

PE13-035

HYUNDAI-KIA

1/10/2014

ATTACHMENT A

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ATTACHMENT A

Field Reports



FSE Report

Created by Tiberio, Vincent on 05/03/2013.
 Finalized by Tiberio, Vincent on 05/03/2013.

* Required Fields

FSE Number	FS2013050000058	CA Case # *	X999999
Dealer Code *	[CO038] PHIL LONG HYUNDAI OF MOTOR CIT	Tech. Case # *	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	VDS
Year	2013	FSE Name *	Tiberio, Vincent
VIN *	5XYZUDLB6DG [REDACTED]	Part Name	
Mileage	9,661	Part Number	
Prod. Date	08/18/2012	Engine Code	2.4L I4 Theta
Customer Complaint *	Sunroof (adjustment/not working)	Symptom Code	BODY - Z OTHER
Severity Code	7 - Reduced primary function performance	Diag Code#	
Priority	Medium	TREAD Cat.	Other
Target Date		Days Open	1 Day
Latest Incident Date	05/02/2013		
Comment			
Subject *	2013 [AN] Santa Fe Sport - PANORAMIC SUNROOF		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
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Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
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Condition

- FSE was not present to inspect vehicle.
- Pictures and information were provided by Service Manager at dealer.



<ul style="list-style-type: none"> • Mileage 	
<ul style="list-style-type: none"> • Customer concern with great detail! • See attached picture "Verbatim ZOOM" for legible picture. 	<p>Attached are pictures of sunroof from 2013 Santa Fe, VIN# 5XYZUDLB6DG [REDACTED] 9661 miles. The customer started car in garage to warm up this morning, put car in reverse to back out of garage when sunroof popped. Sunroof shows cracks full length of front on glass, cracks along passenger side of sunroof, and glass is bubbled upwards in center like it was blown outward. Sunshade was closed at time glass broke out. Temperatures were in the 70's Saturday through Tuesday, low 20's this morning when glass broke out. There are no signs of impact from inside or outside on glass. The full length cracks along rails and front look like fractures in glass.</p>




Attachment : [Verbatim from SM.JPG](#) , [IMG_20130502_082806_431.jpg](#) , [IMG_20130502_082839_862.jpg](#) , [Verbatim ZOOM.JPG](#)

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
CO038	99447F	099447	20130206	6501	[20CG04R0]

Root Cause Analysis

<ul style="list-style-type: none"> • Overview of sunroof. • Appears to have buckled outwards 	
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<ul style="list-style-type: none">• Buckled outwards	
<ul style="list-style-type: none">• Along front edge of sunroof	
<ul style="list-style-type: none">• Another edge of sunroof	



Attachment : [IMG_20130502_082950_247.jpg](#) , [IMG_20130502_082958_392.jpg](#) , [IMG_20130502_082928_105.jpg](#) , [IMG_20130502_082943_481.jpg](#)

Corrective Action

- Replace sunroof glass.

Reason(s) vehicle was not previously repaired

- N/A first time for concern.

Did this action resolve condition?	YES
Condition verified by personal inspection of company employee?	NO
Were Photos Taken?	YES
Parts Inspected?	YES
Parts Sent?	NO

Following people were notified via e-mail:

Baldassarre, Paul(pbaldassarre@hmausa.com); Bompiani, Tim(TBompiani@hmausa.com); Bonneau, Lorraine(lbonneau@hmausa.com); Brandt, Rolf (RBrandt@hmausa.com); Cattelino, Brian(BCattelino@hmausa.com); Jones, Matt(MJones@hmausa.com); Lam, Hung(HLam@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); McCulloch, Bruce(bmccullo@hmausa.com); McElfresh, Mike(MMcElfresh@hmausa.com); McLaughlin, Lance(LMcLaughlin@hmausa.com); Miller, Felicity(fmiller@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); O`Connor, Jim(JOConner@hmausa.com); Perrino, Jason(Jperrino@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Pusi, Keith(KPusi@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Shankar, Sujith(SShankar@hmausa.com); Smith, Suszann(SSmith@hmausa.com); Snell, Greg(GSnell@hmausa.com); Snyder, Jason(JSnyder@hmausa.com); Stepanovich, Robert(rstepano@hmausa.com); Terrible, Anthony(ATerrible@hmausa.com); Vu, Thai(tvu@hmausa.com); Woolard, James(JWoolard@hmausa.com);

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Field Reports



FSE Report

Created by Tiberio, Vincent on 03/12/2013.
 Finalized by Tiberio, Vincent on 03/12/2013.

* Required Fields

FSE Number	FS2013030000180	CA Case # *	X999999
Dealer Code *	[CO042] GRAND VALLEY HYUNDAI	Tech. Case # *	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	Dealer Contact
Year	2013	FSE Name *	Tiberio, Vincent
VIN *	5XYZWDLA7DG [REDACTED]	Part Name	PNL ASSY-PANORAMAROOF RR GLASS
Mileage	717	Part Number	816122W000
Prod. Date	11/14/2012	Engine Code	2.0L I4 Theta Turbo
Customer Complaint *	Sunroof (adjustment/not working)	Symptom Code	BODY - SUNROOF CONCERN
Severity Code	10 - Loss of primary function performance	Diag Code#	
Priority	Medium	TREAD Cat.	N/A
Target Date		Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2013 [AN] Santa Fe Sport - PANORAMIC SUNROOF		
Additional VIN List			

VIN No	Model Code	Model Year	Prod.Date	Mileage
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Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
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Condition

- FSE was provided the following information from the DPSM/dealer staff.
- FSE received an email containing a picture and the following description of the customer concern: "Customer works for CO042 Grand Valley Hyundai. Just purchased a new 2013 Santa Fe Sport. She claims that while driving to Denver, she heard a loud pop noise."

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
CO042	011813	218877	20130118	56	[20CG06R0]
CO042	18528A	218528	20121218	53	[20CG05R0]

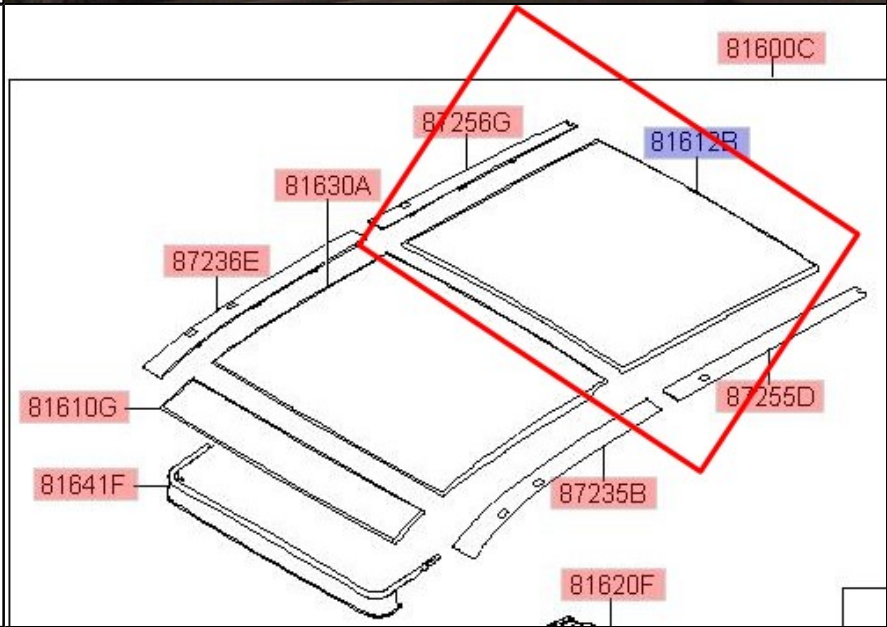
Root Cause Analysis

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-
- Picture shows rear pane of panoramic sunroof assembly.
- Photograph provided by dealership staff



- Parts diagram



Attachment : [IMG_0364.jpg](#) , [Parts Diagram.JPG](#)

Corrective Action

Reason(s) vehicle was not previously repaired N/A first repair for this concern.

Did this action resolve condition? YES

Condition verified by personal inspection of company employee? NO

Were Photos Taken?	YES
Parts Inspected?	NO
Parts Sent?	NO

Following people were notified via e-mail:

Baldassarre, Paul(pbaldassarre@hmausa.com); Bompiani, Tim(TBompiani@hmausa.com); Bonneau, Lorraine(lbonneau@hmausa.com); Brandt, Rolf (RBrandt@hmausa.com); Cattelino, Brian(BCattelino@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); Lynch, Jeffrey(JLynch@hmausa.com); Miller, Felicity(fmiller@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); Perrino, Jason (Jperrino@hmausa.com); Pizarro, Randy(RPizarro@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Shankar, Sujith(SShankar@hmausa.com); Smith, Suszann(SSmith@hmausa.com); Snyder, Jason(JSnyder@hmausa.com); Stepanovich, Robert(rstepano@hmausa.com); Vu, Thai(tvu@hmausa.com);

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Field Reports



FSE Report

Created by Choe, YeongJae on 08/21/2013.
 Finalized by Choe, YeongJae on 08/22/2013.

