

Separately, the vehicle's parking assist system — which uses ultrasonic proximity sensors — has repeatedly triggered false obstruction warnings where no obstructions are present. These phantom warnings occur in open areas and clear conditions and are distinct from the forward radar failures described above. This pattern of false alerts is consistent with degradation or failure of one or more ultrasonic sensors in the parking assist system.

ICCU-Related Range Failure During Eugene–Portland–Eugene Trip (Post-Recall)

I wish to emphasize that the ICCU recall service had already been performed on this vehicle prior to the incident described below. Despite this, the following range failure occurred on March 10, 2026 during a round-trip drive between Eugene, Oregon and Portland, Oregon (approximately 110–115 miles each direction), which is consistent with a continuing or recurring ICCU defect:

- Outbound leg (Eugene to Portland): 3.3 mi/kWh — consistent with normal vehicle performance.
- Vehicle charged in Portland at a Level 2 AC charger for 1 hour 20 minutes, delivering 14.2 kWh. Post-charge, the vehicle's GOM (range estimator) displayed a projected range of approximately 166 miles, indicating a battery state of approximately 54 kWh.
- Return leg (Portland to Eugene): efficiency dropped to 2.5 mi/kWh — a 24% decline under substantially similar driving conditions.
- Approximately 68 miles into the return leg, the vehicle's navigation system automatically rerouted to a charging station, determining that remaining range was insufficient to complete the 115-mile journey.
- The vehicle required recharging after only 72 miles — representing less than 44% of the 166-mile projected range displayed at departure.

This was not a gradual drain or estimation error. The vehicle's own onboard navigation system — which uses more precise battery state data than the GOM — determined mid-drive that the stated range was not achievable. The car had sufficient charge on departure; it lost access to that charge during operation. This is consistent with reported ICCU failure behavior.

2. Dealer Response

I presented this vehicle to Hyundai Eugene on March 11, 2026. The following deficiencies were noted in the dealer's approach:

- Road testing was limited to three 10–15 minute drives, insufficient to replicate a failure that manifested during sustained highway driving.
- Standard bench diagnostics of the main battery returned normal results.
- The dealer reported having 'looked at' the ICCU but provided no written documentation of a physical inspection of the circuit board for heat damage or transistor (MOSFET) failure — the specific failure mechanism identified by Hyundai in its own recall documentation — despite the recall service having

already been performed. A post-recall ICCU failure or incomplete repair was not investigated.

- The forward radar fault was not reproduced during the dealer visit, as fault codes had self-cleared between the failure events and the service appointment. No documentation was provided confirming that the radar alignment/degree-threshold diagnostic (checking for logged deviation exceeding 9.9 degrees) was performed.
- The parking assist ultrasonic sensor phantom warnings were not adequately addressed or investigated other than noting they did not appear during 3 short test drives and there was no obvious damage to sensors or damaged connections.
- Written documentation confirms only superficial testing was performed. My request for deeper inspection for the defects noted below was not honored.

3. Known Defects and Supporting Documentation

The symptoms I have experienced are not isolated. They are consistent with widely documented defects affecting 2022–2024 IONIQ 5 vehicles:

ICCU Defect — Including Post-Recall Failures

- Hyundai has issued multiple recalls covering the ICCU on 2022–2024 IONIQ 5 vehicles (NHTSA recall records). The defect involves damaged MOSFET transistors causing the ICCU to fail to charge the 12V battery, resulting in progressive power loss and potential loss of drive capability.
- Consumer Reports (February 2025) identified ICCU failures as sufficiently widespread to negatively affect the IONIQ 5's overall reliability score, noting owner reports of charging failures and power loss while driving.
- InsideEVs (March 2025) reported that multiple owners experienced ICCU failure even after recall repairs were completed, with Hyundai declining to provide failure rate statistics for post-repair incidents. My vehicle's continued range failure after recall service is consistent with this documented pattern of incomplete or recurring repair.
- Auto Connected Car News (September 2025) confirmed that the defect can cause sudden loss of propulsion, and that the remedy requires software update and/or ICCU replacement, fuse replacement, and coolant flush.
- A 2023 IONIQ 5 owner documented on IoniqForum.com that standard diagnostics — including Bluelink — returned normal results despite a confirmed battery cell issue that was only identified after a second round of targeted testing. This mirrors my own diagnostic experience.
- Torque News reported an owner whose IONIQ 5 exhibited repeated failures prior to and after an initial ICCU recall repair; only after complete ICCU, fuse, and 12V battery replacement did the vehicle operate normally — suggesting that partial recall remedies may be insufficient.

Forward Radar Failure

- Multiple IONIQ 5 owners have documented on owner forums an identical pattern of intermittent forward radar failures causing sudden disablement of adaptive cruise control, automatic emergency braking, and other ADAS functions — consistent with progressive hardware degradation of the radar module.
- A documented diagnostic procedure exists — testing for logged radar misalignment exceeding 9.9 degrees — which confirms module failure and triggers replacement. There is no record that this test was performed on my vehicle.
- Forum documentation confirms that this failure pattern is hardware-related and not resolved by software recalibration alone; affected units require physical replacement of the radar module.

Parking Assist Ultrasonic Sensor Phantom Warnings

- Phantom obstruction warnings from parking assist ultrasonic sensors are a documented issue on the IONIQ 5 platform, with owners reporting false alerts in clear, open conditions consistent with sensor degradation or failure.
- This is a distinct system from the forward radar and requires separate diagnosis and inspection of the ultrasonic proximity sensors.

