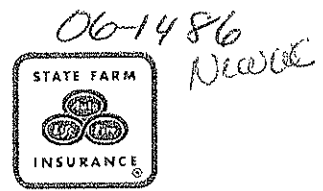


# State Farm Insurance Companies



October 11, 2006

State Farm Insurance  
Subrogation Services  
PO Box 2371  
Bloomington, IL 61702-2371

Certified Mail-Return Receipt Requested

Hyundai Motor Finance  
P O Box 20809  
Fountain Valley, CA 92728

OCT 20 2006

RE: Claim Number: 14-2021-617  
Date of Loss: July 8, 2006  
Our Insured: [REDACTED]  
Vehicle: Hyundai, Tucson  
VIN: KM8JML2B95Y [REDACTED]  
Mileage:  
Your File Number:  
Insured's Deductible: \$250.00

Dear Sir/madam:

This notice is to advise of a loss that occurred to our insured's vehicle. The damage was caused by a faulty brake switch.

Our investigation indicates that Hyundai Motor Finance is responsible for this loss. By virtue of our payment, we are entitled to recover from the responsible party. Please consider this letter as our demand to Hyundai Motor Finance for reimbursement of \$2,261.28.

Any settlement with State Farm's policyholder with respect to this loss must not prejudice our rights, as subrogor, and shall not be released by execution of a general release with such policyholder.

To assist you in your review, here is a breakdown of the amounts State Farm paid by Cause of Loss:

041/045 - Uninsured Motorist BI	\$
042 - Uninsured Motorist PD	\$
300 series/400 - Comp/Collision	\$1,786.35
501 - Rental	\$224.93
600/050 - Med Pay/PIP	\$
Other	\$
Salvage Recovery	\$

Page 2  
October 11, 2006

Amount State Farm Paid	\$2,011.28
Insured Deductible	\$250.00
Total Claim Amount	\$2,261.28

State Farm is seeking 100% of the total claim  
Amount Payable to State Farm      \$2,261.28

In order to assist you in evaluating and processing the claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim, or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Sincerely,

  
Sheryl A. Taylor  
Claim Processor  
(877) 457-8276, Team 60

State Farm Mutual Automobile Insurance Company

Enclosure



RBZ0006Z  
date: 10-11-06

page: 1

route to: Josh Oltman

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

## AUTO PAYMENTS BY COL

claim number

14-2021-617

named insured

policy number

date of loss

07-08-06

### COL 403

C denotes consolidated payment

E denotes EFT payment

P denotes previous data

COL: 403 indemnity: 1,786.35 dir rcov: 0.00 expense: 0.00

payment number	payee	amount	status	COL	pay cd	rsn	reporting party
118897037J	&	1,786.35	PAID	403	1		Named Insu

### COL 501

C denotes consolidated payment

E denotes EFT payment

P denotes previous data

COL: 501 indemnity: 224.93 dir rcov: 0.00 expense: 0.00

payment number	payee	amount	status	COL	pay cd	rsn	reporting party
118530912J	ACE RENT-A-CAR	224.93	PAID	501	1		Named Insu



RBZ00032  
date: 10-11-06  
time: 11:58 AM

route to: Oltman, Josh

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

## VEHICLE DAMAGE REPORT

claim number

14-2021-617

date of loss  
07-08-06

```
*****  
* Estimate Vehicle Info *  
*  
* Vehicle Owner: [REDACTED] *  
* Vehicle Description: 05 Hyundai Tucson 4D Ut BLUE *  
*  
*****
```

Date: 7/18/2006 03:55 PM  
Estimate ID: 14-2021-61701  
Estimate Version: 1  
Supplement: 1(F) 7/18/2006 03:55:31 PM  
Profile ID: Tippecanoe County

State Farm Insurance Companies  
2602 Chicago Street Valparaiso, IN 46384  
(219) 531-3700

FOR ANY QUESTIONS REGARDING THIS ESTIMATE, PLEASE  
CONTACT THE INDICATED CLAIM REPRESENTATIVE.

Damage Assessed By: Owen Lovvorn  
Supplemented By: Owen Lovvorn

Date of Loss: 7/8/2006  
Deductible: 250.00  
Claim Number: 14-2021-61701

Insured: [REDACTED]  
Owner: [REDACTED]  
Address: [REDACTED], IN [REDACTED]  
Telephone: Work Phone: [REDACTED] Home Phone: [REDACTED]

Mitchell Service: 910461

Description: 2005 Hyundai Tucson GL  
Body Style: 4D Ut  
VIN: KM8JM12B95Y [REDACTED]  
Mileage: 10,544  
OEM/ALT: A  
Color: BLUE  
Options: 4WD or AWD, Alum/Alloy Wheels, Air Conditioning, Power Steering, Power Brakes, Power Windows,  
Power Door Locks, Cruise Control, Electric Defogger, Automatic Transmission, AM-FM Stereo/CDPlayer(Single),  
Center Console, Passenger-Front Air Bag, Power Remote Mirror, Disc Brakes, 4-Door, Multi-Purpose Vehicle,  
Driver-Front Air Bag.

Drive Train: 2.0L Inj 4 Cyl 2WD  
License: [REDACTED] IN  
Search Code: R5HH

Line Entry	Labor		Line Item	Part Type/	Dollar	Labor
Item Number	Type	Operation	Description	Part Number	Amount	Units
1	AUTO BDY	OVERHAUL	FRT BUMPER COVER ASSY			2.9 #
2	000005 BDY	REMOVE/REPLACE	FRT BUMPER COVER	86511-2E010	368.98	INC #
3	AUTO REF	REFINISH	FRT BUMPER COVER			C 2.6
4	000028 BDY	REMOVE/REPLACE	L FRT BUMPER FOG LAMP OPENING COVER	86557-2E000	23.03	INC #
5	000040 BDY	REMOVE/REPLACE	FRT BUMPER IMPACT BAR	86530-2E000	179.03	INC
6	001987 BDY	REMOVE/INSTALL	GRILLE ASSY			0.3 #
7	000071 BDY	REMOVE/REPLACE	L FRONT COMBINATION LAMP ASSEMBLY	92101-2E050	221.77	INC #
8	AUTO BDY	CHECK/ADJUST	HEADLAMPS			0.4
9	002637 BDY	REMOVE/INSTALL	R FRT SIDE MARKER LAMP			INC #
10	002638 BDY	REMOVE/INSTALL	L FRT SIDE MARKER LAMP			INC #
S1 11	001994 REF	REFINISH	HOOD OUTSIDE			C 2.2 *
12			PARTIAL COLOR, FULL CLEAR			
13	000104 BDY	REPAIR	HOOD PANEL	Existing		0.5 *

ESTIMATE RECALL NUMBER: 7/18/2006 15:49:52 14-2021-61701

UltraMate is a Trademark of Mitchell International

Mitchell Data Version: MAY\_06\_V

Copyright (C) 1994 - 2005 Mitchell International

Page 1 of 4

UltraMate Version: 5.0.214

All Rights Reserved

Date: 7/18/2006 03:55 PM  
 Estimate ID: 14-2021-61701  
 Estimate Version: 1  
 Supplement: 1(F) 7/18/2006 03:55:31 PM  
 Profile ID: Tippecanoe County

S1 14	002002 REF	REFINISH	R FENDER OUTSIDE		C	1.5 *
15			PARTIAL COLOR, FULL CLEAR			
S1 16	002003 REF	REFINISH	L FENDER OUTSIDE		C	1.6 *
17			PARTIAL COLOR, FULL CLEAR			
18	002008 BDY	REMOVE/INSTALL	R FENDER MUDGUARD			0.2
19	002009 BDY	REMOVE/INSTALL	L FENDER MUDGUARD			0.2
20	900500 REF*	REPAIR	HAZARDOUS WASTE DISPOSAL	New	3.00*	0.0 *
21	900500 REF*	REFINISH/REPAIR	RESTORE CORROSION PROTECTION	New	0.00*	0.2 *
22	900500 REF*	REFINISH/REPAIR	FLEX ADDITIVE	New	4.00*	0.0 *
23	900500 BDY*	REPAIR	STRIPE REMOVAL	Existing		0.2 *
24	900500 BDY*	REMOVE/REPLACE	TAPE STRIPES	New	10.00*	0.2 *
25	000277 BDY	REPAIR	R FENDER PANEL	Existing		0.4 *#
26	000278 BDY	REPAIR	L FENDER PANEL	Existing		1.5 *#
27	000305 BDY	REPAIR	FRONT BODY RADIATOR SUPPORT	-S Existing		1.0 *#
S1 28	933002 REF	ADD'L OPR	CLEAR COAT			2.2 *
29			ADD BACK IN FOR FULL CLEAR			
30	AUTO	ADD'L COST	PAINT/MATERIALS			257.50*

\* - Judgement Item  
 # - Labor Note Applies  
 C - Included in Clear Coat Calc

ESTIMATE RECALL NUMBER: 7/18/2006 15:49:52 14-2021-61701

Mitchell Data Version: MAY\_06\_V  
 UltraMate Version: 5.0.214

UltraMate is a Trademark of Mitchell International  
 Copyright (C) 1994 - 2005 Mitchell International  
 All Rights Reserved

Page 2 of 4

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body	7.8	50.00	0.00	0.00	390.00	Taxable Parts	809.81
Refinish	10.3	50.00	0.00	0.00	515.00	Sales Tax @ 6.000%	48.59
Non-Taxable Labor					905.00	Total Replacement Parts Amount	858.40
Labor Summary	18.1				905.00		
III. Additional Costs					Amount	IV. Adjustments	Amount
Taxable Costs					257.50	Insurance Deductible	250.00-
Sales Tax @ 6.000%					15.45	Customer Responsibility	250.00-
Total Additional Costs					272.95		
						I. Total Labor:	905.00
						II. Total Replacement Parts:	858.40
						III. Total Additional Costs:	272.95
						Gross Total:	2,036.35
						IV. Total Adjustments:	250.00-
						Net Total:	1,786.35
						Less Original Net Total:	1,809.30
						Net Supplement Amount:	22.95-
						S1: Owen Lovvorn	22.95-

Point(s) of Impact

12 FRONT CENTER (P)

Inspection Site: JON'S B/S  
Inspection Date: 7/18/2006

Body Shop: JON'S BODY SHOP, INC.  
Address: 507 Morland Drive  
Lafayette, IN 47905  
Telephone: (765) 447-6878  
Fax phone: (765) 447-7978

ESTIMATE RECALL NUMBER: 7/18/2006 15:49:52 14-2021-61701

Mitchell Data Version: MAY\_06\_V  
UltraMate Version: 5.0.214  
UltraMate is a Trademark of Mitchell International  
Copyright (C) 1994 - 2005 Mitchell International  
All Rights Reserved

Date: 7/18/2006 03:55 PM  
Estimate ID: 14-2021-61701  
Estimate Version: 1  
Supplement: 1(F) 7/18/2006 03:55:31 PM  
Profile ID: Tippecanoe County

\*\*\*\*\*  
THIS IS NOT AN AUTHORIZATION TO REPAIR. ALL SUPPLEMENTS REQUIRE  
PRIOR APPROVAL BY A STATE FARM CLAIM REPRESENTATIVE.  
\*\*\*\*\*

NOTE: For your protection, the law of your state requires the following  
to appear on this form:

Any person who knowingly, and with the intent to injure, defraud,  
or deceive any insurance company, files a statement of claim  
containing any false, incomplete, or misleading information, may be  
guilty of a felony and subject to criminal and civil penalties.

\*\*\*\*\*  
This is an estimate. Repair facilities must inspect the vehicle to  
determine if any repairs not listed are required, and to contact State  
Farm before making such repairs. Repairer also is responsible for  
conducting any necessary inspection and safety checks prior to and  
after completing repairs.

ESTIMATE RECALL NUMBER: 7/18/2006 15:49:52 14-2021-61701

Mitchell Data Version: MAY\_06\_V  
UltraMate Version: 5.0.214  
UltraMate is a Trademark of Mitchell International  
Copyright (C) 1994 - 2005 Mitchell International  
All Rights Reserved

Page 4 of 4



# Bill-To Invoice

ACE Rent Car, Inc.  
Lafayette  
850 Sagamore Parkway North  
Lafayette, IN 47905  
PH: (765) 446-2234  
FAX: (765) 446-2235

Date : 09/09/2006

Invoice Date: 09/08/2006

PAST DUE

Lafayette, IN

STATE FARM - CLAIMS CENTRAL

ATTN:

PO BOX 2360

Bloomington, IL 61702

Policy # :

Claim # : 142021617

Date Of Loss :

RO Number :

PO Number :

Agreement Number : LAF-13336

Company Number : INSTA015

Miles Out: 9022	Miles In: 9328	Miles Driven: 306	Full	Full
Vehicle Number	Vehicle Type	Vehicle Plate	Date Rented	Date Returned
3004F	2006 FORD FOCUS SE	79A2584	07/24/2006 11:15 AM	08/01/2006 01:50 PM

Vehicle VIN#: 1FAFP34N06W

9	Day(s) @	\$22.72	=	\$204.48	0	Day(s) @	\$0.00	=	\$0.00
0	Day(s) @	\$0.00	=	\$0.00	0	Weekend @	\$0.00	=	\$0.00
0	Day(s) @	\$0.00	=	\$0.00	0	Week(s) @	\$0.00	=	\$0.00
0	Day(s) @	\$0.00	=	\$0.00	0	Month(s) @	\$0.00	=	\$0.00

Rental Period : 9 day(s)

## STATEMENT OF CHARGES

Rate Charge : \$204.48  
Mi/Km Charge : \$0.00  
Late Charge : \$0.00  
Surcharge Charge : \$0.00  
Fuel Charge : \$0.00  
Damage Waiver : \$0.00  
Personal Insurance : \$0.00  
Liability Insurance : \$0.00  
Additional Driver : \$0.00  
Under Age : \$0.00  
Out of Area : \$0.00  
Foreign Drop : \$0.00  
Upgrade : \$0.00  
Other Charges : \$0.00

Interest Charge : \$0.00  
Subtotal : \$204.48  
STATE SALES TAX \$12.27  
STATE EXCISE TAX \$8.18  
\$0.00  
\$0.00  
\$0.00

PAST DUE

Total Charges : \$224.93

Company Authorized : \$224.93  
Company Payments : \$0.00

Net Due From Company : \$224.93

Tax ID : 35-1682146

INSURANCE:

ATTN:

Policy #: EXP. Date.

