

KMHWF25H52A 

827911

APR 22 2004
Consular Affairs Div

수신 : 현대자동차 Customer service

4/17/2004

RE : 불량부품 Complaint

안녕하십니까

저는 2002 소나타를 타고 있습니다.
(VIN : KMHWF25H52A [redacted])

지금까지 아무 문제없이 잘 타고 있는데 며칠전 한가지 문제가 발생했습니다.

첨부한 사진과 같이 실내에서 문을 여는 손잡이 부분에 도금한 부분이 들고 일어나면서 (조수석쪽) 차에서 내리던 제 손님이 오른손가락을 베고 말았습니다.

운전석쪽 손잡이도 같은 부분이 들고 일어나서 상당히 날카롭게 되어 있는데 저는 늘 차를 타니까 조심해서 그 부분이 닿지 않게 문을 여는데 제 손님은 아무생각없이 문을 열다가 손을 베었습니다.

자세히 보니까 도금부분을 떼어내면 그 부분이 모두 들고 일어나서 원래 손잡이 재질 (프라스틱 이겠죠?)이 나타나고 보기싫어 질 것 같고, 어떻게 이 부분을 날카롭지 않게 할 수 있을 지 알려주시기 바랍니다.

제 판에는 손님을 모신다고, 그 분이 자기 차를 같이 타자고 하는 것을 우겨서 제차로 모셨는데 그만 손을 베이게 해서 너무 죄송하고 황당했습니다.

저는 한국회사의 미국주재원이고 차는 회사명의 (SPG USA Inc.)로 등록되어 있습니다.

이메일을 드리려고 했는데 홈페이지에 customer 가 연락할 수 있는 이메일이 없는 것 같더군요. 그런 부분도 개선이 되면 좋겠습니다.

회신바랍니다.

김 [redacted]

To: Hyundai Motor Customer Service

4/17/2004

RE: Deficient Parts Complaint

Hello

I am currently driving a 2002 Sonata.
(VIN: KMHWF25H52A [REDACTED])

I have been driving my car without any problems until a few days ago when a problem occurred.

As shown in the attached picture, the interior door handle's nickel plating is lifting and coming off, which resulted in one of my customers cutting their right hand as they were getting out of the car.

Both the passenger and driver's side door handles have chipped nickel plating which make the handles very sharp. Since I own the car, I know to avoid the chipped nickel plating on the door handle but my passengers do not which resulted in them getting hurt.

After carefully examining the door handles, I realized that if the nickel plating were to be completely taken off the original material of the handle (plastic?) will show, which I do not prefer. Please let me know what can be done to remedy this problem.

My guest wanted us to take his car but I obliged him to take my car and the passenger ended up hurting his hand which caused me shame and embarrassment.

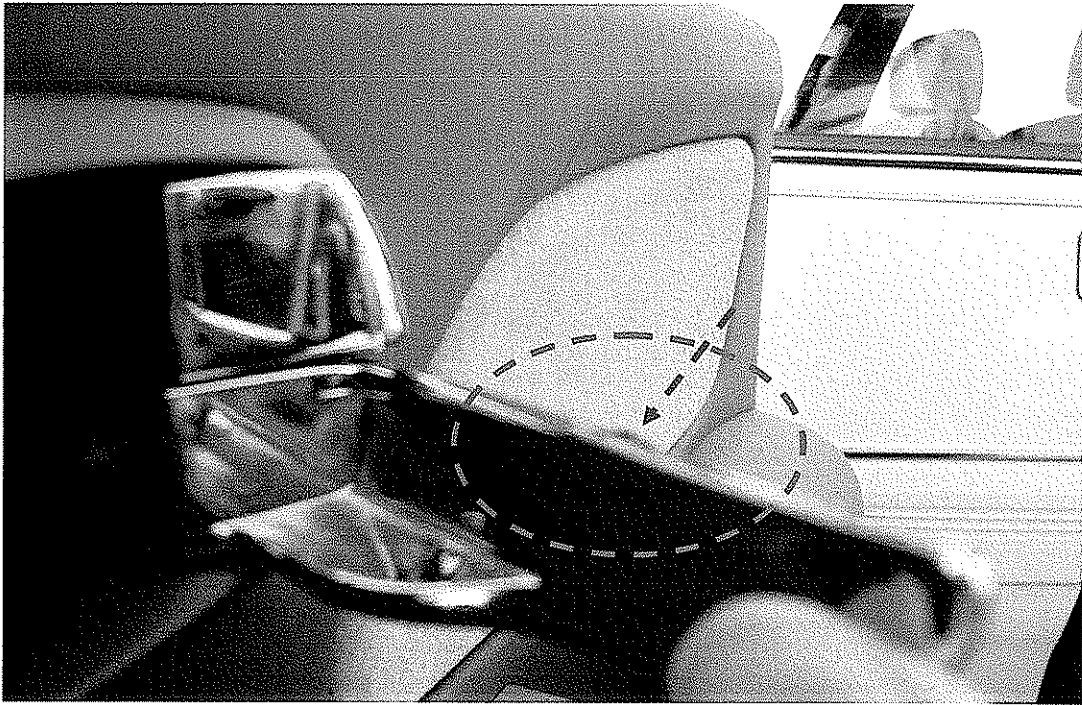
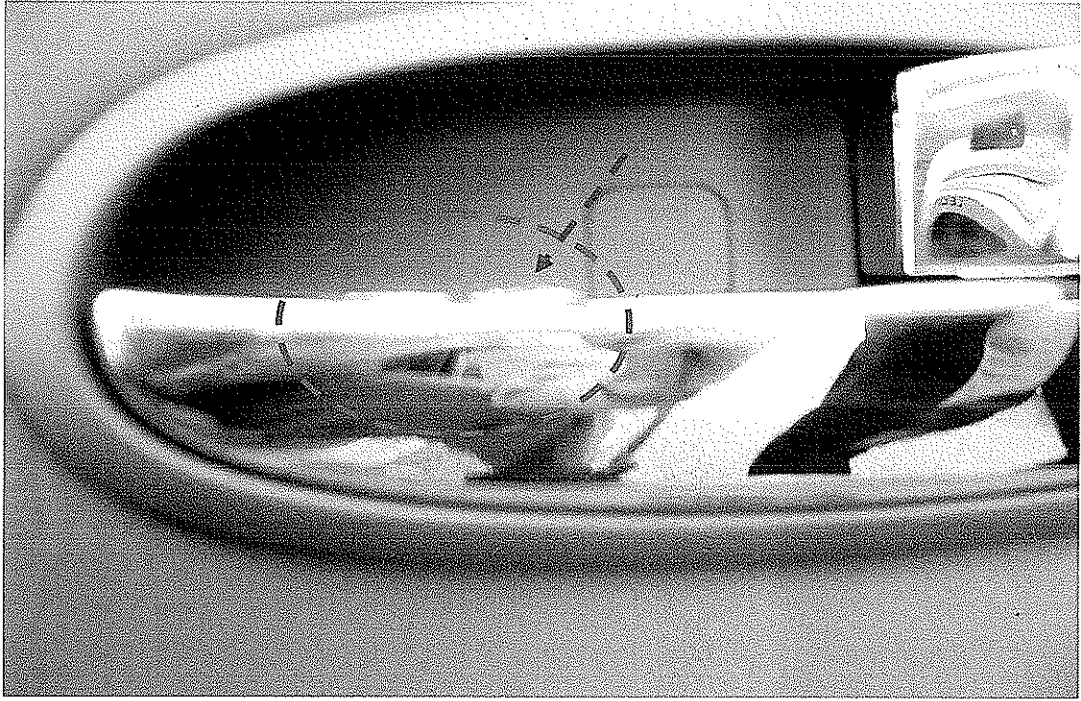
I work for a Korean company based in the United States (SPG USA, Inc.) and the car is owned by the company.

I was going to email you but there was no available email address for a customer to utilize. This problem should also be remedied.

A reply is requested.

Sincerely,

[REDACTED]



KMHWF25S12A



853975

HYUNDAI MOTOR AMERICA
CONSUMER ASSISTANCE CENTER
10550 TALBERT AVENUE
P.O.BOX 20850
FOUNTAIN VALLEY, CA 92728-0850

Oct. 07, 2004

RECEIVED

OCT 13 2004

Consumer Affairs Dept.

Dear Sir,

My name is [REDACTED] and I purchased 2002 Sonata on May 29, 2001. I was surprised, yet very disappointed of what just happened to me this morning. This morning, I was driving toward Walmart with my kids to get their back to school supplies. As we were getting off the car, both my daughter and my son got their finger skin ripped off. My daughter and my son had suffered for a continuous bleeding. And yes, there was a big problem with the handle knob.

The metal thing that wraps around the inside handle knob, I believe it's an Aluminum, was ripped off slightly, causing the knob to become a dangerous weapon. The ripped off (slightly opened, making a small gap) metal in the handle knob was very sharp that it cut my kids' skin out.

I was very mad for a minute, but then thought that it'll be even worse if someone buys the same model from Hyundai and have to deal with the same problem. I was very surprised and disappointed to see this happening, and I want to inform you about this to prevent this from happening to others. In fact, I will go ahead and attach the picture with this letter to let you know what exactly had happened. This can become another recall from Hyundai.

Thank you for taking your time reading this letter and I hope to hear a good solution from you as soon as possible.

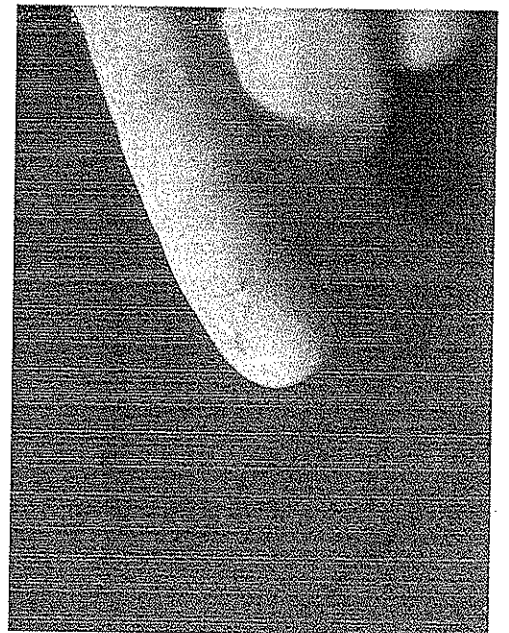
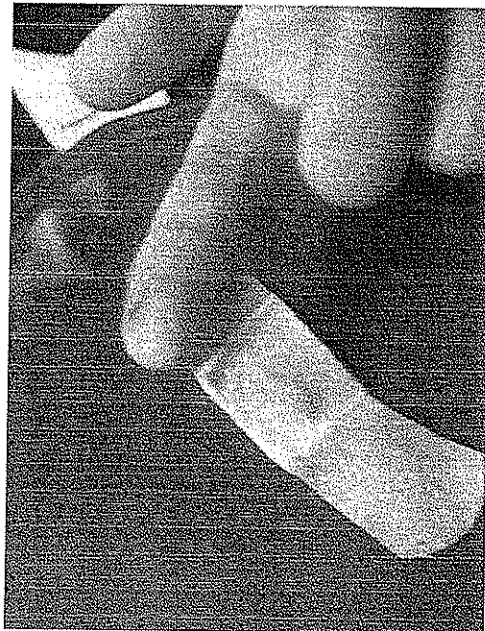
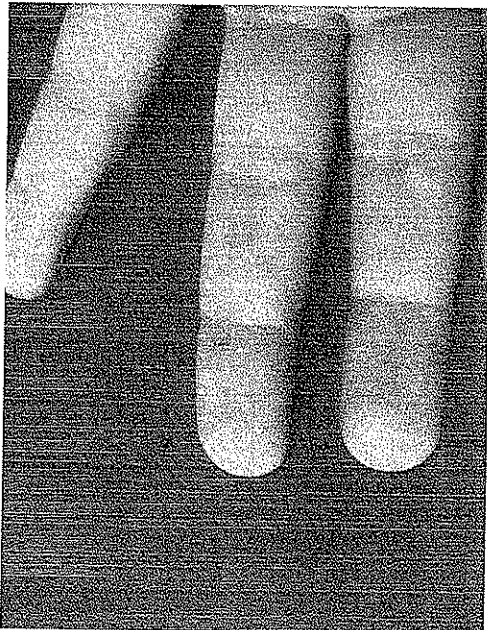
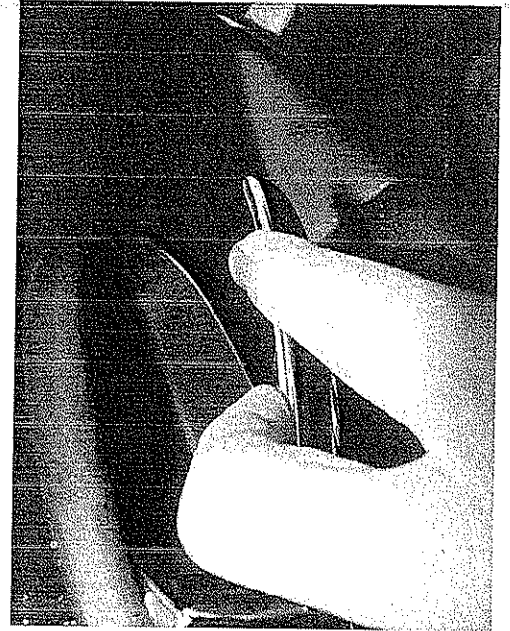
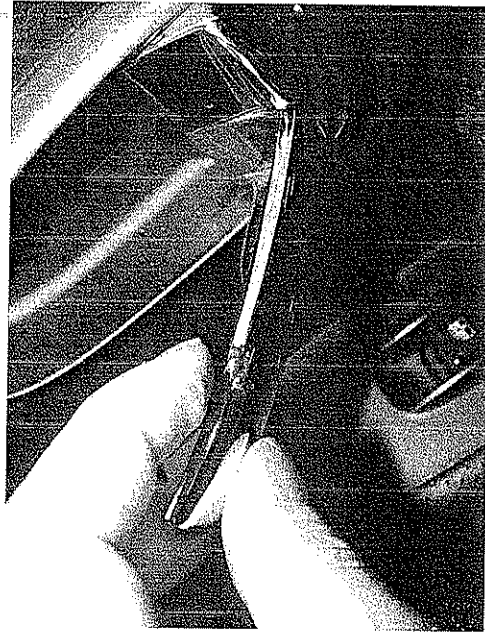
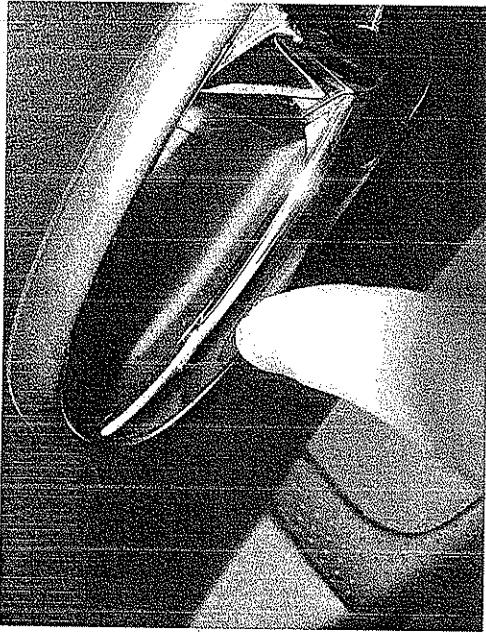
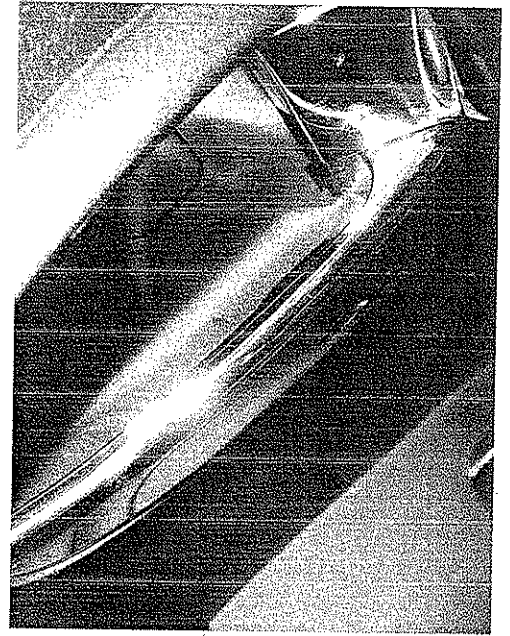
Sincerely,

encls.

[REDACTED]
[REDACTED] Savage, MD [REDACTED]

VIN; KMHWF25S12A [REDACTED]
MODEL : 2002 SONATA

* I sent you this letter on Aug. 11, 2004. and I waiting your reply.



KMHWF25S13A 

May 7, 2007

Doug Landkammer, Service & Parts Director
Hyundai of Westchester Parts & Service
1000 Saw Mill River Road
Yonkers, New York 10710

RECEIVED

MAY 14 2007

CONSUMER AFFAIRS DEPT

1051042

Dear Mr. Landkammer:

I am writing to express my total frustration and disgust regarding the services I received at 1000 Saw Mill River Rd. Just to give you a brief history, I brought my '03 Sonata for service on Nov. 10, 2005 because I received a letter in the mail about a recalled part (A/C receiver drier). Prior to bringing in the car, I had no problems with my air-conditioning. In June of 2006, as the weather warmed, I realized that the air conditioner was blowing hot air. I brought it in for service on July 5, 2006. At that time, I asked them to fix the a/c as well as the front door handles which were peeling and actually had cut and drew blood from my daughter's hand several times. I was told that the door handles were under the warranty. When I got my car back, only the driver side door was done and I was told that they did not have the passenger side handle and that they would order it for me and call me back to install it. I never heard from anyone again.

