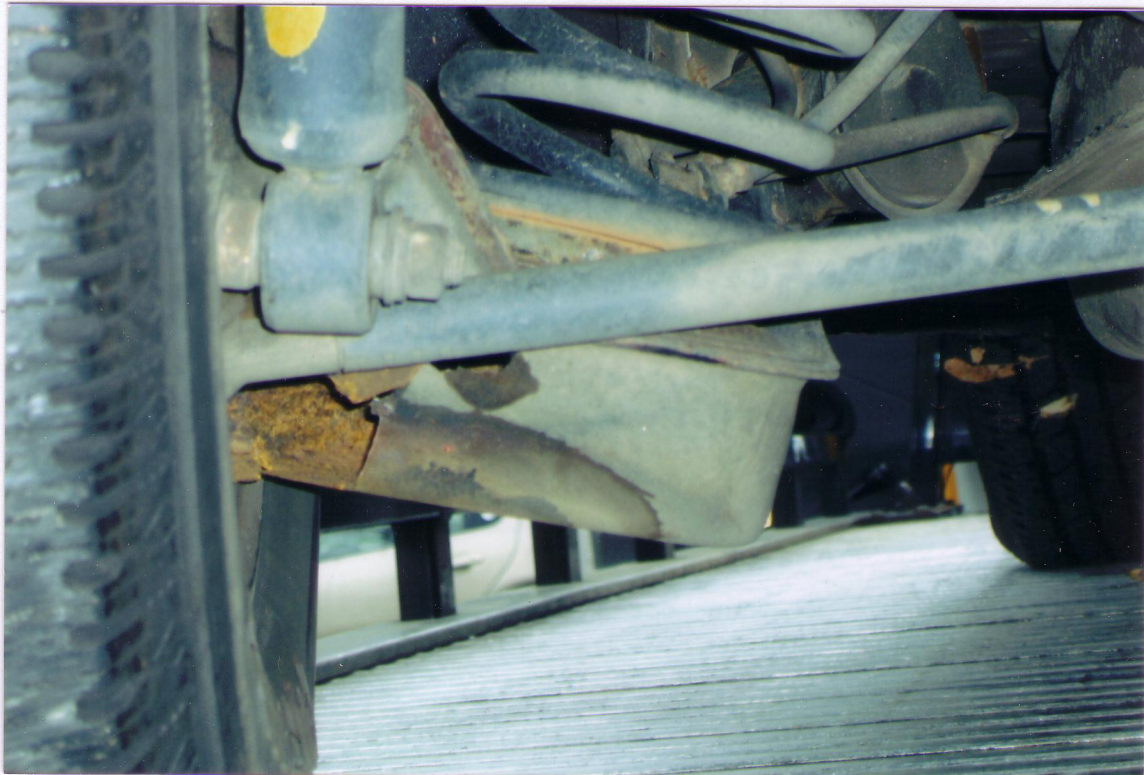
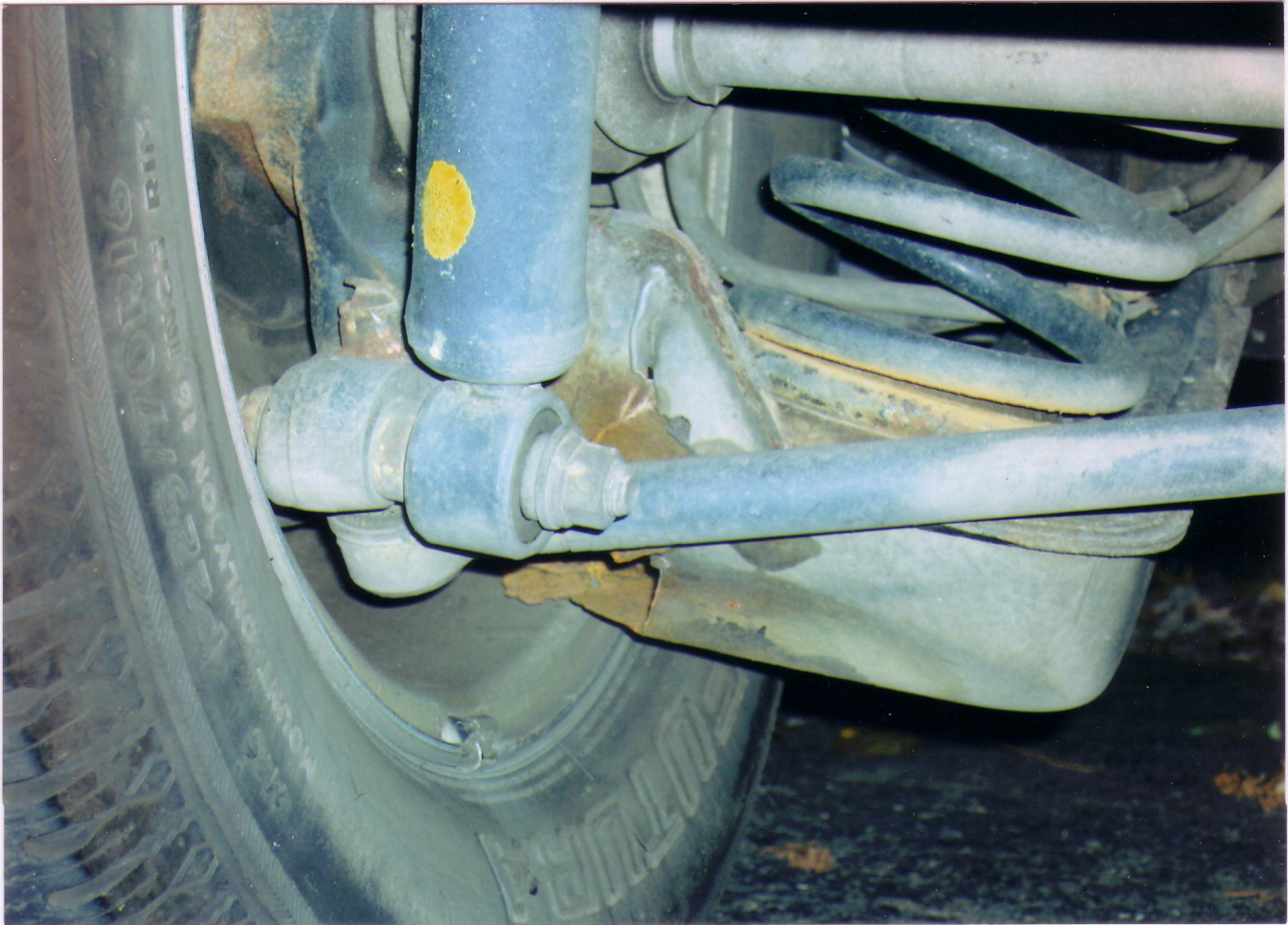


