

4-13-23

Complaint ID 11504648

To NHTSA

ON MARCH 31st MY GV70 STOPPED IN THE MIDDLE OF THE STREET AT [REDACTED] [REDACTED] KIAWAH SOUTH CAROLINA, WOULD NOT MOVE. CAMEY GENESIS ROADSIDE ASSISTANCE CASE [REDACTED]

CHAD FROM TRIPLEA PICKED CAR UP AND BROUGHT TO GENESIS OF NORTH CHARLESTON SOUTH CAROLINA.

MARCH 31st COULD NOT REACH DEALER CLOSED.

APRIL 1st SPOKE WITH SERVICE MANAGER COURTNEY AT TRIPLEA SAID THEY COULD NOT EVEN USE KEY FOB TO OPEN DOORS.

THE DATA BOXES HAD EVERY POSSIBLE WARNING LIGHT ON. IDENTICAL TO LAST PROBLEM,

THE CAR IS STILL IN DEALERS POSSESSION AND HAS NOT BEEN REPAIRED AS OF APRIL 12TH.

[REDACTED]

Enclosed repair work from 1st PROBLEM

RR



GENESIS OF NAPLES

GENESIS

6780 Airport Rd North (Beautiful) Naples, Florida 34109
Phone: (239) 325-1999 Fax: (239) 417-1582
GenesisOfNaples.com

| | | | | | |
|---------------------------|--|-------------|-------------------------------|----------------------------------|-----------------------------|
| CUSTOMER NO. | ADVISOR PAWEL BARTNICKI | 74004 | TAG NO. | INVOICE DATE 02/08/23 | INVOICE NO. |
| | LABOR RATE | LICENSE NO. | MILEAGE 833 | COLOR SAVILE SILV | |
| BONITA SPRINGS, FL | YEAR / MAKE / MODEL 23/GENESIS/GV70/GV70 AWED 2.5T ADV | | | DELIVERY DATE 11/28/22 | DELIVERY MILES 14 |
| | VEHICLE I.D. NO. K M U M A D T B 3 P U | | | SELLING DEALER NO. | PRODUCTION DATE |
| | F. T. E. NO. | P. O. NO. | R. O. DATE 01/14/23 | | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | |

| LABOR & PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-------------|---|------------|------------|----------|
| J# 1 33XGZ | | | DIAGNOSTIC HOURS: 0.00 TECH(S):30078 NIGHT DROP - MULTIPLE WARNING LIGHTS ON - TRACTION CONTROL, FORWARD COLLISION WARNING, CHECK ENGINE ,EP8, AND DIFFERENTIAL - ALL ON found 4wd - ecu internal failure REPLACED 4WD - ECU. CONCERN CORRECTED. | | | 0.00 |
| PARTS----- | | | | | | |
| JOB # 1 | 1 | 95447-4J400 | ECU-4WD | | | 0.00 |
| JOB # 1 TOTAL PARTS | | | | | | 0.00 |
| JOB # 1 TOTAL LABOR & PARTS | | | | | | 0.00 |
| J# 2 DOXGZHE99P | | | MULTIPOINT INSPECT HOURS: 0.00 TECH(S):30078 CUSTOMER REQUESTS MULTIPOINT INSPECTION PERFORMED MULTIPOINT INSPECTION | | | 0.00 |
| PARTS----- | | | | | | |
| JOB # 2 TOTAL PARTS | | | | | | 0.00 |
| JOB # 2 TOTAL LABOR & PARTS | | | | | | 0.00 |
| J# 3 42XGZSW | | | PREMIUM SERVICE WASH HOURS: TECH(S):30078 SERVICE WASH SERVICE WASH PERFORMED EXTERIOR ONLY SERVICE WASH. | | | 0.00 |
| PARTS----- | | | | | | |
| JOB # 3 TOTAL PARTS | | | | | | 0.00 |
| JOB # 3 TOTAL LABOR & PARTS | | | | | | 0.00 |
| J# 4 D1XGZZ7PI | | | MULTI-POINT INSPECTI HOURS: 0.00 TECH(S):30078 MULTIPOINT INSPECTION AND WALK AROUND PERFORMED WALK AROUND AND MULTIPOINT INSPECTION | | | 0.00 |
| PARTS----- | | | | | | |
| JOB # 4 TOTAL PARTS | | | | | | 0.00 |
| JOB # 4 TOTAL LABOR & PARTS | | | | | | 0.00 |
| J# 5 D1XGCOMPWASH | | | COMP EXTERIOR WASH HOURS: 0.00 TECH(S):30078 COMPLIMENTARY EXTERIOR CAR WASH. THANK YOU FOR SERVICING YOUR VEHICLE WITH US. WE APPRECIATE YOUR BUSINESS AND LOOK FORWARD TO YOUR TO SEEING YOU AGAIN! | | | 0.00 |
| PARTS----- | | | | | | |
| JOB # 5 TOTAL PARTS | | | | | | 0.00 |
| JOB # 5 TOTAL LABOR & PARTS | | | | | | 0.00 |

ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED

COMPREHENSIVE WARRANTY
Our warranty is covered by Genesis Motor America for any factory parts installed with a 12 mo./12,000 mile warranty and there is no warranty coverage on aftermarket parts installed. Workmanship is covered for 3 months or 3,000 miles, whichever occurs first.

***ENVIRONMENTAL COMPLIANCE CHARGE**
VEHICLE SERVICING ROUTINELY INVOLVES THE USE OF CHEMICALS AND CAN LEAD TO GENERATION OF WASTES (OILS, SOLVENTS, SPENT FILTERS & METALS, ABSORBANTS, AND MORE). MANY OF THESE WASTES MUST BE MANAGED AND DISPOSED OF PROPERLY TO COMPLY WITH LOCAL, STATE, & FEDERAL GUIDELINES. A FEE IS ASSESSED IN THE AMOUNT OF 12% OF PARTS AND LABOR UP TO \$35.00 MAXIMUM REPRESENTING RECOVERY OF EXPENSE AND PROFIT ASSOCIATED WITH MANAGEMENT AND DISPOSAL OF THESE WASTES. [S.559.904(4)]

TIRE / BATTERY STATE FEE
THE STATE OF FLORIDA REQUIRES A \$1.00 FEE FOR EACH TIRE SOLD IN THE STATE [S.403.718] AND A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE [S.403.7185]

STORAGE FEE
A STORAGE FEE OF \$25.00 PER DAY MAY BE APPLIED TO VEHICLES WHICH ARE NOT CLAIMED WITHIN 3 WORKING DAYS OF NOTIFICATION OF COMPLETION.

METHOD OF PAYMENT

| | | | |
|-------|--------------------------|-------------|--------------------------|
| CASH | <input type="checkbox"/> | CHECK | <input type="checkbox"/> |
| OTHER | <input type="checkbox"/> | CREDIT CARD | <input type="checkbox"/> |

CUSTOMER SIGNATURE _____ CUSTOMER ACKNOWLEDGEMENT RECEIPT OF WORK _____



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| | P. O. NO. | R. O. DATE 01/14/23 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | MO: MO |

TOTALS-----

 * NEXT RECOMMENDED SERVICE: *
 * 06/17/2023 / 3621 MI 01XGZ27PI MULTI-POINT INSPECTI *

From your service team at Tamiami Hyundai and Genesis Of Naples! We would like to Thank You for your business. Also you may be receiving a survey to your email. We ask you to please take the time to complete the survey. If you feel you cannot give us the highest marks "10" please contact our Service Manager to discuss your visit. We strive to provide you with a service experience you will tell your freinds and family about!

| | |
|-------------------------|-------------|
| TOTAL LABOR.... | 0.00 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX..... | 0.00 |
| TOTAL INVOICE \$ | 0.00 |

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| OTHER | <input type="checkbox"/> | CREDIT CARD | <input type="checkbox"/> |

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE CUSTOMER ACKNOWLEDGES RECEIPT OF COPY



600.74 SPRINGS E



FT MYERS FL 339

14 APR 2023 PM 4 L



NHTSA
ATTN. ODI
1200 NEW JERSEY AVE, SE
WEST BUILDING
WASHINGTON DC 20590

20590-

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