

Complaint department,

RE: **Hyundai Case #** [REDACTED] **2016 Hyundai Sonata**

I appreciate your time to address our complaint regarding Hyundai case # [REDACTED]

We had our vehicle towed to the nearest Hyundai dealership on March 20, 2025. The Hyundai dealership is located at 132 Turner Street in Somerset Kentucky. Their phone number is 606-677-1101. We bought the Sonata in May of 2018 with 53,000 miles.

After a conversation with David Hargis, service manager, he indicated there was a warranty issue on the engine. I have enclosed a copy of the engine warranty extension for your convenience. He indicated most of the oil changes were listed on the Carfax. I e mailed to him and have enclosed copies of the oil change invoices that were not included on the Carfax. Unfortunately, some of the service shops, don't report to Carfax. After inspection and e-mailing pictures, he indicated that you determined the engine malfunction was due to lack of oil change (maintenance neglect) as opposed to the engine warranty.

In an effort to resolve the same engine issues, on February 9, 2024, we had the vehicle towed to Don Franklin Hyundai. After inspection, they determined the vehicle needed to correct anti -theft, smart junction box, ECM update, check engine light, alternator, cam position sensor cover assembly. We had them change the oil and oil filter. I have enclosed a copy of the receipt supporting this statement. On February 9, 2024 and March 20, 2025, the vehicle was towed to the same dealership with the same complaints. If the engine had oil sludge, why did the dealership not inform me when the vehicle was picked up? If the engine was doing the same thing on February 9, 2024 and March 20, 2025, why did the dealership not address the warranty issues then?

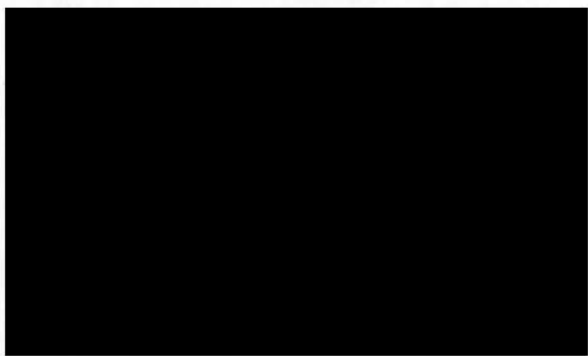
I have enclosed a copy of the Car and Driver publications stating Hyundai has recalled 129,000 vehicles with the same issue (Premature engine damage), NHTSA stating Hyundai has numerous complaints regarding engine issues and Hyundai and Kia Fined up to \$2 10 Million over Handling of Engine Recalls.

I am sorry but I am confused. If we provided invoices showing the oil was changed regularly along with your Carfax invoices supporting the oil was changed regularly, I am unsure how the oil sludge issue could be related to maintenance neglect as opposed to warranty issues.

If you don't care, would you care to please clarify your decision and reconsider our request?

Sincerely,

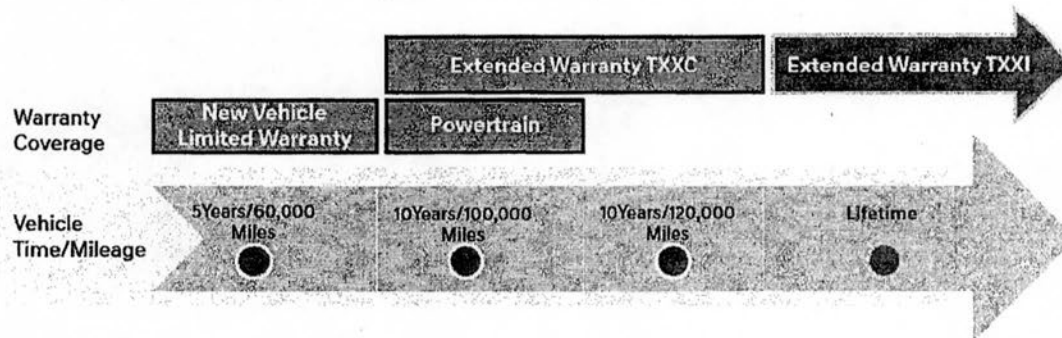




 HYUNDAI Technical Service Bulletin	GROUP ENGINE	NUMBER 22-EM-001H-1
	DATE APRIL 2022	MODEL(S) SEE BELOW
SUBJECT: ENGINE WARRANTY EXTENSION (TXXI)		

This TSB supersedes TSB 22-EM-001H to clarify PA submittal requirements.

Description: The warranty coverage for engine sub-assembly repair or replacement regarding engine damage or malfunction from connecting rod bearing wear has been extended to a Limited Lifetime Warranty and is valid for original and subsequent owners.



NOTICE

A Warranty Prior Approval (PA) must be submitted on all applicable vehicles that exhibit the conditions above within the extended warranty period. PA will provide detailed confirmation of engine approval or denial based on all available case details and applicability of any related terms.

Settlement Background: This warranty extension is provided as part of a related court-approved class action settlement, and, as a result, involves certain requirements relating to completion of the knock sensor detection software update (service campaign 953), certain vehicle neglect, vehicles previously deemed a total loss (i.e., branded or salvage), and ownership by certain commercial entities engaged in the business of leasing, buying, or selling used vehicles.

Please refer to Service Campaign T3G TSB 22-01-033H (or latest version) for the engine inspection/replacement procedure.

Please refer to TSB 22-01-034H (or latest version) for applicable part numbers and labor ops.

