or,
Call Toll free:
1.866.828.0799

Benefits valid only for the vehicle and through the date listed below.

Name:

Email:

Account:

VIN#: KMHDH4AE6DL

Benefits Expire On: 08/06/15

Y 11 05/15



August 22nd 2015



GANLEY WESTSIDE HYUNDAI

Dear Hyundai Customer,

We greatly appreciate you giving us the opportunity to service your vehicle.

We are always striving to give you the best dealership experience possible. Part of this process is a follow up on your service visit with us. This is something we feel is very important to ensure that you are completely satisfied. Our job is to fix the car correctly the first time, fix it as quickly as possible, and to keep you informed the whole time.

This letter is a follow up reminder to let you know that should you have any questions or concerns about your service, I can be emailed any time day or night at keith.w@ganleywestside.com or I can be reached at 440-686-3048.

Also as a reminder, you may be contacted by the manufacturer and given an opportunity for an email survey. We always strive to be the area leader in Hyundai service and we greatly appreciate your help. If you have any concerns, or if you cannot rate us a 10 or YES on any question please give us a call and allow us to assist you.

I would personally like to thank you in advance for your time and assistance with filling out this survey.

Sincerely,

Keith Wendling

Hyundai Service Manager

Customer Name	XXXXXXXXXX
Vehicle Year	2015
Vehicle Make	Hyundai
Vehicle Model	Elantra
Vehicle Color	Black
Vehicle Mileage	10,000
Vehicle Type	Sedan
Vehicle Trim	SE
Vehicle Options	None
Sale Amount	23,226

Provided to

Ganley Westside
HYUNDAI

Account Number

VIN#: KMHDH4AE6DL

Your benefits will expire on 12/20/15

Today's Service includes 120 days of...

ROADSIDE ASSISTANCE



Call 1.866.828.0799 for Sign & Drive® roadside assistance throughout the U.S. and Canada 24/7/365:

- Towing
 - Lock-Out Service
 - Jump-Starts
 - Tire Changes
 - Fluid Delivery
 - Winch-Out Service
- Covers up to \$75 per service and can be used up to 2 times per recommended maintenance interval.

*Coverage provided where applicable by law. Service may not be available where state providers are exclusively utilized. Dispatch services are administered by VAS. Benefits are valid only for this vehicle.

MAINTENANCE SPECIAL



10% OFF

Any 7,500, 15,000, 30,000, 37,500, 45,000, 60,000, 75,000, 82,500, or 90,000 Mile Maintenance Package!

Performing manufacturer recommended maintenance will keep your car running at peak performance and prevents costly repairs.

Excludes oil changes & more. Not available with other discounts or programs.

ROAD HAZARD TIRE PROTECTION



Provides tire protection* for this vehicle in the event a tire is punctured by a road hazard on a public road.

- Covers up to \$20 for tire repairs
- Covers up to \$150 for tire replacements for tires that cannot be safely repaired
- Maximum tire benefit of \$150 per benefit period.

Simply return to this dealership to have road hazard damaged tires repaired or replaced.

*To qualify, all 4 tires must be documented by a technician at this service to have at least 4/32" tread depth and be in good condition.

HIGH MILEAGE CLUB



Higher Mileage, Save More

Mileage	Save
50,000	12%
70,000	13%
90,000	14%
100,000	15%

Max value \$150. No cash value. Not valid with other offers, discounts, or programs. Valid only at Ganley Westside Hyundai. Hyundai vehicles only.

EMERGENCY RENTAL CAR



Provides emergency rental car coverage* in the event of a mechanical breakdown that requires a tow.

- Covers up to \$30 for one (1) day of alternative transportation
- Benefit can be used one (1) time per recommended maintenance interval.

*To qualify, the vehicle must be towed back to and repaired by this dealership. Benefits valid only for this vehicle.

TIRE SPECIAL



Lifetime Tire Rotation

With purchase of 4 tires!

Buy 4 tires, get complimentary rotations for the life of the tires!

Not valid with other offers, discounts or programs.

Return for service by 12/20/15 or 22,221 miles to renew your benefits

For Drive-Sure® Roadside Assistance:



Scan from
your smart
phone:



Or,
Call Toll free:
1.866.828.0799

Benefits valid only for the vehicle and through the date listed below

Name:

Email:

Account

VIN#:

KMHDH4AE6DL

Benefits Expire On: 12/20

CUSTOMER #:



HYUNDAI

GANLEY

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

INVOICE

PAGE 1

NORTH OLMSTED, OH

HOME:

CONT

BUS:

CELL

SERVICE ADVISOR: 42 KEITH WENDLING

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
BLACK DIAM	13	HYUNDAI ELANTRA		KMHHDH4AE6DU		28381/28381		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
05FEB13 DD			WAIT 22AUG15		0.00	CASH	22AUG15	
R.O. OPENED		READY		OPTIONS: SOLD-STK DLR				
13:28 22AUG15		13:53 22AUG15		ENG:1.8_Liter_DOHC TRN:AUTO				

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

A FACTORY SCHEDULED MAINTENANCE

H001 FACTORY SCHEDULED MAINTENANCE

2749 CPMH

1 26300-35503 FILTER ASSY-ENGINE OIL

6.12 3.99 3.99

1 21513-23001 GASKET-ENGINE OIL PLUG

1.11 0.97 0.97

5 OILH ENGINE OIL

2.59 2.59 12.95

MDISC MAINTENANCE DISCOUNT

2749 CPMH

-1.80 -1.80

PDISC PARTS DISCOUNT

2749 CPDH

-1.20 -1.20

PARTS: 17.91 LABOR: 10.72 OTHER: 0.00 TOTAL LINE A: 28.63

B *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95 VALUE)

CW *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE

SERVICE (FREE - \$8.95 VALUE)

2749 CPMH

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C *PERFORM WALK AROUND/MULTI-POINT VEHICLE INSPECTION (FREE - \$14.95 VALUE)

MPIH *PERFORM WALK AROUND/MULTI-POINT VEHICLE

INSPECTION (FREE - \$14.95 VALUE)

2749 CPMH

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

28381 ALL TIRES @ 5/32

MISC SHOP SUPPLIES 1.25

MISC. SHOP SUPPLY CHARGE

A nominal charge is included to cover misc. lubricants, rags, washer solvent, top off fluid levels, cleaners, adhesives, seat covers, floor mats, certain misc. hardware, tape, etc.

SHOP SUPPLY COSTS: A charge equal of 10% of the total cost of labor, not to exceed \$25.00 will be added to the repair order for shop supplies used in conjunction with the repair. A minimum charge of \$2.00.

Repairs or Services performed have been explained or demonstrated for customer.

ALL PARTS INSTALLED ARE NEW
UNLESS SPECIFIED OTHERWISE

THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE REGARDING ANY PRODUCTS OR SERVICES PROVIDED, UNLESS OTHERWISE INDICATED ON THE SERVICE REPAIR ORDER AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OF OTHER SUPPLIERS WARRANTIES.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

OIL

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS DISCOUNT

SALES TAX

PLEASE PAY
THIS AMOUNT

CUSTOMER #:



HYUNDAI

GANLEY

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

INVOICE

PAGE 2

NORTH OLMSTED OH

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 42 KEITH WENDLING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6DU	[REDACTED]	28381/28381	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
05FEB13 DD			WAIT 22AUG15		0.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] DLR: [REDACTED]				
13:28 22AUG15	13:53 22AUG15	ENG:1.8_Liter_DOHC TRN:AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
WAIT	CUSTOMER MADE	CREATED					
2015-08-13	05:47:00P	M	TAKEN	BY			

IS YOUR FACTORY WARRANTY ABOUT TO EXPIRE???

YOU CAN PROTECT YOUR CAR AND REALIZE PEACE OF MIND WITH AN EXTENDED SERVICE PLAN. ASK YOUR SERVICE ADVISOR FOR DETAILS...IF YOU ARE SURVEYED BY THE MANUFACTURER AND CAN NOT ANSWER "10 OR YES" TO ALL QUESTIONS PLEASE CALL THE SERVICE MANAGER FOR ASSISTANCE.

MISC. SHOP SUPPLY CHARGE

A nominal charge is included to cover misc. lubricants, rags, washer solvent, top off fluid levels, cleaners, adhesives, seat covers, floor mats, certain misc. hardware, tape, etc.

SHOP SUPPLY COSTS: A charge equal of 10% of the total cost of labor, not to exceed \$25.00 will be added to the repair order for shop supplies used in conjunction with the repair. A minimum charge of \$2.00.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	10.72
PARTS AMOUNT	17.91
OIL	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.25
TOTAL CHARGES	29.88
LESS DISCOUNT	0.00
SALES TAX	2.38
PLEASE PAY THIS AMOUNT	32.26



1100 9th / 2015

GANLEY WESTSIDE HYUNDAI



Dear Hyundai Customer,

We greatly appreciate you giving us the opportunity to service your vehicle.

We are always striving to give you the best dealership experience possible. Part of this process is a follow up on your service visit with us. This is something we feel is very important to ensure that you are completely satisfied. Our job is to fix the car correctly the first time, fix it as quickly as possible, and to keep you informed the whole time.

This letter is a follow up reminder to let you know that should you have any questions or concerns about your service, I can be emailed any time day or night at keith.w@ganleywestside.com or I can be reached at 440-686-3048.

Also as a reminder, you may be contacted by the manufacturer and given an opportunity for an email survey. We always strive to be the area leader in Hyundai service and we greatly appreciate your help. If you have any concerns, or if you cannot rate us a 10 or YES on any question please give us a call and allow us to assist you.

I would personally like to thank you in advance for your time and assistance with filling out this survey.

Sincerely,

Keith Wendling

Hyundai Service Manager

CUSTOMER #



HYUNDAI

GANLEY

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

INVOICE

PAGE 1

NORTH OLMSTED, OH

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 75 TORI SALLAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6DU		31414/31414		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			18:00 09NOV15		0.00	CASH	09NOV15
R.O. OPENED	READY	OPTIONS: SOLD-STK DLR:					
12:33 09NOV15	13:41 09NOV15	ENG:1.8_Liter_DOHC TRN:AUTO					

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

A CUSTOMER STATES:TIRE PRESSURE MONITORING LIGHT HAS COME ON - CHECK

ALL TIRES FOR LOW PRESSURE/POSSIBLE LEAKS

TPMS CUSTOMER STATES:TIRE PRESSURE MONITORING

LIGHT HAS COME ON - CHECK ALL TIRES FOR LOW
PRESSURE/POSSIBLE LEAKS

2741CEXP

0.00

0.00

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

31414 NO LEAKS PRESENT IN ANY TIRES, AIR LOSS LIKELY TO BE DUE TO
WEATHER CHANGE. TECH RECOMMENDS FOUR NEW TIRES DUE TO CURRENT TREAD
DEPTHS, 3 AT 5/32NDS AND RR AT 3/32NDS

B VEHICLE INSPECTION PERFORMED / /

HE99P VEHICLE INSPECTION PERFORMED

2741CEXP

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

31414

INSPECTION PERFORMED, RECOMMEND CABIN FILTER DUE TO BEING DIRTY,
\$54 TAX IN

ONE LICENSE PLATE LIGHT OUT, RECOMMEND REPLACEMENT \$25 TAX IN

C *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95
VALUE)CW *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE
SERVICE (FREE - \$8.95 VALUE)

2741CEXP

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

IS YOUR FACTORY WARRANTY ABOUT TO EXPIRE???

YOU CAN PROTECT YOUR CAR AND REALIZE PEACE OF
MIND WITH AN EXTENDED SERVICE PLAN. ASK YOUR
SERVICE ADVISOR FOR DETAILS....IF YOU ARE
SURVEYED BY THE MANUFACTURER AND CAN NOT
ANSWER "NO OR YES" TO ALL QUESTIONS PLEASE
CALL THE SERVICE MANAGER FOR ASSISTANCE.

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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.

DATE CUSTOMER SIGNATURE

***SHOP SUPPLY COSTS:**

We have added a charge equal to 10% of the total labor cost, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

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 DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



January 9th, 2016

GANLEY WESTSIDE HYUNDAI



Dear Hyundai Customer,

We greatly appreciate you giving us the opportunity to service your vehicle.

We are always striving to give you the best dealership experience possible. Part of this process is a follow up on your service visit with us. This is something we feel is very important to ensure that you are completely satisfied. Our job is to fix the car correctly the first time, fix it as quickly as possible, and to keep you informed the whole time.

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I would personally like to thank you in advance for your time and assistance with filling out this survey.

Sincerely,

Keith Wendling

Hyundai Service Manager

CUSTOMER #:



HYUNDAI

GANLEY

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

INVOICE

PAGE 1

HOME BUS: CONT CELI

SERVICE ADVISOR: 69 STEVE KIESWETTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6DU		33458/33458		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			16:00 09JAN16		0.00	CASH	09JAN16
R.O. OPENED	READY	OPTIONS: SOLD-STK: DLR:					
11:19 09JAN16	12:26 09JAN16	ENG:1.8_Liter_DOHC TRN:AUTO					

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

A 35000 MILES GANLEY RECOMMENDED - (BETTER)

H5B 5000MI INTERVAL FACTORY SCHEDULED MAINTENANCE
BETTER PACKAGE

2749 CPMH

1 26300-35503 FILTER ASSY-ENGINE OIL

48.00 48.00

1 21513-23001 GASKET-ENGINE OIL PLUG

6.12 3.99 3.99

5 OOLH ENGINE OIL

1.11 0.97 0.97

PARTS: 17.91 LABOR: 48.00 OTHER: 0.00 TOTAL LINE A: 65.91

performed 35k service

B *PERFORM WALK AROUND/MULTI-POINT VEHICLE INSPECTION (FREE - \$14.95
VALUE)MPIH *PERFORM WALK AROUND/MULTI-POINT VEHICLE
INSPECTION (FREE - \$14.95 VALUE)

2749 CPMH

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95
VALUE)CW *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE
SERVICE (FREE - \$8.95 VALUE)

2749 CPMH

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

H10D CUSTOMER APPRECIATION \$ 10.00 DISCOUNT OFF REPAIRS

CHYU

-10.00 -10.00

H5PM SUPER SATURDAY 5% OFF

CPMH

-3.30 -3.30

MISC SHOP SUPPLIES

3.68

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DATE CUSTOMER SIGNATURE

***SHOP SUPPLY COSTS:**
We have added a charge equal to 10% of the total labor cost, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with this repair.

**ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:



GANLEY

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

INVOICE

PAGE 2

HOME BUS: CONT CELL

SERVICE ADVISOR: 69 STEVE KIESWETTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6D		33458/33458		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			16:00 09JAN16		0.00	CASH	09JAN16
R.O. OPENED	READY	OPTIONS: SOLD-STK: DLR:					
		ENG:1.8 Liter DOHC TRN:AUTO					

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

CUSTOMER MADE CREATED
2016-01-04 10:57:38AM TAK EN
BY CUSTOMER STATES:MY TIRE
PRESSURE LIGHT IS ON AGAIN
WHICH I JUST HAD MY CAR IN
BACK IN NOVEMBER. I WAS TOLD
YOU COULDN'T FIND ANYTHING
WRONG WITH THE TIRES BUT THE
LIGHT WAS REMOVED AND NOW ONLY
A LITTLE OVER A MONTH IT'S ON
AGA IN. I CHECKED TIRE
PRESSURE AND IT'S AT THE COR
RECT PSI AND SEAMS IT MAYBE
THE SAME TIRE I'VE HAD ISSUES
WITH SINCE PURCHASING MY CAR.
ALSO I WAS TOLD ALL 4 TIRES
NEED REPLACED WHICH IS UP
SETTING CONSIDERING I DRIVE
LESS THAN 50 MILES TO AND FROM
WORK DAILY AND MY CAR IS
ALMOST 3 Y RS OLD WHICH MY
TIRES NEVER SHOULD HAVE THE
AMO UNT OF TREAD WEAR OFF
ALREADY. HOPEFULLY THIS I SSUE
WILL FINALLY BE RESOLVED WHEN
I COME IN SA TURDAY

IS YOUR FACTORY WARRANTY ABOUT TO EXPIRE???
YOU CAN PROTECT YOUR CAR AND REALIZE PEACE OF
MIND WITH AN EXTENDED SERVICE PLAN. ASK YOUR
SERVICE ADVISOR FOR DETAILS....IF YOU ARE
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CALL THE SERVICE MANAGER FOR ASSISTANCE.

