

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A

FIELD REPORTS

AND

Consumer Contacts PAGE 125

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Snyder, Jason on 08/16/2010.
 Submitted by Snyder, Jason on 08/17/2010.
 Finalized by Snyder, Jason on 08/17/2010.

*** Required Fields**

FSE Number FS2010080000162
Dealer Code* [CA290] LADIN HYUNDAI
Model [NF] Sonata 2006-2010 MY
Year 2007

VIN* 5NPET46C27H [REDACTED]

Mileage 5,130
Prod. Date 07/19/2006
Customer Complaint*

Severity Code 10 - Loss of primary function performance

Priority High
Target Date 08/16/2010
Latest Incident Date //

Comment

Subject* 2007 NF SONATA - AIR BAG WARNING LAMP ILLUMINATED B1701 B1702

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Air bag warning lamp illuminated, diagnostic trouble codes B1701 and B1706 stored as history codes.

B1701 Buckle pretensioner - Driver resistance too High

B1706 Buckle pretensioner - Passenger resistance too High

Attachment :



[7379B75BEE6FD64C882577810070C375-Image6.jpg](#)



[7379B75BEE6FD64C882577810070C375-Image7.jpg](#)



[7379B75BEE6FD64C882577810070C375-Image8.jpg](#)



[7379B75BEE6FD64C882577810070C375-Image5.jpg](#)



[7379B75BEE6FD64C882577810070C375-Image3.jpg](#)



[7379B75BEE6FD64C882577810070C375-Image4.jpg](#)



[7379B75BEE6FD64C882577810070C375-Image1.jpg](#)

Vehicle History

Warranty Claim History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
CA290	041664	041664	08/02/2010	50,605	MODULE-AIR BAG CONTROL
CA290	036933	036933	02/17/2010	41,110	BUCKLE ASSY-FRONT SEAT BELT (LH)
CA290	034234	034234	11/06/2009	36,154	BUCKLE ASSY-FRONT SEAT BELT (LH)
CA290	033550	033550	10/13/2009	35,156	STOP LAMP SWITCH ASSY REPL. CAMP 09-01-018
CA290	A26464	026464	01/27/2009	25,199	COVER-S/VISOR PIVOT MT`G, LH
CA290	026464	026464	01/27/2009	25,199	TRACK ASSY-FRONT SEAT (LH)
CA290	A26288	026288	01/20/2009	25,015	BUCKLE ASSY-FRONT SEAT BELT (RH)
CA290	026288	026288	01/20/2009	25,015	06-07 NFA SUNVISOR REPLACE (08-01-029)
CA290	022900	022900	09/15/2008	20,210	SUNVISOR ASSY (LH)
CA290	008234	008234	05/08/2007	5,228	SWITCH ASSY-POWER SEAT CONTROL (LH)
CA290	002373	002373	10/19/2006	5	PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis

--	--

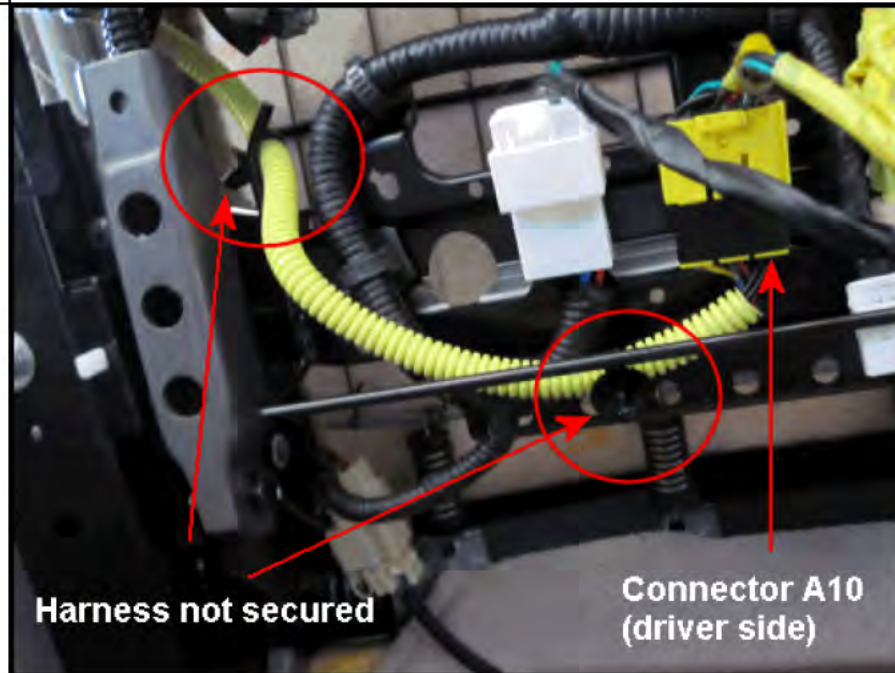
- The picture to the right shows a screen shot from the GDS scan tool with diagnostic trouble status.

The screenshot shows the GDS (Global Diagnostic System) interface. At the top, the VIN is 5NPET46C27H. The vehicle is identified as a 2007 Hyundai Motor Company SONATA(NF) with a G 2.4 DOHC engine. The system being scanned is the Airbag/Airbag Control system, with a date time of 08/16/2010 13:01:34. The software and ECU versions are both N-H-01-09-1.09.02, and the VCI version is 1.78.

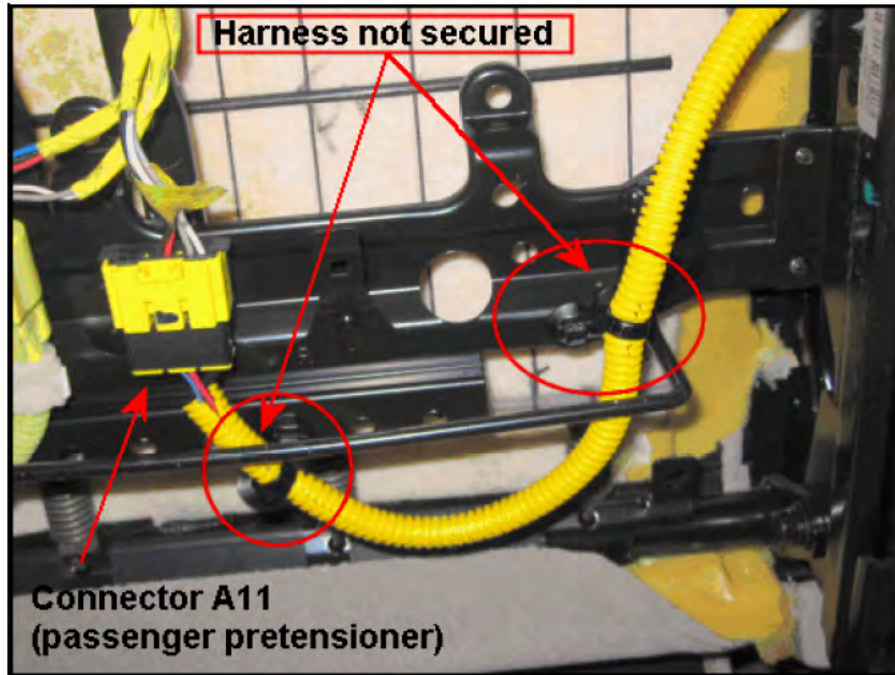
The DTC (Diagnostic Trouble Code) section shows two codes:

Description	State
B1706 Buckle Pretensioner-Passenger resistance too High	History
B1701 Buckle Pretensioner-Driver resistance too High	History

- The picture to the right shows the pretensioner harness routing from under the driver seat as found.



- The picture to the right shows the pretension harness routing under the passenger seat as found.



- The picture to the right shows evidence of a beverage spill.
- View is looking at the center console from passenger side of the vehicle.



- The picture to the right shows more evidence of the beverage spill.
- The remaining substance

is in and around the shift lever assembly.



Corrective Action

Inspect and clean ground connection at G24

Replace floor harness.

Replace left and right front seat belt buckle pretensioner assemblies for customer satisfaction.

Reason(s) vehicle was not previously repaired

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:

Joshua Vedde (██████████);

Lorraine Bonneau(ZZZ);

Mike Viljak(██████████);

Omar Rivera(██████████);

Paul Baldassarre(██████████);

Jeff Phillips(██████████);

Rolf Brandt(██████████);

Randy Pizarro(██████████);

Brian Cattelino(██████████);

Brett Helmreich [REDACTED];

Ryan Morrison [REDACTED];

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by McKendrick, Ron on 12/14/2009.
 Submitted by McKendrick, Ron on 12/14/2009.
 Finalized by Barbere, Tony on 12/28/2009.

*** Required Fields**

FSE Number	FS2009120000115	CA Case #*	3463309
Dealer Code*	[NJ032] LESTER GLENN HYUNDAI	Tech. Case #*	3500178
Model	[NF] Sonata 2006-2010 MY	Assistance Type	Buyback Inspection
Year	2006	FSE Name*	Tony Barbere
VIN*	5NPET46C56H [REDACTED]	Part Name	
Mileage	29,272	Part Number	
Prod. Date	11/22/2005	Engine Code	2.4L I4 Theta
Customer Complaint*		Symptom Code	
Severity Code	3 - Minor defect noticed by some customers	Diag Code#	
Priority	Low	TREAD Cat.	Air bag
Target Date	12/14/2009	Days Open	14 Day
Latest Incident Date	//		
Comment			
Subject*	2006 NF > SRS LIGHT ON B1701 - B1706 BUY BACK INSPECTION		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

BUYBACK INSPECTION

Attachment :



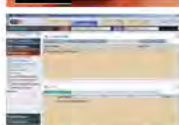
[57226994DAB7823E8825768C0055516D-Cluster, Eng On.JPG](#)



[57226994DAB7823E8825768C0055516D-NJ032 Driver Seat Bottom.JPG](#)



[57226994DAB7823E8825768C0055516D-NJ032 NF.JPG](#)



[57226994DAB7823E8825768C0055516D-NJ032 NF Afterm Leather.JPG](#)



[57226994DAB7823E8825768C0055516D-NJ032 NF Rear Seats.JPG](#)



[57226994DAB7823E8825768C0055516D-NJ032 FRT Seats .JPG](#)

Vehicle History

Dealer Name	Dealer Code	Repair Date Open	Nature Description	Cause Description	Operation Description	Mileage	Repair Order Number	Labor	Parts	Repair Date Close
LESTER GLENN HYUNDAI	NJ032	2/25/2009	WARNING LIGHT ON	POOR CONTACT & SHORT	WIRING ASSY - FLOOR	29,272	033191	376	704.62	2/25/2009
LESTER GLENN HYUNDAI	NJ032	2/24/2009	INOPERATIVE	INCORRECT PART	SERVICE LOAN CAR CLAIM	29,272	033191	0	0	2/25/2009
LESTER GLENN HYUNDAI	NJ032	12/10/2008	INOPERATIVE	POOR CONTACT & SHORT	BUCKLE ASSY-FRONT SEAT BELT (R)	26,278	015113	56.4	158.54	12/10/2008
LESTER GLENN HYUNDAI	NJ032	7/25/2008	WARNING LIGHT ON	POOR CONTACT & SHORT	BUCKLE ASSY-FRONT SEAT BELT (L)	21,880	051223	50.4	158.54	7/25/2008
LESTER GLENN HYUNDAI	NJ032	5/22/2007	WARNING LIGHT ON	STICKING, SEIZED	BUCKLE ASSY-FRONT SEAT BELT (L)	8,806	021515	25.2	265.4	5/22/2007
LESTER GLENN HYUNDAI	NJ032	5/4/2007	FALLING OFF, SAGGED	DEFORMED	TRIM ASSY-CENTER PILLAR LOWER	8,458	020402	16.8	35.56	5/4/2007
LESTER GLENN HYUNDAI	NJ032	5/4/2007	FALLING OFF, SAGGED	DEFORMED	TRIM ASSY-LUGGAGE PARTITION	8,458	020402	25.2	0.84	5/4/2007
LESTER GLENN HYUNDAI	NJ032	5/4/2007	INOPERATIVE	STICKING, SEIZED	SEAT BELT-REAR CENTER	8,458	020402	25.2	0	5/4/2007
LESTER GLENN HYUNDAI	NJ032	5/4/2007	FALLING OFF, SAGGED	DEFORMED	EVAPORATOR (**)	8,458	020402	42	0	5/4/2007
LESTER GLENN HYUNDAI	NJ032	5/4/2007	OTHERS	FOREIGN MATERIAL	EVAPORATOR (**)	8,458	020402	42	0	5/4/2007
LESTER GLENN HYUNDAI	NJ032	4/17/2007	WARNING LIGHT ON	STICKING, SEIZED	SEAT BELT ASSY-FRONT (LH)	7,875	019165	25.2	265.4	4/17/2007
LESTER GLENN HYUNDAI	NJ032	4/17/2007	FALLING OFF, SAGGED	CRACKED	GROMMET-SCREW	7,875	019165	16.8	0.42	4/17/2007
BURNS HYUNDAI	NJ039	2/15/2006	Nature Code	Cause Code	PRE-DELIVERY INSPECTION/SERVIC	10	548717	77	0	2/15/2006

Root Cause Analysis

DEaler installed aftermarket leather interior.

Corrective Action

Inconclusive. FSE not involved w th diagnose or repair.

Reason(s) vehicle was not previously repaired

Did this action resolve condition?

**Condition verified by personal
inspection of company
employee?**

Were Photos Taken?

Parts Inspected?

Parts Sent?

Following people were notified via e-mail:

Joshua Vedder [REDACTED];

Jon D Hoffman(ZZZ);

Brett Helmreich [REDACTED];

Ron McKendrick(ZZZ);

Omar Rivera [REDACTED];

Ted Lytle(ZZZ);

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Cattelino, Brian on 07/30/2007.
 Submitted by Cattelino, Brian on 07/30/2007.
 Finalized by Cattelino, Brian on 07/30/2007.

*** Required Fields**

FSE Number FS2007070000142
Dealer Code* [CA214] GARDEN GROVE HYUNDAI
Model [NF] Sonata 2006-2010 MY
Year 2007
VIN* 5NPET46C97H [REDACTED]
Mileage 92
Prod. Date 10/26/2006
Customer Complaint*

CA Case #* X999999
Tech. Case #* X999999
Assistance Type Diagnostic Assistance
FSE Name* Brian Cattelino
Part Name BUCKLE ASSY-FRONT SEAT BELT,LH
Part Number 88830-0A000 QD
Engine Code 2.4L I4 Theta

Severity Code 10 - Loss of primary function performance

Symptom Code
 [B1511] Driver Seatbelt Buckle Switch - Short to Battery ,
Diag Code# [B1701] Buckle Pretensioner (BUPT) Driver - High

Priority High
Target Date 07/30/2007

TREAD Cat. Air bag
Days Open 1 Day

Latest Incident Date //

Comment

Subject* 2007 NF SONATA - DRIVER'S SEAT BELT LIGHT ON - CHIME SOUNDING WHILE MOVING

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

DRIVER'S SEAT BELT LIGHT ON - CHIME SOUNDING WHILE MOVING
 SRS CODES B1701 AND B1511 SET

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
CA214	59750A	059750	7/05/2007	6	BUCKLE ASSY-FRONT SEAT BELT (LH
CA214	56984A	056984	2/26/2007	5	PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis

PLASTIC IN BUCKLE ASSEMBLY
 BUCKLE SWITCH WIRING WAS PINCHED

Corrective Action

REPLACE THE BUCKLE ASSEMBLY

Reason(s) vehicle was not previously repaired

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:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by on 05/03/2010.
 Submitted by on 05/03/2010.
 Finalized by Brandt, Rolf on 05/17/2010.

* Required Fields

FSE Number	FS2010050000040	CA Case # *	3784256, 3932885
Dealer Code *	[CA033] MANLY GMC BUICK HYUNDAI	Tech. Case # *	X999999
Model	[NF] Sonata 2006-2010 MY	Assistance Type	Buyback Inspection
Year	2006	FSE Name *	Rolf Brandt
VIN *	5NPEU46C26H [REDACTED]	Part Name	
Mileage	60,000	Part Number	
Prod. Date	03/17/2006	Engine Code	2.4L I4 Theta
Customer Complaint *		Symptom Code	
Severity Code	10 - Loss of primary function performance	Diag Code#	[B1706] Buckle Pretensioner (BUPT) Passenger - High
Priority	Medium	TREAD Cat.	Air bag
Target Date	05/03/2010	Days Open	15 Day
Latest Incident Date	//		
Comment			
Subject *	2006 NF SONATA - LEGAL BUYBACK INSPECTION - AIRBAG LIGHT		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

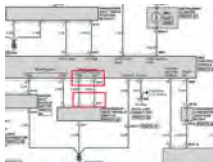
Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

LEGAL BUYBACK INSPECTION - AIRBAG LIGHT

Attachment :



[14ACAD27F407400088257718005FD9E9-ETM.jpg](#)



[14ACAD27F407400088257718005FD9E9-Fault Survey.JPG](#)



[14ACAD27F407400088257718005FD9E9-Stabilant.JPG](#)



[14ACAD27F407400088257718005FD9E9-C1513 DTC Status.jpg](#)



[14ACAD27F407400088257718005FD9E9-A11.JPG](#)



[14ACAD27F407400088257718005FD9E9-B1706 Status.jpg](#)



[14ACAD27F407400088257718005FD9E9-C1260 DTC Status.jpg](#)



[14ACAD27F407400088257718005FD9E9-A01.JPG](#)

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
CA033	237349	237349	11/04/2009	59,456	OCC. CLASSIFICATION SYS REPRG(08-01-006
CA033	36327L	236327	10/13/2009	58,430	SERVICE LOAN CAR CLAIM
CA033	236327	236327	10/01/2009	58,430	BUCKLE ASSY-FRONT SEAT BELT (BOTH SIDES)
CA033	235507	235507	09/11/2009	56,126	STOP LAMP SWITCH ASSY REPL. CAMP 09-01-018
CA033	227123	227123	08/28/2008	40,789	BUCKLE ASSY-FRONT SEAT BELT (RH)
AL533	000068	000281	05/09/2006	5	PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis

<ul style="list-style-type: none"> • The picture to the right shows the fault survey for the incident vehicle. • Diagnostic Trouble Codes (DTC) B1706 (Buckle Pretensioner Passenger Resistance too High), C1513 (Brake Switch Circuit) and C1260 (Steering Angle Sensor Circuit - Signal) were set in the fault memory. 	
--	--

The screenshot shows the GDS (Global Diagnostic System) interface. At the top, there is a table with vehicle information:

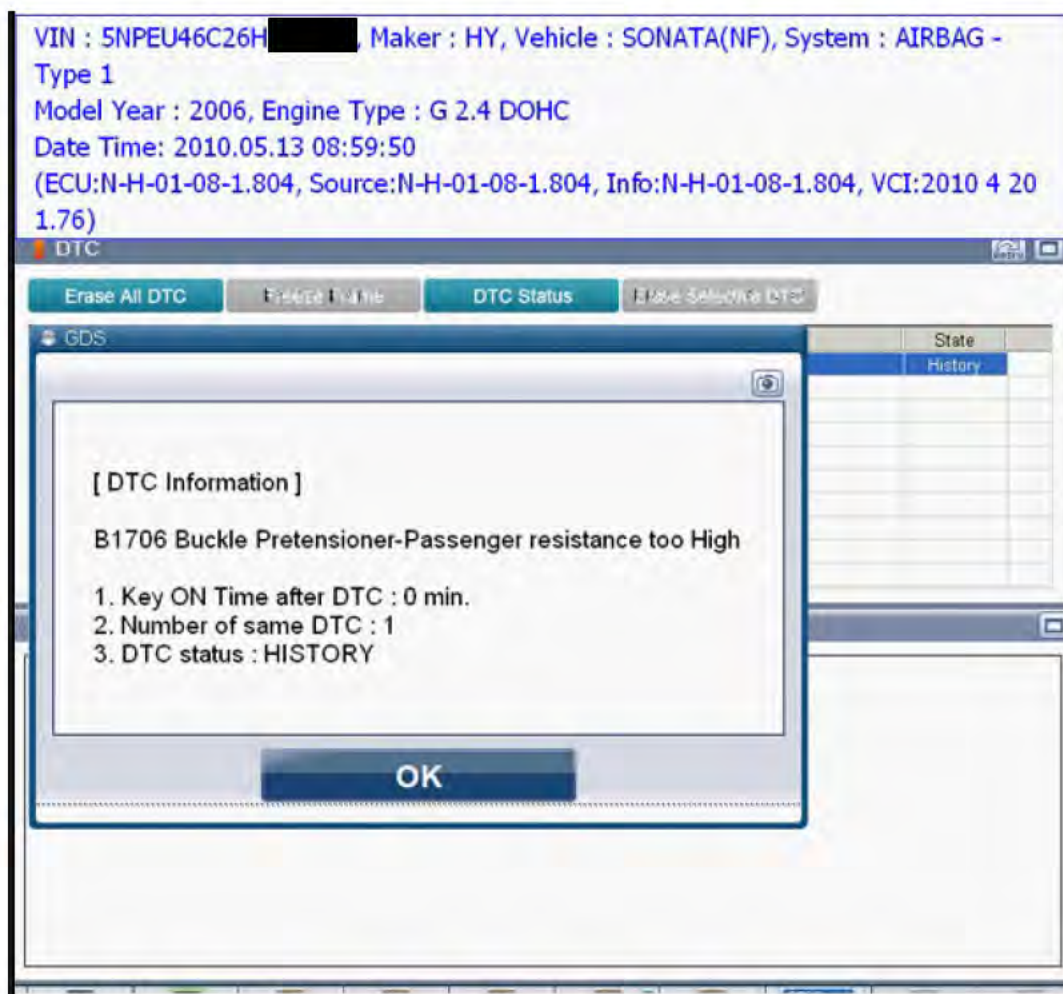
VIN	5NPEU46C26H	Vehicle	SONATA(NF)
Maker	Hyundai Motor Company	Engine Type	G 2.4 DOHC
Model Year	2006	Date Time	05/13/2010 08:57:03
System	Airbag/Airbag Control	Content Version	N-H-01-08-1.804
Software Version	N-H-01-08-1.804	VCI Version	1.76
ECU Version	N-H-01-08-1.804		

Below this is a 'Fault Code Searching' window. It displays a table of found fault codes:

System	Code	Description	State
AIRBAG - Airbag Control	B1706	Buckle Pretensioner-Passenger resistance too High	History
ENGINE - Engine Control		No Error Code Found	
TRANSMISSION - 4-Spe		No Error Code Found	
BRAKE - ABS/ESC	C1513	Brake Switch Circuit	
BRAKE - ABS/ESC	C1260	Steering Angle Sensor Circuit-Signal	
BODY CONTROL - Body		-- DTC NOT Supported --	
TIRE PRESSURE MONI...		Comm. Fail / Check selected system, IG key, DLC.	

The window also includes buttons for 'Go To Hot Fix', 'Go To DTC Analysis', 'Retry Code Searching', 'All Erase', 'Stop', 'Print', and 'Close'.

- The picture to the right shows the DTC status for B1706.
- The DTC had set 1 time.



- The picture to the right shows the DTC status for C1260.
- The DTC had set 30 times.

VIN : 5NPEU46C26H [REDACTED], Maker : HY, Vehicle : SONATA(NF), System : BRAKE - Type 1
Model Year : 2006, Engine Type : G 2.4 DOHC
Date Time: 2010.05.13 09:02:08
(ECU:N-H-01-08-1.804, Source:N-H-01-08-1.804, Info:N-H-01-08-1.804, VCI:2010 4 20 1.76)

DTC

Erase All DTC Erase DTC DTC Status Erase Selected DTC

	Description	State
C1513	Brake Switch Circuit	
C1260	Steering Angle Sensor Circuit-Signal	

GDS

[DTC Information]

C1260 Steering Angle Sensor Circuit-Signal

1. DTC status : HISTORY
2. Number of same DTC : 30
3. Vehicle Speed : 33 Km/h
4. ECU Power Supply : 13.9 V

OK

- The picture to the right shows the DTC status for C1513.
- The DTC had set 10 times.



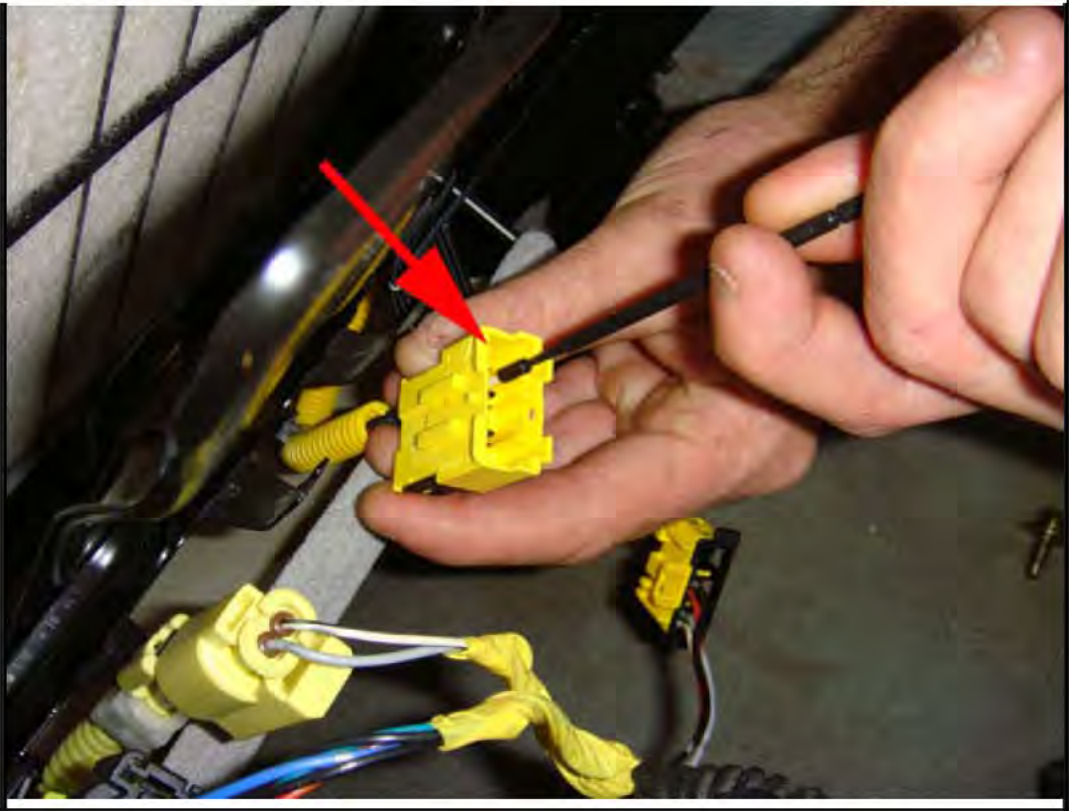
- The picture to the right shows the SRS control module.
- Stabilant 22A was applied to the electrical contacts of the module.



- The picture to the

right shows connector A11 under the right front seat.

- Stabilant 22A was applied to the electrical contacts of the connector.



Corrective Action

Check electrical connections of A01 and A11 and apply Stabilant 22A to both connectors.

Replace brake light switch.

Replace steering angle sensor.

Reason(s) vehicle was not previously repaired

Did this action resolve condition? YES

Condition verified by personal inspection of company employee? YES

Were Photos Taken? YES

Parts Inspected?

Parts Sent? NO

Following people were notified via e-mail:

Paul Baldassarre (██████████);

Brian Cattelino (██████████);

Rolf Brandt (██████████);

Ryan Morrison (██████████);

Sharon Hiers(ZZZ);

Brett Helmreich (██████████);

Thai Vu (██████████);

Omar Rivera([REDACTED]);

Mike Viljak([REDACTED]);

Mary Le([REDACTED]);

Lorraine Bonneau(ZZZ);

Joshua Vedde([REDACTED]);

Jason Snyder([REDACTED]);

Eric Nelson([REDACTED]);

Randy Pizarro([REDACTED]);

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Aye, Harrison on 03/28/2007.

Submitted by Aye, Harrison on 03/28/2007.

Finalized by Aye, Harrison on 03/28/2007.

*** Required Fields**

FSE Number	FS2007030000333	CA Case # *	X999999
Dealer Code *	[TX040] HUFFINES HYUNDAI	Tech. Case # *	X999999
Model	[NF] Sonata 2006-2010 MY	Assistance Type	FPOR
Year	2006	FSE Name *	Harrison Aye
VIN *	5NPEU46C46H [REDACTED]	Part Name	BUCKLE ASSY-FRONT SEAT BELT (LH)
Mileage	15,922	Part Number	88850-0A000-QD
Prod. Date	03/06/2006	Engine Code	2.4L I4 Theta
Customer Complaint *		Symptom Code	
Severity Code	5 - Reduced secondary function performance	Diag Code#	
Priority	Medium	TREAD Cat.	Air bag
Target Date	03/28/2007	Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2006 NF SONATA - SRS WARNING LIGHT ILLUMINATED WITH DTC B1701		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Customer stated that air bag light is ON.

SRS warning light illuminated with DTC B1701 Buckle Pretensioner - Driver Resistance too High stored.

Technician erased the DTC and returned the vehicle to customer, but 7 days later vehicle came back with same complaint and DTC.

FTS erased the DTC and wiggled the Buckle Pretensioner connector and wires but unable to recreate the DTC.

Appears to be an intermittent loose connection in the seat buckle assembly or in its circuit.

Vehicle History

No prior related repair history.

Root Cause Analysis

Appears to be intermittent high resistance in the seat buckle assembly or in its circuit.

Corrective Action

Replaced Driver's seat buckle assembly.

Reason(s) vehicle was not previously repaired

Did this action resolve

condition?	YES
Condition verified by personal inspection of company employee?	YES
Were Photos Taken?	YES
Parts Inspected?	YES
Parts Sent?	YES

Following people were notified via e-mail:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Cattelino, Brian on 07/08/2008.
 Submitted by Cattelino, Brian on 07/24/2008.
 Finalized by Cattelino, Brian on 07/24/2008.

* Required Fields

FSE Number FS2008070000010
Dealer Code* [AZ032] CHAPMAN HYUNDAI
Model [NF] Sonata 2006-2010 MY
Year 2006
VIN* 5NPEU46C56H [REDACTED]
Mileage 58,227
Prod. Date 12/09/2005
Customer Complaint*
Severity Code 5 - Reduced secondary function performance
Priority Medium
Target Date 07/08/2008
Latest Incident Date //
Comment
Subject* 2006 NF SONATA - AIR BAG LIGHT ON. CODE B1706
Additional VIN List

CA Case #* X999999
Tech. Case #* X999999
Assistance Type VDS
FSE Name* Brian Cattelino
Part Name BUCKLE ASSY - FRONT SEAT BELT, RH
Part Number 88840-0A000QS
Engine Code 2.4L I4 Theta
Symptom Code
Diag Code# [B1706] Buckle Pretensioner (BUPT) Passenger - High
TREAD Cat. Air bag
Days Open 16 Day

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

AIR BAG LIGHT ON. CODE B1706

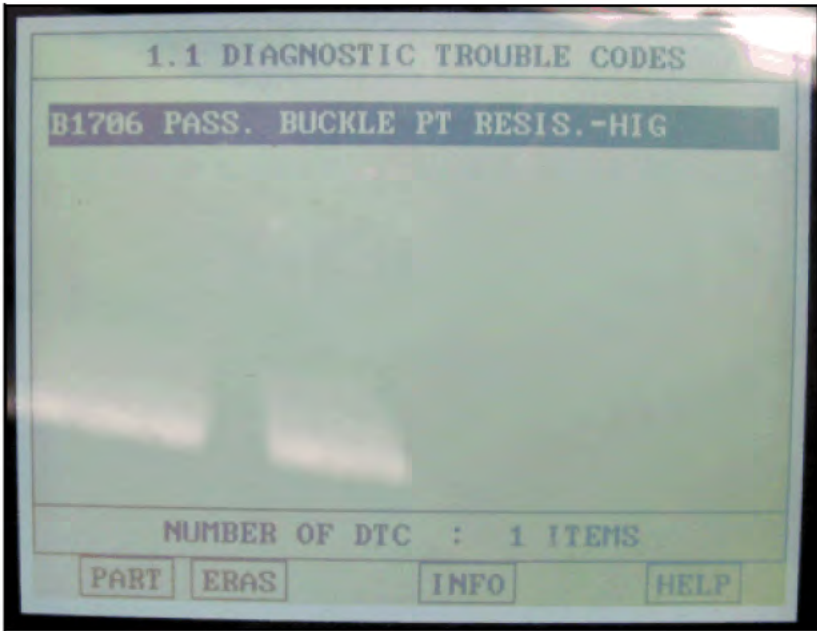
Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
AL533	000047	000733	12/20/2005	5	PRE-DELIVERY INSPECTION/SERVICE

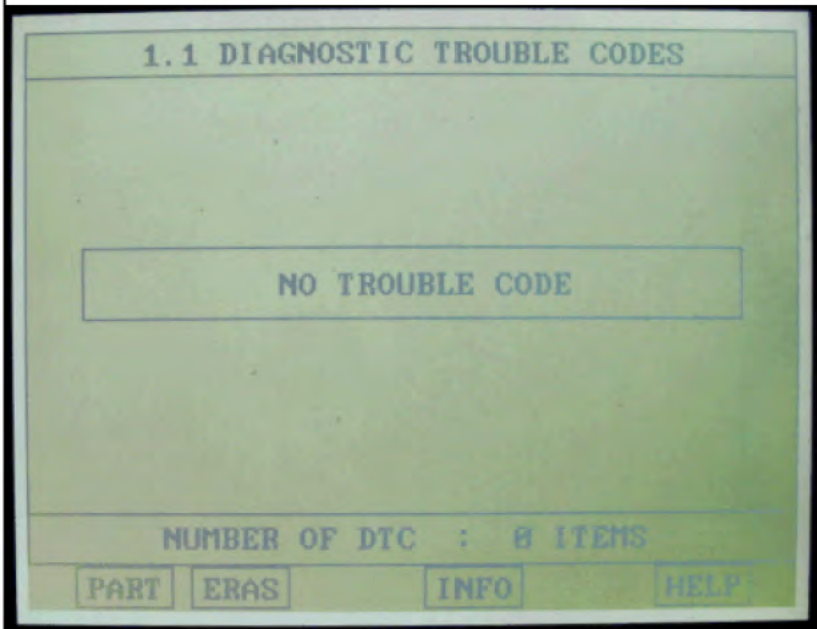
Root Cause Analysis

--	--

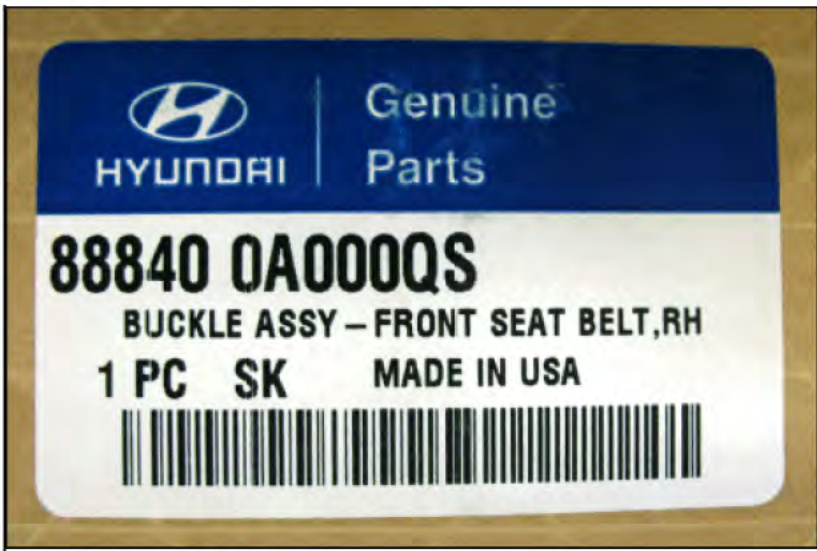
- PICTURE SHOWS CODE B1706 SET



- PICTURE SHOWS NO CODE AFTER REPLACING THE PASSENGER SEAT BELT BUCKLE ASSEMBLY



- PICTURE SHOWS PART STICKER

**Corrective Action**

REPLACED THE PASSENGER SEAT BELT BUCKLE ASSEMBLY

Reason(s) vehicle was not previously repaired

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:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Aye, Harrison on 03/14/2007.