Applicable Vehicles:

- Certain 2011-2014 MY Sonata (YF) vehicles with Theta II 2.0L Turbo and 2.4L GDI engines
- Certain 2015-2019 MY Sonata (LF) vehicles with Theta II 2.0L Turbo and 2.4L GDI engines
- Certain 2013-2018 MY Santa Fe Sport (AN) vehicles with Theta II 2.0L Turbo and 2.4L GDI engines
- Certain 2019 MY Santa Fe (TM) vehicles with Theta II 2.0L Turbo and 2.4L GDI engines
- Certain 2014-2015 MY Tucson (LM) vehicles with Theta II 2.4L GDI engines
- Certain 2018-2019 MY Tucson (TL) vehicles with Theta II 2.4L GDI engines

Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

PA Review

Page 1 / 1

[Back to List](#)[Print](#)

PA Information

RO #		PA #	
RO Open Date	03/21/2025	Mileage	139724
VIN		Model	SONATA (LFA) 2.4L THETA II
Current Owner		Repair Group	200 : ENGINE GROUP
DTC Code		DTC Code	
DTC Code		Case Number	

Maintenance Review

Based on HMA's review of the inspection of the engine condition, HMA has a reasonable basis to suspect oil maintenance neglect.

Yes No

I confirm the customer has been notified of the above and that Hyundai's policy at this step is to verify that basic oil change maintenance has been performed on the vehicle after giving customer adequate time to collect such records. I have requested oil change records from the customer for review on this date:

03/24/2025

I acknowledge this request and the basis for it will be recorded on the customer copy of the final invoice.

I communicated with the customer via the following communication method(s):

Email In-Person Phone Call Text Message

The customer provided any available records for review or confirmed no records are available on this date:

03/28/2025

Business days provided to gather records (lapsed):

5

PA Detail

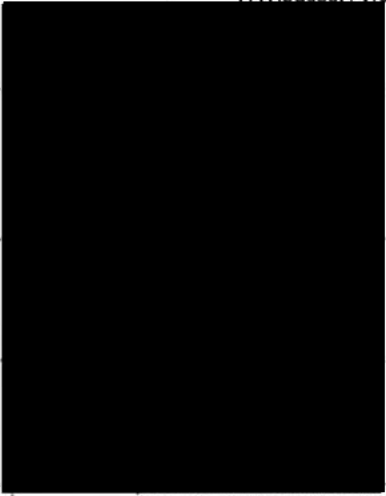
Customer Concern	CIS ENGINE IS KNOCKING		
PA Request Reason	DUPLICATED CUSTOMER CONCERN UPON MOVING VEHICLE. ENGINE HAS AUDIBLE KNOCK. PERFORMED BCT, BCT RESULTS NO PASS. SUBMITTING PA FOR ENGINE REPLACEMENT. FOR SOME REASON PA HAS NOT AUTO-GENERATED FROM FAILED BCT. ATTACHED NO PASS CONFIRMATION IN STUI		
Claim Type	RECALL/CAMPAIGN	HMA %	
Estimate	\$6,500.00	Status	DECLINED
Labor Hours	8.5		
Communication History	CARLA CINELLI	04/02/2025	THE PA WAS REVIEWED AND BASED ON THE INFORMATION PROVIDED, THIS PA REQUEST HAS BEEN CLOSED DUE TO THE MALFUNCTION BEING EXCEPTIONAL MAINTENANCE NEGLIGENCE, NOT A WARRANTY DEFECT. NO GOODWILL ASSISTANCE IS BEING OFFERED. IF VEHICLE IS EQUIPPED WITH A GDI ENGINE AND THE VALVECOVER IS REMOVED, PLEASE RESEAL PER THE SERVICE MANUAL INSTRUCTIONS AND REPLACE THE GDI HIGH PRESSURE FUEL PIPE AND ANY ONE-TIME USE PARTS. THANK YOU
	COUCH, DAVID (SERVICE MANAGER)	04/02/2025	CUSTOMER PROVIDED SOME OIL CHANGE RECORDS. CUSTOMER STATES THE RECORDS HE DIDNT PROVIDE CAN ALL BE SEEN ON CARFAX.
	NICOLE BRIGHT	03/21/2025	DOES THE CUSTOMER HAVE MAINTENANCE RECORDS AVAILABLE? WE HAVE IDENTIFIED MAINTENANCE GAPS FROM 2018-2019 & 4/9/22-2/5/24. PLEASE ATTACH COPIES OF ANY AVAILABLE INVOICES FOR REVIEW. IF MAINTENANCE RECORDS ARE NOT AVAILABLE, THEN PLEASE ANSWER THE THREE QUESTIONS ON THE MAINTENANCE REVIEW SECTION. THANK YOU.
	CAMPBELL, JOHN (SERVICE ADVISOR)	01/21/2025	ATTACHED VALVETRAIN PHOTO. THANK YOU
	ROCHELLE IZZARD	03/21/2025	PLEASE ATTACH A PHOTO OF APVC BCT GAUGE CALIBRATED CORRECTLY WITH VIN NUMBER VISIBLE. (DUE TO GAPS FROM 0K TO 40K, 46K TO 77K, 4/9/22 TO 2/5/24, PLEASE PROVIDE A PHOTO OF THE VALVETRAIN WITH THE ROCKER COVER REMOVED. HMA WILL PAY FOR LABOR NOT OVERLAPPING WITH THE MAN OF CODE. THE LABOR WILL BE PAID BASED ON WARRANTY RATES WITH PUBLISHED ITS TIMES. IF THE REPAIR IS NOT APPROVED AND IF VEHICLE IS EQUIPPED WITH A GDI ENGINE AND THE VALVECOVER IS REMOVED, PLEASE RESEAL PER THE SERVICE MANUAL INSTRUCTIONS AND REPLACE THE GDI HIGH PRESSURE PIPE. THANK YOU.
	COUCH, DAVID (SERVICE MANAGER)	03/21/2025	DUPLICATED CUSTOMER CONCERN UPON MOVING VEHICLE. ENGINE HAS AUDIBLE KNOCK. PERFORMED BCT, BCT RESULTS NO PASS. SUBMITTING PA FOR ENGINE REPLACEMENT. FOR SOME REASON PA HAS NOT AUTO-GENERATED FROM FAILED BCT. ATTACHED NO PASS CONFIRMATION IN STUI