* Required Fields

FSE Number	FS2013080000312	CA Case # *	X999999
Dealer Code *	[MO040] SUNTRUP HYUNDAI WENTZVILLE	Tech. Case # *	5971498
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	IQS
Year	2013	FSE Name *	Choe, YeongJae
VIN *	5XYZWDLA8DG [REDACTED]	Part Name	
Mileage	9,264	Part Number	
Prod. Date	01/03/2013	Engine Code	2.0L I4 Theta Turbo
Customer Complaint *	Sunroof (shudder/abnormal noise)	Symptom Code	BODY - Z OTHER
Severity Code	5 - Reduced secondary function performance	Diag Code#	
Priority	Medium	TREAD Cat.	Other
Target Date		Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2013 [AN] Santa Fe Sport 2.0L I4 Theta Turbo - PANORAMIC SUNROOF MOVING PART PANEL BROKE (Prod. 01.03.13)		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
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Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
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Condition

- Panoramic sunroof moving part panel broke while driving
- It broke as vehicle accelerated to get on highway
- Production date 1/03/13


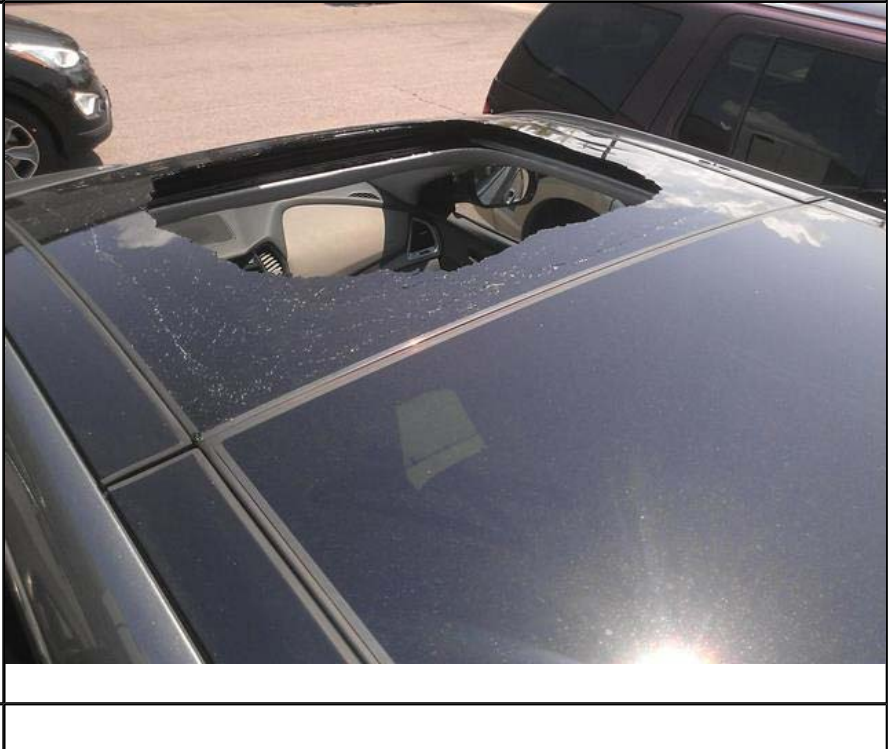
Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
MO011	70205A	070205	20130510	5647	[79710NTT]
MO040	B07495	407495	20130314	2767	[69001A00] TAILGATE PANEL-ADJUSTMENT
MO040	B07495	407495	20130314	2767	[69001A00] TAILGATE PANEL-ADJUSTMENT
MO040	07495A	407495	20130314	2767	[39110RQ0] DIAGNOSTIC TOOL OPERATION
					[88300R00] TRACK

MO011	67693A	067693	20130212	1262	ASSY-FRONT SEAT (LH)
MO011	67531A	067531	20130206	963	[39110RQ0] DIAGNOSTIC TOOL OPERATION

Root Cause Analysis

PANORAMIC SUNROOF MOVING PART PANEL BROKE (Prod. 01.03.13)

<p>Sunroof moving part panel shattered while driving as vehicle was accelerating to get on highway</p>	
<p>Broken panel</p>	

Particles scratched the rear panel as well



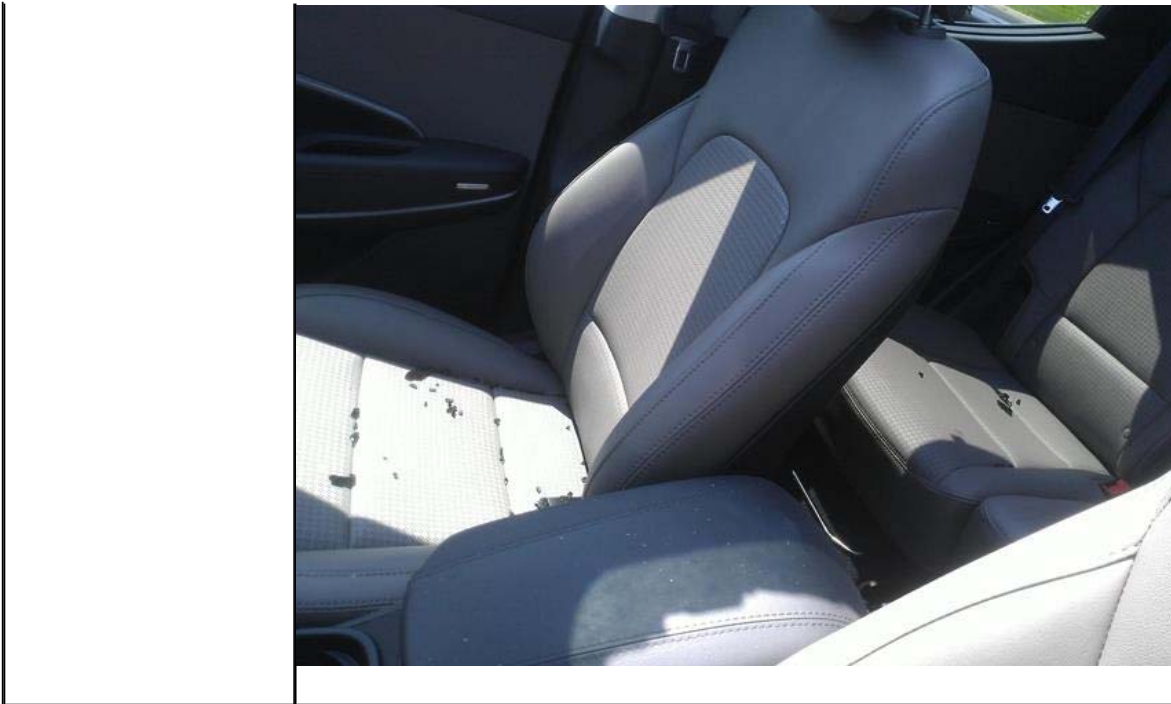
Roof paint, moldings also had scratches



Shattered glass pieces
scratched the rear
panel area



Glass pieces also fell
inside the vehicle



Attachment : [WP95001123.jpg](#) , [WP95001127.jpg](#) , [WP95001129.jpg](#) , [WP95001130.jpg](#) , [WP95001131.jpg](#) , [WP95001133.jpg](#)

Corrective Action

- Replaced sunroof panel and other damaged parts
- Cleaned out the vehicle

Reason(s) vehicle was not previously repaired

n/a

Did this action resolve condition? YES

Condition verified by personal inspection of company employee? YES

Were Photos Taken? YES

Parts Inspected? YES

Parts Sent? NO

Following people were notified via e-mail:

Choe, YeongJae(YeongJaeChoe@hmausa.com); Dawkins, Craig(CDawkins@hmausa.com); Helgeson, Rodney(RHelgeson@hmausa.com); Lam, Hung (HLam@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); Lishko, James(JLishko@hmausa.com); McLaughlin, Lance(LMcLaughlin@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Pusi, Keith(KPusi@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Shankar, Sujith(SShankar@hmausa.com); Stepanovich, Robert(rstepano@hmausa.com); Vu, Thai(tvu@hmausa.com);

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Field Reports



FSE Report

Created by Barchuk, Jon on 06/07/2013.
 Finalized by LaFleur, Roger on 06/10/2013.

* Required Fields

FSE Number	FS2013060000071	CA Case # *	5716777, 5773493
Dealer Code *	[MA059] BERNARDI HYUNDAI	Tech. Case # *	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	Buyback Inspection
Year	2013	FSE Name *	LaFleur, Roger
VIN *	5XYZWDLA8DG [REDACTED]	Part Name	
Mileage	1,710	Part Number	
Prod. Date	02/05/2013	Engine Code	2.0L I4 Theta Turbo
Customer Complaint *	Sunroof (hard to open/close)	Symptom Code	BODY - SUNROOF CONCERN
Severity Code	1- No effect	Diag Code#	
Priority	High	TREAD Cat.	Structure
Target Date		Days Open	3 Day
Latest Incident Date	//		
Comment			
Subject *	2013 [AN] Santa Fe Sport SUNROOF SHATTERED WHILE DRIVING, SEND FINAL INSP REPORT TO J BARCHUK AT 609 395-7379		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
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Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
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Condition Customer was driving with the sunroof open and the glass shattered.

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
MA059	127659	127659	20130401	1710	[81600R0A] ROOF ASSY-PANORAMA

Root Cause Analysis Dealer had a difficult time replacing the sunroof and the parts were on back order for several weeks.

--	--

Exterior
picture of
body
conditon.



Outside picture of the sunroof.



Interior
picture of
the
sunroof
sunshade.



Vin Plate



Corrective Action

Dealer replaced the sunroof assy and tested the sunroof operation.

Reason(s) vehicle was not previously repaired

Parts were on backorder for many weeks.

Did this action resolve

YES

condition?

Condition verified by personal inspection of company employee? NO

Were Photos Taken? YES

Parts Inspected? NO

Parts Sent? NO

Following people were notified via e-mail:

Barchuk, Jon(JBarchuk@hmausa.com); Dawkins, Craig(CDawkins@hmausa.com); Jones, Matt(MJones@hmausa.com); LaFleur, Roger(RLaFleur@hmausa.com); Lam, Hung(HLam@hmausa.com); Lishko, James(JLishko@hmausa.com); McCulloch, Bruce(bmccullo@hmausa.com); McElfresh, Mike(MMcElfresh@hmausa.com); McLaughlin, Lance(LMcLaughlin@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Pusi, Keith(KPusi@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Shih, Bob(bshih@hmausa.com); Snell, Greg(GSnell@hmausa.com); Terrible, Anthony(ATerrible@hmausa.com); Vu, Thai(tvu@hmausa.com); Woolard, James(JWoolard@hmausa.com);

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Field Reports



FSE Report

Created by Tiberio, Vincent on 03/12/2013.
 Finalized by Tiberio, Vincent on 03/12/2013.