PH:

Please Make Check Payable To and Remit To :

ACE Rent Car, Inc.  
P.O. BOX 78063

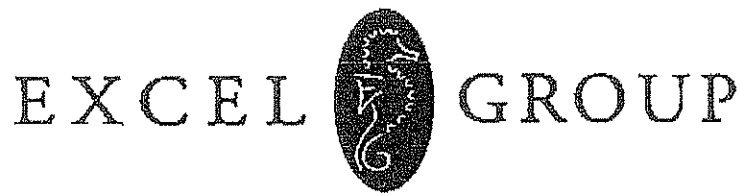
Indianapolis, IN 46278

DUE UPON RECEIPT

Agreement Number : LAF-13336

Please Pay This Amount : \$224.93

PAST DUE



CREATIVE PROMOTIONS

**FAX COVER SHEET**Date 8-01-06 Fax No. 888/835-6873 Phone No. 888/835-6718 Pages 2Attn. Team 1 Company State Farm Claims

Please Respond:

☐ Urgent☐ ASAP☐ If NecessaryComments Claim # 142021617

Bob Rohman Hyundai replaced the  
faulty brake switch under warranty  
today. Adam Abel is the  
service advisor who told me  
the faulty brake switch that  
caused the truck to not know  
if I was applying the gas or  
the brake thus causing the  
accident.

☐☐☐☐☐☐

Phone 765.447.4593 • Fax 765.742.8206

156 Sagamore Pkwy West • West Lafayette, IN 47906 • Website [www.excelgrp.com](http://www.excelgrp.com)

5U229861

482209

\*INVOICE\*

*Bob Rohrman*  
*Lincoln-Mercury-Subaru*

304 Sagamore Parkway North  
 LAFAYETTE, IN 47904

(765) 448-1502

http://www.bobrohrman.com

LAFAYETTE, IN

HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 2104 ADAM ABEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	05	HYUNDAI TUSCON	KM8JM12BX5U		10546/10546	
DEL DATE	PROD DATE	WARR EXF	PROMISED	PO NO	RATE	PAYMENT
01JAN06 IS			17:00 01AUG06		0.00	CASH
R/O OPENED	READY	OPTIONS: ENG:2.0L_VOHC WITH_CVVT				

13:10 01AUG06 13:43 01AUG06

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A CUST STATES CAR WONT STOP AT TIMES SOP

CAUSE: FOUND FAULTY BRAKE SWITCH AND REPLACED W/NEW

93810R00 STOP LAMP SWITCH ASSY RE

8923 WH 0.30

(N/C)

1 93810-3K000 SWITCH ASM

(N/C)

FC: 94

PART#: 93810-3K000

COUNT: 1

CLAIM TYPE: W

AUTH CODE:

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

\*\*\*\*\*

*Thank You!**for allowing us to service  
your vehicle*

 LINCOLN  
 MERCURY 

**SUBARU****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	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

EXCEL GROUP



FAXED

CREATIVE PROMOTIONS

## FAX COVER SHEET

Date 7-16-06 Fax No. 888/835-6873 Phone No. 888/835-6718 Pages 2  
Attn. Team 1 Company State Farm Claims

Please Respond:

☐ Urgent☐ ASAP☐ If Necessary

Comments

Claim # 142021617

Please note line item A. Adam at the Hyundai service department said that the reason my car surged forward is the result of a faulty brake switch. They have ordered the part and will replace it under warranty.

Phone 765.447.4593 • Fax 765.742.8206

156 Sagamore Pkwy West • West Lafayette, IN 47906 • Website [www.excelgrp.com](http://www.excelgrp.com)

SU229861

481912

\*INVOICE\*

*Bob Rohrman**Mitsubishi-Hyundai*

801 Sagamore Parkway South

LAFAYETTE, IN 47905

(765) 448-1000

http://www.bobrohrman.com

LAFAYETTE, IN

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 2104 ADAM ABEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	05	HYUNDAI TUSCON	KM8JM12BX5U		10444/10444	T727	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN06 IS			17:00 13JUL06		0.00	COUPS	13JUL06
R.O. OPENED		READY	OPTIONS: ENG:2.0L VOHC WITH CVVT				

08:07 13JUL06 08:44 13JUL06

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER STATES VEHICLE ACCELERATES ON ITS OWN AND SURGES

150 ENGINE

4547	CH	0.00			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: 0.00

ORDERED BRK SWITCH

B LUBE/OIL/FILTER CHANGE

1 LUBE/OIL/FILTER CHANGE

4547	CH	0.30			8.95	8.95
1 26300-35502	FILTER ASM				6.50	6.50
1 21513-23000	GASKET-OIL				1.37	1.37
1 4601L 4.6 QTS VALVOLINE	5W30				7.95	7.95
PARTS:	15.82	LABOR:	8.95	OTHER:	0.00	TOTAL LINE B: 24.77

C CUSTOMER STATES REAR WIPER INOP

100 MAINTENANCE

4547	CH	0.00			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C: 0.00

CLEANED REAR WINDOW AND NOW OK

D CUSTOMER STATES ESP LIGHT NOT WORKING RIGHT

250 ELECTRICAL CONCERN

4547	CH	0.00			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D: 0.00

DUE TO LINE A

\*\*\*\*\* JUL 18 2006 \*\*\*\*\*

By [Signature]

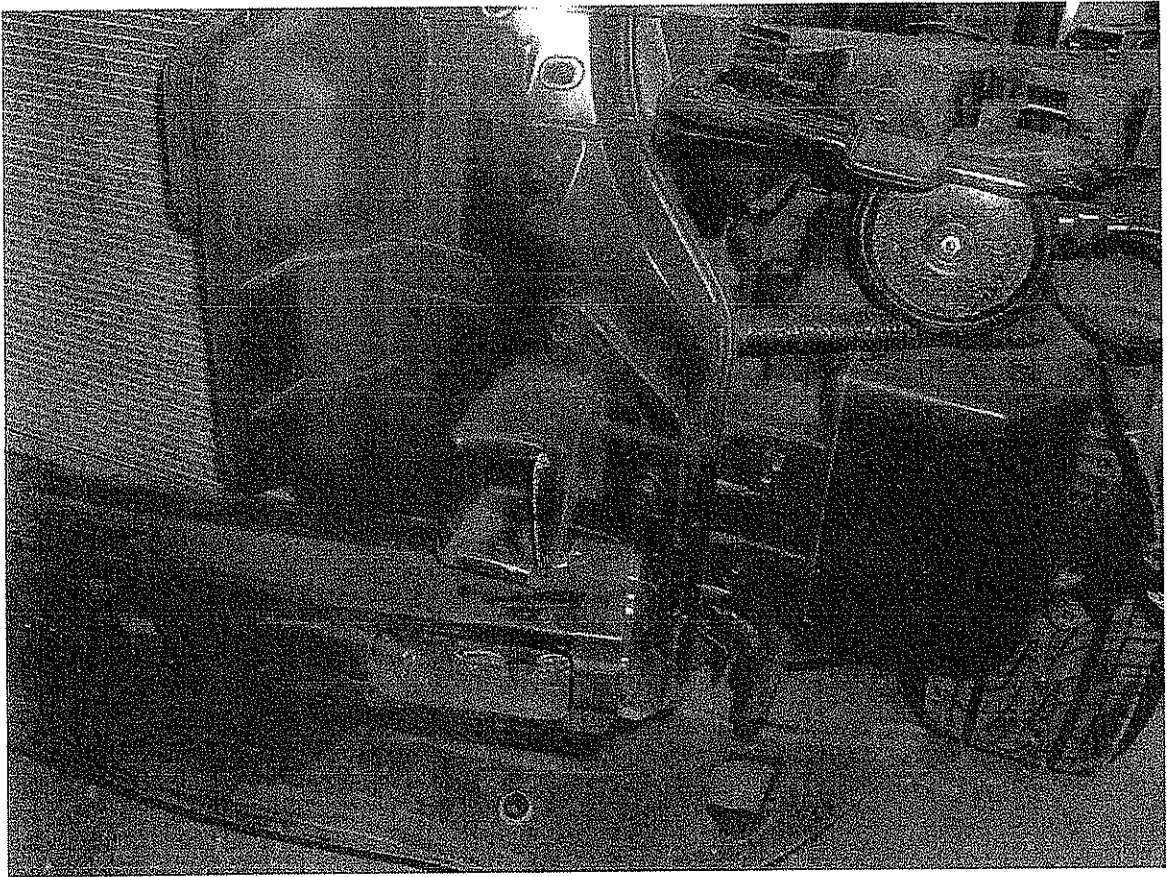
*Thank You!**for allowing us to service  
your vehicle*

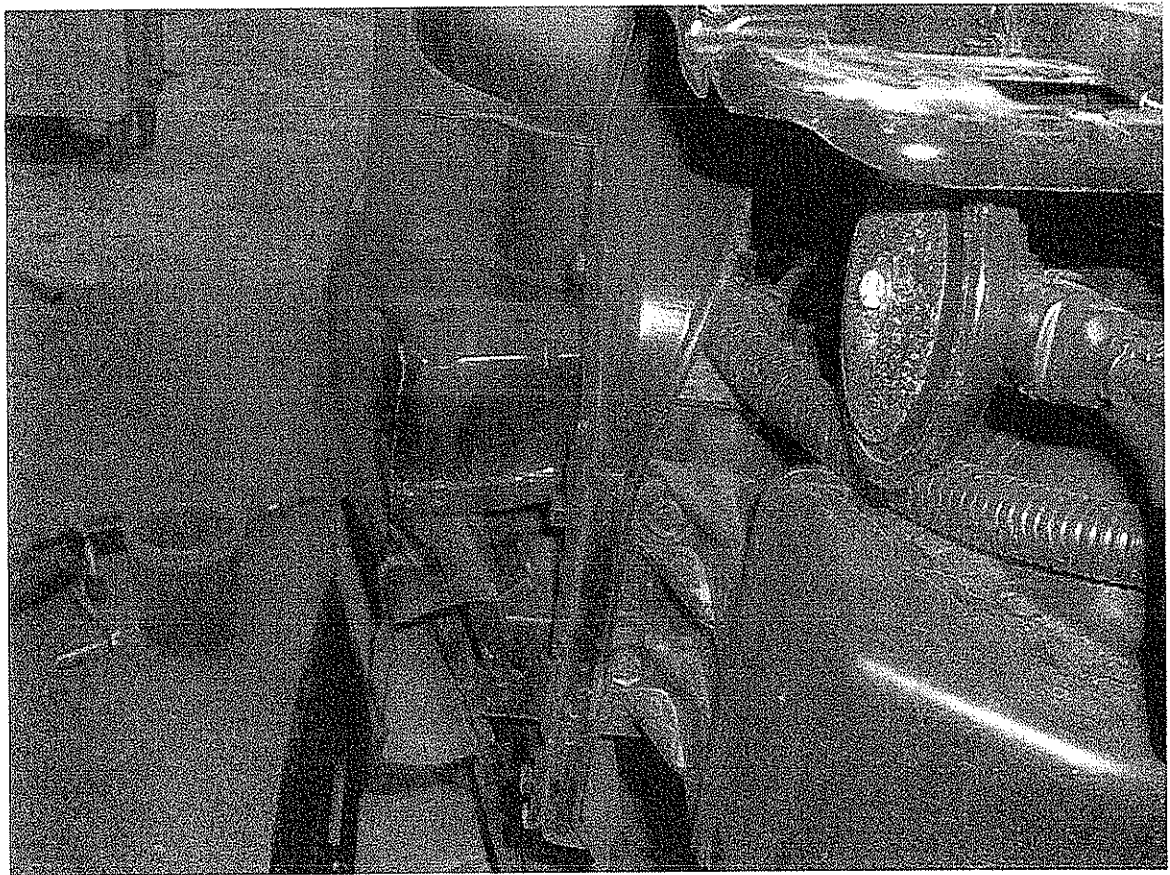
## STATEMENT OF DISCLAIMER

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.