Engine Diagnosis Worksheet

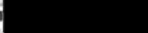
☒ Success The Engine Diagnosis Worksheet has been closed.

Attachments (SELECT the Applicable Files to Include)

SELECT	Upload By	Type	Attachment Name	Category
☒	VIN [REDACTED]			VIN Verified by STUI
☒	STUI	image/jpeg		Part
☒	STUI	image/jpeg		Part
☒	STUI	image/jpeg		Part
☒	STUI	image/jpeg		Part
☒	STUI	image/jpeg		Oil Dipstick Photo

☒	STUI	image/jpeg		Part
☒	STUI	image/jpeg		Part
☒	STUI	image/jpeg		Odometer/Mileage
☒	STUI	image/jpeg		Repair Order
☒	DAVID COUCH	APPLICATION/PDF	OIL CHANGE RECORDS CS SAYS CARFAX SHOW THE OTHERS	Other Attachment

PWA CTR. ATTACHMENTS

SELECT	Upload By	Type	Attachment Name	Category
User	APPLICATION/PDF	CARFAX REPORT		

 Print

Search
Vehicles

Vehicle
Comparison Tool

2016
HYUNDAI SONATA
4 DR FWD



©EVX IMAGES

6
RECALLS

INVESTIGATIONS **4**
COMPLAINTS **676**



OVERALL SAFETY RATING

Safety Ratings.

NHTSA's 5-Star Safety Ratings help consumers compare vehicle safety when searching for a car. More stars mean safer cars.



This technology is available on this vehicle. At least one optional upgrade meets NHTSA's performance criteria.

All vehicle safety features ▼

Recalls & Safety Issues.

This is a record of safety issues for vehicles of this year, make, model and trim. If you are a vehicle owner, search for recalls by your Vehicle Identification Number (VIN). The vehicle identification number tells you if your car is affected.

[Learn about our recall process →](#)

Have a safety problem?

Report a problem with your vehicle, tires, car seats or other equipment. We review every problem as we work to keep our roads safe.

[Report a safety problem →](#)

Find recalls **by VIN.**

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

SEARCH BY VIN

Recall information from this VIN lookup tool is provided by the manufacturer conducting the recall. NHTSA does not record VIN information or results provided through this tool.



676 Complaints for 2016 HYUNDAI SONATA

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (676)	AIR BAGS (15)	BACK OVER PREVENTION (1)	ELECTRICAL SYSTEM (99)
ELECTRONIC STABILITY CONTROL (ESC) (5)	ENGINE (401)	ENGINE AND ENGINE COOLING (13)	EQUIPMENT (1)
EXTERIOR LIGHTING (40)	FORWARD COLLISION AVOIDANCE (7)	FUEL SYSTEM, GASOLINE (1)	
FUEL/PROPULSION SYSTEM (27)	HYBRID PROPULSION SYSTEM (1)	INTERIOR LIGHTING (1)	LANE DEPARTURE (3)
LATCHES/LOCKS/LINKAGES (4)	PARKING BRAKE (2)	POWER TRAIN (55)	SEAT BELTS (9)
SEATS (3)	SERVICE BRAKES (40)	SERVICE BRAKES, AIR (1)	SERVICE BRAKES, HYDRAULIC (3)
STEERING (31)	STRUCTURE (30)	SUSPENSION (3)	TIRES (3)
TRACTION CONTROL SYSTEM (1)	UNKNOWN OR OTHER (86)	VEHICLE SPEED CONTROL (30)	VISIBILITY (7)
VISIBILITY/WIPER (4)	WHEELS (1)		