* Required Fields

FSE Number	FS2013030000179	CA Case # *	X999999
Dealer Code *	[CO034] ARAPAHOE HYUNDAI	Tech. Case # *	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	Dealer Contact
Year	2013	FSE Name *	Tiberio, Vincent
VIN *	5XYZWDLA9DG [REDACTED]	Part Name	
Mileage	4,615	Part Number	
Prod. Date	09/14/2012	Engine Code	2.0L I4 Theta Turbo
Customer Complaint *	Sunroof (adjustment/not working)	Symptom Code	BODY - SUNROOF CONCERN
Severity Code	10 - Loss of primary function performance	Diag Code#	
Priority	Medium	TREAD Cat.	N/A
Target Date		Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2013 [AN] Santa Fe Sport - PANORAMIC SUNROOF		
Additional VIN List			

VIN No	Model Code	Model Year	Prod.Date	Mileage
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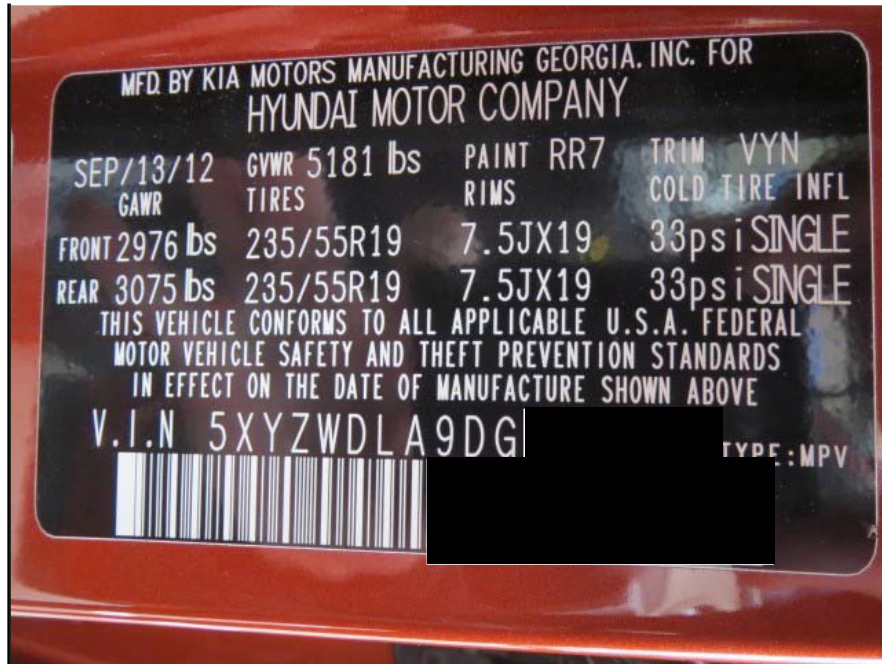
Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
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Condition

- FSE was at dealer supporting TFT for other vehicle when vehicle arrived in service drive.
- FSE report generated due to trend concerning panoramic sunroofs. Dealer staff claims this is the second separate customer that has had this concern on similar model line this year.
- C/S was on a highway entrance ramp and went to close their sunroof (in Tilt mode prior to event) when they heard a loud popping noise and then wind rushing in.

<ul style="list-style-type: none"> • VIN 	
---	--



- Mileage



Attachment : [IMG_0696.JPG](#) , [IMG_0695.JPG](#)

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
CO034	161289	161289	20121201	3166	[P15PROG1]
CO045	304789	304789	20121001	16	[52900A00] WHEEL BALANCE (2)

					WHEELS)- ADJUSTMENT
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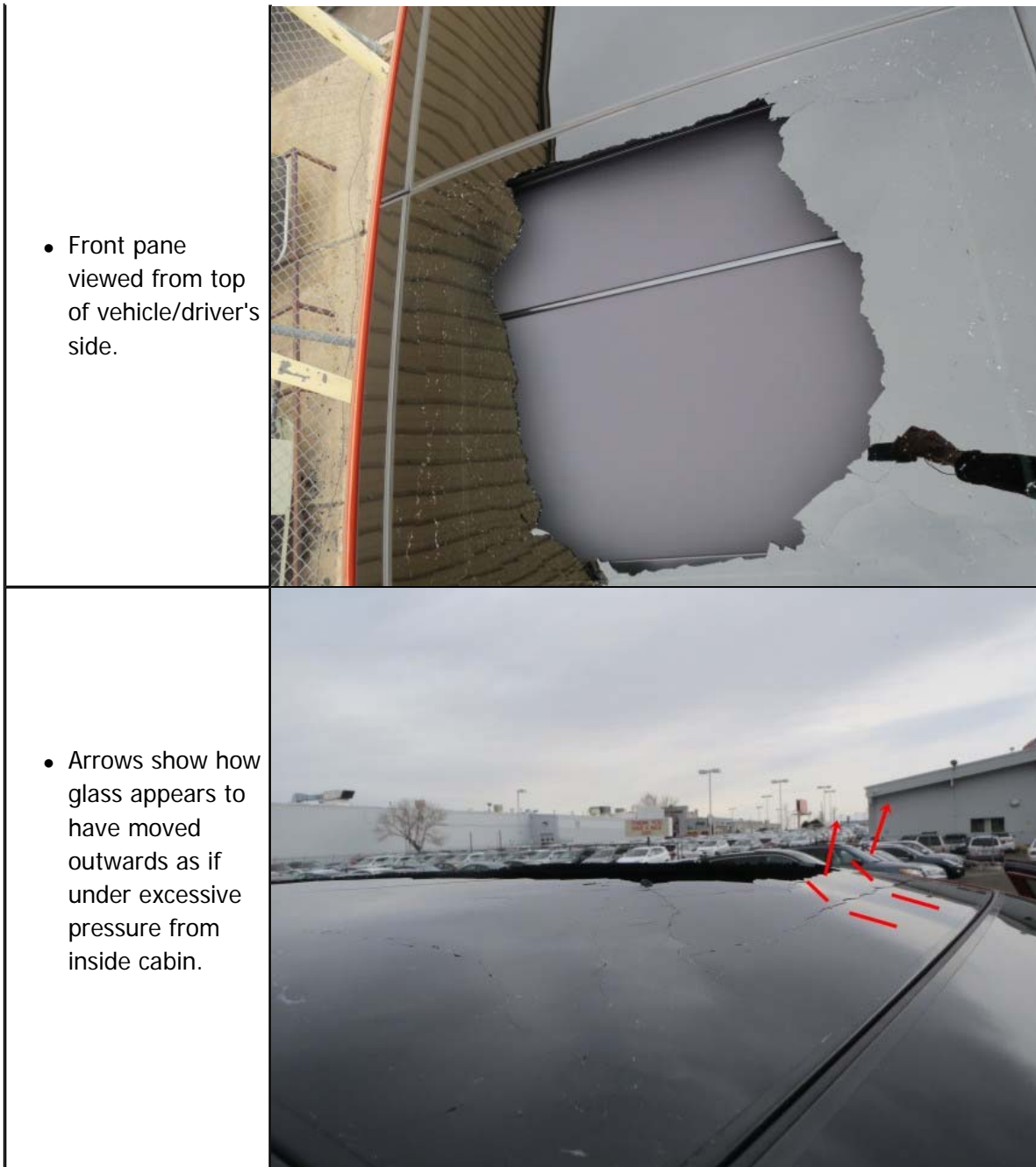
Root Cause Analysis

- Front panoramic pane.



- View from driver's side.
- Front pane shown.





Attachment : [IMG_0700.JPG](#) , [IMG_0697.JPG](#) , [IMG_0698.JPG](#) , [IMG_0699.JPG](#)

Corrective Action

- Replace panoramic sunroof pane.

Reason(s) vehicle was not previously repaired

N/A - First time for concern

Did this action resolve condition?

YES

Condition verified by personal inspection of company employee?	YES
Were Photos Taken?	YES
Parts Inspected?	YES
Parts Sent?	NO

Following people were notified via e-mail:

Baldassarre, Paul(pbaldassarre@hmausa.com); Bompiani, Tim(TBompiani@hmausa.com); Bonneau, Lorraine(lbonneau@hmausa.com); Brandt, Rolf (RBrandt@hmausa.com); Cattelino, Brian(BCattelino@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); Lynch, Jeffrey(JLynch@hmausa.com); Miller, Felicity(fmiller@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); Perrino, Jason (Jperrino@hmausa.com); Pizarro, Randy(RPizarro@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Shankar, Sujith(SShankar@hmausa.com); Smith, Suszann(SSmith@hmausa.com); Snyder, Jason(JSnyder@hmausa.com); Stepanovich, Robert(rstepano@hmausa.com); Tiberio, Vincent (VTiberio@hmausa.com); Vu, Thai(tvu@hmausa.com);

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Consumer Contacts

Cases

Customer	Case Information	*Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 5883187	TRIP INTERRUPTION REIMBURSEMENT INQUIRY	WRITER PROVIDED INFO THAT ALL REQUESTS FOR REIMBURSEMENT WILL BE REVIEWED BY THE RSA CLAIMS DEPARTMENT. PROVIDED RSA'S PHONE NUMBER.
First Name: [REDACTED]	Type: CA		
Phone: 3 [REDACTED] 5	Opened: 7/14/2013 10:31:32 AM		
Email: [REDACTED]	Closed: 8/28/2013 08:24:52 AM		
Address: [REDACTED]	Status: Closed		
City: APOPKA	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: Alison A.-121913	*Sentiment: Inquiry/Suggestion	* Resolution: Referred to Outside Source
State:: FL	Creator First Name: Robertson	*Category: Road Side Assistance	* Remedy: N/A
IQS :	Owner Last Name: Barker	*Sub-Category: Trip Interruption	* Resolution Satisfaction: Neutral
CSI :	Owner First Name: Ayriana	System:	Transfer
Contact Language : ENGLISH		Component:	Trans. To:
Dealer		Symptom:	Trans. Team:
*Servicing Dealer: GATEWAY HYUNDAI	VA036 Active		Trans. Dealer:
Service District: Southern District 3	Sales District: Southern District 3		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5XYZU3LB4DG [REDACTED]	Model Year: 2013	Engine: B	Check Request Pending Approval : 0
Model: SANTA FE SPORT(AN)	Short Model: 63402F45	Accessory: 04	eMail notification when case is closed:
*Mileage: 5,000	Date of First Use: 4/23/2013	Production Date: 3/15/2013	
Blue Link Equipped : <input checked="" type="checkbox"/>		Case in Arbitration : No	