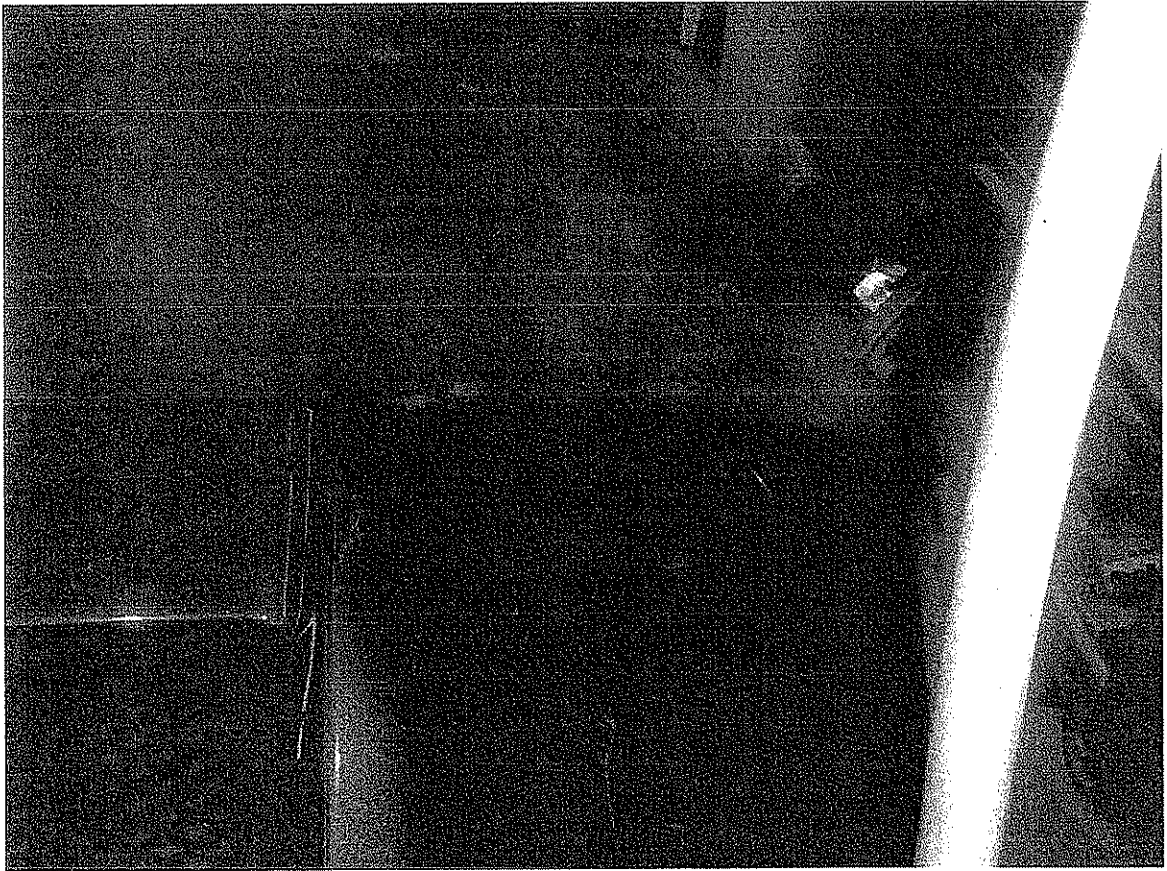
DESCRIPTION	TOTALS
LABOR AMOUNT	8.95
PARTS AMOUNT	15.82
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	24.77
LESS	2.00
SALES TAX	0.95
PLEASE PAY THIS AMOUNT	23.72