April 13, 2025

NHTSA ID NUMBER: 11654322

Components: ENGINE

April 8, 2025

NHTSA ID NUMBER: 11653359

Components: ENGINE

April 7, 2025

NHTSA ID NUMBER: 11653089

Components: SEAT BELTS, ENGINE, FUEL/PROPULSION SYSTEM

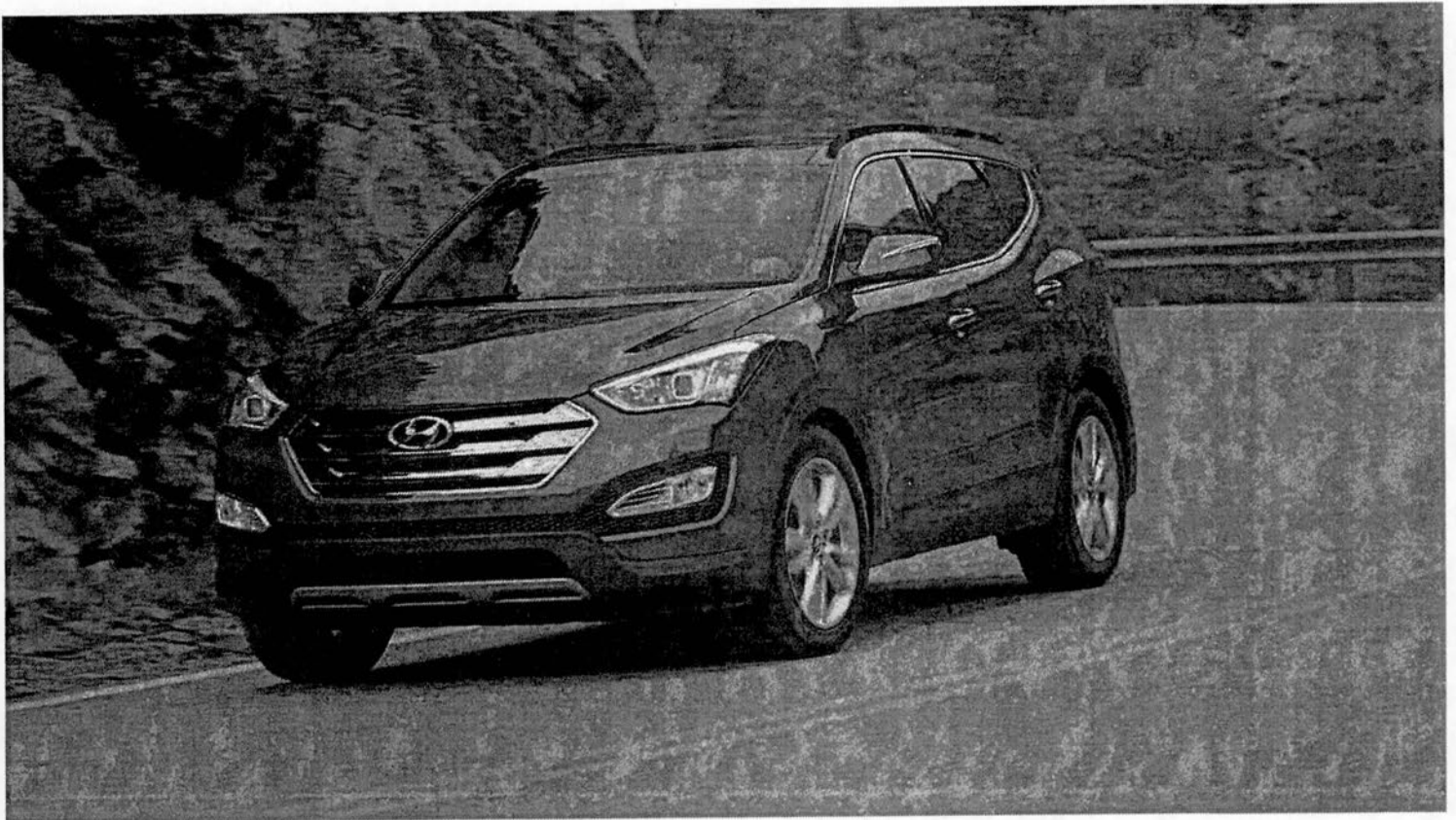
April 7, 2025

NHTSA ID NUMBER: 11653248

Hyundai, Kia Fined up to \$210 Million over Handling of Engine Recalls

NHTSA concluded the automakers didn't respond well enough in recalls of 2011–2014 models including the Santa Fe Sport and Sonata.

By Laura Sky Brown Published: Nov 27, 2020



HYUNDAI

- Hyundai Motor America has agreed to pay a cash penalty of \$54 million and other fines that could add up to \$140 million. Kia Motors America was also fined and could pay as much as \$70 million.
- This is the result of an inquiry by the National Highway Traffic Safety Administration (NHTSA) into its recalls of the 2011–2014 Sonata and 2013–2014 Santa Fe Sport SUV, as well as Kia vehicles from 2011–2014 model years.



- Hyundai has created a dedicated engine recall website as part of the agreement, to ensure owners get timely information.

Hyundai Motor America announced today that it has reached an agreement with the National Highway Traffic Safety Administration (NHTSA) following an investigation into the way it conducted a recall. The problem involved the automaker's 2.0- and 2.4-liter Theta II engines in the 2011–2014 Hyundai Sonata and the 2013–2014 Santa Fe Sport, in which metal debris created during machining operations at the factory led to premature bearing wear and potential engine failure.