**PE08040/HYUNDAI-KIA  
HM8SC83D61U006498**

KM8SC83D61U



**PE08040/HYUNDAI-KIA  
KM8SC83D61U006498**



KM8SC83D61U





**PE08040/HYUNDAI-KIA  
KM8SC83D61U006498**



**BRASS CITY HYUNDAI, L.L.C.**  
 480 Watertown Avenue  
 Waterbury, Ct. 06708  
 (203) 754-9494



CUSTOMER NO. <b>6824</b>	ADVISOR <b>JEFF</b>	TAG NO. <b>12187</b>	INVOICE DATE <b>11/17/06</b>	INVOICE NO. <b>HYCS42871</b>
LABOR RATE <b>85.00</b>	YEAR / MAKE / MODEL <b>01/HYUNDAI/SANTA FE/4 DOOR UTILITY</b>	MILEAGE <b>88,010</b>	COLOR <b>WHITE/NU/YD</b>	STOCK NO.
NAUGATUCK, CT	VEHICLE I.D. NO. <b>K M 8 S C 8 3 D 6 1 U</b>	DELIVERY DATE <b>10/28/00</b>	DELIVERY MILES <b>26</b>	PRODUCTION DATE <b>08/09/00</b>
	F.T.E. NO.	SELLING DEALER NO.	Q. DATE <b>11/11/06</b>	
	COMMENTS <b>MO: 88010</b>			