Submitted by Aye, Harrison on 03/30/2007.

Finalized by Aye, Harrison on 03/30/2007.

* Required Fields

FSE Number	FS2007030000011	CA Case # *	X999999
Dealer Code *	[TX062] FREEMAN HYUNDAI	Tech. Case # *	X999999
Model	[NF] Sonata 2006-2010 MY	Assistance Type	FPOR
Year	2006	FSE Name *	Harrison Aye
VIN *	5NPEU46C76H [REDACTED]	Part Name	BUCKLE ASSY-FRONT SEAT BELT (LH)
Mileage	24,891	Part Number	88830-0A000-QS
Prod. Date	01/30/2006	Engine Code	2.4L I4 Theta
Customer Complaint *		Symptom Code	
Severity Code	5 - Reduced secondary function performance	Diag Code#	
Priority		TREAD Cat.	Air bag
Target Date	03/14/2007	Days Open	17 Day
Latest Incident Date	//		
Comment			
Subject *	2006 NF SONATA - SRS WARNING LIGHT ILLUMINATED WITH DTC B1701		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Customer stated that air bag light is ON.

SRS warning light illuminated with DTC B1701 Buckle Pretensioner - Driver Resistance too High stored.

DTC would not erase and replacing with a new seat buckle correct the complaint condition.

Conditioned seat buckle was installed on good known vehicle and wiggled the wires. DTC did not return and unable to recreate complaint condition.

Intermittent loose connection in the seat belt buckle circuit could cause the complaint condition.

Vehicle History

No prior related repair history.

Root Cause Analysis

Appears to be intermittent high resistance in the seat buckle and its circuit.

Corrective Action

Replaced Driver's seat buckle assembly.

Reason(s) vehicle was not previously repaired

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

Following people were notified via e-mail:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Stepanovich, Robert on 11/16/2008.
 Submitted by Stepanovich, Robert on 11/17/2008.
 Finalized by Stepanovich, Robert on 11/17/2008.

* Required Fields

FSE Number FS2008110000110
Dealer Code* [OH018] COLUMBIA HYUNDAI
Model [NF] Sonata 2006-2010 MY
Year 2006
VIN* 5NPEU46F16H [REDACTED]
Mileage 52,161
Prod. Date 01/21/2006
Customer Complaint*

CA Case #* 3422553
Tech. Case #* 3319803
Assistance Type Consumer Affairs
FSE Name* Robert Stepanovich
Part Name WIRING ASSY-AIR BAG
Part Number 917000A010
Engine Code 3.3L V6 Lambda
Symptom Code

Severity Code 5 - Reduced secondary function performance

Diag Code# [B1706] Buckle Pretensioner (BUPT) Passenger - High ,
 [B1701] Buckle Pretensioner (BUPT) Driver - High

Priority High
Target Date 11/16/2008
Latest Incident Date //

TREAD Cat. Air bag
Days Open 1 Day

Comment

Subject* 2006 NF SONATA AIR BAG WARNING LAMP ON INTERMITTENTLY B1701 B1706

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Dealer states that DTC's for passenger and driver buckle pretensioner high resistance keep setting intermittently.

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
OH018	440667	440667	10/18/2008	51,350	SUNVISOR ASSY (LH)
OH018	433049	433049	07/12/2008	45,466	SENSOR ASSY-OXYGEN RH (UP)
OH018	30937A	430937	06/14/2008	44,335	SWITCH ASSY-STOP LAMP
OH018	30937B	430937	06/14/2008	44,335	SERVICE LOAN CAR CLAIM
OH018	430937	430937	06/14/2008	44,335	BUCKLE ASSY-FRONT SEAT BELT (RH)
OH018	30083A	430083	06/04/2008	43,909	SERVICE LOAN CAR CLAIM
OH018	430083	430083	06/04/2008	43,909	BUCKLE ASSY-FRONT SEAT BELT (LH)

OH018	428841	428841	05/17/2008	43,269	MODULE ASSY-DRIVER AIR BAG ADD SCAN TOOL OPERATI
OH018	22903A	422903	02/26/2008	38,361	TRIM ASSY-REAR PACKAGE TRAY
OH018	22903B	422903	02/26/2008	38,361	SERVICE LOAN CAR CLAIM
OH018	422903	422903	02/26/2008	38,361	COIL ASSY-IGNITION (LH)
OH018	422764	422764	02/22/2008	38,325	MODULE ASSY-ENGINE CONTROL ADD SCAN TOOL OPERATI
OH018	410974	410974	09/17/2007	31,326	BUCKLE ASSY-FRONT SEAT BELT (RH)
OH018	08485A	408485	08/14/2007	30,040	SERVICE LOAN CAR CLAIM
OH018	408485	408485	08/14/2007	30,040	TENSIONER ASSY-TIMING CHAIN (BOTH SIDES)(LAMDA)
OH018	407825	407825	08/04/2007	29,619	BUCKLE ASSY-FRONT SEAT BELT (LH)

Root Cause Analysis

Dealer has previously replaced both buckle pretensioners twice and air bag control unit once for same concern.
 Inspected connectors at Air bag control unit and passenger and driver buckle pretensioners under seats - OK
 Inspected pins for proper tension - OK

Corrective Action

Advised dealer to replace air bag harness.

Reason(s) vehicle was not previously repaired

Did this action resolve condition? YES

Condition verified by personal inspection of company employee? YES

Were Photos Taken? NO

Parts Inspected? YES

Parts Sent? NO

Following people were notified via e-mail:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Viljak, Mike on 11/18/2011.
 Submitted by Viljak, Mike on 11/18/2011.
 Finalized by Snyder, Jason on 12/22/2011.

* Required Fields

FSE Number	FS2011110000038	CA Case # *	4620203,
Dealer Code *	[CA321] PUENTE HILLS HYUNDAI	Tech. Case # *	4608648
Model	[NF] Sonata 2006-2010 MY	Assistance Type	Potential Buyback Prevention
Year	2006	FSE Name *	Jason Snyder
VIN *	5NPEU46F26H [REDACTED]	Part Name	Buckle assy RH Floor harness
Mileage	51,870	Part Number	88840-0A000-QS
Prod. Date	09/07/2005	Engine Code	3.3L V6 Lambda
Customer Complaint *		Symptom Code	
Severity Code	1- No effect	Diag Code#	[B1706] Buckle Pretensioner (BUPT) Passenger - High
Priority	High	TREAD Cat.	Air bag
Target Date	11/18/2011	Days Open	35 Day
Latest Incident Date	//		
Comment			
Subject *	2006 NF - SONATA - VDAR - AIR BAG WARNING LAMP ILLUMINATED; DTC B1706		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

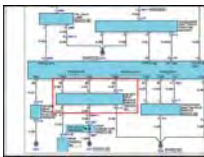
Condition

SRS warning lamp illuminated with DTC B1706 stored multiple repair attempts.
 History makes this a definite buyback risk, despite the age and mileage.

Attachment :



[C0DB1F2D286DED0A8825794C0082DEA6-Image1.jpg](#)



[C0DB1F2D286DED0A8825794C0082DEA6-Image3.jpg](#)



[C0DB1F2D286DED0A8825794C0082DEA6-Image2.jpg](#)

Vehicle History

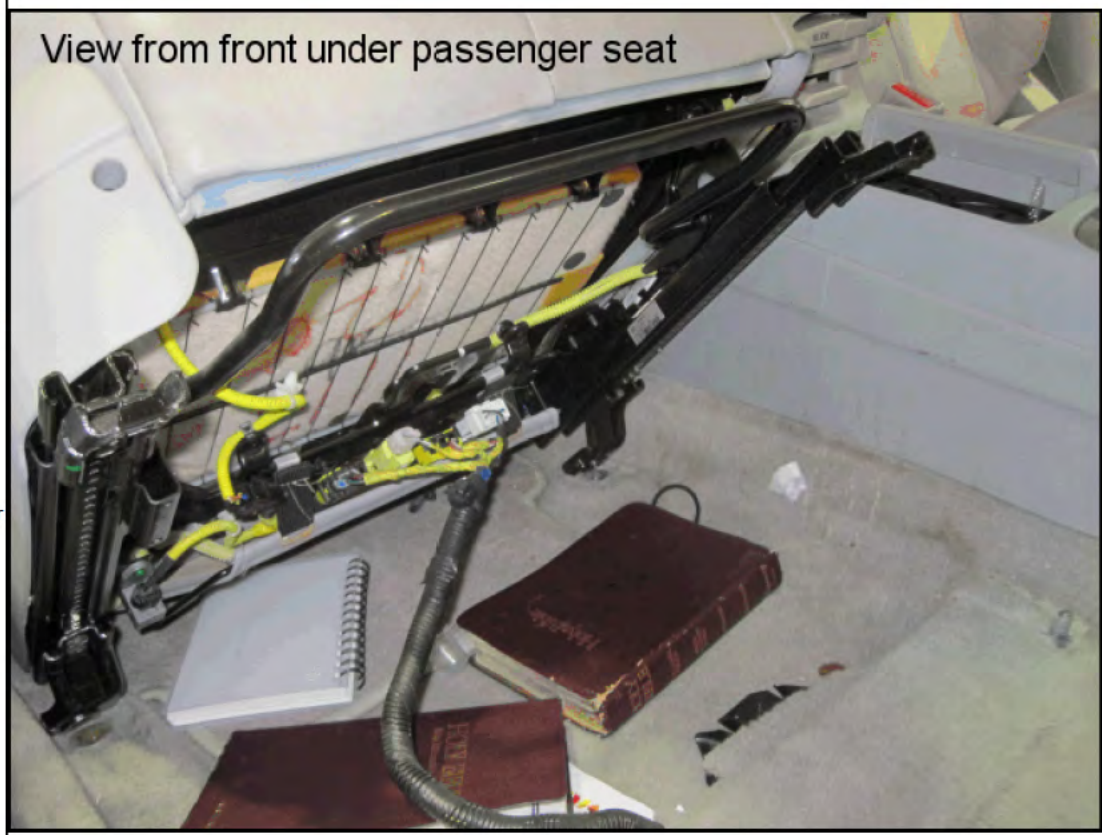
Warranty Claim History (21 found)

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
CA321	26997A	026997	11/02/2011	51,629	WIRE REPAIR TIME (MAJOR)-ADJUSTMENT
CA321	26997B	026997	11/02/2011	51,629	SWITCH ASSY-STOP LAMP
CA321	26997C	026997	11/02/2011	51,629	SWITCH ASSY-TRUNK LID & FUEL FILLER OPENER
CA321	26997D	026997	11/02/2011	51,629	
CA321	18470B	018470	03/30/2011	45,520	REGULATOR ASSY-FRONT DOOR POWER WINDOW (LH)
CA321	18470C	018470	03/30/2011	45,520	BUCKLE ASSY-FRONT SEAT BELT (RH)
CA321	13884B	013884	11/23/2010	42,611	BULB-HEAD LAMP (LH)
CA321	13884C	013884	11/23/2010	42,611	DUCT ASSY-CENTER AIR VENT (LH)
CA321	013314	013314	11/10/2010	42,320	MOTOR & PUMP ASSY-WINDSHIELD WASHER
CA321	13314B	013314	11/10/2010	42,320	BUCKLE ASSY-FRONT SEAT BELT (RH)
CA321	13314C	013314	11/10/2010	42,320	COVER ASSY-ROCKER AND/OR GASKET (LH)(LAMBDA)
CA321	12271A	012271	10/12/2010	41,620	SUNVISOR ASSY (RH)
CA321	12271B	012271	10/12/2010	41,620	BULB-HEAD LAMP (RH)
CA 321	05730A	005730	04/21/2010	37,260	BUCKLE ASSY-FRONT SEAT BELT (RH)
CA321	05730B	005730	04/21/2010	37,260	STOP LAMP SWITCH ASSY REPL.
CA321	05730C	005730	04/21/2010	37,260	
CA076	078112	078112	11/13/2008	26,642	OCC. CLASSIFICATION SYS REPRG (08-01-006
CA076	71307K	071307	08/06/2008	23,107	SUNVISOR ASSY (LH)
CA076	71307L	071307	08/06/2008	23,107	BUCKLE ASSY-FRONT SEAT BELT (RH)
CA076	71307M	071307	08/06/2008	23,107	
CA076	92939M	092939	09/29/2005	10	PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis

<ul style="list-style-type: none"> The picture to the right shows initial inspection found many items stored under passenger 	
---	--

seat.



- The picture to the right shows another view of items being stored under passenger seat.

Mike Viljak [REDACTED]);

Mary Le [REDACTED]);

Lorraine Bonneau(ZZZ);

Joshua Vedde [REDACTED]);

Jeff Phillips [REDACTED];

Jason Snyder [REDACTED];

Brian Cattelino [REDACTED]);

Brett Helmreich [REDACTED]);

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by on 11/05/2010.
 Submitted by on 11/05/2010.
 Finalized by Barbere, Tony on 11/16/2010.

* Required Fields

FSE Number	FS2010110000171	CA Case # *	3740868
Dealer Code *	[NY106] CURRY HYUNDAI	Tech. Case # *	3956162, 4055714
Model	[NF] Sonata 2006-2010 MY	Assistance Type	Potential Buyback Prevention
Year	2006	FSE Name *	Tony Barbere
VIN *	5NPEU46F26H [REDACTED]	Part Name	
Mileage	75,701	Part Number	00000-00000
Prod. Date	11/05/2010	Engine Code	3.3L V6 Lambda
Customer Complaint *		Symptom Code	
Severity Code	1- No effect	Diag Code#	
Priority	High	TREAD Cat.	Air bag
Target Date	11/05/2010	Days Open	12 Day
Latest Incident Date	//		
Comment			
Subject *	2006 NF SONATA, NATIONAL CA INSPECTION		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

REQUEST BY HMA LEGAL TO INSPECT ABND REPAIR AIRBAG LIGHT AS PART OF LEGAL SETTLEMENT.

Attachment :



[7C5902AA266698B2882577D2006A58F3-NF SRS No-DTCs.JPG](#)

Vehicle History

-----< VEHICLE CLAIM HISTORY >-----

Dealer Code	Claim Code	Repair Order	Repair Date	Repair Mileage	Operation Description
NY106	294085	294085	8/05/2010	72,591	BUCKLE ASSY-FRONT SEAT BELT (RH)
NY106	290391	290391	5/19/2010	70,034	MODULE-AIR BAG CONTROL
NY106	283397	283397	12/14/2009	64,155	STOP LAMP SWITCH ASSY REPL.
NY106	283397	283397	12/14/2009	64,155	OCC. CLASSIFICATION SYS REPRG(O
NY106	280865	280865	10/20/2009	61,946	BUCKLE ASSY-FRONT SEAT BELT (RH)
NY106	273977	273977	6/04/2009	56,793	BUCKLE ASSY-FRONT SEAT BELT (RH)
NY106	048451	050484	9/25/2008	48,576	BUCKLE ASSY-FRONT SEAT BELT (RH)
NY106	40665C	W40665	6/23/2008	44,448	PEDAL ASSY-ACCELERATOR
NY106	37997C	W37997	5/29/2008	43,273	KNOB-FRONT SEAT RECLINING (LH)
NY106	25355C	W25355	1/28/2008	38,221	CUSHION ASSY-FRONT SEAT (RH)
NY106	22779C	W22779	1/02/2008	36,330	CUSHION ASSY-FRONT SEAT (RH)
NY106	94934C	W94934	4/23/2007	26,727	THERMOSTAT ASSY

NY089 17967A 017967 9/27/2005 5 PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis

SRS system operating normally.

Corrective Action

No Action taken.

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

Randy Pizarro ();

Tony Barbero ();

Ted Lytle(ZZZ);

Omar Rivera ();

Joshua Vedder ();

John Lorenz ();

Irene Mangeri(ZZZ);

Debbie Czachor(ZZZ);

Brett Helmreich ();

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Helgeson, Rodney on 02/27/2009.
Submitted by Helgeson, Rodney on 02/27/2009.
Finalized by Helgeson, Rodney on 02/27/2009.

* Required Fields

FSE Number	FS2009020000003	CA Case # *	3513758
Dealer Code *	[IN003] BUTLER HYUNDAI	Tech. Case # *	X999999
Model	[NF] Sonata 2006-2010 MY	Assistance Type	Potential Buyback Prevention
Year	2006	FSE Name *	Rodney Helgeson
VIN *	5NPEU46F26H [REDACTED]	Part Name	lh buckle assy
Mileage	39,216	Part Number	88830-0A000QS
Prod. Date	01/12/2006	Engine Code	3.3L V6 Lambda
Customer Complaint *		Symptom Code	
Severity Code	5 - Reduced secondary function performance	Diag Code#	[B1701] Buckle Pretensioner (BUPT) Driver - High
Priority	Medium	TREAD Cat.	Air bag
Target Date	02/27/2009	Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2006 NF --AIR BAG LIGHT ON B1701		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Customer states air bag light is on again, DTC present

Attachment :



[A1886977B7E70AB48825756A006BBB1E-P2260228.JPG](#)

Vehicle History

IN003 20768A 020768 2/02/2009 38,622 OCC. CLASSIFICATION SYS REPRG(0)
IN003 19866A 019866 1/19/2009 38,334 CUSHION ASSY-FRONT SEAT (LH)
IN003 85810A 385810 11/07/2008 36,703 BUCKLE ASSY-FRONT SEAT BELT (LH)
IN003 71554A 371554 8/27/2008 35,214 WIRING ASSY-MAIN
IN003 71554L 371554 8/27/2008 35,214 SERVICE LOAN CAR CLAIM
IN003 69945A 369945 8/19/2008 35,080 MODULE ASSY-PASSENGER AIR BAG
IN003 69945L 369945 8/19/2008 35,080 SERVICE LOAN CAR CLAIM
IN003 49246B 349246 5/10/2008 32,950 WIRE REPAIR TIME (MINOR)-ADJUST
IN003 41365A 341365 3/29/2008 32,033 WIRING ASSY - FLOOR
IN003 24234A 124234 10/06/2007 26,760 AMP ASSY-GLASS ANTENNA (RH)
IN003 21688A 121688 8/04/2007 24,091 SWITCH ASSY-STOP LAMP

Root Cause Analysis

high resistance inside driver side seat belt buckle, using SST dummy load, code was gone, reattach seat belt buckle, code returned

Corrective Action

driver side belt buckle was replaced

Reason(s) vehicle was not previously repaired

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:

Brett Helmreich (██████████);

Dave Bellaver(ZZZ);

Kimberly Reyes (██████████);

Mike Ziganto (██████████);

Omar Rivera (██████████);

Thai Vu (██████████);

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Lynch, Jeffrey on 04/22/2013.
 Finalized by Snyder, Jason on 05/15/2013.

*** Required Fields**

FSE Number FS2013040000229
Dealer Code* [CA342] WIN HYUNDAI CARSON
Model [NF] Sonata 2006-2010 MY
Year 2007
VIN* 5NPEU46F27H [REDACTED]
Mileage 90,003
Prod. Date 05/13/2006
Customer Complaint* Seat belt latch/release (not working intermittent)

CA Case #* 5571982
Tech. Case #* 5664584
Assistance Type Vehicle Down
FSE Name* Snyder, Jason
Part Name
Part Number
Engine Code 3.3L V6 Lambda
Symptom Code PARTS CONCERN

Severity Code 10 - Loss of primary function performance

Diag Code# [B1518] Passenger Seatbelt Buckle Switch - Instability. ,
 [B1701] Buckle Pretensioner (BUPT) Driver - High
TREAD Cat. Electrical system
Days Open 23 Day

Priority High
Target Date
Latest Incident Date 05/15/2013

Comment First concern appears to fall into the OCS campaign. Second concern appears to be seat belt buckle failure and LF an RF buckles. Have been replaced multiple times in the past.

Subject* VDAR 2007 [NF] Sonata - FLOOR HARNESS PARTS CONCERN

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

- Multiple concerns for seat belt buckle codes. (B1701 and B1518).
- Dealer has been advised to replace both seat belt buckle pretensioners and floor harness assembly.
- Floor harness recieved does not fit vehicle.

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
CA003	37553Q	337553	20101204	62527	[88830R0R] BUCKLE ASSY-FRONT SEAT BELT (RH)
CA003	33076A	333076	20100911	59340	[88830R0R] BUCKLE ASSY-FRONT SEAT BELT (RH)
CA003	24914A	324914	20100419	53799	[88300R00] TRACK ASSY-FRONT SEAT (LH)
					[35107F02] TPS REPL

CA003	21808A	321808	20100219	51669	& ECM UPDATE
CA003	11431B	311431	20090801	44512	[81410R00] LATCH ASSY-REAR DOOR (LH)
CA003	11431A	311431	20090801	44512	[83405R0R] REGULATOR ASSY-REAR DOOR POWER WINDOW (RH)
CA003	10321B	310321	20090711	43602	[91B026R0] STOP LAMP SWITCH ASSY REPL.
CA003	10321A	310321	20090711	43602	[98805R0R] MOTOR ASSY-POWER WINDOW REGULATOR (RH)
CA003	06958A	306958	20090502	39974	[88830R0R] BUCKLE ASSY-FRONT SEAT BELT (RH)
CA305	24609B	024609	20081202	34025	[93570R0R] SWITCH ASSY-FRONT POWER WINDOW REGULATOR (RH)
CA305	24609A	024609	20081202	34025	[87602R0R] MIRROR ASSY OUTSIDE REAR VIEW WITH REMOTE CONTROL (RH)
CA305	23628A	023628	20081101	32975	[85810R00] SUNVISOR ASSY (LH)
CA305	22827A	022827	20081014	32304	[35100R00] BODY ASSY-THROTTLE AND/OR GASKET
CA305	19651A	019651	20080809	30014	[85810R0R] SUNVISOR ASSY (RH)
CA260	14695A	014695	20080226	23562	[93570R00] SWITCH ASSY-FRONT POWER WINDOW REGULATOR (LH)

Root Cause Analysis

- Replacment floor harness recieved part number 91300-A252ZI does not fit in vehicle.
- 2 areas of concern; SRS harness connector does not reach SRS module and door pin switch connectors are not

correct.



- Original floor harness removed from vehicle part number 91300-A252ZE.
- Note visible difference in SRS module harness as compared to above picture.



- Dealer has Order #EMR508 in system

Corrective Action

- Waiting for correct part.

Reason(s) vehicle was not previously repaired

- N/A

Did this action resolve condition? NO

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 (); Bompiani, Tim (); Bonneau, Lorraine (); Brandt, Rolf (); Cattelino, Brian (); Felix, Nicole (); Jones, Matt (); Lam, Hung (); Lynch, Jeffrey (); McCulloch, Bruce (); McElfresh, Mike (); McLaughlin, Lance (); Morales-Rodriguez, Enrique (); Nguyen, Long (); O`Connor, (); Prasad, Andy (); Pusi, Keith (); Rivera, (); Sanders, Carlos (); Smith, (); Snell, Greg (); Snyder, Jason (); Terrible, Anthony (); Tiberio, Vincent (); Viljak, (); Vu, Thi (); Woolard, James ();

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Choe, YeongJae on 07/18/2007.
 Submitted by Choe, YeongJae on 07/18/2007.
 Finalized by Choe, YeongJae on 07/18/2007.

* Required Fields

FSE Number	FS2007070000391	CA Case # *	X999999
Dealer Code *	[IN029] TEAM HYUNDAI	Tech. Case # *	X999999
Model	[NF] Sonata 2006-2010 MY	Assistance Type	FPOR
Year	2007	FSE Name *	YeongJae Choe
VIN *	5NPEU46F36H [REDACTED]	Part Name	P/S Seatbelt Pretensioner
Mileage	13,482	Part Number	
Prod. Date	07/18/2007	Engine Code	3.3L V6 Lambda
Customer Complaint *		Symptom Code	
Severity Code	5 - Reduced secondary function performance	Diag Code#	
Priority	Medium	TREAD Cat.	Air bag
Target Date	07/18/2007	Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2007 NF SONATA - B1706 Seatbelt Pretensioner Code Keep Resetting		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Airbag light on, B1706 p/s seatbelt pretensioner resistance too high

Attachment :



[06690AE7D8B654C28825731C007A3FF7-IMG_3070.jpg](#)



[06690AE7D8B654C28825731C007A3FF7-MVI_3072.avi](#)



[06690AE7D8B654C28825731C007A3FF7-MVI_3071.avi](#)

Vehicle History

!

Root Cause Analysis

B1706 p/s buckle pretensioner is a hard code that resets immediately - Unlike any other airbag codes that doesn't reset right away, NF pretensioner codes rests immediately 9 cases out of 10 - Replaced seatbelt buckle and code gets cleared - Buckle pretensioner resistance codes are one of the most frequent NF airbag code found in field

Code clear 1 Code clear 2 ; B1706 code reset right away



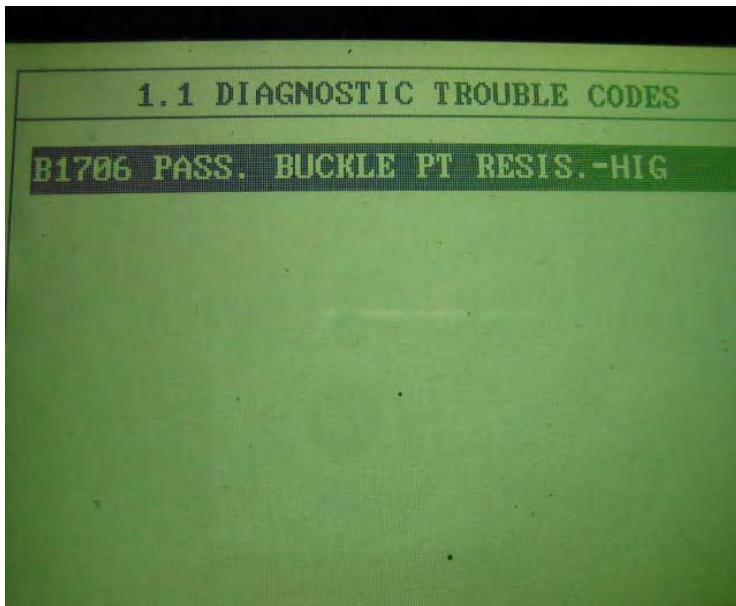
MVI_3071.avi



MVI_3072.avi

[MVI_3071.avi](#)  [MVI_3072.avi](#) 

B1706 cannot be cleared unless replacing the seatbelt buckle



Corrective Action

Replaced p/s seatbelt buckle

Reason(s) vehicle was not previously repaired

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:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Konenkamp, Mark on 10/06/2009.
 Submitted by Konenkamp, Mark on 10/06/2009.
 Finalized by Konenkamp, Mark on 10/06/2009.

*** Required Fields**

FSE Number FS2009100000168
Dealer Code* [NC024] BOB DUNN HYUNDAI
Model [NF] Sonata 2006-2010 MY
Year 2007
VIN* 5NPEU46F37H [REDACTED]
Mileage 57,233
Prod. Date 10/06/2009
Customer Complaint*
Severity Code 1- No effect
Priority Medium
Target Date 10/06/2009
Latest Incident Date //
Comment
Subject* 2007 NF Code B1706
Additional VIN List

CA Case #* X999999
Tech. Case #* X999999
Assistance Type Potential Buyback Prevention
FSE Name* Mark Konenkamp
Part Name
Part Number
Engine Code 3.3L V6 Lambda
Symptom Code
Diag Code#
TREAD Cat. Air bag
Days Open 1 Day

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

The customer complains that the SRS light comes on at times.

Vehicle History

Warranty Claim History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
NC024	51271A	151271	09/18/2009	56,652	BUCKLE ASSY-FRONT SEAT BELT (LH)
NC024	51271B	151271	09/18/2009	56,652	STOP LAMP SWITCH ASSY REPL. CAMP 09-01-018
NC024	42290A	142290	10/31/2008	40,102	PULLEY-IDLER (LAMDA)
NC024	42290B	142290	10/31/2008	40,102	SEAT BELT ASSY-FRONT (LH)
NC024	37146A	137146	06/07/2008	31,607	BUCKLE ASSY-FRONT SEAT BELT (LH)
VA004	18061F	318061	02/05/2007	11,947	BUCKLE ASSY-FRONT SEAT BELT (LH)
NJ499	052151	730820	11/14/2006	6,164	MIRROR-OUTSIDE REAR VIEW WITH REMOTE CONTROL
AL533	000071	000592	06/19/2006	5	PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis

General Description for Code B1706

Buckle pretensioner (hereinafter referred to BUPT) is located beside driver and passenger seat. BUPT tightens seat belt with BPT and keeps seat belt tensioned. It is consist of buckle and gas generator. Buckle tightens seat belt. Gas generator generates gas to tighten cable.

DTC Description B1706

The SRSCM sets DTC B1706 if the measured resistance value of PBUPT circuit is more than the threshold value.

*In this case, SRSCM checks if there's any fault in circuit by sending current for a while.

Code B1706 was found in the system for high resistance in the passenger side BUPT. On previous repairs the drivers side BUPT was repaired and replaced for code B1701.

Corrective Action

The FSE advised that the passenger BUPT and passenger seat belt be replaced. The FSE advised that the vehicle be test driven for at least one day after repairs.

Reason(s) vehicle was not previously repaired

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:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by McKendrick, Ron on 10/28/2008.
 Submitted by McKendrick, Ron on 10/28/2008.
 Finalized by Barbere, Tony on 11/17/2008.