FROM 2019



NHTSA Looking into Hyundai and Kia Engine Fires

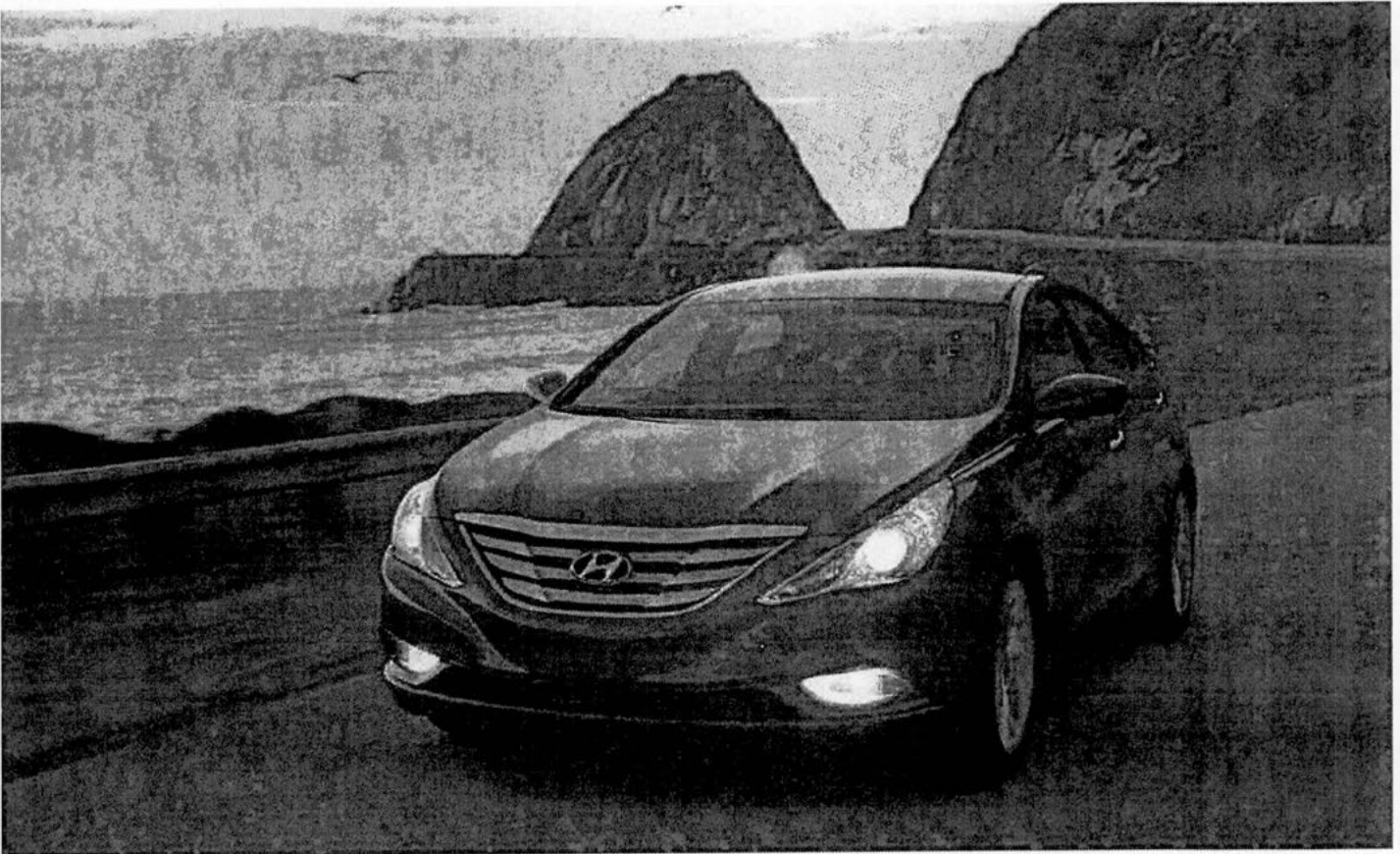
NHTSA's investigation concluded that the automaker did not recall 1.6 million vehicles subject to the problem "in a timely fashion," as Reuters reported today, and that Hyundai did not give out accurate information about the recalls.

Total penalties include a \$54 million fine to be paid first, an agreement to put \$40 million into improving safety operations, and a potential additional \$46 million fine that may be levied later depending on how well Hyundai meets NHTSA's requirements in the newly issued Consent Order.

Kia, through a separate Consent Order, was fined \$27 million in cash penalties plus a potential later fine of \$27 million, and the requirement to pay \$16 million for safety process improvement. This is related to a separate recall including the 2011–2014 Optima, 2012–2014 Sorento, and 2011–2013 Sportage, also with the 2.0- and 2.4-liter Theta II engines, NHTSA's order said.



The company will set up new IT systems "to better analyze safety data and identify potential safety issues," and it will set up a new field testing and inspection laboratory in the U.S., Hyundai said.



HYUNDAI

2012 Hyundai Sonata.

Hyundai said that it has issued a second recall for recalled vehicles that have already had their engines replaced. The move is made "out of an abundance of caution," and the company said it will "inspect and confirm proper reinstallation of the fuel tube to the high-pressure fuel pump."

Hyundai has created an [engine recalls website](#) for consumers who need more information about this recall. The site also covers a recall involving more Hyundai and Kia models that calls for a software update. The [Hyundai website](#) and [NHTSA recall website](#) also allow owners to find out if their vehicles are included.

Laura Sky Brown

Digital Director



Laura Sky Brown has been involved in automotive media for a very long time, and she sees it as her calling to guard the legacy and help ensure the continued high quality of *Car and Driver*. She was one of the first staffers at *Automobile Magazine* in the '80s and has worked for many other car magazines and websites as a writer, editor, and copy editor ever since. It has been her privilege to edit many of the greats of automotive journalism over the years, including the ones who currently write for *C/D*.

[Read full bio](#)

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Hyundai Recalls 129,000 Cars for Premature Engine Damage

In some 2012 Santa Fes, 2011–2013 and 2016 Sonata Hybrids, and 2015–2016 Velosters, connecting-rod bearings can wear and damage the engine.