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DATE CUSTOMER SIGNATURE

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We have added a charge equal to 10% of the total labor cost, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	48.00
PARTS AMOUNT	17.91
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	3.68
TOTAL CHARGES	69.59
LESS DISCOUNT	13.30
SALES TAX	4.50
PLEASE PAY THIS AMOUNT	60.79

Account Number [REDACTED]
VIN#: KMHEC4A
Your benefits will expire on 05/08/16

Today's Service includes 120 days of...

ROADSIDE ASSISTANCE



Call 1.866.828.0799 for Sign & Drive® roadside assistance throughout the U.S. and Canada 24/7/365:

- Towing
- Lock-Out Service
- Jump-Starts
- Tire Changes
- Fluid Delivery
- Winch-Out Service

Covers up to \$75 per service and can be used up to 2 times per recommended maintenance interval.

*Coverage provided where applicable by law. Service may not be available where state providers are exclusively utilized. Dispatch services are administered by VAS. Benefits are valid only for this vehicle.

MAINTENANCE SPECIAL



10% OFF

Any 7,500, 15,000, 30,000, 37,500, 45,000, 60,000, 75,000, 82,500, or 90,000 Mile Maintenance Package!

Performing manufacturer recommended maintenance will keep your car running at peak performance and prevents costly repairs.

Excludes oil changes & tires. Not applicable with other discounts or promos.

ROAD HAZARD TIRE PROTECTION



Provides tire protection* for this vehicle in the event a tire is punctured by a road hazard on a public road.

- Covers up to \$20 for tire repairs
- Covers up to \$150 for tire replacements for tires that cannot be safely repaired
- Maximum tire benefit of \$150 per benefit period.

Simply return to this dealership to have road hazard damaged tires repaired or replaced.

*To qualify, all 4 tires must be documented by a technician at this service to have at least 4/32" tread depth and be in good condition.

HIGH MILEAGE CLUB



Higher Mileage, Save More

Mileage	Save
50,000	12%
70,000	13%
90,000	14%
100,000	15%

Max value \$150. Max cash value. Not valid with other offers/specials. Must present at time of write up. Valid only at Ganley Westside Imports Hyundai. Hyundai vehicle only.

EMERGENCY RENTAL CAR



Provides emergency rental car coverage* in the event of a mechanical breakdown that requires a tow.

- Covers up to \$30 for one (1) day of alternative transportation
- Benefit can be used one (1) time per recommended maintenance interval.

*To qualify, the vehicle must be towed back to and repaired by this dealership. Benefits valid only for this vehicle.

TIRE SPECIAL



Lifetime Tire Rotation

With purchase of 4 tires!

Buy 4 tires, get complimentary rotations for the life of the tires!

Restrictions may apply. Not available with other discounts or promos.

Return for service by 05/08/16 or 38,458 miles to renew your benefits

For Drive-Sure® Roadside Assistance:



Scan from your smart phone:



Or,
Call Toll free:
1.866.828.0799

Benefits valid only for the vehicle and through the date listed below.

Account: [REDACTED]
VIN#: KMHEC4A44B [REDACTED]
Benefits Expire On: 05/08/16



Customer Name [REDACTED] Home Phone [REDACTED]
 Date: 01/09/2016 E-MAIL [REDACTED] Business Phone [REDACTED]
 Year 2013 Model ELAN VIN KMHDH4AE6 [REDACTED]
 Mileage 33458 R.O. [REDACTED] Service Advisor Steve Kieswetter

Inc. Ganley Westside Imports
 25600 Lorain Road
 North Olmsted, OH 44070

MULTI-POINT INSPECTION REPORT

CHECKED & OK

WILL REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

OK	FILL	FLUID LEVELS
☒	☐	Engine Oil
☒	☐	Transmission Fluid
☒	☐	Coolant
☒	☐	Brake Fluid
☒	☐	Power Steering Fluid
☒	☐	Clutch Fluid
☒	☐	Window Washer Fluid

UNDER HOOD	
☒	Engine Air Filter
☒	Cooling System, A/C and Heating System
☒	Radiator, Heater, A/C Hoses
☒	Accessory Drive Belts

UNDER VEHICLE	
☒	Shocks, Struts, Suspension Components
☒	Steering Linkage
☒	Driveshaft, Transmission, U-Joints, Shift Linkage
☒	Springs
☒	Exhaust System
☒	CV Boots/Axle
☒	Wheel Alignment

GENERAL	
☒	Head/Fog Lamps
☒	Interior Lights
☒	Signal Lights
☒	Brake Lights
☒	Tail Lights
☒	Horn
☒	Wiper Blades

BATTERY	
☒ Good	☐ Factory Spec Cold Cranking Amps
☐ Recharge	☐ Actual Cold Cranking Amps
☐ Bad	☐ Battery Terminals (Clean if necessary)

Your Next Service Appointment is:

DATE TIME

ESTIMATE

BRAKE INSPECTION		
MEASURE FRONT/REAR BRAKE LININGS		
LF		RF
☒		☒
☐		☐
☐		☐
☒		☒
☐		☐
☐		☐
LR		RR
☐		☐
Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)		
3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"		
Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)		
☐ Brake Measurements Not Taken This Service Visit		

TIRE INSPECTION		
TREAD DEPTH		
LF		RF
☐ 6/32 or Greater		☐ 6/32 or Greater
☒ 3/32 to 5/32		☒ 3/32 to 5/32
☐ 2/32 or Less		☐ 2/32 or Less
☐ 6/32 or Greater		☐ 6/32 or Greater
☒ 3/32 to 5/32		☒ 3/32 to 5/32
☐ 2/32 or Less		☐ 2/32 or Less
LR		RR

TIRE WEAR INDICATES: ☐ Alignment Check Needed ☐ Wheel Balance Needed

TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI FRONT REAR

Comments:

CUSTOMER SIGNATURE

INSPECTED BY Brian Zilka

Comments



June 17th, 2016
GANLEY WESTSIDE HYUNDAI



Dear Hyundai Customer,

We greatly appreciate you giving us the opportunity to service your vehicle.

We are always striving to give you the best dealership experience possible. Part of this process is a follow up on your service visit with us. This is something we feel is very important to ensure that you are completely satisfied. Our job is to fix the car correctly the first time, fix it as quickly as possible, and to keep you informed the whole time.

This letter is a follow up reminder to let you know that should you have any questions or concerns about your service, I can be emailed any time day or night at keith.w@ganleywestside.com or I can be reached at 440-686-3048.

Also as a reminder, you may be contacted by the manufacturer and asked about your Hyundai Service Experience. If for any reason you are unable to score us as all 10's please let us know. This survey is very important to us and is used as our grade card.

You may also be contacted via email by Hyundai Customer Reviews by SureCritic. This is an opportunity for an online review. If for any reason you cannot score us 5 STARS please let us know. We want to do whatever it takes to keep you completely satisfied.

I would personally like to thank you in advance for your time and assistance with filling out this survey.

Sincerely,

Keith Wendling

Hyundai Service Manager

CUSTOMER #:



INVOICE

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

DUPLICATE 1

PAGE 1

NORTH OLMSTED OH

HOME: [REDACTED] CONT
BUS: [REDACTED] CELL

SERVICE ADVISOR: 71 BRADLEY MEREDITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6DU		38762/38762		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			18:00 17JUN16		0.00	CASH	17JUN16
R.O. OPENED		READY	OPTIONS: SOLD-STK: DLR: ENG:1.8_Liter_DOHC TRN:AUTO				
11:13 17JUN16		14:23 17JUN16					

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

A 5000MI INTERVAL FACTORY SCHEDULED MAINTENANCE GOOD PACKAGE / /

CAUSE: Engine oil and filter change, Check and top off all fluid levels, Lubricate chassis and door hinges, Check and adjust tire pressures, Rotate and inspect tires for proper wear, Inspect engine air filter, Inspect all hoses

H5K 5000MI INTERVAL FACTORY SCHEDULED MAINTENANCE

GOOD PACKAGE

2864 CPMH		30.00	30.00
1 26300-35503 FILTER ASSY-ENGINE OIL	6.12	3.99	3.99
1 21513-23001 GASKET-ENGINE OIL PLUG	1.11	0.97	0.97
5 OOLIV VWOIL	2.22	2.22	11.10

PARTS:	16.06	LABOR:	30.00	OTHER:	0.00	TOTAL LINE A:	46.06
--------	-------	--------	-------	--------	------	---------------	-------

B PERFORM COMPLIMENTARY BATTERY TEST

CAUSE: PERFORM COMPLIMENTARY BATTERY TEST

BTEST PERFORM COMPLIMENTARY BATTERY TEST

2864 CPMH

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

C *PERFORM WALK AROUND/MULTI-POINT VEHICLE INSPECTION (FREE - \$14.95 VALUE)

MPIH *PERFORM WALK AROUND/MULTI-POINT VEHICLE INSPECTION (FREE - \$14.95 VALUE)

2864 CPMH

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

38762

3RD BRAKE LIGHT BULB OUT - \$27

ENGINE AIR FILTER AND CABIN AIR FILTER - \$42

BOTH INNER TAIL LIGHT BULBS - \$42

BOTH FRONT MARKER BULBS - \$42

D *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95 VALUE)

CW *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE

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DATE CUSTOMER SIGNATURE

*SHOP SUPPLY COSTS:

We have added a charge equal to 10% of the total labor cost, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:



HYUNDAI

GANLEY

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

INVOICE

DUPLICATE 1

PAGE 2

NORTH OLMSTED, OH

HOME CONT
BUS: CELL

SERVICE ADVISOR: 71 BRADLEY MEREDITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6DU		38762/38762	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
05FEB13 DE			18:00 17JUN16		0.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK DLR				
11:13 17JUN16	14:23 17JUN16	ENG:1.8_Liter DOHC TRN:AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				SERVICE (FREE - \$8.95 VALUE)			
				2864 CHYU		0.00	0.00
PARTS:				0.00 LABOR:	0.00 OTHER:	0.00	0.00

MISC SHOP SUPPLIES							3.00

IS YOUR FACTORY WARRANTY ABOUT TO EXPIRE???

YOU CAN PROTECT YOUR CAR AND REALIZE PEACE OF MIND WITH AN EXTENDED SERVICE PLAN. ASK YOUR SERVICE ADVISOR FOR DETAILS....IF YOU ARE SURVEYED BY THE MANUFACTURER AND CAN NOT ANSWER "10 OR YES" TO ALL QUESTIONS PLEASE CALL THE SERVICE MANAGER FOR ASSISTANCE.

PAID

JUN 17 2016

Cash

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DATE CUSTOMER SIGNATURE

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UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	30.00
PARTS AMOUNT	16.06
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	3.00
TOTAL CHARGES	49.06
LESS DISCOUNT	0.00
SALES TAX	3.92
PLEASE PAY THIS AMOUNT	52.98

HYUNDAI Assurance CAR CARE

MULTI-POINT INSPECTION REPORT

☒ CHECKED & OKAY

☐ WILL REQUIRE FUTURE ATTENTION

☒ REQUIRES IMMEDIATE ATTENTION

May contribute to vehicle efficiency and a green environment

Maintenance Wear Item

Name:

Date:

E-mail address on file? ☐ Yes ☐ No

E-mail address:

State inspection month:

OK to text when ready? ☐ Yes ☐ No

Phone number:

Mileage:

Model / Year:

VIN:

RO / Hat #:

Waiting? ☐ Yes ☐ No

WebDCS Open Campaigns checked? ☐ Yes ☐ No

Promise time:



BlueLink enrolled: ☐ Yes ☐ No ☐ N/A Subscription: ☐ Connected Care ☐ Remote ☐ Guidance

INSPECTION POINTS

EXTERIOR

- ☒ Head Lights / Fog Lights / Turn Signals
- ☒ Tail Lights / Brake Lights / License Plate Light
- ☒ Windshield (cracks, chips and pitting)
- ☒ Wiper Blades - Condition, operation

INTERIOR

- ☒ Cabin Air Filter
- ☒ Horn (operation) / Interior Lights
- ☒ Heat / A/C System (operation)

BATTERY

- ☒ Battery Terminals (Clean if necessary)
- ☒ Battery Performance
- Attach Battery test results

UNDER HOOD

- ☒ Engine Air Filter
- ☒ Cooling System (Check for visible leaks and damage) -350P
- ☒ Radiator, Heater, A/C hoses
- ☒ Drive Belts

FLUID LEVELS

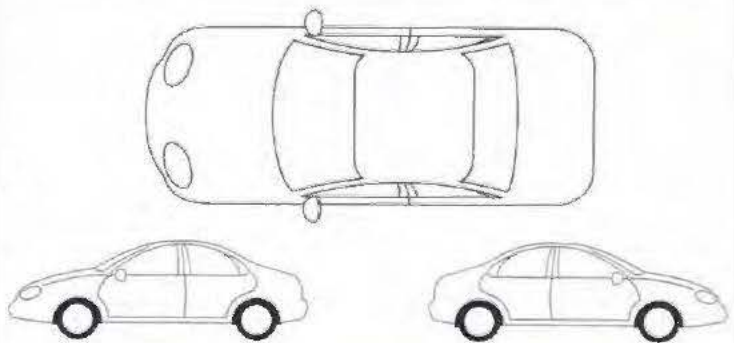
OK FILL

- ☒ Engine Oil Level - On arrival
- ☒ Transaxle / Transmission (if equipped with dipstick)
- ☒ Coolant (level / condition)
- ☒ Brake Fluid (level / condition) If low, check pad wear
- ☒ Power Steering Fluid (may be N/A)
- ☒ Windshield Washer Fluid

UNDER CAR

- ☒ Drive Shaft Boots / Constant Velocity Boots (as equipped)
- ☒ Shocks, Struts and Suspension components
- ☒ Steering, linkages / wheel end play / bearings
- ☒ Transaxle, Transfer case, Driveshaft, Transmission, U-joints, Shift Linkage
- ☒ Exhaust system (leaks, visible damage, loose parts, corrosion)
- ☒ Oil and / or fluid leaks, visual inspection (Specify)
- ☒ Brake lines, hoses, parking brake

RECEPTION INSPECTION AND WALK-AROUND



TIRES & BRAKES

LEFT FRONT	RIGHT FRONT
24 Tire Age 9/3	
35 PSI set to Factory Spec 35	
Tire tread depth	
Brake Lining	
LEFT REAR	RIGHT REAR
4 Tire Age 4	
35 PSI set to Factory Spec 35	
Tire tread depth	
Brake Lining	
SPARE TIRE	
Tire Age	
PSI set to Factory Spec	

Uneven Tire wear? ☒ NO ☐ YES If YES, we recommend:

- ☐ Improper inflation, check inflation pressure monthly
- ☐ Alignment check recommended
- ☐ Tire Replacement 4mmF - 6mmR

☒ Brake measurements not taken this service visit

TIRE AND BRAKE MEASUREMENT REFERENCE



Comments

Technician Name and/or Signature

2826 W

2866 E

Consultant Name

Customer Signature

PART I - CUSTOMER INITIAL INSPECTION FORM
PART II - CUSTOMER FINAL INSPECTION FORM
PART III - DEALER COPY

Your Next Service Appointment is: Date:

Time:



"Car would not start"

GANLEY WESTSIDE HYUNDAI



July 7th/2016

Dear Hyundai Customer,

We greatly appreciate you giving us the opportunity to service your vehicle.

We are always striving to give you the best dealership experience possible. Part of this process is a follow up on your service visit with us. This is something we feel is very important to ensure that you are completely satisfied. Our job is to fix the car correctly the first time, fix it as quickly as possible, and to keep you informed the whole time.

This letter is a follow up reminder to let you know that should you have any questions or concerns about your service, I can be emailed any time day or night at keith.w@ganleywestside.com or I can be reached at 440-686-3048.

Also as a reminder, you may be contacted by the manufacturer and asked about your Hyundai Service Experience. If for any reason you are unable to score us as all 10's please let us know. This survey is very important to us and is used as our grade card.

You may also be contacted via email by Hyundai Customer Reviews by SureCritic. This is an opportunity for an online review. If for any reason you cannot score us 5 STARS please let us know. We want to do whatever it takes to keep you completely satisfied.

I would personally like to thank you in advance for your time and assistance with filling out this survey.