CUSTOMER COPY

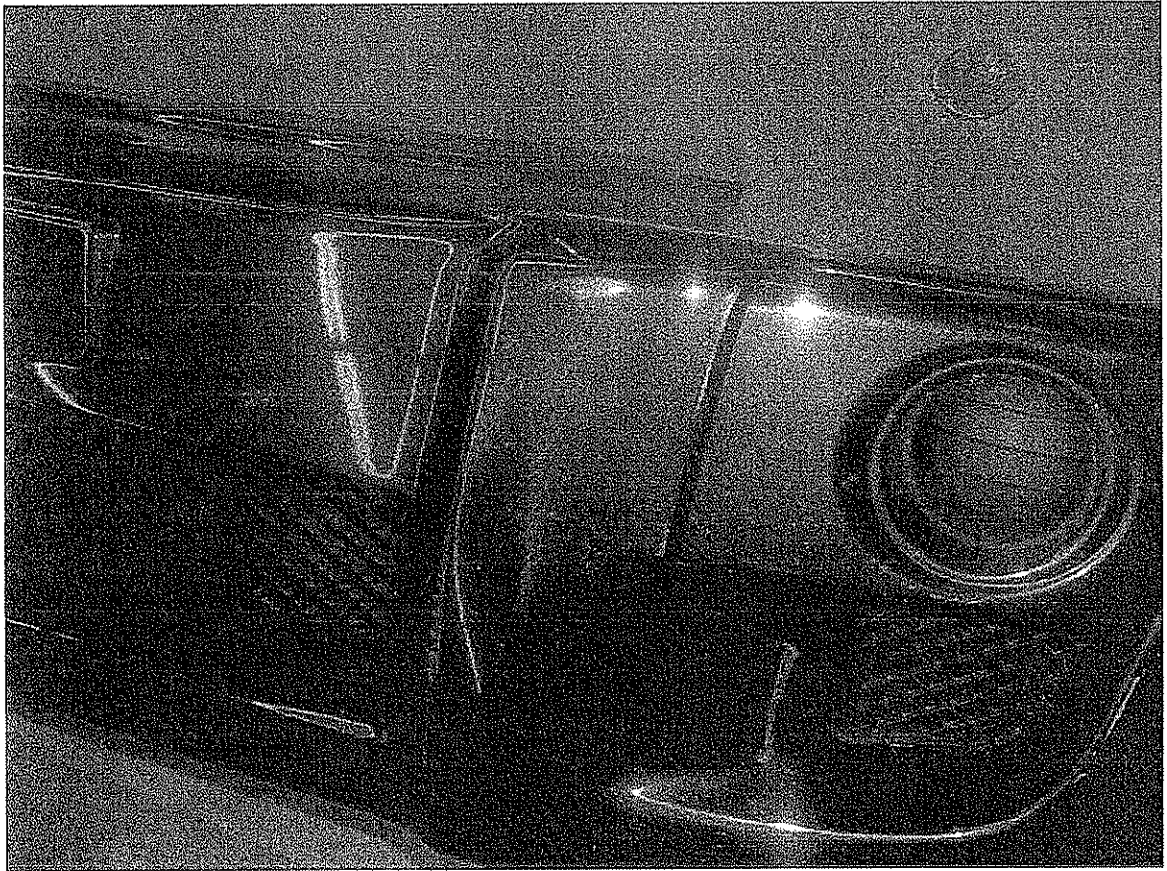


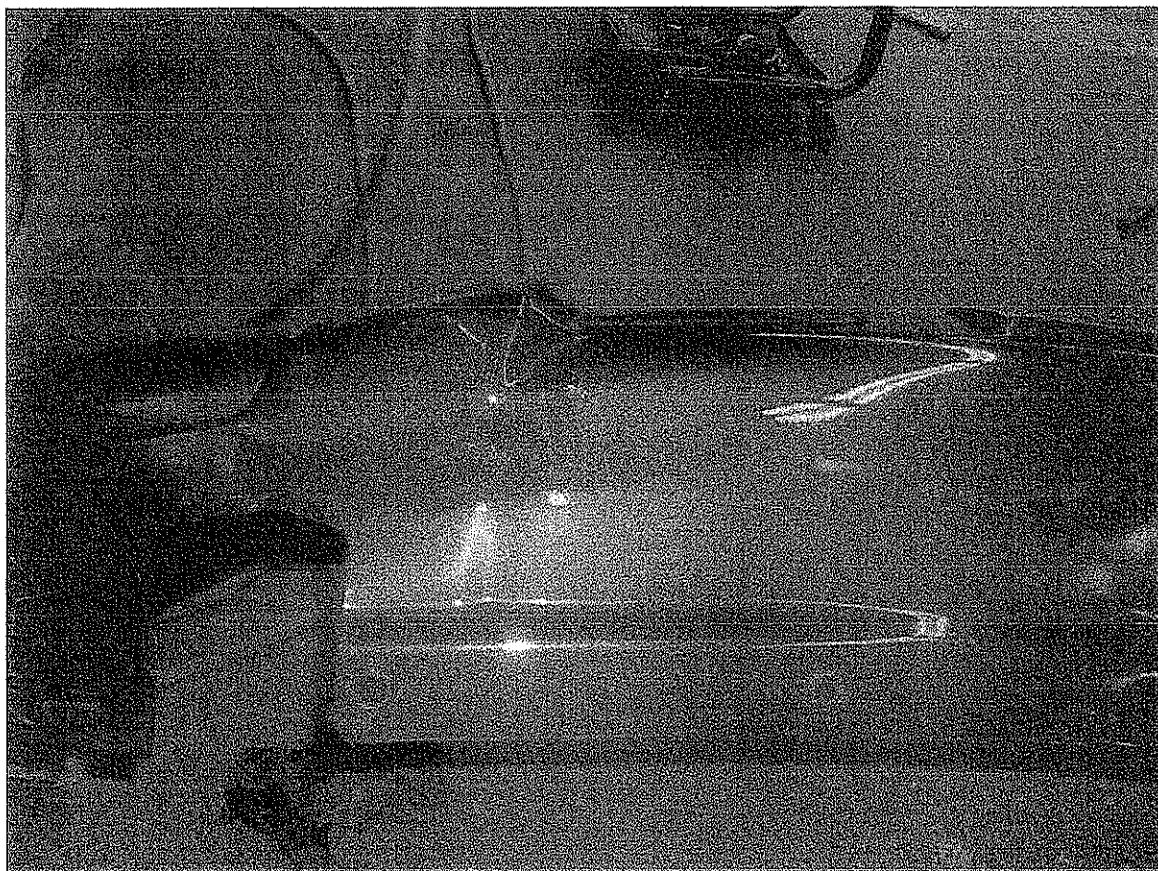


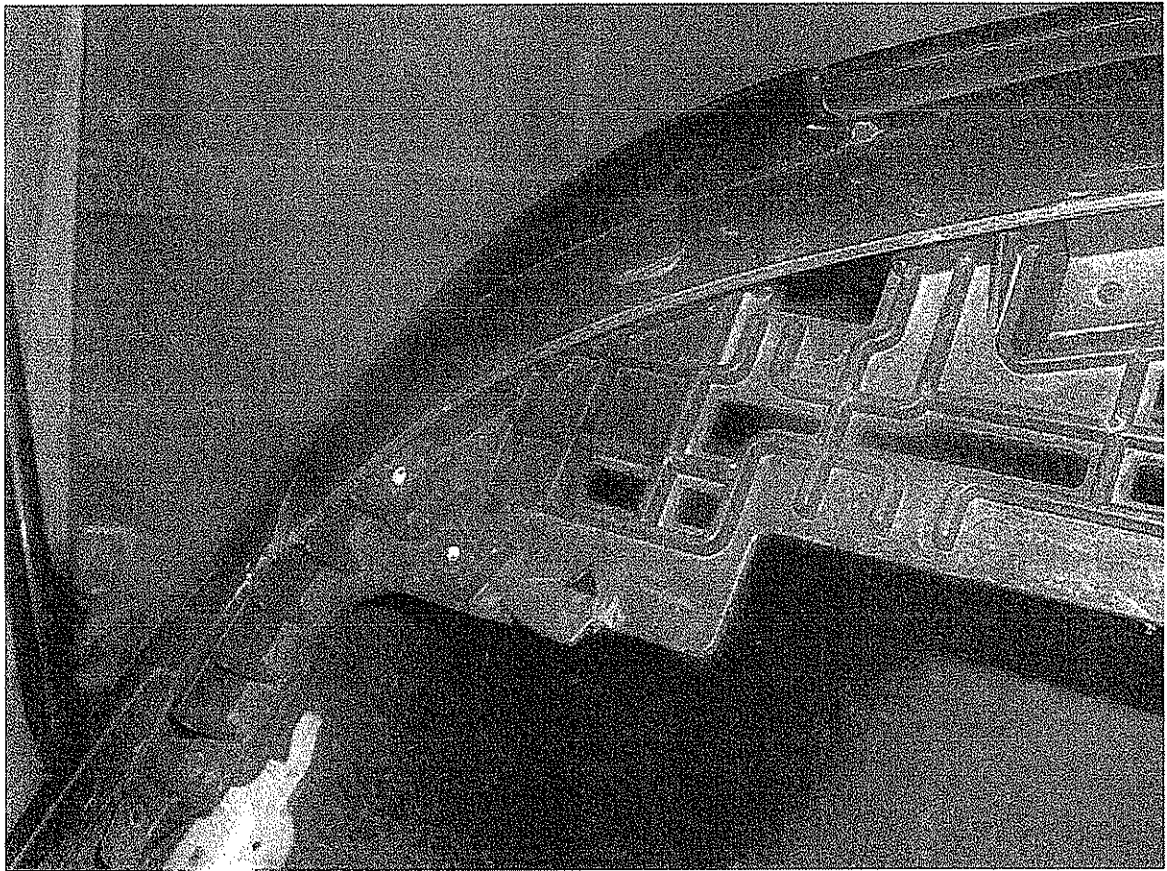




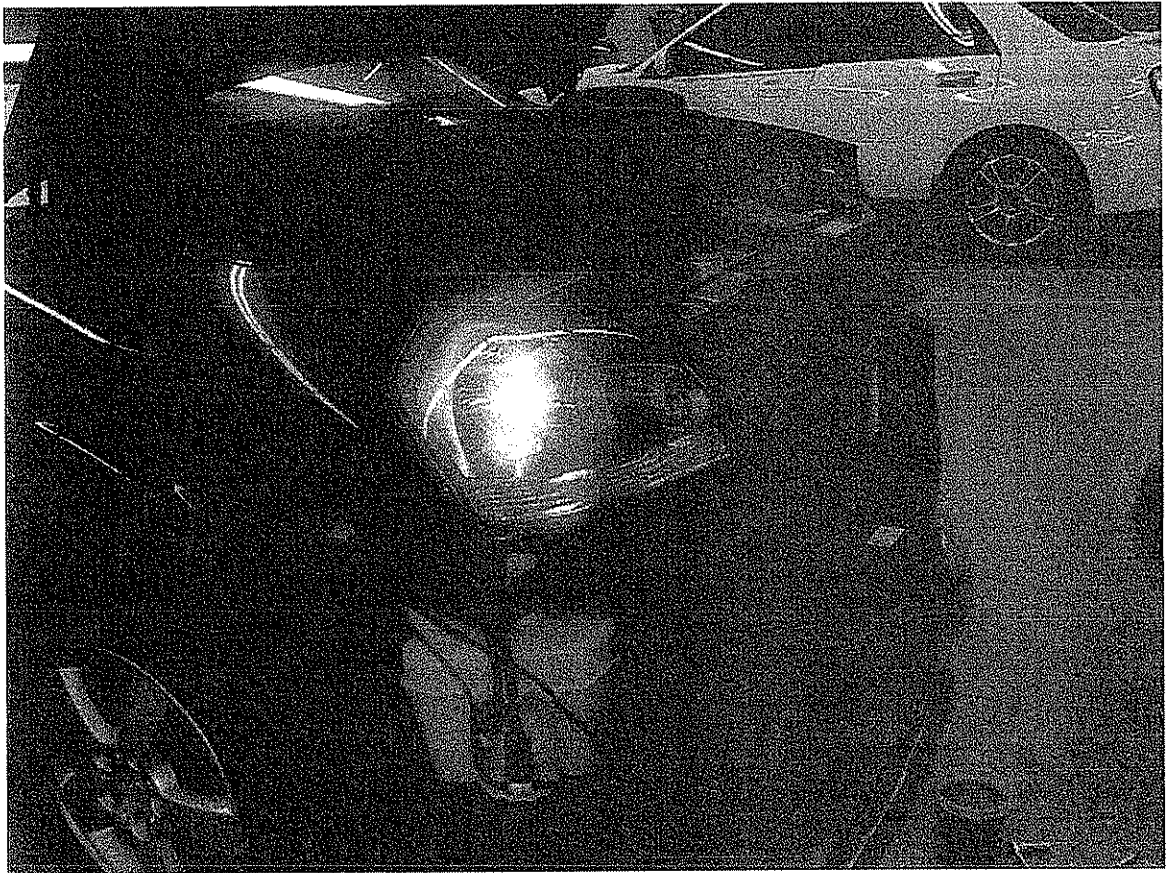




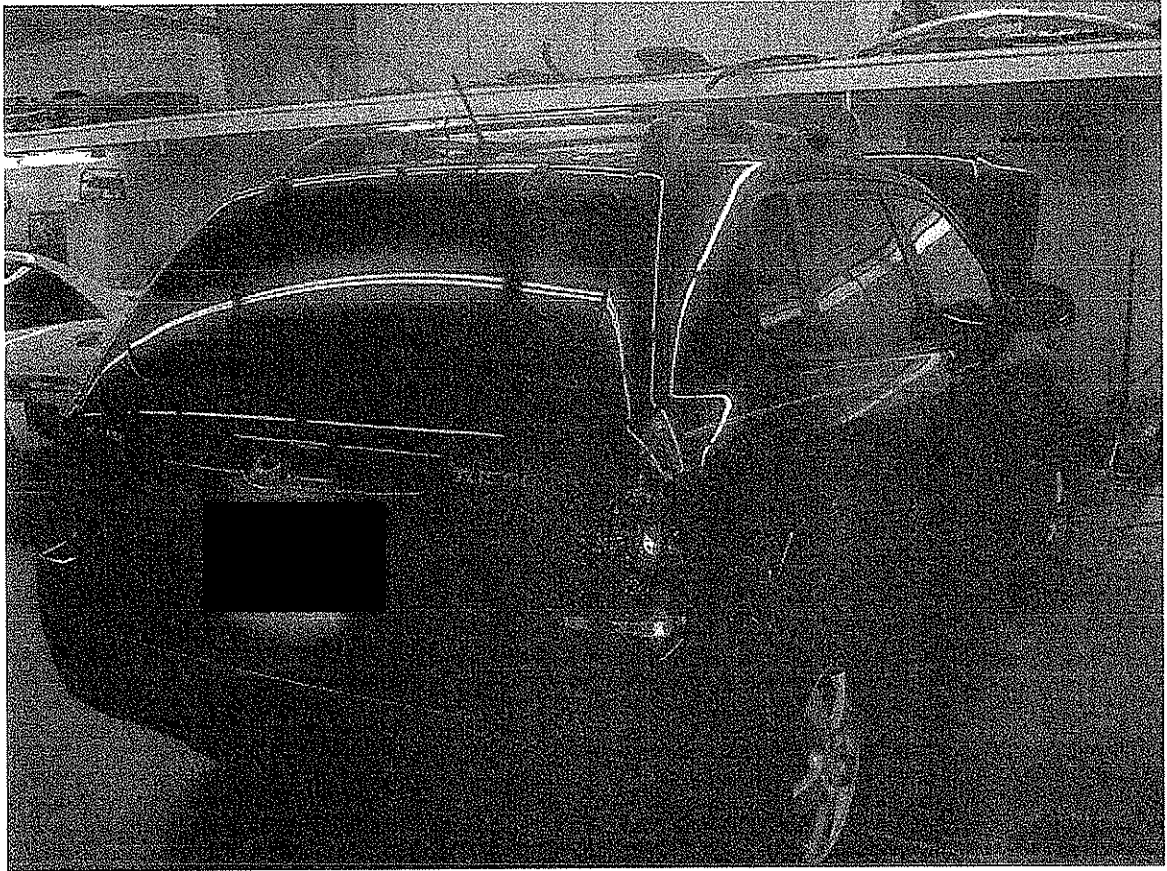


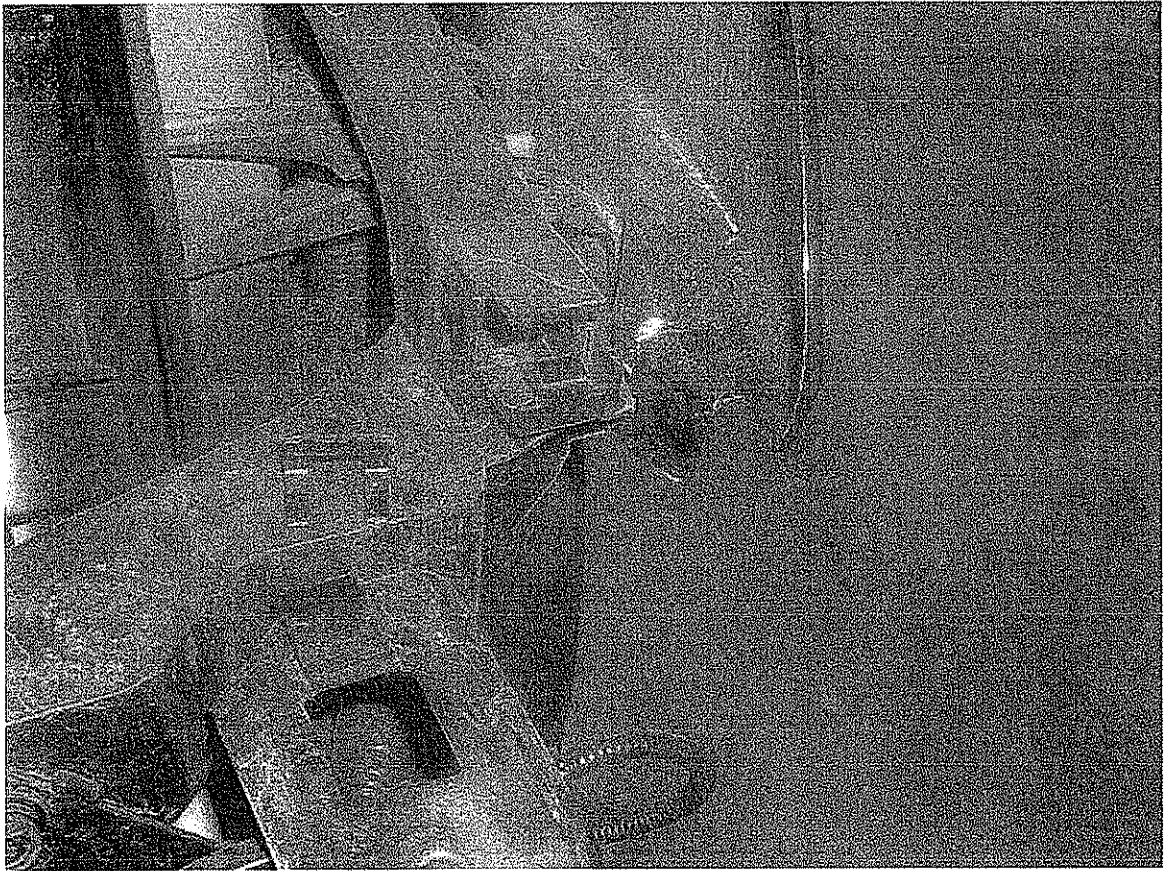


















5U229861

4 8 1 9 1 2

\*INVOICE\*

*Bob Rohrman**Mitsubishi-Hyundai*

801 Sagamore Parkway South

LAFAYETTE, IN 47905

(765) 448-1000

http://www.bobrohrman.com

LAFAYETTE, IN

HOME: BUS:

PAGE 1

SERVICE ADVISOR: 2104 ADAM ABEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	05	HYUNDAI TUSCON	KM8JM12BX5U		10444/10444	T727	
DEL DATE	PRCD DATE	WAHR EXP	PROMISED	PC NO	RATE	PAYMENT	INV DATE
01JAN06 IS			17:00 13JUL06		0.00	COUPS	13JUL06
R/O OPENED	READY	OPTIONS: ENG:2.0L_VOHC_, WITH_CVVT					
08:07 13JUL06	08:44 13JUL06						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
 A CUSTOMER STATES VEHICLE ACCELERATES ON ITS OWN AND SURGES  
 150 ENGINE

4547 CH 0.00 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

ORDERED BRK SWITCH

B LUBE/OIL/FILTER CHANGE

1 LUBE/OIL/FILTER CHANGE  
 4547 CH 0.30 8.95 8.95

1 26300-35502 FILTER ASM 6.50 6.50  
 1 21513-23000 GASKET-OIL 1.37 1.37  
 1 46011 4.6 QTS VALVOLINE 5W30 7.95 7.95  
 PARTS: 15.82 LABOR: 8.95 OTHER: 0.00 TOTAL LINE B: 24.77

C CUSTOMER STATES REAR WIPER INOP

100 MAINTENANCE  
 4547 CH 0.00 0.00 0.00

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

CLEANED REAR WINDOW AND NOW OK

D CUSTOMER STATES ESP LIGHT NOT WORKING RIGHT

250 ELECTRICAL CONCERN  
 4547 CH 0.00 0.00 0.00

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

DUE TO LINE A

By

## 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	8.95
PARTS AMOUNT	15.82
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	24.77
LESS	2.00
SALES TAX	0.95
PLEASE PAY THIS AMOUNT	23.72

*Thank You!**for allowing us to service  
your vehicle*

FILE COPY

CUSTOMER #: 5U229861

4 8 1 9 1 2

WORKORDER

PAGE 1

**Bob Rohrman**  
**Mitsubishi-Hyundai**

801 Sagamore Parkway South

LAFAYETTE, IN 47905

(765) 448-1000

http://www.bobrohrman.com

LAFAYETTE, IN

HOME:

BUS: 409-2993

SERVICE ADVISOR: 2104 ABEL, ADAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	05	HYUNDAI TUSCON	KM8JM12BX5U		10444/	T727	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN06 IS			17:00 13JUL06		0.00	CASH	
R.O. OPENED		READY	OPTIONS: ENG:2.0L VOHC WITH CVVT				

13JUL2006 08:07

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	150	WH	CUSTOMER STATES VEHICLE ACCELERATES ON ITS OWN AND SURGES
# B	1	CH	LUBE/OIL/FILTER CHANGE
# C	100	WH	CUSTOMER STATES REAR WIPER INOP
# D	250	WH	CUSTOMER STATES ESP LIGHT NOT WORKING RIGHT

*Need: Brake light switch 93810-3K000*

*4 ter. / 1 / 1*  
*COA.*

## EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

## AUTHORIZATION FOR REPAIRS

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 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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			

*Thank You!*  
*for allowing us to service*  
*your vehicle*

TECHNICIAN COPY



481912

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF.
50	.3	481912	7-13	
		EMP. NO. 127	LOITER	

#4547)  
A-9) Due to Brake Lamp Switch

B) Cot. 3

C) Due to car wash wax

D) code C1513 Due to bad Brake  
Lamp switch



CUSTOMER #: 5U229861

LAFAYETTE, IN  
HOME: [REDACTED]

BUS:

482209

WORKORDER

PAGE 1

**Bob Rohrman**  
**Lincoln-Mercury-Subaru**304 Sagamore Parkway North  
LAFAYETTE, IN 47904  
(765) 448-1502

http://www.bobrohrman.com

SERVICE ADVISOR: 2104 ABEL, ADAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	05	HYUNDAI TUSCON	KM8JM12BX5U		10546/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN06 IS			17:00 01AUG06		0.00	CASH	
R.O. OPENED		READY	OPTIONS: ENG:2.0L VOHC WITH CVVT				

01AUG2006 13:10

LINE OP CODE TECH. TYPE DESCRIPTION/INSTRUCTIONS

# A 300 WE ~~JUST STATES CAR WON'T STOP AT TIMES STOP~~*Espr Light in**93810-3K000**Customer Waiting**93810R00**Switch Assy*  
WARRANTY PARTS RETURNED  
BY *[Signature]*  
DATE *8-1-06**SOP*

## EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

## AUTHORIZATION FOR REPAIRS

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 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. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X *[Signature]*REVISED  
ESTIMATE (1)

DATE

TIME

BY

REVISED  
ESTIMATE (2)*Thank You!*  
*for allowing us to service*  
*your vehicle***WORK ORDER**

5U229861

482209

\*INVOICE\*

*Bob Rohrman*  
*Lincoln-Mercury-Subaru*

304 Sagamore Parkway North  
 LAFAYETTE, IN 47904  
 (765) 448-1502

http://www.bobrohrman.com

LAFAYETTE, IN

HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 2104 ADAM ABEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	05	HYUNDAI TUSCON	KMBJM12BX5U [REDACTED]		10546/10546	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT
01JAN06 IS			17:00 01AUG06		0.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:2.0L_VOHC_WITH_CVVT				

13:10 01AUG06 13:43 01AUG06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A COST STATES CAR WONT STOP AT TIMES STOP							
CAUSE: FOUND FAULTY BRAKE SWITCH AND REPLACED W/NEW							
93810R00 STOP LAMP SWITCH ASS'Y RE							
8923 WH 0.30 (N/C)							
1 93810-3K000 SWITCH ASM (N/C)							
FC: 94							
PART# 93810-3K000							
COUNT: 1							
CLAIM TYPE: W							
AUTH CODE:							

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

\*\*\*\*\*

*Thank You!*

*for allowing us to service  
 your vehicle*

 LINCOLN  
 MERCURY 

SUBARU

## 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	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

482209

Replace Brake light switch  
Rev RO# 481912

Line A wrote up wrong  
Adam couldn't remember original  
Concern

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF	12
	.3	482209		8-1-6	
		EMP. NO. 823	OPER. NO. Locke	ON	





**Hyundai Motor America**

10550 Talbert Avenue, P.O. Box 20850, Fountain Valley, CA 92728-0850  
TEL: 714-965-3000 FAX: 714-965-3816  
WEB: HyundaiUSA.com

November 17, 2006

DIRECT NO.:  
(714) 965-3571

FAX NO.:  
(714) 965-3815

Sheryl A. Taylor  
Claim Processor  
State Farm Insurance  
Subrogation Services  
P.O. Box 2371  
Bloomington, IL 61702-2371

**Your Insured:** [REDACTED]  
**Claim No:** 14-2021-617  
**Vehicle:** 2005 Hyundai Tucson  
VIN: KM8JM12BX5U [REDACTED]

Dear [REDACTED]:

Your October 11, 2006 letter to HMA has been forwarded to me for response. After considering the information that you and your insured have provided as well as other available information, HMA must refuse your demand for relief. Although this letter is not intended to be an exhaustive statement of the reasons HMA believes that it has no liability with respect to your insured's claims, the letter summarizes below HMA's position with respect to your insured's claims.