Fast forward to April 2007. I made an appointment to have my passenger side windshield wiper arm repaired/replaced. My appointment was on April 4th. On that day, I told Shacun Malave about the windshield wiper and reminded him that I was never called to replace the p/s door handle. I was told that because *now* my mileage was over 60K, the door handle was no longer under the warranty. I reminded him that this was promised to me *last year* when I was within my mileage warranty. When he looked it up, he saw that it was promised last year, so he said that they would fix it at no charge. I dropped my car off at 9:30am on April 4th; I picked it up at 5:30pm, only to be told that they didn't have the wiper arm and that it would have to be ordered. Shacun told me that it would take about two days, but to give it an extra day because that Friday April 6th was a holiday. I called on April 9th and was told that part had not come in, that it was back-ordered. I called again on April 18th; again, I was told the part had not come in. I called again on April 25th and spoke to Shacun. I was told again that the part had not come in. I asked for an estimate of when they could expect it, he put me on hold, then told me that he would call me right back, but I never received a call back.

I called the Service department once again on April 30th and spoke to Shacun. He told me that the windshield wiper arm was delivered that day. He said I could bring the car to have it installed on May 2nd. On May 2nd, I brought my car in at 9:30am. Shacun was not there, so I dealt with Brian. I picked up my car at 5:30pm, only to be told that my part was *not* there. When I explained that I was told that it was delivered on April 30th, Brian told me that between those three days "anything could've happened" and perhaps it was "given to someone else". However, I was told that the wiper arm was ordered that day and would be delivered on May 3rd. I asked about the p/s door handle and again was told about being over the mileage, however, when he looked at my service history, I was told that the door handle would be "special ordered". On May 3rd, I brought my car in at 9:30am, and initially, I was told by someone in the Parts department that my wiper arm was *not* there, but then it was located. I was told that it will be installed that day. I left my car there and called the service department at 5pm to inquire about the status. I was told that that there was a

"problem" and that the wiper arm could not be installed, but that the problem was resolved and it would be installed "first thing in the morning", but that I had to leave my car there. I told them that I live in Orange County and had no way to get home. If I had known earlier, I could have made other arrangements to get home, and I don't believe that it took *all day* for them to figure out that they could not install the arm and why didn't anyone give me a courtesy call?? I decided to pick up my car and bring it back on May 4th. On May 4th, I brought it back and the arm was installed in approximately 45 minutes. I am disgusted and I just cannot believe that it took an entire month and three consecutive days at the service department for a service that took 45 minutes! During the days that my vehicle was at the service department, I received no courtesy phone calls to update me on the process of the work or lack thereof. As a result of the lack of communication on the part of the staff, I lost three hours of work going there for the three days. I do not and did not have the time to waste. And somehow, I don't feel confident that my door handle will be installed because I honestly don't believe that my wiper arm was order on April 4th when I initially brought in my car, nor was the handle. There was a perceived attitude of nonchalance and cavalier throughout this whole experience that I did not appreciate. This was at best a lack of professionalism on the part of the Service Manager who should be supervising their staff to ensure that customers are updated on the progress made on their vehicles.

As a result of the poor service received, I question the integrity of the service staff. I can only hope that this letter will assist the next customer in receiving better services.

Sincerely,

CC: Hyundai Motor America, Consumer Affairs Department

KMHWF25S13A 

794690

RECEIVED

NOV 18 2003

Consumer Affairs Dept

[REDACTED]
Highland Heights, KY [REDACTED]
November 7, 2003

Hyundai Motor America
ATT: Customer Service
National Customer Affairs Department
P.O.Box 20850
Fountain Valley, CA 92728-0850

RE: 2003 Hyundai Sonata - Problems

1. Current mileage - 4,759
2. VIN number - KMHWF25S13A [REDACTED]
3. Current owner, name, address & phone number

[REDACTED]
Highland Heights, KY [REDACTED]
[REDACTED]

4. Purchasing dealer - Kerry Hyundai, Florence, KY
5. Servicing dealing - Kerry Hyundai, Alexandria, KY

This communique' is to express concern and frustration regarding problems I am experiencing with my new 2003 Hyundai Sonata, purchased May 9, 2003, from Kerry Hyundai in Florence, Kentucky. In just (6) short months, I'm experiencing three (3) major manufacturing defects:

- * Driver & Passenger inside front door handles - chrome is peeling off, So badly that it cut my daughters finger
- * Decal affixed to car around frame of driver's door - spots appeared across top
- * Decal (same as above) is now buckled

While Kerry Hyundai of Alexandria, Kentucky, is addressing my problems and fixing them, why would this happen in less then (6) months to a brand new car ? And why should I be inconvenienced to take a brand new car in for these kinds of repairs? I previously owned a Ford Escort vehicle, And thought by purchasing the Hyundai Sonata that I was upgrading - but this experience is making me have serious doubts about that decision. Are additional things going to go wrong with this brand new car? Am I constanly going to have to experience the inconvenience of taking it to be repaired ? I just don' t believe I should be having any problems at all, much less (3) of them already. What can I expect in the future? As for my experience so far I would never recommend a Hyundai to my friends or family members.

Sincerely,
Jeania Stewart (A very unhappy customer)

[REDACTED]

5729672

1 2 0 5 9 3

INVOICE



7500 Alexandria Pike Alexandria, KY 41001
(859) 635-6578 FAX (859) 635-6582
www.kerryalexandria.com

HIGHLAND HEIGHTS, KY
HOME: BUS:

PAGE 1

SERVICE ADVISOR: 952 KEVIN MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	03	HYUNDAI SONATA	KMHWF25S13A		4759/4759	T2117	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
09MAY2003			WAIT 05NOV03		70.00	CASH	05NOV2003
R.O. OPENED	READY	OPTIONS: DLR:09109					
13:28 05NOV03	14:29 05NOV03						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES CHROME PEELING OFF BOTH FRONT DOOR HANDLES

CAUSE: 07

82610R00 HANDLE ASS'Y-FRT DOOR INSIDE

31 JOHN PARHAM LIC#: 31

WH94

1 82610-3D010 HANDLE ASM

1 82620-3D010 HANDLE ASM

FC: 8207

PART#: 82610-3D010

COUNT:

CLAIM TYPE: WAR

AUTH CODE:

(N/C)
(N/C)
(N/C)

B CUSTOMER STATES PASS WINDOW FRAME TAPE DISCOLORED

62 CLEANED PASSENGER SIDE DOOR FRAME DECALS.

31 JOHN PARHAM LIC#: 31

CP

0.00 0.00

C** CUSTOMER STATES THAT THE CHROME IS COMING OFF THE PASSENGER DOOR HANDLE.

CAUSE: 07

82610R0R INTERIOR DOOR HANDLE (PASSENGER SIDE)

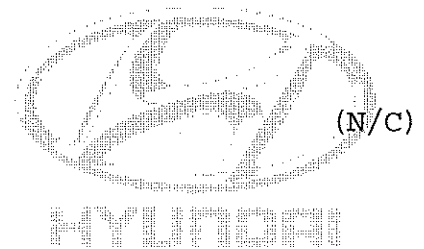
31 JOHN PARHAM LIC#: 31

WH94

FC: 8207 PART#: 82610 COUNT:

CLAIM TYPE: WAR

AUTH CODE: GENUINE CHEVROLET



We Appreciate Your Business! Your Satisfaction Is Our Ultimate Goal..

DISCLAIMER OF WARRANTIES: 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 said product(s).

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work herein 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 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. I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE WHICH WILL NOT EXCEED THE ESTIMATE BY MORE THAN 20%.

X _____

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

ALL PARTS AND LABOR WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST UNLESS OTHERWISE STATED. ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.

STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. CUSTOMER COPY

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 ADJUSTMENT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

KMHWF25S13A 

RECEIVED

908914

APR 19 2005

Consumer Affairs Dept.

16 April 2005

Dear Sirs,

I am writing to inform you of my recent Hyundai experience with Vaden Hyundai of Savannah GA. I purchased my 2003 Sonata at Key Hyundai in Jacksonville in June, 2003. For the first 6 months I was very pleased with the vehicle and told all of my friends about my experiences. My good friend even traded in his Chevy blazer for a Santa Fe. Then I began to have problems, minor at first like the chrome plating coming of the interior door handles. This problem would have been minor except for the fact that the plating was so thick that acted like razor blades and cut everyone's hands. I was cut once so deep that I almost needed stitches. After reviewing my warranty I believed that this was a covered item due to the defect and had my wife take the vehicle in to be repaired and serviced. By this time the vehicle had a problem with the driver's side rear light cluster (Intermittently not working) and the airbag light coming on. When she took the vehicle to Vaden (over an hour away) to have it serviced she was treated rudely by the service personnel and informed that if the airbag had simply been unplugged under the seat that it would not be covered under warranty. They said they had to order the door handles and could find nothing wrong with the tail lights, Ok fine. But 3 weeks later while I am home on leave from Iraq the parts aren't here the lights still go out (which results in been pulled over and ticketed) oh and by the way the service dept has screwed up the front end alignment so bad that the front of the car skips down the road if you go over 40 MPH. I thought a service should help the car not damage it, silly me. Well to make a long story short I have happily traded in (upside down on value) the piece of junk that is rated number 1 in initial quality; for a good old fashioned Chevrolet Equinox. The word of mouth advertising that Hyundai and Vaden Hyundai of Savannah are receiving is no longer glowing. In the interest of good business I would advise you to talk to the service department of Vaden Hyundai of Savannah and fix this problem. I am sure that my wife and I are not the only totally unsatisfied customers in the area. I would hate to see Hyundai go the way of YUGO or Triumph.

Sincerely,
[Redacted Signature]

[Redacted Address]

KMHWF25S13A 

MAR 08 2005

03/04/2005

Hyundai Motor America

from

[REDACTED]

Phoenix, AZ

tel. [REDACTED]

File Number 894491.

To whom it may concern
Dear Sir, Madam!

In response for your letter of 02/08/2005
I'm sending to you copies of some
documents:

- a) my report about incident
 - b) Purchase Agreement/Bill of Sale
 - c) Repair/maintenance invoice
 - d) Signed Owner Authorization Request.
- (I did buy another car from you and
trade-in my old - Hyundai Sonata GL
= now in ownership of Hyundai Avondale
from 2/11/05).

03/04/2005

Phoenix, AZ

tel.

Report about ~~an~~ incident.

On 2/1/05 at about 9:45 a.m. at Thomas and 25 Str. in Phoenix I was parked my car and opening my drivers door (I was in hurry to make my appointment). When I touched my handle to open the door, I had been like struck with sharpest knife. I was in much pain and bleeding. My ring finger was cut in blood very much and some other fingers had been hurt. I did not expect such thing from my nice lovely car!!! I was in shock!!! For about one week I had this open wound (mostly in my ring finger) and was in sharp pain. I have a pain even now there

BELL ROAD



999 West Bell Rd. • Phoenix, Arizona 85023 • (602) 993-3322

DISCLAIMER OF WARRANTIES

AS IS: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.

ORIGINAL ESTIMATE (PARTS & LABOR) \$	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.	
AUTHORIZED ADD'L REPAIRS \$			
TOTAL \$	DATE	TIME	CUST. INITIALS

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W51779

PHOENIX AZ
CELL: WORK:

PHOENIX AZ
CELL: WORK:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0802 ADV: 134 GLASS, KA INVOICE: PRELIM WAR C W KG
MFG: 6G3001 TAX RULES: NYNNN INVOICED: 02/04/2005 09:37:49
ODOMETER IN: 32736 DIST: HYU
DATES BEGIN: 02/04/05 DONE: 02/04/05

VIN KMHWF25S13A LICENSE NUMBER:
03-HYUNDAI SONATA 4DR SDN BLUE
STOCK# 3A904920
DATES INSERVICE: 092603 PRODUCTION: 052803 SOLD: 092603

CONCERN 51 CUST STS THE DRVS INNER DOOR OPENING HANDLE - HAS THE FINISH PEELING OFF OPERATION TECH HOURS AMOUNT
- CHECK ALL DOOR HANDLES 82610R00 718 .3 25.50

CAUSE FINISH PEELING OFF OF HANDLE

CORRECTION REPLACE LEFT FRONT INNER DOOR HANDLE

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
HYU 82610-3D010			HANDLE ASSY-DR I/S L	1	14.39	14.39

FACTORY TECH: 718 - LAHR, LAWRENCE
COND CODE : C04

FAIL CODE : N54

SUBTOTAL

PARTS	20.15
MECHANICAL LABOR	25.50
TOTAL CHARGE FOR CONCERN	45.65

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W51779

PARTS	20.15
MECHANICAL LABOR	25.50
TOTAL CHARGE	45.65

PAYMENT DISTRIBUTION FOR INVOICE W51779	
TOTAL CHARGE	45.65
FAC WARRANTY	45.65

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST

CUS - CUSTOMERPAY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KATHLEEN J. GLASS

** DENOTES REBUILT OR REMANUFACTURED PART

NO REFUND ON UNCLAIMED SPECIAL ORDER PARTS AFTER 60 DAYS
NO RETURN ON ELECTRICAL OR SPECIAL ORDER PARTS.
WE ARE NOT RESPONSIBLE FOR ANY LABOR ON PARTS NOT INSTALLED BY OUR SHOP.
NO REFUNDS AFTER 10 DAYS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE. X

CUSTOMER

95557

ON LINE SERVICE INVOICING BY JCS © 1979

KMHWF25S43A 

When I first purchased my Sonata 2, I cut my finger on the silver coated door handle on the driver's side. The door handle somehow splintered and it cut my finger like a razor. My finger bled for about 15 minutes. The dealer fixed the handle. Then my husband cut his finger on the passenger side handle soon after my incident. Again the cut was deep and bled for about 15 minutes. The dealer fixed it.

Now on Christmas Eve, I had a passenger in the backseat on the passenger side. She cut her finger. Again the splintered piece cut deep.

I am now aware that this problem has occurred with other Sonata door handles. These handles are dangerous and they should all be replaced ~~soon~~ before someone gets seriously hurt.

The dealer will not replace the handle free of charge. I am looking for Hyundai to replace it for me.

Thank-you

Cell # [REDACTED]

EMAIL: [REDACTED]

KMHWF25S64A



835559

April 15, 2005 Case #835559

On March 2, 2005, I had the unfortunate experience of slicing my right index finger open due to a defect in my Hyundai Sonata's door handle. I reached over the driver's seat to open the door for someone and the door handle was cracked which caused my finger to be gashed.

RECEIVED

APR 21 2005

Consumer Affairs Dept.

I called Hyundai and was informed that a letter of instruction would be mailed to me to handle this matter. After I received this letter, I took it to my Hyundai dealer in Ocala, Florida. The service manager and I took this letter to be one that would be appropriate in the case of someone bringing legal action against Hyundai (it was so involved and had information on it which I could not supply). She assured me that Hyundai would most likely provide me with some form of compensation for my injury.

My door handle was replaced and the service technician said to me, "Wow! This handle was extremely sharp!" Of course, I knew that since my finger bled quite profusely and for a long time - I actually used two heavy gauze bandages before I could control the bleeding. According to your request for documentation, I am sorry I did not save those blood soaked bandages for someone to evaluate the seriousness of this incident. No, I did not go to my local hospital - I work in the emergency department and determined that I knew how to control the problem. No, I did not save the door handle for proof!

I called Hyundai on March 24, 2005 and spoke to a Mindy in Consumer Affairs. She told me a supervisor would be getting back to me since she also agreed the form letter did not apply to me. Since I heard nothing from Hyundai, I again called today. A Douglas told me nothing would be done until you received this letter.

So, here I am - trying to respond to you - This was a defect in my car! I am requesting some form of compensation be awarded to me for my gashed finger. I trust you have whatever I can supply for documentation. This is my first Hyundai and I am not happy with the problem solving techniques as of this date.

home phone
 [REDACTED]
 [REDACTED] The Villages, FL [REDACTED]

BUCHANAN / JENKINS

HYCS405943

HYCS405943

Case # 835559

HONDA / ACURA / HYUNDAI

1800 S.W. College Rd. Ocala, Florida 34474

Phone (352) 867-1800 Fax (352) 867-0122

Registration Number MV-12244

1 866 620 2264

Please see reverse side for information regarding repairs

CUSTOMER NO 128617	ADVISOR CISA	TAG NO 705	INVOICE DATE 03/03/05	INVOICE NO HYCS405943
LAUNCH DATE	LICENSE NO	MILEAGE 6,420	CITY DESERT SAND	STOCK NO Y6247
YEAR / MAKE / MODEL 04 / HYUNDAI / SONATA / SEDAN 4DR	DELIVERY DATE 05/15/04		DELIVERY MILEAGE 134	
VEHICLE ID NO K M H W F 2 5 5 6 4 A	SELLING DEALER NO		PRODUCTION DATE	
F T F NO	P. O. NO.		INVOICE DATE 03/03/05	
BUSINESS PHONE	COMMENTS		MO: 6420	

LABOR & PARTS
J# 1 08HYZTRIM INTERIOR TRIM. HOURS: 0.30' TECH(S): 683
 CUSTOMER STATES DRIVER INSIDE DOOR HANDLE PEELING
 FOUND INSIDE DOOR HANDLE PEELING
 REPLACED DRIVER FRT INSIDE DOOR HANDLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	82610-3D010	HANDLE ASSY-DR I/		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

All parts installed on this vehicle are new or remanufactured unless otherwise specified.