4. Requested Resolution

I am requesting the following actions from Hyundai Motor America:

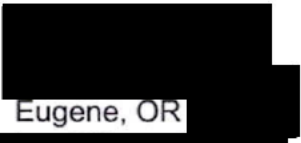
1. A thorough physical inspection of the ICCU circuit board for heat damage, transistor (MOSFET) failure, and fuse integrity — with written documentation of findings — given that the range failure occurred after recall service was already performed on this vehicle. If the recall remedy was incomplete or the ICCU has re-failed, full replacement of the ICCU, associated fuse, and 12V battery should be performed.
2. A full battery diagnostic under sustained highway load conditions — not a static bench test — to replicate the mid-drive capacity loss experienced during the Portland-to-Eugene trip.
3. Performance of the radar module alignment/degree-threshold diagnostic test (checking for logged deviation exceeding 9.9 degrees), and replacement of the radar module if the test confirms failure.
4. Inspection and diagnosis of the parking assist ultrasonic sensor system to identify the source of phantom obstruction warnings.
5. A road test of sufficient duration and conditions — specifically sustained highway driving — to replicate the forward radar and range failures, rather than a brief local test.
6. Written documentation of all inspections, tests performed, and findings from this and all prior service visits.
7. Acknowledgment of this complaint in writing, with a designated case number and point of contact at Hyundai Motor America.

5. Notice

I am retaining records of all service visits, communications, and the objective trip data documented above. Should this matter not be resolved to my satisfaction, I am prepared to file a complaint with the National Highway Traffic Safety Administration (NHTSA), pursue remedies available under Oregon's Lemon Law (ORS Chapter 646A), and seek independent legal counsel. I am sharing this correspondence with both the selling dealership and the servicing dealership.

I purchased this vehicle in good faith and expect Hyundai to stand behind it. I remain open to a cooperative resolution and ask that you respond within 14 days of receipt of this letter.

Sincerely,


Eugene, OR

Enclosures:

- Copies of all dealer service records
- VIN confirmation and vehicle purchase documentation

CC:

- National Highway Traffic Safety Administration (NHTSA) — www.nhtsa.gov/report-a-safety-problem
- Oregon Department of Justice Consumer Protection Division, 1162 Court St. NE Salem, OR 97301
- Dick Hannah Honda, 3321 NE Auto Mall Dr, Vancouver, WA 98662
- Hyundai Eugene, 89320 N Game Farm Rd, Eugene, OR 97408

Customer Number: [REDACTED]



* INVOICE *

89320 N Game Farm Rd
 Eugene, OR 97408
 Service: (458) 250-6410
 Parts: (458) 250-6411
 Fax: (458) 250-6399

EUGENE, OR
 Home: [REDACTED] Bus: [REDACTED]
 Email: [REDACTED]

Cell: [REDACTED]

SERVICE ADVISOR: 2872 Taran Noll

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	23	HYUNDAI Ioniq HEV	[REDACTED]		12901 12931	T891
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN23			17:30 11MAR26		190.00 CASH	12MAR26
R.O. OPENED	READY	OPTIONS:				
13:52 11MAR26	13:23 12MAR26					

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
---------	--------	------	------	------	-----	-------

A Had mid drive sudden range drop from 3.3 Mi/KWh to 2.5 Mi/KWh. ON THE WAY TO PORTLAND Concerned about major battery failure. - FANS WERE BLOWING - NO SEAT HEATERS RUNNING - IN ECO MODE
 REP Had mid drive sudden range drop from 3.3 Mi/KWh to 2.5 Mi/KWh. ON THE WAY TO PORTLAND Concerned about major battery failure. FANS WERE BLOWING - NO SEAT HEATERS RUNNING
 5411 WH

TOTAL LINE A: \$ 0.00 (N/C)

12931 UNABLE TO DUPLICATE CUSTOMER CONCERN, TEST DROVE VEHICLE 3 TIMES OVER TWO DAYS EACH DRIVE ~ 10 MILES WITH HIGHWAY DRIVING, TESTED OPERATION OF ALL SYSTEMS INCLUDING AUTO-REGEN, CRUISE CONTROL, SMART CRUISE, LANE KEEP ASSIST, HIGHWAY DRIVE ASSIST. SCANNED FOR CODES AND NO CODES PRESENT AT THIS TIME, PERFORMED GDS BATTERY TEST AND BATTERY CODE D00 - GOOD BATTERY CONDITION. INSPECTED ALL SENSORS AND BATTERY AND NO CONCERNS FOUND AT THIS TIME

B HYUNDAI - DIAGNOSIS - CUSTOMER STATES PARKING DETECTION HAS GONE OFF MULTIPLE TIMES RANDOMLY WITHOUT OBJECTS IN THE AREAS WARNED ABOUT
 HDI HYUNDAI - DIAGNOSIS - CUSTOMER STATES PARKING DETECTION HAS GONE OFF MULTIPLE TIMES RANDOMLY WITHOUT OBJECTS IN THE AREAS WARNED ABOUT
 5411 WH

TOTAL LINE B: \$ 0.00 (N/C)

12931 UNABLE TO DUPLICATE CUSTOMER CONCERN, NO CODES PRESENT, NO VISUAL DAMAGE TO SENSORS OR CONNECTORS, DID NOT GO OFF ONCE DURING MULTIPLE TEST DRIVES

C HYUNDAI - DIAGNOSIS - CUSTOMER STATES FRONT RADAR WARNING TURNED ON IN CLEAR WEATHER WITH NO BLOCKAGES TO THE SENSORS
 HDI HYUNDAI - DIAGNOSIS - CUSTOMER STATES FRONT RADAR WARNING TURNED ON IN CLEAR WEATHER WITH NO BLOCKAGES TO THE SENSORS
 5411 WH