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
8/28/2013 08:20:15 AM	[REDACTED]	[REDACTED]	[REDACTED]	Inbound	Customer	Telephone	<p>CUST (LORI) STS: 1. IS CALLING IN ON BEHALF OF HER HUSBAND. 2. IT'S BEEN OVER 30 DAYS. 3. HAS A CHECK BEEN ISSUED? 4. "I WOULD REALLY LIKE TO BE REIMBURSED." 5. "I CALLED RSA AND THEY REFERRED ME TO YOU." WRITER DOCUMENTED THE CUST CONCERNS. PROVIDED INFO THAT THE HCCC DOES NOT HAVE ACCESS TO RSA REIMBURSEMENT REQUESTS. PROVIDED INFO THAT ALL REQUESTS FOR REIMBURSEMENT WILL BE REVIEWED BY THE RSA CLAIMS DEPARTMENT. ADVISED THE CUST TO CONTACT RSA AND ASK TO SPEAK WITH THE CLAIM DEPARTMENT. PROVIDED RSA'S PHONE NUMBER. CASE CLOSED.</p>	✓	5883187	HCCC Tier2 Team8 Agent	HCCC
8/20/2013 09:16:14 AM	[REDACTED]	[REDACTED]	[REDACTED]	Inbound	Customer	Telephone	<p>CUST STS: 1. WANT TO KNOW ABOUT MY CLAIM STATUS. 2. DO YOU KNOW HOW THE CHECK WILL BE MAILED? 3. HOW LONG DOES IT NORMALLY TAKE FOR THE CHECK TO BE CUT? WRITER ADVISED CUST THAT IT WILL TAKE</p>	✓	5883187	HCCC Tier2 Team7 Agent	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							30 DAYS FOR PROCESSING. WRITER ALSO INFORMED CUST OF RSA CONTACT INFORMATION AND WARM TRANSFERRED.				
8/5/2013 10:16:44 AM				Outbound	Customer	Telephone	WRITER CALLED RSA AND SPOKE WITH TERESA, SHE STATED THAT THEY DO HAVE THE CUSTOMERS DOCUMENTS, BUT TO ALLOW THEM 30 DAYS FOR PROCESSING. RELAYED THE FOLLOWING INFORMATION TO THE CUSTOMER CASE CLOSED.	✓	5883187	HCCC Tier2 Team8 Agent	HCCC
8/5/2013 10:09:53 AM				Inbound	Customer	Telephone	CUSTOMER'S WIFE (LAURIE) CALLED IN TO CHECK THE STATUS OF HER DOCUMENTS BEING RECEIVED BY RSA. WRITER ADVISED THE CUSTOMER WILL CONTACT RSA TO CHECK THE STATUS AS WELL AS CHECKING TO SEE IF THEY RECEIVED HER DOCUMENTS.	✓	5883187	HCCC Tier2 Team8 Agent	HCCC
7/21/2013 01:32:13 PM				Inbound	Customer	Telephone	CUST STS: 1. JUST NEEDS TO KNOW WHAT TO SEND FOR THE TRIP INTERRUPTION AND WHERE TO SEND IT. WRITER ADVISED CUST TO SEND ALL ORIGINAL RECEIPTS PLUS A LETTER OF EXPLANATION TO RSA CLAIMS DEPT. PROVIDED MAILING ADDRESS TO CUST.	✓	5883187	HCCC Tier2 Team4 Agent	HCCC
							CUST STS(DLR KIM				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
7/14/2013 10:53:57 AM				Inbound	Customer	Telephone	VA036) 1.(KIM DLR CALL FOR THE MERBACH STATED THAT THE CUST SUN ROOF EXPLODED WHILE HEADING TO FLORIDA AND WHAT TO DO. 2.KIM DLR STATED THAT THE SERVICING MANAGER STATED THAT THE VEHICLE CAN BE FIX BY TUESDAY 7.16.13 BUT THE CUST STATED THAT THEY HAVE WORK ON MONDAY 7.15.13 AND NEEDS TO GET HOME TODAY 7.14.13. 3.KIM DLR I KNOW ABOUT THE TRIP INTERRUPTION BUT WAS NOT SURE OF THE AMOUNT PER DAY. 4.ITS TWO ADULTS AND TWO TEENAGER A BOY AND A GIRL. 5.KIM DLR MAYBE I CAN WORK SOMETIME OUT WITH THE HOTEL AND A LOANER VEHICLE WITH MY GENERAL MANAGER FOR THE CUST FOR A DAY. WRITER INFORM DLR KIM TO INFORM CUST OF THE ROADSIDE ASSISTANCE TRIP INTERRUPTION WILL REIMBURSE A LIMITED \$100 PER DAY FOR LODGING ,MEALS AND TRANSPORTATION. WRITER STATED THAT CUST SHOULD SAVE ALL RECEIPTS TO FAX	✓	5883187	HCCC Tier1 Team11 Agent	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							IN TO RSA AFTER THEY GET HOME. CASE CLOSED				

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ATTACHMENT A

Consumer Contacts

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
6/20/2013 07:42:32 AM	HMA90821	████	████	General	General	General	CHECKING MAILING 6/28/2013 FOR TWO MONTHS CAR PAYMENT REIMBURSEMENT FOR GOODWILL		5390081	Region Southern	Region
6/19/2013 04:16:25 PM	HMA02255	████	████	General	General	General	CHECK MAILING 6/28/2013	✓	5390081	NCA HCR	NCA
6/17/2013 05:40:23 AM	HMA02506	████	██	General	General	General	SRCAM approved HCR		5390081	Region Southern	Region
6/12/2013 02:23:51 PM	HMA03369	████	██	Outbound	Dealer	Telephone	RON IN F&I @ VA003 WILL VERIFY THAT VEHICLE WAS PROPERLY REGISTERED AND PROVIDE SRCA WITH DOCS TO PROVE IT.		5390081	Region Southern	Region
6/6/2013 02:26:00 PM	HMA03369	████	██	Outbound	Customer	Telephone	WRITER CALLED CUST @ 804-690-4178 AND CONFIRMED CUSTOMER'S MAILING ADDRESS: 3900 PATTERSON AVE., RICHMOND, VA 23221. C/S DMV WILL TAKE A WHILE TO RESPOND REGARDING HER CURRENT REGISTRATION AND THAT SHE WILL SEND THE PROPER LOAN STATEMENT 6/7/13.	✓	5390081	Region Southern	Region
6/6/2013 02:14:12	HMA03369	████	██	Inbound	Customer	Fax	WRITER RECEIVED MONTHLY PAYMENT STATEMENT FOR MORTGAGE AND INITIAL TEMPORARY REGISTRATION. C/S ON FAX COVER THAT SHE WILL FOLLOW UP WITH THE DMV FOR CURRENT	✓	5390081	Region Southern	Region

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
PM							REGISTRATION. WRITER WILL CONTACT CUST AND INFORM HER OF RECEIPT OF THE INCORRECT MONTHLY STATEMENT. MORTGAGE STATEMENT WILL BE SHREDDED.				
5/10/2013 07:08:00 AM	HMA90821	█	█	Inbound	Customer	Telephone	SPOKE TO CUSTOMER ADVISED HYUNDAI DECLINING TO BUYBACK VEHICLE AS WAS AN ISOLATED INCIDENT AND REPAIRS WERE COMPLETED SUCESSFULLY. OFFERED CUSTOMER TWO MONTHS CAR PAYMENT REIMBURSEMENT AS A GOODWILL GESTURE. CUSTOMER ACCEPTED OFFER. WRITER ADVISED ITEMS NEEDED FOR REIMBURSEMENT (CAR PAYMENT STATEMENT AND CURRENT REGISTRATION) PROVIDED FAX NUMBER FOR CUSTOMER TO SEND INFORMATION EMAILED CUSTOMER DOCUMENTS REQUIRED FOR REIMBURSEMENT. CASE CLOSED PENDING DOCUMENT RECEIPT		5390081	Region Southern	Region
							CUSTOMER RETURNED VM LEFT BY WRITER. CUSTOMER STATED IN VM THE				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
5/9/2013 01:37:43 PM	HMA90821	████	████	Inbound	Customer	Telephone	BEST TIME TO REACH HER ON FRIDAY MAY 10, 2013 WOULD BE BETWEEN 9-11 AM OR AFTER 2 PM AS CUSTOMER WORKS IN HOSPITAL SETTING. WRITER SENT CUSTOMER EMAIL ACKNOWLEDGING RECEIPT OF VM AND CONFIRMING TIME OF 10AM TO CALL CUSTOMER ON FRIDAY MAY 10, 2013		5390081	Region Southern	Region
5/9/2013 11:36:08 AM	HMA90821	████	████	Outbound	Customer	Telephone	LEFT VM FOR CUSTOMER .		5390081	Region Southern	Region
5/7/2013 12:39:20 PM	HMA90821	████	████	Outbound	Customer	Telephone	LEFT VM FOR CUSTOMER		5390081	Region Southern	Region
5/6/2013 02:13:36 PM	HMA90821	████	████	Inbound	Customer	Telephone	SPOKE TO CUSTOMER WHO STATED SUNROOF GLASS CLOSED MOONROOF OPEN ROLLED 2 OF 4 WINDOWS UP AND SUNROOF GLASS SHATTERED. CUSTOMER'S MAIN CONCERN IS THE SAFETY OF HER CHILD WHEN HE BEGINS DRIVING VEHICLE IN TWO MONTHS. CUSTOMER WANTS TO BE IN A TUCSON. WRITER ADVISED CUSTOMER WOULD RESEARCH AND RETURN CALL TO CUSTOMER TOMORROW MAY 7, 2013 AND PROVIDED CUSTOMER WITH CONTACT INFO		5390081	Region Southern	Region
5/3/2013 09:21:59	HMA90821	████	████	Outbound	Customer	Telephone	LEFT VM FOR		5390081	Region	Region