TOTALS

YOUR COMPLETE SATISFACTION IS OUR #1 CONCERN AT BUCHANAN/JENKINS. IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE CONTACT DEBBIE SYMOENS, SERVICE MANAGER.	TOTAL LABOR....	0.00
NOW OPEN. BUCHANAN/JENKINS COLLISION CENTER! LOCATED AT 1720 SW 15 AVE. PHONE# 352-629-6143 FOR DETAILS! THANK YOU FOR YOUR PATRONAGE.	TOTAL PARTS....	0.00
*****	TOTAL SUBLET....	0.00
DATE:	TOTAL G.O.G....	0.00
CASH() CHECK() CHARGE()	TOTAL MISC CHG.	0.00
AMEX() MC() VISA() DISC()	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

Service Dept. Hours
 Mon. - Fri.
 7:30 AM - 5:30 PM
 Sat.
 8:00 AM - 5:00 PM

CUSTOMER SIGNATURE

THANK YOU



Thank You for servicing your vehicle at Buchanan Jenkins

KMHWF25S72A



783956

WED, OCT 22, 2003

I am sending this letter to complain about a drivers side inside door handle & pad replaced at John Chandler Ford yesterday. The coating on the top of it was peeled and I cut my finger several times on it getting out of my car.

It was a 2002 Hyundai Sonata, VIN #
KMHWF25572A [REDACTED]

I tried to call your toll-free number but couldn't get through.

I would like to know if other Sonatas have had this problem.

[REDACTED]

KMHWF25S74A078513

991173

6/27/06

Hyundai Motor America
10550 Jallert Avenue
P.O. Box 30850
Mountain Valley, CA 92728

RECEIVED

JUL 11 2006

CONSUMER AFFAIRS DEPT.

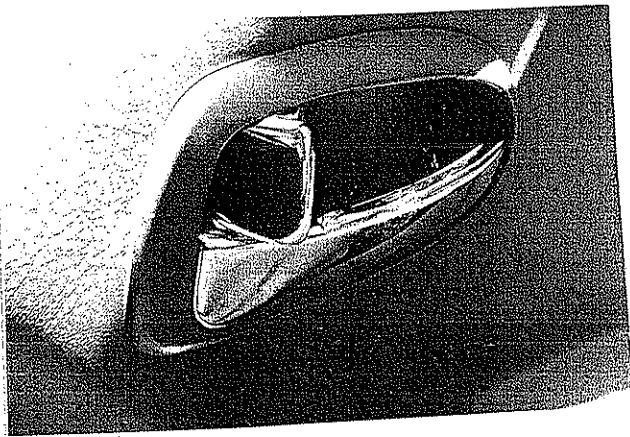
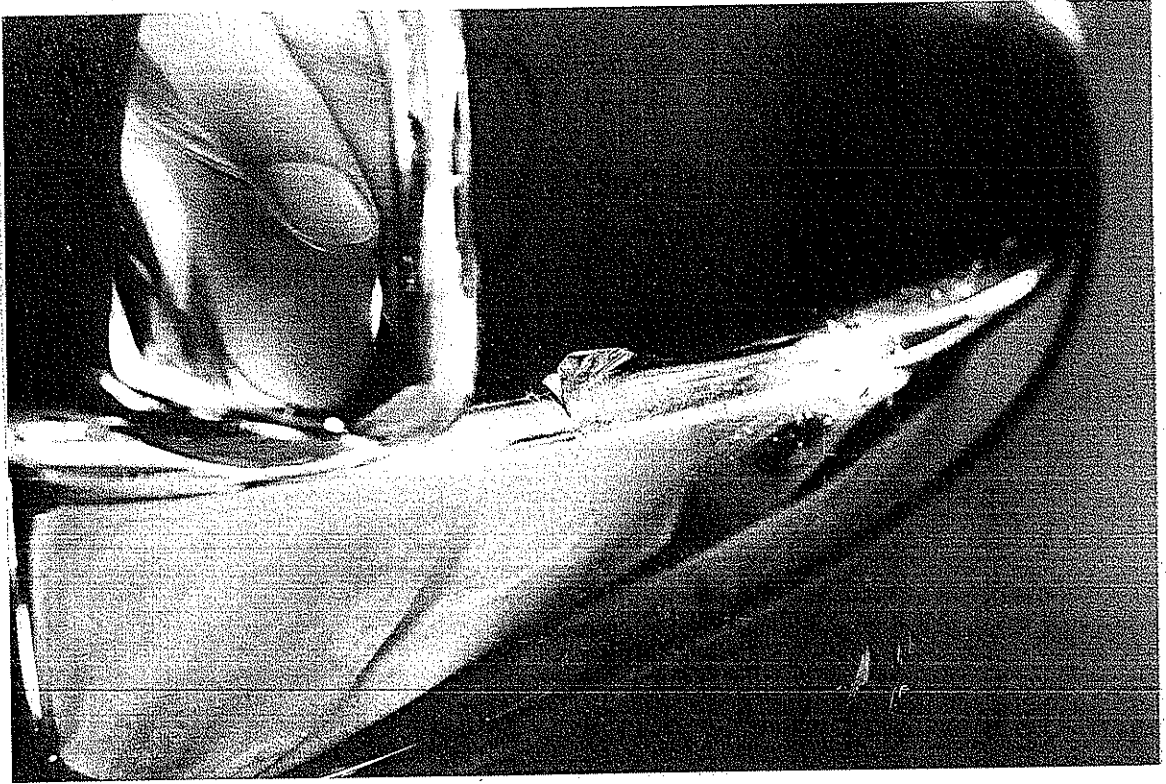
Dear Jared Blackburn,

I am [REDACTED], a teacher
at [REDACTED] from El
Paso, TX. Unfortunately, I was not
able to enjoy the first couple
of weeks off due to the stitches
on my finger.

Here is the information and
documents to assist you in your
investigation.

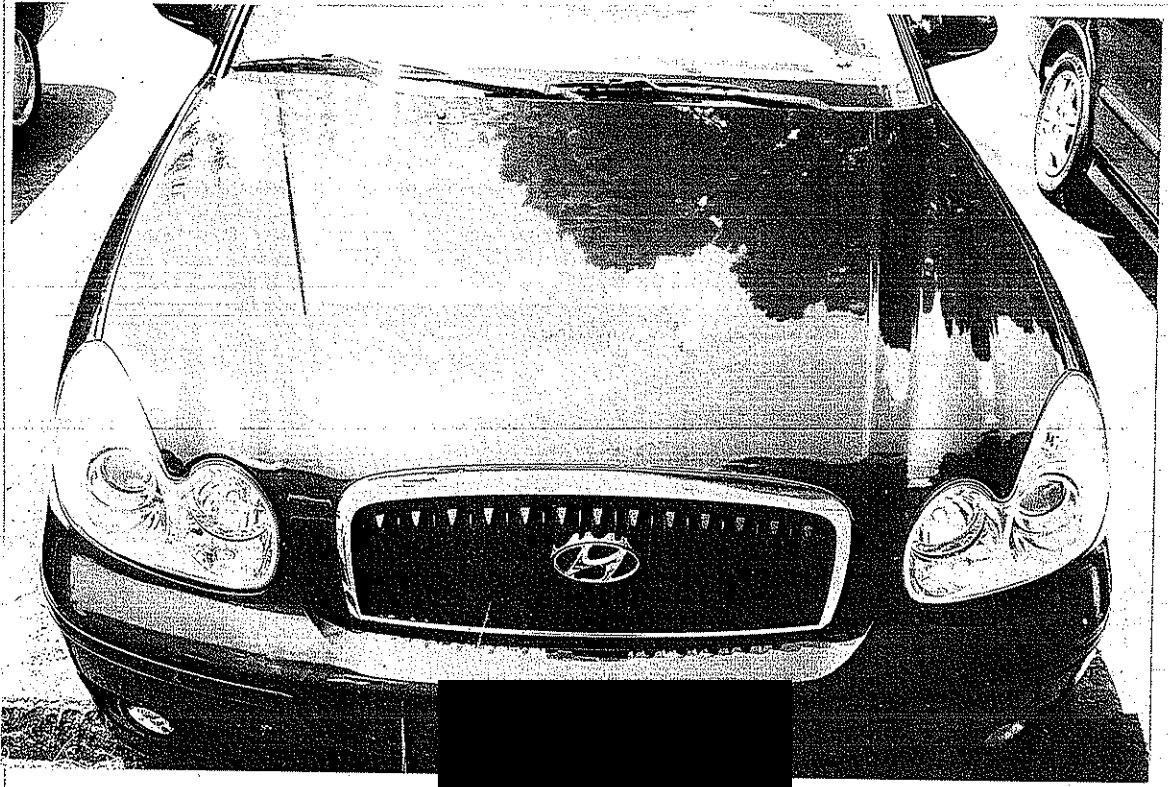
(defective)
Color photographs of damaged Hyundai,
including front end, side and rear,
engine compartment, front and rear
interior and VIN plate.

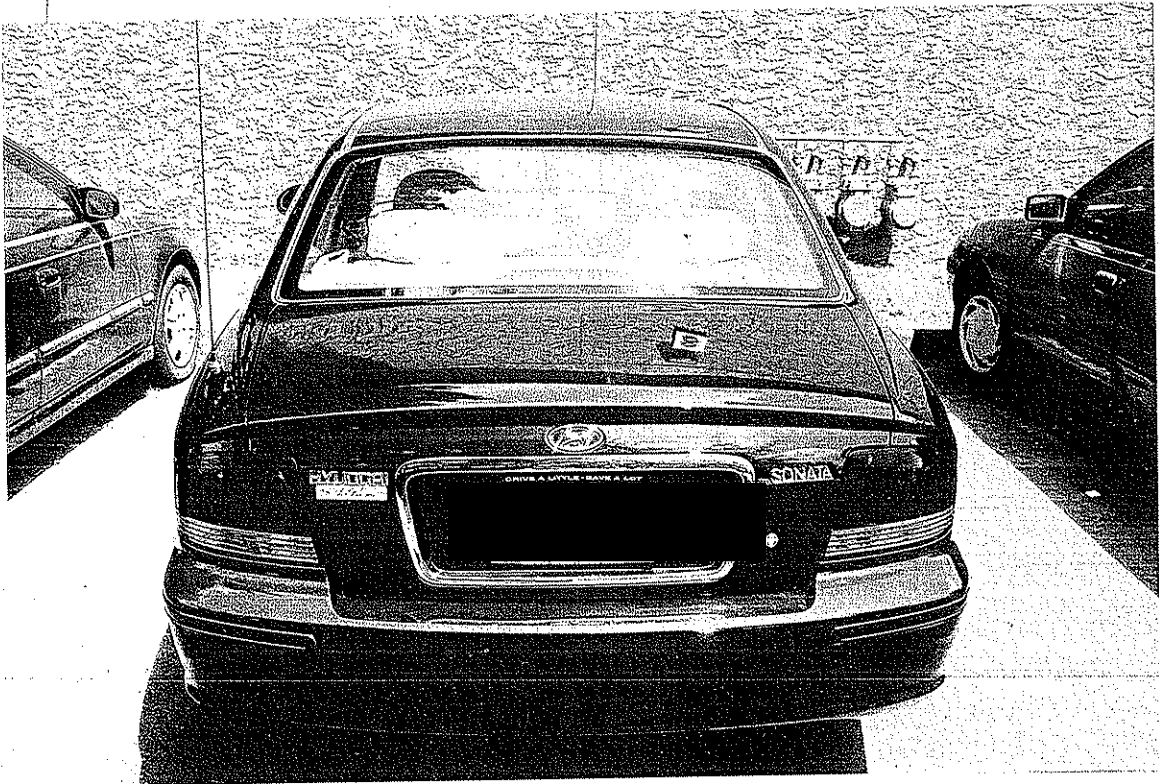
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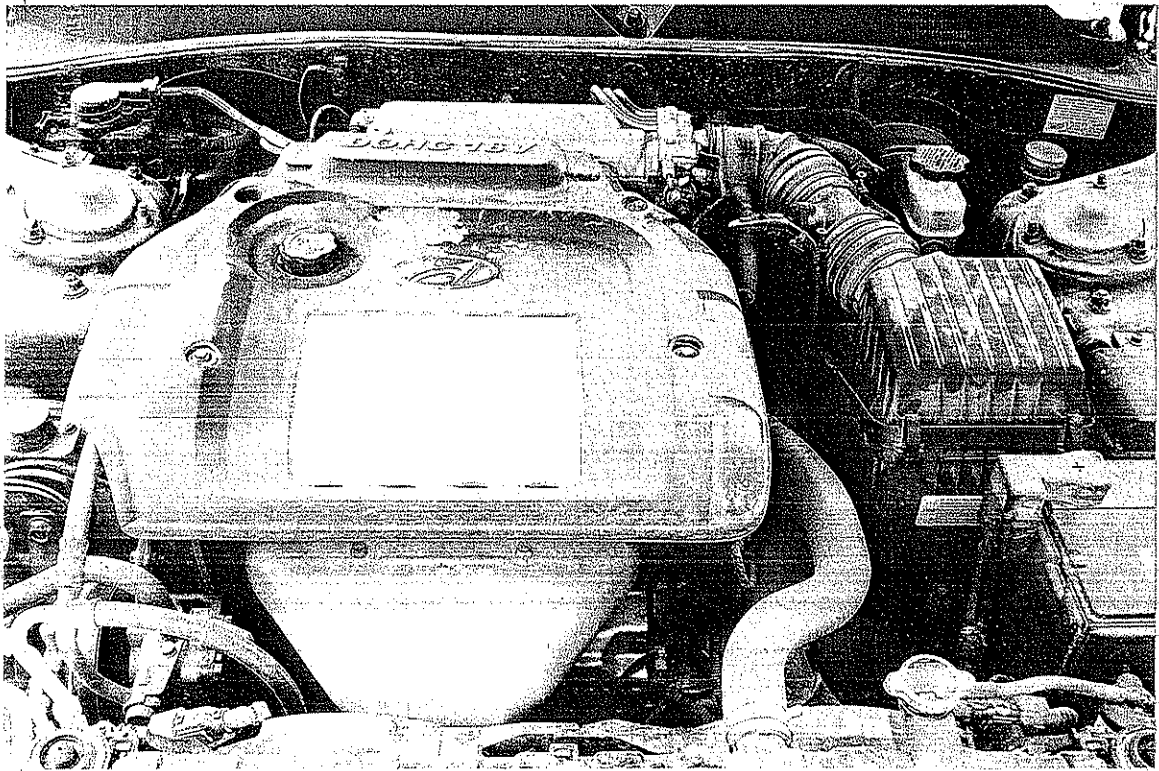
The metal covering is peeling causing sharp edges.

Front end, side and rear, engine compartment, front and rear interior ~~are~~ are satisfactory.

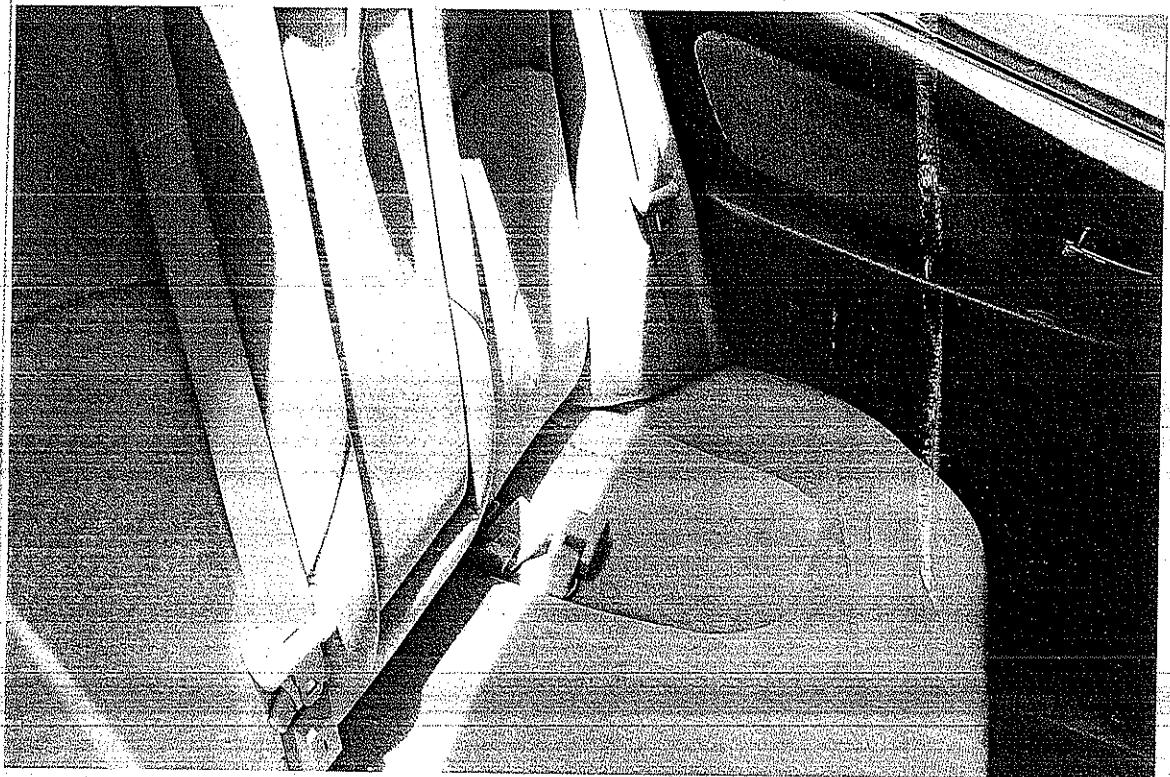
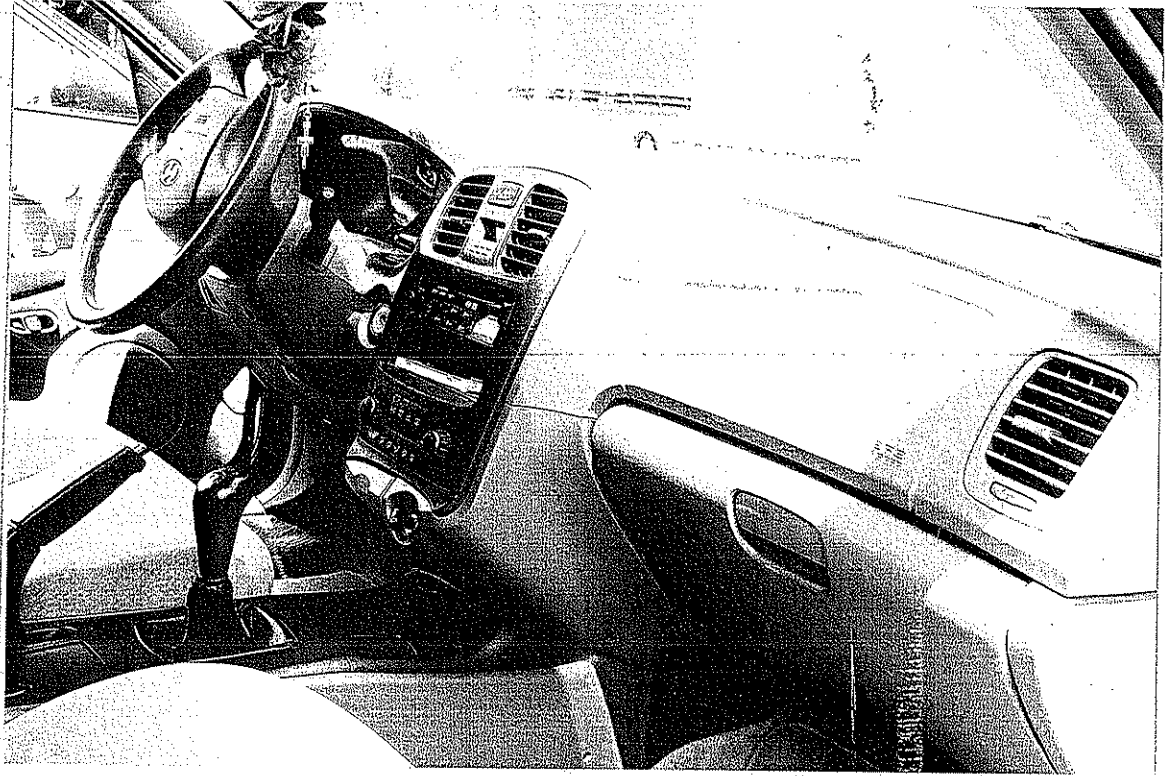