By Colin Beresford Published: Dec 4, 2020



MICHAEL SIMARI/CAR AND DRIVER

- Hyundai has issued a recall for 128,948 vehicles over defective connecting-rod bearings that can wear out prematurely and damage the engine.
- The recall covers the 2012 Santa Fe, the 2011–2013 and 2016 Sonata Hybrid, and the 2015–2016 Veloster.
- Owners of the affected vehicles will be notified beginning on January 22, 2021, and those with engines that show bearing damage will have their engines replaced.



Hyundai Motor America has issued a recall for 128,948 of its vehicles, including the 2012 Santa Fe, the 2011 to 2013 and 2016 Sonata Hybrid, and the 2015 to 2016 Veloster, for connecting-rod bearings in the engine that could wear out prematurely and damage the engine, according to the National Highway Traffic Safety Administration (NHTSA). The engine damage can ultimately result in an increased likelihood of a fire or engine stalling, which can lead to a crash.

RECENT HYUNDAI/KIA RECALLS



Kia Recalls 295,000 Vehicles over Engine Fire Risk



Hyundai Fined Millions over Engine Recall Response



Hyundai, Kia Recalling 591,000 Vehicles

Owners will be notified of the recall beginning on January 22, 2021, to bring their vehicles to a Hyundai dealer. If the dealer finds bearing damage, the engine will be replaced. Dealers will also install a new Knock Sensor Detection System (KSDS) through a software update; the system will monitor engine vibrations to detect premature wear or damage.

Before being notified of the recall, owners of these vehicles should pay attention for any of the following, which could indicate the connecting-rod bearings are wearing on the engine: abnormal knocking noises from the engine, reduced power or



hesitation, illumination of the "check engine" light or the engine oil-pressure warning light; or a burning smell, oil leaks, or smoke.

Hyundai owners can check the NHTSA [website](#) or NHTSA's new [recall app](#) to see if their vehicle is involved in the recall.



Colin Beresford

Staff Editor

Colin Beresford, a born and raised metro Detroiter, has been surrounded by the auto industry his entire life. For most of his formative years, he didn't know who in their right mind would drive anything but an American-made car. He's passionate about all the ways that people get around, even if it doesn't involve a car or a driver. What he looks for in a vehicle is simple: it needs to be able to get him where the skiing, climbing, backpacking, or fly fishing is.

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WATCH NEXT





DONFRANKLINAUTO.COM

5090 S. Hwy 27
Somerset, KY 42501

Phone:(606)677-1101

SERVICE DEPARTMENT HOURS

8:00 a.m. to 5:00 p.m.

Monday - Friday

8:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
02/09/24	
R/O Close Date	Status
02/22/24	Pre-Invoice
Mileage In	Mileage Out
119380	119386
Service Advisor / Tag #	
LOGAN BATES/258	

[REDACTED]			Work Phone	Vehicle Identification Number	
LONDON, KY [REDACTED]			Home Phone	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2016	HYUNDAI	SONATA	4DR SDN 2.4L SE P		

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Installed 26300-35505 :FILTER ASSY-ENGINE OIL	1@7.07	7.07
Installed 21513-23001 :GASKET-ENGINE OIL PLUG	1@2.14	2.14
Installed 500010480 :5W20 SYN	5@3.98	19.90
COMPLETED OIL AND FILTER CHANGE. CHECKED AND TOPPED OFF FLUIDS		
Sub Total: 44.11		

* 100 % deposit on all special parts and 30% *
* restocking fee on all special order parts are *
* required. *

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products 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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	725.00
PARTS	1355.44
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	124.83
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	2205.27

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



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Somerset, KY 42501
Phone: (606) 677-1101

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Monday - Friday
8:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	
02/09/24	
R/O Close Date	Status
02/22/24	Pre-Invoice
Mileage In	Mileage Out
119380	119386
Service Advisor / Tag #	
LOGAN BATES/258	

LONDON, KY

			Work Phone	Vehicle Identification Number	
			Home Phone	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2016	HYUNDAI	SONATA	4DR SDN 2.4L SE P		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Installed 24360-2GGD0 :COVER ASSY 1@89.84 checked and found code p0010 cam position actuator removed and replaced cam position sensor cover assembly Sub Total: 239.84	89.84

#5 - Customer Reports: CUSTOMER REQUESTS TO CHECK BRAKES AND ROTORS Tech: LUKE HALCOMB (663) Installed 58302-C1A15 :PAD KIT-REAR DISC BRAKE 1@66.82 Installed 58101-D4A10 :PAD KIT-FRONT DISC BRAKE 1@132.81 REMOVED AND REPLACED FRONT AND REAR BRAKE PADS RESURFACED ALL FOUR ROTORS Sub Total: 519.63	320.00 66.82 132.81

#6 - Customer Reports: CUSTOMER REQUESTS TO CHECK BATTERY Tech: LUKE HALCOMB (663) Installed 00275-24001 :BATTERY, AGM, H7A 1@262.51 Installed 37300-2G061 :ALTERNATOR ASSY 1@774.35 REPLACED BATTERY REPLACED ALTERNATOR Sub Total: 1276.86	240.00 262.51 774.35

#7 * LOF: CUSTOMER REQUESTS OIL AND FILTER CHANGE Tech: LUKE HALCOMB (663)	15.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products 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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