* Required Fields

FSE Number FS2008100000177
Dealer Code* [CT005] KEY HYUNDAI
Model [NF] Sonata 2006-2010 MY
Year 2006
VIN* 5NPEU46F46H [REDACTED]
Mileage 40,237
Prod. Date 05/12/2005
Customer Complaint*
Severity Code 5 - Reduced secondary function performance
Priority Medium
Target Date 10/28/2008
Latest Incident Date //
Comment
Subject* 2006 NF SONATA, BUYBACK INSPECTION

CA Case #* 3230055
Tech. Case #* 277157
Assistance Type Buyback Inspection
FSE Name* Tony Barbere
Part Name BUCKLE ASSY-FRONT SEAT BELT,RH
Part Number 888400-A000QD
Engine Code 3.3L V6 Lambda
Symptom Code
Diag Code#
TREAD Cat. Seat belts
Days Open 20 Day

Additional VIN List

VIN No Model Code Model Year Prod.Date Mileage

Previous FSE Report

FSE No VIN No Model Code Model Year Dealer FSE

Condition

Repeating SRS dash lamp illuminat on. BUYBACK INSPECTION

Vehicle History

Dealer Name	Dealer Code	Repair Date Open	Nature Description	Cause Description	Operation Description	Mileage	Repair Order Number	Labor	Parts	Repair Date Close
KEY HYUNDAI	CT005	12/5/2007	INOPERATIVE	POOR CONTACT & SHORT	CLUSTER ASSY-INSTRUMENT	23,904	125439	26.78	691.87	12/5/2007
KEY HYUNDAI	CT005	9/7/2007	WARNING LIGHT ON	POOR CONTACT & SHORT	BUCKLE ASSY-FRONT SEAT BELT (R	22,374	121975	26.78	282.09	9/7/2007
KEY HYUNDAI	CT005	9/7/2007	WARNING LIGHT ON	POOR CONTACT & SHORT	MODULE ASSY-ENGINE CONTROL	22,374	121975	62.48	835.09	9/7/2007
KEY HYUNDAI	CT005	6/22/2007	INOPERATIVE	NORMALITY	MOTOR & PUMP ASSY-WINDSHIELD W	18,419	119903	35.7	18.27	6/22/2007
KEY HYUNDAI	CT005	7/13/2006	POOR ACCELERATION	IMPROPER ADJUSTMENT	ESC ECU REPROGRAMMING (TSB# 05	2,572	109648	25.5	0	7/13/2006
KEY HYUNDAI	CT005	7/13/2006	INOPERATIVE	FOREIGN MATERIAL	ENGINE ASSY-SUB (LAMDA)	2,572	109648	1,207	6,995.77	7/13/2006
KEY HYUNDAI OF BRIDGEPORT	CT031	4/28/2006	ATM EXCESSIVE SHIFT DELAY	IMPROPER ADJUSTMENT	PCM REPROGRAMMING INSTRUC. (05	50	017042	34	0	4/28/2006

KEY HYUNDAI OF BRIDGEPORT	CT031	4/28/2006	ATM EXCESSIVE SHIFT DELAY	IMPROPER ADJUSTMENT	PCM REPROGRAMMING INSTRUC. (05	19	017013	34	0	4/28/2006
KEY HYUNDAI OF BRIDGEPORT	CT031	4/28/2006	FALLING OFF, SAGGED	FLAW IN MATERIAL	FRONT CUPHOLDER FLAP REPL. (05	19	017013	17	1.75	4/28/2006
KEY HYUNDAI OF BRIDGEPORT	CT031	4/28/2006	IMPROPER GAP, CLEARANCE	IMPROPER CLEARANCE	REPL. FRT CHROME DOOR HANDLE (19	017013	34	2.61	4/28/2006
KEY HYUNDAI OF BRIDGEPORT	CT031	4/28/2006	FALLING OFF, SAGGED	FLAW IN MATERIAL	FRONT CUPHOLDER FLAP REPL. (05	50	017032	17	1.75	4/28/2006
KEY HYUNDAI OF BRIDGEPORT	CT031	7/14/2005	Nature Code	Cause Code	PRE-DELIVERY INSPECTION/SERVIC	10	10814A	78	0	7/14/2005

WQC013 QPADEV0034 Hyundai Motor America
 Vehicle Information Inquiry
 Vin Number : 5NPEU46F46H (Sonata (NF) V-6 2006)
 Year : 06 Short Model : 25462 Inventory Status : HI Port : MA
 Engine Number : G6DB5K001207 Cal Spec : A
 Production Date: 5/12/2005 Accessory Code : 01
 Color Code : R2QZ External: DARK CINNAMON Internal: BEIGE
 Date Wholesale : 6/06/2005 Sold Dealer :
 Date Retailed : 6/20/2006 Retailed Dealer: CT005 KEY HYUNDAI
 Retail Flag : Y Original Owner : KWAK, HEE RAE
 Factory Installed Accessories Port Installed Accessories
 FE *This vehicle is certified to PC *

Root Cause Analysis

Inconclusive. FSE was not involved in diagnose/repair of vehicle.

Corrective Action

Last repair was replacement of BUCKLE ASSY-FRONT SEAT BELT,RH

Reason(s) vehicle was not previously repaired

Did this action resolve condition?

Condition verified by personal inspection of company employee?

Were Photos Taken?

Parts Inspected?

Parts Sent?

Following people were notified via e-mail:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by on 08/03/2006.
 Finalized by Sim, Eric on 08/08/2006.

FSE Number FS2006080000422
Dealer Code* [CA182] L.A. CITY HYUNDAI
Model [NF] Sonata 2006-2010 MY
Year 2006
VIN* 5NPEU46F46H [REDACTED]
Mileage 5
Prod. Date 06/17/2005
Customer Complaint*
Severity Code 1- No effect
Priority High
Target Date 08/03/2006
Latest Incident Date //
Comment
Subject* 2006 NF - SRS MIL
Additional VIN List

CA Case #* 1001622
Tech. Case #* 235880
Assistance Type Consumer Affairs
FSE Name* Eric Sim
Part Name
Part Number
Engine Code 3.3L V6 Lambda
Symptom Code
Diag Code#
TREAD Cat. N/A
Days Open 6 Day

* Required Fields

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Harry Lee / NTL states to WR Customer will be at CA182 / L.A. City on 8/4/06 at 2:30-3:00pm. Concern 1) Airbag light on.

Vehicle History

AL533 000009 000323 6/23/2005 5 PRE-DELIVERY INSPECTION/SERVICE

Dealer Code:	CA182	Dealer Name:	LOS ANGELES HYUNDAI
Region Code:	W	DPSM:	SCOTT KAHLE
District Code:	2	Soc. Sec. Number:	
Salutation:		First Name:	[REDACTED]
Middle Name:		Last Name:	[REDACTED]
Dealer Phone #:	(213) 383-5100	Fax:	(213) 480-1183
Urgency:	Normal	E Mail:	HDS IS WORKING

Model Year:	06	Model:	NF
VIN:	5NPEU46F46H [REDACTED]	Miles:	9635
	17 digits		

Part Number:		Production Date:	
Customer Name:	Chang	Repair Order	44436

<p>Condition: SRS Malfunction</p>	<p>#: Component Code: (UPC)</p>
<p>Condition Code: EL14</p>	<p>Diagnostic Code B1706</p>
<p>Description:</p> <p>Service manager wants case number.</p> <p>Tech found nothing out of specifications. Code was history code. Terminals ok, connector locked in place, pin tension ok, wiggled harness, no change.</p> <p>B1706 Buckle Pretensioner Front - Passenger Resistance Too High</p>	
<p>Recommendation:</p> <p>Robert Schafer on 08/03/2006 15:53:53:</p> <p>ADV: Verify connector locked in place, if ok duplicate concern.</p> <p>< - - -</p>	

>

Root Cause Analysis

VEHICLE HAD SRS DTC B1706

- TECHNICIAN FOLLOWED TECHLINE RECOMMENDATION AND COULD NOT FIND ANY CONCERNS

CUSTOMER STATED THAT FUEL GAUGE WOULD GET STUCK AT 1/2

- TECHNICIAN REPLACED SENDING UNIT DUE TO OLDER STYLE SENDING UNIT

ABS/ESC COMPLAINT

- DTCs C1511 & C1512 STORED IN HISTORY
- CLEARED DTCs & TEST DROVE
- DTCs DID NOT RETURN

PERFORM CAMPAIGN 072

REFLASH PCM WITH SHIFT IMPROVEMENT

TEST DROVE FOR EIGHT MILES AND NONE OF THE ABOVE CONDITION WAS PRESENT

VEHICLE WAS RELEASED TO THE CUSTOMER

SUMMARY WAS PROVIDED BY FTS S.K.

Corrective Action

CHECK SRS HARNESS AND CONNECTORS

REPLACE SENDING UNIT

REFLASH PCM

PERFORM CAMPAIGN 072

Reason(s) vehicle was not previously repaired**Did this action resolve condition?****Condition verified by personal inspection of company employee?****Were Photos Taken?****Parts Inspected?****Parts Sent?**

Following people were notified via e-mail:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Sim, Eric on 06/09/2006.
 Submitted by Sim, Eric on 06/09/2006.
 Finalized by Sim, Eric on 06/09/2006.

* Required Fields

FSE Number	FS2006060000077	CA Case #*	X999999
Dealer Code*	[CA258] FUCCILLO HYUNDAI	Tech. Case #*	X999999
Model	[NF] Sonata 2006-2010 MY	Assistance Type	Diagnostic Assistance
Year	2006	FSE Name*	Eric Sim
VIN*	5NPEU46F46H [REDACTED]	Part Name	
Mileage	14,216	Part Number	
Prod. Date	06/17/2005	Engine Code	3.3L V6 Lambda
Customer Complaint*		Symptom Code	
Severity Code	1- No effect	Diag Code#	
Priority		TREAD Cat.	N/A
Target Date	06/09/2006	Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject*	2006 NF - DTC B1701		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

CUSTOMER STATES THAT AIRBAG LIGHT STAYS ON

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
CA258	22170A	022170	11/29/2005	5,059	FRONT SEAT BELT BUCKLE ASS'Y (L)
CA258	21702D	021702	11/07/2005	4,189	REPL. RH RECLINER HANDLE (05-01)
CA258	18443A	018443	7/12/2005	8	PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis

TECHNICIAN REQUESTED HELP FROM FTS DURING DEALER VISIT

TECHNICIAN STATES THAT VEHICLE IS IN FOR THE SECOND TIME FOR SAME CONDITION DTC B1701 (picture attached below)

TECHNICIAN STATES THAT HE HAD REPLACED FRONT SEAT BELT BUCKLE ASSEMBLY ON THE FIRST VISIT (warranty history attached above in red shows that the belt buckle was replaced)

ADVISED TECHNICIAN THAT DTC B1701 DOES NOT CONCERN THE BELT BUCKLE ASSEMBLY, RATHER HE SHOULD FOCUS ON THE SEAT BELT PRETENSIONER

ADVISED TECHNICIAN TO FOLLOW SHOP MANUAL ON PAGE RT-130 TO FINISH UP DIAGNOSTICS

Corrective Action

FOLLOW CORRECT DTC DIAGNOSTICS ON PAGE RT-130 OF THE SHOP MANUAL

Reason(s) vehicle was not previously repaired

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:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Helgeson, Rodney on 08/01/2007.
 Submitted by Helgeson, Rodney on 08/01/2007.
 Finalized by Helgeson, Rodney on 08/01/2007.

* Required Fields

FSE Number	FS2007080000003	CA Case # *	X999999
Dealer Code *	[IL052] PUGI HYUNDAI	Tech. Case # *	X999999
Model	[NF] Sonata 2006-2010 MY	Assistance Type	VDS
Year	2006	FSE Name *	Rodney Helgeson
VIN *	5NPEU46F46H [REDACTED]	Part Name	Seat belt buckle
Mileage	22,336	Part Number	88840-0A000-QS
Prod. Date	03/27/2006	Engine Code	3.3L V6 Lambda
Customer Complaint *		Symptom Code	
Severity Code	5 - Reduced secondary function performance	Diag Code#	
Priority	Medium	TREAD Cat.	Seat belts
Target Date	08/01/2007	Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2006 NF SONATA-- AIRBAG LIGHT ON		
Additional VIN List			

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Customer states airbag light is on, DTC B1706 Passenger side seat belt buckle high resistance

Attachment :



[08E049D21717E5E08825732A006789A5-P7270035.JPG](#)



[08E049D21717E5E08825732A006789A5-414717.doc](#)

Vehicle History

AL533 000070 000725 6/05/2006 5 PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis

High resistance in seat belt

Corrective Action

Replace passenger side seat belt buckle

Reason(s) vehicle was not previously repaired

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:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Stepanovich, Robert on 05/30/2007.
 Submitted by Stepanovich, Robert on 05/30/2007.
 Finalized by Stepanovich, Robert on 05/30/2007.

* Required Fields

FSE Number	FS2007050000317	CA Case # *	X999999
Dealer Code *	[MI027] LAFONTAINE HYUNDAI	Tech. Case # *	X999999
Model	[NF] Sonata 2006-2010 MY	Assistance Type	VDS
Year	2007	FSE Name *	Robert Stepanovich
VIN *	5NPEU46F47H [REDACTED]	Part Name	BUCKLE ASSY-FRONT SEAT BELT,LH
Mileage	23,338	Part Number	888300A000QS
Prod. Date	04/25/2006	Engine Code	3.3L V6 Lambda
Customer Complaint *		Symptom Code	
Severity Code	5 - Reduced secondary function performance	Diag Code#	[B1517] Driver Seatbelt Buckle Switch - Instability. , [B1701] Buckle Pretensioner (BUPT) Driver - High
Priority	Medium	TREAD Cat.	Air bag
Target Date	05/30/2007	Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2007 NF SONATA AIR BAG LIGHT ON B1701		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Multiple VINs with same concern of air bag light on and B1701 and or B1517 DTCs present. Replacing the drivers seatbelt buckle/pretensioner assembly correct the concern permanently.
 All vehicles in this sample are Hertz rental cars.

Vehicle History

-----< VEHICLE CLAIM HISTORY >-----

Dealer	Claim	Repair	Repair	Operation	Code	Number	Order	Date	Mileage	Description
MI027	102763	102763	4/26/2007	23,338	BUCKLE ASSY-FRONT SEAT BELT (LH					
AL533	000068	001654	5/13/2006	5	PRE-DELIVERY INSPECTION/SERVICE					

Root Cause Analysis

High resistance of pretensioner circuit in drivers seat belt buckle assembly
 Suspect high resistance occurs at connector because of codes for pretensioner high resistance and buckle switch resistance.

Corrective Action

Replaced drivers seat belt buckle

Reason(s) vehicle was not previously repaired

Did this action resolve condition? YES

Condition verified by personal inspection of company employee? NO

Were Photos Taken? YES

Parts Inspected? YES

Parts Sent? YES

Following people were notified via e-mail:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Helgeson, Rodney on 11/28/2007.
 Submitted by Helgeson, Rodney on 12/17/2007.
 Finalized by Helgeson, Rodney on 12/17/2007.

* Required Fields

FSE Number FS2007110000124
Dealer Code* [IL062] ROCK RIVER HYUNDAI
Model [NF] Sonata 2006-2010 MY
Year 2006
VIN* 5NPEU46F56H [REDACTED]
Mileage 35,625
Prod. Date 03/31/2005
Customer Complaint*
Severity Code 5 - Reduced secondary function performance
Priority Low
Target Date 11/28/2007
Latest Incident Date //
Comment
Subject* 2006 NF SONATA-- AIR BAG LIGHT
Additional VIN List

CA Case #* X999999
Tech. Case #* X999999
Assistance Type VDS
FSE Name* Rodney Helgeson
Part Name seat belt buckle
Part Number 88830-0A000 QS
Engine Code 3.3L V6 Lambda
Symptom Code
Diag Code# [B1701] Buckle Pretensioner (BUPT)
 Driver - High
TREAD Cat. Seat belts
Days Open 20 Day

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Customer states air bag light is on, DTC B1701 (driver seat buckle high resistance)

Vehicle History

IL062 60311A 360311 2/10/2007 24,818 RADIO ASSY-ETR
 IL061 0Q4540 033236 9/28/2005 3 PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis

loose connection at connector A10

Corrective Action

replace driver side seat belt buckle

Reason(s) vehicle was not previously repaired

Did this action resolve condition? YES

Condition verified by personal inspection of company employee? NO

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

Following people were notified via e-mail:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Choe, YeongJae on 10/28/2005.
 Submitted by Choe, YeongJae on 10/28/2005.
 Finalized by Choe, YeongJae on 10/28/2005.

* Required Fields

FSE Number	FS2005100000212	CA Case # *	X999999
Dealer Code *	[OH011] RON MARHOFER HYUNDAI	Tech. Case # *	X999999
Model	[NF] Sonata 2006-2010 MY	Assistance Type	FPOR
Year	2006	FSE Name *	YeongJae Choe
VIN *	5NPEU46F66H [REDACTED]	Part Name	
Mileage	5,047	Part Number	
Prod. Date	07/15/2005	Engine Code	3.3L V6 Lambda
Customer Complaint *		Symptom Code	
Severity Code	1- No effect	Diag Code#	
Priority	Medium	TREAD Cat.	Seat belts
Target Date	10/28/2005	Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2006 SONATA - Wire Repair B1706 A11 Passenger Side Buckle Pretensioner Connector Not Fully Fastened		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Airbag light on - B1706 (passenger side seat belt buckle pretensioer - not seat belt pretensioner) resistance - If it were belt pretensioner, it is B1368 which was countermeasured on 6/29/05

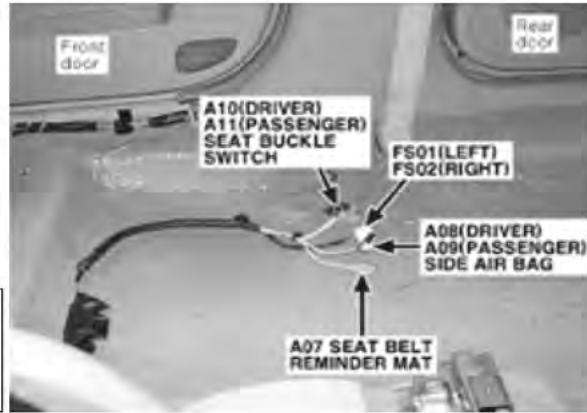
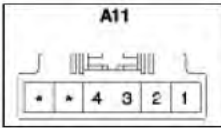
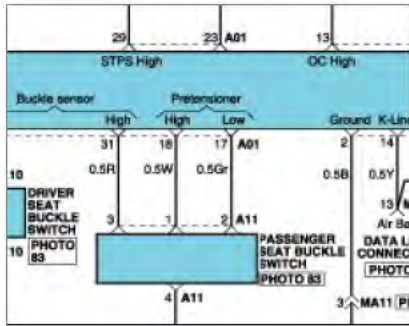
Vehicle History

!

Root Cause Analysis

There was nothing underneath the seat pulling the harness - Subject vehicle production date is 07/15/2005 after belt pretensioner countermeasure - Will keep monitoring if any further identical issues.

A11 wasn't fastened all the way A11 passenger seat belt pretensioner connector



Corrective Action

Secured and fastened A11 connector.

Reason(s) vehicle was not previously repaired

- 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:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Aye, Harrison on 03/14/2007.

Submitted by Aye, Harrison on 03/30/2007.

Finalized by Aye, Harrison on 03/30/2007.

*** Required Fields**

FSE Number	FS2007030000286	CA Case # *	X999999
Dealer Code *	[TX040] HUFFINES HYUNDAI	Tech. Case # *	X999999
Model	[NF] Sonata 2006-2010 MY	Assistance Type	VDS
Year	2006	FSE Name *	Harrison Aye
VIN *	5NPEU46F66H [REDACTED]	Part Name	BUCKLE ASSY-FRONT SEAT BELT (RH)
Mileage	15,014	Part Number	88840-0A000-QS
Prod. Date	08/18/2005	Engine Code	3.3L V6 Lambda
Customer Complaint *		Symptom Code	
Severity Code	5 - Reduced secondary function performance	Diag Code#	
Priority	Medium	TREAD Cat.	Air bag
Target Date	03/14/2007	Days Open	16 Day
Latest Incident Date	//		
Comment			
Subject *	2006 NF SONATA - SRS WARNING LIGHT ILLUMINATED WITH DTC B1706		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Customer stated that air bag light is ON.

SRS warning light illuminated with DTC B1706 Buckle Pretensioner - Passenger Resistance too High stored.

Replacing Passenger Seat Buckle Pretensioner repaired the complaint condition.

FTS erased the DTC and wiggled the Buckle Pretensioner connector and wires but unable to recreate the DTC.

Appears to be an intermittent loose connection in the seat buckle assembly or in its circuit.

Vehicle History

No prior repair history.

Root Cause Analysis

Appears to be intermittent high resistance in the seat buckle and its circuit.

Corrective Action

Replaced Passenger Seat Buckle Pretensioner.

Reason(s) vehicle was not previously repaired

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

Following people were notified via e-mail:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Clark, Donna on 04/05/2007.
Submitted by Clark, Donna on 04/05/2007.

* Required Fields

FSE Number FS2007040000161
Dealer Code* [AL015] CAPITOL HYUNDAI
Model [NF] Sonata 2006-2010 MY
Year 2006
VIN* 5NPEU46F76H [REDACTED]
Mileage 36,283
Prod. Date 07/10/2005
Customer Complaint*
Severity Code 5 - Reduced secondary function performance
Priority Low
Target Date 04/05/2007
Latest Incident Date //
Comment
Subject* 2006 Sonata (NF) - Air Bag Light
Additional VIN List

CA Case #* 1017827
Tech. Case #* 245561
Assistance Type Buyback Inspection
FSE Name* Stewart Staton
Part Name
Part Number
Engine Code 3.3L V6 Lambda
Symptom Code
Diag Code# [B1706] Buckle Pretensioner (BUPT)
 Passenger - High
TREAD Cat. Air bag
Days Open 47 Day

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

The customer complained that the air bag light in the instrument cluster was illuminated.
 When the customer's wife sits in the passenger's seat the "passenger air bag off" light remains illuminated.

Vehicle History

-----< VEHICLE CLAIM HISTORY >-----

Dealer Code	Claim Number	Repair Order	Repair Date	Operation
AL015	97711A	197711	1/31/2007	33,039 CUSHION ASSY-FRONT SEAT (RH)
AL015	94134A	194134	11/02/2006	28,241 WIRING ASSY-AIR BAG
AL015	92636A	192636	9/20/2006	25,518 BUCKLE ASSY-FRONT SEAT BELT (RH)
AL015	89290A	189290	6/27/2006	20,288 BUCKLE ASSY-FRONT SEAT BELT (RH)
AL015	87488A	187488	5/01/2006	17,124 REPL. LH/RH RECLINER HANDLES (O
AL015	81651A	181651	10/18/2005	4,637 CUSHION ASSY-FRONT SEAT (RH)
AL015	81651B	181651	10/18/2005	4,637 SWITCH ASSY-LIGHTING AND/OR TUR
AL015	78675A	178912	7/22/2005	24 PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis

There were two separate issues with the SRS (supplemental restraint system).
 The first issue was illumination of the air bag light in the instrument cluster.

- On four separate occasions the light was illuminated and DTC B1701 (driver buckle pretensioner resistance high) was stored in the SRS module. The cause of the code was a poor connection at the connector under the seat.
- One the first repair the pins were adjusted and the code cleared.

- On the second and third repairs the driver's buckle assembly was replaced.
- On the fourth repair the wiring harness for the SRS system was replaced.
- Replacing the wiring harness repaired the high resistance issue with the buckle pretensioner connector.

The second issue was illumination of the "passenger air bag off " light when the customer's wife was in the seat.

- It is a known condition that when light weight or tall and skinny people sit in the passenger seat of Sonatas with the OCS system some times the " passenger air bag off" light will remain illuminated.
- The seat bottom was replaced but the issue remained. The following are comments by the DPSM about test performed on the passenger seat.

DPSM COMMENTS:

THE ISSUE IS WITH THE SEAT BOTTOM. USED EMPLOYEE THAT WEIGHS 130 LBS AND HAD HIM SIT IN CUST VEH. 5 OUT OF 6 TIMES THE A/B LIGHT OFF LIGHT ILLUMINATED. HAD EMPLOYEE SIT IN A USED LIKE CAR AND THE A/B LIGHT FUNCTIONED PROPERLY 6 OUT OF 6 TIMES. FEEL REPLACING SEAT AGAIN WILL REPAIR THIS VEH.

The second seat bottom corrected the issue. The system operated properly with the technician; however, the customer still experienced light illumination with the wife in the seat.

Corrective Action

The cause of the air bag light and the DTC was ultimately repaired by the wiring harness replacement.

The issue with the passenger air bag off light illumination was repaired with the replacement of the seat cushion on 1/31/07.

The previous replacement was done before a countermeasure was enacted on the seat cushion.

Reason(s) vehicle was not previously repaired

Did this action resolve condition? YES

Condition verified by personal inspection of company employee? YES

Were Photos Taken? NO

Parts Inspected? NO

Parts Sent? NO

Following people were notified via e-mail:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A

FIELD REPORTS



FSE Report

Created by on 10/15/2010.

Submitted by on 10/15/2010.

Finalized by Stegemann, Rolf on 10/27/2010.

* Required Fields

FSE Number FS2010100000213
Dealer Code* [LA034] INTERSTATE HYUNDAI
Model [NF] Sonata 2006-2010 MY
Year 2007
VIN* 5NPEU46F77H [REDACTED]
Mileage 3,312
Prod. Date 08/15/2006
Customer Complaint*
Severity Code 10 - Loss of primary function performance
Priority High
Target Date 10/15/2010
Latest Incident Date //
Comment
Subject* 2007 NF SONATA - AIR BAG LIGHT ON MULTIPLE CODES
Additional VIN List

CA Case #* 4103909,
Tech. Case #* 3773338,3946302
Assistance Type Diagnostic Assistance
FSE Name* Rolf Stegemann
Part Name
Part Number N/A
Engine Code 3.3L V6 Lambda
Symptom Code
Diag Code#
TREAD Cat. Air bag
Days Open 13 Day

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

AIRBAG LIGHT ON MULTIPLE CODES - B1701, B1706, B1378, B1382, B1511, B1513, B1588, B1391, B1449, B1448 - ALL ARE HISTORY CODES.

Erase All DTC		
Description	State	
B1701	Buckle Pretensioner-Driver resistance too High	History
B1706	Buckle Pretensioner-Passenger resistance too High	History
B1378	Side Airbag Front-Driver Resistance too High	History
B1382	Side Airbag Front-Passenger Resistance too High	History
B1511	Buckle Switch Driver Open or Short to Battery	History
B1513	Buckle Switch Passenger open or short to Battery	History
B1388	STPS(Seat Track Position Sensor)-Driver Open or Short to Battery	History
B1391	STPS(Seat Track Position Sensor)-Passenger Open or Short to Battery	History
B1449	OC(Occupant Classification)-Passenger Communication Error	History
B1448	OC(Occupant Classification)-Passenger Sensor Mat Detect	History

Attachment :



[C3F6E6599F5CDA6E882577BD00706908-TECHLINE CASE 3946302.docx](#)



[C3F6E6599F5CDA6E882577BD00706908-TECHLINE CASE 3773338.docx](#)

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
LA034	3182A1	003182	05/11/2010	27,743	WIRING ASSY - FLOOR
LA034	3182B1	003182	05/11/2010	27,743	SENSOR ASSY-OXYGEN LH (UP) RE
LA034	2193A1	002193	01/27/2010	23,246	BUCKLE ASSY-FRONT SEAT BELT (LH)
LA034	2193B1	002193	01/27/2010	23,246	STOP LAMP SWITCH ASSY REPL.
LA011	30147S	330147	06/11/2009	12,387	BUCKLE ASSY-FRONT SEAT BELT (LH)
LA011	26399S	326399	03/18/2009	7,200	BUCKLE ASSY-FRONT SEAT BELT (LH)
LA011	24961S	324961	02/13/2009	5,840	SWITCH ASSY-RECLINER LIMIT (LH)
LA011	16942S	316942	07/15/2008	4,266	BUCKLE ASSY-FRONT SEAT BELT (LH)
LA011	94463Z	294463	02/02/2007	23	SONATA RR SHOCK ABSORBER (06-06-011)
LA011	92932Z	292932	11/28/2006	1	PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis

CONDITION IS INTERMITTENT. NO LOOSE CONNECTIONS FOUND AT THIS TIME. BUCKLE AND AIRBAG HARNESS HAVE BEEN REPLACED TO NO AVAIL.

Corrective Action

ADVISED TO REPLACE AIR BAG MODULE AND BOTH BATTERY CABLES POSITIVE AND NEGATIVE.

Reason(s) vehicle was not previously repaired

Did this action resolve condition? YES

Condition verified by personal inspection of company employee? NO

Were Photos Taken? NO

Parts Inspected? NO

Parts Sent? NO

Following people were notified via e-mail:

Mary Le ([REDACTED]);

Omar Rivera ([REDACTED]);

Randy Pizarro ([REDACTED]);

Sandra Peoples ([REDACTED]);

Steve Stroda [REDACTED]);

Terry Fowkes [REDACTED];

Barbara Lenderman [REDACTED];

Brett Helmreich [REDACTED]);

Donna Clark [REDACTED]);

Thai Vu [REDACTED]);

Joshua Vedde [REDACTED]);

Eric Nelson [REDACTED];

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Stepanovich, Robert on 02/21/2008.
 Submitted by Stepanovich, Robert on 02/22/2008.
 Finalized by Stepanovich, Robert on 02/22/2008.

* Required Fields

FSE Number	FS2008020000201	CA Case #*	3210032
Dealer Code*	[OH011] RON MARHOFER HYUNDAI	Tech. Case #*	X999999
Model	[NF] Sonata 2006-2010 MY	Assistance Type	FPOR
Year	2008	FSE Name*	Robert Stepanovich
VIN*	5NPEU46F78H [REDACTED]	Part Name	WIRING ASSY-AIR BAG
Mileage	455	Part Number	917000A011
Prod. Date	01/20/2007	Engine Code	3.3L V6 Lambda
Customer Complaint*		Symptom Code	
Severity Code	7 - Reduced primary function performance	Diag Code#	[B1706] Buckle Pretensioner (BUPT) Passenger - High
Priority	High	TREAD Cat.	Air bag
Target Date	02/19/2008	Days Open	2 Day
Latest Incident Date	//		
Comment			
Subject*	2008 NF SONATA AIRBAG LAMP ON B1706		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Airbag light came on. B1706 Passenger buckle pretensioner high resistance.

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
OH011	72677Z	272677	9/20/2007	2	PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis

Terminal on pin 5 of connector A11 was broken. Dealer has had trouble getting new harness. Harness being shipped from Korea.

Corrective Action

Replace Air bag harness

Reason(s) vehicle was not previously repaired

Did this action resolve condition?

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:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A

FIELD REPORTS



FSE Report

Created by Waibel, Zachary on 02/21/2014.
 Finalized by Waibel, Zachary on 02/21/2014.

* Required Fields

FSE Number FS2014020000305
Dealer Code* [OH047] PRESTON HYUNDAI
Model [NF] Sonata 2006-2010 MY
Year 2006
VIN* 5NPEU46F86H [REDACTED]
Mileage 119,130
Prod. Date 05/13/2005
Customer Complaint* Airbag/SRS warning light on
Severity Code 10 - Loss of primary function performance
Priority Medium
Target Date 02/19/2014
Latest Incident Date 02/19/2014
Comment
Subject* 2006 [NF] Sonata 3.3L V6 Lambda AIR BAG LIGHT AFTER CAMPAIGN 083
Additional VIN List

CA Case #* X999999
Tech. Case #* 6417444
Assistance Type Diagnostic Assistance
FSE Name* Waibel, Zachary
Part Name BUCKLE ASSY-FR S/BELT LH
Part Number 888300A000QD
Engine Code 3.3L V6 Lambda
Symptom Code WARNING LIGHT - SUPPLIMENTAL RESTRAINT SYSTEM
Diag Code# [B1701] Buckle Pretensioner (BUPT) Driver - High
TREAD Cat. Air bag
Days Open 1 Day

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition Customer states air bag light is on

- Air bag light was illuminated after seat cushion reprogramming per campaign 083
- No codes were present using GDS and dealer had attempted to clear codes with GDS - light remained illuminated



Attachment :

[IMG 8415.JPG](#)[IMG 8418.JPG](#)[IMG 8417.JPG](#)[IMG 8416.JPG](#)

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
OH047	60026A	060026	20091031	72345	[91B026R0] STOP LAMP SWITCH ASSY REPL.
OH047	53227A	053227	20080816	58469	[92201R0R] LAMP ASSY-FRONT FOG (RH)
OH047	51307A	051307	20080422	53294	[18647R00] BULB-HEAD LAMP (LH)
OH047	50826A	050826	20080326	52579	[87602R00] MIRROR ASSY OUTSIDE REAR VIEW WITH REMOTE CONTROL(LH)
OH047	50700A	050700	20080319	51960	[51B034R0]
OH047	50381A	050381	20080228	51566	[18647R0R] BULB-HEAD LAMP (RH)
OH047	48445A	048445	20071024	41796	[18647R0R] BULB-HEAD LAMP (RH)
OH047	47633A	047633	20070908	38881	[18647R00] BULB-HEAD LAMP (LH)
OH047	44300A	044300	20070226	26202	[18647R0R] BULB-HEAD LAMP (RH)
OH047	41201A	041201	20060905	13955	[98510R00] MOTOR & PUMP ASSY-WINDSHIELD WASHER
OH047	33785A	033785	20050719	10	[51B030I0] ESC ECU REPROGRAMMING

Root Cause Analysis

- FSE had technician scan for codes using Hi-Scan Pro
- No codes were present



- Attempted to erase codes with Hi-Scan Pro
- After code clearing was completed B1701 appeared on Hi-Scan menu
- Dealer replaced driver seat belt buckle and cleared codes with Hi-Scan - air bag light turned off



Attachment :

[IMG 8420.JPG](#)

[IMG_8419.JPG](#)**Corrective Action**

- Replaced driver seat belt buckle
- Used Hi-Scan Pro to retrieve and clear codes

Reason(s) vehicle was not previously repaired

- GDS would not read or clear B1701 code
- Technician working on vehicle not familiar with Hi-Scan Pro

Did this action resolve condition? YES

Condition verified by personal inspection of company employee? YES

Were Photos Taken? YES

Parts Inspected? NO

Parts Sent? NO

Following people were notified via e-mail:

Bensen, Brian (); Chapin, Doug (); Helgeson, Rodney (); Lam, Hung (); Lari, (); Lishko, James (); McCulloch, (); McLaughlin, Lance (); Morales-Rodriguez, (); Nguyen, Long (); Prasad, A ndy (); Pusi, Keith (); Vu, Tha (); Waibel, Zachary ();

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Stegemann, Rolf on 03/20/2007.

Submitted by Stegemann, Rolf on 03/27/2007.

Finalized by Stegemann, Rolf on 03/27/2007.

* Required Fields

FSE Number	FS2007030000210	CA Case # *	X999999
Dealer Code *	[TX104] NORTH FREEWAY HYUNDAI	Tech. Case # *	X999999
Model	[NF] Sonata 2006-2010 MY	Assistance Type	FPOR
Year	2006	FSE Name *	Rolf Stegemann
VIN *	5NPEU46F86H [REDACTED]	Part Name	BUCKLE ASSY - FR S/
Mileage	29,610	Part Number	88830-0A000
Prod. Date	08/26/2005	Engine Code	3.3L V6 Lambda
Customer Complaint *		Symptom Code	
Severity Code	5 - Reduced secondary function performance	Diag Code#	
Priority	Medium	TREAD Cat.	Seat belts
Target Date	03/20/2007	Days Open	8 Day
Latest Incident Date	//		
Comment			
Subject *	2006 NF SONATA - AIR BAG LIGHT ON / B1701		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Customer complains of air bag light is on. Code B1701 for driver side seat belt pretensioner was retrieved.

Vehicle History

N/A

Root Cause Analysis

Found driver side seat belt pretensioner causing light to come on.

Corrective Action

Replaced seat belt pretensioner and condition was no longer present.