**JOB# 1 CHARGES**

LABOR  
**J# 1 45HYZ03** SUSPENSION CONCERN HOURS: 1.00 TECH(S):7921 85.00  
 CUSTOMER STATES REAR SUSPENSION / SPRING ROTTED AND  
 CAME APART...TOWED IN  
 CHECKED VEHICLE AND FOUND NEEDS REAR LOWER CONTROL  
 ARM  
 APPROX COST TO REPLACE \$770.00 PLUS TAX  
 CUSTOMER DECLINED REPAIR  
 CUSTOMER TOWING CAR TO TORRINGTON HYUNDAI

**JOB# 1 TOTALS**

LABOR 85.00  
**JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 85.00**

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

**TOTALS**

*****	TOTAL LABOR	85.00
*	TOTAL PARTS	0.00
* [ ] CASH [ ] DISCOVER	TOTAL SUBLET	0.00
*	TOTAL G.O.G.	0.00
* [X] VISA [ ] MASTERCARD	TOTAL MISC CHG.	0.00
* [ ] AMEX	TOTAL MISC DISC	0.00
*	TOTAL TAX	5.10
*****	<b>TOTAL INVOICE \$</b>	<b>90.10</b>

\*\*\*\*\*WE NO LONGER ACCEPT PERSONAL CHECKS\*\*\*\*\*

THANK YOU FOR VISITING BRASS CITY HYUNDAI WHERE OUR #1 GOAL IS 100% CUSTOMER SATISFACTION. IF THERE ARE SUGGESTIONS THAT YOU THINK MIGHT MAKE ARE SERVICE TO OUR CUSTOMERS BETTER PLEASE CONTACT OUR PARTS & SERVICE DIRECTOR CHRIS SARACENO AT 754-9494 OR 754-1106 THANK YOU

CUSTOMER SIGNATURE

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

**FOR YOUR CONVENIENCE SERVICE DEPT. HOURS**  
 MON., TUES., WED., FRI. 8:00 AM - 5:00 PM  
 THURS. 8:00 AM - 7:30 PM

**PARTS DEPT. HOURS**  
 MON., TUES., WED., FRI. 8:00 AM - 5:00 PM  
 THURS. 8:00 AM - 7:30 PM

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, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN GARAGE

**BRASS CITY HYUNDAI**  
 480 WATERTOWN AVENUE  
 WATERBURY, CT 06708

TERMINAL I.D.: 70738811  
 MERCHANT #: 117000100205001

VISA  
 XXXXXXXXXXXX1568 \*  
 SALE  
 BATCH: 000274 INU: 2  
 DATE: NOV 17, 06 TIME: 09:13:52  
 AUTH NO: 112628

**TOTAL \$90.10**

I AGREE TO PAY ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF CREDIT VOUCHER)

\*\*\*CUSTOMER COPY\*\*\*





61U006498  
 1446 East Main St.  
 TORRINGTON, CT 06790  
 Tel. (860) 489-0471  
 Fax (860) 489-8949  
 www.torringtonhyundai.com

61U006498

CUSTOMER NO. <b>8469</b>	ADVISOR <b>VANCE WILLIAMS</b>	TAG NO. <b>9555</b>	INVOICE DATE <b>11/21/06</b>	INVOICE NO. <b>HYCS82000</b>
	LABOR RATE <b>86.00</b>	LICENSE NO.	MILEAGE <b>87,123</b>	COLOR <b>WHITE/</b>
<b>WATERBURY, CT</b>	YEAR / MAKE / MODEL <b>01/HYUNDAI/SANTA FE/4 DOOR UTILITY</b>		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>K M 8 S C 8 3 D 6 1 U</b>		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE <b>11/17/06</b>	
BUSINESS PHONE	COMMENTS			<b>MO: 87124</b>

LABOR & PARTS  
 J# 1.28HYZ014 CONTROL ARM (S) UNITS: 3.00 TECH(S):7661 258.00  
 CUSTOMER STATES: REAR CONTROL ARM RUSTED CORRODED  
 DIAGNOSE REAR SUSPENSION  
 REPLACE LFET LOWER CONTROL ARM  
 TRUCK NEEDS REAR BRAKES SOON