TOTAL LINE C: \$ 0.00 (N/C)

12931 UNABLE TO DUPLICATE CONCERNS, DROVE IN SIMILAR CONDITIONS WITH NO ISSUES PRESENT AND ALL SYSTEMS WORKING AS INTENDED AT THIS TIME

D COURTESY MULTIPOINT INSPECTION HYUNDAI
 INSPH COURTESY MULTIPOINT INSPECTION HYUNDAI
 5411 INSPH

TOTAL LINE D: \$ 0.00 (N/C)

12931 PERFORMED VEHICLE INSPECTION
 We just purchased this used

Customer Copy

I hereby authorize the repair work hereinafter set forth 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 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 and/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. In the event of nonpayment of this bill, I agree to pay all cost of collection, including all collection fees attorney fees and court costs. A CHARGE MAY INCLUDED FOR DISPOSAL/MANAGEMENT OF ANY HAZARDOUS WASTE GENERATED DURING A PARTICULAR REPAIR. All credit card transactions will incur a 3% surcharge.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. It is understood that purchaser is buying any used part (or parts) as listed in its present condition. *AS IS* including latent defects, without any representation or warranties, express or implied.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
MISC TAXES & FEES	
PLEASE PAY THIS AMOUNT	

Thank you for your business

Customer Number: [REDACTED]



INVOICE

89320 N Game Farm Rd
Eugene, OR 97408
Service: (458) 250-6410
Parts: (458) 250-6411
Fax: (548) 250-6399

EUGENE, OR

Home: [REDACTED] us: [REDACTED]
Email: [REDACTED]

Cel: [REDACTED]

SERVICE ADVISOR: 2872 Taran Noll

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	23	HYUNDAI Ioniq HEV	[REDACTED]		12901 12931	T891
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN23			17:30 11MAR26		190.00 CASH	12MAR26
R.O. OPENED	READY	OPTIONS:				
13:52 11MAR26	13:23 12MAR26					

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
---------	--------	------	------	------	-----	-------

Ioniq with VIN

[REDACTED] Hyundai has

MAKE YOUR SERVICE APPOINTMENTS ONLINE
VISIT WWW.SHEPPARDMOTORS.COM

Customer Copy

I hereby authorize the repair work hereinafter set forth 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 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 and/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. In the event of nonpayment of this bill, I agree to pay all cost of collection, including all collection fees attorney fees and court costs. A CHARGE MAY INCLUDED FOR DISPOSAL/MANAGEMENT OF ANY HAZARDOUS WASTE GENERATED DURING A PARTICULAR REPAIR. All credit card transactions will incur a 3% surcharge.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. It is understood that purchaser is buying any used part (or parts) as listed in its present condition. "AS IS" including latent defects, without any representation or warranties, express or implied.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
MISC TAXES & FEES	0.00
PLEASE PAY THIS AMOUNT	0.00

Thank you for your business



P.O. Box 1679 · Vancouver, WA 98668
 Vancouver (360) 256-5000 · Portland (503) 252-4868
 www.dickhannah.com

SALES REP SODARTA REUN	STOCK NO. P836607
EXPECTED DELIVERY DATE 02/10/2026	TODAY'S DATE 02/10/2026
LICENSE NO.	ODOMETER 11932

MOTOR VEHICLE PURCHASE AGREEMENT (PAGE ONE OF TWO)

PURCHASER'S NAME [REDACTED]	CO-PURCHASER'S NAME N/A	RESIDENTIAL [REDACTED]	BUYER [REDACTED]
CITY EUGENE	STATE OR	[REDACTED]	

NEW/USED USED	YEAR 2023	MAKE/MODEL HYUNDAI IONIQ 5
TYPE WG	CYL GOLD	VEHICLE IDENTIFICATION NO. [REDACTED]

Purchaser and Co-purchaser (herein collectively called Purchaser) agree to purchase from **DICK HANNAH HONDA** (Dealer) the vehicle described above, on the terms stated in this Agreement.

TRADE-IN DISCLOSURE

Dealer has the right to renegotiate the trade-in amount if:

- Purchaser fails to disclose that the trade-in vehicle's certificate of ownership or title has been branded for any reason, or
- The trade-in has suffered substantial physical damage or has a latent mechanical defect unknown to the dealer, and which could not have been reasonably discovered at the time of the taking of the order, offer, or contract; or
- There are excessive additional miles on the trade-in vehicle(s) or there is a discrepancy in the mileage as defined in RCW 46.70.180(4)(b).

PURCHASER'S WARRANTIES: PURCHASER MAKES THE FOLLOWING WARRANTIES CONCERNING THE TRADE IN VEHICLE(S) LISTED ON THIS DOCUMENT:

- That the vehicle has not been involved in any collision resulting in any body or chassis damage, past or present, and does not contain any hidden mechanical defects or hidden defects of the body or chassis.
- That other than the creditor lien for the stated payoff balance, the title to the trade-in vehicle is free and clear of any other liens or encumbrances, and that purchaser is the registered owner of said vehicle and agrees to deliver to Dealer satisfactory evidence of title to said vehicle.
- That the certificate of title for said vehicle does not contain any brand or comment, including but not limited to "REBUILT", "SALVAGE", "JUNK", "DESTROYED", "NON-CONFORMING", "LEMON" OR "FLOOD".
- That the airbag(s) is/are intact and have not been deployed, deactivated, tampered with, repaired or otherwise altered in any way, and that no airbag "on/off switch" has been installed.
- That the trade-in vehicle has not been determined to have an uncorrected non-conformity or serious safety defect as the result of any final determination, adjudication or settlement in Washington or any other state.
- That the vehicle's emission control equipment is intact, standard to the vehicle, and that no part of the system has been removed or altered.
- That the vehicle has never sustained flood or water damage.
- That the odometer on the vehicle has not been rolled back or otherwise tampered with, and that the mileage reflected on the odometer is the actual mileage on the vehicle.