Reason(s) vehicle was not previously repaired

Did this action resolve condition? YES

Condition verified by personal inspection of company employee? NO

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

Following people were notified via e-mail:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by on 08/21/2006.

* Required Fields

FSE Number	FS2006080000148	CA Case # *	X999999
Dealer Code *	[GA015] SOUTHTOWNE HYUNDAI	Tech. Case # *	X999999
Model	[NF] Sonata 2006-2010 MY	Assistance Type	FPOR
Year	2006	FSE Name *	Stewart Staton
VIN *	5NPEU46F86H [REDACTED]	Part Name	
Mileage	22,200	Part Number	
Prod. Date	09/22/2005	Engine Code	3.3L V6 Lambda
Customer Complaint *		Symptom Code	
Severity Code	1- No effect	Diag Code#	
Priority		TREAD Cat.	Air bag
Target Date	08/21/2006	Days Open	2 Day
Latest Incident Date	//		
Comment			
Subject *	2006 Sonata - Passenger Seat Belt Buckle Electrical Connector		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

The air bag light in the instrument cluster was illuminated.

Vehicle History

-----< VEHICLE CLAIM HISTORY >-----

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Repair Description
GA015	103583	103583	8/11/2006	22,200	WIRING ASSY-AIR BAG
AL522	A59735	A59735	10/01/2005	5	OUTSIDE RR VIEW REMTE CONTROL M
AL522	259735	259735	10/01/2005	5	REAR WINDOW GLASS
AL533	000023	000536	10/01/2005	5	PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis

The air bag system was checked for diagnostic codes using the GDS tool.

Code B1706 (passenger buckle pretensioner resistance high) was stored. See figure 1. The code was not current, it was a history code.

The passenger buckle connector (A03 see figure 2) located under the passenger seat was disconnected. No issues with the connector were found.

The code was cleared. The connector under the seat was manipulated, but the code would not reset.

The code was most likely due to a poor connection at connector A03.

According to the technician he has seen several '06 Sonata with the same condition. He followed the same procedure on the other vehicles. Disconnect connector A03 under the seat, reconnect, and clear the code. He was not aware of any vehicles returning with the same code again.

Corrective Action

Other than checking the connector under the seat (A03) and clearing the code no further repairs were performed.

If the vehicle returns with the same code the air bag wiring harness will be replaced.

Checking the warranty for the passenger belt buckle (part numbers 88840-0A000 QD & QS) shows relative few claims in the past year. There were 206 part claims and 218 claims in the period between 8/15/05 & 8/15/06.

The OP code for airbag wiring harness was also checked because that is how this repair was submitted under warranty. In the same period there were 93 claims. Still relative few.

However, in April and May of this year the claims doubled from the previous month and in June and July the claims doubled again. See figure 3.

The warranty should be monitored for a possible emerging concern.

Reason(s) vehicle was not previously repaired

Did this action resolve condition? YES

Condition verified by personal inspection of company employee? YES

Were Photos Taken? NO

Parts Inspected? NO

Parts Sent? YES

Following people were notified via e-mail:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Helgeson, Rodney on 11/13/2009.
 Submitted by Helgeson, Rodney on 11/17/2009.
 Finalized by Helgeson, Rodney on 11/17/2009.

* Required Fields

FSE Number FS2009110000073
Dealer Code* [WI022] JOHN AMATO HYUNDAI
Model [NF] Sonata 2006-2010 MY
Year 2007
VIN* 5NPEU46F87H [REDACTED]
Mileage 93,729
Prod. Date 05/02/2006
Customer Complaint*
Severity Code 7 - Reduced primary function performance
Priority Medium
Target Date 11/13/2009
Latest Incident Date //
Comment
Subject* 2007 NF --B1701
Additional VIN List

CA Case #* X999999
Tech. Case #* 3754459
Assistance Type VDS
FSE Name* Rodney Helgeson
Part Name driver buckle assy
Part Number 88830-0A000 QS
Engine Code 3.3L V6 Lambda
Symptom Code
Diag Code# [B1701] Buckle Pretensioner (BUPT)
 Driver - High
TREAD Cat. Air bag
Days Open 4 Day

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Customer state air bag light is on again 4x's, tech install dummy load, DTC is gone

Vehicle History

WI022 97983D 397983 10/30/2009 92,309 BUCKLE ASSY-FRONT SEAT BELT (LH)
 WI022 394545 394545 9/09/2009 87,447 STOP LAMP SWITCH ASSY REPL. CAM
 WI022 80307A 380307 1/20/2009 64,961 SEAT BELT ASSY-FRONT (RH)
 WI022 74068A 370468 7/25/2008 50,326 SUNVISOR ASSY (RH)
 WI022 66377A 366377 5/14/2008 43,181 WIRING ASSY - FLOOR
 WI022 66377D 366377 5/14/2008 43,181 WIRING KIT ASSY
 WI022 63635B 363635 3/19/2008 39,181 TENSIONER ASSY-TIMING CHAIN (BO)
 WI022 63229B 363229 3/10/2008 38,542 BUCKLE ASSY-FRONT SEAT BELT (LH)

Root Cause Analysis

internal to seat belt buckle

Corrective Action

replace driver side seat belt buckle

Reason(s) vehicle was not previously repaired

Did this action resolve YES

condition?

Condition verified by personal inspection of company employee? NO

Were Photos Taken? NO

Parts Inspected? NO

Parts Sent? NO

Following people were notified via e-mail:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Aye, Harrison on 06/15/2007.

Submitted by Aye, Harrison on 06/18/2007.

Finalized by Aye, Harrison on 06/18/2007.

* Required Fields

FSE Number	FS2007060000332	CA Case # *	X999999
Dealer Code *	[OK016] AUTOMAX HYUNDAI SOUTH	Tech. Case # *	X999999
Model	[NF] Sonata 2006-2010 MY	Assistance Type	VDS
Year	2006	FSE Name *	Harrison Aye
VIN *	5NPEU46FX6H [REDACTED]	Part Name	
Mileage	25,283	Part Number	
Prod. Date	12/21/2005	Engine Code	3.3L V6 Lambda
Customer Complaint *		Symptom Code	
Severity Code	7 - Reduced primary function performance	Diag Code#	[B1701] Buckle Pretensioner (BUPT) Driver - High
Priority	Medium	TREAD Cat.	Seat belts
Target Date	06/15/2007	Days Open	4 Day
Latest Incident Date	//		
Comment			
Subject *	2006 NF SONATA - SRS WARNING LIGHT ILLUMINATED WITH DTC B1701		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Customer states that SRS warning light is on.

DTC B1701, Driver's Buckle PT Resistance - High, stored in the system.

The DTC could not be erased; hard code, came back on right away.

Connector A10 (driver's seat buckle pretensioner and buckle switch) under the seat was checked. It appears to be fully connected and all wire harness were secured properly.

DTC was able to cleared by disconnecting and reconnecting A10 connector. Wiggle test was preformed on wire harness and A10 connector, but DTC did not return.

It appears that high resistance at A10 connector caused DTC to set.

Vehicle History

Attached below.

NJ499 051970 728126 00 W 11/06/2006 14,554 91000A00 12/05/2006 A
 NJ499 048494 681367 00 W 6/02/2006 6,186 91000A00 6/15/2006 A
 AL533 000050 000568 00 I 12/29/2005 5 PREDELIV 12/30/2005 A

Root Cause Analysis

It appears that high resistance at A10 connector caused DTC to set.

Corrective Action

Secured the A10 connector and harness.

Reason(s) vehicle was not previously repaired

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:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Fowlkes, Terry on 06/24/2008.
 Submitted by Fowlkes, Terry on 06/24/2008.
 Finalized by Aye, Harrison on 07/11/2008.

* Required Fields

FSE Number FS2008060000009
Dealer Code* [TX082] AUTOMAX HYUNDAI
Model [NF] Sonata 2006-2010 MY
Year 2007
VIN* 5NPEU46FX7H [REDACTED]
Mileage 35,238
Prod. Date 04/05/2006
Customer Complaint*

CA Case #* 3300628
Tech. Case #* X999999
Assistance Type Potential Buyback Prevention
FSE Name* Harrison Aye
Part Name
Part Number
Engine Code 3.3L V6 Lambda
Symptom Code

Severity Code 7 - Reduced primary function performance

Diag Code# [B1448] Occupant Classification System (OCS) - Passenger - Matt Defect. , [B1706] Buckle Pretensioner (BUPT) Passenger - High , [B1701] Buckle Pretensioner (BUPT) Driver - High

Priority High
Target Date 06/24/2008
Latest Incident Date //

TREAD Cat. Air bag
Days Open 18 Day

Comment
Subject* 2007 NF SONATA - SRS ILLUMINATION WITH B1701, B1706 & B1448

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

CODE B1706 & B1701 AIR BAG LIGHTS. CUSTOMER HAS 4 VISITS WITH 3 REPAIRS.
 FINAL OPPORTUNITY TO CURE LEGAL APPOINTMENT IS SET JUNE 30, 2008.

Attachment :



[03D43ABBBAF7E1FB882574720064414E-aaSVC CHRON MASTER\(v1\).xls](#)



[03D43ABBBAF7E1FB882574720064414E-NAING-3300628 REPAIR ORDERS.pdf](#)

Vehicle History

Dealer Code	Repair Order Number	Mileage	Repair Date Open	Operation Description
AL533	152	5	6/3/2006	PRE-DELIVERY INSPECTION/SERVIC
TX082	61988	29,332	10/15/2007	BUCKLE ASSY-FRONT SEAT BELT (L
TX082	92494	35,238	5/8/2008	BUCKLE ASSY-FRONT SEAT BELT (B

Root Cause Analysis

DTC B1701, Buckle Pretensioner - Driver Resistance Too High & B1706, Buckle Pretensioner - Passenger Resistance Too High

- SRS wiring harness, driver side and passenger side seat belt pretensioner were replaced to correct the condition.

DTC B1448, OC Sensor Mat Defect

- Passenger seat bottom was replaced to correct the condition.

Oil leak from engine

- Majority of oil residue/puddle was found on the oil filter canister, surrounding area and in transmission housing cavities Slight oil residue was also found at corner of bank 2 valve cover, above alternator (see attached pictures).
- Oil residue/puddle on the oil filter canister, surrounding area and in transmission housing cavities was due to previous oil change. Oil change was not done at the dealer. See attached picture oil change sticker on windshield.
- Bank 2 valve cover gasket was replaced to correct the trace of oil seepage at the corner of bank 2 valve cover.

After market alarm system was installed on the vehicle.

- Alarm system was spliced into the cylinder #6 ignition coil wire. See attached pictures. It could result in misfire condition.

Different diameter tire was installed on the left front.

- Vehicle is equipped with 215/60R16 wheel and tire assembly from factory. Customer installed 215/50R17 wheel and tire assembly on the left front which could effect vehicle handling and ESC system operation. See attached picture.

Corrective Action

See Root Cause Analysis section.

Reason(s) vehicle was not previously repaired

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:

Barbara Lenderman([REDACTED]);

Terry Fowkes [REDACTED] ;

Omar Rivera([REDACTED]);

Mark Maehara([REDACTED]);

Eric Waters([REDACTED]);

Donna Clark([REDACTED]);

Thai Vu([REDACTED]);

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Clark, Donna on 01/23/2008.
 Submitted by Clark, Donna on 01/23/2008.
 Finalized by Aye, Harrison on 02/20/2008.

*** Required Fields**

FSE Number	FS2008010000242	CA Case #*	3204814
Dealer Code*	[NM002] BORMAN HYUNDAI	Tech. Case #*	3136541
Model	[NF] Sonata 2006-2010 MY	Assistance Type	Potential Buyback Prevention
Year	2006	FSE Name*	Harrison Aye
VIN*	KMHET46C46A [REDACTED]	Part Name	
Mileage	70,000	Part Number	
Prod. Date	05/03/2005	Engine Code	2.4L I4 Theta
Customer Complaint*		Symptom Code	
Severity Code	5 - Reduced secondary function performance	Diag Code#	[B1701] Buckle Pretensioner (BUPT) Driver - High
Priority	High	TREAD Cat.	Air bag
Target Date	01/23/2008	Days Open	29 Day
Latest Incident Date	//		
Comment			
Subject*	2006 NF SONATA - AIR BAG LIGHT ON WITH DTC B1701		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Air bag light on; started 30 days after purchase. Vehicle has been in 6 times for this concern.
 Seat buckle assembly had been replace twice and wiring harness has been changed.

Vehicle History

Dealer Code	Repair Order Number	Mileage	Repair Date Open	Operation Description
OR523	083839	0	5/28/2005	AUDIO REPROGRAMMING (05-012)
OR523	083839	0	6/3/2005	ESC ECU REPROGRAMMING (05-011)
NM002	399026	4	6/25/2005	PRE-DELIVERY INSPECTION/SERVIC
NM002	443636	31,639	9/16/2006	REPL. LH/RH RECLINER HANDLES (

NM002	443636	31,639	9/16/2006	SWITCH ASSY-STOP LAMP
NM002	443636	31,639	9/16/2006	SECURE INSTALLATION OF HEADLIN
NM002	443636	31,639	9/16/2006	BUCKLE ASSY-FRONT SEAT BELT (L
NM002	464503	50,163	4/24/2007	CRASH PAD ASSY-MAIN
NM002	464503	50,163	4/24/2007	BUCKLE ASSY-FRONT SEAT BELT (L
NM002	464503	50,163	4/24/2007	SUNVISOR ASSY (LH)
NM002	467358	52,704	5/21/2007	TRIM ASSY-FRONT PILLAR (LH)
NM002	467358	52,704	5/21/2007	PANEL ASSY-CENTER FACIA
NM002	467358	52,704	5/18/2007	SERVICE LOAN CAR CLAIM
NM002	473740	54,518	7/21/2007	PEDAL ASSY-ACCELERATOR
NM002	478861	54,518	9/6/2007	SWITCH ASSY-STOP LAMP
NM002	478861	57,518	9/6/2007	SWITCH ASSY-STOP LAMP
NM002	482471	62,323	11/5/2007	SERVICE LOAN CAR CLAIM
NM002	482471	62,323	10/9/2007	WIRING ASSY - FLOOR
NM002	482471	62,323	10/9/2007	WIRING ASSY-FLOOR

Root Cause Analysis

Combination of issues.

Corrective Action

Advised to replaced with seat buckle assembly of newest 08 NF from dealer lot.

Reason(s) vehicle was not previously repaired

Did this action resolve condition? YES

Condition verified by personal inspection of company employee? NO

Were Photos Taken? NO

Parts Inspected? NO

Parts Sent? NO

Following people were notified via e-mail:

PE14-023

HYUNDAI

9/12/2014

ATTACHMENT A
FIELD REPORTS



FSE Report

Created by Aye, Harrison on 03/01/2007.

Submitted by Aye, Harrison on 03/30/2007.

Finalized by Aye, Harrison on 03/30/2007.

*** Required Fields**

FSE Number	FS2007030000021	CA Case # *	X999999
Dealer Code *	[TX040] HUFFINES HYUNDAI	Tech. Case # *	X999999
Model	[NF] Sonata 2006-2010 MY	Assistance Type	FPOR
Year	2006	FSE Name *	Harrison Aye
VIN *	KMHEU46C66A [REDACTED]	Part Name	BUCKLE ASSY-FRONT SEAT BELT (LH)
Mileage	35,514	Part Number	88830-0A000-QS
Prod. Date	04/20/2005	Engine Code	2.4L I4 Theta
Customer Complaint *		Symptom Code	
Severity Code	5 - Reduced secondary function performance	Diag Code#	
Priority		TREAD Cat.	Air bag
Target Date	03/01/2007	Days Open	30 Day
Latest Incident Date	//		
Comment			
Subject *	2006 NF SONATA - SRS WARNING LIGHT ILLUMINATED WITH DTC B1701		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
--------	------------	------------	-----------	---------

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
--------	--------	------------	------------	--------	-----

Condition

Customer stated that air bag light is ON.

SRS warning light illuminated with DTC B1701 Buckle Pretensioner - Driver Resistance too High stored.

A new seat buckle correct the complaint condition.

Conditioned seat buckle was installed on good known vehicle and wiggled the wires. DTC did not return and unable to recreate complaint condition.

Intermittent loose connection in the seat belt buckle circuit could cause the complaint condition.

Vehicle History

No prior related repair history.

Root Cause Analysis

Appears to be intermittent high resistance in the seat buckle and its circuit.

Corrective Action

Replaced Driver's seat buckle assembly.

Reason(s) vehicle was not previously repaired

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

Following people were notified via e-mail:

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name [REDACTED] First Name [REDACTED] Phone [REDACTED] Email: Address: City: ZIP: State:: IQS : VDS : CSI : SSI :	Case Number: 4894209 Type: CA Opened: 6/26/2012 01:13:17 PM Closed: 6/26/2012 01:25:13 PM Status: Closed Sub Status: Closed Creator Last Name: Gonzalez Creator First Name: Elliot Owner Last Name: Gonzalez Owner First Name: Elliot *Urgency: Low	SEATBELT WARRANTY COVERAGE Contact Reason *Sentiment: *Category: Warranty Issues *Sub-Category: Coverage System: Body Component: Seatbelt Symptom: Inoperative Method : Telephone	WRITER INFORM CALLER THAT THE WARRANTY ONLY COVERS DEFECTS IN FACTORY OR MATERIAL WORKMANSHIP, NO RECALL CAMPAIGN HISTORY ON THIS VEHICLE, ANY WORK DONE BY DEALER IS GARRANTY BY DEALER 12 MONTHS OR 12,000 MILES. Resolution * Resolution: Referred to Dealer * Remedy: N/A * Resolution Satisfaction: Positive
Contact Language : ENGLISH			Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Check Request Pending Approval : 0 eMail notification when case is closed:
Dealer			
* Servicing Dealer: JOE PECHELES HYUNDAI NC018 Active Service District: Southern District 5 Sales District: Southern District 5			
Vehicle			
VIN: 5NPET46C07H [REDACTED] Model: Sonata (NF) *Mileage: 90,000 Blue Link Equipped : No	Model Year: 2007 Short Model: 25402F45 Date of First Use: 7/31/2006	Engine: C Accessory: 01 Production Date: 5/18/2006 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
6/26/2012 01:23:25 PM	EGONZAL	Gonzalez	Elliot	Inbound	Customer	Telephone	CUSTOMER CALLED IN TO INQUIRE ABOUT 1. SEAT BELT WARRANTY COVERAGE CUST STS ARE ANY RECALL ON SEAT BELT WRITER INFORM CALLER THAT THE WARRANTY ONLY COVERS DEFECTS IN FACTORY OR MATERIAL WORKMANSHIP, NO RECALL CAMPAIGN HISTORY ON THIS VEHICLE, ANY WORK DONE BY DEALER IS GUARANTEE BY DEALER 12 MONTHS OR 12,000 MILES. CASE CLOSED	<input checked="" type="checkbox"/>	4894209	HCCC Tier1 Team11 Agent	HCCC

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name First Name Phone Email Address City: BALTIMORE ZIP State:: MD IQS : VDS : CSI : SSI :	Case Number: 4327492 Type: CA Opened: 3/14/2011 02:01:41 PM Closed: 4/21/2011 07:36:15 AM Status: Closed Sub Status: Closed Creator Last Name: Gonzales-083011 Creator First Name: Edward Owner Last Name: Gonzales-083011 Owner First Name: Edward Urgency: Low	Contact Reason Sentiment: Category: Warranty Issues Sub-Category: Coverage System: Body Component: Seatbelt Symptom: Inoperative	Resolution Resolution: Assist HMA Partial GW Remedy: N/A Resolution Satisfaction: Positive Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Case Handling Check Request Pending Approval : 0 eMail notification when case is closed:
Dealer Servicing Dealer: ANTWERPEN HYUNDAI MD028 Active Service District: Southern District 1 Sales District: Southern District 1			
Vehicle VIN: 5NPET46C07H Model: Sonata (NF) Mileage: 62,694 Blue Link Equipped : No	Model Year: 2007 Short Model: 25402F45 Date of First Use: 6/9/2007	Engine: C Accessory: 01 Production Date: 6/7/2006 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
4/21/2011 06:41:23 AM	JMILLS	Mills-062612	Jaleesa	General	General	General	HCR NOTES --- WRITER FWD CASE TO CM/EG TO CLOSE CASE DUE TO NCA APPROVING CHECK REQUEST TAB. CHECK IS SCHEDULED TO BE MAILED ON 4/29/2011. -- CASE CAN BE CLOSED.	<input checked="" type="checkbox"/>	4327492	CC Team2	Call Center
4/20/2011 04:28:03 PM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 4/29/11		4327492	NCA HCR	NCA
4/15/2011 09:30:36 AM	JMILLS	Mills-062612	Jaleesa	General	General	General	HCR NOTES --- CUSTOMER IS GETTING REIMB IN THE AMOUNT \$246.09, FOR 88840-0A000 / BUCKLE ASSY- FRONT REPAIR. THE CUSTOMER HAD THE REPAIR COMPLETED AT ANTWERPEN HYUNDAI, TO RESOLVE THE AIR BAG LIGHT COMING ON CONCERN, FOR REPAIR OUTSIDE OF THE 5/60 WARRANTY BY 2,741 MILES & UNDER BY TIME. - -- WRITER FORWARDING CASE TO TL/LWILLIAMS FOR REVIEW.	<input checked="" type="checkbox"/>	4327492	CC Team2	Call Center
4/12/2011 11:28:43 AM	LWILLIAMS	Williams- 012512	Lisa	General	General	General	REIMB LETTER MAILED TO CUSTOMER ADDRESS ON FILE. ***NOTE BY CM/JH***	<input checked="" type="checkbox"/>	4327492	CC Team2	Call Center
							\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$ PLEASE				

4/5/2011 12:42:27 PM	EGONZALES	Gonzales- 083011	Edward	General	General	General	<p>- DEALERSHIP PULLED B1706 CODE AND WOULD HAVE BEEN COVERED UNDER 5/60 IF STILL IN THE WARRANTY COVERAGE PERIOD. PART DEFECTIVE JUST 2,741 MILES OUT OF COVERED WARRANTY PERIOD. CUSTOMER WANTS ASSISTANCE FROM HYUNDAI. 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT?</p> <p>- REIMBURSEMENT FOR PARTS AND LABOR. 3. WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? - 5/60 WARRANTY OUT BY 2,741 MILES, BUT NOT BY TIME. 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? - CUSTOMER IS SUBSEQUENT OWNER. 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? - ANTWERPEN HYUNDAI MD028</p> <p>6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE</p>	<input checked="" type="checkbox"/>	4327492	CC Team4	Call Center
----------------------------	-----------	---------------------	--------	---------	---------	---------	--	-------------------------------------	---------	----------	-------------

FOLLOWING
QUESTIONS? -
SHANNON
SERVICE
ADVISOR STATED:
7. WAS THE
REPAIR THE
RESULT OF
DEFECTS IN
WORKMANSHIP
OR MATERIALS,
OR THE RESULT
OF NORMAL
WEAR, OR
OTHER? -
DEFECTIVE PART.
8. IS THE VEHICLE
UP TO DATE ON
SCHEDULED
MAINTENANCE? -
HAS NOT BEEN
BEEN TO DLR
MD028 FOR
MAINTENANCE
AND PART DOES
NOT REQUIRE
SCHEDULED
MAINTENANCE.
VEHICLE LOOKS
TO BE
MAINTAINED,
CUSTOMER GOES
TO INDEPENDENT
MECHANIC. 9.
WHAT ARE THE
PART NAMES AND
NUMBERS
ASSOCIATED
WITH THE
REPAIR? -
888400A000QS
BUCKLE
ASSEMBLY
FRONT 10. WHAT
WAS THE COST
FOR PARTS? \$
194.21 11. WHAT
WAS THE COST
FOR LABOR?
(\$89.71- \$64.00
DISC = \$25.21) +
(\$104.95 - \$19.50
DISC = \$85.45) =
\$110.66 12. WHAT
IS TOTAL COST
OF REPAIR? \$

							304.87				
4/5/2011 12:18:55 PM	CWICKLUND	Wicklund-012512	Cassandra	Inbound	Customer	Telephone	CUST STATED: 1. CUST WAS CHECKING THE STATUS OF THE CASE. 2. CUST WAS ALSO WANTING TO KNOW IF THE CUST WOULD GET A CALL ONCE THERE WAS A DECISION HAS BEEN MADE. WRITER ADVISED THE CUST THAT THE CUST CASE IS STILL BEING REVIEWED AND THAT ONCE A DECISION IS MADE THE CASE MANAGER WILL CONTACT THE CUSTOMER TO ADVISE THE CUSTOMER OF THE DECISION.	<input checked="" type="checkbox"/>	4327492	CC Team7	Call Center
4/5/2011 11:35:28 AM	JDUKE	Duke-033012	Judy	General	General	General	PLEASE CORRECT GOODWILL NOTES.	<input checked="" type="checkbox"/>	4327492	CC Team4	Call Center

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 3737002	INQUIRY INTO THE WARR ON THE SEATS AND SEAT BELT AND AIR BAG SYSTEM.	
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 10/19/2009 12:37:24 PM		
Email: [REDACTED]	Closed: 10/19/2009 12:50:01 PM		
Address: [REDACTED]	Status: Closed		
City: GWYNN OAK	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Scherting-033012	Contact Reason	Resolution
State: MD	Creator First Name: Jackson	Sentiment:	Resolution: Provided Information
IQS : VDS :	Owner Last Name: Scherting-033012	Category: Warranty Issues	Remedy: N/A
CSI : SSI :	Owner First Name: Jackson	Sub-Category: Coverage	Resolution Satisfaction: Positive
Contact Language :	Urgency: Low	System: Body Electrical	Transfer
Dealer		Component: Airbag Warning Light	Trans. To:
Servicing Dealer: ANTWERPEN HYUNDAI MD028 Active		Symptom: ABS Light	Trans. Team:
Service District: Southern District 1	Sales District: Southern District 1		Trans. Dealer:
Vehicle			Trans. Type:
VIN: 5NPET46C07H [REDACTED]	Model Year: 2007	Engine: C	Trans. Reason:
Model: Sonata (NF)	Short Model: 25402F45	Accessory: 04	Check Request Pending Approval : 0
Mileage: 63,000	Date of First Use: 10/13/2006	Production Date: 7/13/2006	eMail notification when case is closed:
Blue Link Equipped : No		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
10/19/2009 12:46:43 PM	JSCHERTING	Scherting-033012	Jackson	Contact from Customer			CUSTOMER STATED: - WANTED TO CHECK THE WARRANTY -AIR BAG INDICATOR IS ON AND WAS INFORMED THAT THE SEAT OR SEAT BELT WILL NEED TO BE REPLACED -VEH HAS A HPP -WHAT GOOD ID THE HPP IF IT DOESN'T COVER THE AIR BAGS? WRITER STATED: ADVISED THE AIR BAGS AND SEAT BELTS AND SEATS ARE COVERED UNTIL 5 YEARS OR 60,000 MILES WHICH EVER OCCURS FIRST. ADVISED THE HPP DOES NOT COVER AIR BAGS OR SEAT BELTS. --CLO	<input checked="" type="checkbox"/>	3737002	CC Team6	Call Center

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name [REDACTED] First Name [REDACTED] Phone [REDACTED] Email [REDACTED] Address [REDACTED] City: OWEGO [REDACTED] State:: NY IQS : VDS : CSI : SSI : Contact Language : ENGLISH	Case Number: 3398503 Type: CA Opened: 9/23/2008 01:51:10 PM Closed: 9/23/2008 02:02:21 PM Status: Closed Sub Status: Closed Creator Last Name: Garcia-030209 Creator First Name: Paul Owner Last Name [REDACTED] Owner First Name: [REDACTED] Urgency: Low	Contact Reason Sentiment: Category: Campaign Sub-Category: 083 Sonata OCS System: Body Electrical Component: Other Symptom: Seat Belt Light	Resolution Resolution: Provided Information Remedy: N/A Resolution Satisfaction: Positive Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Trans. Reason: Check Request Pending Approval : 0 eMail notification when case is closed:
Dealer	Servicing Dealer: MILLER HYUNDAI NY024 Active Service District: Eastern District C Sales District: Eastern District C		
Vehicle	VIN: 5NPET46C07H [REDACTED] Model: Sonata (NF) Mileage: 21,256 Blue Link Equipped : No	Model Year: 2007 Short Model: 25402F45 Date of First Use: 11/25/2006	Engine: C Accessory: 01 Production Date: 8/18/2006 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
9/23/2008 01:54:23 PM	PGARCIA	Garcia- 030209	Paul	Contact from Customer			Cust States: 1. Received campaign 083 letter on veh. 2. What should cust do with veh. 3. Cust has had the driver side seat belt buckle replaced twice. 4. Does this recall have anything to do with driver side seat belt buckle. --Writer verified cust information and writer informed cust that this campaign/recall is concerning the passenger side airbag. Cust stated there are no problems with the passenger side airbag registering passengers. Writer stated this campaign/recall has nothing to do with the drivers side seat belt buckle. Cust thanked writer and hung-up before writer could provide writers contact. Close case	<input checked="" type="checkbox"/>	3398503	CC Training Team	Call Center

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 5361867	CUSTOMER INQUIRING ABOUT SEAT BELT PRETENSIONER BEING IN FOR REPAIRS 6 TIMES	THANKED AND APOLOGIZED TO CUSTOMER. REQUESTED ADDITIONAL INFORMATION TO RESEARCH CASE, ALSO PROVIDED ARBITRATION INFORMATION. CLOSED PENDING DOCUMENTS.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 3/4/2013 01:50:16 PM		
Email: [REDACTED]	Closed: 6/10/2013 03:45:33 PM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Pierce-010914	Contact Reason	Resolution
State:	Creator First Name: Andrew	* Sentiment: Complaint	* Resolution: Other
IQS :	Owner Last Name: [REDACTED]	* Category: Product	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Fit & Finish	* Resolution Satisfaction: Neutral
CSI :	SSI :	System: Body Electrical	Transfer
SSI :	* Urgency: Low	Component: Airbag Warning Light	Trans. To:
Contact Language :		Symptom: Seat Belt Light	Trans. Team:
		Method : Telephone	Trans. Dealer:
			Trans. Type: Standard
			Trans. Reason:
			Check Request Pending Approval : 0
			eMail notification when case is closed:
Dealer			
* Servicing Dealer: SOUTH DALLAS HYUNDAI	TX156 Inactive		
Service District: South Central District 0	Sales District: South Central District A		
Vehicle			
VIN: 5NPET46C07H-[REDACTED]	Model Year: 2007	Engine: C	
Model: Sonata (NF)	Short Model: 25403F45	Accessory: 01	
* Mileage: 142,183	Date of First Use: 7/25/2007	Production Date: 1/24/2007	
Blue Link Equipped : No		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
6/10/2013 09:32:01 AM	ABATES	Bates-073013	Anson	General	General	General	ATTACHED OB LETTER. APPROVED BY RZ.	<input checked="" type="checkbox"/>	5361867	HCCC Tier2 Team1	HCCC
6/7/2013 01:09:44 PM	ABATES	Bates-073013	Anson	Outbound	Customer	Letter	THANKED AND APOLOGIZED TO CUSTOMER. REQUESTED ADDITIONAL INFORMATION TO RESEARCH CASE, ALSO PROVIDED ARBITRATION INFORMATION.	<input checked="" type="checkbox"/>	5361867	HCCC Tier2 Team1	HCCC
6/7/2013 11:44:52 AM	ABATES	Bates-073013	Anson	General	General	General	ANY AGENT, IF CUSTOMER CALLS BACK PLEASE ADVISE TO DISREGARD ANY LETTERS REGARDING OCS AND ASSURE HIS CONCERN REGARDING SEAT BELT PRETENSIONER IS BEING RESEARCHED.	<input checked="" type="checkbox"/>	5361867	HCCC Tier2 Team1	HCCC
							CUST STS: 1. THE SEAT BELT RETENSIONER HAS BEEN REPLACED SEVERAL TIMES ON THE CAR. 2. SENT A LETTER REGARDING THIS. 3. GOT A LETTER BACK TALKING ABOUT THE OCS. 4. DID YOU GUYS NOT READ MY LETTER. 5. WHATS THE POINT OF ME WRITING YOU PEOPLE AND YOU DIDNT READ THIS. 6. HAVE THE PERSON RE SEND ME THE RIGHT				

6/6/2013 03:05:13 PM	SCAMIS	Camis	Sabrina	Inbound	Customer	Telephone	LETTER. 7. HOW COULD YOU PEOPLE NOT ISSUE A RECALL. WRITER APOLOGIZED TO THE CUST THAT THE LETTER WAS WRONG. WRITER ADVISED THAT THEY MIGHT HAVE GOTTEN MIXED. WRITER ALSO ADVISED THE CUST THAT I WILL HAVE PREVIOUS AGENT RE-WRITE THE LETTER AND FOCUS ON THE CUST CONCERN. WRITER DID ASK CM/AB TO RE- WRITER THE LETTER AGAIN.	<input checked="" type="checkbox"/>	5361867	PCCC Team1 Agent	PCCC
5/10/2013 10:51:06 AM	ABATES	Bates-073013	Anson	General	General	General	ATTACHED IB AND OB LETTERS. APPROVED BY DB	<input checked="" type="checkbox"/>	5361867	HCCC Tier2 Team1	HCCC
5/10/2013 10:37:45 AM	ABATES	Bates-073013	Anson	Outbound	Customer	Letter	**CORRECTED OB LETTER**** APOLOGIZED TO CUSTOMER, ADVISE OF CAMPAIGN 083 PARAMETERS AND PROVIDED INFORMATION. OF DPSM, FSE AND RESOLUTION.	<input checked="" type="checkbox"/>	5361867	HCCC Tier2 Team1	HCCC
5/10/2013 09:27:28 AM	ABATES	Bates-073013	Anson	Outbound	Customer	Letter	APOLOGIZED TO CUSTOMER, ADVISE NO RECALLS AT THIS TIME AND PROVIDED INFORMATION. OF DPSM, FSE AND RESOLUTION.	<input checked="" type="checkbox"/>	5361867	HCCC Tier2 Team1	HCCC
							1. I'M SUBMITTING THIS LETTER REGARDING A SAFETY CONCERN I'M EXPERIENCING				