Sincerely,

Keith Wendling

Hyundai Service Manager

CUSTOMER #



HYUNDAI

GANLEY

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

INVOICE

PAGE 1

NORTH OLMSTED, OH

HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 75 TORI SALLAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6D1		39615/3961		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			18:00 07JUL16		0.00	CASH	07JUL16
R.O. OPENED		READY	OPTIONS: SOLD-STK: DLR:				
			ENG:1.8_Liter_DOHC TRN:AUTO				
12:28 07JUL16		16:01 07JUL16					
LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL	

A CUSTOMER STATES VEHICLE WILL NOT START. CHECK AND ADVISE.

NCC PERFORM NO CHARGE CHECK OUT OF CUSTOMER CONCERN.

2726 IHYU

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

(N/C)
0.00

39615 STARTED VEHICLE 50 TIMES, DID NOT FAIL TO START ONCE.

PERFORMED BATTERY CHECK, STARTING AND CHARGING SYSTEM CHECK. CHECKED VEHICLE FOR CODES, NO CODES STORED IN EITHER HISTORY OR ACTIVE. UNABLE TO DUPLICATE THE NO START CONDITION.

B *PERFORM WALK AROUND/MULTI-POINT VEHICLE INSPECTION (FREE - \$14.95 VALUE) / /

MPIH *PERFORM WALK AROUND/MULTI-POINT VEHICLE INSPECTION (FREE - \$14.95 VALUE)

2726 IHYU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

(N/C)
0.00

39615 RECOMMEND REPLACEMENT OF CABIN AIR FILTER AND ENGINE AIR FILTER. QUOTED \$81 TAX INCLUDED. RECOMMEND 4 WHEEL BRAKE SERVICE. QUOTED \$120 TAX INCLUDED. RECOMMEND 4 NEW TIRES AND AN ALIGNMENT. QUOTED \$745 TAX INCLUDED. CUSTOMER DECLINED AT THIS TIME.

C *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95 VALUE)

CW *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95 VALUE)

2726 IHYU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

(N/C)
0.00

D** VEHICLE TOWED INTO DEALER

TOW VEHICLE TOWED INTO DEALER

2726 IHYU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:

(N/C)
0.00

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DATE CUSTOMER SIGNATURE

***SHOP SUPPLY COSTS:**

We have added a charge equal to 10% of the total labor cost, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:



HYUNDAI

GANLEY

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

INVOICE

PAGE 2

NORTH OLMSTED, OH

HOME CONT
BUS: CELL

SERVICE ADVISOR: 75 TORI SALLAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6DU		39615/39615	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			18:00 07JUL16		0.00	CASH	07JUL16

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:
12:28 07JUL16	16:01 07JUL16	ENG:1.8_Liter_DOHC TRN:AUTO		

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

IS YOUR FACTORY WARRANTY ABOUT TO EXPIRE???

YOU CAN PROTECT YOUR CAR AND REALIZE PEACE OF MIND WITH AN EXTENDED SERVICE PLAN. ASK YOUR SERVICE ADVISOR FOR DETAILS....IF YOU ARE SURVEYED BY THE MANUFACTURER AND CAN NOT ANSWER "10 OR YES" TO ALL QUESTIONS PLEASE CALL THE SERVICE MANAGER FOR ASSISTANCE.

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DATE CUSTOMER SIGNATURE

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ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

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 DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



Customer Name [REDACTED] Home Phone [REDACTED]
 Date: 07/07/2016 E-MAIL [REDACTED] Business Phone [REDACTED]
 Year 2013 Model ELAN VIN KMHDH4AE6D [REDACTED]
 Mileage 39615 R.O. [REDACTED] Service Advisor Tori Sallay

Inc. Ganley Westside Imports
 25600 Lorain Road
 North Olmsted, OH 44070

MULTI-POINT INSPECTION REPORT

CHECKED & OK

WILL REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

OK	FILL	FLUID LEVELS
☒	☐	Engine Oil
☒	☐	Transmission Fluid
☒	☐	Coolant
☒	☐	Brake Fluid
☒	☐	Power Steering Fluid
☒	☐	Clutch Fluid
☒	☐	Window Washer Fluid

UNDER HOOD		
☒	☒	Engine Air Filter
☒	☒	Cooling System, A/C and Heating System
☒	☒	Radiator, Heater, A/C Hoses
☒	☒	Accessory Drive Belts

UNDER VEHICLE		
☒	☒	Shocks, Struts, Suspension Components
☒	☒	Steering Linkage
☒	☒	Driveshaft, Transmission, U-Joints, Shift Linkage
☒	☒	Springs
☒	☒	Exhaust System
☒	☒	CV Boots/Axle
☒	☒	Wheel Alignment

GENERAL		
☒	☒	Head/Fog Lamps
☒	☒	Interior Lights
☒	☒	Signal Lights
☒	☒	Brake Lights
☒	☒	Tail Lights
☒	☒	Horn
☒	☒	Wiper Blades

BATTERY			
☒ Good	☐	Factory Spec Cold Cranking Amps	☒ Good
☐ Recharge	☐		☐ Bad
☐ Bad	☐	Actual Cold Cranking Amps	Battery Terminals (Clean if necessary)

Your Next Service Appointment is:
 DATE _____ TIME _____
 ESTIMATE _____

BRAKE INSPECTION			
MEASURE FRONT/REAR BRAKE LININGS			
LF	☒		RF
	☒		
	☒		
	☒		
LR	☒		RR
	☒		
	☒		
	☒		

Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)
 3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"
 Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)
☐ Brake Measurements Not Taken This Service Visit

TIRE INSPECTION			
TREAD DEPTH			
LF	☒ 6/32 or Greater		RF
	☐ 3/32 to 5/32		
	☒ 2/32 or Less		
	☒ 6/32 or Greater		
	☐ 3/32 to 5/32		
	☒ 2/32 or Less		
LR	☒ 6/32 or Greater		RR
	☐ 3/32 to 5/32		
	☒ 2/32 or Less		

TIRE WEAR INDICATES: ☒ Alignment Check Needed ☐ Wheel Balance Needed
 TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI: FRONT ☐ REAR ☐
 Comments:
 CUSTOMER SIGNATURE _____

INSPECTED BY Jonathan Ritsert

Comments

4 WHEEL BRAKE SERVICE SHOULD BE PERFORMED DUE TO PADS STICKING IN CALIPER BRACKETS.
 CABIN AIR FILTER SHOULD BE REPLACED DUE TO BEING DIRTY AND HAS MELTED MINTS ON IT.

CUSTOMER #:



INVOICE

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

NORTH OLMSTED, OH

PAGE 1

HOME [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 42 KEITH WENDLING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMH44AE6DL		39808/39809		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV.
05FEB13 DD			18:00 12JUL16		0.00	CASH	13JUL16

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: SOLD-STK: [REDACTED] DLR: [REDACTED]
ENG:1.8_Liter_DOHC TRN:AUTO

08:45 12JUL16 17:17 13JUL16

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

A CUSTOMER STATES VEHICLE WILL NOT CRANK OVER, ALL LIGHTS WORK BUT WILL NOT CRANK.

OPERATE DIAGNOSTICS/AND/OR TEST DRIVE INDICATE
VEHICLE IS OPERATING AS DESIGNED, NO REPAIRS
ARE NEEDED AT THIS TIME

9999 IHYU

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

(N/C)

0.00

39808 SCANNED FOR CODES, NONE FOUND. STARTED VEHICLE OVER 20 TIMES
THROUGH OUT 2 DAY PERIOD. STARTED OKAY EACH TIME. OPERATING WITHIN
SPECIFICATIONS AT THIS TIME.

B * GANLEY WESTSIDE RENTAL CAR.

RENT * GANLEY WESTSIDE RENTAL CAR. (FREE - \$39.95
PER DAY VALUE)

9999 IHYU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

(N/C)

0.00

C *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95
VALUE)

CW *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE
SERVICE (FREE - \$8.95 VALUE)

9999 IHYU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

(N/C)

0.00

D ** PLEASE NOTE:WALK AROUND/MULTI-POINT INSPECTION WAS JUST DONE ON
PRIOR SERVICE ** PLEASE BE SURE TO INDICATE THIS WHEN SURVEYED
BY THE MANUFACTURER AS A "YES" PERFORMED...THANK YOU / /

MULTI2 ** PLEASE NOTE:WALK AROUND/MULTI-POINT
INSPECTION WAS JUST DONE ON PRIOR SERVICE **
PLEASE BE SURE TO INDICATE THIS WHEN
SURVEYED BY THE MANUFACTURER AS A "YES"
PERFORMED...THANK YOU

9999 IHYU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:

(N/C)

0.00

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.

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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.

DATE CUSTOMER SIGNATURE

*SHOP SUPPLY COSTS:

We have added a charge
equal to 10% of the
total labor cost, not to
exceed \$25.00, to the
Repair Order for shop
supplies used in
connection with this
repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	



July 28th, 2016
~~XXXXXXXXXXXXXXXXXXXX~~
GANLEY WESTSIDE HYUNDAI



"Car wouldn't start"

Dear Hyundai Customer,

We greatly appreciate you giving us the opportunity to service your vehicle.

We are always striving to give you the best dealership experience possible. Part of this process is a follow up on your service visit with us. This is something we feel is very important to ensure that you are completely satisfied. Our job is to fix the car correctly the first time, fix it as quickly as possible, and to keep you informed the whole time.

This letter is a follow up reminder to let you know that should you have any questions or concerns about your service, I can be emailed any time day or night at keith.w@ganleywestside.com or I can be reached at 440-686-3048.

Also as a reminder, you may be contacted by the manufacturer and asked about your Hyundai Service Experience. If for any reason you are unable to score us as all 10's please let us know. This survey is very important to us and is used as our grade card.

You may also be contacted via email by Hyundai Customer Reviews by SureCritic. This is an opportunity for an online review. If for any reason you cannot score us 5 STARS please let us know. We want to do whatever it takes to keep you completely satisfied.

I would personally like to thank you in advance for your time and assistance with filling out this survey.

Sincerely,

Keith Wendling

Hyundai Service Manager

CUSTOMER #: [REDACTED]

INVOICE



WESTSIDE IMPORTS INC.
25600 LORAIN RD. (440) 734-2000
NORTH OLMSTED, OHIO 44070
Toll Free 1-800-433-2000 (in Ohio)

NORTH OLMSTED, OH

PAGE 1

HOME [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 42 KEITH WENDLING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6D [REDACTED]		40292/40294	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
05FEB13 DD			18:00 28JUL16		0.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] DLR [REDACTED]				
		ENG:1.8_Liter_DOHC TRN:AUTO				
13:09 26JUL16	11:50 02AUG16					

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

A CUSTOMER STATES INTERMITTENTLY VEHICLE WILL NOT CRANK, IF LET VEHICLE SIT FOR A WHILE OR IF TRIED MANY TIMES VEHICLE WILL START. DASH AND LIGHTS WORK BUT WILL NOT CRANK.

CAUSE: REPAIR CONNECTION
91401R00 CONTROL WIRING ASSY
1999 WH

(N/C)

FC:
PART#: 914303X092
COUNT: 1
CLAIM TYPE: WAR
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
40292 INSPECTED AND FOUND GROUND TO BATTERY CORRODED AND TERMINAL TO STARTER CORRODED AND SLIGHTLY LOOSE. CLEANED CORROSION AND REPAIRED CONNECTIONS. OPERATING WITHIN SPECIFICATIONS AT THIS TIME.

B * GANLEY WESTSIDE RENTAL CAR. (FREE - \$39.95 PER DAY VALUE)

CAUSE: 3 DAYS RENTAL
91401R00 CONTROL WIRING ASSY
1999 WRH

(N/C)

FC:
PART#: 914303X092
COUNT: 1
CLAIM TYPE: WAR
AUTH CODE:

SUBL 3 DAYS RENTAL

WRH

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

40292
5NPE34AF7GH271125
OUT 7 26 16
BACK 8 2 16

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		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS DISCOUNT	
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.		SALES TAX	
		PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE

CUSTOMER #:



INVOICE

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

PAGE 2

NORTH OLMSTED, OH

HOME
BUS:CONT
CELL

SERVICE ADVISOR: 42 KEITH WENDLING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6DU		40292/40294		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			18:00 28JUL16		0.00	CASH	02AUG16
R.O. OPENED		READY	OPTIONS: SOLD-STK: DLR:				
13:09 26JUL16		11:50 02AUG16	ENG:1.8_Liter_DOHC TRN:AUTO				

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

C *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95 VALUE)

CW *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95 VALUE)

1999 IHYU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

D ** PLEASE NOTE:WALK AROUND/MULTI-POINT INSPECTION WAS JUST DONE ON PRIOR SERVICE ** PLEASE BE SURE TO INDICATE THIS WHEN SURVEYED BY THE MANUFACTURER AS A "YES" PERFORMED...THANK YOU / /

MULTI2 ** PLEASE NOTE:WALK AROUND/MULTI-POINT INSPECTION WAS JUST DONE ON PRIOR SERVICE ** PLEASE BE SURE TO INDICATE THIS WHEN SURVEYED BY THE MANUFACTURER AS A "YES" PERFORMED...THANK YOU

1999 IHYU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C) 0.00

E** SERVICE MANAGER STATES DURING TESTING CHECK ENGINE LIGHT CAME ON CHECK CLEARED FLOOD CONDITION AND CLEARED P0300 CODE

1999 IHYU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: (N/C) 0.00

40292 P0300 CODE STORED, WAS STORED DUE TO FLOOD CONDITION FROM MULTIPLE STARTS. CLEARED FLOOD AND CODES.

F** CUSTOMER STATES:TIRE PRESSURE MONITORING LIGHT HAS COME ON - CHECK ALL TIRES FOR LOW PRESSURE/POSSIBLE LEAKS TPMS ADJUSTED TIRE PRESSURES. RECOMMEND TIRES BEFORE WINTER

1999 IHYU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: (N/C) 0.00

40292 ADJUSTED ALL TIRE PRESSURES, NO LEAKS FOUND AT THIS TIME.

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DATE CUSTOMER SIGNATURE

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INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:



HYUNDAI

GANLEY

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

INVOICE

PAGE 3

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 42 KEITH WENDLING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6D		40292/40294		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			18:00 28JUL16		0.00	CASH	02AUG16
R.O. OPENED		READY	OPTIONS: SOLD-STK: DLR:				
13:09 26JUL16		11:50 02AUG16	ENG:1.8_Liter_DOHC TRN:AUTO				
LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL	

IS YOUR FACTORY WARRANTY ABOUT TO EXPIRE???
 YOU CAN PROTECT YOUR CAR AND REALIZE PEACE OF
 MIND WITH AN EXTENDED SERVICE PLAN. ASK YOUR
 SERVICE ADVISOR FOR DETAILS....IF YOU ARE
 SURVEYED BY THE MANUFACTURER AND CAN NOT
 ANSWER "10 OR YES" TO ALL QUESTIONS PLEASE
 CALL THE SERVICE MANAGER FOR ASSISTANCE.

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DATE CUSTOMER SIGNATURE

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UNLESS OTHERWISE
INDICATED.

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 DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



August 8th, 2016



GANLEY WESTSIDE HYUNDAI

"Car would not start"

Dear Hyundai Customer,

We greatly appreciate you giving us the opportunity to service your vehicle.

We are always striving to give you the best dealership experience possible. Part of this process is a follow up on your service visit with us. This is something we feel is very important to ensure that you are completely satisfied. Our job is to fix the car correctly the first time, fix it as quickly as possible, and to keep you informed the whole time.

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I would personally like to thank you in advance for your time and assistance with filling out this survey.

Sincerely,

Keith Wendling

Hyundai Service Manager

CUSTOMER #:



INVOICE

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

NORTH OLMSTED, OH

PAGE 1

HOME CONT
BUS. CELL

SERVICE ADVISOR: 42 KEITH WENDLING

SERVICE ADVISOR: 14 NORTH WINDING									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG	
BLACK DIAM	13	HYUNDAI ELANTRA		KMH44AE6D		40479/40490			
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
05FEB13 DD			18:00 08AUG16			0.00	CASH	11AUG16	

R.O. OPENED	READY	OPTIONS:	SOLD-STR	DLR:
15:16 08AUG16	08:54 11AUG16	ENG:1.8_Liter_DOHC TRN:AUTO		

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

A CUSTOMER STATES VEHICLE WILL NOT CRANK OVER INTERMITTENTLY, SEE HISTORY, SEE KEITH FOR VIDEO OF CONCERN.