Purchaser acknowledges that Dealer, at its election, is relying on the foregoing warranties and that, without such warranties, Dealer would not be purchasing the trade-in vehicle(s). Purchaser further acknowledges that a breach of any of the foregoing warranties entitles Dealer to rescind this purchase order and/or to recover from the undersigned purchaser any damages sustained by Dealer resulting from said breach, including attorney's fees and costs.

Purchaser's Signature X N/A Co-Purchaser's Signature X N/A

OTHER TERMS

PRICE ITEMIZATION

1.A. PRICE OF VEHICLE	Initials	25702.87
N/A	X	\$ N/A
N/A	X	\$ N/A
N/A	X	\$ N/A
N/A	X	\$ N/A
N/A	X	\$ N/A
N/A	X	\$ N/A
N/A	X	\$ N/A
N/A	X	\$ N/A
1.B TOTAL VEHICLE SALE PRICE		\$ 25702.87
2.A. TRADE-IN ALLOWANCE		
First Trade-in:	\$	N/A
Second Trade-in:	\$	N/A
GROSS TRADE-IN:	\$	N/A
2.B. TRADE-IN PAYOFF		
First Payoff Owning:	\$	N/A
Second Payoff Owning:	\$	N/A
GROSS PAYOFF:	\$	N/A
2.C. NET TRADE ALLOWANCE		\$ N/A
3. SUBTOTAL (Item 1B plus Item 2C)		\$ 25702.87
4. OFFICIAL FEES		
Subtotal Sales Tax	\$	N/A
License & Title	\$	619.00
N/A	\$	N/A
N/A	\$	N/A
CAT SURCHARGE	\$	96.39
TOTAL FEES	\$	715.39
5. OPTIONAL PRODUCTS		
Service Contract	\$	N/A
G.A.P.	\$	N/A
N/A	\$	N/A
N/A	\$	N/A
N/A	\$	N/A
Optional Products Sales Tax	\$	N/A
TOTAL OPTIONAL PRODUCTS	\$	N/A
6. OTHER CHARGES		
Documentary Service Fee	\$	200.00
Bank Lien Release	\$	N/A
TOTAL OTHER CHARGES	\$	200.00
7. AMOUNT DUE (Item 3 plus Item 4 plus Item 5 plus Item 6)		\$ 26618.26
8. DOWN PAYMENT		
X	\$	N/A
Dealer	\$	N/A
X	\$	N/A
Purchaser	\$	N/A
TOTAL DOWN PAYMENT	\$	N/A
9. MANUFACTURER'S REBATE		
TOTAL DUE	\$	26618.26
(Item 7 minus Item 8 minus Item 9)		

PAYOFF RESPONSIBILITY AGREEMENT

I understand that the Payoff Owning amounts shown in the Price Itemization (Item 2.B.) is only an estimate of the payoff on the vehicle(s) I am trading to Dealer. In the event the actual payoff exceeds the estimate, I agree to pay in cash on demand the difference, within seventy-two hours of notice. In the event the actual payoff is less, Dealer agrees to refund the difference in the same manner.

Purchaser's Signature X N/A Co-Purchaser's Signature X N/A

All parts of the agreement between Dealer and purchaser are in writing. This agreement may not be changed except in writing signed by both parties. In making this transaction, Dealer and Purchaser are relying solely on this written agreement and other writings and not on any oral statements or representations.

Purchaser has read all the provisions of this two-page agreement and agrees that both parties are contractually bound by the agreement after this agreement is signed by Purchaser and Dealer's Manager.

The Purchaser and Dealer expressly agree that the title to vehicle(s) subject to this agreement pass(es) to the other upon execution, subject to the condition of subsequent Dealer's approval of Purchaser credit and any other conditions.

In the event conditions in the agreement are not satisfied, Purchaser agrees to return the vehicle within 24 hours of being notified at the phone number and/or email address listed above. In that event, on return of the vehicle, Dealer agrees to return the trade-in vehicle(s) plus all down payments received.

SECURITY: The security interest in the subject vehicle and in all additional accessories, including but not limited to, service contracts, and other items, shall be held by the Dealer. The security interest created hereby secures the purchase price and any and/or arising under this order, including but not limited to, attorney's fees and costs.

Purchaser's Signature X N/A Dealer's Signature X N/A

Manager's Signature X N/A

PRIVACY NOTICE

In connection with your transaction, the above dealership may obtain information about you as described in this notice. This does not apply to information obtained in a non-financial transaction.

- We collect non-public personal information about you from the following sources:
 - Information we receive from you on applications or other forms in connection with a financial transaction.
 - Information about your transactions with us, our affiliates, or others, and
 - Information we receive from a consumer reporting agency (e.g. credit bureau)
- If you prefer that we not disclose non-public personal information about you to nonaffiliated third parties, you may opt-out of those disclosures; that is, you may direct us not to make those disclosures (other than disclosures permitted by law).
- We may also disclose all of the information we collect about you as described above, while you are a consumer, customer, or former customer, to companies that perform marketing services or other functions on our behalf or the financial institutions with whom we have joint marketing agreements. This disclosure is permitted by law, there is no opt-out opportunity available.

MOTOR VEHICLE PURCHASE AGREEMENT (PAGE TWO OF TWO)

INSURANCE VERIFICATION

Purchaser promises that Purchaser has physical damage and liability insurance and agrees to add the Vehicle to the following insurance policy prior to delivery of the Vehicle and to maintain physical damage insurance and liability insurance on the Vehicle.