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
AM							CUSTOMER			Southern	
5/3/2013 09:11:27 AM	HMA90821	████	████	General	General	General	CASE ACCEPTED AT REGION		5390081	Region Southern	Region
5/2/2013 01:26:46 PM	CGREENER	████	████	General	General	General	TRANSFERRED TO SOUTHERN REGION. CUSTOMER REQUESTING BUYBACK.	✓	5390081	HCCC General Team1 Agent	HCCC
5/2/2013 01:11:09 PM	JGUNTER	████	████	General	General	General	***LEGAL THREAT/ BUYBACK*** CUST MOONROOF SHATTERED WHILE DRIVING. WAS REPAIRED AT VA003. CUST DOES NOT FEEL SAFE IN VEHICLE. SAFETY CONCERN. DOES NOT WANT SON TO DRIVE VEHICLE. CUST REQUESTING CAR BE BOUGHT BACK. CUST REQUESTING TO BE PUT IN A NEW CAR, TUCSON. CUST HAS BEEN SPEAKING WITH AN ATTORNEY, BUT HAS NOT HIRED THE ATTORNEY YET.	✓	5390081	PCCC Team1 Agent	PCCC
							CUST STATES: 1. CALLED ON 3/15 AND NO ONE HAS CALLED ME BACK. 2. MOON ROOF SHATTERED WHILE DRIVING ON INTERSTATE. 3. GLASS CUT MY FACE AND HANDS BUT YOU CAN'T SEE IT ANYMORE. 4. DON'T WANT THE CAR ANYMORE. 5. CALLED A LAWYER AND THEY HELPED ME DO RESEARCH ON THIS. 6. HAVE NOT HIRED AN ATTORNEY. DON'T				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
5/2/2013 12:57:05 PM	JGUNTER	[REDACTED]	[REDACTED]	Inbound	Customer	Telephone	WANT TO GO THAT ROUTE, BUT I CAN. 7. WANTED THE TUCSON BUT THAT GAS MILEAGE WASN'T WHAT IT REPORTED. 8. JUST BOUGHT THE CAR. 9. THE DEALERSHIP REPLACED THAT GLASS. 10. WANT TO GET INTO THE TUCSON. DON'T WANT TO LOOSE \$10,000 FOR DRIVING THE CAR OFF THE LOT. 11. WOULDN'T BE ABLE TO FORGIVE MYSELF IT IF HAPPENED WITH MY SON DRIVING THE CAR. 12. PAID \$31,715. 13. THE GM KNOWS ABOUT THIS. HE HAD A SALES PERSON CALL ME. THEY TOLD ME THAT THIS WOULD HAVE TO GO THROUGH HYUNDAI. 14. CHANGE MY CELL, I DON'T KNOW THAT OTHER NUMBER. 804-690-4178. 15. MAKE A NOTE THAT I CALLED BACK IN MARCH AND NO ONE CALLED ME BACK. 16. I ALSO HAVE THE MPG CAMPAIGN AND DON'T KNOW WHAT I NEED TO DO FOR THAT. WRITER VERIFIED CUST INFORMATION. WRITER VERIFIED CUST DEALER AND MILEAGE. WRITER WILL PUT IN FOR BUYBACK. CUST NO LONGER	✓	5390081	PCCC Team1 Agent	PCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							<p>WANTS VEHICLE. DOES NOT FEEL SAFE. CUST DOES NOT WANT SON DRIVING CAR. CUST WANTS TO BE IN A TUCSON. WRITER CREATED NEW CASE FOR P15. TRANSFERRED CUST TO P15/ BM FOR CASE HANDLING. WRITER WILL CALL CUST ON TUESDAY AT THE LATEST TO UPDATE CUST ON CASE IF CUST HAS NOT BEEN CONTACTED.</p>				
3/14/2013 02:56:20 PM	RTHOM01	██████	██████	Inbound	Customer	Telephone	<p>CUST STATES 1. I HAVE A CONCERN WITH MY MOON ROOF. 2. WHILE DRIVING ON A TRIP I WAS ROLLING UP 2 OF MY WINDOWS AND AS THAT WAS HAPPENING MY MOON ROOF STATTERED AND BLEW OFF. 3. I DO NOT FEEL SAFE IN THE VEHICLE ANYMORE. 4. MY MAIN CONCERN TODAY IS FOR A BUYBACK. 5. EVEN THOUGHT THE VEHICLE HAS BEEN FIXED I FEEL THIS NEEDS TO BE ADDRESSED BY HMA. 6. WHAT DO I DO? WRITER ADVISED CUSTOMER A POTENTIAL BUYBACK IS BETWEEN THE CUSTOMER AND THE DEALERSHIP. WRITER OFFERED APOLOGIES FOR THIS</p>		5390081	HCCC Tier1 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							CIRCUMSTANCE AND INFORMED CUST AGAIN BUYBACK IS NOT ONE OF OUR DEPT POLICIES. WRITER UPDATED CONTACT INFORMATION WITH CUSTOMER ONLINE. WRITER PROVIDED CASE NUMBER FOR REFERENCE. CASE CLOSED				

PE13-035

HYUNDAI-KIA

1-10-2014

ATTACHMENT A

Consumer Contacts

Cases

Customer		Case Information		* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]		Case Number: 5160271		BLUELINK CONTACTED HCCC WITH CUST ON LINE TO GET ASSISTANCE FOR OWNER OF 2013 SANTA FE AFTER SUNROOF ALLEGEDLY COMING OFF WHILE CUST WAS DRIVING "ROOF BLEW OFF"	CM IS AWARE OF CUST CONCERN AND HAS BEEN DOCUMENTED BY PERVIOUS AGENT IF CUST CONTACT HCCC FOR FURTHER ASSISTANCE.
First Name: [REDACTED]		Type: CA			
Phone: [REDACTED] 8		Opened: 12/9/2012 11:10:42 AM			
Email: [REDACTED]		Closed: 12/9/2012 01:24:36 PM			
Address: [REDACTED]		Status: Closed			
City: NASHVILLE		Sub Status: Closed			
ZIP: [REDACTED]		Creator Last Name: Deaner		Contact Reason	Resolution
State: TN		Creator First Name: Sylvester		* Sentiment: Complaint	* Resolution: Documented Concern
IQS :		VDS :		* Category: Product	* Remedy: N/A
CSI :		SSI :		* Sub-Category: Operation	* Resolution Satisfaction: Neutral
Owner Last Name: Anderson		Owner First Name: Torrance		System: Body	Transfer
Contact Language :				Component: Sunroof	Trans. To:
				Symptom: Other	Trans. Team:
Dealer					Trans. Dealer:
* Servicing Dealer:					Trans. Type: Standard
Service District:		Sales District:			Trans. Reason: Case Handling
Vehicle					Check Request Pending Approval : 0
VIN: 5XYZW3LA2DG [REDACTED]		Model Year: 2013		Engine: A	
Model: SANTA FE SPORT TURBO (AN)		Short Model: 63442F45		Accessory: 06	
* Mileage:		Date of First Use: 11/17/2012		Production Date: 8/6/2012	
Blue Link Equipped : ✓				Case in Arbitration : No	
				eMail notification when case is closed:	

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
12/9/2012 01:09:46 PM	TANDERSO	██████	██████	General	General	General	CM IS AWARE OF CUST CONCERN AND HAS BEEN DOCUMENTED BY PVIOUS AGENT IF CUST CONTACT HCCC FOR FURTHER ASSISTANCE. CASE CLOSED	✓	5160271	PCCC Team1 Agent	PCCC
12/9/2012 11:25:29 AM	SDEANER	██████	██████	Inbound	Customer	Telephone	BLUE LINK TRANSFERRED CALL: 1. OWNER CALLED TO STATE THAT VEH SUNROOF "BLEW OFF" WHILE DRIVING 2. OWNER STATED OWNER & PASSENGERS PULLED OVER & USED "PLASTIC TO COVER THE HOLE IN THE ROOF" 3. OWNER STATED "PLASTIC BLEW OFF WHILE DRIVING" & "GLASS RAINED DOWN ON ME & MY PASSENGERS (3 OCCUPANTS TOTAL)" 4. OWNER PULLED VEH OVER & DEEMED THE VEH "UNSAFE" BLUE LINK TOLD THIS WRITER THAT VEH HAD AN ACCIDENT SO WRITER SPOKE WITH OWNER TO BEGIN A POSSIBLE PIR WRITER SPOKE TO OWNER & PROBED TO SEE IF VEH WAS DAMAGED & IF ANYONE WAS HURT OWNER STATED VEH WAS NOT IN AN ACCIDENT & ASIDE FROM "THREE ALMOST HEART	✓	5160271	HCCC Tier1 Team11 Agent	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							ATTACKS", NO ONE WAS HURT. BLUE LINK CONTACTED R/S WHO WAS GOING TO TOW THE OWNER BACK TO PREVIOUS LOCATION, BUT OWNER OBJECTED & REJECTED THE TOW OWNER IS HAVING VEH TOWED "100 MILES UP THE ROAD" TO A PREFERRED DLR AS WRITER WAS GATHERING INFORMATION, CALL WAS LOST WRITER TRANSFERRED CASE TO TIER 2 FOR FURTHER ASSISTANCE IF NEEDED CASE CLOSED				

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ATTACHMENT A

Consumer Contacts

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
6/20/2013 02:00:49 PM	CHOLLENB	[REDACTED]	[REDACTED]	Outbound	Customer	Telephone	CUST STS: 1. SUNROOF SHATTERED WHILE DRIVING DOWN THE HIGHWAY. 2. TOOK ABOUT AN HOUR. 3. "I DROVE AS FAR AS MY HOUSE AND CALLED THE DEALER AND TOLD THEM I DIDN'T THINK I SHOULD DRIVE THE VEHICLE. THAT'S WHEN I CALLED ROAD SIDE ASSISTANCE." 4. DRIVER WAS "VERY HELPFUL, VERY POLITE." 5. VEHICLE WAS TOWED TO DEALERSHIP AK003. 6. "THEY WERE GREAT. EXTREMELY NICE, EXTREMELY HELPFUL." 7. "I WOULDN'T SUGGEST ANY CHANGES, EXCEPT FOR MAYBE THE ARRIVAL TIME. BUT THEY DID NO I WAS IN A SAFE PLACE IN MY DRIVEWAY." WRITER THANKED CUSTOMER FOR HER TIME DOCUMENTED COMPLIMENT. CASE CLOSED.	✓	5831652	HCCC Tier1 Team12 Agent	HCCC

PE13-035


HYUNDAI-KIA

1-10-2014

ATTACHMENT A

Consumer Contacts

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
[REDACTED]	Case Number: 5716777 Type: CA Opened: 5/7/2013 07:38:43 AM Closed: 5/24/2013 05:04:59 AM Status: Closed Sub Status: Closed	LEGAL THREAT, LEMON LAW BUYBACK	ERCA MGR APPROVED REPLACEMENT OF VEHICLE. FILE HAS BEEN SUBMITTED TO ISG FOR TRANSFER DATE.
City: RAYNHAM ZIP: [REDACTED] State: MA IQS : VDS : CSI : SSI :	Creator Last Name: Farmer Creator First Name: Danielle Owner Last Name: Barchuk Owner First Name: Jon	Contact Reason * Sentiment: Complaint * Category: Product * Sub-Category: Model Information System: Doors & Glass Component: Other Symptom: Other	Resolution * Resolution: Trade out * Remedy: Replaced * Resolution Satisfaction: Positive
Contact Language : ENGLISH			Transfer
Dealer			Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Case Handling
* Servicing Dealer: BERNARDI HYUNDAI MA059 Active Service District: Eastern District B Sales District: Eastern District 2			Check Request Pending Approval : 0 eMail notification when case is closed:
Vehicle			
VIN: 5XYZWDLA8DG [REDACTED] Model: SANTA FE SPORT TURBO (AN) * Mileage: 11 Blue Link Equipped : 	Model Year: 2013 Short Model: 63442A45 Date of First Use: 3/1/2013	Engine: A Accessory: 06 Production Date: 2/5/2013 Case in Arbitration : No	