Your letter states that damage to the front end of your client's vehicle was the result of a faulty brake switch. Contrary to your assertions, however, the function of the brake switch is primarily to illuminate the rear brake lights. If the brake switch is faulty, the brake lights won't illuminate. It has no affect on the vehicle's braking system functionality. Nor will a malfunctioning brake light switch cause unintended acceleration. When the brake pedal is pressed, the master cylinder still applied hydraulic pressure to the brake calipers.

Because HMA has no basis to conclude that a faulty brake switch caused or contributed to this incident, and you have offered no documentary support for the claim of defect, HMA must respectfully deny your insured's claim for relief.

If you have any questions regarding HMA's position, please do not hesitate to contact me at the number listed above.

Very truly yours,

  
Elizabeth M. Fuerbringer, Esq.

**ATTACHMENT F**  
**Warranty Lawsuit**  
**5NPEU46F16HXXXXXX**

KIMMEL & SILVERMAN, P.C.  
By: Fred E. Davis, Esquire  
1930 E. Marlton Pike, Suite T11  
Cherry Hill, NJ 80003  
(856)429-8334

ATTORNEY FOR PLAINTIFF

[REDACTED]

v.

Hyundai Motor America

SUPERIOR COURT OF NEW JERSEY  
MONMOUTH COUNTY  
Law Division

Docket No. L-3369-07

STIPULATION OF DISMISSAL

It is hereby STIPULATED and AGREED that the above-entitled action is hereby  
dismissed with prejudice and without costs against either party.

KIMMEL & SILVERMAN, P.C.

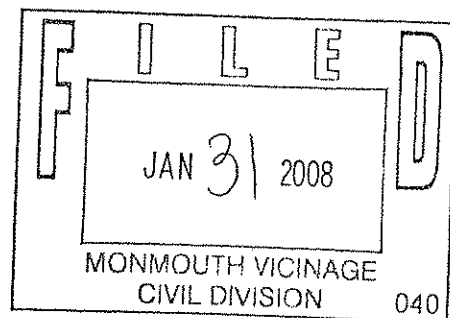
McElroy, Deutsch, Mulvaney & Carpenter LLP

By: \_\_\_\_\_

FRED E. DAVIS, ESQUIRE  
Attorney for Plaintiff  
Susan L. Canter

By: \_\_\_\_\_

JANE A. RIGBY, ESQUIRE  
Attorney for Defendant  
Hyundai Motor America



Robert M. Silverman, Esquire  
Fred E. Davis, Esquire  
KIMMEL & SILVERMAN, P.C.  
Executive Quarters  
1930 E. Marlton Pike, Suite T11  
Cherry Hill, NJ 08003  
(856)429-8334

FILED  
MONMOUTH COUNTY

JUL 16 2007

CIVIL DIVISION MANAGERS  
OFFICE

ATTORNEYS FOR PLAINTIFF

THIS IS AN ARBITRATION  
MATTER. ASSESSMENT OF  
DAMAGES HEARING IS  
REQUESTED.

Freehold, NJ

v.

HYUNDAI MOTOR AMERICA  
10550 Talbert Avenue  
Fountain Valley, CA 92728

SUPERIOR COURT OF NEW JERSEY  
MONMOUTH COUNTY

CIVIL ACTION

NO.

L-3369-07

### COMPLAINT

1. Plaintiff, [REDACTED], is an adult individual citizen and legal resident of the State of New Jersey, [REDACTED], Freehold, NJ [REDACTED].

2. Defendant, Hyundai Motor America, is a corporation qualified to do and regularly conduct business in the State of New Jersey, with its address and principal place of business located at 10550 Talbert Avenue, Fountain Valley, CA 92728, and can be served at this address.

### BACKGROUND

3. On or about August 26, 2005, Plaintiff purchased a new 2006 Hyundai Sonata, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 5NPEU46F16H[REDACTED].

4. The vehicle was purchased in the Commonwealth of Pennsylvania and is registered in the Commonwealth of Pennsylvania.

5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the

Lemon Law, totaled more than \$22,394.50. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 10-year / 100,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

10. During the first 24 months and/or 18,000 miles, Plaintiff complained on at least three (3) occasions about defects and or non-conformities to the following vehicle components: electrical system, brakes lights and loss of power issues. True and correct copies of all invoices in Plaintiff possession are attached hereto, made a part hereof, and marked Exhibit "B".

**COUNT I**  
**NEW JERSEY MOTOR VEHICLE WARRANTY ACT**

11. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

12. Plaintiff is a "Consumer" as defined by N.J.S.A. 56:12-30.

13. Defendant is a "Manufacturer" as defined by N.J.S.A. 56:12-30.

14. Brad Benson, South Brunswick, is and/or was at the time of sale a "Dealer or Motor Vehicle Dealer" in the business of buying, selling, and/or exchanging vehicles as defined by N.J.S.A. 56:12-30.

15. On or about August 26, 2005, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by N.J.S.A. 56:12-29 et seq., which substantially impair the use, value and/or safety of the vehicle.

16. Defendant through its authorized dealer failed to provide written notification that the vehicle was covered by the New Jersey Motor Vehicle Warranty Act as provided in N.J.S.A. 56:12-34(c). Plaintiff believes and therefore avers said failure is a per se violation of the New Jersey Consumer Fraud Act, N.J.S.A. 56:8-1 et seq., as well as a violation of the New Jersey Motor Vehicle Warranty Act.

17. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

18. Section 56:12-32 of the New Jersey Motor Vehicle Warranty Act provides:

- a. If, during the period specified in section 3 of this act, the manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time, the manufacturer shall accept return of the motor vehicle from the consumer. The manufacturer shall provide the consumer with a full refund of the purchase price of the original motor vehicle including any stated credit or allowance for the consumer's used motor vehicle, the cost of any options or other modifications arranged, installed, or made by the manufacturer or its dealer within 30 days after the date of original delivery, and any other charges or fees including, but not limited to, sales tax, license and registration fees, finance charges, reimbursement for towing and reimbursement for actual expenses incurred by the consumer for the rental of a motor vehicle equivalent to the consumer's motor vehicle and limited to the period during which the consumer's motor vehicle was out of service due to a nonconformity, less a reasonable allowance for vehicle use.

19. Section 56:12-33 of the New Jersey Motor Vehicle Warranty Act provides a presumption of a reasonable number of repair attempts:

- a. It is presumed that a manufacturer or its dealer is unable to repair or correct a nonconformity within a reasonable time if, within the first 18,000 miles of operation or during the period of two years following the date of original delivery of the motor vehicle to a consumer, whichever is the earlier date:
  - (1) Substantially the same nonconformity has been subject to repair three or more times by the manufacturer or its dealer and the nonconformity continues to exist; or
  - (2) The motor vehicle is out of service by reason of repair for one or more nonconformities for a cumulative total of 20 or more calendar days since the original delivery of the motor vehicle and a nonconformity continues to exist.

- b. The presumption contained in sub-section a. of this section shall apply against a manufacturer only if the manufacturer has received written notification, by or on behalf of the consumer, by certified mail return receipt requested, of a potential claim pursuant to the provisions of this act and has had one opportunity to repair or correct the defect or condition within 10 calendar days following receipt of the notification. Notification by the consumer shall take place any time after the motor vehicle has had substantially the same nonconformity subject to repair two or more times or has been out of service by reason of repair for a cumulative total of 20 or more calendar days.

20. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

21. In addition, the above vehicle has or will be out of service by reason of the nonconformities complained of for a cumulative total of twenty (20) or more calendar days.

22. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

23. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

24. Plaintiff has been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton, and negligent failure to comply with the provisions of N.J.S.A. 56:12-29 et seq.

25. Plaintiff has provided Defendant with a final repair opportunity prior to filing the within Complaint.

26. Pursuant to N.J.S.A. 56:12-29 et seq., Plaintiff seeks relief for losses due to the nonconformities and defects in the above-mentioned vehicle in addition to reasonable attorney fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

**COUNT II**  
**MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT**

27. Plaintiff may or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

28. Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

29. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

30. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

31. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

32. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

33. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

34. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

35. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

36. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

37. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.



38. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

39. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

40. Plaintiff avers that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

41. Plaintiff avers Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

42. Plaintiff avers that Defendant's warranty did not require Plaintiff to first resort to a Dispute Resolution Program before filing suit.

43. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

### **COUNT III** **UNIFORM COMMERCIAL CODE**

44. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

45. The defects and nonconformities existing within the vehicle constitute a breach of contractual and statutory obligations of Defendant, including but not limited to the following:

- a. Express Warranty;
- b. Implied Warranty Of merchantability; and
- c. Implied Warranty Of Fitness For A Particular Purpose.

46. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of fitness for a particular purpose and implied warranties of merchantability.

47. At the time of obtaining possession of the vehicle and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

48. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

49. Such damages include, but are not limited to, the contract price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the contract price of the vehicle, plus all collateral charges and attorneys' fees.

KIMMEL & SILVERMAN, P.C.

By: \_\_\_\_\_

ROBERT M. SILVERMAN, ESQUIRE

Attorney for Plaintiff

Executive Quarters

1930 E. Marlton Pike, Suite T11

Cherry Hill, NJ 08003

(856) 429-8334

**JURY-DEMAND**

Plaintiff hereby demands a trial by jury as to all the issues

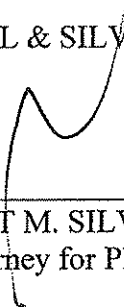
KIMMEL & SILVERMAN, P.C.

By:   
ROBERT M. SILVERMAN, ESQUIRE  
Attorney for Plaintiff

**CERTIFICATION PURSUANT TO R.4:15-1**

Upon knowledge and belief I hereby certify that there are no other actions or arbitrations related to this suit pending or presently contemplated.

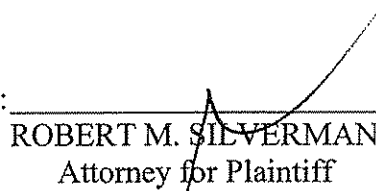
KIMMEL & SILVERMAN, P.C.

By:   
ROBERT M. SILVERMAN, ESQUIRE  
Attorney for Plaintiff

CERTIFICATION OF NOTICE

Pursuant to N.J.S.A. 56:8-20 Plaintiff is mailing a copy of this Complaint to the Office of the Attorney General, Richard J. Hughes Justice Complex, 25 West Market Street in the City of Trenton, County of Mercer, in the state of New Jersey on *July 13, 2007*

KIMMEL & SILVERMAN, P.C.