Insurance Co. **SAFECO**
 Policy Number [REDACTED] Effective Date **04/30/2025**
 Agent Name [REDACTED]
 Purchaser's Signature [REDACTED] Co-Purchaser's Signature **X** **N/A**
 Policy verified by **DHH** Date **02/10/2026**

CREDIT AND FINANCING

If any part of the purchase price is to be financed, this Agreement is subject to Dealer's approval of Purchaser's credit (a condition subsequent), which approval may include a financial institution accepting assignment of the installment contract. Purchaser may use a Lender of Purchaser's choice. If Dealer extends credit for Purchaser, that credit may not be at the lowest rates available in the market. If Purchaser's credit is not approved, Purchaser agrees to immediately return the vehicle to the Dealer upon demand.

Purchaser Income [REDACTED] Lender or Dealer including proof of employment and income by Lender or Dealer. If Purchaser fails to cooperate in the process caused by the last sale.

Purchaser's Signature [REDACTED] Co-Purchaser's Signature **X** **N/A**

TITLE

Title [REDACTED] of all conditions in this Agreement, or written [REDACTED]

Purchaser's Signature [REDACTED] Co-Purchaser's Signature **X** **N/A**

ARBITRATION CLAUSE

THIS ARBITRATION CLAUSE GREATLY AFFECTS PURCHASER'S RIGHTS IN ANY DISPUTE WITH US. PLEASE READ THE ARBITRATION CLAUSE CAREFULLY BEFORE SIGNING THIS AGREEMENT.

- PURCHASER OR WE SHALL, SUBJECT TO THE TERMS THEREOF, HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY A JURY TRIAL.
- IF A DISPUTE IS TO BE ARBITRATED, PURCHASER WILL GIVE UP PURCHASER'S RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM PURCHASER MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
- DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT PURCHASER AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION. THE INFORMATION THAT PURCHASER AND WE MAY OBTAIN IN DISCOVERY FROM EACH OTHER IN ARBITRATION IS GENERALLY MORE LIMITED THAN IN A LAWSUIT.

All disputes between the Parties and/or their designees (hereinafter referred to as the Parties), whether in contract, tort or otherwise—including the interpretation and scope of this clause, and the arbitrability of the claim or dispute, between Purchaser and us or our employees, agents, successors or assigns, which arise out of or relate to this Agreement or any resulting transactions shall, at Purchaser or our election, be resolved by neutral, binding arbitration in accordance with the laws of the State in which this Agreement was signed. Any claim or dispute is to be arbitrated on an individual basis and not as a class action. Purchaser expressly waives any right Purchaser may have to arbitrate a class action. If the Parties are not able to agree upon a single arbitrator within ten (10) days following demand therefor, then the arbitrator shall be appointed by Judicial Dispute Resolution (JDR). The Parties recognize, acknowledge and agree that the designated arbitrator will be an independent individual, not affiliated or related to either, and that any dispute between the Parties will not be heard and decided by a judge or jury.

Purchaser is responsible for the cost of the arbitration filing fee up to the amount of the filing fee for Superior Court. Dealer will pay any balance of the arbitration filing fee in excess of that amount, and Dealer is also responsible for paying any arbitration costs Purchaser would not otherwise be responsible for had Purchaser filed the claim in Superior Court. Dealer is not required to pay any costs or fees that Purchaser would otherwise be required to pay had Purchaser filed the claim in Superior Court, including but not limited to: deposition fees, expert and fact witness fees, attorney's fees (not otherwise recoverable a specifically provided for but limited by statute), reproduction costs, and costs related to electronic discovery. The arbitration hearing shall be scheduled and held in accordance with the JDR Arbitration Rules.

Members of the Armed Forces and their dependents covered by the Military Lending Act are not required to submit to arbitration of any claim or dispute and are not required to waive any right available to them under the Service members Civil Relief Act.

Purchaser and we retain the right to self-help remedies, such as repossession. Purchaser and we retain the right to seek remedies in either bankruptcy court or small claims court for disputes within those courts' jurisdiction, unless such action is transferred, removed, or appealed to a different court. This clause shall survive any termination, payoff, or transfer of this Agreement. If any part of this Arbitration Clause, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable.

By signing this agreement, Purchaser acknowledges that this agreement contains the terms and conditions of the purchase and agrees to the same.

Purchaser's Signature [REDACTED] Co-Purchaser's Signature **X** **N/A**

BUSHING NOTICE

Please take notice that within four (4) calendar days, exclusive of Saturday, Sunday, or legal holiday, we will notify Purchaser that the intended financing is or is not approved, or other conditions not satisfied. In the event it is not approved, we are required by law to void the contract and ask that Purchaser immediately return to us the motor vehicle Purchaser intended to purchase with us tendering in return to Purchaser any initial payment or security made or given by Purchaser, including but not limited to money, check, promissory note, vehicle keys, trade-in, or certificate of title to a trade-in.