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
5/24/2013 05:03:53 AM	HMA90567	██████	██	Inbound	Customer	Telephone	NEW VEHICLE TRANSFER IS SCHEDULED FOR 5/29/13 JCB 5/24/13	✓	5716777	Region Eastern	Region
5/22/2013 04:31:41 PM	HMA02255	██████	██████	General	General	General	REVIEWED AND APPROVED	✓	5716777	NCA HCR	NCA
5/20/2013 11:17:37 AM	HMA00764	██████	██	Inbound	Customer	Telephone	HCR APPROVED.		5716777	Region Eastern	Region
5/20/2013 06:42:46 AM	HMA90567	██████	██	Inbound	Customer	Telephone	FILE HAS BEEN SUBMITTED TO ISG TO SET A TRANSFER DATE. JCB 5/20/13	✓	5716777	Region Eastern	Region
5/14/2013 01:32:54 PM	HMA90567	██████	██	Inbound	Customer	Telephone	WAITING FOR OWNER TO RETURN SIGNED SETTLEMENT PAPERS JCB 5/14/13	✓	5716777	Region Eastern	Region
5/9/2013 05:37:43 AM	HMA90567	██████	██	Inbound	Customer	Telephone	SPOKE TO AND E-MAILED OFFER LETTER AND SETTLEMENT PAPER WORK TO MR THOMAS ON WED EVENING 5/8/13 ALSO ADVISED HIM THAT DEALER WILL BE DOING SOC WITH WELLS FARGO BANK. WILL ADVISE WHEN THAT IS COMPLETE. JCB 5/9/13	✓	5716777	Region Eastern	Region
5/8/2013 07:02:40 AM	HMA90813	██████	██████	General	General	General	S/W SM KEN REGARDING THIS CUST. S/W MP ALONG WITH SM KEN IT HAS BEEN DETERMINED THAT A BUY WOULD TAKE PLACE. WRITER L/M FOR BOTH CUST HUSBAND & WIFE. CASE BE FORWARDED TO JB TO PROCEED WITH SUB. OF COLL.	✓	5716777	Region Eastern	Region

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
5/8/2013 06:56:03 AM	HMA00764	██████	██████	Inbound	Customer	Telephone	THE WRITER AND CA ANALYST CH CONTACTED SERVICE MANAGER KEN AT BERNARDI HYUNDAI TO DISCUSS THE CASE. VEHICLE WAS DOWN OVER 30 DAYS BECAUSE OF A PARTS ISSUE. THE DEALER REPORTED THIS ISSUE MULTIPLE TIMES AS A VEHICLE DOWN. CA ANALYST ESCALATED THE CASE TO MOBIS IN MID APRIL. PARTS ETA OF APRIL 26TH WAS PAST THE 15 DAYS VEHICLE DOWN DEADLINE OF THE STATE OF MASSACHUSETTS. IT WAS DECIDED TO REPURCHASE AND REPLACE THE VEHICLE WITH A LIKE VEHICLE. CA ANALYST CH WILL CONTACT CUSTOMER AND MAKE OFFER. AN ATTEMPT WILL BE MADE BY THE DEALER TO FIND A SUITABLE LIKE REPLACEMENT VEHICLE FROM DEALER INVENTORY.	✓	5716777	Region Eastern	Region
5/7/2013 11:43:57 AM	MHORTON	██████	██████	General	General	General	TRANSFERRED TO EASTERN REGION	✓	5716777	HCCC Tier2 Team4 Agent	HCCC
5/7/2013 08:24:01 AM	DFARMER	██████	██████	General	General	General	***LEGAL THREAT*** CUSTOMER PURSUING LEMON LAW DUE TO "EXPLODING" SUN ROOF AND REPAIRS TAKING		5716777	PCCC Team1 Agent	PCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							LONGER THAN 30 DAYS.				
5/7/2013 08:09:57 AM	DFARMER	██████	██████	Inbound	Customer	Email	WRITER REFERRED TO BBB ADDRESS.		5716777	PCCC Team1 Agent	PCCC
5/7/2013 08:09:57 AM	DFARMER	██████	██████	General	General	General	ATTACHED INBOUND AND OUTBOUND EMAILS ATTACHED ADDITIONAL LETTER CASE TRANSFERED APPROVED BY:LA/JN		5716777	PCCC Team1 Agent	PCCC
							CUST STS: BODY OF EMAILS: 1. "PLEASE REVIEW THE ATTACHED LETTER REGARDING MY 2013 HYUNDAI SANTA FE." 2. "IN WORKING WITH MY DEALER AND THEIR ACTIONS TO DATE, I AM REQUESTING YOU TAKE ACTION ON A REPLACEMENT VEHICLE." 3. "BERNARDI HYUNDAI IS NOT NOR HAS BEEN AT FAULT WITH ANY ACTIONS, THE SOLE RESPONSIBLE PARTY IS HYUNDAI." 4. "I AM ONLY SEEKING A REPLACEMENT VEHICLE IN SUPPORT OF BERNARDI HYUNDAI'S REQUEST IN SUPPORT OF MY SUBSTANTIAL LOSS OF US, MARKET VALUE AND SAFETY ISSUE THAT HAS BEEN UNREPAIRED FOR OVER 30 CONSECUTIVE BUSINESS DAYS."				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
5/7/2013							<p>5. "I WOULD LIKE TO REMAIN A LOYAL HYUNDAI CUSTOMER AND OTHER THAN THE DEFECTIVE ISSUE DESCRIBED IN THE LETTER, I WAS LOOKING FORWARD TO A LONG RELATIONSHIP WITH BERNARDI AND HYUNDAI." 6. "IF UNRESOLVED TO MY SATISFACTION WITH A NEW VEHICLE, I WILL PURSUE FURTHER ACTION UNDER THE MASSACHUSETTS GENERAL LAWS, C93A AND ONCE RESOLVED, CHOOSE TO PURCHASE MY SECOND CHOICE AT ANOTHER DEALERSHIP AND DIFFERENT VEHICLE MANUFACTURE, AND WILL NOT BUY ANOTHER HYUNDAI." 7. "PLEASE CONTACT ME OR THE DEALER (KEN) SERVICE MANAGER WHO HAS BEEN HANDLING THIS VEHICLE FOR THE ENTIRE TIME FOR FURTHER INFO." 8. "I LOOK FORWARD TO YOU REPLACING THE VEHICLE AND THE CONTINUED RELATIONSHIP WITHIN THE BERNARDI AND HYUNDAI FAMILY." CUST STS IN ADDITIONAL LETTER: 1. "DEAR</p>				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
08:09:55 AM	DFARMER	██████	██████	Inbound	Customer	Email	<p>SIR OR MADAM: I BELIEVE THAT MY CAR IS A "LEMON" UNDER THE MASSACHUSETTS LEMON LAW (MASSACHUSETTS GENERAL LAWS; C. 90 SEC. 7N1/2). "</p> <p>2. "I AM HEREBY MAKING A WRITTEN DEMAND FOR RELIEF UNDER THE LEMON LAW AND THE MASSACHUSETTS CONSUMER PROTECTION ACT (MASSACHUSETTS GENERAL LAWS, C. 93A, SEC.9)." 3. "I PURCHASED A 2013 HYUNDAI SANTA FE ON FEBRUARY 28, 2013 FROM BERNARDI HYUNDAI, BROCKTON MASS. "</p> <p>4. "THE VEHICLE IDENTIFICATION NUMBER OR VIN NUMBER IS 5XY2WDLA8DG063493."</p> <p>5. "APPROXIMATELY ONE (1) MONTH AFTER PURCHASING THE VEHICLE THE PANORAMA SUNROOF EXPLODED WHILE DRIVING ON HIGHWAY." 6. "IT WAS TOWED TO THE DEALERSHIP ABOVE AND WAS DETERMINED TO HAVE A DEFECT IN THE TRACK." 7. "MY VEHICLE HAS BEEN OUT OF SERVICE FOR THIS REPAIR FOR OVER 30 CONSECUTIVE BUSINESS DAYS." 8. "MY VEHICLE</p>		5716777	PCCC Team1 Agent	PCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							<p>HAS BEEN IN BERNARDI HYUNDAI WAITING FOR MATERIAL FOR REPAIR." 9. "SINCE I HAVE NOT HAD THE USE FOR OVER 30 CONSECUTIVE BUSINESS DAYS AND THE ISSUE HAS SUBSTANTIALLY DAMAGED THE VALUE OF THE VEHICLE, I AM SEEKING ACTION UNDER THE MASS GENERAL LAWS C.93A." 10. "IT IS MY EXPECTATION THAT HYUNDAI REPLACE MY 2013 SANTA FE WITH A NEW 2013 SANTA FE WITH AT MINIMUM THE SAME FEATURES AND OPTIONS AS MY DEFECTIVE VEHICLE AS DESCRIBED ABOVE." 11. "I HAVE FURTHER CLAIMS OF LOSS OF USE, LOAD PAYMENTS, INSURANCE PAYMENTS AND EXPIRATION OF THE TRIAL ONSTAR SERVICE THAT WILL BE PART OF THIS ACTION." 12. "THIS ONGOING REMAINING DEFECT SUBSTANTIALLY IMPAIRS THE USE, MARKET VALUE OR SAFETY OF MY VEHICLE." 13. "I HAVE MADE NUMEROUS REQUESTS OF BERNARDI TO REPAIR, WITHOUT RESOLUTION DUE</p>				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							<p>TO HYUNDAI'S INABILITY TO PROVIDE COMPONENTS." 14. "THEREFORE SINCE THE TIME, VALUE AND THE DEFECT ARE ALL CONSIDERED TO BE A SUBSTANTIAL LOSS OF USE, MARKET VALUE OR SAFETY OF THE VEHICLE, I AM ENTITLED TO A REPLACEMENT VEHICLE ACCEPTABLE TO ME OR A REFUND CALCULATED IN ACCORDANCE WITH THE LEMON LAW." 15. "FAILURE TO COMPLY WITH THE LEMON LAW IS A VIOLATION OF MASSACHUSETTS GENERAL LAWS, C. 93A, AND YOU MAY BE SUBJECT TO DOUBLE OR TREBLE DAMAGES AS WELL AS ATTORNEY'S FEES AND COURT COSTS IF THIS MATTER IS TAKEN TO COURT." 16. "I LOOK FORWARD TO HEARING FROM YOU SOON."</p>				

[REDACTED]
[REDACTED]
[REDACTED]

May 6, 2013

Hyundai Motors America
1100 Cranbury South River Road
Jamesburg, NJ 08831
Attn: Debra Czachor.

Dear Sir or Madam:

I believe that my car is a "lemon" under the Massachusetts Lemon Law (Massachusetts General Laws; c. 90 Sec. 7N1/2). I am hereby making a written demand for relief under the Lemon Law and the Massachusetts Consumer Protection Act (Massachusetts General Laws, c. 93A, Sec.9).

