

 U.S. Department of Transportation National Highway Traffic Safety Administration	Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline	FOR AGENCY USE ONLY 100148	
		Date Received 31-MAY-2023 JUL 06 2023	Repository <input type="checkbox"/> Reference No. 11524697

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	State	ZIP Code	
Coram	NY	[REDACTED]	
<small>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</small>			

VEHICLE INFORMATION			
17 digit Vehicle Identification Number. Located at bottom of windshield on driver's side SKYZUDLADGG [REDACTED]		MAKE HYUNDAI	Model SANTA FE SPORT
Date Purchased 1-2013	Dealer's Name and Telephone Number Centerreach Hyundai Service Dep 6316197356		Model Year 2013
Original Owner <input type="checkbox"/>	Dealer's City: Centerreach	Engine: No. Cylinders	Fuel Type: gasoline
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Incident Date(s) 01-MAY-2021
		STATE NY	ZIP Code 11720
		Multiple Failure:	

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Components Codes: 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH		Failure Mileage 67000.0
		Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE		
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM1 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE		
Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION <small>(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)</small>		
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Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured None	Number of Deaths 0	Reported to Police N
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Narrative Description of incident(s), Crash(es), Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2013 Hyundai Santa Fe Sport. The contact stated that the driver's side door failed to lock as designed. The instrument cluster was flashing, and the interior lights were illuminated. The door ajar message was displayed. The vehicle was taken to the local dealer where it was diagnosed that door lock assembly needed to be replaced and there was an internal failure. The vehicle was repaired, but the failure persisted. While driving with a young child occupying the passenger's side rear seat, the rear passenger's side door opened. The contact stated that she was unable to determine if the doors were locked. The manufacturer was contacted, and a case number was provided. The failure mileage was approximately 67,000.

See additional page, invoices & correspondence

Reference # 11524697

June 21, 2023

The first time the door lock mechanism did not correctly operate was in 2019. This was with the driver side door. The door was closed, but the dash showed the door open and the interior lights came on. I had this repaired at Centereach Hyundai.

The second time this door lock mechanism did not operate correctly was in May of 2023. This time the driver door behind the driver was showing open when closed. Again the dash indicates open door and interior lights come on. Once again I had this repaired and you are never certain that the doors are really closed or not. The invoice from Hyundai indicates "L/rear door lock/latch assy fault, internal failure found". This is not a normal wear and tear issue. This fault is inherent in the vehicle and very dangerous, especially since you are never assured the doors are really closed or not. This all occurs when the vehicle is operating.

See invoices for more information and letters to Hyundai.





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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

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

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

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

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

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

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

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

[REDACTED]
Coram, NY [REDACTED]

AAA Northeast Corporate Offices
70 Royal Little Drive
Providence, RI 02904

6-14-2023

Dear Sirs or Madam:

Ref: Hyundai Consumer Affairs

I have a question regarding a recent encounter with Hyundai Consumer Safety Dept. I contacted my local Hyundai service center because the door lock was malfunctioning on the rear left passenger door. Although the doors were closed and locked the interior lights would come and the dashboard messengering would indicate the door was open. I told them this had also happened on my Hyundai Santa Fe in 2019 with the driver side door. I have had both repaired when it happened at a cost of \$373.04 and \$632.75 and second time.

This is a very dangerous malfunction. My [REDACTED] old granddaughter, sitting in a rear car seat, opened the door while I was driving. I thought the doors were locked. It swung open and fortunately, I pulled to the right and no cars were coming and no one was injured. I have reported this to the consumer department and also Hyundai legal department. Their response to my request for reimbursement of these repairs costs is that there is no official recall. This is a serious safety issue and I feel they are ignoring me. I have all the documentation to report my claims, but don't know where to go with this issue.

How can I find an automobile safety organization that can investigate my issue with Hyundai? I am a long time AAA member [REDACTED]. Any advice will be greatly appreciated.

Yours truly,

[REDACTED]
Cc: Hyundai Motor America
Hyundai Consumer Relations

[REDACTED]
Coram, NY [REDACTED]

June 6, 2023

Hyundai Motor America
Legal Department
P.O. Box 20850
Fountain Valley, Ca. 92728-0850

Dear Sirs or Madam:

Reference # [REDACTED] Consumer Affairs Case

In 2019 I took my Hyundai Santa Fe to Centereach Hyundai for service. The driver side door although closed was showing open on the dashboard and the internal lights would go on. I had the repair done and the cost was \$373.04. The service diagnosis was the D/S door latch not making contact with striker.

This May 2023 the door behind the driver side was showing open when closed and the internal lights come on and could not be closed. This is very distracting when driving, especially at night. I took the car again to Centereach Hyundai for repair. The service diagnosis is L/rear door lock/latch assy faulty, internal failure found. The repair cost was \$632.75.