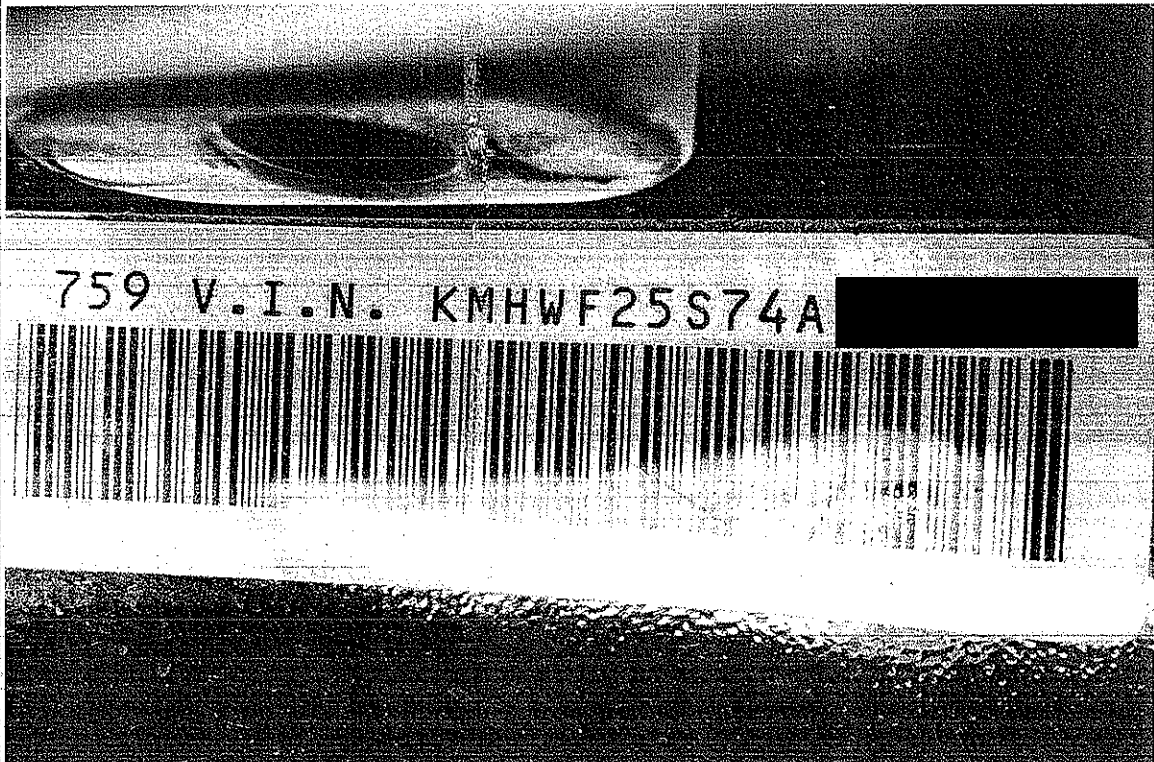
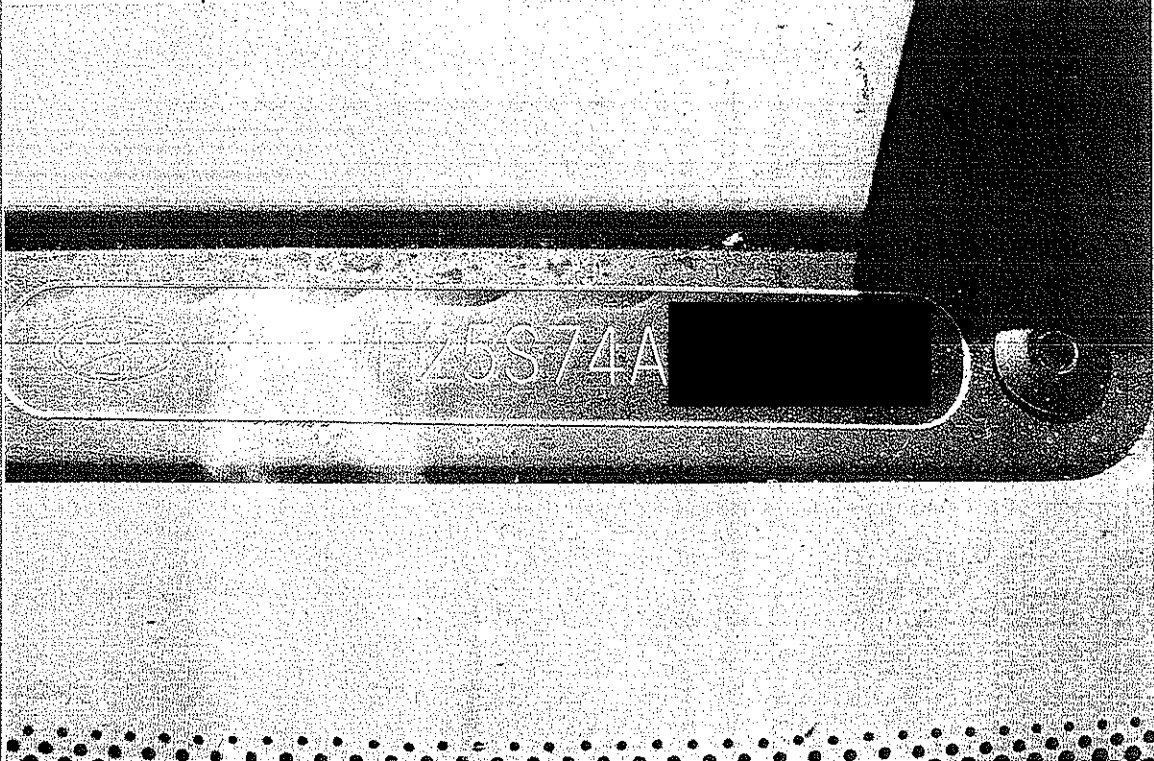
2. Engine compartment



3. Front and rear interior

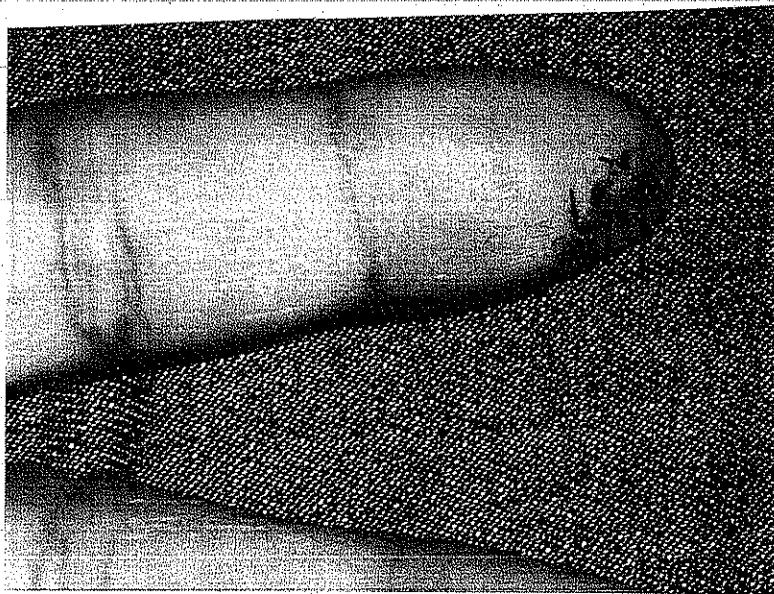


4. VIN plate



B. No payments have been made to me by the insurance.

C. I am sending copies of the doctor bills for the stitches I received on my left index finger.



D. The Hyundai is in good condition except for the door handles that are sharp. The mileage on 6/7/06 was 50,020. Today it is 51,700.

E. On 6/7/06 I talked to Pat Valarde, Hyundai of El Paso, 881-0300, 4:05 P.M. I told him the situation and he said I could bring the car in to get fixed. He said that most likely the handles were like this because of the oils on our hands. I don't believe that the oil in my hands caused it to peel off. I've had older cars and this didn't happen. He gave me the number to consumer affairs. I talked to a lady by the name of Lisa at 7:00 P.M. She was unable to help me without the VIN#. I was in pain that I didn't call again until the next day 9:35 A.M. Stephanie got the information and told me I would be receiving this packet.

F. On 6/7/06 my daughter [redacted] and I went to Wal-Mart, 1850 N. Zaragoza Rd, El Paso, TX 79936. We arrived at about 11:45 A.M. When I opened the door to get off the car and let go of the handle I felt the sharp metal cut my left index finger. I sat back and put tissue on my finger that was bleeding. We waited a few minutes in the car, but the pain was getting worse and the bleeding wouldn't stop. I told my daughter Irene to call my daughter Susan that lives nearby. When I got to Susan's house, she cleaned it and put a gauze on it. At about 12:15 the bleeding and pain continued. I went to the Doctors In, 10965 Ben Crenshaw Bldg. #1 El Paso, TX 79935 where I got a tetanus shot and four stitches on my left index finger. The stitches were removed on Sat. 6/17/06.

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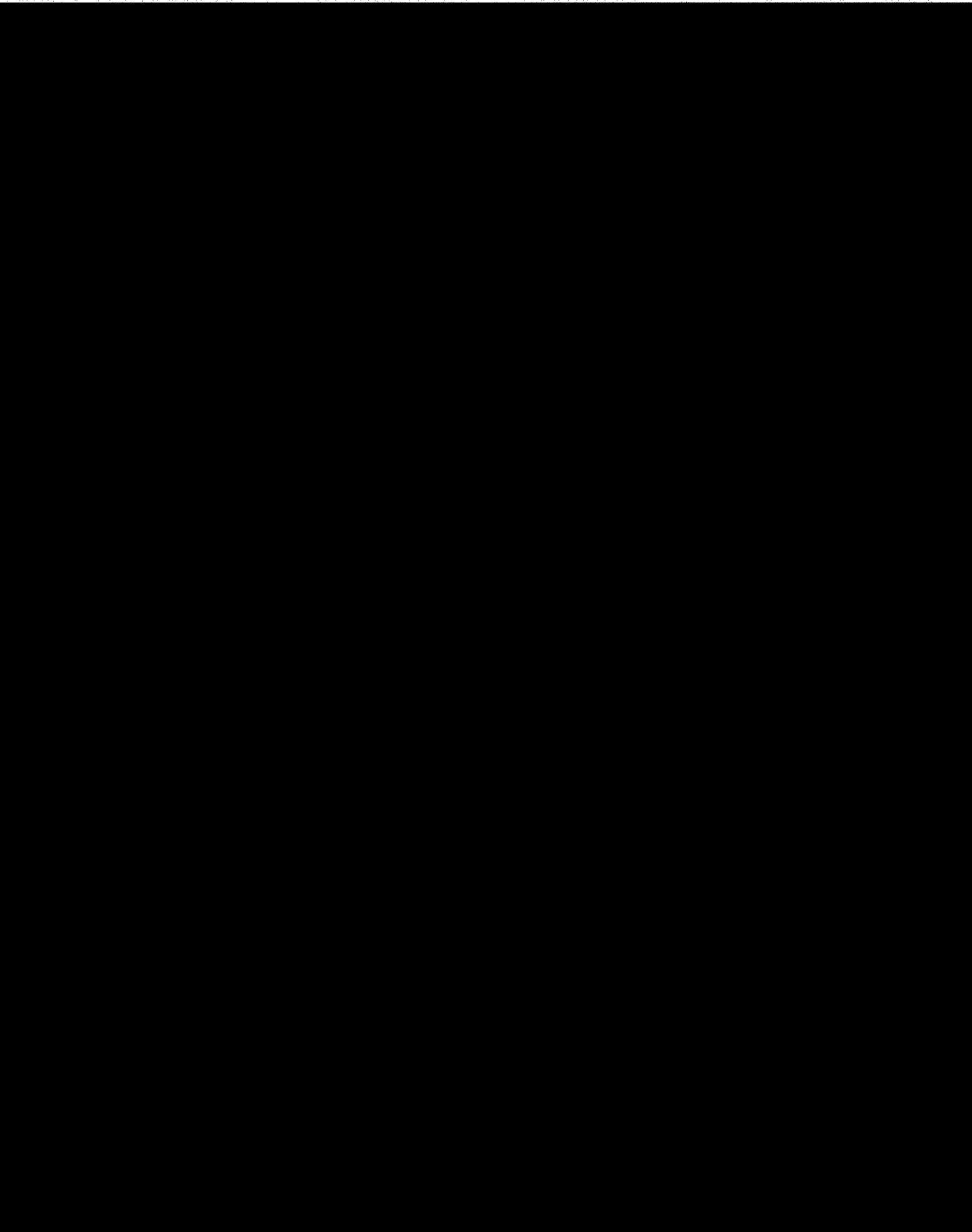
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#991173

File# 991173

El Paso, TX

9/1/06

RECEIVED

SEP 15 2006

Dear Jenical,

CONSUMER AFFAIRS DEPT.

I know the last time we talked you were going to be on vacation for a week. I decided to wait and fax the papers the following week when ~~we~~ started school. This year we are not allowed to use the fax machine except for business purposes. We live 25 miles from the nearest Kinkos and I have not been able to send it. I'm hoping this will be all you need. It is hard to call you during the day from work and I get home about 6:00. If you need to talk to me please leave me a message at (915) 926 5400wk or my cell, which I can't

use at work until the [REDACTED]
students leave after 4:00. [REDACTED]

Please help me get the
handles fixed before someone
else gets cut. My family already
knows about the handles & I
am careful, but other people
don't.

Thank you,
[REDACTED]

KMHWF25S92A 

3436296

November 3, 2008

Customer Service
Hyundai Motor America
P.O. Box 20850
Fountain Valley, CA 92728-0850

Received

NOV 07 2008

Consumer Affairs Department

Dear Customer Service:

I own a 2002 Hyundai Sonata (VIN: KMHWF25S92A [REDACTED]) which I purchased new in July of 2002. My entire car warranty had been extended from 5 years to 6 years (due to the horse power issue) which ended in July of this year.

The front door interior door handles (driver & passenger) are peeling causing a sharp surface. It is a chrome like covering on the handles. My wife recently sustained a minor cut from the sharpness so I have to repair them before someone else cuts himself or herself.

I am not looking for any liability compensation for the cut. That is not my purpose. I do feel this is occurring because of a defect in the handles and am requesting to get them replaced without cost.

Please advise.

Sincerely yours

[REDACTED]
Closter, NJ [REDACTED]
[REDACTED]

KMHWF35H32A



File # 887559

The problem with this car is the door handles, your request for information overwhelming.