DONFRANKLINAUTO.COM
5090 S. Hwy 27
Somerset, KY 42501
Phone: (606) 677-1101

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Friday
8:00 a.m. to 1:00 p.m. Saturday

R/O Open Da	R/O Number
02/09/24	
R/O Close Date	Status
02/22/24	Pre-Invoice
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Vehicle Identification Number	
Delivery Date	In-Service Date
Color	License Number

[REDACTED]			Work Phone	[REDACTED]	
LONDON, KY			Home Phone	[REDACTED]	
Year	Make	Model	Body	Color	License Number
2016	HYUNDAI	SONATA	4DR SDN 2.4L SE P		

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Cell: [REDACTED]	Email: [REDACTED]	
#1 - Customer Reports: CAMPAIGN 993 INSP., ANTI-THEFT S/W&DECAL (24-01-009H) Corrected by Tech: LUKE HALCOMB (663) COMPLETED CAMPAIGN PER TSB		Warranty
#2 - Customer Reports: CAMPAIGN 210 SMART JUNCTION BOX (SJB) UPD (21-01-071H) Corrected by Tech: LUKE HALCOMB (663) COMPLETED CAMPAIGN PER TSB		Warranty
#3 - Customer Reports: CAMPAIGN 953 80CA08A6 - 16-18MY SONATA ECM UPDATE (20-01-006H) Corrected by Tech: LUKE HALCOMB (663) COMPLETED CAMPAIGN PER TSB		Warranty
#4 - Customer Reports: CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND DOES NOT HAVE POWER Tech: LUKE HALCOMB (663)		150.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

From	Baker Auto	DATE	9-17-18
NAME	[REDACTED]		
ADDRESS	Bourbonville 154		
CITY, STATE, ZIP	[REDACTED]		

[illegible]

KEEP THIS RECEIPT FOR REFERENCE

From	Baker Auto	DATE	12-18-78
NAME	[REDACTED]		
ADDRESS	Barboursville Ky		[REDACTED]
CITY, STATE, ZIP	[REDACTED]		

[illegible]

KEEP THIS RECEIPT FOR REFERENCE

[illegible]

KEEP THIS RECEIPT FOR REFERENCE

[illegible]



Valvoline® Instant Oil® Change
Quality Automotive Services

Daimen Mitchell

Service Center Manager

14652 US Highway 25 E Corbin, KY 40701

Phone: 606-258-0611

ID0006@ncvioc.com

An Independent Licensee of Valvoline Instant Oil Change Franchising, Inc.



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Invoice

10/19/2019 1:20 PM R

VEHICLE INFORMATION		SERVICE CENTER INFORMATION			
VIN [REDACTED] 2016 Hyundai Sonata SE, 4CYL 2.4L, Theta II, DI (F) KY xxx LAST VISIT MILEAGE CURRENT MILEAGE 77,718		VALVOLINE INSTANT OIL CHANGE ID0006—Corbin MANAGER Christopher Wilson 14652 US Hwy 25 Corbin, KY 40701 606-258-0611			
MAINTENANCE CHECKS		SERVICES PERFORMED			
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	AMOUNT(\$)
Oil Drain Plug & Gasket	Checked-OK	Conventional Oil Change			39.99
Tire Pressure	Checked-OK	Valvoline 5W20 Conventional Oil API SN	5.10	QT	
	Front 34	Valvoline Oil Filter VO106	1.00	EA	
	Rear 34	Environmental Fees	1.00	EA	1.00
Brake Fluid Level	Checked-OK				
Power Steering Fluid Level	Checked-OK				
Battery	Checked-OK				
Windshield Wash Fluid Level	Added				
Coolant Reservoir Level	Checked-OK				
Transmission Fluid Level	Sealed				

YOUR SERVICE TEAM: CSR: Thomas TOPSIDE: Cody BOTTOMSIDE: Christopher

COMMENTS

*0606, Card Entry: Swipe

Subtotal	40.99
Parts Subtotal	30.99
Labor Subtotal	10.00
Tax	2.46
Total	43.45
Debit Card	43.45
Change Due	0.00

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Invoice 1/17/2020 5:06 PM R

CUSTOMER INFORMATION		VEHICLE INFORMATION	SERVICE CENTER INFORMATION																														
Barbourville, KY 		VIN 2016 Hyundai Sonata SE, 4CYL 2.4L, Theta II, DI (F) KY xxx LAST VISIT MILEAGE 77,718 CURRENT MILEAGE 83,544	VALVOLINE INSTANT OIL CHANGE ID0006—Corbin MANAGER Christopher Wilson 14652 US Hwy 25 Corbin, KY 40701 606-258-0611																														
MAINTENANCE CHECKS		SERVICES PERFORMED																															
Lubrication Points Oil Drain Plug & Gasket Tire Pressure Brake Fluid Level Power Steering Fluid Level Battery Windshield Wash Fluid Level Coolant Reservoir Level Transmission Fluid Level	Sealed Checked-OK Checked-OK Front 35 Rear 35 Checked-OK Checked-OK Sealed Added Checked-OK Checked-OK	<table border="1"> <thead> <tr> <th>ITEM DESCRIPTION</th> <th>QTY</th> <th>UNIT</th> <th>AMOUNT(\$)</th> </tr> </thead> <tbody> <tr> <td colspan="4">Conventional Oil Change</td> </tr> <tr> <td>Valvoline 5W20 Conventional Oil API SN</td> <td>5.10</td> <td>QT</td> <td>39.99</td> </tr> <tr> <td>Valvoline Oil Filter VO106</td> <td>1.00</td> <td>EA</td> <td></td> </tr> <tr> <td>Discount (NANA31Q)</td> <td></td> <td></td> <td>-5.00</td> </tr> <tr> <td>Environmental Fees</td> <td></td> <td></td> <td>1.00</td> </tr> <tr> <td>Environmental Fees</td> <td>1.00</td> <td>EA</td> <td></td> </tr> </tbody> </table>				ITEM DESCRIPTION	QTY	UNIT	AMOUNT(\$)	Conventional Oil Change				Valvoline 5W20 Conventional Oil API SN	5.10	QT	39.99	Valvoline Oil Filter VO106	1.00	EA		Discount (NANA31Q)			-5.00	Environmental Fees			1.00	Environmental Fees	1.00	EA	
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Environmental Fees			1.00																														
Environmental Fees	1.00	EA																															