UNTIL WE MAKE THIS TENDER WE WILL NOT ENGAGE IN ANY FURTHER NEGOTIATIONS WITH PURCHASER. For example, if the Dealer does not approve the financing on account of an insufficient down payment by Purchaser, we will not until after our voiding the contract and tendering return of that delivered by Purchaser, negotiate for a larger down payment. Please understand that this prohibition against further negotiations is done with the intended purpose of protecting Purchaser. We do not intend to imply that the prohibition is inconvenient to Purchaser, we trust that Purchaser appreciate that Purchaser would not expect us to do other than comply with the law. We apologize for any inconvenience this may cause. (For Oregon dealerships a variation of this rule applies)

1. As used in this Agreement, the terms (a) "Dealer" shall mean the Dealer as listed on the first page of this agreement, (b) "Purchaser" shall include both the Purchaser and the Co-Purchaser listed on the first page of this Agreement, and (c) "Manufacturer" shall mean the Corporation that manufactured the vehicle, it being understood by the Purchaser and Dealer that Dealer is in no respect the agent of the Manufacturer, that the Dealer and Purchaser are the sole parties to this Agreement and that the reference to Manufacturer herein is for the purpose of explaining generally certain contractual relationships existing between Dealer and Manufacturer with respect to new motor vehicles.
2. Manufacturer has reserved the right to change the price to Dealer of new motor vehicles without notice. In the event the price to Dealer of new motor vehicles of the series and body type ordered hereunder is changed by Manufacturer prior to delivery of the new motor vehicle ordered hereunder to Purchaser, Dealer reserves the right to change the cash delivered price of such motor vehicle to Purchaser accordingly. If such cash delivered price is increased by Dealer, Purchaser may, if dissatisfied therewith, decline to buy the new motor vehicle. In that event, if Purchaser has traded in a vehicle, Dealer shall return the trade-in to Purchaser.
3. Purchaser agrees to provide Dealer satisfaction evidence of Purchaser's existing title (or cash equivalent) to any used motor vehicle traded in as part of the consideration for the motor vehicle ordered hereunder within 48 hours of execution of such used motor vehicle to Dealer.
4. Manufacturer has reserved the right to change the design of any new motor vehicle chassis, accessories or parts thereof at any time without notice and without obligation to make the same or any similar change upon any motor vehicle, chassis, accessories or parts thereof previously purchased by or shipped to Dealer or being manufactured or sold in accordance with Dealer's orders. Correspondingly, in the event of any such change by Manufacturer, Dealer shall have no obligation to Purchaser to make the same or any similar change in motor vehicle, chassis, accessories or parts thereof covered by this agreement either before or subsequent to delivery thereof to Purchaser.
5. The delivery date shown on the first page of this Agreement is an anticipated delivery date. Neither Dealer nor Manufacturer guarantees delivery date and neither shall be liable for any delay in delivery. Dealer shall not be liable for failure to deliver the motor vehicle covered by this Agreement where such failure is due, in whole or in part, to any cause beyond the control or without the fault or negligence of Dealer.
6. The "Total Vehicle Sale Price" listed on the first page of this Agreement includes reimbursement of Federal Excise taxes but does not include sales taxes or use taxes. Purchaser agrees to pay all taxes imposed on Purchaser or applicable to the transaction covered by this Agreement unless the primary tax payment obligation is Dealer's. Regardless of the amount of sales tax listed on the face of this Agreement, or if the sales tax line is left blank, Dealer makes no representation as to the amount of sales or other taxes that may be imposed on the sale. Purchaser is liable for all sales taxes imposed by law including any understatement of such herein.
7. Factory Warranty. The manufacturer provides a warranty on all new vehicles. The terms of that warranty are set out in the written warranty provided by the Manufacturer. Dealer is a separate entity from the Manufacturer and has no obligations under Manufacturer's warranty. Some used vehicles may also still be subject to the original Manufacturer's warranty.
8. On used motor vehicles, Dealer makes no express warranties except as may be set forth in any written limited warranty granted to the purchaser. As to the implied warranties of merchantability and fitness, the same shall be modified, disclaimed, or excluded as provided in a separate writing furnished to purchaser by Dealer in the form of a Limited Warranty or Disclaimer of Warranties. The terms of such Limited Warranty or Disclaimer of Warranties shall control and thereby affect any implied warranties, and such terms and conditions are hereby made a part of this order and are incorporated herein by reference. Further, the applicability of any vesting manufacturer's warranty on the used motor vehicle, if any, shall be determined solely by the terms of such warranties.
9. Used Car Buyers Guide. The information you see in the Buyers Guide for this vehicle is part of this contract. Information in the Buyers Guide overrides any contrary provisions in the Agreement.
10. The Purchaser will execute or arrange to have executed such other forms of agreement or documents as may be required by the terms and conditions of payment indicated on the front of this Agreement, including but not limited to all the terms and conditions of this agreement necessary to transfer title to any trade-in vehicle.
11. In the event either the purchaser or Dealer shall seek the services of an attorney as a result of the breach of this agreement by the other party, the prevailing party in any legal action or arbitration shall be entitled to reimbursement of attorney's fees and costs incurred as a result to the other party's breach. Further in the event purchaser files for bankruptcy, Dealer shall be entitled to collect any and all attorney's fees incurred by Dealer with respect to such bankruptcy proceeding, including but not limited to seeking relief from stay or seeking reaffirmation of the debt.
12. If a separate retail installment contract is entered into, that Agreement supplements but does not replace this Agreement, and all provisions in this Agreement shall continue in effect.
13. This agreement is binding on full execution, provided however, that the Dealer will hereafter assess the Purchaser's creditworthiness, and other conditions, and if the Dealer does not hereafter approve financing on account of the Purchaser's creditworthiness or if other conditions are not satisfied Dealer will notify Purchaser of such failure of conditions, rendering this agreement void, upon which Purchaser must return the vehicle to us and you will pay us on demand all reasonable charges and expenses for any damage to the vehicle. If you fail to return the vehicle within 24 hours of our request, you acknowledge that we may retitle immediate possession of the vehicle and you agree to pay us (i) all reasonable expenses we incur in connection with retitling the vehicle, (ii) the greater of \$0.05 per mile or \$30 per day for your use of the vehicle from the date of your possession of it, and (iii) property damage claims, attorney fees, and other sums to the extent permitted by applicable law.
14. Documentary Service Fee. **THE DOCUMENTARY SERVICE FEE IS A NEGOTIABLE FEE.**

Odometer Disclosure/Title Extension Statement Release of Interest

DEAL# [REDACTED]
CUST# [REDACTED]

Use this form to disclose odometer information. For instructions on completing this form, see page 2.