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	55100-26000	ARM COMPLETE-TRAI	530.33	530.33	530.33
JOB # 1 TOTAL PARTS						530.33
JOB # 1 TOTAL LABOR & PARTS						788.33

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # 1	12	HYUNDAI PARTS COUPON DISCOUNT		-100.00
TOTAL - MISC				-100.00

COMMENTS  
 VEHICLE TOWED TO SHOP

TOTALS	DESCRIPTION	PRICE
	DON'T VOID YOUR WARRANTY. YOU MUST CHANGE YOUR TIMMING BELT AT 48 MONTHS OR 60,000 MILES!! SERVICE TRANSMISSION AT 30,000 MILES INTERVALS. SEE OWNERS MANUAL FOR SERVICES!!	
	!!!!!!	
<input type="checkbox"/>	CASH	
<input type="checkbox"/>	CREDIT CARD	
<input type="checkbox"/>	CHECK #	
<input type="checkbox"/>	EXTENDED WARRANTIES	
<input type="checkbox"/>	INTERNAL CHARGE	
<input type="checkbox"/>	SAFCO	
	TOTAL LABOR....	258.00
	TOTAL PARTS....	530.33
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	-100.00
	TOTAL TAX.....	41.30
	<b>TOTAL INVOICE \$</b>	<b>729.63</b>



TORRINGTON HYUNDAI  
 1446 E MAIN ST  
 TORRINGTON CT 06790  
 860-489-0471  
 3899000000578821-01

**COPY**  
 11/21/2006 22:04:48  
**Sale:**

Transaction # **10**  
 Card Type: **UIA**  
 Acc: **\*\*\*\*\*4726**  
 Entry: **Manual**  
 Total: **729.63**

Reference No.: **00000012**  
 Auth. Code: **418092**  
 Respon: **APPROVED**

AUS Resp.:  
 Exact match on address  
 and ZIP code.  
 CUU2 Resp.: **Match**

CUSTOMER COPY

Thank you !!

**PAID**

CUSTOMER SIGNATURE

12/15/06

Please find the enclosed photos of the rear control arm of our 2001 Hyundai Santa Fe, which has rusted and corroded. The control arm rusted so badly that it broke in half as the vehicle was being driven causing the vehicle to dog-leg and nearly flip over, and ultimately rendering it unable to be driven.

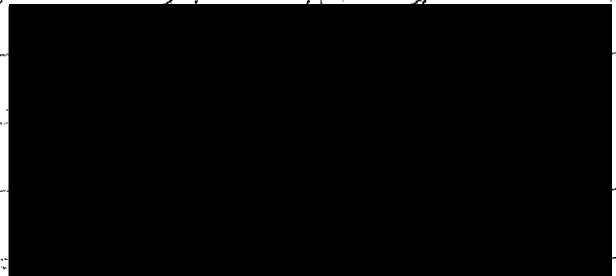
We are seeking full reimbursement for the repair because this was not due to wear and tear. We feel that this is due to poor material quality which poses a public safety threat. We are aware that Hyundai has had similar problems with corrosion in the past with other models of their cars, which have resulted in recalls. The only explanation we received from the 2 dealerships (we addressed the problem with) was salt and road cause the corrosion, which is quite unacceptable for a 5 yr old vehicle billed as a 4 wheel all wheel drive vehicle being sold in the Northeast portion of the U.S. where such vehicles are primarily purchased for snowy conditions, which are why salt & sand are used.

In addition we are seeking reimbursement for the \$90.00 diagnostic fee charged by Brass City.



Hyundai. The reason for this request is due to the fact that the car was never put on the lift for diagnosis it was left right where the tow truck placed it. It was obvious that the rear control arm was cracked and was the problem, and I told them what the problem was.

Thank You for your  
anticipated cooperation



file # 812796

**PE08040/HYUNDAI-KIA  
FSE REPORT**





## FSE Report

Created by Richard Palahunik on 05/08/2007 04:07:38 PM.

### \* Required Fields

Submitted by Richard Palahunik on 05/08/2007 01:39:24 PM. Finalized by Richard Palahunik on 05/08/2007 01:39:24 PM.