By:   
ROBERT M. SILVERMAN, ESQUIRE  
Attorney for Plaintiff

New  
Motor Vehicle  
Retail Order  
☐ New ☐ L  
☐ Demo ☐

Brad Benson Mitsubishi/Hyundai

3905 ROUTE 1 SOUTH  
MONMOUTH JUNCTION, N.J. 08861  
732-821-4000

NO VERBAL COMMITMENTS WERE MADE TO  
ME OTHER THAN WHAT WAS WRITTEN ON THIS

CUSTOMER	[REDACTED]		DATE	08/26/05		STOCK NO.	H99876																																																							
ADDRESS	[REDACTED] FREEHOLD NJ [REDACTED]		City	[REDACTED]		State	Zip																																																							
HOME PHONE	[REDACTED]		WORK PHONE	[REDACTED]		E-MAIL	[REDACTED]																																																							
D. L. #	[REDACTED]		SOC. SEC. #	[REDACTED]		D.O.B.	[REDACTED]																																																							
ENTER ORDER FOR	2006 HYUNDAI SONATA		SALES REP.	EDWARD SANTIAGO																																																										
BODY TYPE	SONATA	YEAR	2006	MAKE	HYUNDAI	MODEL	SONATA																																																							
INTERIOR TRIM COLOR	STEEL GRAY		SERIAL NO.	5 N P F I 4 5 F I 6 H 0 2 3 0																																																										
<p>Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:</p> <p>* Cash Purchase * Finance Purchase * Lease</p> <p>IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.</p> <p>IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.</p> <p>TO BE DELIVERED ON OR ABOUT 08/26/05</p> <table border="1"><tr><td>Price of Unit</td><td>22000.00</td></tr><tr><td>Additional Equipment (options)</td><td></td></tr><tr><td colspan="2">AS PER FACTORY LABEL AND ADDENDUM</td></tr></table> <p>IF A LEASE, THE FOLLOWING APPLY:</p> <p>MONTHLY PAYMENT AMOUNT \$ N/A</p> <p>TERM: N/A MONTHS</p> <p>MILEAGE PER YEAR N/A</p> <p>CASH DUE AT DELIVERY \$</p> <p>IF A PURCHASE, THE FOLLOWING APPLY:</p> <table border="1"><tr><td>TOTAL PRICE OF VEHICLE</td><td>22000.00</td></tr><tr><td>Less Trade-in</td><td>5500.00</td></tr><tr><td>Glass Etching (Optional)</td><td>\$199.00</td></tr><tr><td>TOTAL TAXABLE AMOUNT</td><td>16500.00</td></tr><tr><td>State Sales Tax</td><td>996.00</td></tr><tr><td>N.J. TIRE TAX</td><td>7.50</td></tr><tr><td>Registration/Title Fee (Estimated)</td><td>46.50</td></tr><tr><td>Documentary Fee</td><td>\$149.50</td></tr><tr><td>NET PAY-OFF ON TRADE-IN</td><td>17695.50</td></tr><tr><td>TOTAL</td><td>N/A</td></tr><tr><td>DEPOSIT</td><td>1000.00</td></tr><tr><td>BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY</td><td>N/A</td></tr><tr><td>BALANCE DUE ON DELIVERY</td><td>16695.50</td></tr></table>									Price of Unit	22000.00	Additional Equipment (options)		AS PER FACTORY LABEL AND ADDENDUM		TOTAL PRICE OF VEHICLE	22000.00	Less Trade-in	5500.00	Glass Etching (Optional)	\$199.00	TOTAL TAXABLE AMOUNT	16500.00	State Sales Tax	996.00	N.J. TIRE TAX	7.50	Registration/Title Fee (Estimated)	46.50	Documentary Fee	\$149.50	NET PAY-OFF ON TRADE-IN	17695.50	TOTAL	N/A	DEPOSIT	1000.00	BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY	N/A	BALANCE DUE ON DELIVERY	16695.50																						
Price of Unit	22000.00																																																													
Additional Equipment (options)																																																														
AS PER FACTORY LABEL AND ADDENDUM																																																														
TOTAL PRICE OF VEHICLE	22000.00																																																													
Less Trade-in	5500.00																																																													
Glass Etching (Optional)	\$199.00																																																													
TOTAL TAXABLE AMOUNT	16500.00																																																													
State Sales Tax	996.00																																																													
N.J. TIRE TAX	7.50																																																													
Registration/Title Fee (Estimated)	46.50																																																													
Documentary Fee	\$149.50																																																													
NET PAY-OFF ON TRADE-IN	17695.50																																																													
TOTAL	N/A																																																													
DEPOSIT	1000.00																																																													
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY	N/A																																																													
BALANCE DUE ON DELIVERY	16695.50																																																													
<p>IF A NEW VEHICLE SALE OR LEASE . . .</p> <p>The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.</p> <p>IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX</p> <p><input type="checkbox"/> This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.</p> <p>OR</p> <p><input type="checkbox"/> The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.</p> <p>ALL USED VEHICLE SALES-DEALER'S OBLIGATION</p> <p>The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.</p> <p>08 26 05 X</p> <p>WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)</p> <p>The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price (if a sale) if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, c. 273).</p> <p>08 26 05 X</p> <p>TRADE-IN DESCRIPTION AND ALLOWANCE</p> <table border="1"><tr><td>Year</td><td>1999</td><td>Make</td><td>NISSAN</td><td>Model</td><td>MAXIMA</td></tr><tr><td>Serial No.</td><td colspan="3">JN1CAZ1A5X1707880</td><td>Mileage</td><td>90470</td></tr><tr><td>Trade-in Value</td><td colspan="3">5500.00</td><td>Date of</td><td></td></tr><tr><td>Less Balance Owed</td><td colspan="3">N/A</td><td></td><td></td></tr><tr><td>Net Trade-in Allowance</td><td colspan="3">5500.00</td><td></td><td></td></tr><tr><td>Balance Owed to:</td><td colspan="3"></td><td></td><td></td></tr><tr><td>Address:</td><td colspan="3"></td><td></td><td></td></tr><tr><td>Account No.:</td><td colspan="3"></td><td></td><td></td></tr><tr><td>Info. From</td><td colspan="3">Good Thru</td><td></td><td></td></tr></table> <p>Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the abo or altered. Customer certifies the</p> <p>08 26 05 08/ 26/ 05</p> <p>Customer's Signature</p>									Year	1999	Make	NISSAN	Model	MAXIMA	Serial No.	JN1CAZ1A5X1707880			Mileage	90470	Trade-in Value	5500.00			Date of		Less Balance Owed	N/A					Net Trade-in Allowance	5500.00					Balance Owed to:						Address:						Account No.:						Info. From	Good Thru				
Year	1999	Make	NISSAN	Model	MAXIMA																																																									
Serial No.	JN1CAZ1A5X1707880			Mileage	90470																																																									
Trade-in Value	5500.00			Date of																																																										
Less Balance Owed	N/A																																																													
Net Trade-in Allowance	5500.00																																																													
Balance Owed to:																																																														
Address:																																																														
Account No.:																																																														
Info. From	Good Thru																																																													

**AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION.**

The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the purchase or lease identified in this Motor Vehicle Retail Order and the financing thereof. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. New Jersey Consumer Fraud Act, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to waive any right to pursue any such claims including statutory, state or federal claims, as a class action. There are no limitations on the type of claims that must be arbitrated, except for New Car Lemon Law and Magnuson-Moss Warranty Act claims which are excluded from arbitration under this agreement. The arbitration shall be conducted in accordance with the Rules of the American Arbitration Association before a single arbitrator. The Costs included in the arbitration process shall be shared as provided by the Association's Rules. The arbitration shall take place in New Jersey at the address of the dealership listed on the Retail Order Form. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. **THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION AND HAVE A JURY TRIAL. PLEASE READ IT CAREFULLY, PRIOR TO SIGNING.**

08/26/05



16 SERIAL NO. 1 5 N P 1 1 4 6 7 5 0 1 0 2 3 0

IF A NEW VEHICLE SALE OR LEASE . . .

The o 'arranties applying to this vehicle are those offered by the manu .er. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX

☐ This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

OR

☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES-DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.

08 26 05 x

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)

The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price (if a sale) if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995.08 pt. 27).

08 26 05 x

TRADE-IN DESCRIPTION AND ALLOWANCE

Year 1999 Make NISSAN Model MAXIMA

Serial No. JN1CA21A5XT707880 Mileage 9047

Trade-in Value 5500.00 Date of N/A

Less Balance Owed N/A

Net Trade-in Allowance 5500.00

Balance Owed to:

Address:

Account No.:

Info. From Good Thru

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the engine or altered. Customer certifies the above information is true and correct.

08 26 05 x

Customer's Signature Date

INTERIOR TRIM COLOR

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:

\* Cash Purchase \* Finance Purchase \* Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

TO BE DELIVERED ON OR ABOUT 08/26/05

Price of Unit 22000.00

Additional Equipment (options)

AS PER FACTORY LABEL AND ADDENDUM

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT AMOUNT \$ N/A

TERM: MONTHS

MILEAGE PER YEAR N/A

CASH DUE AT DELIVERY \$

IF A PURCHASE, THE FOLLOWING APPLY:

TOTAL PRICE OF VEHICLE 22000.00

Less Trade-in 5500.00

Glass Etching (Optional) \$199.00

TOTAL TAXABLE AMOUNT 16500.00

State Sales Tax 990.00

N.J. TIRE TAX 7.50

Registration/Title Fee (Estimated) 48.50

Documentary Fee CLERICAL \$75.00 DOCUMENT DELIVERY SERVICE \$74.50 \$149.50

NET PAY-OFF ON TRADE-IN N/A

TOTAL 17695.50

DEPOSIT 1000.00

BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY N/A

BALANCE DUE ON DELIVERY 16695.50

AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION.

The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the purchase or lease identified in this Motor Vehicle Retail Order and the financing thereof. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. New Jersey Consumer Fraud Act, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to waive any right to pursue any such claims including statutory, state or federal claims, as a class action. There are no limitations on the type of claims that must be arbitrated, except for New Car Lemon Law and Magnuson-Moss Warranty Act claims which are excluded from arbitration under this agreement. The arbitration shall be conducted in accordance with the Rules of the American Arbitration Association before a single arbitrator. The Costs included in the arbitration process shall be shared as provided by the Association's Rules. The arbitration shall take place in New Jersey at the address of the dealership listed on the Retail Order Form. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION AND HAVE A JURY TRIAL. PLEASE READ IT CAREFULLY, PRIOR TO SIGNING.

Accepted By: 08/26/05

Date x Dealer or His Authorized Representative

Date 08/26/05 Customer's Signature

Customer agrees that this Order on the face and on the reverse side and any attachments to it includes all the terms and conditions, if a sale. Customer further agrees this Order cancels and supersedes any prior agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of the order. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC PRE-DELIVERY SERVICE WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER IS REIMBURSED BY THE MANUFACTURER. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC DOCUMENTARY SERVICE WHICH IS TO BE PERFORMED. I am 18 years of age or older and of full legal capacity to enter into this contract.

Accepted By: x

Date x Dealer or His Authorized Representative

Date x Customer's Signature

PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00  
Line Code: C Booker: 71 Comeback: N  
Complaint: 34P 34 POINT FREE INSPECTION COUPON  
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
71 20 CP 34P 34 POINT FREE INSPECTION COUPON  
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

\*--- 10 of 11 - Dealer: FHY-S -----\*

RO No: 43032 Opened: 01NOV06 Closed: 01NOV06 Mileage: 22838

Line Code: A Booker: 55 Comeback: N

Complaint: LOFS CUST STATES PERFORM COUPON LOF SPECIAL \$9.95 P/TAX

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
55 9 ILTO LOFS CUST STATES PERFORM COUPON LOF SPECIAL \$  
\$9.95 P/TAX

PTSS\$ 12.13 LBR\$ 0.00 MSC\$ 0.00  
55 9 CP LOF CUSTOMER REQUEST OIL, LUBE AND FILTER WI  
ITH INSPECTION OF VEHICLE

PTSS\$ 0.00 LBR\$ 27.95 MSC\$ 0.00

Line Code: B Booker: 55

Comeback: N

Complaint: 072 RECALL CAMPAIGN OPEN.

Press B, S#, Return for next page, EST#, ?, or E to Exit:



RO No: 45738      Opened: 17JAN07      Closed: 18JAN07      Mileage: 26363  
Line Code: A    Booker: 55      Comeback: N  
Complaint: MIL      CUSTOMER STATES MIL ILLUMINATED. INSPECT AND REPORT.  
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
55	9	ISP	BULBS		REPLACED BRAKE LAMP BULBS / RESET ECU WITH SCAN TOOL				
					PTS\$	0.74	LBR\$	10.00	MSC\$ 0.00

Line Code: B    Booker: 55      Comeback: N

Complaint: 34P      34 POINT FREE INSPECTION COUPON

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
55	9	CP	RES		RES 30K				
					PTS\$	0.00	LBR\$	0.00	MSC\$ 0.00

Line Code: C    Booker: 55

Comeback: N

Complaint: NOC      CUSTOMER REPORTS NO OTHER SERVICE CONCERNS AT THIS TIME

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
55	9	CP	NOC		CUSTOMER REPORTS NO OTHER SERVICE CONCERNS AT THIS TIME				
					PTS\$	0.00	LBR\$	0.00	MSC\$ 0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:



RO No: 45738      Opened: 17JAN07      Closed: 18JAN07      Mileage: 26363

Line Code: D      Booker: 55      Comeback: N

Complaint:      CUSTOMER DECLINING OVERDUE 15K / EARLY 30K

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
55	9	CP	DEC		CUST DECLINED RECOMMEND WORK *
					PTS\$      0.00 LBR\$      0.00 MSC\$      0.00

\*--- 9 of 11 - Dealer: FHY-S -----\*

RO No: 43369      Opened: 09NOV06      Closed: 09NOV06      Mileage: 23229

Line Code: A      Booker: 71      Comeback: N

Complaint:      CUSTOMER STATES CHECK BRAKE LAMPS

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
71	20	CP	BULB		REPLACED BULB
					PTS\$      1.95 LBR\$      24.50 MSC\$      0.00

Line Code: B      Booker: 71      Comeback: N

Complaint: NOC      CUSTOMER REPORTS NO OTHER SERVICE CONCERNS AT THIS TIME

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
71	20	CP	NOC		CUSTOMER REPORTS NO OTHER SERVICE CONCERNS AT THIS TIME

Press B, S#, Return for next page, EST#, ?, or E to Exit:

Mileage: 28192

Complaint: 34P 34 POINT FREE INSPECTION COUPON

Cause:

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

71 19 CP 34P 34 POINT FREE INSPECTION COUPON

PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: E    Booker: 71

Comeback: N

Complaint: NOC      CUSTOMER REPORTS NO OTHER SERVICE CONCERNS AT THIS TIME

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
000000					
000001					
000002					
000003					
000004					
000005					
000006					
000007					
000008					
000009					
000010					
000011					
000012					
000013					
000014					
000015					
000016					
000017					
000018					
000019					
000020					
000021					
000022					
000023					
000024					
000025					
000026					
000027					
000028					
000029					
000030					
000031					
000032					
000033					
000034					
000035					
000036					
000037					
000038					
000039					
000040					
000041					
000042					
000043					
000044					
000045					
000046					
000047					
000048					
000049					
000050					
000051					
000052					
000053					
000054					
000055					
000056					
000057					
000058					
000059					
000060					
000061					
000062					
000063					
000064					
000065					
000066					
000067					
000068					
000069					
000070					
000071					
000072					
000073					
000074					
000075					
000076					
000077					
000078					
000079					
000080					
000081					
000082					
000083					
000084					
000085					
000086					
000087					
000088					
000089					
000090					
000091					