1 License number	Year 2023	Make HYUNDAI	Series/ Body type IONIQ5	Vehicle Identification Number [REDACTED]
State or country where last titled				Title number

Federal and state law require the seller to disclose the mileage when ownership of the vehicle is changing. Failure to complete odometer statement or providing a false statement may result in fines and/or imprisonment.

2 I certify, to the best of my knowledge, that the odometer reading, as shown below: (Must check one.)

1. is the actual mileage of the vehicle
 2. is in excess of its mechanical limits
 3. is not the actual mileage. WARNING: Odometer discrepancy exists.

Odometer reading (in miles) **No Tenths** [REDACTED]

Date of Transfer: / /

Transferee/Buyer must transfer title within 15 days of sale. This does not apply to licensed dealers.
 I/We warrant this Title and certify that the vehicle described herein has been sold to the following:

Signature of Transferee/ Buyer _____ Signature of Transferor/ Seller _____
 PRINT name of Transferee/ Buyer _____ PRINT name of Transferor/ Seller _____
 Address of Transferee/ Buyer _____ Address of Transferor/ Seller _____

3 I certify, to the best of my knowledge, that the odometer reading, as shown below: (Must check one.)

1. is the actual mileage of the vehicle
 2. is in excess of its mechanical limits
 3. is not the actual mileage. WARNING: Odometer discrepancy exists.

Odometer reading (in miles) 11932 **No Tenths** [REDACTED]

Date of Transfer: 02 / 10 / 2026

I/We warrant this Title and certify that the vehicle described herein has been sold to the following:

Signature of Transferee/ Buyer [REDACTED] Signature of Transferor/ Seller [REDACTED]
 PRINT name of Transferee/ Buyer [REDACTED] PRINT name of Transferor/ Seller DICK HANNAH HONDA
 Address of Transferee/ Buyer [REDACTED] Address of Transferor/ Seller 3321 NE AUTO MALL DR VANCOUVER, WA 98662
 Buying dealer's state license number (if applicable) [REDACTED] Selling dealer's state license number 00172

3 I certify, to the best of my knowledge, that the odometer reading, as shown below: (Must check one.)

1. is the actual mileage of the vehicle
 2. is in excess of its mechanical limits
 3. is not the actual mileage. WARNING: Odometer discrepancy exists.

Odometer reading (in miles) **No Tenths** [REDACTED]

Date of Transfer: / /

I/We warrant this Title and certify that the vehicle described herein has been sold to the following:

Signature of Transferee/ Buyer _____ Signature of Transferor/ Seller _____
 PRINT name of Transferee/ Buyer _____ PRINT name of Transferor/ Seller _____
 Address of Transferee/ Buyer _____ Address of Transferor/ Seller _____
 Buying dealer's state license number (if applicable) _____ Selling dealer's state license number _____

4 Legal owner/lienholder to be shown on new title

Name of legal owner/lienholder _____ Address of legal owner/lienholder _____

5 I/We release all interest in the above described vehicle.

Signed _____ Signed _____
 PRINT name _____ PRINT name _____

Notarization/Certification for Release of Interest

Release of interest for owners shown on the Certificate of Title do not need to be notarized/certified when this is submitted with the current title.

State of Washington, County of _____

Signed or attested before me on _____ by _____

(Seal or stamp) _____ Signature _____
 Printed or stamped name _____
 and _____ Dealer or county/office number or notary expiration date _____
 Title _____



DEPARTMENT OF TRANSPORTATION
DRIVER AND MOTOR VEHICLE SERVICES
1800 LANA AVE. SE, SALEM OREGON 97314

VEHICLE IDENTIFICATION NUMBER (VIN) INSPECTION FORM

L.E.V. Compliant
 YES
 NO

(FORM MUST BE FULLY COMPLETED AND SIGNED - INSTRUCTIONS ON BACK)

CUSTOMER INFORMATION

NAME (PRINT LAST, FIRST, MIDDLE) [REDACTED]	DOI / ID / CUSTOMER # [REDACTED]	STATE OF ISSUE OR	MESSAGE PHONE # ()
--	-------------------------------------	----------------------	------------------------

VEHICLE INFORMATION

PLATE NUMBER	STATE/PROVINCE OF REGISTRATION	YEAR 2023	MAKE HYUN	BODY STYLE 4D	MODEL ION
--------------	--------------------------------	--------------	--------------	------------------	--------------

If this is a motorized vehicle, is the gross vehicle weight rating (GVWR) over 26,000 pounds? YES NO
 If this is a non-motorized vehicle, is the loaded weight over 8,000 pounds? YES NO

VIN INSPECTION

The vehicle identification number is:

[REDACTED VIN] 18 | 19 | 20

Check ALL boxes that apply - At least one box MUST be checked in each column

VIN LOCATION	VIN TYPE	VIN ATTACHED BY	CONDITION OF VIN	FED STANDARDS STICKER
<input checked="" type="checkbox"/> VISIBLE THROUGH WINDSHIELD	<input type="checkbox"/> METAL PLATE	<input checked="" type="checkbox"/> NOT VISIBLE	<input checked="" type="checkbox"/> APPEARS OKAY	<input checked="" type="checkbox"/> AGREES WITH VIN
<input type="checkbox"/> BODY-LEFT (DRIVER SIDE)	<input type="checkbox"/> STAMPED ON BODY	<input type="checkbox"/> ROSETTE RIVETS	<input type="checkbox"/> ALTERED/TAMPERED	<input type="checkbox"/> DISAGREES WITH VIN
<input type="checkbox"/> BODY-RIGHT	<input type="checkbox"/> STAMPED ON FRAME	<input type="checkbox"/> ROUND RIVETS	<input type="checkbox"/> ILLEGIBLE/DAMAGED	<input type="checkbox"/> ILLEGIBLE/DAMAGED
<input type="checkbox"/> ENGINE COMPARTMENT	<input checked="" type="checkbox"/> LABEL	<input type="checkbox"/> SCREWS	<input type="checkbox"/> MISSING	<input type="checkbox"/> MISSING
<input type="checkbox"/> TRUNK	<input type="checkbox"/> OTHER _____	<input type="checkbox"/> ADHESIVE	<input type="checkbox"/> CANNOT LOCATE	<input type="checkbox"/> N/A FOR VEHICLE
<input type="checkbox"/> FRAME		<input type="checkbox"/> STAMPED	<input type="checkbox"/> NONE-NEWLY BUILT	<input type="checkbox"/> OTHER _____
<input type="checkbox"/> ON ENGINE		<input type="checkbox"/> OTHER _____	<input type="checkbox"/> ASSIGNED BY DMV OFFICE (SEE BELOW)	
<input type="checkbox"/> OTHER _____			<input type="checkbox"/> OTHER _____	

I certify that I have physically inspected the vehicle described above to verify the VIN and found the VIN in the condition indicated.
 - And / Or -
 I certify by checking one of the LEV boxes above that I am an Oregon licensed dealer with this vehicle in my stock and have checked its under hood emission label to verify compliance with LEV standards.

NAME OF INSPECTOR (PRINTED) CAL1	AGENCY or DEALERSHIP JC FO 028
-------------------------------------	-----------------------------------

ADDRESS	TELEPHONE # ()
---------	--------------------

OREGON DEALER NUMBER [REDACTED]	DATE OF INSPECTION 02/11/2026
------------------------------------	----------------------------------

ENFORCEMENT REFERRAL ★

REASON FOR REFERRAL [REDACTED]	DATE OF REFERRAL
-----------------------------------	------------------

SHADED AREA FOR DMV USE ONLY

I have assigned the following number to the vehicle described above:

ASSIGNED VIN	CONTROL NUMBER
--------------	----------------

VIN PLACEMENT: (TO WHAT PART OF THE VEHICLE WAS THE VIN DECAL ATTACHED?)

SIGNATURE OF OREGON DMV REPRESENTATIVE X	COUNTER NUMBER AND DATE
---	-------------------------

Remarks: ***** PAID *****

[REDACTED]
Eugene, OR
[REDACTED]

March 13, 2026

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Building
Washington, DC 20590

Enclosed is a copy of a formal complaint I have submitted to Hyundai Motor America. It includes details of a significant safety issue I encountered, the dealer's response and service record, and a review of why the response was inadequate. While I do not require your investigation at this time, I may request that if the response from Hyundai is does not address and correct the issues noted.

Sincerely,

[REDACTED]
Eugene, OR
[REDACTED]

Enclosures:

- Copy of complaint submitted to Hyundai Motor America including copies of all dealer service records as well as VIN confirmation and vehicle purchase documentation

[REDACTED]
Eugene, OR
[REDACTED]

March 13, 2026

Hyundai Motor America
Customer Care Center
10550 Talbert Avenue
Fountain Valley, CA 92708

**RE: Formal Complaint — 2023 Hyundai IONIQ 5 | VIN: [REDACTED]
Continuing ICCU-Related Range Failure (Post-Recall), Forward Radar Intermittent
Failure, Parking Assist Sensor Phantom Warnings, and Inadequate Dealer
Diagnosis**

Dear Hyundai Motor America Customer Care,

I am writing to formally document serious and unresolved safety defects affecting my 2023 Hyundai IONIQ 5 (VIN [REDACTED]), purchased from Dick Hannah Honda in Vancouver, WA. The vehicle has exhibited symptoms consistent with a continuing defect in the Integrated Charging Control Unit (ICCU) — notably, the ICCU recall service has already been performed on this vehicle — as well as intermittent failure of the forward collision avoidance radar system and phantom obstruction warnings from the parking assist ultrasonic sensor system. Despite an immediate dealer visit, none of these issues have been adequately diagnosed or resolved, and I remain concerned for my safety and that of other road users.

1. Description of Incidents

Forward Collision Avoidance Radar — Intermittent Failure

The vehicle's forward-looking millimeter-wave radar, which supports Forward Collision-Avoidance Assist (FCA), Smart Cruise Control, and Lane Keeping Assist, has exhibited intermittent failures on multiple occasions prior to and around [Date of First Incident]. During these events, highway driver assistance functions including adaptive cruise control and automatic emergency braking become disabled, and the driver is alerted by dashboard warnings indicating these systems are unavailable. The faults self-clear after a period of time without intervention. On one occasion I restarted the vehicle during an active fault event before realizing the fault would resolve on its own. The intermittent and self-clearing nature of these failures makes them difficult to capture during a brief dealer road test, and fault codes may no longer be present by the time the vehicle is presented for service.

Parking Assist System — Phantom Obstruction Warnings



Retail



20590

U.S. POSTAGE PAID
FCM LG ENV
EUGENE, OR 97405
MAR 13, 2026

\$7.47

S2323Y500354-03

RDC 99

W41-306

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE SE, WEST BUILDING
WASHINGTON, DC 20590