I called Consumer Affairs and was told there is no recall for this safety issue. I see this as a very serious safety issue. You are never sure whether or not the doors are really closed or not. On another occasion my [REDACTED] old granddaughter, in her car seat, open the rear passenger side door while I was driving and making a left turn. I thought the door was closed and locked. You cannot imagine how scary this is when you are driving and the door swings open. Fortunately another car was not coming and she was locked in her car seat.

This door lock issue happening twice on the same car is definitely a serious and dangerous as well as costly to repair. This should be a recall issue and the consumer should not have to absorb the cost of a repair and this no "wear and tear" and certainly not the fault of the car owner.

I am currently looking at the Hyundai Kona for purchase, but I am concerned that this door lock issue is not being seriously looked at by Hyundai. I should have had to pay for the second repair. I want Hyundai to resolve this matter without further legal recourse. I feel I should be reimbursed for the cost of the second repair as this is a major safety issue.

Please take a serious look as this issue and advise what resolve Hyundai will take on this matter.

Yours truly,
[REDACTED]

[REDACTED]
Coram, NY [REDACTED]

October 5, 2020

Hyundai Consumer Relations
10550 Talbert Avenue
Fountain Valley, Ca. 92708

Dear Sirs:

On September 28, 2020 I had my Hyundai Santa Fe 2013 serviced at Centereach Hyundai. The backup camera was totally blue and I had made an appointment for repair. The mileage on my car is currently 75,927.

When I called I was told it would be approximately \$500 for replacement of the camera. I was charged \$ 349.44 for the part and \$349.99 for labor.

I have checked Hyundai official part costs and found that the replacement camera lists for from \$149 to \$251. I am enclosing some documentation to this effect.

I feel I was overcharged for this repair. Please advise and make the necessary refund of overcharge.

Thank you for your attention to my request.

[REDACTED]

CENTERREACH **HYUNDAI**

1815 Middle Country Road • Centereach, NY 11720 • (631) 580-0800

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR Greg Briones	TAG NO. 85385	4528	INVOICE DATE 05/15/23	[REDACTED]
CORAM, NY [REDACTED]	LABOR RATE	LICENSE NO.	94,825	COLOR	[REDACTED]
	YEAR / MAKE / MODEL 13/HYUNDAI/SANTA FE/4DR AWD SPT 2.0T			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 5XYZUDLADG [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.G. DATE 05/10/23	
REFERENCE SHOW	BUSINESS PHONE	COMMENTS			

MO: 94825

<p>TOTALS</p> <p>THANK YOU FOR GIVING US THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE APPRECIATE YOUR CONTINUED BUSINESS. HYUNDAI MOTOR AMERICA AND CENTERREACH HYUNDAI BOTH STRIVE FOR CUSTOMER SATISFACTION. YOU MAY RECEIVE A SURVEY BY EMAIL FROM J.D. POWERS. IF FOR SOME REASON YOU ARE NOT ABLE TO SCORE TRULY EXCEPTIONAL ON ALL ASPECTS OF YOUR PREVIOUS SERVICE VISIT, PLEASE REACH OUT TO JOSEPH KAUFMANN AT JKAUFMANN@JRPALOTOS.COM OR (631) 580-0800 EXT 523</p>	<table style="width: 100%; border-collapse: collapse;"> <tr><td>TOTAL LABOR....</td><td style="text-align: right;">397.50</td></tr> <tr><td>TOTAL PARTS....</td><td style="text-align: right;">195.00</td></tr> <tr><td>TOTAL SUBLET...</td><td style="text-align: right;">0.00</td></tr> <tr><td>TOTAL G.O.G....</td><td style="text-align: right;">0.00</td></tr> <tr><td>TOTAL MISC CHG.</td><td style="text-align: right;">0.00</td></tr> <tr><td>TOTAL MISC DISC</td><td style="text-align: right;">-10.00</td></tr> <tr><td>TOTAL TAX.....</td><td style="text-align: right;">50.25</td></tr> </table>	TOTAL LABOR....	397.50	TOTAL PARTS....	195.00	TOTAL SUBLET...	0.00	TOTAL G.O.G....	0.00	TOTAL MISC CHG.	0.00	TOTAL MISC DISC	-10.00	TOTAL TAX.....	50.25	<p>ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY 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 SAID PRODUCTS</p>
TOTAL LABOR....	397.50															
TOTAL PARTS....	195.00															
TOTAL SUBLET...	0.00															
TOTAL G.O.G....	0.00															
TOTAL MISC CHG.	0.00															
TOTAL MISC DISC	-10.00															
TOTAL TAX.....	50.25															

TOTAL INVOICE \$ 632.75

LIMITED WARRANTY

Warranty on Non Genuine Parts and Labor is covered for 90 days or 4,000 miles, whichever comes first

TIRES AND BATTERIES ARE WARRANTED AT THE OPTION OF TIRE OR BATTERY MANUFACTURER.