I purchased a 2013 Hyundai Santa Fe on February 28, 2013 from Bernardi Hyundai, Brockton Mass. The vehicle identification number or VIN number is 5XY2WDLA8DG [REDACTED]. Approximately one (1) month after purchasing the vehicle the panorama Sunroof exploded while driving on Highway. It was towed to the dealership above and was determined to have a defect in the track. My vehicle has been out of service for this repair for over 30 consecutive business days. My vehicle has been in Bernardi Hyundai waiting for material for repair. Since I have not had the use for over 30 consecutive business days and the issue has substantially damaged the value of the vehicle, I am seeking action under the Mass General Laws c.93A. It is my expectation that Hyundai replace my 2013 Santa Fe with a new 2013 Santa Fe with at minimum the same features and options as my Defective vehicle as described above. I have further claims of loss of use, Load payments, Insurance payments and expiration of the trial Onstar service that will be part of this action.

This ongoing remaining defect substantially impairs the use, market value or safety of my vehicle. I have made numerous requests of Bernardi to repair, without resolution due to Hyundai's inability to provide components. Therefore since the time, value and the Defect are all considered to be a substantial loss of use, Market Value or Safety of the vehicle, I am entitled to a replacement vehicle acceptable to me or a refund calculated in accordance with the Lemon Law.

Failure to comply with the Lemon Law is a violation of Massachusetts General Laws, c. 93A, and you may be subject to double or treble damages as well as attorney's fees and court costs if this matter is taken to court.

I look forward to hearing from you soon.

Sincerely,

[REDACTED]

PE13-035


HYUNDAI-KIA

1-10-2014

ATTACHMENT A

Consumer Contacts

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
[REDACTED]	Case Number: 6068154 Type: CA Opened: 9/27/2013 04:03:36 PM Closed: 10/7/2013 09:55:34 AM Status: Closed	PANAROMIC SUNROOF BROKE WHILE CUSTOMER WAS DRIVING. DEALER SAID NOT COVERED UNDER WARRANTY	CHECK MAILING DATE 10/11/13
City: PRESCOTT ZIP: [REDACTED] State: AZ IQS : VDS : CSI : SSI :	Sub Status: Closed Creator Last Name: Lopez Creator First Name: Darla Owner Last Name: Lopez Owner First Name: Darla	Contact Reason * Sentiment: Complaint * Category: Product * Sub-Category: Operation System: Doors & Glass Component: Other Symptom: Broken	Resolution * Resolution: Assist HMA 100% GW * Remedy: Replaced * Resolution Satisfaction: Positive
Contact Language :			Transfer
Dealer			Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Case Handling
* Servicing Dealer: TIM'S HYUNDAI AZ027 Active	Service District: Western District 4	Sales District: Western District 4	Check Request Pending Approval : 0 eMail notification when case is closed:
Vehicle			
VIN: 5XYZWDLA9DG [REDACTED] Model: SANTA FE SPORT TURBO (AN) * Mileage: 14,691	Model Year: 2013 Short Model: 63442A45 Date of First Use: 10/4/2012	Engine: A Accessory: 06 Production Date: 8/6/2012	
Blue Link Equipped : 		Case in Arbitration : No	

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/3/2013 04:58:47 PM	HMA02544	█	█	General	General	General	CHECK MAILING DATE 10/11/13	✓	6068154	NCA HCR	NCA
9/27/2013 04:26:52 PM	HMA03218	█	█	General	General	General	WRITER TRANSFERRING CASE TO NCA/SZ FOR HCR APPROVAL	✓	6068154	NCA Research	NCA
9/27/2013 04:04:57 PM	HMA03218	█	█	Inbound	Customer	Telephone	CUSTOMER STATES: 1. DRIVING IN TRAFFIC ON ROAD IN PHOENIX 2. SUNROOF BROKE 3. DEALER WOULD NOT COVER UNDER WARRANTY 4. DEALER SAID ROCK PROBABLY HIT THE ROOF 5. FIRST GLASS THAT ARRIVED TO DEALER WAS ALSO BROKEN 6. HAD TO WAIT 2 WEEKS FOR ANOTHER GLASS TO COME IN 7. COULD NOT DRIVE CAR BECAUSE COULD NOT SECURE CAR AND WEATHER IN AREA HAS MONSOONS THAT COME IN ALMOST DAILY WRITER ADVISED CUST TO SEND IN RO AND POP WRITER OFFERED ONE-TIME GOODWILL GESTURE OF \$607.80 FOR CUSTOMER OUT OF POCKET TO REPAIR PANORAMIC GLASS	✓	6068154	NCA Research	NCA

PE13-035

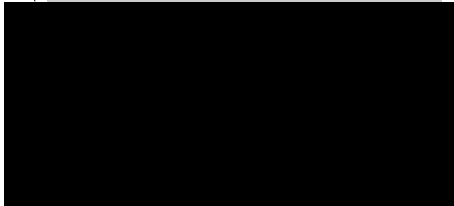
HYUNDAI-KIA

1-10-2014

ATTACHMENT A

Consumer Contacts

Cases



City: CASTLE ROCK

ZIP: [REDACTED]

State: CO

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

* Servicing Dealer: ARAPAHOE HYUNDAI

CO034 Active

Service District: Western District 3

Sales District: Western District 3

Vehicle

VIN: 5XYZWDLA9DG [REDACTED]

Model Year: 2013

Engine: A

Model: SANTA FE SPORT TURBO (AN)

Short Model: 63442A45

Accessory: 06

* Mileage: 4,667

Date of First Use: 10/19/2012

Production Date: 9/14/2012

Blue Link Equipped :

Case in Arbitration : No

Case Information

Case Number: 5681415

Type: CA

Opened: 4/23/2013 07:15:16 AM

Closed: 6/20/2013 07:36:04 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Dubon-090513

Creator First Name: Tiberius

Owner Last Name: Palmeri

Owner First Name: John

* Contact Reason Summary

SUBROGATION CLAIM- SAFECO INSURANCE COMPANY REP FILING, INSURANCE FOR RENTAL REIMBURSEMENT PROVIDED CUSTOMER WHILE CAR DOWN.

Contact Reason

* Sentiment: Inquiry/Suggestion

* Category: Product

* Sub-Category: Accident/Injury

System: Doors & Glass

Component: Other

Symptom: Broken

* Resolution Summary

ADVISED SAFECO INSURANCE AGENT- TO CONTACT HMA LEGAL DEPT. PROVIDED ADDRESS: Hyundai Motor America Attn: Legal Department PO Box 20850 Fountain Valley CA 92728-0850

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason:

Check Request Pending Approval : 0

eMail notification when case is closed:

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
6/20/2013 07:35:59 AM	JPALMERI	██████	███	Inbound	Customer	Telephone	MERIDETH FROM SAFCO STS 1.IM CALLING TO GET AND UPDATE ON OUR CLAIM WRITER ADVISED INFORMATION NEEDS TO GO THREW LEGAL DEPARTMENT WE ARE UNABLE TO PROVIDED INFORMATION ON THIS CASE, WRITER PROVIDED THE ADDRESS: Hyundai Motor America Attn: Legal Department PO Box 20850 Fountain Valley CA 92728-0850	✓	5681415	HCCC Tier2 Team2 Agent	HCCC
5/23/2013 12:31:11 PM	BSTEVENS	██████	███	Inbound	General	Telephone	MARRAIDEATH AT SAFECO INSURENCE STATES 1. SENT SOME DOCS AROUND 4/23 WHEN WE CONTACTED YOU 2. THIS IS IN REGAURDS TO RENTAL CAR 3. JUST FOLLOWING UP TO SEE STATUS AND IF YOU RECIEVED WRITER EXPLAINED HCCC WOULDNT BE ABLE TO TELL IF MAILED LETTER WAS RECIEVED AND WOULD NOTIFY INTERNALLY THAT AGENT MERRIDEATH AT 636-326-8711 WOULD LIKE A CALL WITH STATUS	✓	5681415	HCCC Tier2 Team2 Agent	HCCC
5/9/2013 12:17:25 PM	HMA01861	██████	███	General	General	General	SUBROGATION NOTICE RECEIVED. THIS MATTER WILL BE		5681415	NCA Legal	NCA

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							HANDLED BY STEFANIE JO.				
4/23/2013 07:28:19 AM	TDUBON			Inbound	Outside Source	Telephone	<p>SAFECO INSURANCE REP MS. GEORGE STS: 1. CALLING ON BECAUSE CUSTOMER WAS PROVIDED A RENTAL VEHICLE DUE TO HER SUN ROOF SHATTERING. THIS WAS PROVIDED WHILE HER VEHICLE WAS IN SHOP BEING REPAIRED. 2. WANT TO GET INFORMATION WITH A DEPT INN HYUNDAI TO SUBMIT FILING SUBROGATION CLAIM. WRITER ADVISED SAFECO INSURANCE AGENT- TO CONTACT HMA LEGAL DEPT. PROVIDED ADDRESS: Hyundai Motor America Attn: Legal Department PO Box 20850 Fountain Valley CA 92728-0850 PROVIDED INSURACNE AGENT CASE NO. TO REFER BACK TO WHEN CONTACTING REGION. CASE CLOSED</p>	✓	5681415	HCCC Tier2 Team1	HCCC