WITH MY 07
SONATA. 2. AS
YOU READ FROM
THE RECEIPTS
MY VEHICLE HAS
BEEN IN/OUT OF
THE DEALERSHIP
ON SIX
DIFFERENT
OCCASIONS
REGARDING THE
SAME ISSUE. 3.
DURING THE
EARLY DAYS OF
OWNERSHIP THE
WARRANTY
COVERED THESE
CONCERNS
NEVERTHELESS;
MY RECENT VISIT
WAS 15 MARCH
2013, (AIRBAG
LIGHT-ON). 4. I
THOUGHT IT WAS
DUE TO THE
OCCUPANT
CLASSIFICATION
SYSTEM (OCS)
BUT WAS
INFORMED THAT
THE RECALL
DIDN'T APPLY TO
MY VEHICLE. 5. I
WAS INFORMED
IT WAS THE
DRIVER-SIDE
SEAT BELT PRE-
TENSIONER THAT
TRIGGERED THE
AIRBAG LIGHT TO
COME ON. 6. I
OKAYED THE
WORK AND LESS
THAN 30 DAYS
LATER THE
AIRBAG LIGHT
WAS BACK ON. 7.
DUE TO MILITARY
OBLIGATION I
WAS UNABLE TO
RETURN THE
VEHICLE UNTIL
TODAY. 8. I
RECEIVED A CALL
FROM THE
SERVICE REP AT

5/10/2013
09:26:11
AM

ABATES

Bates-073013

Anson

Inbound

Customer

Letter

DALLAS HYUNDAI
INFORMING ME IT
WAS THE
PASSENGER SIDE
BUCKLE PRE-
TENSIONER
NEEDED TO BE
REPLACED AND
MY COST WOULD
BE APPROX \$400.
AS ANY
CUSTOMER I WAS
FURIOUS, HOW
MANY TIMES
SHOULD I PAY
FOR THE SAME
SERVICE
WITHOUT IT
BEING PROPERLY
FIXED? 9. THIS IS
COSTING ME
MONEY AND
TIME. 10. I
DENIED THE
SERVICE AT THIS
TIME. 11. I'VE
SUBMITTED A
CUSTOMER
COMPLAINT VIA
THE NATIONAL
HIGHWAY
TRAFFIC SAFETY
ADMINISTRATION
WEB-SITE AND
NOTICED THERE
ARE NUMEROUS
OF SONATA
OWNERS WITH
THE SAME ISSUE.
12. THERE IS NO-
WAY I SHOULD BE
EXPERIENCING
ALL THESE
PROBLEMS WITH
THIS
BUCKLE/AIRBAG
LIGHT AND "NO-
RECALLS FOR
THE ISSUE",
WHY? 13. DOES
SOMEONE HAVE
TO DIE BEFORE A
RECALL IS
GENERATED? 14.
WHERE IS THE
CUSTOMER



5361867

HCCC
Tier2
Team1

HCCC

SATISFACTION?
15. I WOULD LIKE
YOU TO WALK IN
MY SHOES SIX-
TIMES, SEAT BELT
PRE-TENSIONER
WHETHER
WARRANTY OR
NOT. 16. I'M AN
ACTIVE DUTY
MARINE OF 27
YEARS, AND
HAVE SPOKEN
WITH MY PEERS
AND
COLLEAGUES
ABOUT THIS
PROBLEM AND
INFORMED THEM
NOT TO
PURCHASE A
HYUNDAI
SONATA, FEAR
OF THIS ISSUE
NOT CORRECTED
IN LATER MODEL
VEHICLES. 17.
HOW MANY
OTHER SONATA
OWNERS ARE
PAYING TO FIX A
PROBLEM THAT
WARRANTS A
RECALL? 18. THIS
LED ME TO
ASSUME THE
DALLAS HYUNDAI
DEALERSHIP
REPLACED THE
WRONG BUCKLE
PRE-TENSIONER.
19. OF COURSE
THERE IS NOWAY
I WOULD KNOW
THAT BUT, THE
BOTTOM-LINE IS
MY AIR BAG
LIGHT IS STILL ON
(30 DAYS-LATER,
WITH A HEAVY
PRICE TO PAY IF I
WANT IT FIXED).
IN THIS ECONOMY
WHO CAN
AFFORD TO PAY
MONTH AFTER

							MONTH WEATHER BIG OR SMALL, ESPECIALLY WHEN THIS PROBLEM IS AN ONGOING ISSUE. 20. AS STATED, SIX-DIFFERENT TIMES WEATHER WARRANTY OR NOT, THIS ISSUE HAS RUN ITS COURSE. 21. THE ISSUE/MATTER RATES A RECALL OR ARBITRATION.				
3/4/2013 02:31:44 PM	MMURPHY	Murphy-062013	Michael	Inbound	Customer	Telephone	CUST STS: 1. SPOKE WITH DEALERSHIP REGARDING OCS. 2. PASSENGER AIRBAG LIGHT IS CONSTANTLY ON. 3. DEALERSHIP SAYS THAT VEHICLE IS NOT SHOWING UP IN DATABASE FOR CAMPAIGN 083. 4. "I WAS TOLD BY THE LAST REPRESENTATIVE THAT MY VEHICLE WAS INCLUDED IN THAT CAMPAIGN." WRITER ADVISED CUSTOMER THAT VEHICLE SHOULD BE COVERED UNDER CAMPAIGN IF DIAGNOSIS REVEALS THE PROBLEM TO BE OCS. EXPLAINED THAT IF PROBLEM IS NOT OCS RELATED, CUSTOMER MAY HAVE TO PAY DIAGNOSTIC AND REPAIR FEES. CASE CLOSED.	<input checked="" type="checkbox"/>	5361867	HCCC Tier2 Team1	HCCC
							CUSTOMER STATES: 1.				

3/4/2013 01:53:16 PM	APIERCE	Pierce-010914	Andrew	Inbound	Customer	Telephone	INQUIRING ABOUT OCS CLASS ACTION SETTLEMENT ELIGIBILITY. 2. AIRBAG LIGHT STAYS ON REGARDLESS OF WHETHER OR NOT THERE IS A PASSENGER IN THE PASSENGER SEAT. WRITER PROVIDED CUSTOMER WITH INFORMATION ON OCS CLASS ACTION SETTLEMENT AND CAMPAIGN 083.	<input checked="" type="checkbox"/>	5361867	PCCC Team1 Agent	PCCC
----------------------------	---------	---------------	--------	---------	----------	-----------	--	-------------------------------------	---------	------------------------	------

Cases

Customer

Last Name: [REDACTED]
First Name: [REDACTED]
Phone: [REDACTED]
Email: [REDACTED]
Address: [REDACTED]

City: QUAKER HILL

ZIP: [REDACTED]

State: CT

IQS : VDS :

CSI : SSI :

Contact Language : ENGLISH

Case Information

Case Number: 4855166
Type: CA
Opened: 5/30/2012 06:13:50 AM
Closed: 5/30/2012 06:26:11 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Gonzalez

Creator First Name: Elliot

Owner Last Name: [REDACTED]

Owner First Name: [REDACTED]

Urgency: Low

Contact Reason Summary

CUSTOMER WIFE (MRS. [REDACTED] CALLED IN TO INQUIRE ABOUT SEAT BELT WARRANTY

Contact Reason

Sentiment:

Category: Warranty Issues

Sub-Category: Coverage

System: Body

Component: Seatbelt

Symptom: SRS Light

Method : Telephone

Resolution Summary

WRITER INFORM 5 YEAR/ 60,000 MILES COVER DEFECTS IN FACTORY WORKMANSHIP OR MATERIAL, NO COVERED CUSTOMER ABUSE, REPLACEMENT AFTER AN ACCIDENT , CONTAMINATION FROM A FOREIGN MATERIAL

Resolution

Resolution: Provided Information

Remedy: N/A

Resolution Satisfaction: Positive

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason:

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

Servicing Dealer:

Service District:

Sales District:

Vehicle

VIN: 5NPET46C07H [REDACTED]

Model Year: 2007

Engine: C

Model: Sonata (NF)

Short Model: 26402F45

Accessory: 01

Mileage: 13,000

Date of First Use: 4/27/2007

Production Date: 2/20/2007

Blue Link Equipped : No

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
5/30/2012 06:22:15 AM	EGONZAL	Gonzalez	Elliot	Inbound	Customer	Telephone	CUSTOMER CALLED IN TO INQUIRE ABOUT 1. SEAT BELT WARRANTY 2. DRIVER SITE AIRBAG LIGTH ON WRITER INFORM 5 YEAR/ 60,000 MILES COVER DEFECTS IN FACTORY WORKMANSHIP OR MATERIAL, NO COVERED CUSTOMER ABUSE, REPLACEMENT AFTER AN ACCIDENT , CONTAMINATION FROM A FOREIGN MATERIAL CASE CLOSED	<input checked="" type="checkbox"/>	4855166	HCCC Tier1 Team11 Agent	HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 6130785	SEAT BELT BUCKLE CONCERN	ADVISED VEH. OUTSIDE OF WARRANTY
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 10/22/2013 07:13:30 AM		
Email: [REDACTED]	Closed: 10/22/2013 07:28:38 AM		
Address: [REDACTED]	Status: Closed		
City: LAKE MARY	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: McKinney		
State: FL	Creator First Name: Michaela		
IQS :	Owner Last Name: [REDACTED]		
VDS :	Owner First Name: [REDACTED]		
CSI :	SSI :		
Contact Language : ENGLISH	*Urgency: Low		
Dealer		Contact Reason	Resolution
* Servicing Dealer: HEADQUARTER HYUNDAI FL137 Active		* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
Service District: Southern District D	Sales District: Southern District C	* Category: Campaign	* Remedy: N/A
Vehicle		* Sub-Category: Info/Eligibility	* Resolution Satisfaction: Neutral
VIN: 5NPET46C16H [REDACTED]	Model Year: 2006	System:	Transfer
Model: Sonata (NF)	Short Model: 25402F45	Component:	Trans. To:
* Mileage: 67,000	Date of First Use: 7/15/2006	Symptom:	Trans. Team:
Blue Link Equipped : No		Method : Telephone	Trans. Dealer:
			Trans. Type: Standard
			Trans. Reason:
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 6474793	CAMPAIGN INQUIRY(SEATBELT);	ADVISED CUST NO SEATBELT RECALLS, REFERRED TO DEALER FOR INSPECTION;
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 3/17/2014 08:19:57 AM		
Email: [REDACTED]	Closed: 3/17/2014 08:34:15 AM		
Address: [REDACTED]	Status: Closed		
City: JASPER	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Wallace	Contact Reason	Resolution
State: TN	Creator First Name: John	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
IQS :	Owner Last Name: [REDACTED]	* Category: Campaign	* Remedy: N/A
CSI :	Owner First Name: [REDACTED]	* Sub-Category: Info/Eligibility	* Resolution Satisfaction: Neutral
Contact Language : ENGLISH	* Urgency: Low	System:	Transfer
Dealer		Component:	Trans. To:
* Servicing Dealer: LONG HYUNDAI	TN008 Active	Symptom:	Trans. Team:
Service District: South Central District C	Sales District: South Central District 1	Method : Telephone	Trans. Dealer:
Vehicle			Trans. Type: Standard
VIN: 5NPET46C26H [REDACTED]	Model Year: 2006	Engine: C	Trans. Reason:
Model: Sonata (NF)	Short Model: 25402F45	Accessory: 01	Check Request Pending Approval : 0
* Mileage: 31,000	Date of First Use: 4/13/2006	Production Date: 3/29/2006	eMail notification when case is closed:
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer

Last Name:

First Name:

Phone:

Email:

Address:

City:

ZIP:

State::

IQS :

CSI :

VDS :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: KEY HYUNDAI

FL064 Active

Service District: Southern District D

Sales District: Southern District D

Vehicle

VIN: 5NPET46C27H

Model Year: 2007

Engine: C

Model: Sonata (NF)

Short Model: 25402F45

Accessory: 01

★ Mileage: 128,000

Date of First Use: 12/20/2006

Production Date: 5/17/2006

Blue Link Equipped : No

Case Information

Case Number: 6238909

Type: CA

Opened: 12/3/2013 03:02:57 PM

Closed: 12/3/2013 03:54:17 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Kaphan-020314

Creator First Name: Richard

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

OCS SETTLEMENT INQUIRY, SEAT BELT BUCKLE NOT COVERED.

Contact Reason

★ Sentiment: Inquiry/Suggestion

★ Category: Settlement

★ Sub-Category: OCS - Inquiry

System: Body Electrical

Component: OCS

Symptom: ABS Light

* Resolution Summary

VEHICLE IS OUT OF WARRANTY, OTHER REPAIRS ARE THE CUSTOMER'S RESPONSIBILITY.

Resolution

* Resolution: Referred to Dealer

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

Check Request Pending Approval : 0

eMail notification when case is closed:

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Nam [REDACTED]	Case Number: 4962009	WARRANTY ISSUE- SENSOR FOR SEATBELT IS MALFUNCTIONING AND CAUSING THE AIR BAG WARNING INDICATOR LIGHT TO ILLUMINATE	COUPON WILL BE SUBMITTED. CASE CLOSED.
First Nam [REDACTED]	Type: CA		
Phon [REDACTED]	Opened: 8/12/2012 12:44:25 PM		
Emai [REDACTED]	Closed: 8/12/2012 01:38:03 PM		
Address [REDACTED]	Status: Closed		
City: FAIRFIELD	Sub Status: Closed	Contact Reason	Resolution
ZIP [REDACTED]	Creator Last Name: Spinelli	* Sentiment:	* Resolution: Provided Information
State:: CA	Creator First Name: Danwrene	* Category: Warranty Issues	* Remedy: Normal Condition
IQS : VDS :	Owner Last Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Positive
CSI : SSI :	Owner First Name [REDACTED]	System:	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component:	Trans. To:
Dealer		Symptom:	Trans. Team:
* Servicing Dealer: MOMENTUM HYUNDAI	CA328 Active	Method : Telephone	Trans. Dealer:
Service District: Western District A	Sales District: Western District A		Trans. Type: Standard
Vehicle			Trans. Reason: Case Handling
VIN: 5NPET46C27H [REDACTED]	Model Year: 2007	Engine: C	Check Request Pending Approval : 0
Model: Sonata (NF)	Short Model: 25402F45	Accessory: 01	eMail notification when case is closed:
* Mileage: 71,862	Date of First Use: 2/3/2007	Production Date: 5/20/2006	
Blue Link Equipped : No		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
8/12/2012 01:14:08 PM	APANTOJA	Pantoja-	Alexander	Inbound	Customer	Telephone	CUSTOMER STATED: 1. DOES NOT FEEL COMFORTABLE DRIVING THE VEHICLE WITH THE WITH THE SENSOR BROKEN. 2. THE AIR BAG LIGHT IS GOING HAYWIRE. 3. SHE KNOWS SHE IS OUT OF HER WARRANTY. 4. HAS GOTTEN A PAY CUT FROM HER JOB AND CANT AFFORD THE COMPLETE SERVICE FOR THE VEHICLE. 5. HAS ALWAYS HAD THE VEHICLE SERVICED AT THE DEALERSHIP. WRITER EXPLAINED TO CUSTOMER THAT THERE ISN'T MUCH THAT CAN BE DONE WITH HER VEHICLE BEING OUT OF WARRANTY. WRITER OFFERED A ONE TIME COUPON OF 75\$ FOR CUSTOMER DUE TO HER ALWAYS SERVICING HER VEHICLE WHEN NECESSARY AND ALWAYS GOING BACK TO THE DEALERSHIP.	<input checked="" type="checkbox"/>	4962009	HCCC Tier2 Team1	HCCC
							CUST STATE 1. THE SENSOR IN MY DRIVER SEAT BELT HAS MALFUNCTIONED				

8/12/2012 12:52:07 PM	3132177	Spinelli	Danwrene	Inbound	Customer	Telephone	<p>AND IS CAUSING THE AIR BAG WARNING LIGHT TO ILLUMINATE. 2. TOOK TO DEALER AND THEY SAID NOT COVERED 3. THIS IS A SAFETY ISSUE- WHY ISN'T HYUNDAI DOING ANYTHING TO STAND BEHIND THE SAFETY OF THE CARS . 4. IF YOU LOOK ONLINE THERE A MANY MANY COMPLAINTS ABOUT THIS SAME ISSUE AND YET HYUNDAI DOESN'T RECALL IT. 5. DISPUTING THAT THIS ISN'T COVERED OR RECALLED. IT'S NOT A WEAR AND TEAR PART IT'S A SENSOR. THIS SHOULD BE GETTING RECALLED WRITER ESCALATED TO CASE MANAGER TRANSFERRED TO TIER II. UPDATED MILEAGE. ADVISED CUST SEAT BELTS AND AIR BAGS ARE BOTH COVERED UNDER THE 5/60,000 NVLW WHICHEVER COMES FIRST. ADVISED WARRANTY EXPIRED ALREADY ON THIS.</p>	<input checked="" type="checkbox"/>	4962009	HCCC Tier1 Team19 Agent	HCCC
-----------------------------	---------	----------	----------	---------	----------	-----------	---	-------------------------------------	---------	----------------------------------	------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name First Name Phone Email Address City: RAYMOND State: NE IQS : VDS : CSI : SSI :	Case Number: 6188816 Type: CA Opened: 11/13/2013 08:16:40 AM Closed: 11/16/2013 08:42:40 AM Status: Closed Sub Status: Closed Creator Last Name: Etheridge-012714 Creator First Name: Erica Owner Last Name: Owner First Name: Urgency: Low	Contact Reason Sentiment: Inquiry/Suggestion Category: Settlement Sub-Category: OCS - Inquiry System: Component: Symptom:	Resolution Resolution: Provided Information Remedy: N/A Resolution Satisfaction: Neutral Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Case Handling Check Request Pending Approval : 0 eMail notification when case is closed:
Dealer Servicing Dealer: SID DILLON HYUNDAI NE005 Active Service District: Central District B Sales District: Central District B			
Vehicle VIN: 5NPET46C27H Model: Sonata (NF) Mileage: 59,000	Model Year: 2007 Short Model: 25402F45 Date of First Use: 8/18/2006	Engine: C Accessory: 02 Production Date: 6/20/2006	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name [REDACTED]	Case Number: 5618882	WARRANTY, PASSENGER SEAT BELT BUCKLE SENSOR	INFORMED CUSTOMER SEAT BELT BUCKLE OUTSIDE 5YR/60K MILE WARRANTY PURSUANT TO DFU, & MILEAGE OF 74,595 AT TIME OF REPLACEMENT. NO CONNECTION BETWEEN SEAT BELT BUCKLE SENSOR REPLACEMENT, & OCS CLASS ACTION SUIT. CUSTOMER UNDERSTOOD.
First Name [REDACTED]	Type: CA		
Phone [REDACTED]	Opened: 4/5/2013 10:50:00 AM		
Email [REDACTED]	Closed: 7/18/2013 12:50:40 PM		
Address [REDACTED]	Status: Closed		
City: WOODBRIDGE	Sub Status: Closed	Contact Reason	Resolution
ZIP: 22191	Creator Last Name: Thompson-081913	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
State: VA	Creator First Name: Sylvia	* Category: Warranty Issues	* Remedy: Repaired
IQS : VDS :	Owner Last Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Positive
CSI : SSI :	Owner First Name: [REDACTED]	System: Body	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: Seatbelt	Trans. To:
Dealer		Symptom: Warning light	Trans. Team:
* Servicing Dealer: MALLOY HYUNDAI	VA018 Active	Method : Telephone	Trans. Dealer:
Service District: Southern District 2	Sales District: Southern District 2		Trans. Type: Standard
Vehicle			Trans. Reason: Case Handling
VIN: 5NPET46C27H [REDACTED]	Model Year: 2007	Engine: C	Check Request Pending Approval : 0
Model: Sonata (NF)	Short Model: 26402F45	Accessory: 01	eMail notification when case is closed:
* Mileage: 74,838	Date of First Use: 8/30/2007	Production Date: 11/4/2006	
Blue Link Equipped : No		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
7/18/2013 12:48:33 PM	HVOSS	Voss	Heather	Inbound	Customer	Telephone	CUST STS: 1. "I AM CALLING TO KNOW IF YOU HEARD ANYTHING ON THE SETTLEMENT." 2. "I KNOW THEY JUST WENT TO COURT.' WRITER VERIFIED CUSTOMER'S INFORMATION. INFORMED THE CUST HMA HAS NOT RECEIVED ANY UPDATES ON THE SETTLEMENT. OFFERED THE CUST THE OCSSETTLEMENT.HYUNDAIUSA.COM FOR UPDATES ON THE SETTLEMENT. CASE CLOSED	<input checked="" type="checkbox"/>	5618882	PCCC Team1 Agent	PCCC
							CUSTOMER STATES: 1. DLRSP VA018 REPLACED FRONT PASSENGER SEAT BUCKLE SENSOR ON 2/7/2013 - MILEAGE 74,595 2. SEEKING REIMBURSEMENT OF \$338.29 COST TO REPLACE FRONT PASSENGER SEAT BUCKLE SENSOR 3. IS REPLACEMENT OF THE FRONT PASSENGER SEAT BELT BUCKLE SENSOR CONNECTED TO THE OCS CLASS ACTION SUIT? 4. NO LONGER OWN				

4/5/2013 11:08:33 AM	SVALLEJO	Vallejo	Samuel	Inbound	Customer	Telephone	<p>VEHICLE WRITER ADVISED OBTAINED CURRENT MILEAGE OF 74,838. APOLOGIZED FOR EXPERIENCE. UPDATED CUSTOMER INFORMATION IN SYSTEM. INFORMED CUSTOMER SEAT BELT BUCKLE OUTSIDE 5YR/60K MILE WARRANTY PURSUANT TO DFU, & MILEAGE OF 74,595 AT TIME OF REPLACEMENT. NO CONNECTION BETWEEN SEAT BELT BUCKLE SENSOR REPLACEMENT, & OCS CLASS ACTION SUIT. CUSTOMER UNDERSTOOD. CASE CLOSED.</p>	☑	5618882	HCCC Tier2 Team11 Agent	HCCC
							<p>CUST STS: 1. I WANT TO SEE WHETHER OR NOT MY CAR IS APART OF THE SETTLEMENT 2. I TOOK MY CAR IN FOR THE MONTHLY INSPECTION 3. I FAILED BECAUSE OF THE AIR BAG SENSOR 4. I HAD TO TAKE MY CAR TO THE HYUNDAI DEALERSHIP TO HAVE THE SENSOR REPLACED FOR \$400 5. TOLD ME THAT I COULD NOT TAKE MY CAR ANY WHERE ELSE 6. I ENDED</p>				

4/5/2013 10:55:28 AM	STHOMPSO	Thompson- 081913	Sylvia	Inbound	Customer	Telephone	<p>UP GETTING MY SAFETY INSPECTION 7. I NO LONGER HAVE THE VEHICLE 8. AM I STILL APART OF THE SETTLEMENT 9. I CAN STILL BE CONSIDERED FOR REIMBURSEMENT WRITER ADVISED CUST OF THE OCS SETTLEMENT. ADVISED CUST IS NOT ELIGIBLE FOR THE SETTLEMENT IF VEHICLE IS NOT IN POSSESSION. ADVISED CUST OF WARM TF FOR REIMBURSEMENT CONSIDERATION FOR \$400 SENSOR REPLACEMENT FOR AIRBAG</p>	<input checked="" type="checkbox"/>	5618882	HCCC Tier1 Team1	HCCC
----------------------------	----------	---------------------	--------	---------	----------	-----------	---	-------------------------------------	---------	------------------------	------

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
3/24/2013 12:37:28 PM	DXJOHNSO	Johnson	David	Outbound	Customer	Email	WRITER REFERRED CUST TO OCS SETTLEMENT SITE	<input checked="" type="checkbox"/>	5158498	HCCC Lead Agent Team1 Agent	HCCC
3/24/2013 12:35:01 PM	DXJOHNSO	Johnson	David	General	General	General	WRITER ATTACHED INBOUND AND OUTBOUND EMAIL. CLOSED CASE.	<input checked="" type="checkbox"/>	5158498	HCCC Lead Agent Team1 Agent	HCCC
3/24/2013 12:31:15 PM	DXJOHNSO	Johnson	David	Inbound	Customer	Email	CUST STATES: 1. THANK YOU FOR YOUR RESPONSE AND COMMITMENT TO TIMELY COMMUNICATION! THIS IS WONDERFUL NEWS! 2. ON A RELATED NOTE, THE PERSON IN HAWAII WHO IS OVERSEEING OUR LEGAL AFFAIRS RECEIVED A NOTIFICATION OF A HYUNDAI CLASS ACTION SETTLEMENT RELATED TO A PASSENGER CLASSIFICATION SYSTEM PROBLEM. 3. I IMAGINE THAT THIS MAY EVEN BE RELATED TO THE DIFFICULTIES I HAVE BEEN EXPERIENCING WITH OUR AIRBAGS, ETC. THAT IS ALSO GOOD NEWS.	<input checked="" type="checkbox"/>	5158498	HCCC Lead Agent Team1 Agent	HCCC
3/22/2013 07:36:40 AM	KMORGAN	Morgan-121013	Kelly	Outbound	Customer	Email	WRITER ADVISED CUST CHECK MAILING 3/29/2013	<input checked="" type="checkbox"/>	5158498	HCCC Tier2 Team5 Agent	HCCC

3/21/2013 01:08:54 PM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 3/29/2013		5158498	NCA HCR	NCA
3/21/2013 10:16:50 AM	ADUGALL	Dugall	Aaron	General	General	General	1. CUST SEEKING REIMBURSEMENT FOR DRIVER SIDE SEATBELT PRETENSIONER PERFORMED AT HI019 ON 1/31/2013 AT 38,585 MILES. NVLW EXPIRED BY 5 MONTHS, BUT VEHICLE HAS LESS THAN 60,000 MILES. CUSTOMER HAS VERY GOOD MAINTENANCE HISTORY. HCCC IS CONSIDERING PARTIAL REIMBURSEMENT OF PARTS DUE TO CUST PROXIMITY TO WARRANTY, REPEAT REPAIRS, AND FOR CUSTOMER SATISFACTION AND RETENTION. GOODWILL REQUEST PARTS \$200.55, TOTAL \$200.55. 2. PROOF OF OWNERSHIP (CURRENT REGISTRATION/CORRECT ADDRESS), PROOF OF PAYMENT (CANCELED CHECK), AND HYUNDAI REPAIR ORDER (HI019 RO# 55111) ARE ATTACHED. 3. CHECK REQUEST, PAYEE, ACCOUNT, OFFER, CASE, REPAIR ORDER, AND CHECK	<input checked="" type="checkbox"/>	5158498	HCCC General Team1 Supervisor	HCCC

							DETAILS ARE CORRECT.			
3/21/2013 10:01:00 AM	KMORGAN	Morgan-121013	Kelly	General	General	General	WRITER PREPARED CHECK REQUEST SENDING BACK TO HCCC GOODWILL FOR PROCESSING		5158498	HCCC Tier2 Team5 Agent HCCC
3/19/2013 08:48:06 AM	CGREENER	Greener-080114	Christopher	General	General	General	CASAE RETURNED TO CM/KM- 1. GOODWILL HAS NOT BEEN APPROVED OR DENIED AT THIS TIME. PLEASE DO NOT INDICATE TO CUST THAT GOODWILL HAS BEEN APPROVED OR DENIED. 2. PLEASE CREATE HCR AT THIS TIME FOR PARTS \$200.55, LABOR, MISC, TOTAL \$200.55. 3. AFTER HCR HAS BEEN CREATED, PLEASE TRANSFER CASE BACK TO HCCC GOODWILL QUEUE FOR FURTHER CONSIDERATION.	<input checked="" type="checkbox"/>	5158498	HCCC General Team1 Agent HCCC
							1. CUST SEEKING REIMBURSEMENT FOR DRIVER SIDE SEATBELT PRETENSIONER PERFORMED AT HI019 ON 1/31/2013 AT 38,585 MILES. CUST IS WITHIN 5/60 BY MILES AND HAS VERY GOOD MAINTENANCE HISTORY. HCCC IS CONSIDERING PARTIAL REIMBURSEMENT			

3/19/2013 08:47:50 AM	CGREENER	Greener-080114	Christopher	General	General	General	<p>OF PARTS DUE TO CUST PROXIMITY TO WARRANTY, REPEAT REPAIRS, AND FOR CUSTOMER SATISFACTION AND RETENTION. GOODWILL REQUEST PARTS \$200.55, LABOR, MISC, TOTAL \$200.55. 2. PROOF OF OWNERSHIP (HAWAII REGISTRATION), PROOF OF PAYMENT (CANCELED CHECK, CALL TO DLR TO CONFIRM PAYMENT, AND SCREEN SHOT OF ONLINE BANK STATEMENT), REPAIR ORDER (RO# 55111 FROM TONY HAWAII HYUNDAI HA019) ARE ALL ATTACHED. 3. HCR HAS NOT BEEN CREATED AT THIS TIME.</p>	<input checked="" type="checkbox"/>	5158498	HCCC General Team1 Agent	HCCC
3/19/2013 08:19:28 AM	KJOHNSON	Johnson-042213	Kenneth	Outbound	Customer	Email	<p>WRITER DOCUMENTED CUST COMMENTS AND ADVISED CUST THAT CASE IS UNDER REVIEW.</p>	<input checked="" type="checkbox"/>	5158498	HCCC Tier2 Team1	HCCC

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: ATLANTA

ZIP

State: GA

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

* Servicing Dealer: JIM ELLIS HYUNDAI

GA037 Active

Service District: Southern District 8

Sales District: Southern District 8

Vehicle

VIN: 5NPET46C27H

Model Year: 2007

Engine: C

Model: Sonata (NF)

Short Model: 26402F45

Accessory: 04

* Mileage: 43,978

Date of First Use: 5/23/2007

Production Date: 2/22/2007

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 6339446

Type: CA

Opened: 1/16/2014 07:55:39 AM

Closed: 2/13/2014 10:41:45 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Acuna-062314

Creator First Name: Steven

Owner Last Name:

Owner First Name:

* Urgency: Low

* Contact Reason Summary

OCS REIMBURSEMENT REQUEST - REPAIRED AT DEALER; GOODWILL REQUEST FOR REPLACEMENT OF DRIVER SIDE AND PASSENGER SIDE SEAT BELT PRETENSIONERS OF 2007 SONATA; NEGATIVE FEEDBACK COMPLAINT FOR

Contact Reason

* Sentiment: Inquiry/Suggestion

* Category: Settlement

* Sub-Category: OCS - Inquiry

System:

Component:

Symptom:

* Resolution Summary

G/W AMOUNT \$351.62, PARTIAL REIMBURSEMENT. VEHICLE WAS OUTSIDE THE NVLW AT TIME OF REPAIR. G/W IS FOR CUST SATISFACTION, CHECK MAILING 2/21/2014.