CAUSE: REPLACED RANGE SWITCH

42700R00 SWITCH ASSY-TRANSMISSION RANGE

1999 WH

1 42700-26500 SWITCH-INHIBITOR

(N/C)

(N/C)

FC:

PART#: 42700-26500 L

COUNT: 1

CLAIM TYPE: WAR

AUTH CODE:

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

40479 VIDEO SHOWS VEHICLE WILL NOT CRANK OVER, STARTED TAC CASE 9485244 AND WAS ADVISED TO REPLACE RANGE SWITCH. TESTED AND REPLACED RANGE SWITCH AND STARTED VEHICLE MULTIPLE TIMES OVER 2 DAYS.

B VEHICLE TOWED INTO DEALER

TOW VEHICLE TOWED INTO DEALER

1999 IHU

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C REQUIRES JASON ROMANAK/PAUL MAUER INVOLVEMENT; CHECK VEHICLE HISTORY

/ /

CB REQUIRES JASON ROMANAK/PAUL MAUER INVOLVEMENT;

CHECK VEHICLE HISTORY

1999 IHU

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95 VALUE)

CW *PERFORM COMPLIMENTARY CAR WASH WITH VEHICLE SERVICE (FREE - \$8.95 VALUE)

1999 CPMH

0.00

0.00

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			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES *	
			TOTAL CHARGES	
			LESS DISCOUNT	
DATE		CUSTOMER SIGNATURE	SALES TAX	
			PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]

INVOICE



WESTSIDE IMPORTS INC.
25600 LORAIN RD. (440) 734-2000
NORTH OLMSTED, OHIO 44070
Toll Free 1-800-433-2000 (in Ohio)

PAGE 2

NORTH OLMSTED, OH

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 42 KEITH WENDLING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6DL [REDACTED]		40479/40490	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
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R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] DLR: [REDACTED]				
		ENG:1.8_Liter_DOHC TRN:AUTO				
15:16 08AUG16	08:54 11AUG16					

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

E ** PLEASE NOTE:WALK AROUND/MULTI-POINT INSPECTION WAS JUST DONE ON PRIOR SERVICE ** PLEASE BE SURE TO INDICATE THIS WHEN SURVEYED BY THE MANUFACTURER AS A "YES" PERFORMED...THANK YOU / /

MULTI2 ** PLEASE NOTE:WALK AROUND/MULTI-POINT INSPECTION WAS JUST DONE ON PRIOR SERVICE ** PLEASE BE SURE TO INDICATE THIS WHEN SURVEYED BY THE MANUFACTURER AS A "YES" PERFORMED...THANK YOU

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	(N/C) 0.00
--------	------	--------	------	--------	------	---------------	------------

IS YOUR FACTORY WARRANTY ABOUT TO EXPIRE???
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DATE _____ CUSTOMER SIGNATURE _____

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	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES *	0.00
	TOTAL CHARGES	0.00
	LESS DISCOUNT	0.00
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

March 18th/2017



GANLEY WESTSIDE HYUNDAI



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Sincerely,

Keith Wendling

Hyundai Service Manager

CUSTOMER #



INVOICE

**GANLEY
WESTSIDE IMPORTS INC.**

NORTH OLMSTED, OH

PAGE 1

25580 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

HOME [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 83 CHRIS WHEATLEY

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK DIAM	13	HYUNDAI	ELANTRA	KMHHD4AE6D	[REDACTED]	46526/46527	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			14:00 18MAR17		0.00	CASH	18MAR17

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: SOLD-STK [REDACTED] DLR: [REDACTED]
ENG:1.8_Liter_DOHC TRN:AUTO

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

A OIL/FILTER CHANGE / /

HE100 OIL/FILTER CHANGE

1999CEXP

1 26300-35504 FILTER ASSY-ENGINE OIL

6.44

14.81

14.81

5 OILV VWOIL

2.41

5.19

5.19

1 21513-23001 GASKET-ENGINE OIL PLUG

1.11

2.41

12.05

PARTS: 18.14 LABOR: 14.81 OTHER: 0.00 TOTAL LINE A:

0.90

46527 maint PERFORMED LUBE, OIL AND FILTER CHANGE. TOPPED OFF
FLUIDS AND SET TIRE PRESSURES AS NECESSARY.

B *PERFORM WALK AROUND/MULTI-POINT VEHICLE INSPECTION (FREE - \$14.95 VALUE) / /

DECOTH CUSTOMER HAS DECLINED RECOMMENDED REPAIR
OR MAINTENANCE

1999 CPMH

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

0.00

0.00

46527 CUSTOMER DECLINED RECOMMENDED FRONT PADS AND ROTORS QUOTED AT
\$281.00 + TAX AND SHOP, REAR PADS AND ROTORS QUOTED AT \$281.00 + TAX
AND SHOP, CABIN AIR FILTER QUOTED AT \$49.95 + TAX AND SHOP, FRONT
PLASTIC UNDER SHIELD QUOTED AT \$95.00 + TAX AND SHOP, CUSTOMER WAS
ADVISED TO REPLACE TIRES, TIRES AT 2 32'S

C * PERFORM VEHICLE WASH WITH SERVICE. (FREE - \$8.95 VALUE)....

WASH * PERFORM VEHICLE WASH WITH SERVICE. (FREE -
\$8.95 VALUE)....

1999 IHYU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

(N/C)

0.00

D BRAKE PEDAL STOPPER REPL. (16-01-039)

CAUSE:

61C072R0 BRAKE PEDAL STOPPER REPL.

1999 WH

1 32876-4B000-QQH STOPPER-RUBBER

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:

0.00

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 10% of the
total labor cost, not to
exceed \$ 35.00, to the
Repair Order for shop
supplies used in
connection with this
repair a minimum charge
of \$3.00.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

#562.00
front
Back
Brakes
Rotors

DATE CUSTOMER SIGNATURE

CUSTOMER



INVOICE

**GANLEY
WESTSIDE IMPORTS INC.**

PAGE 2

25580 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

HOME

CONT

BUS:

CELL

SERVICE ADVISOR: 83 CHRIS WHEATLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMH44AE6DU		46526/46527		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			14:00 18MAR17		0.00	CASH	18MAR17
R.O. OPENED		READY	OPTIONS: SOLD-STK				DLR:
10:10 18MAR17		12:51 18MAR17	ENG:1.8_Liter_DOHC				TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
46527	recall	installed	new stopper pad				

E 60C113R0 - ELANTRA 1.8L ECM UPDATE-(TSB# 17-01-008)

CAUSE:

60C113R0 ELANTRA 1.8L ECM UPDATE

1999 WH

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

46527 recall performed ecm update

MISC SHOP SUPPLIES

3.00

SHUTTLE CUSTOMER MADE CREATED
2017-02-18 12:59: 05AM TAKEN
BY RIZKALLAH SALIBA CUSTOMER
STATES: THERE ARE TWO RECALLS
THAT NEED TO BE PERFORMED
WHILE MY CAR IS THERE FOR
SERVICE. PLEASE MAKE SURE
THESE ARE ALSO DONE DURING
THIS TIME. THANK YOU

IS YOUR FACTORY WARRANTY ABOUT TO EXPIRE???
YOU CAN PROTECT YOUR CAR AND REALIZE PEACE OF
MIND WITH AN EXTENDED SERVICE PLAN. ASK YOUR
SERVICE ADVISOR FOR DETAILS....IF YOU ARE
SURVEYED BY THE MANUFACTURER AND CAN NOT
ANSWER "10 OR YES" TO ALL QUESTIONS PLEASE
CALL THE SERVICE MANAGER FOR ASSISTANCE.

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.

DATE CUSTOMER SIGNATURE

***SHOP SUPPLY COSTS:**

We have added a charge equal to 10% of the total labor cost, not to exceed \$ 35.00, to the Repair Order for shop supplies used in connection with this repair a minimum charge of \$3.00.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	14.81
PARTS AMOUNT	18.14
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	3.00
TOTAL CHARGES	35.95
LESS DISCOUNT	0.00
SALES TAX	2.87
PLEASE PAY THIS AMOUNT	38.82

MULTI-POINT INSPECTION REPORT

☒ CHECKED & OKAY

☐ WILL REQUIRE FUTURE ATTENTION

☒ REQUIRES IMMEDIATE ATTENTION

☒ May contribute to vehicle efficiency and a green environment

☒ Maintenance Wear Item

Name:

Date:

E-mail address on file? ☐ Yes ☐ No

E-mail address:

State inspection month:

OK to text when ready? ☐ Yes ☐ No

Phone number:

Mileage:

Model / Year:

VIN:

RO / Hat #:

Waiting? ☐ Yes ☐ No

WebDCS Open Campaigns checked? ☐ Yes ☐ No

Promise time:



BlueLink enrolled: ☐ Yes ☐ No ☐ N/A Subscription: ☐ Connected Care ☐ Remote ☐ Guidance

INSPECTION POINTS

EXTERIOR

- ☒ Head Lights / Fog Lights / Turn Signals
- ☒ Tail Lights / Brake Lights / License Plate Light
- ☒ Windshield (cracks, chips and pitting)
- ☒ Wiper Blades – Condition, operation (M)

INTERIOR

- ☒ Cabin Air Filter (M)
- ☒ Horn (operation) / Interior Lights
- ☒ Heat / A/C System (operation)

BATTERY

- ☒ Battery Terminals (Clean if necessary)
- ☒ Battery Performance (M)
- Attach Battery test results

UNDER HOOD

- ☒ Engine Air Filter (M)
- ☒ Cooling System (Check for visible leaks and damage)
- ☒ Radiator, Heater, A/C hoses
- ☒ Drive Belts (M)

FLUID LEVELS

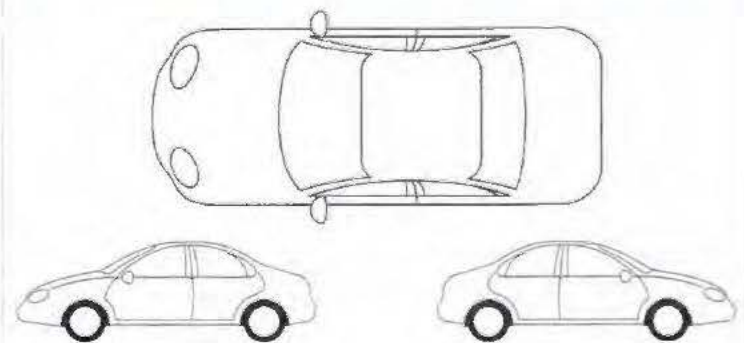
OK FILL

- ☒ Engine Oil Level – On arrival (M)
- ☒ Transaxle / Transmission (M)
- ☒ (if equipped with dipstick)
- ☒ Coolant (level / condition) (M)
- ☒ Brake Fluid (level / condition) (M)
- If low, check pad wear
- ☒ Power Steering Fluid (may be N/A) (M)
- ☒ Windshield Washer Fluid

UNDER CAR

- ☒ Drive Shaft Boots / Constant Velocity Boots (as equipped)
- ☒ Shocks, Struts and Suspension components
- ☒ Steering, linkages / wheel end play / bearings
- ☒ Transaxle, Transfer case, Driveshaft, Transmission, U-joints, Shift Linkage
- ☒ Exhaust system (leaks, visible damage, loose parts, corrosion)
- ☒ Oil and / or fluid leaks, visual inspection (Specify)
- ☒ Brake lines, hoses, parking brake

RECEPTION INSPECTION AND WALK-AROUND



TIRES & BRAKES (M)

LEFT FRONT		Tire Age _____		PSI set to Factory Spec _____		RIGHT FRONT	
☒	☒	☒	☒	☒	☒	☒	☒
☒	☒	☒	☒	☒	☒	☒	☒
Tire tread depth				Tire tread depth			
Brake Lining				Brake Lining			
LEFT REAR		Tire Age _____		PSI set to Factory Spec _____		RIGHT REAR	
☒	☒	☒	☒	☒	☒	☒	☒
☒	☒	☒	☒	☒	☒	☒	☒
Tire tread depth				Tire tread depth			
Brake Lining				Brake Lining			
SPARE TIRE		Tire Age _____		PSI set to Factory Spec _____			
☒	☒	☒	☒	☒	☒	☒	☒

Uneven Tire wear? ☐ NO ☒ YES If YES, we recommend:

☐ Improper inflation, check inflation pressure monthly

☐ Alignment check recommended

☒ Tire Replacement

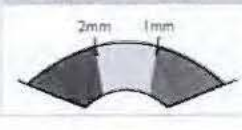
☒ Brake measurements not taken this service visit

TIRE AND BRAKE MEASUREMENT REFERENCE

TIRES

BRAKE PADS

BRAKE SHOES



Comments _____

Technician Name and/or Signature _____

Consultant Name _____

Customer Signature _____



FINAL BILL - INVOICE

\$10 OFF

YOUR NEXT PURCHASE OF \$60 OR MORE

OH NATL TIRE & BAT # 8536
OH NATL TIRE & BAT # 536
25801 LORAIN RD.
NORTH OLMSTED, OH 44070-2734
Store Phone Number: (440) 777-3030

March 27th, 2017

New Tires

Shop fee up to 10% based on non-discounted regular retail price not to exceed \$30. No discount on tire permit fees may apply. Charge for additional parts & services if needed. Most vehicles. Not valid on some others. One coupon per customer visit. No cash value. Expires 30 days from issue date. Void at Tire Kingdom, NTB and NTB locations. See store for details.

Vehicle: 2013 HYUNDAI ELANTRA

Order Number: [REDACTED]

Date/Time In: 03/27/2017 10:14 AM

Date/Time Out: 03/27/2017 10:16 AM

Original Order: [REDACTED]

Tag [REDACTED] State: OH Mileage: 46634

VIN: KMHDH4AE6D [REDACTED]

WEST LAKE OH

Phone [REDACTED]

Email: [REDACTED]

Article	Description	Technician	Price	Qty	Sub Total	Total
Tires						-100.00
COOP-22087	Cooper GLS Touring 205/55R16 91T. 65.000			4		
	Discount(s)					
	Miscellaneous				-100.00	

Payment Method

Amount Charged

MC [REDACTED] Approval: 999999

-108.00

Purchased car Feb 5th, 2013
Tires Balad
at 46,634 miles

If you have any questions or concerns please speak to our store manager, MICHAEL RAPER at (440) 777-3030

Opening Sales Associate: Robert J Kenney

Closing Sales Associate: Robert J Kenney

Parts	0
Labor	0
**New Tire Fee	0
Discounts/Credits	-100
Sub-Total	-100
*Shop Fees	0
Taxes	0

*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION.