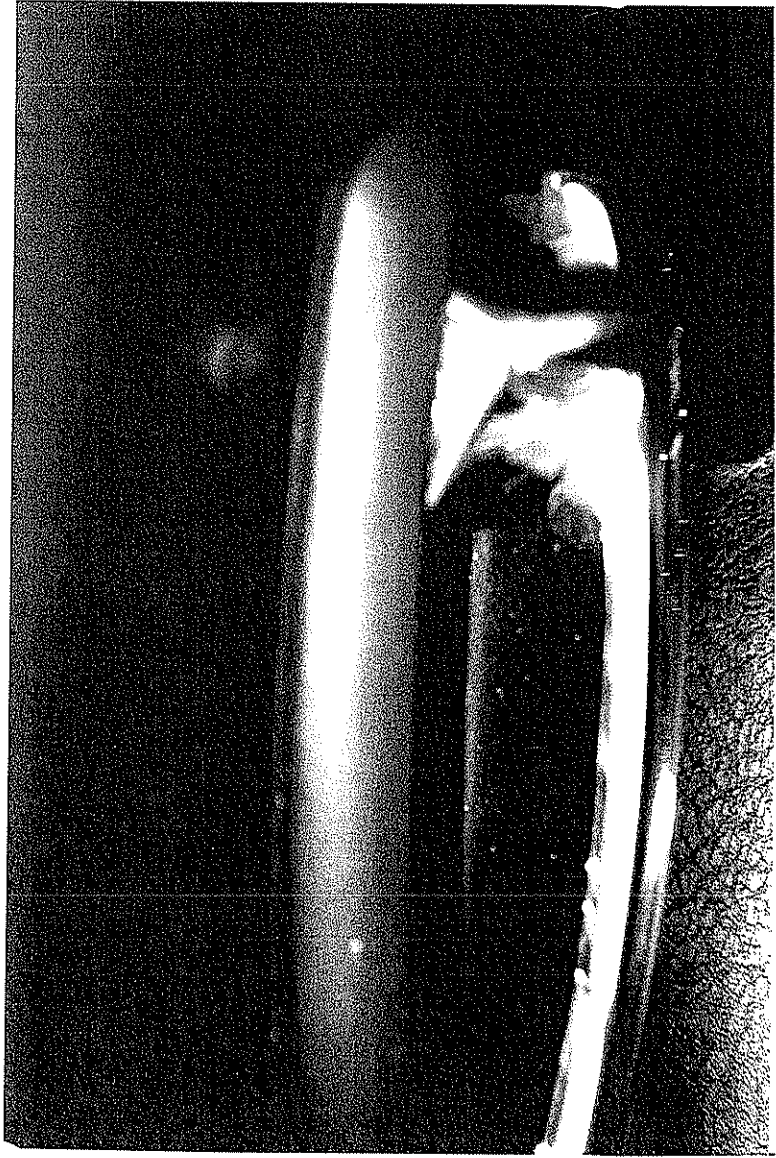
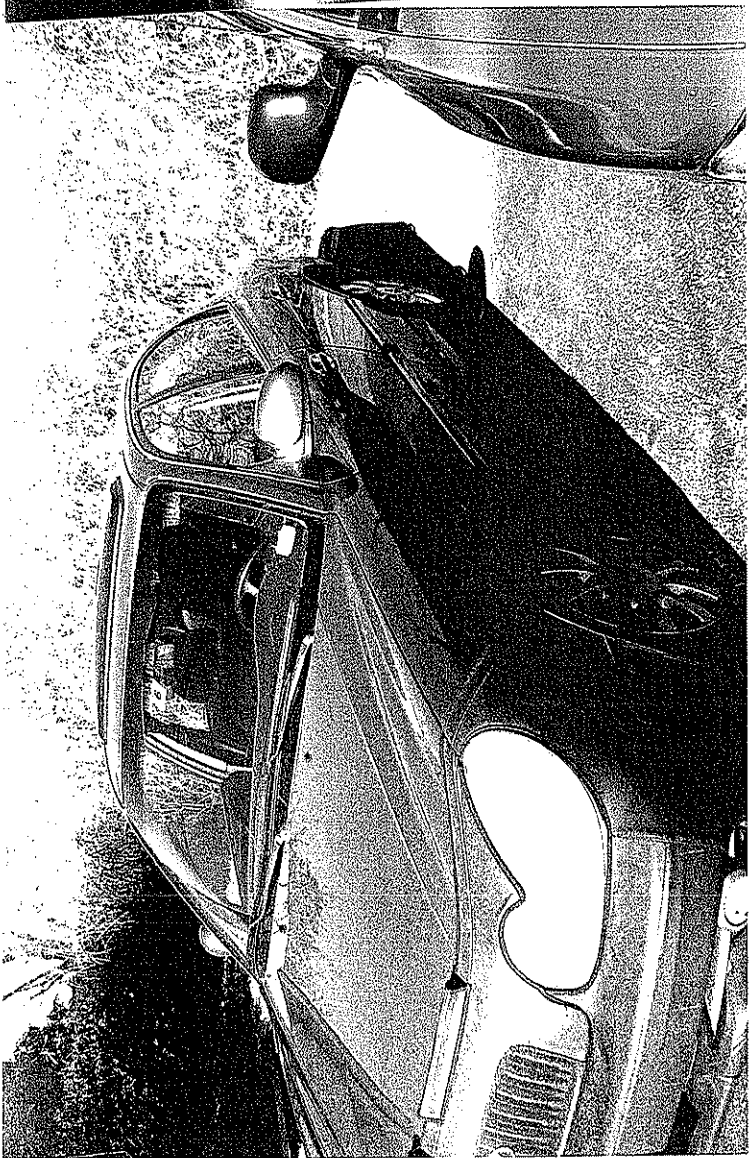
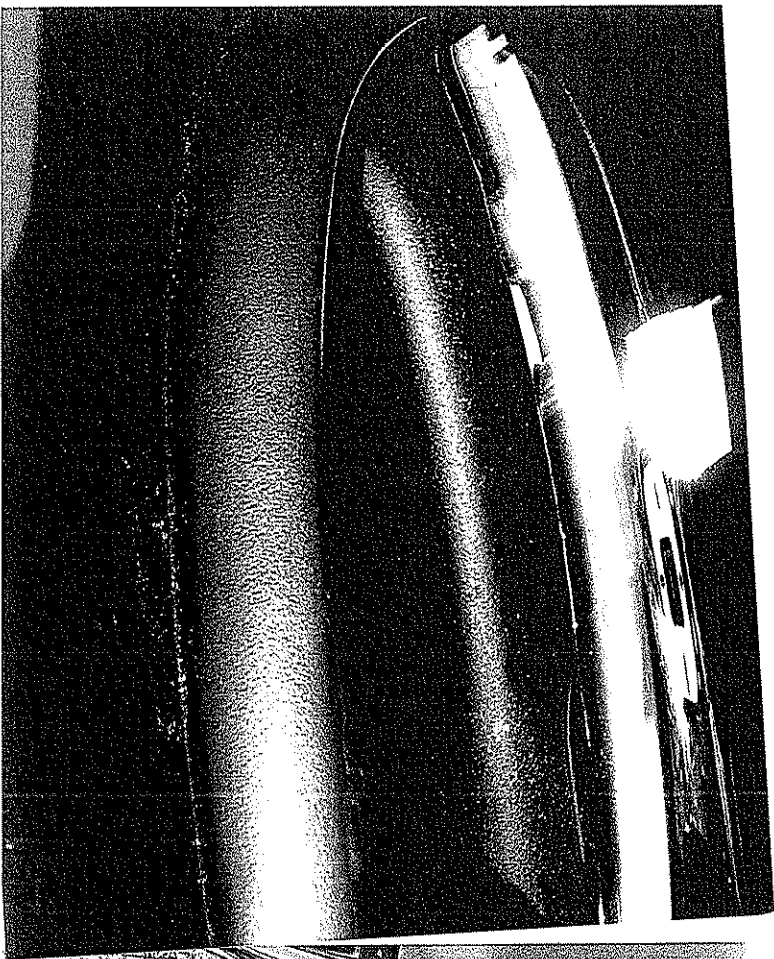
The vehicle is only 34 months old and the chrome plating on the door handles is coming off. This is due to defective plating not use.

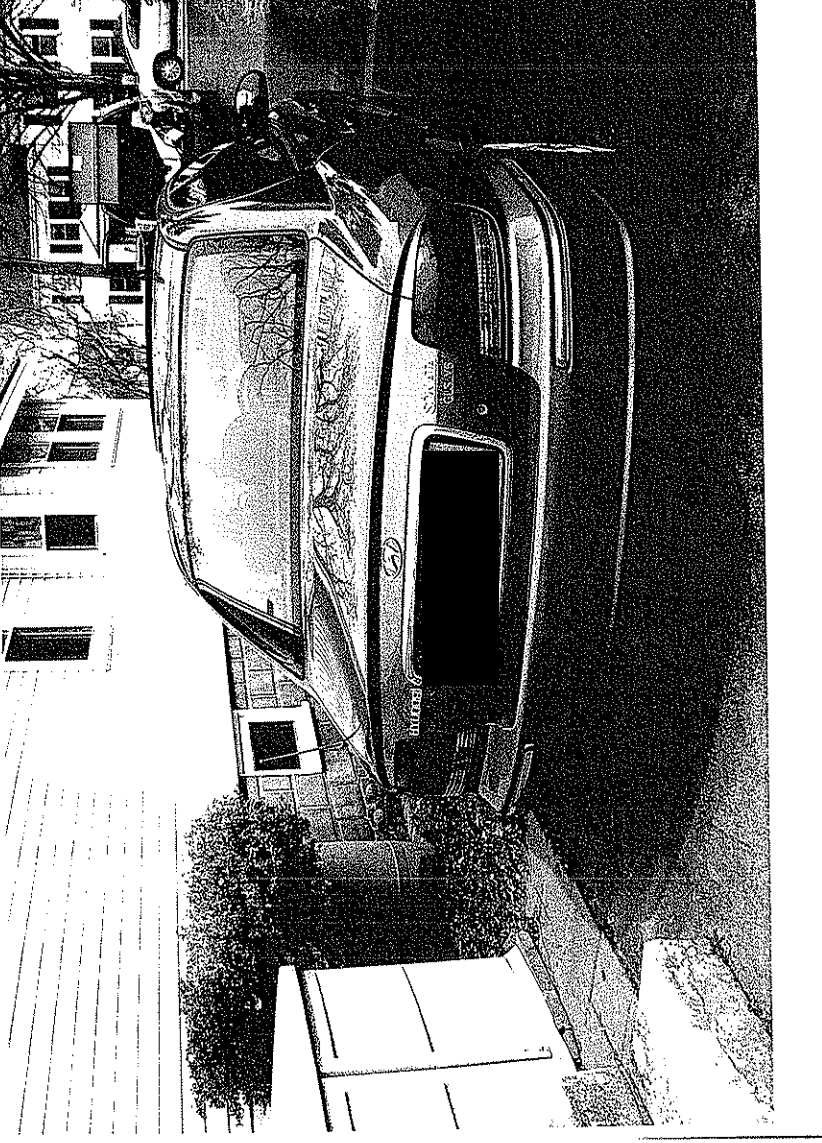
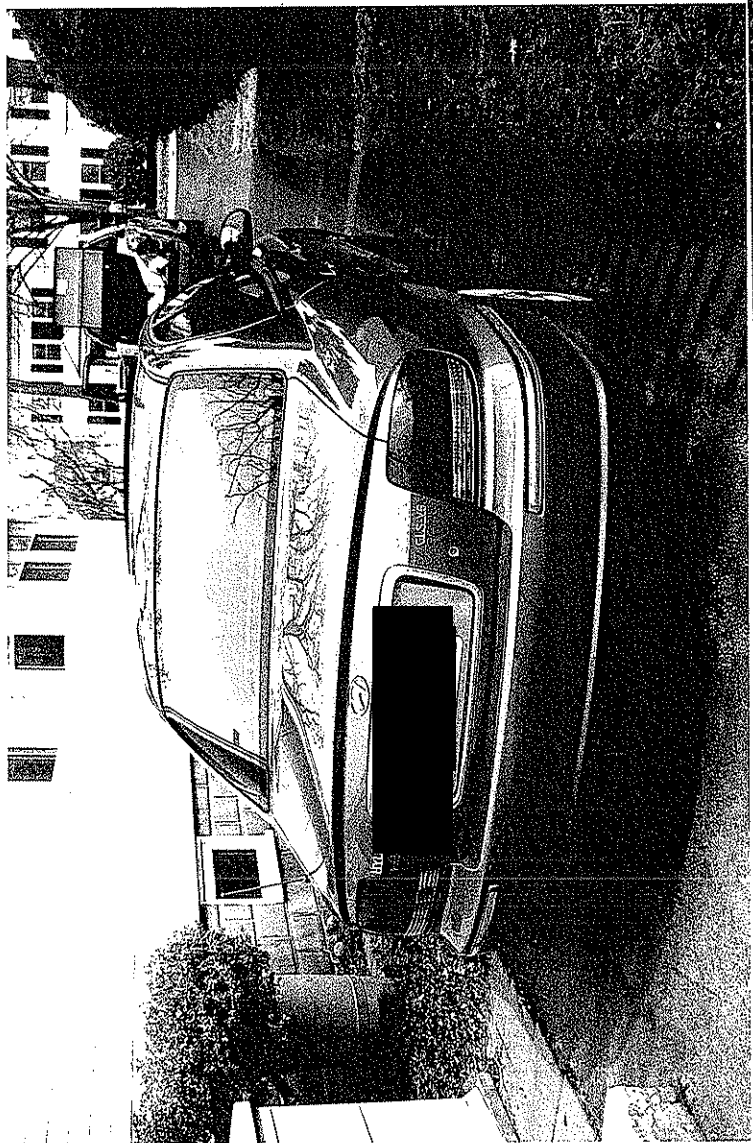
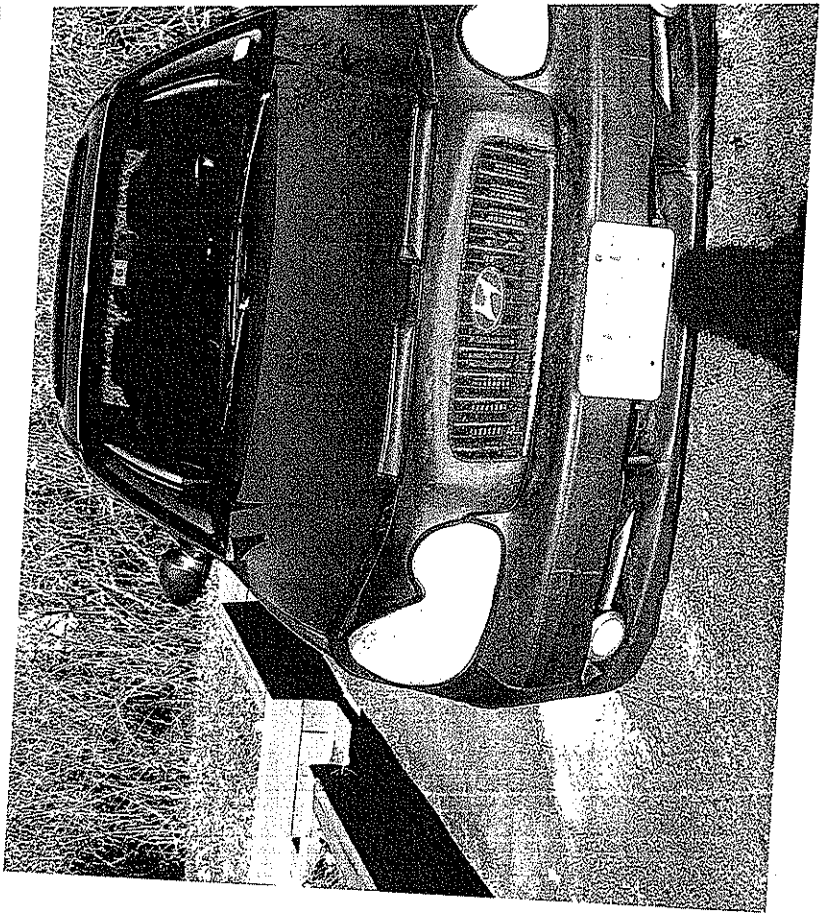
IT IS ALSO A SAFETY HAZARD, the edges are very sharp. I was told that because the car has over 60,000 miles defect was not covered. I think it should be taken care of and should have been called back for at least a check up. IT must be a common problem, because all 3 dealers called have the handle's in stock. Why this is not a wear part.

