

3/13/2023

NATIONAL Highway Traffic ADMIN.
1200 New Jersey Ave SE
Washington, DC. 20590 CL-11514587-1000

Hello my name is [REDACTED]

I have a 2007 Hyundai Entourage VAN
VIN# KN DMC 233 27 [REDACTED]
Shortly after buying in 2020 the
power steering belt broke and the whole
pulley system and casing had to be
replaced it cost \$1600 the dealership
paid half.

Now it happen again on way up North
on Rt turnpike Bristol, PA get it towed
to Robs Automotive referred by tow driver
they located on 3114 Veterans Hwy
Bristol, PA 19007 First Est 7/8⁰⁰
then said whole unit needed replaced
like before cost \$2500

I AM [REDACTED] old on low income
1600 month. So I had it towed to
my granddaughters place. that company
took every thing off that side of
engine pulley out and didnt even
put parts inside of my VAN. I
called to ask where the parts were
they took off was told all
were broken no good. that was

DR

3-13-2023

National Hwy Traffic Safety
Administration
1200 NJ Ave SW
Washington, DC 20590

Want to apologize I have arthritis
really bad hard to write.

I don't know if you can help me
but I'm at a loss trying to
find out on internet ect about
a recall.

Just seems funny everytime
I take van long distant this
happen. I don't usually go
out that far that often.
Hope this has been reported
because these vans its a safety
issue esp on a turnpike at
3AM in morning with trucks
almost hitting me.

Sincerely

[REDACTED]

Wrons

My question is trying to find out if a recall for this problem exists seems funny that when I took a long run it happen AGAIN.

I really can't afford 2500 to get it fix.

Sincerely

[REDACTED]

I tried my best to look this up on the internet but couldn't get any good results I'm not good on the internet any way.

Any help would be greatly appreciated. I took a train back home

PS [REDACTED] Phone
[REDACTED]
[REDACTED]

Van is sitting in Pelham, NJ at Grandview

ROB'S AUTOMOTIVE & COLLISION CENTER

3114 Veterans Highway
Bristol, PA. 19007

Phone: 215-943-1144 Fax: 215-781-3781

Mailing Address: PO Box 1619-Levittown, Pa.19058-1619

INVOICE

INVOICE 03/03/2023

Printed Date: 03/06/2023

Work Completed: 03/04/2023

2007 Hyundai - Entourage SE - 3.8L, V6 (231CI) VIN(3)

Lic #: [REDACTED]

Odometer In: 152628

Union [REDACTED]
Home [REDACTED]

VIN #: KNDMC2332 [REDACTED]

Hat #: [REDACTED]

| Part Description / Number | Qty | Sale | Ext | Labor Description | Ext |
|---------------------------|-----|------|-----|-------------------|-----|
|---------------------------|-----|------|-----|-------------------|-----|

Take Note I had oil change done day before I left my #1s only few months old bought NEW at Wal Mart. So they are just trying to get more done than needed. How can I trust people like this !!

| | | | | | |
|--|--|--|--|--|--------|
| Tow To Shop 9015223 AAA Paid | | | | | n/c |
| Lost power steering. Then brake light and another light came on dash. Then overheated. | | | | | 125.00 |
| Check vehicle. Found serpentine belt tensioner broken and threw belt. Needs new belt, tensioner and idler. Oil sticker shows vehicle is 30k miles overdue. All tires down to the wear bars. | | | | | |
| DRIVE BELT TENSIONER/IDLER PULLEY - Remove & Replace - [Includes: Replace Belt (if necessary).] | | | | | 62.50 |
| While removing idler pulley bolt, found metal all around threads. It appears the idler pulley went and threw the belt and tensioner. It damaged the bolt and timing cover. Timing cover needs replaced to properly install idler pulley, tensioner and belt. | | | | | |
| Customer is having towed out. She will call back on Monday. | | | | | |
| Tow To Burlington Kia. 4428 Route 130 S Burlington Twp NJ 08016 | | | | | 150.00 |

Org. Estimate 198.75 Revisions 0.00 Current Estimate 198.75

Tow PAID

| | |
|------------------|---------------|
| Labor: | 187.50 |
| Parts: | 0.00 |
| Sublet: | 150.00 |
| SubTotal: | 337.50 |
| Tax: | 11.25 |
| Total: | 348.75 |
| Bal Due: | \$0.00 |

[Payments - MasterCard - \$348.75]

Vehicle Received: 3/4/2023

Customer Number: [REDACTED]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. 12/12 warranty applies. Warranty work has to be performed in our shop & cannot exceed the original cost of repair CALL DIRECT 215-943-1144

Signature _____

Date _____

Union, WV

CHARLESTON WV 250

13 MAR 2023 PM 2 L



NEF

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE SW.
WASHINGTON, DC 20590

MAR 21 2023

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