

September 28, 2024

To The National Highway Traffic Safety Administration:

I am sending this letter regarding a safety issue with the 2017 Hyundai Azera Limited. The car is currently leaking oil, the engine is vibrating when I come to a stop, and there is a clicking noise from the engine. The car does not get up enough speed when I am driving in a speed limit zone of 50 miles or more. Currently, there is not a recall for the 2017 Hyundai Azera Limited. If you have any questions, I can be reached at [REDACTED].

Sincerely,

[REDACTED]

AB

WORK ORDER

FIRESTONE COMPLETE AUTO CARE

9728 TWO NOTCH RD

COLUMBIA, SC. 29223-4379

SERVICE ADVISOR

03 LYNN

803.699.6539

Emailed on 09/07/2024

Emailed to

[REDACTED]
 [REDACTED]
 COLUMBIA, SC [REDACTED]
 [REDACTED]

2017 HYUNDAI AZERA LIMITED
 3.3L V6 FI GAS VIN G DOHC

LIC #

VIN #

KMHFH4JG2HA

IN 09/07/24 1:21PM

MILEAGE 102,716

Store # 028703

Recommended Services not Authorized by Customer

Status	Description	Qty	Parts	Unit Price		Extended Price		Total
				Labor		Job Total	Cat. Total	
Recmd	REAR MAIN SEAL					1,199.19		
	BS40710 REAR MAIN SEAL SET 1 EA FLPRO	1	48.99	0.00				
	REMOVE & REPLACE CRANKSHAFT MAIN OIL	1	0.00	1,150.20				
	SEAL - REAR							
	Related - System Failure - Required =====>						1,199.19	1,199.19

Recommended Parts: 48.99
 Labor: 1,150.20
 Subtotal: 1,199.19
 Shop Supplies: 35.00
 Tax (8.00%): 6.72
 Total: 1,240.91

THESE PRICES ARE VALID FOR 30 DAYS

Labor charges are based on 'Menu Items' of a predetermined amount or the flat rate
 charged per the Mitchell Labor Manual @ Skill Rate.

ALL PARTS ARE NEW UNLESS NOTED OTHERWISE

Retail Invoice

Emailed on 09/07/2024

Emailed to



Store# 028703

In: 09/07/24 01:21PM

Out: 09/07/24 03:48PM

Cust Status: Waiting

Appt: No

FINAL INVOICE

TWO NOTCH - 9728 TWO NOTCH RD, COLUMBIA, SC. 29223-4379 - 803.699.6539

Service Advisor: 3 LYNN

Wheel Lock:

Technician: 05 MATTHEW

Customer Details:

Alt. Auth. Name & Phone:

Vehicle Details:

2017 HYUNDAI AZERA LIMITED

N/A

COLUMBIA, SC

3.3L V6 FI GAS VIN G DOHC

VIN #: KMHFH4JG2HA

LIC #:

MILEAGE: 102,716

Description	Rev Hist	Unit	Extended	Job
	/Article # ID	Price	Price	Total
MISCELLANEOUS INSPECTION	03			
HAD OIL CHANGED 2 DAYS AGO AND NO OIL IN VEHICLE, SHE	7003186 05NS	1	N/C	N/C
PUT A QUART IN TO GET IT HERE CHECK AND ADVISE				
COURTESY CHECK	03			
COURTESY CHECK	7046930 05NS	1	N/C	N/C

ORDER NOTES

OIL LEVEL REQUIRED: No Oil On Dipstick; LOW OIL WHEN IN

MANUFACTURER'S RECOMMENDED MAINTENANCE: ENGINE OIL & FILTER

(REMOVED - [CUSTOMER RECENTLY HAD SERVICE PERFORMED])

**BOSS WAS AWARE OF OIL LEAKAGE ISSUE FOR WEEKS, HAS BEEN ADDING

OIL FOR WEEKS, BOSS DROVE VEHICLE HOME, WAS ADVISED ABOUT OIL

LEAKAGE ISSUE**

All parts are new unless otherwise specified.

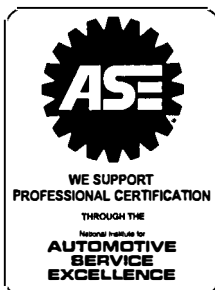
Payment History:

Summary:

Parts	0.00
Labor	0.00
Shop Supplies	0.00
Sub-Total	0.00
Tax (8.00%)	0.00
Total	\$0.00

Declined Work:

REAR MAIN SEAL



I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.



Information on service warranty, maintenance, and safety can be located at

Columbia, SC

COLUMBIA SC 290
1 OCT 2024 PM 3 L

NET



NHTSA
1200 NJ Avenue
West Building

20590

Washington DC 20590