Payments	
Net Amount	-10

Thank You For Choosing NTB



H NATL TIRE & BAT # 8536
AT # 536

* * Q U O T A * *

Order Number

Date/Time In 03/22/2017 01:29 PM
Est. Time Completion 00:00 AM

Store Phone Number: (440) 777-3030

Oil Level: Checked Empl#

Verified Empl#

Lug Torque: Actual

Checked Empl#

Verified Empl#

Tag: St: Mileage:

VIN:

Tire Infl F- R- TPMS Y N

Customer:

Ship To:

Opening Salesperson E32019616
Email:

Home#

Item Number	Item Description	Quantity	Price Each	Extended
COOP-22087	COOPER GLS TOURING 205/55R16 91T, 65,000	4.00	71.99	287.96
	**Ohio Excise Fee	4.00	1.00	4.00
	Tire Disposal Charge	4.00	3.00	12.00
	Promotion		143.98-	143.98-
ZL0001	ALIGNMENT CHECK & ADVISE	1.00		
ZK0054	VALUE INSTALLATION PACKAGE	4.00	228.14	
ZL0052	MOUNT AND INSTALL	4.00	5.00	
ZL0608	ONE-TIME BALANCE	4.00	6.99	20.00
ZL0590	VALVE STEM	4.00		27.96
ZL0034	ROTATIONS FOR THE LIFE OF THE TIRE	4.00		
ZL0603	BALANCING FOR THE LIFE OF THE TIRE	4.00	3.00	12.00
ZL0602	FLAT REPAIRS FOR THE LIFE OF THE TIRE	4.00		
ZL0563	ROAD HAZARD WARRANTY	4.00	10.80	43.19
ZL0066	1 YEAR WHEEL ALIGNMENT	1.00	124.99	124.99

Total Charges.. 528.
Total Credits.. 143.
Sub-Total..... 384.
New Tire Fees** 4.
Shop Fees(*)... 16
All Taxes..... 32

Net Amount..... 436
This is not an Invoice
Do Not Pay from this

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR
SERVICES WILL BE MORE THAN FIFTY DOLLARS. INITIAL YOUR CHOICE:

WRITTEN ESTIMATE

ORAL ESTIMATE

NO ESTIMATE

SIGNED

FREE ESTIMATES UNLESS DIAGNOSTICS OR TEARDOWN

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK PER THE TERMS AND CONDITIONS
ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. WE USE BOTH FLAT RATE AND HOURLY RATE TO

I DO NOT WANT MY PARTS RETURNED (CUSTOMER INITIALS)

M/C

AMEX

DISCOVER

A/R

STORE CC

AUTHORIZED AMOUNT

LIABILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE

ACCOUNTING

ADDITIONAL WORK
AUTHORIZATION

NAME:

CONTACT #:

DATE/TIME:

ASSOCIATE #:



Total: \$1,363.06

Appt Monday March 27th @ 8AM

NATL TIRE & BAT # 8536
NATL TIRE & BAT # 536

* * Q U O T A T I O N

Order Number

Date/Time In 03/22/2017 01:33 PM

Est. Time Completion 00:00 AM

ORTH OLMSTED OH
Core Phone Number: (440) 777-3030

Oil Level: Checked Empl#

Verified Empl#

lug Torque: Actual

Checked Empl#

Verified Empl#

Tag: St: Mileage:

VIN:

Tire Infl F- R- TPMS Y N

Customer:

Ship To:

Opening Salesperson E32019616

Home#

Email:

Item Number	Item Description	Quantity	Price Each	Extended
N90-SS8751X	DISC BRAKE PAD-FRONT, FRONT PREMIUM CERAM	1.00	85.99	85.99
N43-48880897	DISC BRAKE ROTOR-FRONT, FRONT DISC BRAKE	1.00	99.99	99.99
N43-48880897	DISC BRAKE ROTOR-FRONT, FRONT DISC BRAKE	1.00	99.99	99.99
ZP-12106	SS N90-SS8428AX REAR DISC BRAKE PAD REAR	1.00	109.07	109.07
ZP-12107	QPR V85-YH321986P REAR DISC BRAKE ROTOR	2.00	124.99	249.98
ZL0040	5644 DISC ROTOR R&R FRONT, BOTH; INCLUDES:	1.00	102.99	102.99
ZK0029	BRAKE FLUID EXCHANGE	1.00	69.99	
MQV-PYBF32	BRAKE FLUID DOT3 32 OZ NEW	1.00	9.50	9.50
ZL0163	BRAKE FLUID EXCHANGE LABOR	1.00	60.49	60.49
	Brake Fluid Disposal Charge	1.00	3.00	3.00

Total Charges.. 82.
Total Credits..
Sub-Total..... 82
New Tire Fees**
Shop Fees(*)... 3
All Taxes..... 7

Net Amount..... 92
This is not an Invoice
Do Not Pay from this

YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN FIFTY DOLLARS. INITIAL YOUR CHOICE:

WRITTEN ESTIMATE

ORAL ESTIMATE

NO ESTIMATE

SIGNED

FREE ESTIMATES UNLESS DIAGNOSTICS OR TEARDOWN.

CUSTOMER'S VEHICLE MAY BE DRIVEN BY TBC RETAIL EMPLOYEES AT CUSTOMER'S RISK.

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK PER THE TERMS AND CONDITIONS

ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. WE USE BOTH FLAT RATE AND HOURLY RATE TO

CALCULATE CHARGES. I DO DO NOT WANT MY PARTS RETURNED (CUSTOMER INITIALS)

CASH

CHECK

VISA

M/C

AMEX

DISCOVER

A/R

STORE CC

TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE

AND OTHER IMPORTANT INFORMATION

ADDITIONAL VEHICLE
AUTHORIZED

NAME:

CONTACT #:

DATE/TIME:

ASSOCIATE #:

AUTHORIZED AMOUNT:

CUSTOMER



FINAL BILL - INVOICE

\$10 OFF

YOUR NEXT PURCHASE OF \$60 OR MORE

Shop fees up to 10% based on non-discounted regular retail price not to exceed \$5.00. Additional fees (where permitted) may apply. Charge for additional parts or services if needed. Most vehicles. Not valid with other offers. One coupon per customer per visit. No cash value. Expires 90 days from issue date. Valid at Tire Kingdom, Merchants and NTB locations. See store for details.

OH NATL TIRE & BAT # 8536
OH NATL TIRE & BAT # 536
25801 LORAIN RD.
NORTH OLMSTED, OH, 44070-2734
Store Phone Number: (440) 777-3030

Vehicle:

Order Number:

Date/Time In: 03/22/2017 01:49 PM

Date/Time Out: 03/22/2017 01:50 PM

Tag: State: Mileage:

VIN:

WESTLAKE, OH

Phone:

Email:

Article	Description	Technician	Price	Qty	Sub Total	Total
Services						
Z10011	ROD - Receipt on Deposit		100.00	1	100.00	100.00

Payment Method

Amount Charged

MC Approval: B35085

100.00

2017-03-22 13:49:51 Carry out order for Identification :
null :

If you have any questions or concerns please speak to our store manager, MICHAEL RAPER at (440) 777-3030

Opening Sales Associate: Jacob Ziek

Closing Sales Associate: Jacob Ziek

Parts	0.00
Labor	100.00
**New Tire Fee	0.00
Discounts/Credits	0.00
Sub-Total	100.00
*Shop Fees	0.00
Taxes	0.00

*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION.

Payments	100.00
Net Amount	0.00

Thank You For Choosing NTB



February 26th 2018

GANLEY WESTSIDE HYUNDAI



Dear Hyundai Customer,

We greatly appreciate you giving us the opportunity to service your vehicle.

We are always striving to give you the best dealership experience possible. Part of this process is a follow up on your service visit with us. This is something we feel is very important to ensure that you are completely satisfied. Our job is to fix the car correctly the first time, fix it as quickly as possible, and to keep you informed the whole time.

This letter is a follow up reminder to let you know that should you have any questions or concerns about your service, I can be emailed any time day or night at keith.w@ganleywestside.com or I can be reached at 440-686-3048.

You may be contacted via email by Hyundai Customer Reviews through SureCritic. This is an opportunity for an online review. If for any reason you cannot score us **5 STARS** please let us know. We want to do whatever it takes to keep you completely satisfied.

I would personally like to thank you in advance for your time and assistance with filling out this survey.

Sincerely,

Keith Wendling

Hyundai Service Manager

CUSTOMER #



HYUNDAI

GANLEY

WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

INVOICE

PAGE 1

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 90 BROOKE TOBICASH

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
BLACK DIAM		13	HYUNDAI ELANTRA		KMHDH4AE6DU		54717/54719		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
05FEB13 DE			WAIT 26FEB18			0.00	CASH	26FEB18	

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:			
10:15 26FEB18	11:43 26FEB18	ENG:1.8_Liter_DOHC	TRN:AUTO				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

B *PERFORM WALK AROUND/MULTI-POINT VEHICLE INSPECTION (FREE - \$14.95 VALUE) / /

DECOTH CUSTOMER HAS DECLINED RECOMMENDED REPAIRS

OF: DRIVER REAR TURN SIGNAL BULB AND TAIL

LIGHT = \$29. PASS SIDE TAIL LIGHT = \$25. & 2

LICENSE Plate bulbs = \$32/piece

2944 IHYU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

C * PERFORM VEHICLE WASH WITH SERVICE. (FREE - \$8.95 VALUE)

WASH * PERFORM VEHICLE WASH WITH SERVICE. (FREE - \$8.95 VALUE)

2944 IHYU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

E** OIL/FILTER CHANGE / /

HE100 OIL/FILTER CHANGE

2944CEXP

1 26300-35504 FILTER ASSY-ENGINE OIL	6.60	4.91	4.91
5 OILV ENGINE OIL	2.22	2.22	11.10
1 21513-23001 GASKET-ENGINE OIL PLUG	1.11	0.83	0.83

PARTS: 16.84 LABOR: 21.11 OTHER: 0.00 TOTAL LINE E: 37.95

MISC SHOP SUPPLIES

3.00

CUSTOMER MADE CREATED

2018-02-22 05:28:04PM TAK EN

BY CUSTOMER STATES:THE AIRBAG

LIGHT JUST CAME ON. PLEASE

HAVE MECHANIC TAKE A LOOK.

THAN K YOU

IS YOUR FACTORY WARRANTY ABOUT TO EXPIRE???

YOU CAN PROTECT YOUR CAR AND REALIZE PEACE OF

MIND WITH AN EXTENDED SERVICE PLAN. ASK YOUR

SERVICE ADVISOR FOR DETAILS... IF YOU ARE NOT

COMPLETLEY SATISFIED WITH YOUR EXPERIENCE

PLEASE CONTACT THE SERVICE MANAGER!!!

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.

DATE CUSTOMER SIGNATURE

***SHOP SUPPLY COSTS:**

We have added a charge equal to 10% of the total labor cost, not to exceed \$ 35.00, to the Repair Order for shop supplies used in connection with this repair a minimum charge of \$3.00.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	21.11
PARTS AMOUNT	16.84
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	3.00
TOTAL CHARGES	40.95
LESS DISCOUNT	0.00
SALES TAX	3.28
PLEASE PAY THIS AMOUNT	44.23

August 3rd, 2018



GANLEY WESTSIDE HYUNDAI



Dear Hyundai Customer,

We greatly appreciate you giving us the opportunity to service your vehicle.

We are always striving to give you the best dealership experience possible. Part of this process is a follow up on your service visit with us. This is something we feel is very important to ensure that you are completely satisfied. Our job is to fix the car correctly the first time, fix it as quickly as possible, and to keep you informed the whole time.

This letter is a follow up reminder to let you know that should you have any questions or concerns about your service, I can be emailed any time day or night at keith.w@ganleywestside.com or I can be reached at 440-686-3048.

You may be contacted via email by Hyundai Customer Reviews through SureCritic. This is an opportunity for an online review. If for any reason you cannot score us **5 STARS** please let us know. We want to do whatever it takes to keep you completely satisfied.

I would personally like to thank you in advance for your time and assistance with filling out this survey.

Sincerely,

A handwritten signature in black ink, appearing to read 'KW' followed by a stylized flourish.

Keith Wendling

Hyundai Service Manager

CUSTOMER #:

INVOICE

GANLEY WESTSIDE IMPORTS INC.

25600 LORAIN RD. (440) 734-2000

NORTH OLMSTED, OHIO 44070

Toll Free 1-800-433-2000 (in Ohio)

DUPLICATE 1
PAGE 1

NORTH OLMSTED, OH

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 90 BROOKE TOBICASH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK DIAM	13	HYUNDAI ELANTRA	KMHDH4AE6DU		60180/60183		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB13 DD			WAIT 03AUG18		0.00	CASH	03AUG18
R.O. OPENED	READY	OPTIONS: SOLD-STK DLR:					
		ENG:1.8 Liter DOHC TRN:AUTO					

08:51 03AUG18 12:39 03AUG18

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

A CUSTOMER STATES: AIRBAG LIGHT IS ON

CAUSE: REPLACED CLOCK SPRING ASSY

93490F01 CLOCK SPRING REPLACEMENT

2446 WH

1 93490-3X040 CONTACT ASSY-CLOCK SPRING

(N/C)

(N/C)

FC:

PART#: 93490-3X040

COUNT: 1

CLAIM TYPE: CPN

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 60183 Found dtc B148100/B134600 driver airbag resistance too high
 .Need to replace clock spring to fix. Resistance too high 1st stage/2nd stage

F** CUSTOMER DECLINED MULTIPOINT INSPECTION / /

DECMPI CUSTOMER DECLINED MULTIPOINT INSPECTION

2446 IHYU

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

G** * PERFORM VEHICLE WASH WITH SERVICE. (FREE - \$8.95 VALUE)....

WASH * PERFORM VEHICLE WASH WITH SERVICE. (FREE -

\$8.95 VALUE)....

2446 IHYU

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

CREATED 2018-07-26 12:30:00PM

TAKEN BY

IS YOUR FACTORY WARRANTY ABOUT TO EXPIRE???
 YOU CAN PROTECT YOUR CAR AND REALIZE PEACE OF
 MIND WITH AN EXTENDED SERVICE PLAN. ASK YOUR
 SERVICE ADVISOR FOR DETAILS... IF YOU ARE NOT
 COMPLETELY SATISFIED WITH YOUR EXPERIENCE
 PLEASE CONTACT THE SERVICE MANAGER!!!

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.

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DATE CUSTOMER SIGNATURE

***SHOP SUPPLY COSTS:**

We have added a charge equal to 10% of the total labor cost, not to exceed \$ 35.00, to the Repair Order for shop supplies used in connection with this repair a minimum charge of \$3.00.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

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
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WILLIAMSPORT AUTO CARE

301 E POTOMAC ST
WILLIAMSPORT, MD 21795-1201
Tel: 301-223-8367
williamsportautocare@gmail.com

Invoice

Date: 08-17-2018 08:50 AM

August 17th, 2018

Customer

Home

Falling Water

Alternative Contact:

Vehicle 2013 Hyundai Elantra L
1.8 GAS

Miles In: 60,743

Miles Out: 60,743

License Plate WV

Customer Issues and
Advisories**Advisory Notes**

Original License Plate changed on 6/27/2019

Work Performed

Labor

Labor	Tech	Hrs	Price	Total
Change Oil & Check all Fluids		1.00	9.95	9.95
			Labor	SubTotal
				\$9.95

Parts

Parts	Part No	Qty	Price	Total
Oil & Filter	AAA	1.00	20.00	20.00
			Parts	SubTotal
				\$20.00

Total

Labor	9.95
Parts	20.00
Hazmat*	0.00
Supplies*	1.50
Taxes	1.20

Invoice Total \$32.65* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal.

Authorization

Original Estimate Total:

Authorization Method: ☐ email ☐ text ☐ phone ☐ fax ☐ in person

Date:

Contact Details:

Authorized By:

X

Customer Signature

Save replacement parts for inspection or return? (Core may apply)

☐ Yes☐ No**CUSTOMER'S RIGHTS**

The customer may request a written estimate for work in excess of \$50, and may not be charged any amount ten percent in excess of the written estimate without the customer's consent. The customer is entitled to return of any replaced parts except when parts are required to be returned to the manufacturer under warrant agreement. The repairs not originally authorized by the customer may not be charged to the customer without the customer's consent.

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturers or NHTSA. In addition, certain consumer publications or organizations publish this information, which may be available for free or for fee.



FINAL BILL - INVOICE

\$10 OFFNov 19th, 2018

YOUR NEXT PURCHASE OF \$60 OR MORE

MD NATL TIRE & BAT # 8480
MD NATL TIRE & BAT # 480
17608 VALLEY MALL RD.
HAGERSTOWN, MD, 21740
Store Phone Number: (240) 707-3075

Customer: [REDACTED]
WEST [REDACTED]
Phone: [REDACTED]
Email: [REDACTED]

Vehicle: 2013 HYUNDAI ELANTRA
1.4-1797CC 1.8L
Tag: [REDACTED] State: [REDACTED]
VIN: KMHDH4AE6D [REDACTED]
Mileage In: 59605

Order Number: [REDACTED]
Date/Time In: 11/19/2018 09:57 AM
Date/Time Out: 11/19/2018 11:07 AM

Article	Description	Technician	Price	Qty	Sub Total	Total
Services						24.99
ZL0137	ROTATE TIRES NO CHARGE	32020694		1		
ZL0610	BATTERY CHECK & ADVISE	32020694		1		
ZL0062	VQC-VEHICLE QUICK CHECK	32020694		1		
	2018-11-19 09:58:42 right rear making noise when braking					
	please advise#2018-11-19 10:43:46 customer was advised that					
	car is unsafe (brakes grinding ,wheel bearing and tie rod					
	bad) customer declined all repairs at this time					
N83-229377	Cabin Air Filter,NAPA PROSELECT	32020694	30.99	1	30.99	
	Discount(s)					
	Misc.Coupon 5		-6.00		-6.00	

Payment Method

MC [REDACTED] approval: 024512

Amount Charged

29.59

Replaced Brakes
↓
Rotors again

If you have any questions or concerns please speak to our store manager, JAMES CARROLL at (240) 707-3075

Opening Sales Associate: James Carroll

Closing Sales Associate: James Carroll

Parts	30.99
Labor	0.00
**New Tire Fee	0.00
Discounts/Credits	-6.00
Sub-Total	24.99
*Shop Fees	3.10
Taxes	1.50

*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. PLEASE SEE REVERSE SIDE FOR WARRANTY TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION.