PE13-035

HYUNDAI-KIA

1-10-2014

ATTACHMENT B

Supplier and Part Information

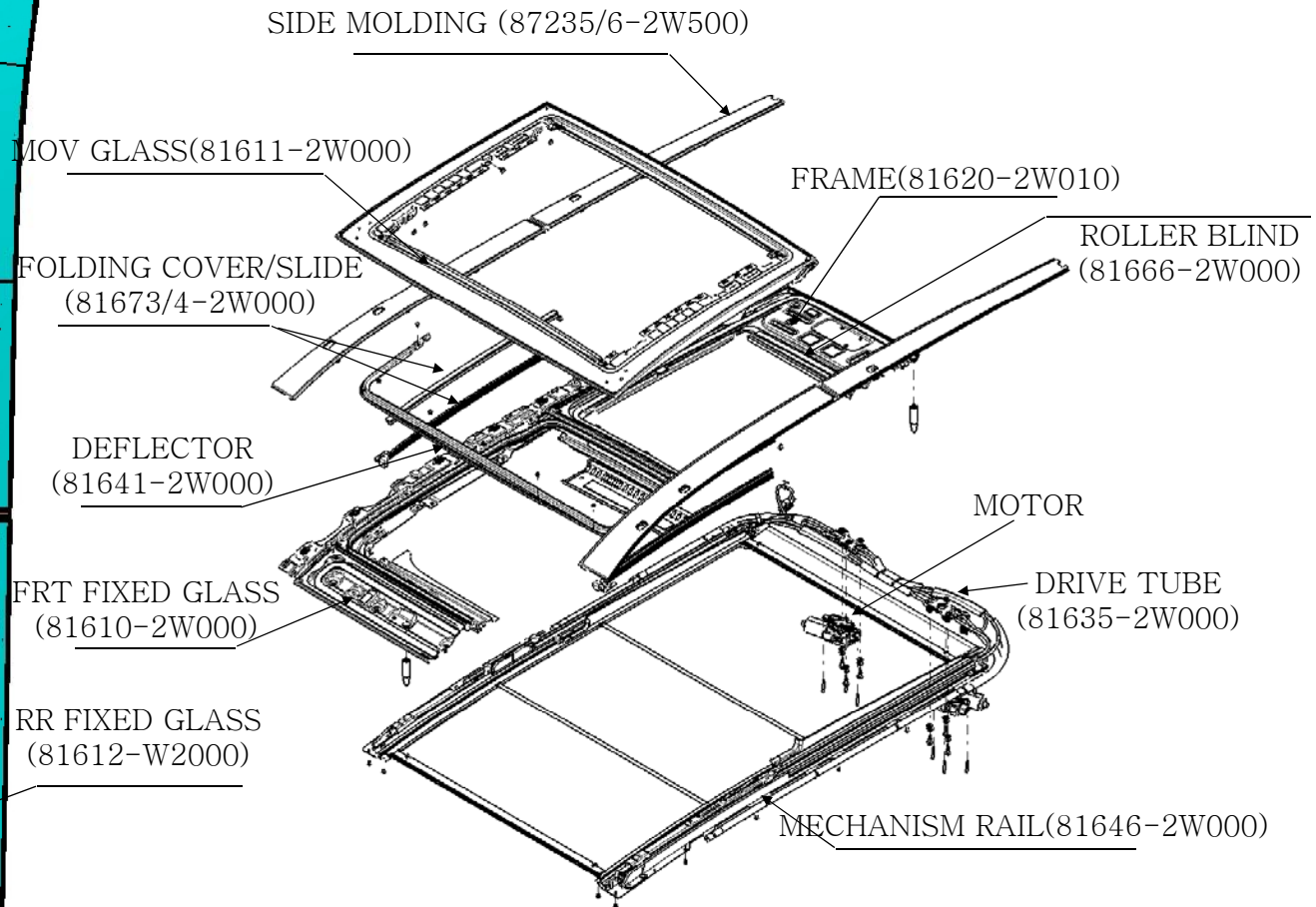
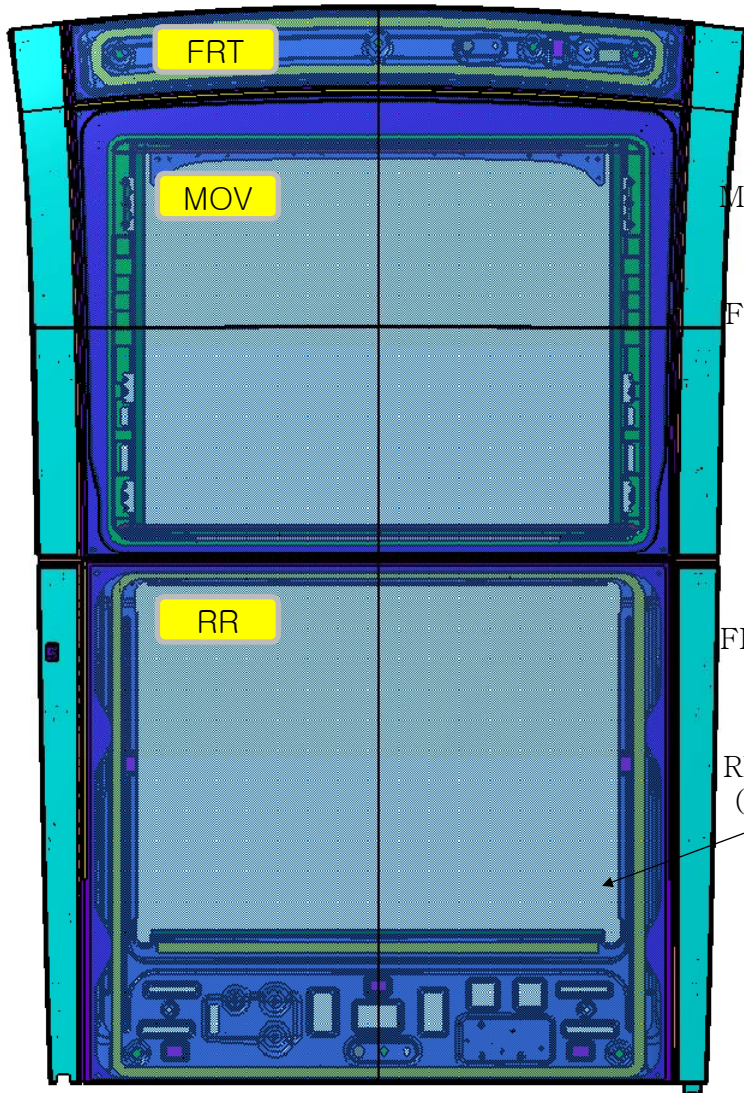
PE13-035

Response to Request 10

Panorama Sunroof Comparison

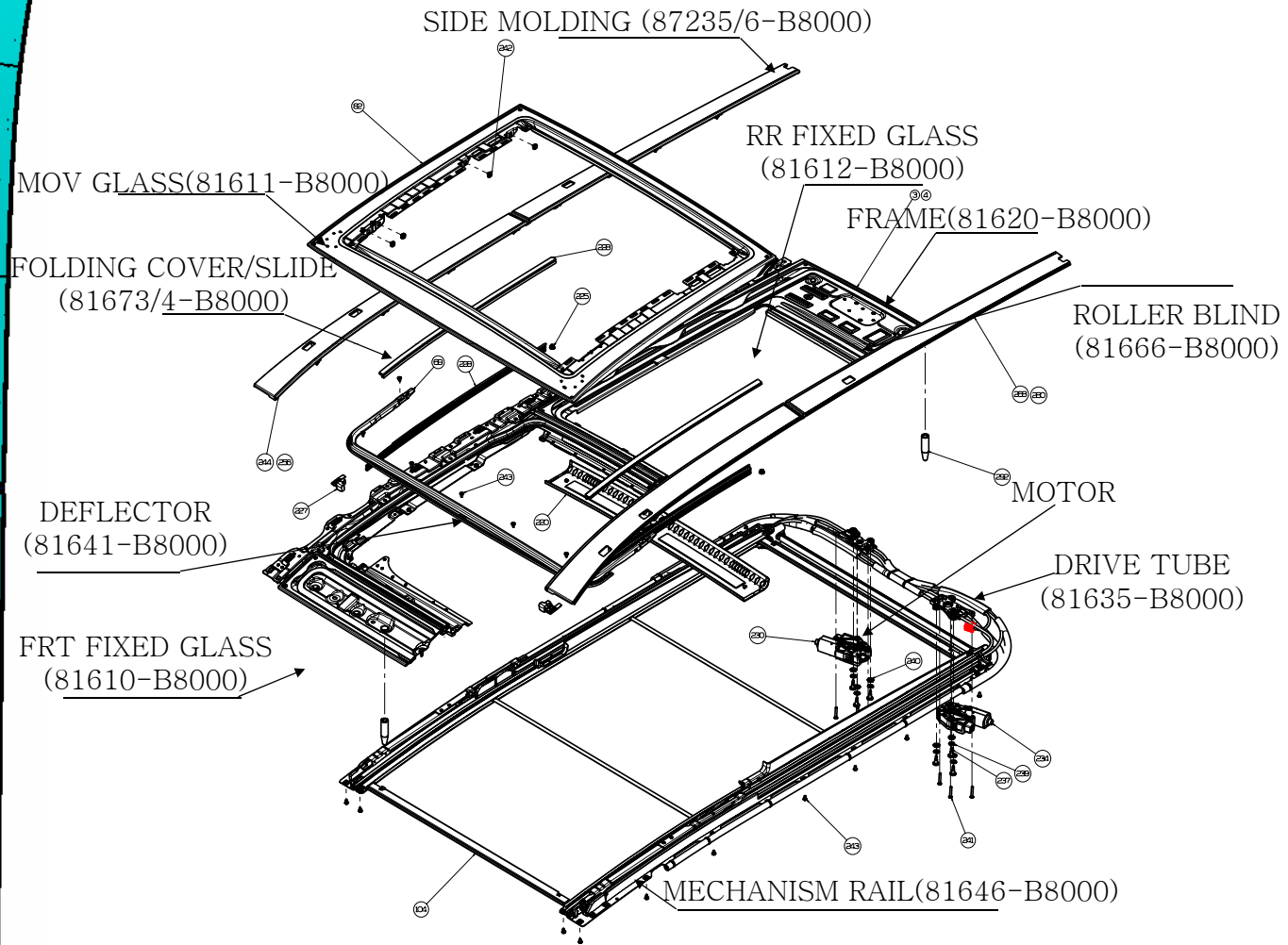
Class.	Santa Fe Sport (AN)	Santa Fe (NC)
Glass - original	Corp: GUARDIAN (USA) Add: Guardian Industries Corp. 1000 Glasshouse Road Jefferson Hills, PA 15025, USA Floreffe Plant	Corp : Saint Gobain Add : SAINT-GOBAIN GLASS FRANCE LES MIROIRS 18 AVENUE D'ALSACE F-92096 LA DEFENSE CODEX FRANCE
Glass - sunroof	Corp: SEJIN Add: 1010, Hyomun-Dong, Buk-Gu, Ulsan, KOREA	Corp : SEKURIT Add : 55 Soryong-dong, Gunsan, Joellabuk-do, 573-400, Korea
Assy Supplier	Corp: Webasto DongHee Address: 6, Cheoyongsanup-ro, Onsan-eup, Ulju-gun, Ulsan, KOREA	Corp : Webasto DongHee Address : 6, Cheoyongsanup-ro, Onsan-eup, Ulju-gun, Ulsan, KOREA
Manuf. Plant	KIA MOTORS Manufacturing GEORGIA, INC. 7777 KIA Parkway West Point, GA 31833	Hyundai Motor Company 700, Yangjung-Dong, Buk-Ku Ulsan, 683-791, Korea

COMPOSITION – 81600-2W010 (SantaFe Sport, AN)



PART COMPOSITION DRAWING

COMPOSITION – 81600-B8000 (SantaFe, NC)



PART COMPOSITION DRAWING

Organization : Webasto Donghee

DIRECTOR
KIM K.S.
010-5331-4615