YOUR SERVICE TEAM: CSR: Anthony TOPSIDE: Garrett BOTTOMSIDE: Cody

COMMENTS

US DEBIT Card Entry: Chip Read, Mode: Issuer, CVM:
Verified by PIN (Online), AID

Subtotal	35.99
Amt After Discount	35.99
Parts Subtotal	27.24
Labor Subtotal	8.75
Tax	2.16
Total	38.15
Debit Card	38.15
Change Due	0.00

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Invoice 10/10/2020 2:21 PM R

YOUR SERVICE TEAM: CSR: Christopher TOPSIDE: Jeremy BOTTOMSIDE: Eugene

Subtotal	77.97
<i>Parts Subtotal</i>	59.97
<i>Labor Subtotal</i>	18.00
Tax	4.68
Total	82.65
Cash	100.00
Change Due	17.35

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Invoice 12/18/2020 5:14 PM R

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE CENTER INFORMATION			
[REDACTED] Barbourville, KY		VIN: [REDACTED] 2016 Hyundai Sonata SE, 4CYL 2.4L, Theta II, DI (F) KY 264YCF LAST VISIT MILEAGE 89,684 CURRENT MILEAGE 95,733		VALVOLINE INSTANT OIL CHANGE ID0006---Corbin MANAGER Christopher 14652 US Hwy 25 Corbin, KY 40701 606-258-0611			
MAINTENANCE CHECKS		SERVICES PERFORMED					
Lubrication Points Sealed		ITEM DESCRIPTION			QTY	UNIT	AMOUNT(\$)
Oil Drain Plug & Gasket	Checked-OK	Conventional Oil Change					41.99
Tire Pressure	Checked-OK	Valvoline 5W20 Conventional Oil API SN			5.10	QT	
	Front 34	Valvoline Oil Filter VO148			1.00	EA	
	Rear 34	Discount (NANA2YB)					-10.00
Brake Fluid Level	Checked-OK	Environmental Fees					1.00
Power Steering Fluid Level	Sealed	Environmental Fees			1.00	EA	
Battery	Checked-OK	Vehicle Light Replacement					11.99
Windshield Wash Fluid Level	Added	2057 MINIATURE LAMP			1.00	EA	
Coolant Reservoir Level	Checked-OK						
Transmission Fluid Level	Sealed						

YOUR SERVICE TEAM: CSR: Garrett TOPSIDE: Jessica BOTTOMSIDE: Ricky

COMMENTS

Subtotal	44.98
Amt After Discount	44.98
Parts Subtotal	26.74
Labor Subtotal	18.24
Tax	2.69
Total	47.67
Cash	60.00
Change Due	12.33

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Invoice: 3/20/2021 4:44 PM R

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE CENTER INFORMATION			
[REDACTED] Barbourville, KY [REDACTED]		VIN: [REDACTED] 2016 Hyundai Sonata SE, 4CYL 2.4L, Theta II, DI (F) KY 264YCF LAST VISIT MILEAGE 95,733 CURRENT MILEAGE 100,698		VALVOLINE INSTANT OIL CHANGE ID0006—Corbin MANAGER Garrett 14652 US Hwy 25 Corbin, KY 40701 606-258-0611			
MAINTENANCE CHECKS		SERVICES PERFORMED					
Lubrication Points	Sealed	ITEM DESCRIPTION			QTY	UNIT	AMOUNT(\$)
Oil Drain Plug & Gasket	Checked-OK	Conventional Oil Change					42.99
Tire Pressure	Checked-OK	Valvoline 5W20 Conventional Oil API SN			5.10	QT	
	Front 35	Valvoline Oil Filter VO148			1.00	EA	
	Rear 35	Environmental Fees					1.00
Brake Fluid Level	Checked-OK	Environmental Fees			1.00	EA	
Power Steering Fluid Level	Checked-OK						
Battery	Checked-OK						
Windshield Wash Fluid Level	Checked-OK						
Coolant Reservoir Level	Checked-OK						
Transmission Fluid Level	Checked-OK						

YOUR SERVICE TEAM: CSR: Tracy TOPSIDE: Jackson BOTTOMSIDE: Ricky

COMMENTS

Debit Card Entry: Chip Read, Mode: Issuer, CVM:
Verified by PIN (Online), AID: [REDACTED]

Subtotal	43.99
Parts Subtotal	23.99
Labor Subtotal	20.00
Tax	2.64
Total	46.63
Debit Card	46.63
Change Due	0.00

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