Payments	29.59
Net Amount	0.00



1 NATL TIRE & BAT # 8480
 2 NATL TIRE & BAT # 480
 7608 VALLEY MALL RD
 AGERSTOWN MD 21740
 Store Phone Number: (240) 707-3075
 Oil Level: Checked Empl# _____
 Verified Empl# _____
 Lug Torque: 65-80 Actual _____
 Checked Empl# _____
 Verified Empl# _____

* * D E C L I N E * *
 Order Number [REDACTED]-ZMWI
 Date/Time In 11/19/2018 11:07 AM
 Est. Time Completion 11/19/2018 12:00 PM

2013 Hyundai Elantra
 Tag: [REDACTED] St: OH Mileage: 59605
 VIN: KMHDH4AE6D [REDACTED]
 Tire Infl F- R- TPMS Y___ N___

Customer: [REDACTED]

Ship To: [REDACTED]

WESTLAKE OH
 Opening Salesperson [REDACTED]
 Email: [REDACTED]

WESTLAKE OH
 Home# [REDACTED]

Item Number	Item Description	Quantity	Price Each	Extended
NG7-PF8428AX	DISC BRAKE PAD SET-REAR, PROFORMER - OE C Warranty Adjmnt \$	1.00	47.99 47.99-	47.99 47.99-
ZL0040	827 BRAKE SHOES &/OR PADS R&R ALL, BOTH A	1.00	106.00	106.00
ZK0029	BRAKE FLUID EXCHANGE	1.00	89.99	
SOLT-10032	BRAKE FLUID DOT3 32 OZ NEW	1.00	9.50	9.50
ZL0163	BRAKE FLUID EXCHANGE LABOR	1.00	80.49	80.49
	Brake Fluid Disposal Charge	1.00	3.00	3.00
N43-48880957	DISC BRAKE ROTOR-REAR, PREMIUM	2.00	79.99	159.98
ZP-12105	NEW DISC BRAKE CALIPER RIGHT REAR	1.00	180.86	180.86
ZL0040	1130 CALIPER R&I & O/H FRONT OR REAR, ONE	1.00	106.00	106.00
ZP-12201	NEW STEERING TIE ROD RIGHT OUTER	1.00	69.71	69.71
ZL0110	48080 TIE ROD &/OR END R&R ONE; INCLUDES:	0.90	106.00	95.4

ACCOUNTING COPY



D NATL TIRE & BAT # 8480

D NATL TIRE & BAT # 480

7608 VALLEY MALL RD

AGERSTOWN MD 21740

Store Phone Number: (240) 707-3075

Oil Level: Checked Empl#

Verified Empl#

Lug Torque: 65-80 Actual

Checked Empl#

Verified Empl#

* * D E C L I N

Order Number

Date/Time In 11/19/2018 11:07 AM

Est. Time Completion 11/19/2018 12:00 PM

2013 Hyundai Elantra

Tag: St: OH Mileage: 59605

VIN: KMHDH4AE6D

Tire Infl F- R- TPMS Y N

Customer:

Ship To:

WESTLAKE OH

Opening Salesperson E32000687

Email:

WESTLAKE OH

Home#

Item Number	Item Description	Quantity	Price Each	Extended
ZL0040	487 WHEEL BEARING R&R- FRONT, ONE SIDE	1.60	106.00	169.60
ZP-12231	NEW WHEEL BEARING RIGHT FRONT	1.00	109.10	109.10
INT-MT47/H5	INT MEGA-TRON II BAT CCA:650; 12V NEW	1.00	164.99	164.99
	Battery/Core Charge	1.00	20.00	20.00
	Battery/Core Credit		20.00-	20.00-
	24 Month Free Replacement/ 60 Month Pro Rata Warranty			
ZL0149	BASIC BATTERY INSTALLATION	1.00	14.99	14.99
ZL0149	BASIC BATTERY INSTALLATION	1.00	14.99	14.99

I acknowledge receiving this document recommending services and/or replacement of parts. I have decided not to have the recommended services performed and/or parts replaced.

Customer Signature:

Next Appointment Date:

I verbally explained and presented the customer this document recommending services and/or replacement of parts/equipment.
Employee's Signature and Employee#:

Total Charges.. 1,352.6
Total Credits.. 67.9
Sub-Total..... 1,284.6
New Tire Fees** 0.0
Shop Fees(*)... 35.0
All Taxes..... 42.0

Net Amount..... 1,362.0
This is not an Invoice
Do Not Pay from this F

WILLIAMSPORT AUTO CARE

301 E POTOMAC ST
WILLIAMSPORT, MD 21795-1201
Tel: 301-223-8367
williamsportautocare@gmail.com

Invoice

Date: 11-21-2018 1:37 PM

Nov 21st 2018

Customer

Falling Waters

Home

Alternative Cont

Vehicle

2013 Hyundai Elantra L
1.8 GAS
KMHDH4AE6DL

Miles In: 65,845

Miles Out: 65,845

License Plate: WV

Customer Issues and
Advisories**Advisory Notes**

Original License Plate changed on 6/27/2019

Work Performed

Labor

Labor	Tech	Hrs	Price	Total
Remove & replace rear brake rotors & pads, and right rear caliper		1.50	69.73	104.60
			Labor	SubTotal
				\$104.60

Parts

Parts	Part No	Qty	Price	Total
Rear Rotors	AAA70112	1.00	57.59	57.59
Rear Brake Pads	AAADG1544	1.00	59.99	59.99
Caliper, Right Rear	AAA19B6454	1.00	116.19	116.19
			Parts	SubTotal
				\$233.77

Total

Labor	104.60
Parts	233.77
Hazmat*	0.00
Supplies*	13.53
Taxes	14.03

Invoice Total \$365.93

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal

Authorization

Original Estimate Total:

Authorization Method: ☐ email☐ text☐ phone☐ fax☐ in person

Date:

Contact Details:

Authorized By:

X

Customer Signature

Save replacement parts for inspection or return? (Core may apply)

☐ Yes☐ No**CUSTOMER'S RIGHTS**

The customer may request a written estimate for work in excess of \$50; and may not be charged any amount ten percent in excess of the written estimate without the customer's consent. The customer is entitled to return of any replaced parts except when parts are required to be returned to the manufacturer under warrant agreement. The repairs not originally authorized by the customer may not be charged to the customer without the customer's consent.

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from the National Highway Traffic Safety Administration. In addition, vehicle manufacturers may have recall programs for certain vehicles. You may obtain copies of these bulletins from the manufacturer.

WILLIAMSPORT AUTO CARE

301 E POTOMAC ST
WILLIAMSPORT, MD 21795-1201
Tel: 301-223-8367
williamsportautocare@gmail.com

Invoice

Date: 11-21-2018 2:35 PM

Nov 21st, 2018

Customer

Falling Waters

Home

Alternative Contact

Vehicle

2013 Hyundai Elantra L
1.8 GAS
KMHDH4AE6DL

Miles In: 65,845

Miles Out: 65,845

License Plate

Customer Issues and
Advisories**Advisory Notes**

Original License Plate changed on 6/27/2019

Work Performed

Parts

Parts	Part No	Qty	Price	Total
MTP48/H6	AAAINS	1.00	166.95	166.95

Parts	SubTotal	\$166.95
-------	----------	----------

Total

Labor 0.00

Parts 166.95

Hazmat* 0.00

Supplies* 6.68

Taxes 10.02

Invoice Total \$183.65

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal.

Authorization

Original Estimate Total:

Authorization Method: ☐ email☐ text☐ phone☐ fax☐ in person

Date:

Contact Details:

Authorized By:

X

Customer Signature

Save replacement parts for inspection or return? (Core may apply)

☐ Yes☐ No**CUSTOMER'S RIGHTS**

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WILLIAMSPORT AUTO CARE

301 E POTOMAC ST
WILLIAMSPORT, MD 21795-1201
Tel: 301-223-8367
williamsportautocare@gmail.com

Invoice

Date: 03-13-2019 1:17 PM

March 13th, 2019

Customer

Falling Waters

Home:

Alternative Contact:

Vehicle

2013 Hyundai Elantra L
1.8 GAS
KMHDH4AE6D

Miles In: 71,507

Miles Out: 71,507

License Plate:

Customer Issues and
Advisories**Advisory Notes**

Original License Plate changed on 6/27/2019

Work Performed

Labor

Labor	Tech	Hrs	Price	Total
Oil Change		1.00	9.95	9.95
			Labor	SubTotal
				\$9.95

Parts

Parts	Part No	Qty	Price	Total
Conventional Oil & Filter	AAALOFC	1.00	20.00	20.00
			Parts	SubTotal
				\$20.00

Total

Labor 9.95
Parts 20.00
Hazmat* 2.00
Supplies* 1.28
Taxes 1.20

Invoice Total \$34.43

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal.

Authorization

Original Estimate Total:

Authorization Method: ☐ email ☐ text ☐ phone ☐ fax ☐ in person

Date:

Contact Details:

Authorized By:

X*Customer Signature*

Save replacement parts for inspection or return? (Core may apply)

☐ Yes☐ No**CUSTOMER'S RIGHTS**

The customer may request a written estimate for work in excess of \$50, and may not be charged any amount ten percent in excess of the written estimate without the customer's consent. The customer is entitled to return of any replaced parts except when parts are required to be returned to the manufacturer under warrant agreement. The repairs not originally authorized by the customer may not be charged to the customer without the customer's consent.

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FINAL BILL - INVOICE

**\$10 OFF**

Your opinion matters! tell us what you think
about your visit today and enjoy \$10 off
your next purchase of \$60 or more,
go to ntbcustomerfirst.com!

MD NATL TIRE & BAT # 8480
MD NATL TIRE & BAT # 480
17608 VALLEY MALL RD.
HAGERSTOWN, MD. 21740-6995
Store Phone Number: (240) 707-3075

June 26th, 2019

Customer: [REDACTED]
FALLING WATERS, WV [REDACTED]
Phone: [REDACTED]
Email: [REDACTED]

Vehicle: 2013 HYUNDAI ELANTRA
1.4-1797CC 1.8L
Tag: [REDACTED] State: OH
VIN: KMHDH4AE6D [REDACTED]
Mileage In: 77528

Order Number: [REDACTED]
Date/Time In: 06/26/2019 08:46 AM
Date/Time Out: 06/26/2019 10:08 AM

Article	Description	Technician	Price	Qty	Sub Total	Total	
Tires							
COOP-22087	Cooper GLS Touring U90F1DR0319 I 205/55R16 91T. 65.000 **MD Tire Recycling Fee Tire Disposal Charge TK Road Hazard Warranty	32036582	85.99	1	85.99	55.39	
			.80	1	0.80		
			3.00	1	3.00		
			-34.40	1	-34.40		
Tire Services							
ZK0072	Basic Tire Installation	32036582	22.98	1			2.98
ZL0052	Mount and Install	32036582	7.00	1	7.00		
ZL0608	ONE-TIME BALANCE	32036582	7.99	1	7.99		
DTP-2040K	TPMS Sensor Service Kit,OE Kit,OE Kit In	32036582	7.99	1	7.99		
ZL0034	Rotations for the Life of the Tire Discount(s)	32036582		1			
	Misc.Coupon \$		-6.09		-6.09		
	Misc.Coupon \$		-6.95		-6.95		
	Misc.Coupon \$		-6.96		-6.96		
Services							
ZL0137	ROTATE TIRES NO CHARGE	32036582		1			
ZL0610	BATTERY CHECK & ADVISE	32036582		1			
ZL0017	POLICY WHEEL BALANCE	32036582		4			

Payment Method	Amount Charged
VISA [REDACTED] Approval: 122511	63.13

If you have any questions or concerns please speak to our store manager, JAMES CARROLL at (240) 707-3075

Opening Sales Associate: Joshua Trammelle Closing Sales Associate: Joshua Trammelle

Parts	55.62
Labor	21.95
**New Tire Fee	0.80
Discounts/Credits	-20.00
Sub-Total	58.37
*Shop Fees	1.60
Taxes	3.16

*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION.

Payments	63.13
Net Amount	0.00



How did we do? We'd love to get your feedback on your experience with a brief survey at ntbcustomerfirst.com!

Thank You For Choosing NTB

WILLIAMSPORT AUTO CARE

301 E POTOMAC ST
 WILLIAMSPORT, MD 21795-1201
 Tel: 301-223-8367
 williamsportautocare@gmail.com

June 27th, 2019

Invoice

Service Advisor: Amanda
 Technician: TANNER
 Date: 06-27-2019 3:32 PM
 Estimate: [REDACTED]

Customer

Falling Waters [REDACTED]

Home: [REDACTED]

Alternative Contact: [REDACTED]

Vehicle

2013 Hyundai Elantra L
 1.8 GAS
 KMHDH4AE6D [REDACTED]

Miles In: 77,376

Miles Out: 77,376

License Plate: [REDACTED]

Work Performed

Conventional Oil & Filter

Labor	Tech	Hrs	Price	Total
Oil Change		1.00	9.95	9.95

Parts	Part No	Qty	Price	Total
Conventional Oil & Filter	LOFLOFC	1.00	20.00	20.00

Conventional Oil & Filter	SubTotal	\$29.95
---------------------------	----------	---------

Parts

Parts	Part No	Qty	Price	Total
Outer Tie Rod, Front Right	AAA310429199	1.00	51.99	51.99

Parts	SubTotal	\$51.99
-------	----------	---------

Labor

Labor	Tech	Hrs	Price	Total
Diagnose, remove & replace right front outer tie rod		1.00	69.73	69.73

Labor	SubTotal	\$69.73
-------	----------	---------

Alignment

Labor	Tech	Hrs	Price	Total
Alignment		1.00	79.99	79.99

Alignment	SubTotal	\$79.99
-----------	----------	---------

Total

Labor	159.67
Parts	71.99
Hazmat*	0.00
Supplies*	9.27
Taxes	4.32

Invoice Total	\$245.25
---------------	----------

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal

WILLIAMSPORT AUTO CARE

Invoice

Date: 06-27-2019 3:32 PM

2013 Hyundai Elantra L

Authorization

Original Estimate Total:

Authorization Method: ☐ email☐ text☐ phone☐ fax☐ in person

Date:

Contact Details:

Authorized By:

X

Customer Signature

Save replacement parts for inspection or return? (Core may apply)

☐ Yes☐ No

CUSTOMER'S RIGHTS:

The customer may request a written estimate for work in excess of \$50, and may not be charged any amount ten percent in excess of the written estimate without the customer's consent. The customer is entitled to return of any replaced parts except when parts are required to be returned to the manufacturer under warrant agreement. The repairs not originally authorized by the customer may not be charged to the customer without the customer's consent.

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS:

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturers or NHTSA. In addition, certain consumer publications or organizations publish this information, which may be available for fee or for free.