Resolution

* Resolution: Documented Concern

* Remedy: N/A

* Resolution Satisfaction: Negative

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 5302356	PRODUCT OPERATION,AIR BAG LIGHT ILLUMINATING, CUST PAID TO HAVE DRIVER SIDE SEATBELT SENSOR REPLACE, CUST RECEIVED OCS LETTER AND WANTS TO BE REIMBURSED	WRITER REFERRED CUST TO A HYUNDAI DEALER TO HAVE OCS INSPECTED. DRIVER SIDE SEAT BELT SENSOR ISN'T PART OF THE CAMAIGN AND REIMBURSEMENT CAN'T BE APPLIED
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 2/8/2013 01:04:42 PM		
Email: [REDACTED]	Closed: 2/8/2013 01:20:03 PM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Aviles-102113		
State:	Creator First Name: Sergio		
IQS: VDS:	Owner Last Name: [REDACTED]		
CSI: SSI:	Owner First Name: [REDACTED]		
Contact Language: ENGLISH	Urgency: Low	Contact Reason	Resolution
Dealer		Sentiment: Complaint	Resolution: Provided Information
Servicing Dealer: KEITH HAWTHORNE HYUNDAI	NC041 Active	Category: Product	Remedy: N/A
Service District: Southern District 6	Sales District: Southern District 6	Sub-Category: Operation	Resolution Satisfaction: Neutral
Vehicle		System: Body Electrical	Transfer
VIN: 5NPET46C27H [REDACTED]	Model Year: 2007	Component: Drivers Airbag	Trans. To:
Model: Sonata (NF)	Short Model: 26402F45	Symptom: Display Message	Trans. Team:
Mileage: 67,000	Date of First Use: 6/15/2007		Trans. Dealer:
Blue Link Equipped: No			Trans. Type: Standard
			Trans. Reason:
			Check Request Pending Approval: 0
			eMail notification when case is closed:
		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
2/8/2013 01:16:12 PM	SAVILES	Aviles-102113	Sergio	Inbound	Customer	Telephone	<p>CALLER DAUGHTER</p> <p>██████████</p> <p>BIGGERSTAFF STS: 1. RECEIVED A LETTER AND MY MOTHER HAD TO PAY FOR THE REPAIR AND THE DEALER WOULDN'T COVER IT UNDER WARRANTY 2. THERE WAS A PROBLEM WITH THE SEAT BELT SENSOR 3. PAID FOR THE REPAIR BECAUSE IT WAS OUT OF WARRANTY 4. THEY REPLACE THE SEATBELT SENSOR ON THE DRIVER SIDE BY ANOTHER BODY SHOP 5. FOUND OUT BECAUSE THE AIR BAG LIGHT WAS ON THE DASH BOARD 6. NEVER NOTICE THE "PASSENGER AIR BAG OFF" LIGHT TURNING OFF IF A PASSENGER WOULD SIT THE PASSENGER SEAT WRITER ASKED CUST IF THE "PASSENGER AIR BAG OFF" LIGHT TURNS OFF WHEN A PASSENGER SITS IN THE PASSENGER SIDE. CUST RESPONDED NEVER NOTICED. WRITER</p>	<input checked="" type="checkbox"/>	5302356	HCCC Tier2 Team1	HCCC

							INFORMED CUST THE SENSOR IN THE DRIVER SEATBELT ISN'T PART OF THE CAMPAIGN SO THERE IS NO REIMBURSEMENT. THE LETTER THAT YOU RECEIVED IS ABOUT THE THE OCS SYSTEM THAT IS THE CAMPAIGN. WRITER INFORMED WOULD NEED TO TAKE VEHICLE TO A HYUNDAI DEALER TO HAVE OCS INSPECTED			
2/8/2013 01:08:31 PM	SAVILES	Aviles-102113	Sergio	Inbound	Customer	Telephone	CALLER [REDACTED] BIGGER STAFF STS: 1. RECEIVED A LETTER AND MY MOTHER HAD TO PAY FOR THE REPAIR AND THE DEALER WOULDN'T COVER IT UNDER WARRANTY 2. THERE WAS A PROBLEM WITH THE SEAT 3. PAID FOR THE REPAIR BECAUSE IT WAS OUT OF WARRANTY 4. THEY REPLACE THE SEATBELT SENSOR ON THE DRIVER SIDE 5. FOUND OUT BECAUSE THE AIR BAG LIGHT WAS ON THE DASH BOARD 6. NEVER NOTICE THE "PASSENGER AIR BAG OFF" LIGHT IF IT WOULD TURN OFF WRITER ASKED CUST IF THE "PASSENGER AIR	5302356	HCCC Tier2 Team1	HCCC

						BAG OFF" LIGHT TURNS OFF WHEN A PASSENGER SITS IN THE PASSENGER SEAT. CUST RESPONDED NEVER NOTICED. WRITER INFORMED CUST THE SENSOR IN THE DRIVER SEATBELT ISN'T PART OF THE CAMPAIGN SO THERE IS NO REIMBURSEMENT. THE LETTER THAT YOU RECEIVED IS ABOUT THE THE OCS SYSTEM THAT IS THE CAMPAIGN. WRITER INFORMED WOULD NEED TO TAKE VEHICLE TO A HYUNDAI DEALER TO HAVE OCS INSPECTED				
--	--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name [REDACTED]	Case Number: 6085781	OCS CLASS ACTION- REIMBURSEMENT FOR CAMPAIGN 083 REIMBURSEMENT REQUEST FOR SEAT BELT PRETENSIONER	G/W AMOUNT \$101.50, IS REIMBURSEMENT FOR PURCHASE OF FRONT SEAT BELT TENSIONER CHECK MAILING ON DEC 3 DUE TO HOLIDAY CLOSURE.
First Name [REDACTED]	Type: CA		
Phone [REDACTED]	Opened: 10/5/2013 08:32:46 AM		
Email [REDACTED]	Closed: 11/24/2013 10:56:37 AM		
Address [REDACTED]	Status: Closed		
City: MAULDIN	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Gonzalez	Contact Reason	Resolution
State: SC	Creator First Name: Heather	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
IQS : VDS :	Owner Last Name: [REDACTED]	* Category: Product	* Remedy: N/A
CSI : SSI :	Owner First Name: [REDACTED]	* Sub-Category: Design/Feature	* Resolution Satisfaction: Neutral
Contact Language : ENGLISH	* Urgency: Low	System: Body	Transfer
Dealer		Component: Seatbelt	Trans. To:
* Servicing Dealer: DICK SMITH HYUNDAI SC027 Active		Symptom: Other	Trans. Team:
Service District: Southern District 7 Sales District: Southern District 7		Method : Telephone	Trans. Dealer:
Vehicle			Trans. Type: Standard
VIN: 5NPET46C37H [REDACTED]	Model Year: 2007	Engine: C	Trans. Reason: Case Handling
Model: Sonata (NF)	Short Model: 25402F45	Accessory: 01	Check Request Pending Approval : 0
* Mileage: 46,780	Date of First Use: 12/9/2006	Production Date: 7/17/2006	eMail notification when case is closed:
Blue Link Equipped : No		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
10/5/2013 08:39:53 AM	HGONZALE	Gonzalez	Heather	Inbound	Customer	Telephone	CUST STS: 1. IF 2007 SONATA IS IN THE CLASS ACTION 2. LIGHT IS LIGHTING UP ON VEHICLE 3. THE ONE THAT IS BY THE ODOMETER IS LIGHTING UP. WRITER DOCUMENTED CONCERN AND INFORMED CUSTOMER THAT THE OCS CLASS ACTION ONLY COVERS THE PASSENGER SIDE AIRBAG.	<input checked="" type="checkbox"/>	6085781	HCCC Tier2 Team1 Agent	HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4665399	POSSIBLE GOODWILL ON A 2007 SONATA SEATBELT.	CLOSING CASE DUE TO NCA APPROVING CHECK REQUEST TAB. CHECK IS SCHEDULED TO BE MAILED ON 2/24/2012.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 12/21/2011 12:49:25 PM		
Email: [REDACTED]	Closed: 2/18/2012 09:48:20 AM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Yadon-033012		
State::	Creator First Name: Darrin		
IQS :	Owner Last Name: [REDACTED]		
VDS :	Owner First Name: [REDACTED]		
CSI :	SSI :		
Contact Language : ENGLISH	*Urgency: Low		
Dealer		Contact Reason	Resolution
* Servicing Dealer: WAIKEM HYUNDAI OH038 Active		* Sentiment:	* Resolution: Assist HMA Partial GW
Service District: Central District 3	Sales District: Central District 5	* Category: Product	* Remedy: Repaired
Vehicle		* Sub-Category: Operation	* Resolution Satisfaction: Positive
VIN: 5NPET46C37H [REDACTED]	Model Year: 2007	System: Body Electrical	Transfer
Model: Sonata (NF)	Short Model: 25402F45	Component: Drivers Airbag	Trans. To:
* Mileage: 59,503	Date of First Use: 10/21/2006	Symptom: Display Message	Trans. Team:
Blue Link Equipped : No		Method : Telephone	Trans. Dealer:
			Trans. Type: Standard
			Trans. Reason: Case Handling
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		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
2/18/2012 09:48:06 AM	JMILLS	Mills-062612	Jaleesa	General	General	General	HCR NOTES --- WRITER CLOSING CASE DUE TO NCA APPROVING CHECK REQUEST TAB. CHECK IS SCHEDULED TO BE MAILED ON 2/24/2012. CLOSED CASE	<input checked="" type="checkbox"/>	4665399	CC Team2	Call Center
2/16/2012 04:44:58 PM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 2-24-12.		4665399	NCA HCR	NCA
2/10/2012 12:06:49 PM	MBIRD	Bird-033012	Michelle	General	General	General	WRITER REVIEWED CHECK REQUEST. FORWARDING TO NCC FOR REVIEW.	<input checked="" type="checkbox"/>	4665399	CC Team2	Call Center
2/10/2012 11:53:59 AM	JMILLS	Mills-062612	Jaleesa	General	General	General	HCR NOTES: --- CUSTOMER IS GETTING REIMB IN THE AMOUNT \$201.60, FOR 88830-0A000 / BUCKLE ASSY- FRONT SEAT B REPAIR. THE CUSTOMER HAD THE REPAIR COMPLETED AT WAIKEM HYUNDAI, TO RESOLVE THE AIR BAG LIGHT COMING ON CONCERN, , FOR REPAIR OUTSIDE OF THE 5/60 WARRANTY BY 2 MONTHS & UNDER BY MILES. ADDRESS WAS VERIFIED BY CUSTOMER WHEN OFFER WAS MADE. --- WRITER FORWARDING CASE TO TL/MBIRD FOR REVIEW.	<input checked="" type="checkbox"/>	4665399	CC Team2	Call Center

1/16/2012 06:02:11 PM	ABUCAN	Bucan-033012	Anela	General	General	General	LETTER MAILED TO ADDRESS ON FILE.	<input checked="" type="checkbox"/>	4665399	CC Team5	Call Center
1/13/2012 11:02:06 AM	MPAYNE	Payne-021612	Marissa	General	General	General	<p>PLEASE REIMBURSE FOR SEAT BELT ASSEMBLY IN THE AMOUNT OF \$201.60 THIS IS A ONE-TIME GOODWILL OFFER NOT TO EXCEED \$201.60</p> <p>*****</p>	<input checked="" type="checkbox"/>	4665399	CC Team2	Call Center
1/13/2012 10:59:50 AM	MPAYNE	Payne-021612	Marissa	Outbound	Customer	Telephone	<p>CUSTOMER STATED: 1. ACCEPTS OFFER OF \$201.60 FOR PARTS AND LABOR FOR THE SEAT BELT ASSEMBLY. 2. ARE IN FLORIDA THE ADDRESS WOULD LIKE SENT TO IS [REDACTED]</p> <p>[REDACTED] WRITER EXPLAINED WILL CHANGE THE ADDRESS AND WILL HAVE REIMBURSEMENT LETTER SENT WITHIN 7-10 BUSINESS DAYS AND CHECK WITHIN 4-6 WEEKS. CASE OPEN TO LITERATURE</p>	<input checked="" type="checkbox"/>	4665399	CC Team2	Call Center
1/12/2012 03:19:07 PM	ADAVITT	Davitt-033012	Andrew	General	General	General	WRITER APPROVED GOODWILL IN THE AMOUNT OF \$201.60 FOR PARTS AND LABOR FOR THE SEAT BELT ASSEMBLY.	<input checked="" type="checkbox"/>	4665399	CC Team4	Call Center
							***GOODWILL				

1/11/2012
02:00:12
PM

BPAYNE

Payne-033012

Bart

General

General

General

CONSIDERATION - 4665399 1. WHY IS THIS CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION? CUSTOMER UNDER 5/60 ON MILES BUT OVER ON TIME BY 60 DAYS. 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? \$201.60 COST OF REPAIR PARTS AND LABOR. 3. WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? CUSTOMER UNDER 5/60 ON MILES BUT OVER ONO TIME BY 64 DAYS. 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? SUBSEQUENT OWNER. 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? WAIKEM HYUNDAI OH038 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? ADAM EVANS 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT



4665399

CC Training
Team

Call Center

							OF NORMAL WEAR, OR OTHER? DEFECTIVE 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? YES 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? SEAT BELT BUCKLE. PART#: 88830-0A000-QD 10. WHAT WAS THE COST FOR PARTS? \$115.60 11. WHAT WAS THE COST FOR LABOR? \$86.00 12. WHAT IS TOTAL COST OF REPAIR? \$201.60				
1/11/2012 05:19:10 AM	BPAYNE	Payne-033012	Bart	General	General	General	WRITER NEVER ADDED IN TAX TO HAVE TO SUBTRACT IT. 172 LABOR + 147.96 PARTS = 319.56 - 31.96= \$287.60	<input checked="" type="checkbox"/>	4665399	CC Training Team	Call Center
1/10/2012 02:45:54 PM	ADAVITT	Davitt-033012	Andrew	General	General	General	PLEASE CHECK AMOUNTS AGAIN, AS WRITER TOOK THE TOTAL AMOUNT AND SUBTRACTED THE TAX AND DISCOUNT.	<input checked="" type="checkbox"/>	4665399	CC Team4	Call Center
1/10/2012 06:24:07 AM	BPAYNE	Payne-033012	Bart	General	General	General	***WRITER CHECKED MATH 3 TIMES. TOTAL IS \$287.60	<input checked="" type="checkbox"/>	4665399	CC Training Team	Call Center
1/6/2012 03:43:56 PM	ADAVITT	Davitt-033012	Andrew	General	General	General	CASE FORWARDED BACK TO CM. - PLEASE CHECK AMOUNT, AS WRITER GOT \$267.60.	<input checked="" type="checkbox"/>	4665399	CC Team4	Call Center
							***GOODWILL CONSIDERATION -				

1/5/2012
01:50:54
PM

BPAYNE

Payne-033012 Bart

General

General

General

4665399 1. WHY IS THIS CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION? CUSTOMER UNDER 5/60 ON MILES BUT OVER ON TIME BY 60 DAYS. 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? \$287.60 COST OF REPAIR PARTS AND LABOR. 3. WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? CUSTOMER UNDER 5/60 ON MILES BUT OVER ONO TIME BY 64 DAYS. 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? SUBSEQUENT OWNER. 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? WAIKEM HYUNDAI OH038 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? [REDACTED] 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL



4665399

CC Training
Team

Call Center

							WEAR, OR OTHER? DEFECTIVE 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? YES 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? SEAT BELT BUCKLE. PART#: 88830-0A000-QD 10. WHAT WAS THE COST FOR PARTS? \$147.56 11. WHAT WAS THE COST FOR LABOR? \$172.00 12. WHAT IS TOTAL COST OF REPAIR? \$287.60			
1/5/2012 01:46:31 PM	BPAYNE	Payne-033012	Bart	Outbound	Dealer	Telephone	<p>██████████</p> <p>SERVICE ADVISOR FOR HYUNDAI DEALERSHIP OH038 STATED: 1. 12/20 REPLACED SEAT BELT BUCKLE. PART#: 88830-0A000-QD. \$147.56 2 HOUR \$172.00 10% DISCOUNT AMOUNT TO REIMBURSE: \$287.60 = PART + LABOR -10%. 2. PART DEFECTIVE. WOULD HAVE BEEN WARRANTY REPAIR IF UNDER ON TIME. 3. PREVIOUS REPAIR WAS 9/23/2010 BUT NOT BUCKLE. IT WAS REPLACING PRE-TENSIONER, DIFFERENT PART NUMBER.</p>	4665399	CC Training Team	Call Center

1/5/2012 11:09:27 AM	JMETZ	Metz-033012	Jessica	General	General	General	LCM/ RW WRITER FORWARDING CASE TO CM/BP FOR HANDLING	<input checked="" type="checkbox"/>	4665399	CC Training Team	Call Center
1/4/2012 05:31:10 PM	JMETZ	Metz-033012	Jessica	Outbound	Customer	Telephone	WRITER LEFT VM FOR CUSTOMER INFORMING CUSTOMER THAT CASE IS BEING REVIEWED FOR GOODWILL ASSISTANCE AND WRITER WILL BE IN TOUCH WITH CUSTOMER AS SOON AS WRITER HAS CASE BACK WITH A DECISION ON CASE. -CASE OPEN PENDING DOING GOODWILL.	<input checked="" type="checkbox"/>	4665399	CC Training Team	Call Center
1/3/2012 03:37:04 PM	ABOSCAN	Boscan- 033012	Alfredo	General	General	General	WRITER RECEIVED A FAX AND ATTACHED. SEE ATTACHMENT TAB.	<input checked="" type="checkbox"/>	4665399	CC Team2	Call Center
1/2/2012 11:57:59 AM	JMETZ	Metz-033012	Jessica	General	General	General	LCM/RWATTS CASE NOT TRANSFERRED DUE TO PENDING DOCUMENTS.	<input checked="" type="checkbox"/>	4665399	CC Training Team	Call Center
							CUSTOMER STATED: 1. CUSTOMER GOT IT REPLACED LAST SEPTEMBER. 2. PART WAS ONLY 14 MONTHS OLD. 3. HAS BROTHER IN CLEVELAND. 4. HAVING THE SAME PROBLEM WITH HIS VEHICLE. 5. IS HAPPY THAT HCCC IS LOOKING INTO REIMBURSEMENT. WRITER INFORMED CUSTOMER THAT WRITER WILL				

12/23/2011 01:05:23 PM	JMETZ	Metz-033012	Jessica	Outbound	Customer	Telephone	LOOK INTO POSSIBLE REIMBURSEMENT FOR SEATBELTS I DIDN'T INFORM CUSTOMER THAT GOODWILL IS NOT GUARANTEED AND THAT CUSTOMER WILL HAVE TO SUBMIT THOSE DOCUMENTS WITHIN 30 DAYS OF TODAY TO LOOK INTO POSSIBLE REIMBURSEMENT, WRITER PROVIDED MAILING ADDRESS TO HCCC. -CASE OPEN PENDING RECEIVING DOCUMENTS.	<input checked="" type="checkbox"/>	4665399	CC Training Team	Call Center
12/21/2011 03:29:15 PM	ABOSCAN	Boscan- 033012	Alfredo	General	General	General	WRITER TRANSFERRING CASE TO TIER 2 CM FOR HANDLING - PER LCM/AB	<input checked="" type="checkbox"/>	4665399	CC Team2	Call Center
12/21/2011 12:59:10 PM	DYADON	Yadon-033012	Darrin	General	General	General	**ATTN TIER II** PLEASE CONCIDER GOODWILL CUSTOMER IS OUT TWO MONTHS ON YEARS BUT WITHIN ON MILE, ALSO HAD SAME REPAIR DONE A YEAR AGO THANKS		4665399	CC Training Team	Call Center
							CUSTOMER STATED 1. IS WANTING TO KNOW WHY THE REPAIR WAS OUT OF WARRANTY 2. ABOUT A YEAR AGO HAD THE SAME REPAIR				

12/21/2011 12:57:02 PM	DYADON	Yadon-033012	Darrin	Inbound	Customer	Telephone	UNDER WARRANTY 3.SEATBELT CAUSE DRIVERS AIR BAG LIGHT TO COME ON 4. IS WONDERING WHT THE SECOND REPAIR WAS NOT COVERED WRITER INFORMED WHY CUSTOMER WAS OUT OF WARRANTY, ALSO THAT CASE WILL BE SENT ON FOR GOODWILL CASE TRANSFERRED	4665399	CC Training Team	Call Center
------------------------------	--------	--------------	--------	---------	----------	-----------	---	---------	---------------------	-------------

Cases

Customer

Last Name:

First Name:

Phone:

Email:

Address:

City: CARMEL

ZIP:

State: NY

IQS : VDS :

CSI : SSI :

Contact Language : ENGLISH

Case Information

Case Number: 4370960

Type: CA

Opened: 4/20/2011 10:35:29 AM

Closed: 4/20/2011 10:39:56 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Sanders-083011

Creator First Name: Paul

Owner Last Name:

Owner First Name:

Urgency: Low

* Contact Reason Summary

KARL, SERVICE MANAGER AT DEALERSHIP, INQUIRING ABOUT AIRBAG WARNING LIGHT RELATED TO SEATBELT.

Contact Reason

* Sentiment:

* Category: Warranty Issues

* Sub-Category: Coverage

System: Body

Component: Seatbelt

Symptom: Warning light

Method : Telephone

* Resolution Summary

INFORMED VEHICLE UNDER WARRANTY, NO COST TO CUSTOMER, NO RECALLS.

Resolution

* Resolution: Referred to Dealer

* Remedy: N/A

* Resolution Satisfaction: Positive

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason:

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

* Servicing Dealer: DANBURY HYUNDAI

CT022 Active

Service District: Eastern District 4

Sales District: Eastern District 4

Vehicle

VIN: 5NPET46C37H

Model Year: 2007

Engine: C

Model: Sonata (NF)

Short Model: 26402F45

Accessory: 01

* Mileage: 57,412

Date of First Use: 3/3/2007

Production Date: 11/2/2006

Blue Link Equipped : No

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
4/20/2011 10:36:03 AM	PSANDERS	Sanders-083011	Paul	Inbound	Customer	Telephone	██████████, SERVICE MANAGER, STATED: 1.ASKING ABOUT COVERAGE FOR AIRBAG WARNING LIGHT BEING ON DUE TO SEATBELT REPAIRS. 2.57412 MILEAGE WRITER INFORMED VEHICLE IS UNDER WARRANT FOR REPAIR WILL BE NO COST TO CUSTOMER. NO RECALLS FOR VEHICLE. CASE CLOSED.		4370960	CC Training Team	Call Center

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 5679605	WARRANTY COVERAGE SEATBELT PRE TENSIONER. 2007 SONATA.	ADVISED NVLW IS EXPIRED. VEH WOULD NEED TO BE DIAGNOSED AT AUTHORIZED HYUNDAI DEALERSHIP TO DETERMINE CONCERN AND POSSIBLE APPLICATION OF STATUTE.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 4/22/2013 11:12:05 AM		
Email: [REDACTED]	Closed: 4/24/2013 04:13:33 PM		
Address: [REDACTED]	Status: Closed		
City: TOPEKA	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Portillo-060613	Contact Reason	Resolution
State: KS	Creator First Name: Mayra	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
IQS: VDS:	Owner Last Name: [REDACTED]	* Category: Warranty Issues	* Remedy: N/A
CSI: SSI:	Owner First Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
Contact Language: ENGLISH	* Urgency: Low	System:	Transfer
Dealer		Component:	Trans. To:
* Servicing Dealer: NOLLER HYUNDAI	KS009 Active	Symptom:	Trans. Team:
Service District: Central District B	Sales District: Central District B		Trans. Dealer:
Vehicle			Trans. Type: Standard
VIN: 5NPET46C37H [REDACTED]	Model Year: 2007	Engine: C	Trans. Reason: Case Handling
Model: Sonata (NF)	Short Model: 26402F45	Accessory: 03	Check Request Pending Approval : 0
* Mileage: 62,000	Date of First Use: 3/19/2007	Production Date: 1/8/2007	eMail notification when case is closed:
Blue Link Equipped : No		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
4/24/2013 04:12:36 PM	DKUEHNEM	Kuehneman	Douglas	General	General	General	ATTACHED INBOUND AND OUTBOUND EMAILS, CLOSED CASE.	<input checked="" type="checkbox"/>	5679605	HCCC Tier2 Team11 Agent	HCCC
4/24/2013 04:12:20 PM	DKUEHNEM	Kuehneman	Douglas	Outbound	Customer	Email	WRITER RE-SENT EMAIL	<input checked="" type="checkbox"/>	5679605	HCCC Tier2 Team11 Agent	HCCC
4/24/2013 04:12:02 PM	DKUEHNEM	Kuehneman	Douglas	Inbound	Customer	Email	CUST STATES: 1. RECEIVED BLANK EMAIL	<input checked="" type="checkbox"/>	5679605	HCCC Tier2 Team11 Agent	HCCC
4/22/2013 03:12:41 PM	DKUEHNEM	Kuehneman	Douglas	General	General	General	ATTACHED INBOUND AND OUTBOUND EMAILS, CLOSED CASE.	<input checked="" type="checkbox"/>	5679605	HCCC Tier2 Team11 Agent	HCCC
4/22/2013 03:11:15 PM	DKUEHNEM	Kuehneman	Douglas	Outbound	Customer	Email	WRITER ADVISED NVLW IS EXPIRED. VEH WOULD NEED TO BE DIAGNOSED AT AUTORIZED HYUNDAI DEALERSHIP TO DETERMINE CONCERN AND POSSIBLE APPLICATION OF STATUTE.	<input checked="" type="checkbox"/>	5679605	HCCC Tier2 Team11 Agent	HCCC
4/22/2013 02:46:45 PM	DKUEHNEM	Kuehneman	Douglas	Outbound	Dealer	Telephone	WRITER CALLED KS012/015 WENT TO VM OF SVC MANAGER, THEN TALKED TO FELIX. (WHO ORIGINALLY SPOKE WITH CUST) 1. IF IT IS SAFETY ISSUE IT IS COVERED. 2. RECOMMEND CUST BRING IT TO THE DLR TO DIANGOSE PRE-TENISONER.	<input checked="" type="checkbox"/>	5679605	HCCC Tier2 Team11 Agent	HCCC
							CUST STATES: 1. WARNING LIGHT, CONTACTED DLR				

4/22/2013
02:33:30
PM

DKUEHNEM

Kuehneman

Douglas

Inbound

Customer

Email

KS009. 2. DLR SAID NOT COVERED BY WARRANTY OR CAMPAIGN. 3. LOCAL MECHANIC SAID IT WAS SEAT BELT PRETENSIONER. 4. SHAWNEE MISSION HYUNDAI SAID UNDER KS LAW THE PART IS COVERED FOR 10 YEARS. 5. KS009 RESTATED NOT WARRANTY, CAMPAIGN, OR STATE LAW. 6. CALLED HCCC GOT THIS CASE NUMBER, SPOKE TO 2 INDIVIDUALS. 7. THEY SAID SME SAID PART WAS NOT COVERED BY WARRANTY BUT DID NOT KNOW KS. STATE LAW. 8. THEY SAID CONTACT THE DLR OR HAVE WORK DONE AND SUBMIT FOR REIMBURSEMENT. 9. ALSO CONTACTED EDWARDS HYUNDAI IN MANHATTAN, THEY PROVIDED NO INFO. 10. STILL HAS NO COMPLETE ANSWER. 11. CUST FOUND STATUE THAT SAID SEAT BELTS HAVE 10 YEAR WARRANTY. 12. QUESTION IS HOW MUCH OF SEAT BELT AND ASSOCIATED PARTS ARE



5679605

HCCC
Tier2
Team11
Agent

HCCC

							COVERED. 13. TREATED KINDLY BUT GETTING CONFLICTING INFORMATION. 14. HOPES SOMEONE WILL TAKE OWNERSHIP, FIND SOLUTION, INFORM DLRS.				
4/22/2013 12:05:50 PM	APANTOJA	Pantoja-050913	Alexander	Inbound	Customer	Telephone	CUSTOMER STATED: 1. I CONTACTED TWO DEALERSHIPS ABOUT THE SEATBELT PRE TENSIONER. 2. THE FIRST DEALERSHIP I TOOK IT TO TOLD ME THAT IT WAS NOT COVERED. 3. I THEN TOOK IT TO A PERSONAL MECHANIC AND HE TOLD ME THAT UNDER THE KANSAS STATE LAW IT SHOULD BE COVERED FOR TEN YEARS. 4. I CONTACTED SHAWNEE MISSION HYUNDAI AND THEY TOLD ME THAT IT WAS COVERED. WRITER CONTACTED NOLLER HYUNDAI ABOUT THE KANSAS STATE LAW. SERVICE ADVISOR OF NOLLER HYUNDAI STATED THAT THE KANSAS STATE LAW ONLY REFERS TO PARTS THAT ARE UNDER THE EMISSIONS WARRANTY AND IT DOES NOT HAVE ANY TO DO WITH HYUNDAI'S	<input checked="" type="checkbox"/>	5679605	HCCC Tier2 Team1	HCCC

							REGULAR WARRANTY SO THE PRE TENSIONER IS NOT COVERED. WRITER INFORMED CUSTOMER OF WHAT SERVICE ADVISOR HAD STATED. WRITER RECOMMENDED CUSTOMER TO DOUBLE CHECK WITH ONE LAST DEALERSHIP TO HAVE IT CLARIFIED.				
4/22/2013 11:33:14 AM	MPODILLO	Portillo-060613	Mayra	Inbound	Customer	Telephone	CUSTOMER STATES: 1. IS THE SEATBELT PRETENTIONER COVERED UNDER WARRANTY? WRITER CREATED CONTACT FOR CUSTOMER, INFORMED THAT SEATBELT PRETENTIONER IS COVERED UNDER WARRANTY 5YR/60THOUSAND MILE. TRANSFFERED CASE TO A TIER 2 AGENT A.P.	<input checked="" type="checkbox"/>	5679605	HCCC Tier1 Team1	HCCC

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
9/22/2011 01:52:01 PM	TNGUYEN	Nguyen-021612	Tina	Inbound	Customer	Telephone	CUSTOMER STATED: 1. CUSTOMER WANTS TO SPEAK WITH CM/PQ 2. CM/PQ IS UNAVAILABLE WRITER ADVISED CUSTOMER THAT CASE IS BEING CLOSE DUE TO NO CONTACT WITH THE CUSTOMER. REGIONAL REP AND DLRSP STATE THAT REPAIR IS GOING TO BE AT COST TO CUSTOMER. ABRITRATION WOULD BE NEXT STEPS. CASE AS IS		4550558	CC Training Team	Call Center
9/22/2011 06:31:35 AM	PQUINNEY	Quinney-012512	Peggy	General	General	General	WRITER CLOSING CASE DUE TO NO CONTACT WITH CUSTOMER IF CUSTOMER CALLS BACK PLEASE LET CUSTOMER KNOW ***WRITER CALLED DLRSP AND THE FINAL ANSWER FROM THE REGIONAL REP AND DLRSP IS THIS REPAIR WILL BE AT CUSTOMER PAY ***ARBITRATION WOULD BE THE NEXT STEPS	<input checked="" type="checkbox"/>	4550558	CC Team1	Call Center
							WRITER CALLED CUSTOMER AND LEFT MSG TO CALL HCCC ***ANY LCM***** CAN ASSIST 1. WRITER CALLED				

9/21/2011 10:15:57 AM	PQUINNEY	Quinney- 012512	Peggy	Outbound	Customer	Telephone	DLRSP AND THE FINAL ANSWER FROM THE REGIONAL REP AND DLRSP IS THIS REPAIR WILL BE AT CUSTOMER PAY 2. ARBITRATION WOULD BE THE NEXT STEPS CASE CLOSED.	<input checked="" type="checkbox"/>	4550558	CC Team1	Call Center
9/20/2011 11:30:08 AM	PQUINNEY	Quinney- 012512	Peggy	Outbound	Customer	Telephone	WRITER CALLED CUSTOMER AND LEFT MSG TO CALL HCCC ***ANY LCM CAN ASSIST 1. WRITER CALLED DLRSP AND THE FINAL ANSWER FROM THE REGIONAL REP AND DLRSP IS THIS REPAIR WILL BE AT CUSTOMER PAY 2. ARBITRATION WOULD BE THE NEXT STEPS CASE CLOSED	<input checked="" type="checkbox"/>	4550558	CC Team1	Call Center
							JERRY, SVC MGR AT IL052, WHO STATED: 1. HAS CONTACTED FACTORY REP AND DPSM ABOUT CONCERN 2. THOUGHT WARRANTY ON REPAIR WAS 8/80 BUT REP CONFIRMED WARRANTY TO BE 5/60 3. CUST HAS NOT BEEN TO DLRSHP SINCE 11/20/2010-AT 55529 MILES-FOR OIL CHANGE AND TIRE ROTATION 4. CUST HAS NEVER BEEN IN FOR CURRENT CONCERN 5. BROUGHT				

9/19/2011 11:36:52 AM	BDAHLSTROM	Dahlstrom- 033012	Brittney	Inbound	Dealer	Telephone	<p>VEHICLE IN ON 9/16/2011-AT 67979 MILES- CUST COMPLAINED THAT AIR BAG LIGHT WAS ON- VEHICLE INSPECTED AND DIAGNOSED NEEDING SENSOR INSIDE SEATBELT REPLACED AT COST TO CUST 6. CUST IS OUTSIDE OF SENSOR WARRANTY ON MILEAGE 7. BEEN A YEAR AND ALMOST 12,000 MILES SINCE LAST SEEN CUST AND VEHICLE 8. REP STATED THAT AT THIS POINT DPSM AND REP ARE NOT IN THE POSITION TO OFFER ANY SORT OF ASSISTANCE AT THIS TIME 9. NO AFTER MARKET PARTS CAUSING CONCERN 10. COST FOR REPAIR \$520 WRITER UPDATED CASE NOTES. CASE AS IS.</p>	☑	4550558	CC Training Team	Call Center
							<p>SERVICE MANGER JERRY IL052 WHO WAS NOT AVAILABLE AT THIS TIME ***ANY CM CAN ASSIST 1. HAS THE DPSM BEEN INVOLVED 2. CAN DLRSP HELP WITH ANY ASSISTANCE FOR THE CUSTOMER ON COST OF THE REPAIR 3. THE</p>				

9/19/2011 11:25:43 AM	PQUINNEY	Quinney-012512	Peggy	Outbound	Dealer	Telephone	<p>DATES, MILEAGE, AND DIAGNOSIS/REPAIR ATTEMPTS FOR CURRENT CONCERN OR ANY PREVIOUS RELATED CONCERNS: 4. ARE THERE ANY AFTER-MARKET PARTS THAT MAY BE CAUSING ISSUE? 5.WHAT IS THE PART NUMBER ? 6. COST OF THE PART 7. COST OF THE LABOR == WRITER THANKED DLR FOR TIME AND INFORMATION.</p>	<input checked="" type="checkbox"/>	4550558	CC Team1	Call Center
							<p>SUP CALL **** CUSTOMER STATES: 1. AT 51000 MILES AIR BAG LIGHT WAS ONE IN FRT BELT BUCKLE WENT BAD AND WAS DONE UNDER WARRANTY 2. IN DEC 2010 AND JAN 2011 SAME LIGHT WOULD COME ON INTERMIT 3. ABOUT 2 OR 3 TIMES EVERY 2 OR 3 WEEKS 4. IN JUNE OF THIS YEAR 2011 VEHICLE AIR BAG LIGHT IS ON ALL THE TIME 5. COST FOR THE REPAIR IS 514.00 6. PART IS 1/12 IF CUSTOMER WOULD HAVE BOUGHT THE PART 7. WAS UNDER WARRANTY UNDER</p>				

9/19/2011 11:25:00 AM	PQUINNEY	Quinney- 012512	Peggy	General	General	General	WARRANTY WHEN REPLACED 8. WOULD LIKE SOME ASSISTANCE 9. WOULD LIKE TO SPLIT THIS 3 WAYS FROM THE CUSTOMER TO THE DLRSP AND HYUNDAI 10. CUSTOMER TRAVELING OUT OF THE COUNTRY IN THE MIDDLE EAST AT THIS TIME. 11. WOULD LIKE A EMAIL ON A DECISION == WRITER EXPLAINED TO CUSTOMER AT THIS TIME WOULD NOT BE UNDER WARRANTY AND NOT ABLE TO BE REPLACED UNDER WARRANTY. WRITER WILL RESEARCH AND SEE IF DLRSP CAN ASSIST FOR THE CUSTOMER. == CASE PENDING	<input checked="" type="checkbox"/>	4550558	CC Team1	Call Center
9/19/2011 11:01:32 AM	JCRISTAUDO	Cristaudo- 033012	Jason	Inbound	Customer	Telephone	CUSTOMER STATED: 1. OWNER OF 2007 SONATA HAVING REOCCURRING PROBLEMS WITH PASSENGER SEATBELT BUCKLE. 2. VEHICLE OUTSIDE WARRANTY BY 7,000 MILES. REQUESTING FOR REPAIRS TO BE COVERED UNDER GOOD WILL. 3. REQUESTED TO SPEAK WITH SUPERVISOR. 4. PART REPLACED		4550558	CC Team7	Call Center