71	19	CP	NOC
----	----	----	-----

CUSTOMER REPORTS NO OTHER SERVICE CONCER

RNS AT THIS TIME

PTSS\$	0.00	LBR\$	0.00	MSC\$	0.00
--------	------	-------	------	-------	------

\*--- 7 of 11 ~ Dealer: FHY-S -----\*

RO No: 46682      Opened: 14FEB07      Closed: 14FEB07      Mileage: 27696

Line Code: A    Booker: 71    Comeback: N

Comeback: N

Complaint: CUSTOMER STATES HORN IS INOP

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

71	20	CP	NPF
----	----	----	-----

CUSTOMER CONCERN NOT VERIFIED, NO CORREC

Press B, S#, Return for next page, EST#, ?, or E to Exit:

PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00  
 \*--- 6 of 11 - Dealer: FHY-S -----\*  
 RO No: 46994      Opened: 22FEB07      Closed: 28FEB07      Mileage: 28192  
 Line Code: A      Booker: 71      Comeback: N  
 Complaint:      CUSTOMER DROPPING OFF IN EMERGENCY.  
 Cause:  
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 71    999    CP    SEE      SEE OTHER SERVICE LINE  
 PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00  
 Line Code: B      Booker: 71      Comeback: N  
 Complaint:      CUSTOMER STATES LIGHT ILLUMINATED ON DASH. INSPECT AND REPORT.  
 Cause: SHORTED SWITCH  
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 71    19    WAR94 93810R00      SWITCH ASSY-STOP LAMP RE  
 PTS\$ 9.34 LBR\$ 26.40 MSC\$ 0.00  
 Line Code: C      Booker: 71      Comeback: N  
 Complaint:      CUSTOMER STATES POSSIBLE ESC LIGHT WAS ON AND VEHICLE SEEMED T  
 Cause:  
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 71    19    CP    SEE      SEE OTHER SERVICE LINE  
 PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:

## FREEHOLD HYUNDAI

FREEHOLD, NJ

3478 Route 9 South  
Freehold, NJ 07728  
732-625-1200

SERVICE ADVISOR MICHAEL CHIRICHELLO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
23MAR07	24MAR07		5NPEU46F16H				24MAR07	48149
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		06	HYUNDAI SONATA		99.00	26AUG05	71	71
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
29563	29595							

A CUSTOMER STATES HORN DOES NOT WORK IN MORNING FOR APPROX 15 MINUTES.  
SOP SPECIAL ORDERED PART  
19 CP 0.00 0.00

B CUSTOMER STATES DRIVER HEAT SEAT DOES NOT TURN OFF  
SOP SPECIAL ORDERED PART  
19 CP 0.00 0.00

C CUSTOMER STATES ENGINE LIGHT ON AND AT TIMES ESC LIGHT COMES ON AND WILL NOT TURN OFF WIRE WIRE REPAIRS  
19 CP 0.00 0.00

D SUPPLY LOANER VEHICLE.  
RENTAL RENTAL CAR GOODWILL  
999 ISP (N/C)  
2 1157 BULB (N/C)

E 34 POINT FREE INSPECTION COUPON  
34P 34 POINT FREE INSPECTION COUPON  
19 CP 0.00 0.00

F CUSTOMER STATES WHEN BRAKE APPLIED WHEN AT A STOP THERE IS A CLICK NOISE. AND WHEN DRIVING AND BRAKE APPLIED ABS ACTIVATES WHEN ON SMOOTH PAVEMENT  
NPF CUSTOMER CONCERN NOT VERIFIED, NO

HYUNDAI

NO CARS RELEASED AFTER \_\_\_\_\_ P.M.  
STORAGE CHARGE - \$20.00 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

*Thank You  
For Your  
Business!*

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

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU WERE 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 GRANTED 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 WAS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

CUSTOMER SIGNATURE



THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.  
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

PAYMENT IN CASH ONLY  
CUSTOMER COPY

SERVICE \* PARTS \* COLLISION REPAIRS

## FREEHOLD HYUNDAI

FREEHOLD, NJ

3478 Route 9 South  
Freehold, NJ 07728  
732-625-1200

SERVICE ADVISOR MICHAEL CHIRICHELLO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
23MAR07	24MAR07		5NPEU46F16H				24MAR07	48149
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		06	HYUNDAI SONATA		99.00	26AUG05	71	71
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
29563	29595							

TECH.	TYPE	HOURS	LIST PRICE	NET PRICE	TOTAL
CORRECTIVE ACTION TAKEN *****					
*****					
*****					
19	CP		0.00		0.00
G CUSTOMER REPORTS NO OTHER SERVICE CONCERNS					
AT THIS TIME					
NOC CUSTOMER REPORTS NO OTHER SERVICE					
CONCERNS AT THIS TIME					
19	CP		0.00		0.00
SPECIAL ORDERED HORN, SPECIAL ORDERED HEATED					
SE AT SWITCH. PERFORMED DIAGNOSTIC TESTS,					
CONTACTED TECH LINE CASE 260423, TESTED					
SYSTEM AS INSTR UCTED, UNPLUGGED AND REPLUGGED					
MODULE. SYSTEM N OW OPERATING AS DESIGNED.					
ROAD TESTED VEHICLE M 30 MILES. SYSTEMS					
OPERATING AS DESIGNED. THANK YOU FOR YOUR					
PATRONAGE!!!!!!!!!!!!!!!!!!!!!!					

HYUNDAI

NO CARS RELEASED AFTER \_\_\_\_\_ P.M.  
STORAGE CHARGE - \$20.00 PER DAY, 24  
HOURS AFTER WORK COMPLETION OR IF NO  
WORK IS DONE THEN FROM DATE OF RECEIPT.

*Thank You  
For Your  
Business!*

\*\* PRE-INVOICE \*\*

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
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

I HEREBY AUTHORIZED THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREED THAT YOU WERE 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 GRANTED 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 WAS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

CUSTOMER SIGNATURE



THANK YOU FOR YOUR VISIT.  
WE STRIVE FOR 100% CUSTOMER SATISFACTION.  
OUR CUSTOMER SERVICE DEPT IS HERE FOR YOU.  
CONTACT BARBARA MACKEY, CUSTOMER RELATIONS  
TELEPHONE 732-252-1003  
FAX 732-780-6278  
EMAIL CUSTOMERSERVICE@FREEHOLDHYUNDAI.COM

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.  
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

PAYMENT IN CASH ONLY  
CUSTOMER COPY

SERVICE \* PARTS \* COLLISION REPAIRS

RO No: 48593      Opened: 04APR07      Closed: 04APR07      Mileage: 29993

Line Code: A      Booker: 71

Comeback: N

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

71    19    CP    SOP

SEE LINE B

PTS\$    0.00 LBR\$    0.00 MSC\$    0.00

Line Code: B      Booker: 71

Comeback: N

Complaint:      CUSTOMER STATES HORN INOP FOR FIRST 15 MINUTES IN MORNING. ORD

Cause: HORN INOP

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

71    19    WAR94 96600R00

HORN ASSY (LH) RE

PTS\$    33.85 LBR\$    26.40 MSC\$    0.00

Line Code: C      Booker: 71

Comeback: N

Complaint:      CUSTOMER STATES DRIVER HEATED SEAT DOES NOT TURN OFF. ORDERED

Cause: SEAT SWITCH STICKING

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

71    19    WAR94 93330R00

SWITCH ASSY-FRONT SEAT HEATED (LH)

PTS\$    15.43 LBR\$    17.60 MSC\$    0.00

Line Code: D      Booker: 71

Comeback: N

Complaint: 34P      34 POINT FREE INSPECTION COUPON

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 49552      Opened: 02MAY07      Closed: 02MAY07      Mileage: 31432

Line Code: A      Booker: 71      Comeback: N

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

71    76    WAR94 18644R00      REPLACED BRAKE LAMP BULB ✓

PT\$      1.53 LBR\$      17.60 MSC\$      0.00

71    76    CP    RES      CUST STATES WILL RESCHEDULE FOR RECOMMEN

NDED (NEEDED) MAINTENANCE OR REPAIRS \*\*

\*\*\*\*\*

PT\$      0.00 LBR\$      0.00 MSC\$      0.00

Line Code: B      Booker: 71      Comeback: N

Complaint: NOC      CUSTOMER REPORTS NO OTHER SERVICE CONCERNS AT THIS TIME

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

71    76    CP    NOC      CUSTOMER REPORTS NO OTHER SERVICE CONCER

NRS AT THIS TIME

PT\$      0.00 LBR\$      0.00 MSC\$      0.00

\*--- 4 of 11 - Dealer: FHY-S -----\*

RO No: 48593      Opened: 04APR07      Closed: 04APR07      Mileage: 29993

Line Code: A      Booker: 71      Comeback: N

Complaint: SOP      SPECIAL ORDERED PART

Cause:

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 49681      Opened: 05MAY07      Closed: 05MAY07      Mileage: 31576  
PTS\$      0.00 LBR\$      59.95 MSC\$      0.00

Line Code: C    Booker: 71      Comeback: N  
Complaint: ALIGN    CUST STATES PERFORM WHEEL ALIGNMENT FOR MAINTENANCE UNLESS LTH  
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
71    76    CP    ALIGN      CUST STATES PERFORM WHEEL ALIGNMENT FOR  
                                 MAINTENANCE UNLESS LTH OTHERWISE NOTED \$89  
                                 .95 P/TAX \*\*\*\*\*  
PTS\$      0.00 LBR\$      79.95 MSC\$      0.00

Line Code: D    Booker: 71      Comeback: N  
Complaint: 34P    34 POINT FREE INSPECTION COUPON  
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
71    76    CP    34P      34 POINT FREE INSPECTION COUPON  
PTS\$      0.00 LBR\$      0.00 MSC\$      0.00

Line Code: E    Booker: 71      Comeback: N  
Complaint:      SUPPLY LOANER VEHICLE FOR 1 DAY  
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
71    999    IRENT RENTAL      RENTAL CAR GOODWILL

Press B, S#, Return for next page, EST#, ?, or E to Exit:



## FREEHOLD HYUNDAI

FREEHOLD, NJ

3478 Route 9 South  
Freehold, NJ 07728  
732-625-1200

SERVICE ADVISOR MICHAEL CHIRICHELLO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
05MAY07	05MAY07		5NPEU46F16H				05MAY07	49681
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		06	HYUNDAI SONATA		99.00	26AUG05	71	71
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
31572	31576							

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUSTOMER STATES PERFORM TRANSMISSION FLUSHING					
TRF PERFORMED TRANSMISSION FLUSH SERVICE					
76	CP		81.00		81.00
12	00230-11000 ATF - SP				
I		5.92	5.92		71.04
1	TRANS FLUSH KIT	38.95	38.95		38.95
C COUPON/ & DISCOUNT					
76	CP		-5.75		-5.75
-1	DISCOUNT DISCOUNT	10.00	10.00		-10.00
B CUSTOMER STATES ROTATE AND BALANCE FOUR					
TIRES					
BALANCE ROTATE AND BALANCE 4 WHEELS					
76	CP		59.95		59.95
C CUST STATES PERFORM WHEEL ALIGNMENT FOR					
MAINTENANCE UNLESS OTHERWISE NOTED \$89.95					
P/TAX *****					
ALIGN CUST STATES PERFORM WHEEL ALIGNMENT					
FOR MAINTENANCE UNLESS OTHERWISE					
NOTED \$89.95 P/TAX *****					
76	CP		79.95		79.95
D 34 POINT FREE INSPECTION COUPON					
34P 34 POINT FREE INSPECTION COUPON					
76	CP		0.00		0.00
E SUPPLY LOANER VEHICLE FOR 1 DAY					

HYUNDAI

NO CARS RELEASED AFTER \_\_\_\_\_ P.M.  
STORAGE CHARGE - \$20.00 PER DAY, 24  
HOURS AFTER WORK COMPLETION OR IF NO  
WORK IS DONE THEN FROM DATE OF RECEIPT.

*Thank You  
For Your  
Business!*

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

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

I HEREBEFORE AUTHORIZED THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREED THAT YOU WERE 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 HEREBEFORE GRANTED 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 WAS HEREBEFORE ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

CUSTOMER SIGNATURE

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.  
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

PAYMENT IN CASH ONLY

SERVICE \* PARTS \* COLLISION REPAIRS

CUSTOMER COPY

## FREEHOLD HYUNDAI

FREEHOLD, NJ

3478 Route 9 South  
Freehold, NJ 07728  
732-625-1200

SERVICE ADVISOR MICHAEL CHIRICHELLO

REPAIR ORDER DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
05MAY07	05MAY07		5NPEU46F16H				05MAY07	49681
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SIA
		06	HYUNDAI SONATA		99.00	26AUG05	71	71
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
31572	31576							

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
RENTAL RENTAL CAR GOODWILL					
999 IRENT					(N/C)
1 7 RENTAL					(N/C)
F TOTAL PARTS AND LABOR AFTER DISCOUNT \$315.00					
PLUS TAX					
NC NO CHARGE					
999 CP					0.00
G CUSTOMER REPORTS NO OTHER SERVICE CONCERNS					
AT THIS TIME					
NOC CUSTOMER REPORTS NO OTHER SERVICE					
CONCERNS AT THIS TIME					
76 CP					0.00

HYUNDAI

NO CARS RELEASED AFTER \_\_\_\_\_ P.M.  
STORAGE CHARGE - \$20.00 PER DAY, 24  
HOURS AFTER WORK COMPLETION OR IF NO  
WORK IS DONE THEN FROM DATE OF RECEIPT.