WILLIAMSPORT AUTO CARE
301 E POTOMAC ST
WILLIAMSPORT, MD 21795-1201
Tel: 301-223-8367
williamsportautocare@gmail.com

May 22nd, 2019

Invoice

Date: 11-22-2019 08:53 AM

R/O:

Customer

Falling Waters

Home:

Alternative Contact:

Vehicle

2013 Hyundai Elantra L
1.8 GAS
KMMDH4AE6

Miles In: 86,369

Miles Out: 86,369

License Plate: WV

Work Performed

CONVENTIONAL OIL AND FILTER CHANGE

Labor	Tech	Hrs	Price	Total
CONVENTIONAL OIL AND FILTER CHANGE		1.00	9.95	9.95

Parts	Part No	Qty	Price	Total
OIL AND FILTER	AAALOF	1.00	21.95	21.95

CONVENTIONAL OIL AND FILTER CHANGE	SubTotal	\$31.90
------------------------------------	----------	---------

Total

Labor	9.95
Parts	21.95
Hazmat*	2.00
Supplies*	1.36
Taxes	1.32

Invoice Total \$36.58

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal

Authorization

Original Estimate Total:

Authorization Method: ☐ email ☐ text ☐ phone ☐ fax ☐ in person

Date:

Contact Details:

Authorized By:

X

Customer Signature

Save replacement parts for inspection or return? (Core may apply)

☐ Yes

☐ No

CUSTOMER'S RIGHTS

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WILLIAMSPORT AUTO CARE
301 E POTOMAC ST
WILLIAMSPORT, MD 21795-1201
Tel: 301-223-8367
williamsportautocare@gmail.com

Nov 25th, 2019

Invoice

Date: 11-25-2019 2:47 PM
R/O

Customer

Falling Waters

Home

Alternative Contact

Vehicle 2013 Hyundai Elantra L
1.8 GAS
KMHDH4AE6

Miles In: 86,369
Miles Out: 86,369
License Plate:

Work Performed

Labor

Labor	Tech	Hrs	Price	Total
REMOVED AND REPLACED LEFT OUTER TIE ROD		1.00	73.97	73.97

Parts	Part No	Qty	Price	Total
LEFT OUTER TIE ROD	AAAES801074	1.00	51.99	51.99

Labor SubTotal \$125.96

Alignment

Labor	Tech	Hrs	Price	Total
Alignment		1.00	79.99	79.99

Alignment SubTotal \$79.99

Total

Labor 153.96
Parts 51.99
Hazmat* 2.00
Supplies* 8.32
Taxes 3.12

Invoice Total \$219.39

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal

Authorization

Original Estimate Total:

Authorization Method: ☐ email ☐ text ☐ phone ☐ fax ☐ in person

Date: Contact Details:

Authorized By:

X

Customer Signature

Save replacement parts for inspection or return? (Core may apply)

☐ Yes ☐ No

CUSTOMER'S RIGHTS

The customer may request a written estimate for work in excess of \$50, and may not be charged any amount ten percent in excess of the written estimate without the customer's consent. The customer is entitled to return of any replaced parts except when parts are required to be returned to the manufacturer under warrant agreement. The repairs not originally authorized by the customer may not be charged to the customer without the customer's consent.

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FINAL BILL - INVOICE

**\$10 OFF**

Your opinion matters! tell us what you think
about your visit today and enjoy \$10 off
your next purchase of \$60 or more.
go to ntbcustomerfirst.com!

MID NATL TIRE & BAT # 8480
MID NATL TIRE & BAT # 480
17608 VALLEY MALL RD.
HAGERSTOWN, MD 21740-6995
Store Phone Number: (240) 707-3075

Jan 27th, 2020

Customer Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED] WV
Phone: [REDACTED]
Email: [REDACTED]

Vehicle: 2013 HYUNDAI ELANTRA
1.4-1797CC 1.8L
Tag: [REDACTED] State: [REDACTED]
VIN: KMHDH4AE6D [REDACTED]
Mileage In: 89605

Order Number: [REDACTED]
Date/Time In: 01/27/2020 09:09 AM
Date/Time Out: 01/27/2020 10:53 AM

Article	Description	Technician	Price	Qty	Sub Total	Total
Tires						
SUMI-SRW42	Somi HTR A/S P02 7E3RLMER4419 2 205/55R16 94W XL 45,000 **MD Tire Recycling Fee Tire Disposal Charge	32040467	88.99	2	177.98	185.58
Tire Services						
ZK0072	Basic Tire Installation	32040467	29.98	2		29.98
Z10052	Mount and Install	32040467	7.00	2	14.00	
Z10608	ONE-TIME BALANCE	32040467	7.99	2	15.98	
Z10590	VALVE STEM	32040467		2		
Z10034	Rotations for the Life of the Tire	32040467		2		
Services						
Z10012	<i>receive RNDZ & Balancing</i> TIRES CHECK & ADVISE 2020-01-27 09:10:16 cust states both front tires are losing alot of air please check and advise	32040467		1		17.98
Z10610	BATTERY CHECK & ADVISE	32040467		1		
DTP-7020K	TPMS Service Kit NEW	32040467	8.99	1	8.99	
DTP-2040K	TPMS REPAIR KIT NEW	32040467	8.99	1	8.99	
Alignment						
Z10069	PROGRAM WHEEL ALIGNMENT	32040467		1		
Payment Method						
VISA [REDACTED] Approval: 719156					Amount Charged	
						248.70

If you have any questions or concerns please speak to our store manager, JAMES CARROLL at (240) 707-3075

Opening Sales Associate: James Carroll Closing Sales Associate: Joshua Trammelle

Parts	201.96
Labor	29.98
**New Tire Fee	1.60
Discounts/Credits	0.00
Sub-Total	233.54
*Shop Fees	3.40
Taxes	11.76
Payments	248.70
Net Amount	0.00

*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES
OR WASTE DISPOSAL. PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION.



How did we do? We'd love to get your feedback on your experience with a brief survey at ntbcustomerfirst.com!
Thank You For Choosing NTB

WILLIAMSPORT AUTO CARE

301 E POTOMAC ST
WILLIAMSPORT, MD 21795-1201
Tel: 301-223-8367
williamsportautocare@gmail.com

Invoice

Date: 05-18-2020 09:31 AM

R/

May 20th, 2020

Customer

Home

Falling Waters

Alternative Contact

Vehicle

2013 Hyundai Elantra L
1.8 GAS
KMMDH4AE6D

Miles In: 94,385

Miles Out: 94,385

License Plate WV

Work Performed

Labor

Labor	Tech	Hrs	Price	Total
CHECK GOING ON LONG TRIP// CHECK OVER// CHECK FOR TUNE UP---REMOVED AND REPLACED SPARK PLUGS		1.00	74.97	74.97

Parts	Part No	Qty	Price	Total
NGK IX Iridium / Spark Plug	AAA93175	4.00	13.59	54.36

Labor SubTotal \$129.33**FUEL INDUCTION SERVICE**

Labor	Tech	Hrs	Price	Total
FUEL INDUCTION SERVICE		1.00	75.00	75.00

Parts	Part No	Qty	Price	Total
INTAKE SERVICE KIT	1238GFUEL	1.00	74.99	74.99

FUEL INDUCTION SERVICE SubTotal \$149.99

Total

Labor 149.97

Parts 129.35

Hazmat* 2.00

Supplies* 11.25

Taxes 7.76

Invoice Total \$300.33* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal

Authorization

Original Estimate Total:

Authorization Method: ☐ email☐ text☐ phone☐ fax☐ in person

Date:

Contact Details:

Authorized By:

X

Customer Signature

Save replacement parts for inspection or return? (Core may apply)

☐ Yes☐ No

WILLIAMSPORT AUTO CARE

Invoice

Date: 05-18-2020 09:31 AM

2013 Hyundai Elantra L

CUSTOMER'S RIGHTS

The customer may request a written estimate for work in excess of \$50 and may not be charged any amount ten percent in excess of the written estimate without the customer's consent. The customer is entitled to return of any replaced parts except when parts are required to be returned to the manufacturer under warrant agreement. The repairs not originally authorized by the customer may not be charged to the customer without the customer's consent.

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS

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WILLIAMSPORT AUTO CARE

301 E POTOMAC ST
WILLIAMSPORT, MD 21795-1201
Tel: 301-223-8367
williamsportautocare@gmail.com

April 16th, 2020

Invoice

Date: 04-16-2020 1:22 PM

Customer

Falling Waters

Home:**Alternative Contact:****Vehicle**

2013 Hyundai Elantra L
1.8 GAS
KMHDH4AE6D

Miles In: 73,263**Miles Out:** 73,263**License Plate:** WV**Work Performed****CONVENTIONAL OIL AND FILTER**

Labor	Tech	Hrs	Price	Total
Oil Change		1.00	9.95	9.95

Parts	Part No	Qty	Price	Total
CONVENTIONAL OIL	123REGULAR	1.00	21.95	21.95

CONVENTIONAL OIL AND FILTER	SubTotal	\$31.90
-----------------------------	----------	---------

Total

Labor	9.95
Parts	21.95
Hazmat*	2.00
Supplies*	1.36
Taxes	1.32

Invoice Total \$36.58

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal.

Authorization**Original Estimate Total:****Authorization Method:** ☐ email ☐ text ☐ phone ☐ fax ☐ in person**Date:****Contact Details:****Authorized By:****X***Customer Signature***Save replacement parts for inspection or return? (Core may apply)**☐ Yes ☐ No**CUSTOMER'S RIGHTS**

The customer may request a written estimate for work in excess of \$50; and may not be charged any amount ten percent in excess of the written estimate without the customer's consent. The customer is entitled to return of any replaced parts except when parts are required to be returned to the manufacturer under warrant agreement. The repairs not originally authorized by the customer may not be charged to the customer without the customer's consent.

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WILLIAMSPORT AUTO CARE

301 E POTOMAC ST
WILLIAMSPORT, MD 21795-1201
Tel: 301-223-8367
williamsportautocare@gmail.com

July 24th 2020

Invoice

Date: 07-24-2020 10:01 AM

R/C

Customer

Falling Water

Home

Alternative Contact

Vehicle

2013 Hyundai Elantra L
1.8 GAS
KMHDH4AE6D

Miles In: 100,388

Miles Out: 100,388

License Plate WV

Work Performed

CONVENTIONAL OIL AND FILTER

Labor	Tech	Hrs	Price	Total
Oil Change		1.00	9.95	9.95

Parts	Part No	Qty	Price	Total
CONVENTIONAL OIL	123REGULAR	1.00	21.95	21.95

CONVENTIONAL OIL AND FILTER	SubTotal	\$31.90
-----------------------------	----------	---------

Total

Labor	9.95
Parts	21.95
Hazmat*	2.00
Supplies*	1.36
Taxes	1.32

Invoice Total \$36.58

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal.

Authorization

Original Estimate Total:

Authorization Method: ☐ email ☐ text ☐ phone ☐ fax ☐ in person

Date:

Contact Details:

Authorized By:

X

Customer Signature

Save replacement parts for inspection or return? (Core may apply)

☐ Yes☐ No

CUSTOMER'S RIGHTS

The customer may request a written estimate for work in excess of \$50; and may not be charged any amount ten percent in excess of the written estimate without the customer's consent. The customer is entitled to return of any replaced parts except when parts are required to be returned to the manufacturer under warrant agreement. The repairs not originally authorized by the customer may not be charged to the customer without the customer's consent.

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS

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FINAL BILL - INVOICE

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about your visit today and enjoy \$10 off
your next purchase of \$60 or more
go to ntbcustomerfirst.com!

MD NATL TIRE & BAT # 8480
MD NATL TIRE & BAT # 480
17608 VALLEY MALL RD.
HAGERSTOWN, MD. 21740-6995
Store Phone Number: (240) 707-3075

*\$100 Refunded
Back to card*

Customer PO #:

Vehicle: 2013 HYUNDAI ELANTRA

Order Number:

Date/Time In: 10/26/2020 11:26 AM

Date/Time Out: 10/26/2020 02:27 PM

FALLING WATERS, MD

Phone

Email

Ta State:

VIN: KMHDH4AE6D

Mileage In: 105290

Article	Description	Technician	Price	Qty	Sub Total	Total
Fluids						
ZK2123	PREMIUM CONVENTIONAL OIL CHANGE	32040467	34.99	1		22.99
MQV-VV110	DRUM 5W20 PREMIUM CONVEN OIL NEW	32040467	4.00	5	20.00	
	Discount		-8.57		-8.57	
S83-21334	Engine Oil Filter, Oil Drain Intervals of	32040467	5.99	1	5.99	
	Discount		-2.57		-2.57	
Z10157	OIL CHANGE LABOR	32040467	9.00	1	9.00	
	Oil Disposal Charge		3.00	1	3.00	
	Discount		-3.86		-3.86	
Z10552	Filled Oil to 4.22 Quarts	32040467		1		
Services						
Z10610	BATTERY CHECK & ADVISE	32040467		1		
Z10012	TIRES CHECK & ADVISE	32040467		1		
Z10001	ALIGNMENT CHECK & ADVISE	32040467		1		
Z10002	BRAKES CHECK & ADVISE	32040467		1		
Z10137	ROTATE TIRES NO CHARGE	32040467		1		
Brakes						
Z10040	827 Brake Shoes &/or Pads R&R Front, Both	32040467	134.99	1.50	202.49	394.98
	2020-10-26 12:45:06 LABOR TO INSTALL WARRANTY FRONT PADS (SS8751X) AND RESURFACE FRONT ROTORS					
	Misc. Coupon \$		-10.00		-10.00	
Z10040	827 Brake Shoes &/or Pads R&R Rear, Both	32040467	134.99	1.50	202.49	
	2020-10-26 12:45:44 LABOR TO INSTALL WARRANTY REAR PADS (SS8428AX) AND RESURFACE REAR ROTORS					
Payment Method						
VISA approval: 989684					Amount Charged	
					453.87	

If you have any questions or concerns please speak to our store manager, JAMES CARROLL at (240) 707-3075

Opening Sales Associate: Alexandria Cox

Closing Sales Associate: Alexandria Cox

Parts	25.99
Labor	416.98
**New Tire Fee	0.00
Discounts/Credits	-25.00
Sub-Total	417.97
*Shop Fees	35.00
Federal Excise Tax	0.00
Taxes	0.90

*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES
OR WASTE DISPOSAL. PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION.

Payments	453.87
Net Amount	0.00



How did we do? We'd love to get your feedback on your experience with a brief survey at ntbcustomerfirst.com!

WILLIAMSPORT AUTO CARE

301 E POTOMAC ST
WILLIAMSPORT, MD 21795-1201
Tel: 301-223-8367
williamsportautocare@gmail.com

Feb 26th, 2021

Invoice

Date: 02-26-2021 2:16 PM

Customer

Falling Waters

Home

Alternative Contact

Vehicle

2013 Hyundai Elantra L
1.8 GAS
KMHDH4AE6D

Miles In: 110,123

Miles Out: 110,123

License Plate WV

Work Performed

CONVENTIONAL OIL AND FILTER

Labor	Tech	Hrs	Price	Total
Oil Change		1.00	9.95	9.95

Parts	Part No	Qty	Price	Total
CONVENTIONAL OIL	123REGULAR	1.00	21.95	21.95

CONVENTIONAL OIL AND FILTER	SubTotal	\$31.90
-----------------------------	----------	---------

Total

Labor 9.95

Parts 21.95

Hazmat* 2.00

Supplies* 1.36

Taxes 1.32

Invoice Total \$36.58

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal

Authorization

Original Estimate Total:

Authorization Method: ☐ email ☐ text ☐ phone ☐ fax ☐ in person

Date:

Contact Details:

Authorized By:

X

Customer Signature

Save replacement parts for inspection or return? (Core may apply)

☐ Yes☐ No

CUSTOMER'S RIGHTS

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**** ESTIMATE ****

March 2nd, 2021

MD NATL TIRE & BAT # 8480
MD NATL TIRE & BAT # 480
17608 VALLEY MALL RD.
HAGERSTOWN, MD, 21740-6995
Store Phone Number: (240) 707-3075

Customer ID #: [REDACTED]

Vehicle: 2013 HYUNDAI ELANTRA

Order Number: [REDACTED]

1.4 1707CC 1.8L

Date/Time In: 03/02/2021 09:06 AM

Tag [REDACTED] State: OH Mileage: 110354

Proposed Completion Date: 03/02/2021

VIN: KMHDH4AE61 [REDACTED]

Proposed Completion Time: 10:30 AM

Opening Associate: [REDACTED]

FALLING WATERS, WV [REDACTED]

Phone [REDACTED]

Email [REDACTED]

Article	Description	Price	Qty	Sub Total	Total
Tires					136.22
SUMI-ASP41	Sumi HTR A/S P03	100.99	2	201.98	
	205/55R16 94H XL 65,000				
	**MD Tire Recycling Fee	.80	2	1.60	
	Tire Disposal Charge	3.00	2	6.00	
	TK Road Hazard Warranty	-53.16		-53.16	
	Coupon %	-20.20		-20.20	
Tire Services					43.16
ZK0072	Basic Tire Installation	47.96	2		
ZL0052	Mount and Install	7.00	2	14.00	
	Coupon %	-1.40		-1.40	
ZL0608	ONE-TIME BALANCE	7.99	2	15.98	
	Coupon %	-1.60		-1.60	
DTP-2040K	TPMS Sensor Service Kit,OE Kit,OE Kit In	8.99	2	17.98	
	Coupon %	-1.80		-1.80	
ZL0034	Rotations for the Life of the Tire		2		
Services					188.38
ZL0012	TIRES CHECK & ADVISE		1		
	2021-03-02 09:07:15 check rear tires and tie rods				
ZL0610	BATTERY CHECK & ADVISE		1		
ZP-12201	New STEERING TIE ROD RF Outer	79.04	1	79.04	
ZL0001	ALIGNMENT CHECK & ADVISE		1		
ZL0110	48080 Tie Rod &/or End R&R Outer,One;Inc	134.99	.90	121.49	
	Coupon %	-12.15		-12.15	



**** ESTIMATE ****

MD NATL TIRE & BAT # 8480
MD NATL TIRE & BAT # 480
17608 VALLEY MALL RD.
HAGERSTOWN, MD, 21740-6995
Store Phone Number: (240) 707-3075

Customer Name: [REDACTED] O #:

Phone: [REDACTED]

Email: [REDACTED]

Vehicle: 2013 HYUNDAI ELANTRA
L4-1797CC L8L
Tag: [REDACTED] State: OH Mileage: 110354
VIN: KMHDH4AE6D1 [REDACTED]

Order Number: [REDACTED]
Date/Time In: 03/02/2021 09:06 AM
Proposed Completion Date: 03/02/2021
Proposed Completion Time: 10:30 AM
Opening Associate: [REDACTED]

If you have any questions or concerns please speak to our store manager, JOSHUA TRAMMELLE at (240) 707-3075

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE. IF MY FINAL BILL WILL EXCEED \$50.