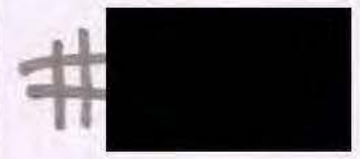
THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM MISUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS.
THANK YOU.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

X _____

THANK YOU
FOR THIS OPPORTUNITY TO SERVE YOU!

NYS R/S NO. R 7123734





1815 Middle Country Road • Centereach, NY 11720 • (631) 580-0800

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR Greg Briones	85385	TAG NO. 4528	INVOICE DATE 05/15/23	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 94,825	COLOR /	STOCK NO.
CORAM, NY [REDACTED]	YEAR / MAKE / MODEL 13 / HYUNDAI / SANTA FE / 4DR AWD SPT 2.0T			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 5 X Y Z U D L A O D G [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	RO. NO.	R.O. DATE 05/10/23		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 94825

LABOR & PARTS
 J# 1 19HYZ ELECTRICAL SYSTEM HOURS: 2.50 TECH(S):114530 397.50
 CUSTOMER STATES CHECK REAR DOOR LOCK ON PASSENGER SIDE IT DOES NOT LOCK CHECK AND ADVISE FOUND THE L/REAR DOOR LOCK/LATCH ASSY FAULTY, INTERNAL FAILURE FOUND R+R L/REAR DOOR LATCH ASSY/. AN TESTED

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PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	81410-2W000	LATCH ASSY-REAR D	195.00	195.00
				JOB # 1 TOTAL PARTS	195.00
				JOB # 1 TOTAL LABOR & PARTS	592.50

LIMITED WARRANTY
 Warranty on Non Genuine Parts and Labor is covered for 90 days or 4,000 miles, whichever comes first

J# 2 92HYZ RECALL HOURS: 0.30 TECH(S):114530 WARRANTY
 993: INSPECT & ANTI-THEFT SOFTWARE UPGRADE RECALL PERF. RECALL 993, VEH HAS SSB

TIRES AND BATTERIES ARE WARRANTED AT THE OPTION OF TIRE OR BATTERY MANUFACTURER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	2	NP001-5C993	ANTI THEFT DECAL		WARRANTY 0.00
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM MISUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS. THANK YOU

J# 3 01HYZ01 MULTI-POINT INSP. HOURS: 0.00 TECH(S):114530 INTERNAL
 WE WILL PERFORM A COMPLIMENTARY WALKAROUND/MULTI-POINT INSPECTION OF YOUR VEHICLE AND PROVIDE YOU WITH THE RESULTS PERFORMED MULTIPOINT

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

THANK YOU
 FOR THIS OPPORTUNITY TO SERVE YOU

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # 1	COUPON	COUPON		-10.00
				TOTAL - MISC -10.00

NYS R/S NO. R 7123734

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$240.00 (+TAX)
 COMMENTS
 ### Created By: jkaufmann@crhl.com, Created On: 05-05-2023, Status : Scheduled, Transport Type: WAITER
 RECOMMENDED NOT DONE/ DECLINED SERVICES



1815 Middle Country Road • Centereach, NY 11720 • (631) 580-0800

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR GREG BRIONES	85385	TAG NO. 866	INVOICE DATE 07/12/19	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 67,480	COLOR	STOCK NO. [REDACTED]
CORAM, NY [REDACTED]	YEAR / MAKE / MODEL 13 / HYUNDAI / SANTA FE / 4DR AWD SPT 2 OT			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 5XYZUDLAODG [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	PO		R.O. DATE 07/10/19	REPRINT# 1
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 67480

TOTALS-----
 THANK YOU FOR SERVICING YOUR VEHICLE WITH CENTEREACH HYUNDAI. WE APPRECIATE YOUR BUSINESS AND STRIVE HARD TO MEET YOUR SATISFACTION. IF FOR ANY REASON YOU WERE NOT HAPPY WITH THE SERVICE WE PROVIDED PLEASE CONTACT THE SERVICE MANAGER AT 631-585-2700 EXT 523 OR 631-580-0800

TOTAL LABOR....	96.60
TOTAL PARTS....	231.82
TOTAL SUBLET...	0.00
TOTAL G.O.G....	15.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	29.62

TOTAL INVOICE \$ 373.04

YOU MAY RECEIVE A SURVEY FROM HYUNDAI SURE CRITIC WE WOULD APPRECIATE 5 STARS AND YES ON RECOMMEND DEALERSHIP IF FOR ANY REASON YOU FEEL YOU COULD NOT GIVE THAT SCORE PLEASE CALL ONE OF THE PHONE NUMBERS ABOVE FOR A MANAGER THANK YOU FOR YOUR BUSINESS FROM YOUR SERVICE TEAM THERESE, GREG, BILL, SERGIO AND TOM

VISIT OUR WEBSITE AT WWW.CENTEREACHHYUNDAI.COM

CUSTOMER SIGNATURE

Pat V. S. O.
7/12/19

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LIMITED WARRANTY

Warranty on Non Genuine Parts and Labor is covered for 90 days or 4,000 miles, whichever comes first.