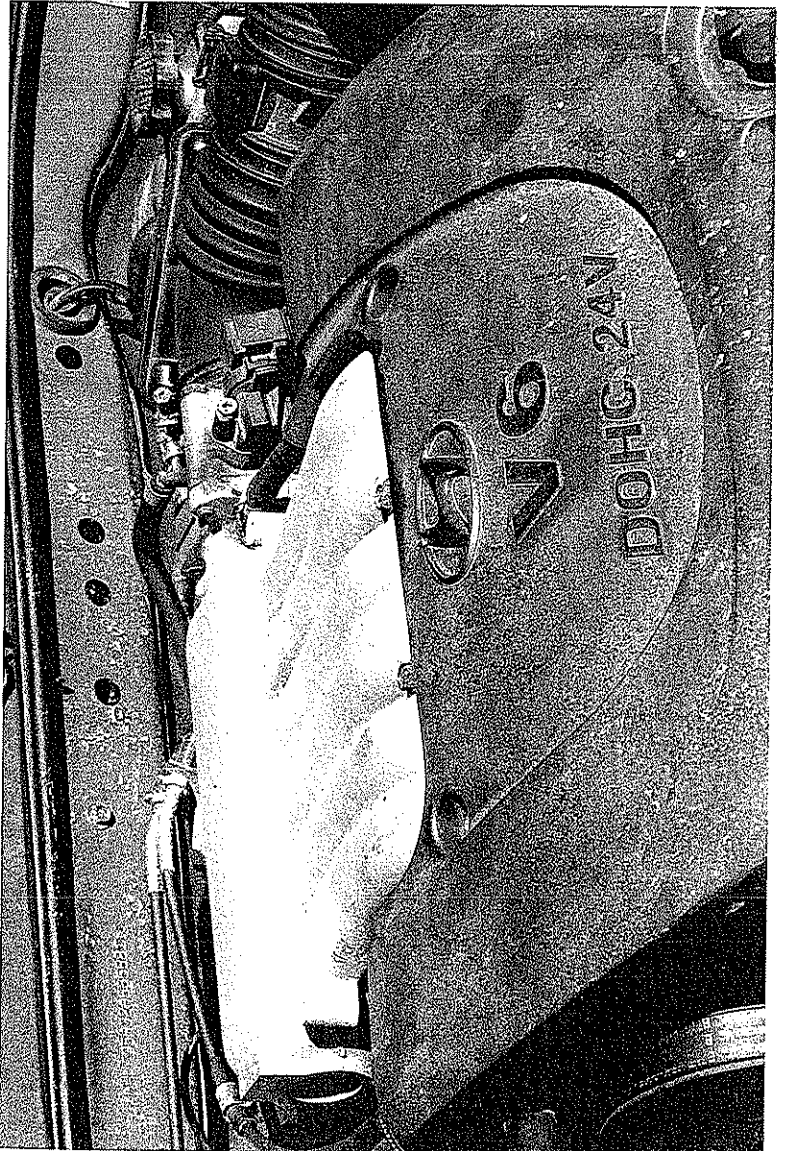
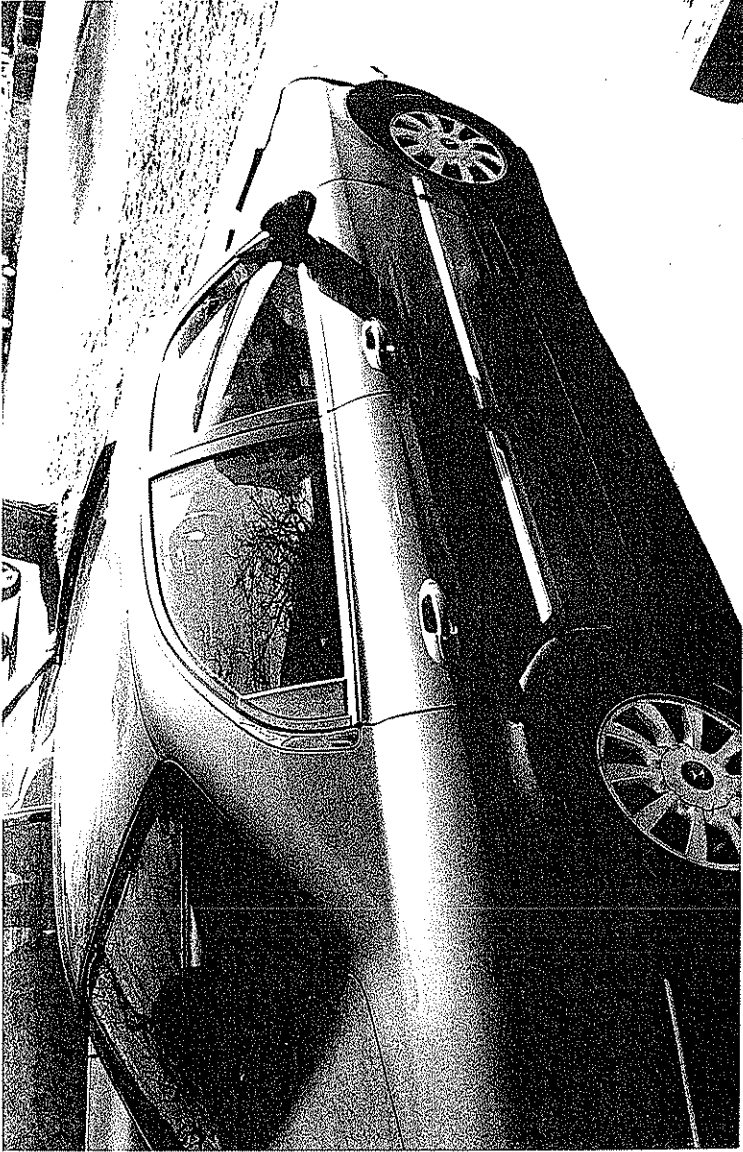
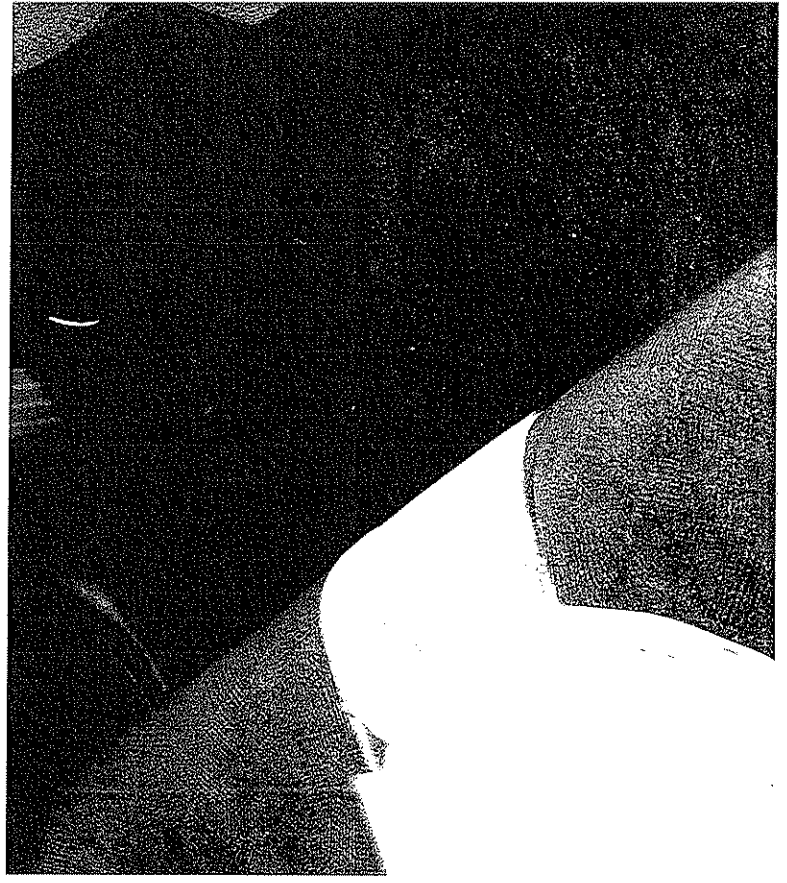
I hope we can do something about this problem. Thank You.

also please look at break history on this car, what is going on at Hampton Hyundai - See paperwork

Thank You







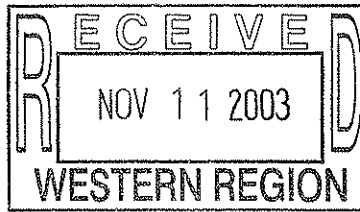
KMHWF35H43A



Ati... Jeff Phillips

792451

November 3, 2003



RECEIVED
NOV 10 2003
Consumer Affairs Div

[Redacted]
El Paso, Texas
Home phone: [Redacted]

Work Phone: [Redacted]

SPECIAL

SKCA

Hyundai Motor America
Consumer Assistance Center
10550 Talbert Avenue
P.O. Box 20850
Fountain Valley, California 92728-0850

Subject: Vehicle Repair Problem

Dear Sir or Madam:

My wife and I purchased a Nordic White 2003 Hyundai Sonata, four door, GLS, with a V6 engine and an automatic transmission from Hyundai of El Paso at 8500 Montana Avenue, El Paso, Texas 79925. We paid cash for this vehicle and took delivery of it on April 15 of this year. The Vehicle Identification Number is KMHWF35H43A [Redacted]. The car now has 7,659 miles on the odometer.

Two weeks after we bought the car the air bag warning light came on and stayed on. We took the car in for service on May 12, 2003. They looked at the car and turned the warning light off. The explanation we were given was that a screw on a connection was loose under the passenger side front seat. We thanked them and drove the car home. Two days later the air bag light again began to come on and then would go off after driving it for a while, but then came on and stayed on as it had the first time.

My wife called the dealership on June 6 to inquire about service and was told it should only take a short while to look at the car and there would be no need to drop it off and return later to pick it up. They felt that a connection was likely to have come loose again. On June 7, 2003 we were the third vehicle in line when they opened Saturday morning. We waited there at the dealership for almost five hours. I inquired about the readiness of the vehicle several times while we waited, and finally got it back just before the service department closed at noon. We were distressed over the poor customer service and over the same part problem for a second time but glad to receive our car and felt that the problem was resolved.

We then took the car on a vacation trip to Dallas, Texas and yet again the air bag light came on and stayed on. We took the car back in for a third time on August 01, 2003 and spoke to the Service Manager, Mr. Rafael Rodriguez. I complained that we had been in with the same problem twice before and would like to be sure it was fixed correctly this time. He assured us that they would get it resolved and that we should not have any further problems with the air bag. When I picked the vehicle up on August 02, 2003, the Service Manager told me that the air bag assembly on the passenger side was faulty and they had ordered a "new seat." He said they did not have one in stock and that it would take "a couple of days to get the part." I was further told that they had also disconnected the faulty air bag from the system so they could turn the warning light off. He said that the rest of the system would work and that when they replaced the bad part we should have no further problems with the air bag system. We took the car and expected that the part would be in within a week and we would have our car repaired and the problem resolved.

We had no further contact from anyone at the Hyundai dealership until I called them again after more than a month had passed with no word of our part having arrived or when we should expect it. I again spoke with the Service Manager who checked on the status of the part and said that it should be in soon. I finally called the General Manager, Mr. Bruce Vandervort at 3:45 p.m. on Sunday October 18, 2003. Mr. Vandervort listened to my explanation of the problem and assured me that he would take action to get the problem resolved. He asked for my home and work phone numbers and said he would call me. That was

over two weeks ago and we have still heard nothing from Mr. Vandervort or anyone else at the Hyundai dealership.

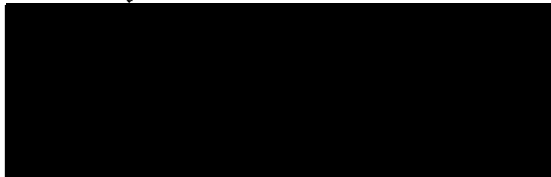
Once again we have a warning light on in the car that indicates a problem with the air bag. This means that either they did not take the passenger seat air bag out of the system, or that yet another air bag has gone bad and will need to be repaired or replaced.

In addition to the air bag problem, we are now experiencing that the internal door levers on both front doors are beginning to delaminate, or peel, their chrome coatings. The plastic is sharp and has resulted in small cuts to our hands several times now.

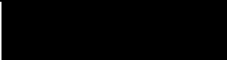
We are extremely disappointed in the car and the customer service we have received. It appears that the 100,000-mile warranty is little more than a fraudulent offer designed to sell cars. We have previously purchased new vehicles made by Ford, General Motors, Isuzu, Nissan, and Toyota, but have never experienced the nature or extent of problems with any of them that we have with this vehicle. This 2003 Sonata GLS is the only new vehicle that we have had this extent of mechanical problems with.

This letter is the final step of your published three-step grievance resolution process as listed in the 2003 Owner's Handbook Supplement. We would like to have our car repaired properly, completely and immediately or simply refund our money and we will return the car.

Sincerely:

A large black rectangular redaction box covering the signature area.

Cc:

A black rectangular redaction box covering the recipient list.

Enclosures: 3 – 1 copy of each of the service invoices

CERTIFIED MAIL: 7000 0600 0026 4469 9377

KMHWF35H73A



RECEIVED

#841959

JUN 30 2004

6/24/04

Consumer Affairs Dept.

SPECIAL

Hyundai

(L)

I'm writing this letter to let you know how upset I am about something that happened last week to my nephew in my car. My VIN is KMHWF35H73A [REDACTED]

My nephew is 13 years old. He and I were in my car and he cut his hand on the door handle on the passenger side of my car. The handles on both of the front doors are coming apart. The plastic is peeling off. This caused him to get cut on his right hand very deeply, we cleaned up his hand and bandaged it. It did heal. I feel this is Hyundai's fault I believe if you wouldn't have used the plastic on the handles he wouldn't have been hurt.

I need to know 2 things I need to get the handles replaced and I believe we should be compensated for my nephew getting hurt. please call me at the following

telephone # and let me know where
to take the car to get fixed [REDACTED]
We also need to talk about how
my nephew and myself are to be
compensated.

Thank-you

[REDACTED]
PLX, AZ [REDACTED]

KMHWF35H82

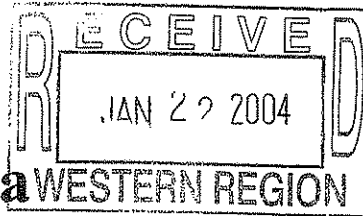


January 13, 2004

806300

RECEIVED
JAN 13 2004
Consumer Affairs L.

WCCA



Hyundai Motor America

10550 Talbert Ave
Fountain Valley, CA 92728-0850

Attn: Hyundai Manager/Customer Service Manager
(PLEASE FORWARD TO THE RIGHT PERSON/DEPT)

Re: 2002 Hyundai Sonata

To Whom It May Concern:

I purchased my car from Moreno Valley Auto Center roughly one and a half years ago. Week before last, I had to not only take my car in for it's regular service but also to have the inside door handle replaced for the third time. I have cut my hand on the car door three times as well. Of course, it has been replaced as it had been the last two times. I cannot be the inconvenience it has caused me. While my cuts on my left hand have not been in need of urgent care, I have been hampered during these times.

I marveled at the slogans and phrases that Hyundai uses to sell the Sonata. I absolutely loved my car until the door handle started to come undone. Why? The serviceman at the Moreno Valley Auto Center always repair the handle yet it always seems to come apart.

Please let me know what you can do about this. Since this has happened to me three times already, I would sincerely appreciate an explanation.

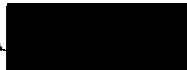
Now all I have to do is figure out why my doors do not lock automatically anymore when turning on the ignition???? Help!!!

Sincerely,

[Redacted signature block]

Moreno Valley, CA [Redacted address]

KMHWF35H84A



2/11/07 [redacted] 19, 2007

SPECIAL Millersville MD

Dear Hyundai Representative,

My name is [redacted] and this letter is in reference to an accident that occurred March 3, 2004. As I proceeded to open the door on the left side, drivers side, a razor sharp piece of chrome slashed the top of my ring finger, left hand.

I am on blood thinner medications, so I bled quite a bit and I proceeded to go to the hospital emergency because the cut was so sharp and straight the doctor felt it would be better to glue the cut together rather than stitching it.

Enclosed I have item I Bill of sales, item II Contract, item III Confirmation of my emergency treatment, item IV hospital bill, item V repair invoice noting also that other side was beginning to do same as left side so it was also replaced.

The car had recently been

purchased.

My husband had been doing most of the driving after the purchase a week earlier. He indicated that he opened the door with his finger not quite as forward as I and that is no doubt the reason he had not cut his finger.

I am asking for damages in the amount of \$1,000 and medical bill to be paid, include is medical bill of \$171⁰⁰/₇₇

Respectfully Yours

File # 824244

Day-time telephone number

BOB BELL FORD-HYUNDAI

7125 Ritchie Highway

GLEN BURNIE, MARYLAND 21061-2988

(410) 766-3600



www.bobbellford.com

www.bobbellhyundai.com

YEAR 2004	MAKE HYUN	MODEL SONA	TYPE C
COLOR RUBY RED	TRIM	SERIAL NO. KHNF35H84A	
STOCK NO. H4122	SALESMAN LEATHERS, LINDA	MILEAGE	

BUYERS FULL NAME [REDACTED] FIRST [REDACTED] MIDDLE [REDACTED]

CO-BUYERS FULL NAME [REDACTED] FIRST [REDACTED] MIDDLE [REDACTED]

STREET [REDACTED] CITY [REDACTED] STATE [REDACTED]

TEL. NO. (HOME) [REDACTED] TEL. NO. (WORK) [REDACTED]

E-MAIL ADDRESS: [REDACTED]

CASH PRICE OF CAR [REDACTED]

Purchaser is responsible for all [REDACTED] between the actual payoff quote by [REDACTED] institution and the amount used on this order.

Purchaser's 1. [REDACTED] Date [REDACTED]

Signature 2. [REDACTED] Date [REDACTED]

Item H

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY

"The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

DESCRIPTION OF TRADE IN			
YEAR 1994	MAKE OLDS	MODEL CUTER	
STOCK # H4122A	SERIAL NO. 163A655WARG	TITLE NO. 179368	TAG NO.
COLOR	MILEAGE		
STICKER NO.			
PAY OFF TO			
ADDRESS			
AMOUNT OWED	GOOD TILL	ACCT. #	
REC. TITLE <input type="checkbox"/>	REC. LIEN RELEASE <input type="checkbox"/>		

INSURANCE CO.	
ALL STATE INSURANCE	
POLICY NO.	DEDUCTIBLE
AGENT	PHONE #
ADDRESS	
INSURANCE VERIFIED	SALESMAN INITIALS

BUYER'S DRIVERS LIC W426313	
CO-BUYER'S DRIVERS LICENSE	
ZIP CODE	COUNTY ANNE AR
CELLULAR	
Dealer Processing Charge	100.00
(Not Required By Law)	
I HAVE RECEIVED A FULL CASH PRICE	17895.00
TANK OF GAS TAX	894.75
20.00 98.00 43.00 TAGS	161.00
MARYLAND TIRE RECYCLING FEE	2.00
1. TOTAL CASH PRICE DELIVERED	18952.75
2. CASH DOWN PAYMENT	
DEPOSIT ON ORDER	
REBATE	1500.00
CASH ON DELIVERY	1200.00
3. TRADE IN	
LESS BALANCE OWING TO	
4. TOTAL DOWN PAYMENT (2 + 3)	2700.00
5. UNPAID BALANCE OF CASH PRICE (1-4)	16252.75
6. OTHER CHARGES	
INSURANCE	319.00
FORD ESP	395.00
7. UNPAID BALANCE (AMOUNT FINANCED) (5 + 6)	16651.75

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME SALE DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. Purchaser by his execution of this Order certifies that he is of legal age to execute binding contracts in this State and acknowledges that he has read its terms and conditions and has received a true copy of this Order.