						08/2010 WITH PUGI HYUNDAI DEALERSHIP. WRITER INFORMED THE WARRANTY ON VEHICLE IS EXPIRED. CONNECTED WITH SUPERVISOR. CM MARGARETT				
--	--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Na [REDACTED]	Case Number: 4420827	GOODWILL CONSIDERATION. CUSTOMER IS WANTING HYUNDAI TO PAY FOR REPAIRS ON VEHICLE FOR THE SEAT BELT BUCKLE.	WRITER INFORMED CUSTOMER WOULD CALL DEALERSHIP TO GET ADDITIONAL INFORMATION FROM DEALERSHIP. WRITER INFORMED CUSTOMER THAT DEALERSHIP WOULD NOT COVER REPAIR BECAUSE THE CUSTOMER IS TOO FAR OUT OF WARRANTY AND THERE IS NOT REALLY A HISTORY
First Na [REDACTED]	Type: CA		
Pho [REDACTED]	Opened: 6/3/2011 08:13:26 AM		
Em [REDACTED]	Closed: 6/3/2011 08:34:01 AM		
Adresse [REDACTED]	Status: Closed		
City: GRAND BLANC	Sub Status: Closed		
ZIP [REDACTED]	Creator Last Name: Rice-021612		
State:: MI	Creator First Name: Natasha		
IQS :	Owner Last Name [REDACTED]		
CSI :	Owner First Name: [REDACTED]		
VDS :	* Urgency: Low		
SSI :			
Contact Language : UNKNOWN		Contact Reason	Resolution
		* Sentiment:	* Resolution: Provided Information
		* Category: Warranty Issues	* Remedy: N/A
		* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
		System: Accessories	
		Component: Other	Transfer
		Symptom: Other	Trans. To:
			Trans. Team:
			Trans. Dealer:
			Trans. Type: Standard
			Trans. Reason:
			Check Request Pending Approval : 0
			eMail notification when case is closed:
Dealer			
* Servicing Dealer: RANDY WISE HYUNDAI	MI039 Active		
Service District: Central District D	Sales District: Central District D		
Vehicle			
VIN: 5NPET46C37H [REDACTED]	Model Year: 2007	Engine: C	
Model: Sonata (NF)	Short Model: 26402F45	Accessory: 02	
* Mileage: 163,632	Date of First Use: 6/25/2007	Production Date: 1/12/2007	
Blue Link Equipped : No		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
							<p>DAVE, SERVICE MANAGER AT MI039, STATED: 5. DATES, MILEAGE, AND CURRENT CONCERNS REGARDING SET BELT. - 6/3/11 - 163,632 MILES - THINKS CUSTOMER SHOULD BE CONSIDERED IS BECAUSE CUSTOMER - 4/30/11 - 159,847 - SEAT BELT BUCKLE WAS CAUSING AIR BAG LIGHT TO COME ON. HAD HISTORY CODES FOR HIGH RESISTANCE FOR DRIVERS SIDE SEAT BELT BUCKLE. REMOVED, PUT STABLE 22 AND SHIPPED AND PASSED SELF TEST. DEALERSHIP THOUGHT VEHICLE WAS FIXED. - HAS HAD TIRE PRESSURE LIGHTS ON SINCE HAD VEHICLE, HAS DPSM APPROVAL TO GET TIRE PRESSURE LIGHTS. - PRETTY LOYAL CUSTOMER TO DEALERSHIP - DID OFFER IF CUSTOMER BOUGHT SEAT BELT WOULD INSTALL FOR CUSTOMER - NO</p>				

6/3/2011
08:32:04
AM

NRICE

Rice-021612

Natasha

Inbound

Customer

Telephone



4420827

CC Team2

Call Center

AFTER MARKET PARTS CAUSING CONCERN 7. DID INVOLVE DPSM. YES, DPSM SAID COULD DO TIRE PRESSURE LIGHT BUT NOT SEAT BELT BUCKLE LIGHT. 8 THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? MI039 9. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? DAVE 10. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? WOULD BE DEFECT IN MATERIAL 11. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? - VEHICLE IS UP TO DATE ON SCHEDULED MAINTENANCE 12. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? - 7H275493 13. WHAT WAS THE COST FOR PARTS? \$160.00 14. WHAT WAS THE COST FOR LABOR? \$90.00 15. WHAT IS

							TOTAL COST OF REPAIR? \$260.00 WRITER UPDATED CASE NOTES. CASE CLOSED PENDING DOCUMENTS.				
6/3/2011 08:30:32 AM	NRICE	Rice-021612	Natasha	Inbound	Customer	Telephone	CUSTOMER STATED: 1. HAVE PROBLEM WITH VEHICLE 2. HAS SEAT BELT PROBLEM SINCE CUSTOMER HAS PURCHASED VEHICLE. 3. HAS HAD PROBLEM SINCE HAS PURCHASED VEHICLE. 4. SERVICE MANAGER NAME IS DAVE 5. VEHICLE IS IN DEALERSHIP RIGHT NOW. 6. HAS FRONT SUSPENSION PROBLEM, VEHICLE IS A GOOD VEHICLE 7. WANTS TO BUY ANOTHER VEHICLE FOR KID COME AUGUST AND WOULD BE IN "BEST INTEREST OF HYUNDAI TO COVER REPAIR" 8. SEAT BELT BUCKLE IS THE CURRENT PROBLEM RIGHT NOW. WRITER INFORMED CUSTOMER WOULD CALL DEALERSHIP TO GET ADDITIONAL INFORMATION FROM DEALERSHIP. WRITER INFORMED CUSTOMER THAT DEALERSHIP	<input checked="" type="checkbox"/>	4420827	CC Team2	Call Center

						WOULD NOT COVER REPAIR BECAUSE THE CUSTOMER IS TOO FAR OUT OF WARRANTY AND THERE IS NOT REALLY A HISTORY FOR SEAT BELT BUCKLE PROBLEMS. WRITER INFORMED CUSTOMER WOULD HAVE TO PAY FOR REPAIRS AND SUBMIT DOCUMENTS FOR REIMBURSEMENT AND WRITER COULD NOT PROMISED CUSTOMER THAT CUSTOMER WOULD GET APPROVED FOR REIMBURSEMENT. CASE CLOSED PENDING DOCUMENTS			
--	--	--	--	--	--	---	--	--	--

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: FOUNTAIN INN

ZIP

State: SC

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Case Information

Case Number: 4454761

Type: CA

Opened: 7/1/2011 04:34:06 PM

Closed: 8/24/2011 12:58:16 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Colin-021612

Creator First Name: Lacie

Owner Last Name:

Owner First Name:

Urgency: Low

Contact Reason Summary

GOODWILL CONSIDERATION. WOULD LIKE TO KNOW IF THERE ARE ANY CAMPAIGNS ON VEHICLE REGARDING AIRBAG. SEATBELT BUCKLE ON DRIVER'S SIDE STOPPED WORKING. HAD TO REPLACE SEATBELT ON DRIVER'S

Contact Reason

Sentiment:

Category: Campaign

Sub-Category: Info/Eligibility

System: Body

Component: Seatbelt

Symptom: Inoperative

Resolution Summary

CLOSING CASE TDUE TO NCA APPROVING CHECK REQUEST TAB. CHECK IS SCHEDULED TO BE MAILED ON 9/2/2011.

Resolution

Resolution: Assist HMA 100% GW

Remedy: Repaired

Resolution Satisfaction: Positive

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

Servicing Dealer: DICK SMITH HYUNDAI

SC027 Active

Service District: Southern District 7

Sales District: Southern District 7

Vehicle

VIN: 5NPET46C46H

Model Year: 2006

Engine: C

Model: Sonata (NF)

Short Model: 25402F45

Accessory: 01

Mileage: 44,616

Date of First Use: 11/15/2005

Production Date: 10/28/2005

Blue Link Equipped : No

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
9/2/2011 10:58:25 AM	MPAYNE	Payne-021612	Marissa	Inbound	Customer	Telephone	CUSTOMER STATED: 1. SUPPOSED TO RECEIVE A CHECK FOR WORK CUSTOMER HAD DONE THAT CUSTOMER PAID FOR. 2. HAD A SEAT BELT BUCKLE PUT IN 3. WAS CHARGED OVER 300.00 4. BELIEVES THE BUCKLE SHOULDN'T HAVE WORN OUT THAT QUICK IS A SAFETY HAZARD 5. HYUNDAI SAID WOULD PAY FOR WORK 6. WAS SUPPOSED TO RECEIVE THE CHECK WANTS TO KNOW WHAT THE HOLD UP IS WRITER EXPLAINED THE CHECK WAS SCHEDULED TO BE MAILED TODAY AND CUSTOMER SHOULD EXPECT CHECK WITHIN 7-10 BUSINESS DAYS. IF CUSTOMER DOESN'T RECEIVE CHECK THAN SHOULD CALL HCCC BACK. CASE CLOSED	<input checked="" type="checkbox"/>	4454761	CC Team2	Call Center
8/24/2011 12:57:47 PM	JMILLS	Mills-062612	Jaleesa	General	General	General	HCR NOTES --- WRITER CLOSING CASE TDUE TO NCA APPROVING CHECK REQUEST TAB. CHECK IS SCHEDULED TO	<input checked="" type="checkbox"/>	4454761	CC Team2	Call Center

							BE MAILED ON 9/2/2011. CLOSED CASE				
8/24/2011 10:24:42 AM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 9/2/2011		4454761	NCA HCR	NCA
8/23/2011 11:50:08 AM	JCONWAY	Conway-012512	Jane	General	General	General	LCM/JM WRITER APPROVED HCR. FORWARDING TO NCCC FOR REVIEW.	<input checked="" type="checkbox"/>	4454761	CC Team1	Call Center
8/22/2011 12:47:26 PM	JARCHULETTA	Archuletta-033012	Jessica	Inbound	Customer	Telephone	CUSTOMER STATED: 1. WAS SUPPOSED TO RECEIVE CHECK. 2. STILL HASN'T RECEIVED REIMBURSEMENT. WRITER INFORMED THAT COULD TAKE 4-6 WEEKS FOR CHECK TO REACH CUSTOMER. ADVISED THAT IT HAS BEEN JUST UNDER FOUR WEEKS AND CUSTOMER SHOULD WAIT AN ADDITIONAL COUPLE WEEKS. CASE AS IS	<input checked="" type="checkbox"/>	4454761	CC Training Team	Call Center
8/15/2011 06:01:17 AM	JMILLS	Mills-062612	Jaleesa	General	General	General	LCM/SSCH HCR NOTES: --- CUSTOMER IS GETTING REIMB IN THE AMOUNT \$ 177.07, FOR # 88830-0A000-QS/BUCKLE ASSY-FRONT SEAT BELT,LH REPAIR. THE CUSTOMER HAD THE REPAIR COMPLETED AT DICK SMITH HYUNDAI TO RESOLVE SEATBELT CONCERN, FOR REPAIR OUTSIDE THE 5/60 NVLW BY 9 MONTHS AND WITHIN BY	<input checked="" type="checkbox"/>	4454761	CC Team2	Call Center

09:57:42 AM	JRUNYON	033012	Jaclyn	General	General	General	THE LABOR. PLEASE SEE IF CUSTOMER WILL ACCEPT THE REIMBURSEMENT. PLEASE SEND INFORMATION TO CM/JR WITH RESPONSE. THANKS IN ADVANCE!	<input checked="" type="checkbox"/>	4454761	Team	Call Center
7/26/2011 09:56:48 AM	JRUNYON	Runyan-033012	Jaclyn	Outbound	Customer	Telephone	WRITER ATTEMPTED TO CONTACT CUSTOMER'S CELL PHONE: 1. NO ANSWER. 2. NO MESSAGE LEFT. WILL CALL BACK CUSTOMER LATER. CASE AS IS.	<input checked="" type="checkbox"/>	4454761	CC Training Team	Call Center
7/26/2011 09:54:56 AM	JRUNYON	Runyan-033012	Jaclyn	Outbound	Customer	Telephone	WRITER ATTEMPTED TO CONTACT CUSTOMER: 1. NO ANSWER. 2. LEFT VOICEMAIL MESSAGE FOR CALL BACK. 3. LEFT NAME, ID, AND CASE NUMBER. WRITER WILL TRY CALLING CUSTOMER BACK LATER. OPEN CASE PENDING CONTACT WITH CUSTOMER.	<input checked="" type="checkbox"/>	4454761	CC Training Team	Call Center
7/25/2011 05:04:11 PM	TCAMPBELL	Campbell-033012	Tyson	Inbound	Customer	Telephone	WRITER REVIEWED FILE AND WILL AUTHORIZE A ONE TIME GOODWILL IN THE AMOUNT OF \$177.07 FOR PARTS ONLY.	<input checked="" type="checkbox"/>	4454761	CC Team7	Call Center
							CUSTOMER STATED: 1. UPDATE ON CASE 2. STATES FAXED ALL PAPERWORK				

7/25/2011 10:18:48 AM	JKIM	Kim-021612	Jae	Inbound	Customer	Telephone	WRITER INFORMED CUSTOMER NEED COPY OF RECEIPT, STILL WAITING ON THAT INFORMATION LEAVING CASE AS IS		4454761	CC Training Team	Call Center
7/19/2011 01:48:17 PM	JRUNYON	Runyan- 033012	Jaclyn	Outbound	Customer	Telephone	WRITER CONTACTED CUSTOMER BACK: 1. INFORMED CUSTOMER WILL BE LOOKING INTO POSSIBLE ASSISTANCE. 2. ADVISED CUSTOMER THERE IS NO GUARANTEE FOR REIMBURSEMENT, FOR THE SEATBELTS ARE OUT OF WARRANTY TIME BY 8 MONTHS. CUSTOMER IS AWARE THE SEATBELTS MAY NOT BE COVERED, BUT WANTS TO KNOW IF THERE'S ANYTHING HYUNDAI CAN DO. OPEN CASE PENDING GOODWILL CONSIDERATION.	<input checked="" type="checkbox"/>	4454761	CC Training Team	Call Center
7/19/2011 01:41:45 PM	JRUNYON	Runyan- 033012	Jaclyn	Outbound	Dealer	Telephone	WRITER CONTACTED CHRIS, SERVICE MANAGER AT SC027, WHO STATED: 1. THE PART WAS A DEFECT IN WORKMANSHIP. 2. CUSTOMER HAS 44,616 MILES ON VEHICLE. WRITER THANKED SERVICE MANAGER FOR	<input checked="" type="checkbox"/>	4454761	CC Training Team	Call Center

							TIME AGAIN.				
							GOODWILL CONSIDERATION - 1. WHY IS THIS CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION? CUSTOMER IS OUT BY TIME BY 8 MONTHS FOR SEATBELT WARRANTY. THE SEATBELT TRIPPED A CODE, SO THE PART IS DEFECTIVE IN WORKMANSHIP. THE SEATBELT WOULD HAVE BEEN COVERED IF PART WAS STILL IN BY TIME. 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? THE CUSTOMER WANTS TOTAL REIMBURSEMENT FOR THE BILL - \$345.23. 3. WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? 5 YEAR/60,000 MILES WARRANTY - OUT 8 MONTHS BY TIME. 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? ORIGINAL OWNER 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? DICK SMITH HYUNDAI SC027 6. THE NAME OF				

7/19/2011 01:24:53 PM	JRUNYON	Runyan- 033012	Jaclyn	General	General	General	<p>THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? CHRIS 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? DEFECTS IN WORKMANSHIP. 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? NO. CUSTOMER ONLY SHOWS UP TO DEALERSHIP WHEN THERE IS A PROBLEM WITH VEHICLE THAT MAY BE COVERED UNDER WARRANTY. NOT SURE WHERE CUSTOMER HAS BEEN GOING FOR MAINTENANCE, BUT THE LAST TIME WAS IN 2007 FOR AN OIL CHANGE. 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? BUCKLE ASSEMBLY - PART# 88830-0A000-QS 10. WHAT WAS THE COST FOR PARTS? \$177.07 11. WHAT WAS THE COST FOR LABOR? \$192.22 (-10% DISCOUNT) 12. WHAT IS</p>	<input checked="" type="checkbox"/>	4454761	CC Training Team	Call Center
-----------------------------	---------	-------------------	--------	---------	---------	---------	---	-------------------------------------	---------	------------------	-------------

							TOTAL COST OF REPAIR? \$345.23				
7/19/2011 01:16:26 PM	JRUNYON	Runyan-033012	Jaclyn	Outbound	Dealer	Telephone	WRITER CONTACTED CHRIS, SERVICE MANAGER AT SC027, WHO STATED: 1. VEHICLE IS NOT UP TO DATE ON SCHEDULED MAINTENANCE. 2. ONLY SHOWS UP AT DEALERSHIP IF THERE'S A PROBLEM WITH VEHICLE WHICH MAY BE COVERED UNDER WARRANTY. 3. HASN'T HAD AN OIL CHANGE ON VEHICLE SINCE 2007 WITH DEALERSHIP. 4. THE PART NUMBER FOR THE BUCKLE ASSEMBLY IS: 88830-0A000-QS. 5. THE PART WOULD HAVE BEEN COVERED UNDER WARRANTY IF VEHICLE WAS IN BY TIME. 6. TOTAL COST FOR REPAIR IS \$345.23. WRITER THANKED SERVICE MANAGER FOR TIME.	<input checked="" type="checkbox"/>	4454761	CC Training Team	Call Center
							CUST STATED: 1. WOULD LIKE TO KNOW WHAT IS GOING ON WITH THE CASE. 2. THE CUSTOMER SENT IN THE PAPER WORK TO TRY TO GET SOME REIMBURSEMENT. 3. THE PART				

7/18/2011 06:32:40 AM	DWEINBENDER	Weinbender-033012	Debbie	Inbound	Customer	Telephone	SHOULD HAVE LASTED. 4. LIKES THE VEHICLE. 5. WOULD LIKE TO BE CONTACTED AS SOON AS THERE HAS BEEN A DECISION MADE. WRITER EXPLAINED THAT THE MESSAGE WILL BE LEFT FOR CUSTOMER TO BE CALLED. EXPLAINED THAT THE REGISTRATION HAS BEEN RECEIVED. FILE LEFT AS IS.	<input checked="" type="checkbox"/>	4454761	CC Team2	Call Center
7/13/2011 06:09:38 AM	DCANDO	Cando-083011	Delicia	Inbound	Customer	Telephone	CUSTOMER STATED: 1.WANTING TO KNOW UPDATE ON CASE WRITER INFORMED CUSTOMER HAS RECEIVED DOCUMENTS AND CM/LC IS DOING FURTHER RESEARCH CASE AS IS	<input checked="" type="checkbox"/>	4454761	CC Training Team	Call Center
7/7/2011 01:07:36 PM	ABOSCAN	Boscan-033012	Alfredo	General	General	General	WRITER RECEIVED A FAX AND ATTACHED. SEE ATTACHMENT TAB.	<input checked="" type="checkbox"/>	4454761	CC Team2	Call Center
7/5/2011 03:58:24 PM	ABOSCAN	Boscan-033012	Alfredo	General	General	General	WRITER RECEIVED A FAX AND ATTACHED. SEE ATTACHMENT TAB.	<input checked="" type="checkbox"/>	4454761	CC Team2	Call Center
							CUSTOMER STATED: 1. WANTED TO MAKE SURE CUSTOMER HAD THE FAX NUMBER CORRECT. 2. WANTED TO KNOW IF FAX WAS SENT IN				

7/5/2011 12:19:32 PM	JRUNYON	Runyan-033012	Jaclyn	Inbound	Customer	Telephone	ALREADY. 3. AIRBAG LIGHT CAME ON, HAD TO REPLACE PART. 4. COST \$345.58 FOR REPLACEMENT. 5. WANTS PART COVERED UNDER WARRANTY. INFORMED CUSTOMER HAD THE CORRECT FAX NUMBER TO SEND IN DOCUMENTS. ADVISED CUSTOMER FAX CAN TAKE 2-3 BUSINESS DAYS TO SHOW UP IN SYSTEM ONCE FAXED. ONCE RECEIVED, WILL FIND OUT WHAT CAN BE DONE. CASE AS IS.	<input checked="" type="checkbox"/>	4454761	CC Training Team	Call Center
7/5/2011 10:08:38 AM	EROTHEN	Rothenbuehler-012512	Erin	Inbound	Customer	Telephone	CUSTOMER STATED: 1. HAD DEALERSHIP HYUNDAI OF GREER SC039 FAX IN DOCUMENTS SUNDAY, 7/3/11. 2. SC039 TOLD CUSTOMER TO CALL HCA TO CONFIRM FAXED DOCUMENTS WERE RECEIVED. 3. WILL CALL DEALERSHIP AND HAVE REFAX DOCUMENTS. WRITER INFORMED DOCUMENTS HAVE NOT BEEN RECEIVED. REFERRED TO DEALERSHIP. CASE AS IS.		4454761	CC Training Team	Call Center
							CUSTOMER STATED: 1. THE				

7/2/2011 10:21:59 AM	CWICKLUND	Wicklund-012512	Cassandra	Inbound	Customer	Telephone	<p>CUST WAS CHARGED \$ 340. FOR THE REPAIR FOR THE SEAT BELT. 2. THE CUST SHOULD NOT HAVE TO PAY FOR THE REPAIR FOR THE SEAT BELT. 3. THE CUST IS HAPPY WITH THE VEH EXCEPT WITH THIS REPAIR. WRITER ADVISED THE CUST TO SEND IN THE DOCUMENTS FOR REVIEW FOR GOODWILL FOR THE REPAIR THE CUST HAD PAID FOR ON THE SEAT BELT.</p>	<input checked="" type="checkbox"/>	4454761	CC Team7	Call Center
7/1/2011 04:40:11 PM	LCOLIN	Colin-021612	Lacie	Inbound	Customer	Telephone	<p>CUSTOMER STATED: 1. WOULD LIKE TO KNOW IF VEHICLE HAS ANY CAMPAIGNS RELATED TO AIRBAG 2. AIRBAG LIGHT WAS ILLUMINATED AND CUSTOMER HAD TO REPLACE AIRBAG 3. DOES NOT HAVE AN EMAIL ADDRESS WRITER STATED THAT THERE ARE NOT ANY OPEN CAMPAIGNS ON VEHICLE. CASE CLOSED</p>		4454761	CC Team7	Call Center

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 3974089	HAD AIRBAG LIGHT FIXED 3 TIMES BY DEALER AND EACH TIME DEALER REPLACES PASSENGER SIDE SEAT BELT. EACH TIME THIS CORRECTS PROBLEM ONLY TO FAIL AGAIN IN 3 TO 4 MONTHS. IT IS FAILING NOW AND SUSPECTING	ADVISED THAT CONTACT WAS MADE WITH DEALER AND TO KEEP APPOINTMENT. IF FAILURE OCCURS AGAIN, ADVISED TO CONTACT CONSUMER AFFAIRS AS ALL NOTES WILL BE KEPT IN CASE FOR REFERENCE.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 6/3/2010 01:28:35 PM		
Email: [REDACTED]	Closed: 6/3/2010 02:35:15 PM		
Address: [REDACTED]	Status: Closed		
City: [REDACTED]	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Hickman-083011		
State:: [REDACTED]	Creator First Name: Robert		
IQS : [REDACTED] VDS : [REDACTED]	Owner Last Name: [REDACTED]		
CSI : [REDACTED] SSI : [REDACTED]	Owner First Name: [REDACTED]		
Contact Language : [REDACTED]	*Urgency: Low		
Dealer		Contact Reason	Resolution
* Servicing Dealer: RIVERTON HYUNDAI SUZUKI UT010 Active		* Sentiment:	* Resolution: Referred to Dealer
Service District: Western District 4 Sales District: Western District 4		* Category: Product	* Remedy: N/A
Vehicle		* Sub-Category: Operation	* Resolution Satisfaction: Positive
VIN: 5NPET46C57H [REDACTED]	Model Year: 2007	System: Body Electrical	Transfer
Model: Sonata (NF)	Short Model: 25402F45	Component: Airbag Warning Light	Trans. To:
* Mileage:	Date of First Use: 8/5/2006	Symptom: No Shut Off	Trans. Team:
Blue Link Equipped : No		Method : Telephone	Trans. Dealer:
		Accessory: 01	Trans. Type: Standard
		Production Date: 5/11/2006	Trans. Reason:
		Case in Arbitration : No	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
6/3/2010 01:42:48 PM	RHICK	Hickman-	Robert	Outbound	Dealer	Telephone	<p>WRITER EXPRESSED CUSTOMER'S CONCERNS ABOUT AIRBAG LIGHT. MIKE, SERVICE MANAGER AT UT010, STATED: 11/13/2009 @ 42,381 MILES - B1706 INTERNAL SHORT IN THE BUCKLE. PASSENGER BUCKLE WAS REPLACED 4/20/10 @ 50,340 MILES - B1706 INTERNAL SHORT, INSTALLED DUMMY LOAD, HARNESS. REPLACED PASSENGER SIDE BUCKLE. APPOINTMENT ON 6/10/10.</p>	<input checked="" type="checkbox"/>	3974089	CC Team3	Call Center
							<p>EMAIL RECEIVED 6/2/10 - SUMMARY: 1. HAD AIRBAG LIGHT FIXED 3 TIMES BY DEALER AND EACH TIME DEALER REPLACES PASSENGER SIDE SEAT BELT. 2. EACH TIME THIS CORRECTS PROBLEM ONLY TO FAIL AGAIN IN 3 TO 4 MONTHS. 3. IT IS FAILING NOW AND SUSPECTING THERE IS SOMETHING ELSE THAT IS CAUSING SEAT BELT TO</p>				

6/3/2010 01:32:48 PM	RHICK	Hickman- 083011	Robert	Inbound	Customer	Email	FAIL IN SHORT TIME. 4. ARE YOU AWARE OF ANYTHING THAT COULD CAUSE THIS REPEAT FAILURE THAT CAN PASS ON DEALERS IN HOPES TO GET TO REAL CAUSE OF FAILURE? WRITER RESPONDED BY EMAIL ADVISING THAT CONTACT WAS MADE WITH DEALER AND TO KEEP APPOINTMENT. IF FAILURE OCCURS AGAIN, ADVISED TO CONTACT CONSUMER AFFAIRS AS ALL NOTES WILL BE KEPT IN CASE FOR REFERENCE. ATTACHED DOCS. CASE CLOSED.	<input checked="" type="checkbox"/>	3974089	CC Team3	Call Center
----------------------------	-------	--------------------	--------	---------	----------	-------	--	-------------------------------------	---------	----------	-------------

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: ODENVILLE

ZIP:

State:: AL

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Case Information

Case Number: 6450652

Type: CA

Opened: 3/5/2014 12:11:13 PM

Closed: 3/5/2014 12:20:59 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Dixon-072914

Creator First Name: Marcia

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

SEATBELT INQUIRY

Contact Reason

★ Sentiment: Inquiry/Suggestion

★ Category: Warranty Issues

★ Sub-Category: Coverage

System:

Component:

Symptom:

Method : Telephone

* Resolution Summary

REFERRED TO DLR

Resolution

* Resolution: Referred to Dealer

* 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:

Dealer

★ Servicing Dealer: SERRA HYUNDAI

AL001 Active

Service District: South Central District D

Sales District: South Central District 2

Vehicle

VIN: 5NPET46C57H

Model Year: 2007

Engine: C

Model: Sonata (NF)

Short Model: 25402F45

Accessory: 01

★ Mileage: 100,000

Date of First Use: 7/21/2006

Production Date: 5/16/2006

Blue Link Equipped : No

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	6171848	SEAT BELT TENSION SENSOR; COMEBACK; WARRANTY; 2006 SONATA **LEGAL THREAT/BBB**		HMA OFFERED TO COVER THE REPAIR COST OF HAVING BOTH SEAT BELT BUCKLE TENSIONERS REPLACED AS GOODWILL OFFER.	
First Name	[REDACTED]	Type:	CA				
Phone	[REDACTED]	Opened:	11/6/2013 06:31:27 AM				
Email	[REDACTED]	Closed:	12/11/2013 08:29:38 AM				
Address	[REDACTED]	Status:	Closed				
City:	WEST LAFAYETTE	Sub Status:	Closed				
ZIP	[REDACTED]	Creator Last Name:	Crider	Contact Reason		Resolution	
State::	IN	Creator First Name:	Lorrie	*Sentiment:	Complaint	* Resolution:	Assist Dealer 100% GW
IQS :	VDS :	Owner Last Name:	[REDACTED]	*Category:	Product	* Remedy:	Repaired
CSI :	SSI :	Owner First Name:	[REDACTED]	*Sub-Category:	Design/Feature	* Resolution Satisfaction:	Positive
Contact Language :	ENGLISH	*Urgency:	Low	System:	Body	Transfer	
Dealer				Component:	Seatbelt	Trans. To:	
*Servicing Dealer:	BOB ROHRMAN HYUNDAI	IN007	Active	Symptom:		Trans. Team:	
Service District:	Central District A	Sales District:	Central District 8	Method :	Telephone	Trans. Dealer:	
Vehicle						Trans. Type: Standard	
VIN:	5NPET46C57H [REDACTED]	Model Year:	2007	Engine:	C	Trans. Reason: Case Handling	
Model:	Sonata (NF)	Short Model:	25402F45	Accessory:	01	Check Request Pending Approval : 0	
*Mileage:	66,000	Date of First Use:	8/25/2006	Production Date:	5/31/2006	eMail notification when case is closed:	
Blue Link Equipped :	No			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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer		Case Information		Contact Reason Summary		* Resolution Summary	
Last Name: [REDACTED]		Case Number: 6749108		INQUIRY CAMPAIGN SEATBELT WARNING LIGHT.		CLOSE CASE, ELECTRICAL CONCERNS TOOK CARE OF FREE OF CHARGE FROM A FRIEND MECHANIC.	
First Name: [REDACTED]		Type: CA					
Phone: [REDACTED]		Opened: 7/22/2014 08:54:54 AM					
Email: [REDACTED]		Closed: 7/22/2014 09:02:54 AM					
Address: [REDACTED]		Status: Closed					
City: MILFORD		Sub Status: Closed					
ZIP: [REDACTED]		Creator Last Name: Brooks		Contact Reason		Resolution	
State: MA		Creator First Name: Jamie		* Sentiment: Inquiry/Suggestion		* Resolution: Information Updated	
IQS :		VDS :		* Category: Campaign		* Remedy: N/A	
CSI :		SSI :		* Sub-Category: Info/Eligibility		* Resolution Satisfaction: Neutral	
Owner Last Name: [REDACTED]		Owner First Name: [REDACTED]		System: Body Electrical			
Contact Language : ENGLISH		* Urgency: Low		Component: Airbag Warning Light			
				Symptom: Display Message		Transfer	
Dealer						Trans. To:	
* Servicing Dealer:						Trans. Team:	
Service District:		Sales District:				Trans. Dealer:	
						Trans. Type: Standard	
						Trans. Reason:	
Vehicle						Check Request Pending Approval : 0	
VIN: 5NPET46C57H [REDACTED]		Model Year: 2007		Engine: C		eMail notification when case is closed:	
Model: Sonata (NF)		Short Model: 25402F45		Accessory: 01			
* Mileage: 80,000		Date of First Use: 11/8/2006		Production Date: 8/21/2006			
Blue Link Equipped : No				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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 6140676	INQUIRY REGARDING SEAT BELT WARRANTY	INFORMED CUST THAT SEAT BELT WARRANTY IS 5/60
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 10/25/2013 07:04:36 AM		
Email: [REDACTED]	Closed: 10/25/2013 07:18:30 AM		
Address: [REDACTED]	Status: Closed		
City: WESTLAKE	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Muehl	Contact Reason	Resolution
State: OH	Creator First Name: Lynne	*Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
IQS :	Owner Last Name: [REDACTED]	*Category: Warranty Issues	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	*Sub-Category: Coverage	* Resolution Satisfaction: Negative
CSI :	SSI :	System: Body	Transfer
Contact Language : ENGLISH	*Urgency: Low	Component: Seatbelt	Trans. To:
Dealer		Symptom:	Trans. Team:
*Servicing Dealer: GANLEY WESTSIDE HYUNDAI	OH044 Active	Method : Telephone	Trans. Dealer:
Service District: Central District 5	Sales District: Central District 5		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPET46C57H [REDACTED]	Model Year: 2007	Engine: C	Check Request Pending Approval : 0
Model: Sonata (NF)	Short Model: 26402F45	Accessory: 01	eMail notification when case is closed:
*Mileage: 45,000	Date of First Use: 6/18/2007	Production Date: 1/10/2007	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary	
Last Nam First Nam Phon Emai Address City: HUMBLE ZIP: [REDACTED] State:: TX IQS : VDS : CSI : SSI :	Case Number: 4695540 Type: CA Opened: 1/18/2012 02:37:29 PM Closed: 4/5/2012 06:16:17 AM Status: Closed Sub Status: Closed Creator Last Name: Soto-033012 Creator First Name: Rakel Owner Last Name: [REDACTED] Owner First Name: [REDACTED] *Urgency: Low	ONGOING ISSUES REGARDING THE AIRBAG LIGHT, SUNVISOR, AND THE SEATBELT BUCKLES. REFERENCE CASE #: 4688814. Contact Reason *Sentiment: *Category: Product *Sub-Category: Operation System: Body Component: Seatbelt Symptom: Other	FOUND CONNECTOR A10 PIN 1 AND PIN 2 LOOSE. FSE DUPLICATED CUST CONCERN BY REMOVING INDIVIDUAL PINS CONNECTOR AND TRIGGERING AIR BAG LIGHT TO COME ON SETTING CODE B1701. DPSM CONTACTED CUST AND REVIEWED REPAIR - CUST SATISFIED AT THIS TIME. RO 47598 - Resolution * Resolution: Repaired warranty * Remedy: Repaired * Resolution Satisfaction: Positive Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Case Handling Check Request Pending Approval : 0 eMail notification when case is closed:	
Dealer	* Servicing Dealer: HUMBLE HYUNDAI TX111 Active Service District: South Central District 6 Sales District: South Central District D			
Vehicle	VIN: 5NPET46C57H [REDACTED] Model: Sonata (NF) *Mileage: 55,470 Blue Link Equipped : No	Model Year: 2007 Short Model: 26402F45 Date of First Use: 5/28/2007 Case in Arbitration : No	Engine: C Accessory: 02 Production Date: 2/8/2007	