TIRES AND BATTERIES ARE WARRANTED AT THE OPTION OF TIRE OR BATTERY MANUFACTURER.

THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM MISUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS. THANK YOU

HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

X _____

THANK YOU

FOR THIS OPPORTUNITY TO SERVE YOU!

NYS R/S NO. R 7123734



1815 Middle Country Road • Centereach, NY 11720 • (631) 580-0800

CUSTOMER NO	ADVISOR GREG BRIONES	TAD NO 866	INVOICE DATE 07/12/19	CELL: [REDACTED]
[REDACTED]	EXPIRES DATE	VEHICLE NO 85385	MESSAGE 67,480	COLOR
[REDACTED]	YEAR / MAKE / MODEL 13 / HYUNDAI / SANTA FE / 4DR AWD SPT 2.0T	SELLING DEALER NO	DELIVERY DATE	DELIVERY MILES
CORAM, NY	VEHICLE TAG NO 5XYZUDLA0DG	PRODUCTION DATE	R.O. DATE 07/10/19	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 67480	

LABOR & PARTS
J# 1 21HYZ01 DRIVEABILITY MISC HOURS: 0.70 TECH(S):89175 96.60
 DOOR OPEN LIGHT REMAINS ON AFTER DOOR IS CLOSED AND LOCKED
 FOUND THE DOOR HANDLE AND THE D/S DOOR LATCH OR LATCH NOT
 MAKING CONTACT WITH STRIKER
 REMOVED AND REPLACED THE DRIVER DOOR HANDLE AND LATCH. LIGHT
 IS NOW STAYING OUT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	81310-2W010	LATCH ASSY-FRONT	88.19	88.19
JOB # 1	1	82651-2W710	HANDLE ASSY-DOOR	143.63	143.63
JOB # 1 TOTAL PARTS					231.82
JOB # 1 TOTAL LABOR & PARTS					328.42

J# 2 01HYZ01 MULTI-POINT INSP. HOURS: TECH(S):89175 INTERNAL
 WE WILL PERFORM A COMPLIMENTARY WALKAROUND/MULTI-POINT
 INSPECTION OF YOUR VEHICLE AND PROVIDE YOU WITH THE RESULTS
 PERFORMED MULTIPOINT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

G.O.G. & SUPPLIES
JOB # 1 FREIGHT (PARTS) 15.00
TOTAL - GOG 15.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)
COMMENTS
 ### Created By: abraun@centereachhyundai.com, Created On: 07-09-201
 9, Status: Scheduled, Transport Type: WAITER
 RECOMMENDED NOT DONE/ DECLINED SERVICES
 DELETED OPERATION(S)
 11HY3 HIGH PRIORITY SERV

ANY WARRANTIES ON THE PRODUCT SOLD
 HEREBY ARE THOSE MADE BY THE MANUFACTURER.
 THE SELLER HEREBY EXPRESSLY
 DISCLAIMS ALL WARRANTIES, EITHER EXPRESS
 OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY
 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 SAID PRODUCTS

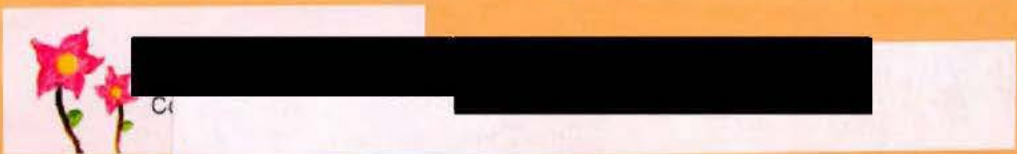
LIMITED WARRANTY
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 THANK YOU

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THANK YOU
 FOR THIS OPPORTUNITY TO SERVE YOU!

NYS R/S NO. R 7123734



National Highway Traffic Safety Adm
 U.S. Dept of. Transportation
 Office of Defects Investigation
 West Building
 (NVS 210)
 1200 New Jersey Ave. SE
 Washington, D.C. 20590

Att: Randy Reid
 Office of Defects Investigation

FIRST CLASS