PURCHASER'S SIGNATURE _____ DATE 19 MAR 2004

ACCEPTED BY: _____ DEALER OR HIS AUTHORIZED REPRESENTATIVE

THIS IS A CONSUMER CREDIT SALE DOCUMENT

LINE UP COMPUTER / PRINTER SQUARELY WITH BRACKET BELOW

SIMPLE INTEREST MOTOR VEHICLE CONTRACT AND SECURITY AGREEMENT

BUYER'S NAME [REDACTED]	DATE OF CONTRACT NOV 2004	Stock No. H4122
BUYER'S RESIDENCE OR PLACE OF BUSINESS [REDACTED] MILLERSVILLE MD [REDACTED]	AGREEMENT No.	Source
CO-BUYER'S NAME AND ADDRESS		Salesperson SP26A
		Date 19 NOV 2004
		Bus. Phone
		Res. Phone [REDACTED]

In this contract the words "we," "us" and "our" refer to the creditor (seller) named herein and to the heirs, executors, administrators and assigns of the creditor. The words "you" and "your" refer to the buyer and co-buyer. The price is shown below as the "Total Sale Price." The "Cash Price" is also shown below along with a Finance Charge at the Annual Percentage Rate shown below on the front and back of this contract. If this contract is signed by a buyer from the Seller a buyer's order, purchase order, bill of sale or similar document, its assignee. The words "you" and "your" refer to the buyer and co-buyer. You are hereby notified that you are purchasing the motor vehicle described below (the "vehicle") on credit. The credit is provided to you on credit and you agree to pay the Amount Financed; you choose to buy the vehicle on credit and agree to pay the Amount Financed; the Amount Financed, according to the schedules, terms and agreements shown on the front and back of this contract. You are jointly and severally and together responsible for all agreements in the contract. You have received a copy of this document and its terms. The terms of such document are incorporated into this contract by this reference.

ITEM H

SEE OTHER SIDE FOR ADDITIONAL TERMS AND AGREEMENT

NEW/USED NEW	YEAR 2004	MAKE HYUN	CYL. 6	DIESEL G.	MODEL SINA	ODOMETER READING 20	VEHICLE IDENTIFICATION NUMBER KMAE35184 [REDACTED]
COLOR RUBY RED	TRIM	TIRES	KEY NO. 50235	LIC. NO.	R.O.S. NO.		

DISCLOSURES PURSUANT TO THE TRUTH-IN-LENDING ACT

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate. 11.7%	FINANCE CHARGE The dollar amount the credit will cost you. \$ 5574.05 (e)	Amount Financed The amount of credit provided to you or on your behalf. \$ 16651.75	Total of Payments The amount you will have paid after you have made all payments as scheduled. \$ 22225.00 (e)	Total Sale Price The total cost of your purchase on credit, including your down payment of \$ 2700.00. \$ 24925.00 (e)
---	--	--	---	---

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of		
One Payment of		
37 Payments of	370.43	Monthly, beginning 03 NOV 2004
One Final Payment of	370.43	

SECURITY: You are giving a security interest in the goods or property being purchased. (e) means an estimate
LATE CHARGES: The charge for late payments is \$ 5 or 10 % of the payment amount that is past due, whichever is greater, for any payment not received within 15 days of the date it is due.
PREPAYMENT: You may pay your contract in full at any time without penalty.
 See the remainder of this document for any additional information about nonpayment, default and any required prepayment in full before the scheduled date.

If you are buying a used vehicle with this contract, as indicated in the description of the vehicle above, federal regulations may require a special buyers guide to be displayed on the window.

THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

Si usted está comprando un vehículo usado mediante este contrato según la descripción del vehículo arriba, la ley federal podrá exigir que la ventanilla demuestre una guía especial para el comprador.

LA INFORMACION QUE USTED VE EN LA FORMA DE VENTANILLA PARA ESTE VEHICULO ES PARTE DE ESTE CONTRATO. LA INFORMACION EN LA FORMA DE VENTANILLA DOMINA CUALESQUIER ESTIPULACION CONTARIA EN EL CONTRATO DE VENTA.

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase, or negotiate, any insurance through a particular insurance company, agent or broker. You have requested Seller to include in the balance due under this contract the following insurance. Insurance is to expire WITH BEFORE AFTER the due date of the final installment. Buyer requests Seller to procure insurance on the vehicle against fire, theft, and collision for the term of this contract. Any insurance will not be in force until accepted by the insurance carrier.

	Premium
\$ N/A DED., COMP., FIRE & THEFT Mos.	\$ N/A
\$ N/A DEDUCTIBLE COLLISION Mos.	\$ N/A
BODILY INJURY \$ N/A LIMITS Mos.	\$ N/A
PROPERTY DAMAGE \$ N/A LIMITS Mos.	\$ N/A
MEDICAL Mos.	\$ N/A
	Mos. \$ N/A
TOTAL VEHICLE INSURANCE PREMIUMS	\$ N/A (a)

ITEMIZATION OF AMOUNT FINANCED

A. Cash Price Motor Vehicle and Accessories	\$ 17795.00 (A)
1. Cash Price Vehicle	\$ 17795.00
2. Cash Price Accessories	\$ N/A
B. Sales Tax	\$ 894.75 (B)
C. Luxury Tax	\$ N/A (C)
D. Service Contract (optional)**	\$ N/A (D)
* See Service Contract Box below	
E. Debt Cancellation Agreement (optional)	\$ 399.00 (E)
F. Tire Tax	\$ 2.00 (F)
G. Other	\$ N/A (G)
To whom paid STONEYBAY	
H. Other	\$ N/A (H)
To whom paid	
TOTAL CASH PRICE (1A to H)	\$ 19090.75 (1)
A. Trade-In (Description)	
Yr 1994 Make OLDS	
Model OLDS	\$ N/A (A)
V.I.N. 1G3AG55N9R6 [REDACTED]	
Odometer 179360	
2. B. Less Prior Credit or Lease Payoff	\$ N/A (B)
C. NET TRADE-IN (A minus B)	\$ N/A (C)
(If negative, enter "0" and see 5C below)	
D. Cash Downpayment	\$ 1200.00 (D)
E. Manufacturer's Rebate	\$ 1500.00 (E)
TOTAL DOWNPAYMENT (2C + D + E)	\$ 2700.00 (2)
NET CASH PRICE (1 minus 2)	\$ 16390.75 (3)

The foregoing declarations are hereby acknowledged.

DATE SELLER BUYER

CREDIT INSURANCE AUTHORIZATION
 You voluntarily request the credit insurance checked below, if any, and understand that such insurance is not required. You acknowledge disclosure of the cost of such insurance and authorize it to be included in the balance payable under this contract. Any returned or refunded credit insurance premiums shall be applied to sums due under this contract. Only the persons whose names are signed below are insured.

CREDIT LIFE Mos. Premium \$ N/A
 JOINT LIFE Mos. Premium \$ N/A
 CREDIT DISABILITY Mos. Premium \$ N/A
 JOINT CREDIT DISABILITY Mos. Premium \$ N/A
TOTAL CREDIT INSURANCE PREMIUMS \$ N/A

Name of Insurer _____
 You want Credit Life Insurance You do not want Credit Life Insurance
 You want Credit Disability Insurance
 You want Joint Credit Life Insurance
 You want Joint Credit Disability Insurance
 You do not want Credit Disability Insurance

If the boxes above are checked to indicate that you desire Credit Life or Credit Disability Insurance, or both, your signature below and on an application for insurance that you have completed in connection with this contract means that you agree that you elect the insurance shown above subject to the eligibility requirements, conditions and exclusions set forth in your insurance policy(ies) or certificate(s). If the boxes above are checked to indicate that you do not want Credit Life or Credit Disability Insurance, or both, your signature below acknowledges that fact.

03/19/84 **X**

DATE BUYER

DATE CO-BUYER

You request an optional Debt Cancellation Agreement to be provided by someone other than the Seller. The purchase of a Debt Cancellation Agreement is not required to obtain credit. The cost of the Debt Cancellation Agreement (also shown in item 5A of the Itemization of Amount Financed) is \$ 399.00

DATE BUYER DATE CO-BUYER

OPTION: You pay no Finance Charge if the Amount Financed, item 6, is paid in full on or before _____ Year _____ SELLERS INITIALS _____

A. License	\$ <u>24.00</u> (A)
B. Registration	\$ <u>N/A</u> (B)
C. Title	\$ <u>N/A</u> (C)
D. Transfer	\$ <u>N/A</u> (D)
E. Temporary Tag	\$ <u>N/A</u> (E)
F. Lien	\$ <u>43.00</u> (F)
G. Inspection	\$ <u>N/A</u> (G)
H. Other DOCUMENTATION	\$ <u>24.00</u> (H)
TOTAL OFFICIAL FEES (4A to H)	\$ <u>151.00</u>
OTHER AMOUNTS FINANCED**	
A. Total premiums paid to insurance companies per Statement of Insurance (a + b + c)	\$ <u>N/A</u>
B. Other	\$ <u>N/A</u>
To whom paid _____	
5. C. Prior Credit or Lease Balance	\$ <u>N/A</u>
To whom paid _____	<u>100.00</u>
D. Other PROCESSING FEE	\$ <u>(D)</u>
To whom paid _____	
TOTAL OTHER AMOUNTS FINANCED (5A to D)	\$ <u>100.00</u>
6. AMOUNT FINANCED (3 + 4 + 5)	\$ <u>16651.77</u> (6)
7. FEES NOT FINANCED	\$ <u>N/A</u> (7)
To whom paid _____	

**We may retain or receive a portion of these amounts.

VEHICLE USE: The primary use of the vehicle will be
 Personal, Family or Household Commercial Agricultural

***SERVICE CONTRACT (Optional)** You request a service contract written with the following company for the term below. The cost is shown in item (1D) above.

Company _____ Term _____ Months
 Buyer **X** _____ Co-Buyer **X** _____

THERE IS NO COOLING OFF PERIOD
 State law does not provide for a "cooling off" or other cancellation period for this sale. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

Buyer and Co-Buyer acknowledge that (1) before signing this contract Buyer and Co-Buyer have read both sides of this contract and received a legible, completely filled-in copy of this contract; and (2) Buyer and Co-Buyer have received a copy of every other document that Buyer and Co-Buyer signed during the contract negotiation.

Buyer's Signature **X** _____
 Co-Buyer's Signature **X** _____

Seller **BOB BELL FORD**
 Seller's Address 7125 RITCHIE HWY GLEN BURNIE MD 2106
 By **X** _____ Title _____

LAW FORM NO. 553-MD (1989)
 ©2000 Reynolds and Reynolds TO ORDER: www.rgsources.com; 1-800-244-0996; fax 1-800-531-9055
 THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

DUPLICATE

TRUTH IN LENDING COPY 1. Give to BUYER prior to signing. 2. BUYER and SELLER Sign this copy AFTER contract is signed.

ADDITIONAL TERMS AND AGREEMENTS

North Arundel Hospital
301 Hospital Drive
Glen Burnie, MD 21061

www.northarundel.org



North

Hospital

of Maryland Medical System

Main Number
(410) 787-4000
Emergency Dept.
(410) 787-4565

EXITCARE PATIENT INFORMATION

Patient Name: [REDACTED]
Attending Caregiver: IRW

(f:caregiver_patientname)

Laceration Care

A laceration is a cut or lesion that extends through all layers of the skin and into the *subcutaneous tissue* (the tissue just beneath the skin).

This has been repaired for you by your caregiver, with wound adhesive. This *approximates* (brings together) the skin margins and allows faster healing.

Do not shower bathe or swim for 48 hours after wound was closed.

Do not scrub or soak the wound in water for 7 - 10 days.

Do not apply any medications or creams to the wound for 3 weeks.

Keep the wound dry with a non-stick, non medicinal and water resistant bandage.

Do not pick, rub, or scratch the glue. Use caution when cleaning the area as to not remove the glue. Allow it to flake off naturally, usually within 5-7 days.

RETURN TO THIS LOCATION OR SEE YOUR CAREGIVER IF:

- There is redness, swelling, or increasing pain in the wound.
- Pus is coming from wound.
- An unexplained oral temperature above 101°F (38.3°C) develops.
- You notice a foul smell coming from the wound or dressing.
- There is a breaking open of the suture line or loss of *approximation* (staying together) of the wound edges even after sutures have been removed.

You may take acetaminophen (Tylenol®) or ibuprofen (Advil® or Motrin®) for pain and discomfort.

If you did not receive a tetanus shot today because you did not recall when your last one was given, **make sure to check with your caregiver when you have your sutures removed to determine if one is needed.**

Return to your caregiver's office in N/A to have your sutures, staples, or steri-strips removed.

FOLLOW-UP INSTRUCTIONS: You need to make arrangements for a follow-up visit

in AS NEEDED with DOCTOR PHYS EMER SERV -

ADDITIONAL NOTES AND INSTRUCTIONS

North Arundel Hospital . . . The Best Care Close to Home.
An Affiliate of the University of Maryland Medical System
North Arundel Hospital Main Phone Number – (410) 787 - 4000

PATIENT NAME	PATIENT NUMBER	SEX	AGE	ADMISSION DATE	DISCHARGE DATE	DAYS
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	03/30/04	03/30/04	
INSURANCE COMPANY NAME	INSURANCE NUMBER	POLICY NUMBER		PAYMENT AMOUNT		
100001 MEDICARE		108280566B				
600999 GHI		108280566				
GUARANTOR NAME AND ADDRESS	<input type="checkbox"/> MASTERCARD <input type="checkbox"/> VISA		CARD NO.	EXPIRATION DATE		
MILLER						
			SIGNATURE			
	PLEASE DETACH AND RETURN THIS PORTION WITH YOUR REMITTANCE					

ITEM IV

DATE	ITE.	DESCRIPTION	CLM CD	ORD	QTY	UNIT PRICE	TOTAL CHARGES
03/30/04	8836	EMERGENCY ROOM - INTERMEDIATE	452	3	1	66.00	66.00
03/30/04	88369	OB/GYN SCREENING SERVICES	451	4	1	33.00	33.00
		TOTAL EMERGENCY SVCS					99.00
03/30/04	47585	DISPOSABLE SUTURE SET	270	2	1	26.48	26.48
03/30/04	49592	INDERMIL SKIN ADHESIVE	270	1	1	45.52	45.52
		TOTAL SUPPLIES					72.00
		TOTAL CHARGES					171.00
		TOTAL PAYMENTS/ADJUSTMENTS					0.00

91733

601473



7125 RITCHIE HIGHWAY
GLEN BURNIE, MARYLAND 21061-2998
Phone (410) 766-3600
Wash. (301) 261-2922

P/A CODE: 000 681

VOICE

1

MILLERSVILLE, MD
HOME: [REDACTED] BUS: [REDACTED]

ADVISOR: 2319 BILL HISLOP

COLOR	YEAR	MAKE/MODEL
RUBY RED	04	HYUNDAI SONATA
DEL DATE	PROD DATE	WARR EXP
18MAR2004		
R.O. OPENED	READ	
09:16 06APR04	15:57	

VIN	LICENSE	MILEAGE IN/ OUT	TAG
F35H84A [REDACTED]		4583/4583	T735B
PO NO	RATE	PAYMENT	INV DATE
PR04	0.00	CASH	06APR2004
STK:H4122 DLR:27C039 ENG:V6 TRN:AUTO			

LINE	OPCODE	TECH	TYPE	HC	LIST	NET	TOTAL
------	--------	------	------	----	------	-----	-------

A CUSTOMER STATES: BOTH FRONT DOOR HANDLES PEELING CHROME
CAUSE: 15

82610R0B FRONT DOOR INSIDE HANDLE ASS'Y (BOTH SIDES)

- 9534 WH
- 1 82610-3D010 HANDLE ASM
- 1 82620-3D010 HANDLE ASM

(N/C)
(N/C)
(N/C)

FC: 9415
PART#: 82610-3D010
COUNT:
CLAIM TYPE: WAR
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

4583 CHECK FRONT HANDLES PEELING. WARR//HANDLES PEELING. REPLACED BOTH FRONT HANDLES. L/F R/F.

B QUALITY CONTROL CHECK AFTER REPAIR -HYUNDAI
QCH QUALITY CONTROL CHECK AFTER REPAIR -HYUNDAI

9534 CSPH 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

4583 INSPECTION COMPLETED.

C** HYUNDAI LOANER.#5
RENTAL CUST HAS RENTAL CAR

99 CSP 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

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. CUSTOMER SIGNATURE	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

91733

601473



7125 RITCHIE HIGHWAY
GLEN BURNIE, MARYLAND 21061-295
Phone (410) 766-3600
Wash. (301) 261-2922

INVOICE

PAGE 2

P/A CODE: 000 681

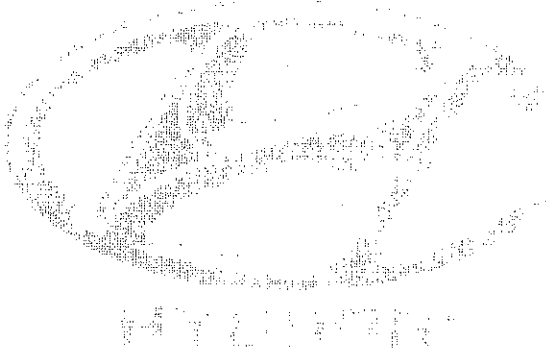
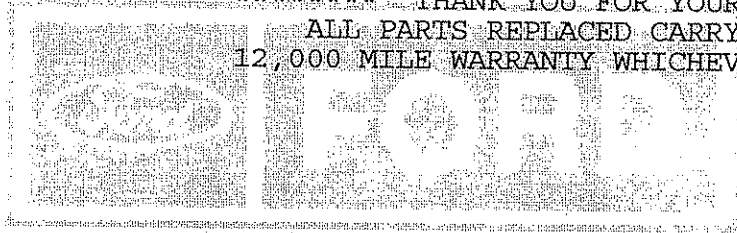
MILLERSVILLE, MD
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 2319 BILL HISLOP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RUBY RED	04	HYUNDAI SONATA	KMHWF35H84A [REDACTED]		4583/4583	T735B	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
18MAR2004			17:00 06APR04		0.00	CASH	06APR2004
R.O. OPENED	READY	OPTIONS: STK:H4122 DLR:27C039 ENG:V6 TRN:AUTO					
09:16 06APR04	15:57 06APR04						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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** IF YOU ARE NOT COMPLETELY SATISFIED WITH THE SERVICE YOU RECEIVED PLEASE CONTACT:
 ***** SERVICE - STEVE TAPPA *****
 ***** BODY SHOP - RICK BOLEWSKI *****
 ***** THANK YOU FOR YOUR BUSINESS *****
 ALL PARTS REPLACED CARRY A 12 MONTH OR 12,000 MILE WARRANTY WHICHEVER OCCURS FIRST



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.	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
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

KMHWF35H92A



December 26, 2003

Hyundai Motor America
10550 Talbert Avenue
P.O. Box 20850
Fountain Valley, CA 92728-0850
Telephone 714 965-3000

Dear Hyundai Motor America,

Subject: Injury Claim, file number 797348

I am hereby filing this letter with your company as a formal notification and complaint for injuries that my son, [REDACTED] received on November 20th, 2003 due to defective door handle parts located on the interior doors in my 2002 Hyundai Sonata.