*Thank You  
For Your  
Business!*

## \*\* PRE-INVOICE \*\*

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

DESCRIPTION	TOTALS
LABOR AMOUNT	215.15
PARTS AMOUNT	99.99
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	315.14
LESS INSURANCE	0.00
SALES TAX	22.06
PLEASE PAY THIS AMOUNT	337.20

I HEREBY AUTHORIZED THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREED THAT YOU WERE 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 GRANTED 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 WAS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

CUSTOMER SIGNATURE

THANK YOU FOR YOUR VISIT.  
WE STRIVE FOR 100% CUSTOMER SATISFACTION.  
OUR CUSTOMER SERVICE DEPT IS HERE FOR YOU.  
CONTACT BARBARA MACKEY, CUSTOMER RELATIONS  
TELEPHONE 732-252-1003  
FAX 732-780-6278  
EMAIL CUSTOMERSERVICE@FREEHOLDHYUNDAI.COM

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.  
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

PAYMENT IN CASH ONLY

SERVICE \* PARTS \* COLLISION REPAIRS

CUSTOMER COPY

\*--- 2 of 11 - Dealer: FHY-S -----\*

Complaint: TRF CUSTOMER STATES PERFORM TRANSMISSION FLUSHING

Cause:

Line Code: B Booker: 71 Comeback: N

Cause:

71 76 CP BALANCE ROTATE AND BALANCE 4 WHEELS

Press B, S#, Return for next page, EST#, ?, or E to Exit:

**FREEHOLD HYUNDAI**

FREEHOLD, NJ

3478 Route 9 South  
Freehold, NJ 07728  
732-625-1200

SERVICE ADVISOR MICHAEL CHIRICHELLO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07MAY07	19MAY07		5NPEU46F16H				19MAY07	49744
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY (LABOR RATE)	DELIVERY DATE	PREPARED BY	S/A
		06	HYUNDAI SONATA		99.00	26AUG05	71	71
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
31668	31798							

A CUST STATES ESC LIGHT CAME ON ALONG WITH  
ENGINE LIGHT, THEN ENGINE LIGHT WENT OFF,  
ESC OFF LITE STILL ON AND VEHICLE WON'T  
ACCELERATE ABOVE 30 MPH \*\*\*

NOTE\*\*\*\*\* ESC LIGHT OFF LIGHT DID  
NOT ILLUMINATE ON WAY TO DEALER. INSPECT  
AND REPORT.

CAUSE: SHORTED WIRE HARNESS

91201R00 WIRING ASSY-ENGINE RE  
19WAR94

1 91410-0A010 WIRING  
ASM

FC: N69C15

PART#: 91410-0A010

COUNT: 1

CLAIM TYPE: WAR94

AUTH CODE:

B SERVICE MANAGER OK ONE DAY GOOD WILL RENTAL

CAUSE: RENTAL

RENTAL RENTAL CAR GOODWILL  
999WAR94

1 1 RENTAL

**HYUNDAI**

NO CARS RELEASED AFTER \_\_\_\_\_ P.M.

STORAGE CHARGE - \$20.00 PER DAY, 24

HOURS AFTER WORK COMPLETION OR IF NO  
WORK IS DONE THEN FROM DATE OF RECEIPT.

*Thank You  
For Your  
Business!*

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

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

I HEREBEFORE AUTHORIZED THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREED THAT YOU WERE 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 HEREBEFORE GRANTED 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 WAS HEREBEFORE ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

CUSTOMER'S SIGNATURE

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.  
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

PAYMENT IN CASH ONLY

SERVICE \* PARTS \* COLLISION REPAIRS

**CUSTOMER COPY**

3478 Route 9 South  
Freehold, NJ 07728  
732-625-1200

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07MAY07	19MAY07		5NPEU46F16H [REDACTED]	[REDACTED]	[REDACTED]		19MAY07	49744
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		06	HYUNDAI SONATA	[REDACTED]	99.00	26AUG05	71	71
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
31668	31798							

[illegible]

NO CARS RELEASED AFTER \_\_\_\_\_ P.M.  
STORAGE CHARGE - \$20.00 PER DAY, 24  
HOURS AFTER WORK COMPLETION OR IF NO  
WORK IS DONE THEN FROM DATE OF RECEIPT.

*Thank You  
For Your  
Business!*

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
<b>PLEASE PAY THIS AMOUNT</b>	

I HEREBEFORE AUTHORIZED THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREED THAT YOU WERE 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 HEREBEFORE GRANTED 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 WAS HEREBEFORE ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

CUSTOMER SIGNATURE

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.

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

**PAYMENT IN CASH ONLY**

SERVICE \* PARTS \* COLLISION REPAIRS

**CUSTOMER - COPY**



**FREEHOLD HYUNDAI**

FREEHOLD, NJ

3478 Route 9 South  
Freehold, NJ 07728  
732-625-1200SERVICE ADVISOR **MICHAEL CHIRICHELLO**

REPAIR ORDER DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07MAY07	19MAY07		5NPEU46F16H				19MAY07	49744
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		06	HYUNDAI SONATA		99.00	26AUG05	71	71
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
31668	31798							

TECH.	TYPE	HOURS	DISTRIB.	RETRY/UNIT	TOTAL
FC: PART#: COUNT:					
CLAIM TYPE: WAR94					
AUTH CODE:					
C CUSTOMER STATES MIL ILLUMINATED. INSPECT AND REPORT.					
SEE SEE LINE A					
19	CP	0.00			0.00
D CUSTOMER STATES ONE-TIME WHEN STARTED - ALL THE NORMAL CHECK LIGHTS ON DASH PANEL ILLUMINATED AND MOST STAYED ON FOR AN ENTIRE TRIP (29 MILES).					
NPF CUSTOMER CONCERN NOT VERIFIED, NO CORRECTIVE ACTION TAKEN *****					
*****					
19	CP	0.00			0.00
E 34 POINT FREE INSPECTION COUPON					
34P 34 POINT FREE INSPECTION COUPON					
19	CP	0.00			0.00
F CUSTOMER REPORTS NO OTHER SERVICE CONCERNS AT THIS TIME					
NOC CUSTOMER REPORTS NO OTHER SERVICE CONCERNS AT THIS TIME					

**HYUNDAI**

NO CARS RELEASED AFTER \_\_\_\_\_ P.M.  
STORAGE CHARGE - \$20.00 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

*Thank You  
For Your  
Business!*

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits, appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

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

I HEREBY AUTHORIZED THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREED THAT YOU WERE 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 DEFECTIVE PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANTED 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 WAS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

CUSTOMER SIGNATURE

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.  
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

PAYMENT IN CASH ONLY

SERVICE \* PARTS \* COLLISION REPAIRS

**CUSTOMER COPY**

**FREEHOLD HYUNDAI**

FREEHOLD, NJ

3478 Route 9 South  
Freehold, NJ 07728  
732-625-1200SERVICE ADVISOR **MICHAEL CHIRICHELLO**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07MAY07	19MAY07		5NPEU46F16H				19MAY07	49744
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	LOST PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		06	HYUNDAI SONATA		99.00	26AUG05	71	71
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
31668	31798							

TECH.	TYPE	HOURS	LIST/UNT	NET/UNT	TOTAL
19	CP			0.00	0.00
<p>PERFORMED DIAGNOSTIC PROCEDURES, HYUNDAI FIELD ENGINEER CONTACT AND EVALUATED REPAIR NEEDS WITH VEHICLE. ADVISED TO REPLACE ENGINE WIRE HARNESS. CLEARED ALL TROUBLE CODES. ROAD TESTED VEHICLE. VEHICLE ON EXTENSIVE ROAD TEST BY SERVICE ADVISOR, SERVICE MANAGER AND SHOP FORMAN. VEHICLE NOW OPERATING AS DESIGNED. THANK YOU FOR YOUR PATRONAGE!!</p> <p>*****HAVE A GREAT WEEKEND*****</p>					

**HYUNDAI**

NO CARS RELEASED AFTER \_\_\_\_\_ P.M.  
STORAGE CHARGE - \$20.00 PER DAY, 24  
HOURS AFTER WORK COMPLETION OR IF NO  
WORK IS DONE THEN FROM DATE OF RECEIPT.

*Thank You  
For Your  
Business!*

**\*\* PRE-INVOICE \*\***

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

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
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU WERE 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 GRANTED 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 WAS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

CUSTOMER SIGNATURE

THANK YOU FOR YOUR VISIT.  
WE STRIVE FOR 100% CUSTOMER SATISFACTION.  
OUR CUSTOMER SERVICE DEPT IS HERE FOR YOU.  
CONTACT BARBARA MACKEY, CUSTOMER RELATIONS  
TELEPHONE 732-252-1003  
FAX 732-780-6278  
EMAIL CUSTOMERSERVICE@FREEHOLDHYUNDAI.COM

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.  
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

PAYMENT IN CASH ONLY

SERVICE \* PARTS \* COLLISION REPAIRS

**CUSTOMER COPY**

## FREEHOLD HYUNDAI

FREEHOLD, NJ

3478 Route 9 South  
Freehold, NJ 07728  
732-625-1200

SERVICE ADVISOR JAMES GYUG

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
18JUN07	18JUN07		5NPEU46F16H				18JUN07	51242
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		06	HYUNDAI SONATA		99.00	26AUG05	24	24
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
33255	33256							

A CUSTOMER REQUEST OIL, LUBE AND FILTER WITH  
INSPECTION OF VEHICLE  
LOF CUSTOMER REQUEST OIL, LUBE AND FILTER  
WITH INSPECTION OF VEHICLE  
20 ILTO (N/C)  
1 26320-3C100 SERVICE (N/C)  
KI (N/C)  
1 21513-23001 (N/C)  
GASKET OIL (N/C)  
5 OIL QUART (N/C)  
LOF CUSTOMER REQUEST OIL, LUBE AND FILTER  
WITH INSPECTION OF VEHICLE  
20 CP 9.95 9.95

B CUSTOMER STATES BRAKE LIGHT R/R IS OUT  
BULB R/R BRAKE BULB (N/C)  
20 ISP (N/C)  
1 1157 BULB

C 34 POINT FREE INSPECTION COUPON  
34P 34 POINT FREE INSPECTION COUPON  
20 CP 0.00 0.00

D CUST REPORTS NO ADDITIONAL SERVICE CONCERNS  
AT ALL \*\*\*\*\*  
\*\*\*\*\*  
\*\*\*\*\*

HYUNDAI

NO CARS RELEASED AFTER \_\_\_\_\_ P.M.  
STORAGE CHARGE - \$20.00 PER DAY, 24  
HOURS AFTER WORK COMPLETION OR IF NO  
WORK IS DONE THEN FROM DATE OF RECEIPT.

*Thank You  
For Your  
Business!*

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

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

I HEREBY AUTHORIZED THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO ~~ADVISE~~ THAT YOU WERE 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 GRANTED 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 WAS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

CUSTOMER SIGNATURE

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.  
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

PAYMENT IN CASH ONLY

SERVICE \* PARTS \* COLLISION REPAIRS

CUSTOMER COPY



## FREEHOLD HYUNDAI

FREEHOLD, NJ

9473 Route 9 South  
Freehold, NJ 07728  
732-625-1200

SERVICE ADVISOR JAMES GYUG

REPAIR ORDER DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
18JUN07	18JUN07		5NPEU46F16H				18JUN07	51242
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		06	HYUNDAI SONATA		99.00	26AUG05	24	24
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
33255	33256							

TECH	TYPE	HOURS	UNIT/UNIT	NET/UNIT	TOTAL
NOC CUST REPORTS NO ADDITIONAL SERVICE CONCERNS AT ALL *****					
*****					
20	CP		0.00		0.00
PERFORMED OIL/FILTER CHANGE//REPLACED R/R BRAKE LIGHT BULB AT NO CHARGE TO CUSTOMER.///////NEXT VISIT CHECK BRAKES, FRONT AT 15%/////// THANK YOU///////					

HYUNDAI

NO CARS RELEASED AFTER \_\_\_\_\_ P.M.  
STORAGE CHARGE - \$20.00 PER DAY, 24  
HOURS AFTER WORK COMPLETION OR IF NO  
WORK IS DONE THEN FROM DATE OF RECEIPT.

*Thank You  
For Your  
Business!*

## \*\* PRE-INVOICE \*\*

A Service Charge will apply if a balance is not paid within 30 days of billing. Said charges are computed by a periodic rate of 1.5% per month which is an annual percentage rate of 18% applied to the unpaid balance after deducting current payments and/or credits appearing on each statement from the previous balance. The undersigned further agrees and understands that they will be held responsible for any collection fees and reasonable attorney's fees in the event that payments are not maintained in accordance with this agreement such action would be deemed necessary to remedy a default of credit terms.

DESCRIPTION	TOTALS
LABOR AMOUNT	9.95
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	9.95
LESS INSURANCE	0.00
SALES TAX	0.70
PLEASE PAY THIS AMOUNT	10.65

I HEREBEFORE AUTHORIZED THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREED THAT YOU WERE 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 HEREBEFORE GRANTED 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 WAS HEREBEFORE ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

CUSTOMER SIGNATURE

THANK YOU FOR YOUR VISIT. WE STRIVE FOR 100% CUSTOMER SATISFACTION. OUR CUSTOMER SERVICE DEPT IS HERE FOR YOU. CONTACT JEFF HNATIUK, SERVICE MANAGER  
TELEPHONE 732-625-1200  
FAX 732-625-0111  
EMAIL CUSTOMERSERVICE@FREEHOLDHYUNDAI.COM

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.  
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

PAYMENT IN CASH ONLY

SERVICE \* PARTS \* COLLISION REPAIRS

CUSTOMER COPY