**This case was opened for 1 day.**

Dealer Code*	Model*	Year*	VIN*	Mileage*	Prod. Date	Route to
PA043	Santafe (SM)	2001	KM8SC83D31U [REDACTED]	68,525	05/08/2007	FTS

Severity Code*	Priority*	CA Case #	Tech. Case #	Assistance Type	FSE Name*
7	High	NA	NA	VDS	Richard Palahunik

Part Name	Part Number	P.C. Code#*	Diag Code#*	TREAD Cat.*
ARM COMPL-TRAILING RH	55101 26000	PA01	None	02 Suspension system
ARM COMPLETE-TRAILING LH	55100 26000			

Target Date:	Comment:
05/08/2007	

### Subject\*:

2001 SM - SANTAFE - REAR TRAILING ARMS (LR & RR)

### Condition\*:

Customer heard a clunking from the rear of the vehicle while driving.

### Vehicle History\*:

PA043	250539	250539	4/16/2007	68,525	ARM ASSY-TRAILING (BOTH SIDES)
PA043	54320G	54320A	8/10/2006	61,775	CHANNEL ASSY-REAR DOOR DIVISION
PA043	23700E	23700A	2/23/2006	56,607	HANDLE ASSY-TAILGATE OUTSIDE
PA043	34248A	34248A	1/03/2005	43,957	LATCH ASSY-FRONT DOOR (RH)
PA043	092240	11386A	9/15/2004	41,555	X-BAR BUFFER STRIP - REINSTALL
PA043	11386B	11386A	9/15/2004	41,555	TRANSMISSION ASSY-AUTO (4WD)
PA043	11386C	11386A	9/15/2004	41,555	
PA043	95458A	95458A	8/16/2004	40,567	CABLE SET-SPARK PLUG
PA043	95458B	95458A	8/16/2004	40,567	
PA043	90304A	90304A	7/22/2004	38,976	CENTER BEARING ASSY
PA043	90304B	90304A	7/22/2004	38,976	BEARING-CTR
PA043	81218A	81218A	6/11/2004	37,445	REAR DOOR WAIST LINE MOULDING -
PA043	051726	73232A	5/13/2004	35,304	02 SENSOR INSP, REPL BOTH, ECM
PA044	D85311	185311	11/20/2003	31,445	RADIO ASSY-ETR
PA044	185311	185311	11/20/2003	31,445	ARM ASSY-REAR WIPER
PA043	99097A	99097A	6/13/2003	25,807	CLAMP-HOSE
PA043	121902	64933A	12/13/2002	21,236	A/T OIL COOLER TUBE INSPECTION
PA044	131411	131411	10/24/2002	19,509	BATTERY ASSY
PA043	032502	15865A	3/20/2002	13,054	Crkshft Sensor (CKP) Insp. (02-
PA043	15865B	15865A	3/20/2002	13,054	LATCH ASSY-TRUNK LID
PA043	62944A	62944A	7/11/2001	4,534	PLUG-OIL DRAIN AND/OR GASKET
PA044	57517A	57517A	1/18/2001	968	SWITCH ASSY-TEMPERATURE
PA044	PREDEL	54631A	12/16/2000	5	PRE-DELIVERY INSPECTION/SERVICE

### Root Cause Analysis\*:

Both rear trailing arms were corroded. Lack of anti corrosive material applied to the lower control arms.

### Corrective Action\*:

Replace both rear trailing arms.

**Reason(s) vehicle was not previously repaired:**

NA

**Picture(s) and Attachment(s):**





PA043 VDS -santafe 1u022139 010.jpg



PA043 VDS - santafe 1u022139 009.jpg



PA043 VDS - santafe 1u022139 013.jpg



PA043 VDS - santafe LR arm 1u022139 012.jpg



PA043 VDS - santafe RR arm 1u022139 011.jpg

<b>Did this action resolve condition?</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No
<b>Condition verified by personal inspection of company employee?</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No
<b>Were Photos Taken?</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No
<b>Parts Inspected?</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No
<b>Parts Sent?</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No