I purchased this vehicle on January 16th 2003 from Maita Hyundai in Sacramento. Within less than one years time the chrome coating was peeling off of all four interior door handles. This caused the handles to have very sharp edges where the chrome coating had lifted and began to peel.

On November 20th, 2003 at approximately 7:00 pm in the Wal Mart parking lot in Elk Grove, my 10 year old son Alex, was exiting the front passenger side of the above mentioned vehicle when he severely lacerated his right middle finger. He immediately grabbed his finger and screamed in pain. When I turned towards him I could see that he was bleeding profusely from his right middle finger. I immediately wrapped his finger in clean napkins and had him apply pressure in attempts to control the bleeding.

We left the parking lot immediately and we drove to UC Davis Medical Building on Laguna Blvd where his primary care physician, Dr. Parul Patel, is located. This medical building is located about 7 minutes away from the Wal Mart where the injury occurred and they do offer evening appointments. I was hoping that the staff would still be there and would be able to treat my son's injuries; however they were already closed for the evening.

In the meantime my son had already bled through approximately seven full napkins and despite the applied pressure we were unable to control the bleeding. I then drove him straight to the Methodist Hospital Emergency room which is located approximately 10 minutes from the UC Davis Medical Building.

Upon our arrival, we checked in with the front desk reception immediately and waited our turn to be seen by the Triage Nurse. While waiting our turn we continued to apply direct pressure to the finger with still no control of the bleeding. At this point we had run out of clean napkins and he had completely bled through those that were wrapped around the finger.

We were seen approximately 20-30 minutes from the time of our arrival by two Triage Nurses, who examined his finger and then applied clean dressings in attempt to stop the bleeding. We were sent back out to the waiting room to wait our turn. We waited for over an hour when I decided to go and check back with the Triage Nurse to get an estimate of the wait time. She indicated to me that it would be 8-9 hours before my son was seen due to the amount of patients and the severity of the other patient's injuries.

She checked his finger again and the bleeding had now stopped. She told me that by the time that he was seen the lacerated tissue would already be dead and that more than likely they would not be able

December 26, 2003

to suture it back together. She said that it would be safe for him to leave and follow up with his primary care physician first thing in the morning. She instructed me on how to clean the finger and re-bandage it so that the bleeding would not start again.

My fiancé took my son to UC Davis Medical Building on Laguna Blvd to for treatment when they first opened the following morning. He was seen by the Nurse Practitioner and received treatment for the finger laceration. As previously explained to us, they were unable to close and suture the wound because the tissue had already died, therefore his finger was thoroughly cleansed again and the best attempts were made to realign the tissue and it was butterflyed back together for protection while the underlying tissue healed.

I contacted Maita Hyundai on November 21st, 2003 and spoke with Michael Kinsey at approximately 11:45 am to find out what steps needed to be taken in order for my car to be repaired and to file an injury claim due to the defective product. He instructed me to contact Anthony Sanchez, the service manager, and that he would give me all the necessary information.

I spoke with Mr. Sanchez that same day and he was very cooperative and helpful in assisting me. During our phone conversation we made arrangements for the repairs to be completed on my vehicle.

The vehicle was taken to Mr. Sanchez on November 28th, 2003 for the replacement of all four interior door handles. During the time that my vehicle was being repaired Mr. Sanchez covered the cost of the rental car and maintained close communications with me with regards to the repairs. He was extremely compassionate and understanding of the situation and I truly appreciate his professionalism and human nature.

The repairs were completed by December 2nd, 2003 and I was able to pick up my vehicle. Mr. Sanchez and I discussed the issue when I came to pick up my vehicle and he agreed that the door handles were a defective product. There was a seam on the top, back side of the door handles that split open and that evidently is where the chrome had started peeling. To the best of my ability and knowledge it appears that the replacement interior handles do not have any type of seam or rough edges that would allow for the chrome to peel and for this situation to repeat itself again.

Due to the extent of my son's injuries he was unable to participate in his normal school activities for approximately a month. He was unable to complete any written school work for the first two weeks due to the bandages and pain to his finger if any pressure was applied. He was unable to participate in his extra-curricular activities and he had to sit out of three of his basketball games as an injured player. This was very upsetting to my son because his team had a great opportunity to make the play-off's and due to his being on the injured list he was unable to support his team and they did not make the finals.

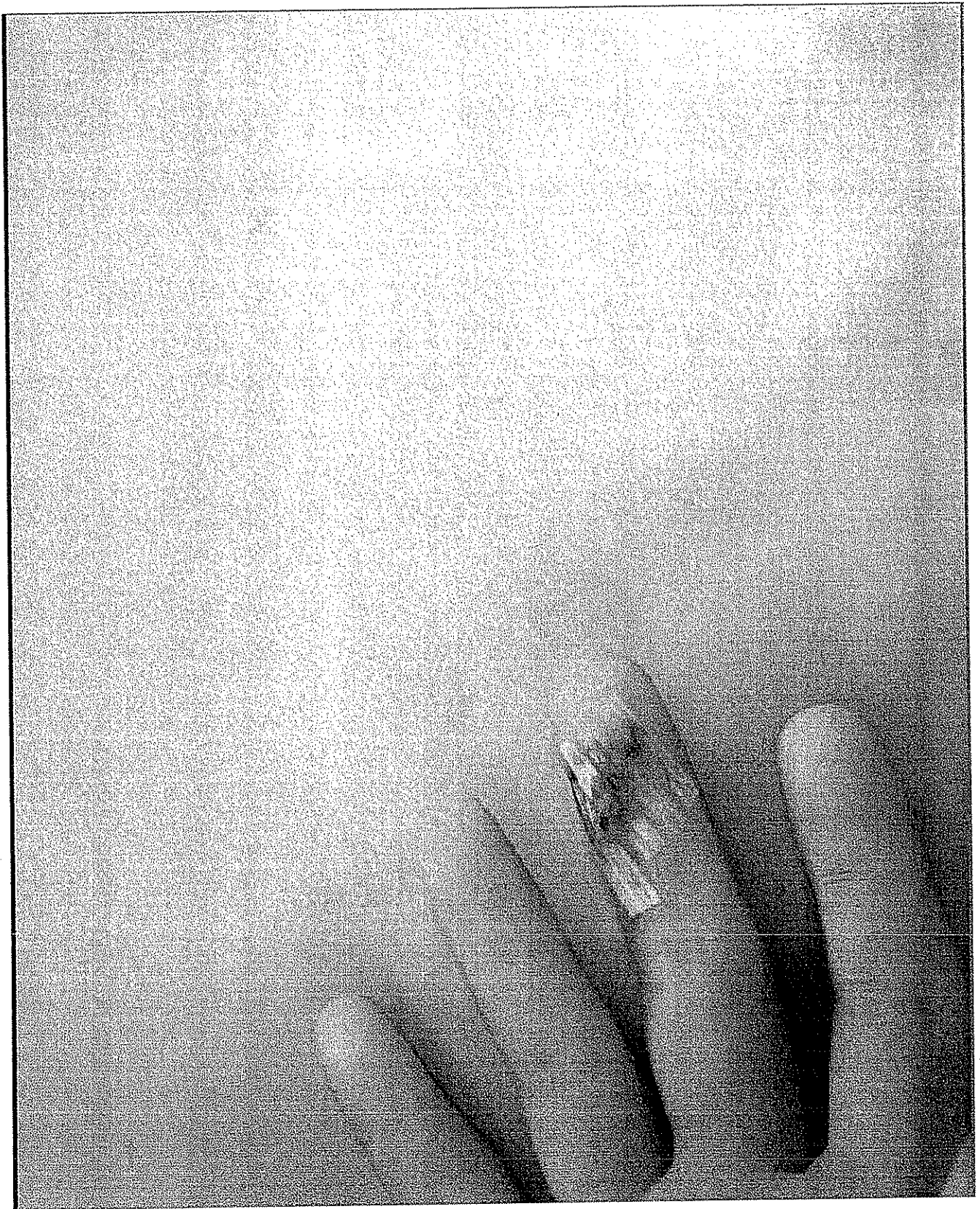
The finger is now healed after approximately a little over a month, but still very tender to the touch due to the fact that he lost a good portion of the protective tissue. He still has a tendency to favor that hand because he is afraid of hitting the middle finger and re-opening the tissue.

I am asking that my son is fairly compensated for the pain and suffering that he had to endure during this months time due to a defective product being used on a brand new vehicle from your company. I am more than willing to cooperate and supply your company with any further information that is needed in order for us to reach an adequate and fair settlement.

Please do not hesitate to contact me at [REDACTED] home or [REDACTED] work, if I can be of any further assistance to you in order for us to resolve this manner in a timely and professional manner.

Sincerely,

[REDACTED]



1652

155483



HYUNDAI/SUBARU

2436 Auburn Blvd. * SACRAMENTO, CA 95821 (916) 486-8000

INVOICE

PAGE 1

SERVICE ADVISOR: 148 KURT KLIMA

ELK GROVE, CA HOME: BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	02	HYUNDAI SONATA	KMHWF35H92A		16769/16773	T19

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
20JAN2003	06MAY02		17:30 28NOV03		0.00 CASH	02DEC2003

R.O. OPENED READY OPTIONS: STK:H22389 DLR:CA024 ENG:2.7 TRN:AT
 AXL:FWD 1)199832 HPP-10/100/4B -01/20/2013 NARES
 \$100 DED.

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES BOTH FRONT INSIDE DOOR HANDLES CHROME PEELING

CAUSE: 06

82610R00 FRONT DOOR INSIDE HANDLE ASS'Y (LH) RE 320 BOBBY FAIN LIC#: 320

W

(N/C)

1 82620-3D010 HANDLE ASM

(N/C)

1 82610-3D010 HANDLE ASM

(N/C)

82610R0R FRONT DOOR INSIDE HANDLE ASS'Y (RH) RE 320 BOBBY FAIN LIC#: 320

W

(N/C)

FC: 8606

PART#: 82620-3D010

COUNT:

CLAIM TYPE: WAR

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

INSTALLED THE SOP'D LEFT AND RIGHT FRONT INSIDE DOOR HANDLES - OK (BOTH SIDES THE CHROME WAS PEELING)

B CUSTOMER STATES BOTH REAR INSIDE DOOR HANDLES CHROME PEELING

CAUSE: 06

83610R00 REAR DOOR INSIDE HANDLE ASS'Y (LH) RE 320 BOBBY FAIN LIC#: 320

W

(N/C)

1 82620-3D010 HANDLE ASM

(N/C)

1 82610-3D010 HANDLE ASM

(N/C)

83610R0R REAR DOOR INSIDE HANDLE ASS'Y (RH) RE 320 BOBBY FAIN LIC#: 320

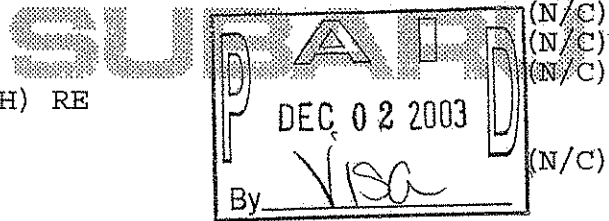
W

(N/C)

FC: 8606

PART#: 82620-3D010

COUNT:



ORIGINAL ESTIMATE \$			FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						MISC. CHARGES	
						TOTAL CHARGES	
						ADJUSTMENTS	
						SALES TAX	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.			I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.			PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

BAR # AF 222406 EPA # CAD 982023822

CUSTOMER COPY

1652

1 5 5 4 8 3



INVOICE

HYUNDAI/SUBARU

2436 Auburn Blvd. * SACRAMENTO, CA 95821 (916) 486-8000

ELK GROVE, CA HOME: BUS:

PAGE 2

SERVICE ADVISOR: 148 KURT KLIMA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	02	HYUNDAI SONATA	KMHWF35H92A		16769/16773	T19

DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO	PAYMENT	INV DATE
20JAN2003	06MAY02		17:30 28NOV03		0.00 CASH	02DEC2003

R.O. OPENED: 13:00 28NOV03 READY: 09:05 02DEC03 OPTIONS: STK:H22389 DLR:CA024 ENG:2.7 TRN:AT
 AXL:FWD 1)199832 HPP-10/100/4B -01/20/2013 NARES \$100 DED.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CLAIM TYPE: WAR AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

INSTALLED THE LEFT AND RIGHT REAR SOP'D INSIDE DOOR HANDLES - OK (BOTH SIDES - THE CHROME WAS BEGINNING TO PEEL)

C CUSTOMER STATES ANTENNA STICKS GOING DOWN AT TIMES

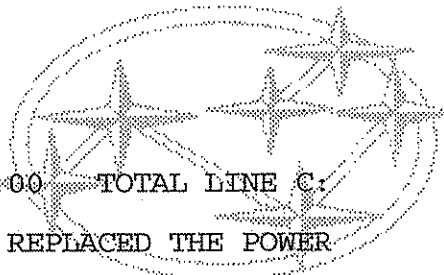
CAUSE: 09
 96210R00 ANTENNA ASS'Y RE
 320 BOBBY FAIN LIC#: 320
 W
 1 96253-38001 POLE ASSY-
 FC: 9409
 PART#: 96253-38001
 COUNT:
 CLAIM TYPE: WAR
 AUTH CODE:

(N/C)
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

CONFIRMED THE POWER ANTENNA STICKING - AT TIMES , REPLACED THE POWER ANTENNA MAST AND VERIFIED NORMAL OPERATION - OK

D CUSTOMER STATES ALL FOUR CENTER CAPS PEELING
 SOP SPECIAL ORDERED A PART NEEDED FOR REPAIR WILL
 NOTIFY YOU UPON THE ARRIVAL OF THE PART
 99 SHOP TECH LIC#: 1133



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

SOP'D THE NON-FACTORY CENTER CAPS FROM HOOPER TIRE CO.



ORIGINAL ESTIMATE \$			FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						MISC. CHARGES	
						TOTAL CHARGES	
						ADJUSTMENTS	
						SALES TAX	
1 ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.						PLEASE PAY THIS AMOUNT	
1 ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.							

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

BAR # AF 222406 EPA # CAD 982023822

CUSTOMER COPY

KMHWF35H93A



#801569

RECEIVED

August 20, 2005

AUG 26 2005

Sirs:

A2018

Consumer Affairs Dept.

I own a Sonata, 2003. My last car was a 2000 Sonata. Well I have recently paid off my car. I chose a Sonata, because of the luxury ride and appearance.

Recently I have been very unhappy with the quality of my Sonata. From day one after purchasing, there was a leak in the power steering fluid. Now, every other month, my headlights burn out. My fog lights also go out on a regular basis. Replacing the right headlight is almost impossible, unless you have the hand of a midget. I am a small woman so my hand is small. My squirter for the windshield washer does not work. And now last night I cut my finger on the FAKE chrome that is peeling off the door handle in the interior. Also, just recently, my auto antenna makes a thumping sound (like helicopter blades) when it goes up and down.

You may suggest that I take it to the dealer and use my bumper to bumper warranty, but I purchased my auto from Jim Click Hyundai in Tucson., AZ. I have made appointments. The last appointment I made was to check my headlights on a Saturday at 9:00am. I go there at 9:00 and they say I have to leave my car all day. They have terrible service. Do they know what an appointment means???? I work all week and I cannot not have my car on Saturday. I know that this is not your problem, but this is what I am up against, and starting to feel that this was the wrong car to purchase, (not to mention the rip off deal from Jim Click) I paid my car off at the tune of \$19,000, thinking that this will be my last new car and will probably last until I am an old lady. I am 53 now. I cannot afford to get a new car especially now that this is paid off.

Is there anything you can do for me? And by the way, my finger really, really hurts.

Sincerely,

[Redacted signature]

Thank You!

Tucson, AZ

[Redacted address]