☐ **I REQUEST A WRITTEN ESTIMATE**

☐ **I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____.**

THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ **I DO NOT REQUEST A WRITTEN ESTIMATE.**

SIGNED _____

Parts	251.84
Labor	151.47
**New Tire Fee	1.60
Discounts/Credits	37.15-
Sub-total	367.76
*Shop Fee	24.15
Federal Excise Tax	0.00
Taxes	13.44

Net Amount 405.35

6 MONTHS PROMOTIONAL FINANCING AVAILABLE
Subject to credit approval. Terms and conditions apply.

PAYMENT METHOD CASH CHECK VISA M/C AMEX DISCOVER A/R STORE CC

FREE ESTIMATES UNLESS DIAGNOSTICS OR TEARDOWN AT \$ _____ PER FLAT RATE HOUR.

I AUTHORIZE SERVICES TO BE PERFORMED INCLUDING SUBLET WORK PER TERM AND CONDITIONS ON THE REVERSE SIDE OF "CUSTOMER COPY" OF THIS FORM. WE USE BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.

I DO NOT WANT MY PARTS RETURNED (Customer Initials)

*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. PLEASE SEE REVERSE SIDE FOR WARRANTY, TERM, CONDITIONS AND OTHER IMPORTANT INFORMATION

Additional Work/Person
Authorization:

Name: _____
Phone #: _____
Date/Time: _____
Associate#: _____
Authorized Amount: _____



INVOICE REPRINT

MD NATL TIRE & BAT # 8480
MD NATL TIRE & BAT # 480
17608 VALLEY MALL RD.
HAGERSTOWN, MD 21740-6995
Store Phone Number: (240) 707-3075

July 19th, 2021

PO #:
FALLING WATERS, WV
Phone
Email

Vehicle: 2013 HYUNDAI ELANTRA
1.4 1797CC 1.8L
Tag: State: OH
VIN: KMHDH4AE6D
Mileage In: 116564

Order Number:
Date/Time In: 07/19/2021 09:42 AM
Date/Time Out: 07/19/2021 11:47 AM

Article	Description	Technician	Price	Qty	Sub Total	Total
Services						
ZL0137	ROTATE TIRES NO CHARGE	32046824		1		
ZL0610	BATTERY CHECK & ADVISE	32046824		1		
ZL0017	POLICY WHEEL BALANCE	32046824		1		

Maryland Code, Commercial Law § 14-1008:

- Labor charged as a Flat Rate
- Manufacturer Special Policy Adjustment Programs Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins either from the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

Customer Rights:

- The customer may request a written estimate for repairs which cost in excess of \$50.
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- Signature of the registrant or designee verifying that the vehicle has been tested or test driven and the mechanic's work was performed satisfactorily.
- While your vehicle is on our premises, we may not be responsible for damage to your motor vehicle under certain circumstances. Please ask a representative of the store about the extent of its responsibility, including the extent of the insurance coverage of the automotive repair facility.

X _____

If you have any questions or concerns please speak to our store manager, JOSHUA TRAMMELLE at (240) 707-3075

Opening Sales Associate: Maureen O'Brien Closing Sales Associate: Maureen O'Brien

Parts	0.00
Labor	0.00
**New Tire Fee	0.00
Discounts/Credits	0.00
Sub-Total	0.00
*Shop Fees	0.00
Federal Excise Tax	0.00
Taxes	0.00

*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION.

Payments	0.00
Net Amount	0.00



How did we do? We'd love to get your feedback on your experience with a brief survey at ntbcustomerfirst.com!

WILLIAMSPORT AUTO CARE

301 E POTOMAC ST
WILLIAMSPORT, MD 21795-1201
Tel: 301-223-8367
williamsportautocare@gmail.com

August 20th, 2021

Invoice

Date: 08-20-2021 08:43 AM

R/O

Customer

Falling Waters

Home

Alternative Contact

Vehicle

2013 Hyundai Elantra L
1.8 GAS
KMHDH4AE6D

Miles In: 117,771

Miles Out: 117,771

License Plate

Work Performed

CONVENTIONAL OIL AND FILTER

Labor	Tech	Hrs	Price	Total
Oil Change		1.00	9.95	9.95

Parts	Part No	Qty	Price	Total
CONVENTIONAL OIL	123REGULAR	1.00	21.95	21.95

CONVENTIONAL OIL AND FILTER	SubTotal	\$31.90
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Labor

Labor	Tech	Hrs	Price	Total
CHECK RIGHT FRONT TURN SIGNAL OUT		1.00	0.00	0.00

Labor	SubTotal	\$0.00
-------	----------	--------

Labor

Labor	Tech	Hrs	Price	Total
CHECK FLUID LEAK UNDER CAR--FOUND TO BE A/C DRAIN LINE		1.00	0.00	0.00

Labor	SubTotal	\$0.00
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Total

Labor	9.95
Parts	21.95
Hazmat*	2.00
Supplies*	1.36
Taxes	1.32

Invoice Total \$36.58

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal.

Authorization

Original Estimate Total:

Authorization Method: ☐ email ☐ text ☐ phone ☐ fax ☐ in person

Date: Contact Details:

Authorized By:

X

Customer Signature

Save replacement parts for inspection or return? (Core may apply)

☐ Yes ☐ No

WILLIAMSPORT AUTO CARE

Invoice

Date: 08-20-2021 08:43 AM

• 2013 Hyundai Elantra L

CUSTOMER'S RIGHTS

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MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturers or NHTSA. In addition, certain consumer publications or organizations publish this information, which may be available for fee or for free.



INVOICE REPRINT

MD NATL TIRE & BAT # 8480
MD NATL TIRE & BAT # 480
17608 VALLEY MALL RD.
HAGERSTOWN, MD. 21740-6995
Store Phone Number: (240) 707-3075

OCT 21ST, 2021

Customer #:

Vehicle: 2013 HYUNDAI ELANTRA

Order Number:

FALLING WATERS, WV.

Tag: State: OH

Date/Time In: 10/21/2021 07:45 AM

Phone

VIN: KMHDH4AE6D

Date/Time Out: 10/21/2021 09:14 AM

Email

Mileage In: 120341

Article	Description	Technician	Price	Qty	Sub Total	Total
Fluids						22.99
ZK2123	PREMIUM CONVENTIONAL OIL CHANGE	32041034	34.99	1		
MQV-VV110	DRUM 5W20 PREMIUM CONVEN OIL NEW	32041034	4.00	5	20.00	
	Promo - Oil Change \$		-8.57		-8.57	
N83-21334	Engine Oil Filter,Original Equipment Par	32041034	5.99	1	5.99	
	Promo - Oil Change \$		-2.57		-2.57	
Z10157	OIL CHANGE LABOR	32041034	9.00	1	9.00	
	Oil Disposal Charge		3.00	1	3.00	
	Promo - Oil Change \$		-3.86		-3.86	
ZL0552	Filled Oil to 4.22 Quarts	32041034		1		
Services						
ZL0610	BATTERY CHECK & ADVISE	32041034		1		
ZL0137	ROTATE TIRES NO CHARGE	32041034		1		
N83-29480	Air Filter,NAPA PROSELECT	32041034	22.99	1	22.99	
	Misc.Coupon \$		-22.99		-22.99	
Alignment						
ZL0069	PROGRAM WHEEL ALIGNMENT	32041034		1		
	Confirmed By	2875262				



INVOICE REPRINT

MD NATL TIRE & BAT # 8480
MD NATL TIRE & BAT # 480
17608 VALLEY MALL RD.
HAGERSTOWN, MD 21740-6995
Store Phone Number: (240) 707-3075

Customer O #:

Vehicle: 2013 HYUNDAI ELANTRA

Order Number:

Date/Time In: 10/21/2021 07:45 AM

Date/Time Out: 10/21/2021 09:14 AM

FALLING WATERS, WV

Phone:

Email:

Tag: 7CC 1.8L

State: OH

VIN: KMHHDH4AE6D1

Mileage In: 120341

Payment Method

VIS. Approval: 736075

Amount Charged

24.94

Maryland Code, Commercial Law § 14-1008:

- Labor charged as a Flat Rate

- Manufacturer Special Policy Adjustment Programs Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins either from the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

Customer Rights:

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- Signature of the registrant or designee verifying that the vehicle has been tested or test driven and the mechanic's work was performed satisfactorily:

- While your vehicle is on our premises, we may not be responsible for damage to your motor vehicle under certain circumstances. Please ask a representative of the store about the extent of its responsibility, including the extent of the insurance coverage of the automotive repair facility:

X

If you have any questions or concerns please speak to our store manager, JOSHUA TRAMMELLE at (240) 707-3075

Opening Sales Associate: Joshua Trammelle

Closing Sales Associate: Joshua Trammelle

Parts	48.98
Labor	12.00
**New Tire Fee	0.00
Discounts/Credits	-37.99
Sub-Total	22.99
*Shop Fees	1.05
Federal Excise Tax	0.00
Taxes	0.90

Payments	24.94
Net Amount	0.00

*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION.



How did we do? We'd love to get your feedback on your experience with a brief survey at ntbcustomerfirst.com!



INVOICE REPRINT

Feb 10th, 2022

MD NATL TIRE & BAT # 8480
MD NATL TIRE & BAT # 480
17608 VALLEY MALL RD.
HAGERSTOWN, MD. 21740-6995
Store Phone Number: (240) 707-3075

Customer PO #: [REDACTED]

Vehicle: 2013 HYUNDAI ELANTRA

Order Number: [REDACTED]

1.8L 1797CC 1.8L

Date/Time In: 02/10/2022 12:44 PM

Tag: [REDACTED] State: [REDACTED]

Date/Time Out: 02/10/2022 01:28 PM

FALLING WATERS, WV

VIN: KMHDH4AE6D0 [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Mileage In: 123412

Article	Description	Technician	Price	Qty	Sub Total	Total
Fluids						23.99
ZK2123	PREMIUM CONVENTIONAL OIL CHANGE	32046824	40.99	1		
MQV-VV110	DRUM 5W20 PREMIUM CONVEN OIL NEW	32046824	4.00	5	20.00	
	Misc.Coupon 5		-9.76		-9.76	
F13-1334	Engine Oil Filter,Manufacturer OE Recomm	32046824	11.99	1	11.99	
	Misc.Coupon 5		-5.85		-5.85	
Z10157	OIL CHANGE LABOR	32046824	9.00	1	9.00	
	Oil Disposal Charge		3.00	1	3.00	
	Misc.Coupon 5		-4.39		-4.39	
Z10552	Filled Oil to 4.22 Quarts	32046824		1		
Services						
Z10610	BATTERY CHECK & ADVISE	32046824		1		

Payment Method

DB [REDACTED] Approval: 600870

Amount Charged

26.21

Maryland Code, Commercial Law § 14-1008:

- Labor charged as a Flat Rate
- Manufacturer Special Policy Adjustment Programs Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins either from the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

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X _____

If you have any questions or concerns please speak to our store manager, JOSHUA TRAMMELLE at (240) 707-3075

Opening Sales Associate: Michael Graves

Closing Sales Associate: Abigail Grunow

Parts	31.99
Labor	12.00
**New Tire Fee	0.00
Discounts/Credits	-20.00
Sub-Total	23.99
*Shop Fees	1.23
Federal Excise Tax	0.00
Taxes	0.99

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Payments	26.21
Net Amount	0.00

How did we do? We'd love to get your feedback on your experience with a brief survey at ntbcustomerfirst.com!

WILLIAMSPORT AUTO CARE

301 E POTOMAC ST
WILLIAMSPORT, MD 21795-1201
Tel: 301-223-8367
williamsportautocare@gmail.com

March 21, 2022

Invoice

Date: 03-21-2022 09:26 AM
R/O

Customer

Falling Waters

Home

Alternative Contact

Vehicle

2013 Hyundai Elantra L
1.8 GAS
KMHDH4AE6D

Miles In: 126,500

Miles Out: 126,500

License Plate: V

Work Performed

Labor

Labor	Tech	Hrs	Price	Total
CHECK HAS A "TICKING" TYPE NOISE AT IDLE AND DRIVING--CHANGED OIL AND FILTER WITH ADDITIVES		1.00	0.00	0.00

Oil Change		1.00	12.95	12.95
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Parts	Part No	Qty	Price	Total
CONVENTIONAL OIL	123REGULAR	1.00	25.05	25.05
EPR	AAA123	1.00	12.99	12.99
BG MOA	AAA123	1.00	17.99	17.99

Labor	SubTotal	\$68.98
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Labor

Labor	Tech	Hrs	Price	Total
CHECK AC HAS NO COLD AIR		1.00	0.00	0.00
EVAC AND RECHARGE AC SYSTEM WITH DYE		1.00	149.99	149.99

Labor	SubTotal	\$149.99
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Total

Labor	162.94
Parts	56.03
Hazmat*	2.00
Supplies*	8.84
Taxes	3.36

Invoice Total \$233.17

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal

Authorization

Original Estimate Total:

Authorization Method: ☐ email ☐ text ☐ phone ☐ fax ☐ in person

Date: Contact Details:

Authorized By:

X

Customer Signature

Save replacement parts for inspection or return? (Core may apply)

☐ Yes☐ No

WILLIAMSPORT AUTO CARE

Invoice

Date: 03-21-2022 09:26 AM

2013 Hyundai Elantra L

CUSTOMER'S RIGHTS

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INVOICE REPRINT

May 30th, 2022

MD NATL TIRE & BAT # 8480
MD NATL TIRE & BAT # 480
17608 VALLEY MALL RD.
HAGERSTOWN, MD, 21740-6995
Store Phone Number: (240) 707-3075

Customer #: [REDACTED]
Vehicle: 2013 HYUNDAI ELANTRA
1.4-1797CC 1.8L
Tag: [REDACTED] State: [REDACTED]
VIN: KMHDH4AE6D [REDACTED]
Mileage In: [REDACTED] V2 1,000

Order Number: [REDACTED]
Date/Time In: 05/30/2022 07:50 AM
Date/Time Out: 05/30/2022 08:14 AM

FALLING WATERS, WV [REDACTED]
Phone: [REDACTED]
Email: [REDACTED]

Article	Description	Technician	Price	Qty	Sub Total	Total
Services						
ZL0062	VQC-VEHICLE QUICK CHECK 2022-05-30 07:51:04 Noises while driving check and advise.	32041034		1		
ZL0610	BATTERY CHECK & ADVISE	32041034		1		

2022-05-30 08:13:16 Came in for a noise on the passenger side, found that something internal in the engine is causing the noise. The brakes are all nominally thick with no issues, Rec to an engine shop for further diagnostics.

Maryland Code, Commercial Law § 14-1008:

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X _____

If you have any questions or concerns please speak to our store manager, JOSHUA TRAMMELLE at (240) 707-3075

Opening Sales Associate: Joshua Trammelle

Closing Sales Associate: Joshua Trammelle

Parts	0.00
Labor	0.00
**New Tire Fee	0.00
Discounts/Credits	0.00
Sub-Total	0.00
*Shop Fees	0.00
Federal Excise Tax	0.00
Taxes	0.00

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Payments	0.00
Net Amount	0.00



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