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
3/30/2012 02:02:50 PM	HMA01354	Clark-110912	Donna	Inbound	Customer	Telephone	DPSM STATES VIA EMAIL - 3/29/12 CUST STATES THE AIRBAG LIGHT HAS COME ON AGAIN. DPSM AND FSE INSPECTED VEH. FAULT CODE B1701 (DRIVER SIDE BUCKLE HIGH RESISTENCE) RECORDED IN HISTORY/NOT ACTIVE. FOUND CONNECTOR A10 PIN 1 AND PIN 2 LOOSE. FSE DUPLICATED CUST CONCERN BY REMOVING INDIVIDUAL PINS CONNECTOR AND TRIGGERING AIR BAG LIGHT TO COME ON SETTING CODE B1701. DPSM CONTACTED CUST AND REVIEWED REPAIR - CUST SATISFIED AT THIS TIME. RO 47598 - DATE 3/29/12 - MLG 56458 FILE CAN BE CLOSED.	<input checked="" type="checkbox"/>	4695540	Region South Central	Region
3/19/2012 02:03:50 PM	HMA01856	Saban	Erik	Outbound	Customer	Telephone	SCRCAM REC EMAIL FROM DPSM STATING: Customer contacted / vehicle inspection set up for 3/29.		4695540	Region South Central	Region
3/19/2012 11:45:44 AM	HMA01856	Saban	Erik	Outbound	DPSM	Email	SCRCAM SENT EMAIL TO DPSM TO REVIEW, ADVISE AND CONTACT CUSTOMER.		4695540	Region South Central	Region

ATTN REGION: ---
RECURRING
MECHANICAL
CONCERN:
AIRBAG LIGHT
CONCERN. --- THE
CUSTOMER
STATED THE
FOLLOWING: -
CURRENT
CONCERN WITH
THE VEHICLE AND
IF IT IS DRIVABLE:
VEHICLE IS
DRIVABLE.
CUSTOMER IS
CONCERNED
WITH ONGOING
AIR BAG LIGHT
ILLUMINATION. IS
CONCERNED AIR
BAGS WILL NOT
DEPLOY. - IF
MECHANICAL,
WHEN AND HOW
OFTEN THE ISSUE
OCCURS:
CUSTOMER HAS
STATED THAT
THE CONCERN
RECURS (LIGHT
COMES BACK
ON)AFTER DLRSP
HAS RESET
COMPUTER
CODES SHORTLY
AFTER LEAVING
DLRSP. - IF
MECHANICAL,
SPECIFIC
SYMPTOMS: AIR
BAG LIGHT
ILLUMINATION. -
CURRENT
SERVICING
DEALER: HUMBLE
HYUNDAI TX111 -
SPECIAL
COMMENTS,
REQUESTS, OR
THREATS MADE
BY THE
CUSTOMER:
CUSTOMER
BELIEVES THAT
MODULE OR

3/19/2012 10:05:58 AM	ABROWN	Brown-033012	Alyssia	General	General	General	<p>SENSOR NEEDS TO BE REPLACED. --- STEVE, SERVICE MANAGER AT TX111, STATED: - 9.10.2009/ MILEAGE 29178 AIR BAG LIGHT ILLUMINATED. SEAT BELT BUCKLE SPECIAL ORDERED. - 5.31.2011/ MILEAGE 48099 AIR BAG LIGHT ILLUMINATED. SUN VISOR REPAIR. - 9.21.2011/ MILEAGE 53451 AIR BAG LIGHT ILLUMINATED. SEAT BELT BUCKLE REPLACED. (RIGHT FRONT/PASSENGER SIDE). - 12.29.2011/ MILEAGE 55165 AIR BAG LIGHT ILLUMINATED. SEAT BELT ORDERED. - 1.10.2012/ MILEAGE 55470. AIR BAG LIGHT ILLUMINATED. SEAT BELT WOULD NOT PULL OUT OF THE RETRACTOR AND HAD TO BE REORDERED. - 1.18.2012/ MILEAGE 55595 SEAT BELT INSTALLED. - THERE ARE NO SIGNS OF ABUSE, NEGLIGENCE LACK OF MAINTENANCE, EXTERNAL DAMAGE, OR ANY</p>	<input checked="" type="checkbox"/>	4695540	CC Team2	Call Center
-----------------------------	--------	--------------	---------	---------	---------	---------	--	-------------------------------------	---------	-------------	-------------

AFTERMARKET PARTS OR MODIFICATIONS THAT MAY BE RELATED TO THE CONCERN. -ALL REPAIRS THUS FAR HAVE BEEN COVERED UNDER WARRANTY; EXPECTS THAT THE REPAIR TODAY WILL ALSO BE COVERED UNDER WARRANTY. - DOES NOT BELIEVE THAT TECHLINE, FSE OR DPSM HAVE BEEN INVOLVED WITH VEH REPAIR. PLEASE LET ME KNOW IF YOU HAVE ANY QUESTIONS OR NEED ADDITIONAL INFORMATION. ALYSSIA BROWN MINAYA REGIONAL LIAISON

-ATTN-- --NOTES TO REGION-- RECURRING MECHANICAL CONCERN THE CUSTOMER STATED THE FOLLOWING: 1. CURRENT CONCERN WITH THE VEHICLE AND IF IT IS DRIVABLE: --VEH IS DRIVABLE. CUSTOMER IS CONCERNED WITH ONGOING AIR BAG LIGHT ILLUMINATION. IS CONCERNED AIR BAGS WILL NOT DEPLOY. 2. IF

3/19/2012 08:53:09 AM	KMORR	Morris-033012	Kari	General	General	General	<p>MECHANICAL, WHEN AND HOW OFTEN THE ISSUE OCCURS: -- CUSTOMER HAS STATED THAT THE CONCERN RECURS (LIGHT COMES BACK ON)AFTER DLRSP HAS RESET COMPUTER CODES SHORTLY AFTER LEAVING DLRSP. 3. IF MECHANICAL, SPECIFIC SYMPTOMS: -- AIR BAG LIGHT ILLUMINATION. 4. CURRENT SERVICING DEALER: -- HUMBLE HYUNDAI TX111 5. SPECIAL COMMENTS, REQUESTS, OR THREATS MADE BY THE CUSTOMER: -- CUSTOMER BELIEVES THAT MODULE OR SENSOR NEEDS TO BE REPLACED. STEVE, SERVICE MANAGER AT TX111, STATED: 1. VEH WILL BE AT DLRSP TODAY FOR INSPECTION. CANNOT PROVIDE STATUS UNTIL VEH IS INSPECTED. 2. REPAIR HISTORY: – 9.10.2009/ MILEAGE 29178 AIR BAG LIGHT ILLUMINATED. SEAT BELT BUCKLE SPECIAL ORDERED. – 5.31.2011/ MILEAGE 48099 AIR BAG LIGHT</p>	<input checked="" type="checkbox"/>	4695540	CC Training Team	Call Center Team
-----------------------------	-------	---------------	------	---------	---------	---------	--	-------------------------------------	---------	---------------------	---------------------

ILLUMINATED.
SUN VISOR
REPAIR. –
9.21.2011/
MILEAGE 53451
AIR BAG LIGHT
ILLUMINATED.
SEAT BELT
BUCKLE
REPLACED.
(RIGHT
FRONT/PASSENGER
SIDE). –
12.29.2011/
MILEAGE 55165
AIR BAG LIGHT
ILLUMINATED.
SEAT BELT
ORDERED. –
1.10.2012/
MILEAGE 55470.
AIR BAG LIGHT
ILLUMINATED.
SEAT BELT
WOULD NOT PULL
OUT OF THE
RETRACTOR AND
HAD TO BE
REORDERED. –
1.18.2012/
MILEAGE 55595
SEAT BELT
INSTALLED. 3.
THERE ARE NO
SIGNS OF ABUSE,
NEGLECT LACK
OF
MAINTENANCE,
EXTERNAL
DAMAGE, OR ANY
AFTERMARKET
PARTS OR
MODIFICATIONS
THAT MAY BE
RELATED TO THE
CONCERN. 4. ALL
REPAIRS THUS
FAR HAVE BEEN
COVERED UNDER
WARRANTY;
EXPECTS THAT
THE REPAIR
TODAY WILL ALSO
BE COVERED
UNDER
WARRANTY. 5.

						DOES NOT BELIEVE THAT TECHLINE, FSE OR DPSM HAVE BEEN INVOLVED WITH VEH REPAIR.				
						CALLER, SVC MGR STEVE AT HUMBLE HYUNDAI TX111, WHO STATED: 1.VEH IS SCHEDULED TO BE AT DLRSP TODAY. CANNOT SPEAK ON THE STATUS OF THE VEH BEFORE VEH IS INSPECTED. 2. REPAIR HISTORY: – 9.10.2009/ MILEAGE 29178 AIR BAG LIGHT ILLUMINATED. SEAT BELT BUCKLE SPECIAL ORDERED. – 5.31.2011/ MILEAGE 48099 AIR BAG LIGHT ILLUMINATED. SUN VISOR REPAIR. – 9.21.2011/ MILEAGE 53451 AIR BAG LIGHT ILLUMINATED. SEAT BELT BUCKLE REPLACED. (RIGHT FRONT/PASSENGER SIDE). – 12.29.2011/ MILEAGE 55165 AIR BAG LIGHT ILLUMINATED. SEAT BELT ORDERED. – 1.10.2012/ MILEAGE 55470. AIR BAG LIGHT ILLUMINATED. SEAT BELT WOULD NOT PULL OUT OF THE				

3/19/2012
08:29:02
AM

KMORR

Morris-033012

Kari

Inbound

Dealer

Telephone

RETRACTOR AND HAD TO BE REORDERED. – 1.18.2012/ MILEAGE 55595 SEAT BELT INSTALLED. 2. BOTH FRONT SEAT BELT BUCKLES HAVE BEEN REPLACED TWICE. 3.THIS IS ONGOING WITH CUSTOMER. HAS HAD REPEAT CONCERNS WITH AIR BAG LIGHT. 4. THERE ARE NO SIGNS OF ABUSE, NEGLIGENCE LACK OF MAINTENANCE, EXTERNAL DAMAGE, OR ANY AFTERMARKET PARTS OR MODIFICATIONS THAT MAY BE RELATED TO THE CONCERN. 5.ALL REPAIRS THUS FAR HAVE BEEN COVERED UNDER WARRANTY; EXPECTS THAT THE REPAIR TODAY WILL ALSO BE COVERED UNDER WARRANTY. 6.DOES NOT BELIEVE THAT TECHLINE, FSE OR DPSM HAVE BEEN INVOLVED WITH VEH REPAIR. WRITER GATHERED INFORMATION REQUESTED FROM CM IN PREVIOUS NOTE. THANKED SVC MGR FOR TIME AND ASSISTANCE. ADVISED THAT



4695540

CC
Training
Team

Call Center

							INFORMATION REGARDING REPAIR TODAY MAY NEED TO BE GATHERED. CASE OPEN, OPEN TO REGION FOR ON-GOING CONCERN.			
3/19/2012 07:34:20 AM	MKNIGHTON	Knighton-033012	Melissa	Outbound	Dealer	Telephone	WRITER LEFT MESSAGE FOR SERVICE MANAGER, AT DEALERSHIP TX111, TO RETURN PHONE CALL. ****ANY TIER TWO AGENT CAN ASSIST**** PLEASE HAVE SERVICE MANAGER ANSWER THE FOLLOWING QUESTIONS REGARDING THE AIR BAG WARNING LIGHT BEING ON. 1. CURRENT STATUS OF CONCERN: 2. DATES, MILEAGE, DIAGNOSES, AND REPAIR ATTEMPTS FOR CURRENT CONCERN OR ANY PREVIOUS RELATED CONCERNS: 3. SIGNS OF ABUSE, NEGLIGENCE, LACK OF MAINTENANCE, EXTERNAL DAMAGE, OR ANY AFTERMARKET PARTS OR MODIFICATIONS THAT MAY BE RELATED TO THE CONCERN: 4. CONFIRMATION WHETHER OR NOT THE REPAIR IS OR WOULD	<input checked="" type="checkbox"/>	4695540	CC Team1 Call Center

							HAVE BEEN WARRANTABLE: 5. INVOLVEMENT AND DIRECTION PROVIDED BY TECHLINE, THE DPSM, OR FSE: CASE OPEN, PENDING CALL BACK FROM SERVICE MANAGER.				
3/19/2012 07:24:56 AM	MKNIGHTON	Knighton-033012	Melissa	Inbound	Customer	Telephone	<p>TIER ONE/CM/SY TRANSFERRED CALL TO WRITER CUSTOMER STATES: 1. HAS A 1PM APPOINTMENT WITH VEHICLE 2. DEALERSHIP TX111 IS GOING TO GET A CODE WITH VEHICLE WHICH IS GOING TO NEED A PART 3. CUSTOMER JUST WANTS VEHICLE REPAIRED 4. AFRAID THAT AIR BAG WON'T DEPLOY 5. WANTS MODULE REPLACED AND IF MODULE ISN'T CONCERN, THEN HYUNDAI CAN HAVE BOTH MODULES AND OLD MODULE CAN BE PUT BACK IN VEHICLE 6. SICK AND TIRED OF GOING BACK TO DEALERSHIP TX111 FOR SAME REPAIR CONCERN 7. HAS BEEN TO DEALERSHIP TX111 6 TIMES 8. WAS TOLD THAT CONCERN WAS WITH SEAT WIRES UNDER SEAT 9. AIR BAGS</p>	<input checked="" type="checkbox"/>	4695540	CC Team1	Call Center

							ARE AT THE TOP OF THE HEAP REGARDING SAFETY 10. WOULD LIKE TO HAVE MODULE REPLACED AS SOON AS POSSIBLE WRITER ADVISED CUSTOMER THAT DEALERSHIP TX111 WILL BE CONTACTED TODAY TO GATHER REPAIR HISTORY ON AIR BAG WARNING LIGHT. CASE WILL THEN BE SENT TO REGION. CASE OPEN, PENDING CONTACT WITH DEALERSHIP TX111.				
3/19/2012 07:24:24 AM	MKNIGHTON	Knighton-033012	Melissa	General	General	General	ORIGINAL CCC: CLOSING CASE DUE TO NO CONTACT WITH CUSTOMER. LEFT VMS. IF CUSTOMER CALLS BACK, PLEASE REFERENCE THE GENERAL NOTE.	<input checked="" type="checkbox"/>	4695540	CC Team1	Call Center
							CUSTOMER STATED: 1. WOULD LIKE TO KNOW WHAT THE CASE NUMBER IS 2. WANTS TO GIVE THE CASE NUMBER TO THE DEALERSHIP TO HELP WITH THIS CASE 3. TAKES THE VEHICLE TO THE DEALERSHIP, SHORTLY AFTER THE PROBLEM IS RESOLVED, BUT THE LIGHT COMES BACK ON 4. ONLY ONCE IN				

3/19/2012
07:05:40
AM

SYOUNG

Young-033012

Shawna

Inbound

Customer

Telephone

A WHILE THE AIR BAG LIGHT GOES OUT BUT IT NEVER STAYS OFF 5. 98% ON SENSE THE CUSTOMER HAS HAD IT FIXED 6. THE PROBLEM MANIFESTED BEFORE THE UMBRELLA WAS UNDER SEAT, BUT THAT IS WHAT THE DEALERSHIP SAID THE FIRST TIME THE CUSTOMER TOOK THE VEHICLE IN 7. HAS REPLACED SEATBELTS IT HASN'T WORKED 8. DOESN'T WANT THE COMPUTER CODE RESET, OR THE LIGHT TURNED OFF 9. THE DEALERSHIP IS GOING TO LOOK BACK AND IF IT'S THE SAME TROUBLE CODE THEN THE CUSTOMER KNOWS THERE IS A CONTROL CHIP AND THE CUSTOMER WANTS THE CHIP CHANGED 10. DOESN'T THINK IT'S DEALERSHIP FAULT THEY JUST READ THE CODE, IT'S ALWAYS THE SAME THING AND THE CUSTOMER ISN'T HAPPY WITH THE RESULTS THAT ARE HAPPENING 11. HAS EVEN CALLED, BUT THE CUSTOMER'S LIGHT WAS OFF AND THEN



4695540

CC
Training
Team

Call Center

							COULDN'T TAKE VEHICLE TO DEALERSHIP AND WHEN THE LIGHT CAME BACK ON THE CUSTOMER COULD TAKE IT IN 12. DOESN'T CARE IF LIGHT IS ON OR OFF TODAY IS TAKING THE VEHICLE IN AND WANTS TO WORK WITH HYUNDAI TO GET THIS RESOLVED AS QUICKLY AS POSSIBLE WRITER INFORMED THE HCCC WILL DO IT'S BEST TO ASSIST THE CUSTOMER, AND WILL GET A SPECIALIST ON THE LINE FOR THE CUSTOMER TO BEGIN WORKING WITH THE CUSTOMER TO HAVE THIS RESOLVED. CASE AND CALL TRANSFERRED.			
2/9/2012 11:33:47 AM	RSOTO	Soto-033012	Rakel	Outbound	Customer	Telephone	WRITER'S 2ND ATTEMPT TO CONTACT CUSTOMER. LEFT VM WITH HCCC #, CASE #, CM/RS NAME AND ID. ADVISED THAT CASE WILL BE CLOSED AT THIS TIME. CASE CLOSED DUE TO NO CONTACT.	<input checked="" type="checkbox"/>	4695540	CC Training Team Call Center
							ANY TIER 2 WHEN CUSTOMER CALLS BACK, PLEASE: 1. CM/RS WAS CHECKING UP ON CASE TO VERIFY THAT THE			

2/8/2012 03:13:22 PM	RSOTO	Soto-033012	Rakel	General	General	General	VEHICLE IS WORKING CORRECTLY AT THIS TIME. 2. INQUIRE IF VEHICLE HAD BEEN TAKEN TO THE DEALERSHIP AND REPAIRED? 3. ANY INFORMATION THAT WOULD LIKE HCCC TO KNOW OR TO DO ON BEHALF OF CUSTOMER? CASE PENDING CONTACT WITH CUSTOMER.	<input checked="" type="checkbox"/>	4695540	CC Training Team	Call Center
2/8/2012 03:13:13 PM	RSOTO	Soto-033012	Rakel	Outbound	Customer	Telephone	WRITER ATTEMPTED TO CONTACT CUSTOMER. LEFT VM WITH HCCC #, CASE #, CM/RS NAME AND ID. CASE PENDING CONTACT WITH CUSTOMER.	<input checked="" type="checkbox"/>	4695540	CC Training Team	Call Center
							CALLER (HUSBAND) STATED: 1. AIRBAG LIGHT IS ON. 2. HAS BEEN INTIMATING TO TX111 THAT WORKS WITH ELECTRONICS, KEEPS REPLACING SEATBELT ASSEMBLY'S. 3. THE WHOLE ON THE PILLAR HAS BEEN REPLACED FOR THE SEAT BELTS. 4. COULD EITHER BE WIRING, LESS LIKELY. OR COULD BE COMPUTER CONTROL MODULE. 5. TX111 HAS BEEN				

CLEARING THE TROUBLE CODE.
6. IF COMES BACK AS SAME CODE, ISN'T OKAY. 7. THE VISOR LET'S GO. 8. ONE ISSUE THAT HAS, DISINTEGRATION ON THE CORNER OF THE LIGHT ON DRIVERS SIDE REAR. 9. FROM TIME TO TIME HAS TROUBLE WITH PLASTIC CONSTRUCTION. 10. PLASTIC HAD BROKEN. 11. COULD POSSIBLY BE THE SAME THING WHERE THERE IS A CHIP. 12. UNRELATED WITH THE REST OF THE CONCERN. 13. THE CHIP IN THE CORNER EXTENDED FROM THE LENS, NEEDS TO BE RESOLVED. 14. ANOTHER ISSUE IS GOING THROUGH TIRES AT 24,000 ON BOTH VEHICLES. 15. DIDN'T CHECK ON 2009, ON 2007 WERE MICHELINS, 50,000 TIRES. 16. REPLACED WITH FAULCINS WITH 60,000 TIRES. HAD GOTTEN 24,000. 17. TX111 HAD STATED THAT COULD BE ROAD CROWN OR TEXAS ROADS. 18. NEVER HAS HAD ISSUES WITH TIRES BEFORE. 19. TRIES TO DO THINGS BASED ON FACTS, IF

1/26/2012 08:38:48 AM	RSOTO	Soto-033012	Rakel	Inbound	Customer	Telephone	<p> WAS EXPERIENCE WITH OTHERS CARS, THEN WOULD ACCEPT. 20. TX111 STATED THAT TIRE MILEAGE RATING IS LIKE GAS RATING, JUST NUMBERS THAT ARE THROWN OUT THERE. 21. IN EXPERIENCE, ISN'T THE CASE. 22. HAD MULTIPLE ISSUES WITH ALL OF THE 2009 SONATAS, IS A KNOWN ISSUE. 23. IS A SILENT CAMPAIGN, A SOFTWARE PATCH. 24. DOESN'T APPRECIATE NOT BEING TOLD AND THEN FINDING OUT AFTER THE FACT. 25. TX111 DID A TWO DAY JOB IN ONE DAY. 26. HAD CLEARED EVERYTHING. 27. PERSONALLY LIKES TX111. 28. TX111 USED TO OFFER LOANER VEHICLES, NOW DOESN'T HARDLY AT ALL. 29. TX111 IS POSSIBLY UNDER STAFFED. 30. SEEMS AS THOUGH TX111 IS RUSHING EVERYTHING. 31. WAS TOLD THAT THERE WASN'T A WARRANTY ON THE TIRES. 32. WAS TOLD THAT THERE WASN'T A HEADLIGHT ADJUSTMENT. 33. IS THINKING ABOUT </p>	<input checked="" type="checkbox"/>	4695540	CC Training Team	Call Center
-----------------------------	-------	-------------	-------	---------	----------	-----------	---	-------------------------------------	---------	------------------------	-------------

PURCHASING ANOTHER VEHICLE IN ANOTHER MONTHS. 34. WAS SET IN STONE, HAS STARTED TO LOOK AT OTHER AVENUES. 35. RAIL LENS. 36. STARTED AS A CRACK. 37. WHEN CRACK WAS THERE, WAS ONLY THE ONE CRACK, WASN'T AWARE OF A CHIP. 38. WENT AND LOOKED AT CHIP, IF THE CHIP WERE THE CAUSE, THEN WOULD HAVE EXTENDED. 39. LENS WRAPS AROUND, AND LOOKS ALMOST SHIRRED OFF AND THREE QUARTERS IS MISSING. 40. THE TWO LAYERS OF PLASTIC, UNDER RED IS THE WHITE LAYER OF PLASTIC AND RED LAYER HAS DISINTEGRATED. 41. FEELS THAT SHOULD BE REPLACED. 42. STATED THAT WOULDN'T DO SO. 43. IS A PROBLEM. 44. FIX AND MAKE RIGHT, ALL THAT COULD ASK FOR. 45. NOT A HUGE ISSUE, IS ANOTHER ISSUE. 46. SUNGLASS HOLDER, A HOUSING THAT GOES AROUND SWITCH FOR THE ROOF HAD ALSO

1/25/2012 02:51:46 PM	RSOTO	Soto-033012	Rakel	General	General	General	**ANY TIER 2** WHEN CUSTOMER CALLS BACK, PLEASE: 1. REQUEST THE CUSTOMER TO TAKE VEHICLE INTO THE DEALERSHIP AND HAVE THE CONCERN WITH THE AIRBAG LIGHT INSPECTED DUE SO THEY COULD VERIFY THE ISSUE SINCE LAST TIME THEY HAD THOUGHT THAT THE CONCERN WAS FIXED. - CONCERN COULD BE THE EXACT SAME, OR COULD BE SLIGHTLY DIFFERENT. - - DEALERSHIP'S ARE HCCC'S EYES. 2. REQUEST CUSTOMER CONTACT HCCC THE DAY THAT THE VEHICLE IS TAKEN INTO THE DEALERSHIP. CASE PENDING CONTACT WITH CUSTOMER.	<input checked="" type="checkbox"/>	4695540	CC Training Team	Call Center
1/25/2012 02:51:37 PM	RSOTO	Soto-033012	Rakel	Outbound	Customer	Telephone	WRITER ATTEMPTED TO CONTACT CUSTOMER. LEFT VM WITH HCCC #, CASE #, CM/RS NAME AND ID. CASE PENDING CONTACT WITH CUSTOMER.	<input checked="" type="checkbox"/>	4695540	CC Training Team	Call Center
1/25/2012 02:40:37 PM	RSOTO	Soto-033012	Rakel	General	General	General	DISREGARD NOTE.		4695540	CC Training Team	Call Center
							CALLER, GREGORY, HUSBAND OF				

1/24/2012 02:58:50 PM	ADUFRESNE	Dufresne-033012	Amy	Inbound	Customer	Telephone	CUSTOMER, STATED: 1. RETURNING CALL FROM CM/RS 2. TOOK VEHICLE TO DEALERSHIP 3. DEALERSHIP REPLACED SEAT BUCKLES 4. NOW AIRBAG WARNING LIGHTS ARE ON AGAIN 5. REQUESTS TO SPEAK TO CM/RS 6. HAS RECEIVED MESSAGES FROM CM/RS BUT WAS TOO BUSY TO REPLY SOONER 6. REFUSED OFFER TO SPEAK TO OTHER SPECIALIST 7. REQUESTS CALLBACK WRITER ADVISED CALLER THAT CM/RS IS ON ANOTHER CALL. OFFERED TO TRANSFER CALL TO OTHER SPECIALIST. WHEN CUSTOMER DECLINED, ADVISED CUSTOMER THAT CM/RS WILL RETURN PHONE CALL CASE OPEN PENDING SPECIALIST REVIEW.	<input checked="" type="checkbox"/>	4695540	CC Training Team	Call Center
1/23/2012 08:05:19 AM	RSOTO	Soto-033012	Rakel	Outbound	Customer	Telephone	WRITER'S 3RD ATTEMPT TO CONTACT CUSTOMER. LEFT VM WITH HCCC #, BOTH CASE #S, AND CM/RS NAME AND ID. CASE CLOSED DUE TO NO CONTACT WITH CUSTOMER.	<input checked="" type="checkbox"/>	4695540	CC Training Team	Call Center
							WRITER'S 2ND				

1/20/2012 12:59:52 PM	RSOTO	Soto-033012	Rakel	Outbound	Customer	Telephone	ATTEMPT TO CONTACT CUSTOMER. LEFT VM WITH HCCC #, CASE #, CM/RS NAME AND ID. CASE PENDING CONTACT WITH CUSTOMER.	<input checked="" type="checkbox"/>	4695540	CC Training Team	Call Center
1/19/2012 10:04:25 AM	RSOTO	Soto-033012	Rakel	General	General	General	**ANY TIER 2** CUSTOMER HAS BEEN GOING TO TX111 FOR REPAIRS ON TWO VEHICLES. PLEASE REFERENCE CASE: 4688814 FOR INFORMATION ON THE 2009 SONATA. WHEN CUSTOMER CALLS BACK, PLEASE ADVISE: 1. HAD SPOKEN TO SERVICE MANAGER WHO HAD STATED THAT ALL THE CONCERNS HAVE BEEN REPAIRED THEREFORE HCCC CANNOT ASSIST FURTHER AT THIS TIME. 2. IF IN THE FUTURE CONCERNS DO AGAIN ARISE, FEEL FREE TO CONTACT HCCC SO CAN ASSIST DUE TO THE ONGOING CONCERNS. 3. IS DOCUMENTING CONCERNS WHICH WILL BE REVIEWED BY THE APPROPRIATE DEPARTMENT WITHIN HYUNDAI. CASE PENDING CONTACT WITH CUSTOMER.	<input checked="" type="checkbox"/>	4695540	CC Training Team	Call Center

1/19/2012 09:53:57 AM	RSOTO	Soto-033012	Rakel	Outbound	Customer	Telephone	WRITER ATTEMPTED TO CONTACT CUSTOMER. LEFT VM WITH HCCC #, TWO CASE NUMBERS, CM/RS NAME AND ID. CASE PENDING CONTACT WITH CUSTOMER.	<input checked="" type="checkbox"/>	4695540	CC Training Team	Call Center
							WRITER CONTACTED STEVE SM, AT TX111 STATED: 1. MULTIPLE REPAIRS ON SEATBELT BUCKLES AND THE AIRBAG LIGHTS, COMPLETED RO ISN'T IN SYSTEM YET. 2. DATES, MILEAGE, DIAGNOSIS, AND REPAIR ATTEMPTS: - 1/16/2012 AT 55,594 MILES. JUST PRINTED THE TICKET, HASN'T BEEN CLOSED YET. REPLACED PASSENGER SIDE FRONT SEATBELT. ORDERED ON 1/10/2012. - 1/10/2012 AT 55,470 MILES. BOTH RIGHT AND LEFT FRONT SEATBELTS WERE REPLACED. RIGHT SIDE WAS DEFECTIVE OUT OF BOX FROM HYUNDAI. AIRBAG LIGHT ON, IS WHY IS DEFECTIVE. - 12/29/2011 AT 46,028 MILES. ORDERED THE				

1/18/2012 02:39:46 PM	RSOTO	Soto-033012	Rakel	Outbound	Dealer	Telephone	<p>SEATBELTS. - 9/21/2011 AT 53451 MILES. CAME IN FOR AIRBAG LIGHT BEING ILLUMINATED. ORDERED FRONT SEAT BUCKLE WHICH WAS WRONG PART. SUNVISOR WAS HANGING DOWN. REPLACED DRIVERS SIDE SUNVISOR. - 9/12/2011 AT 53,364 MILES. ORDERED SEATBELTS AND SUNVISOR. - 5/31/2011 AT 48,099 MILES. SPECIAL ORDERED DRIVERS SIDE SEAT BELT BUCKLE DUE TO RESISTANCE BEING TOO HIGH. - 5/31/2011 AT 37,792 MILES. REPLACED DRIVERS REAR DOOR LOCK ACTUATOR FOR DOOR LOCKING OR UNLOCKING. REPLACED RIGHT SIDE SUNVISOR. - 5/26/2011 AT 48075 MILES. ORDERED DOOR LOCK ACTUATOR. CLEARED AIRBAG LIGHT ON AND PINCHED WIRE. ORDERED AIRBAG LIGHT. - 9/10/2009 AT 29,178 MILES. AIRBAG LIGHT ON, ORDERED A BUCKLE. COMPLETED CAMPAIGN. 3.</p>	<input checked="" type="checkbox"/>	4695540	CC Training Team	Call Center
-----------------------------	-------	-------------	-------	----------	--------	-----------	--	-------------------------------------	---------	------------------------	-------------

						CUSTOMER DOESN'T DO MAINTENANCE. 4. HAS HAD A LOT OF AIRBAG AND BUCKLES GOING BAD. 5. TECHLINE, DPSM, AND FSE HASN'T BEEN INVOLVED. WRITER INQUIRED DATES, MILEAGE, DIAGNOSIS, AND REPAIR ATTEMPTS FOR VEHICLE. INQUIRED IF VEHICLE IS UP TO DATE ON MAINTENANCE. CASE PENDING CONTACT WITH CUSTOMER.			
--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name First Name Phone Email Address City: SARASOTA ZIP: [REDACTED] State: FL IQS : VDS : CSI : SSI :	Case Number: 5173025 Type: CA Opened: 12/13/2012 09:37:48 AM Closed: 12/14/2012 07:49:06 AM Status: Closed Sub Status: Closed Creator Last Name: Spinelli Creator First Name: Danwrene Owner Last Name: [REDACTED] Owner First Name: [REDACTED] *Urgency: Low	SEAT BELT PRETENSION SENSOR MALFUNCTIONED. ONGOING ISSUE NEVER REPAIRED BY DEALER THAT IS SAFETY ISSUE. Contact Reason *Sentiment: Complaint *Category: Product *Sub-Category: Operation System: Body Electrical Component: Drivers Airbag Symptom: Seat Belt Light Method : Telephone	WRITER CONTACTED CUSTOMER AND INFORMED THAT SPOKE WITH SVC MANGER AND WAS INFORMED THAT PRIOR OWNER WAS QUOTED PRICE TO REPAIR AND WILL NOT BE COVERED UNDER WARRANTY. Resolution * Resolution: Provided Information * Remedy: N/A * Resolution Satisfaction: Negative Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Case Handling Check Request Pending Approval : 0 eMail notification when case is closed:
Dealer * Servicing Dealer: GETTEL HYUNDAI Service District: Southern District A	FL091 Active Sales District: Southern District A		
Vehicle VIN: 5NPET46C66H [REDACTED] Model: Sonata (NF) *Mileage: 56,000	Model Year: 2006 Short Model: 25402F45 Date of First Use: 5/1/2006	Engine: C Accessory: 01 Production Date: 3/21/2006 Case in Arbitration : No	
Blue Link Equipped : No			

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
12/14/2012 07:42:17 AM	SBROOKS	Brooks-011413	Stephen	Outbound	Customer	Telephone	WRITER CONTACTED CUSTOMER AND INFORMED THAT SPOKE WITH SVC MANGER AND WAS INFORMED THAT PRIOR OWNER WAS QUOTED PRICE TO REPAIR AND WILL NOT BE COVERED UNDER WARRANTY. CUSTOMER STATED : 1.WILL CONTACT AG ON THIS BECAUSE IS A SAFETY ISSUE CASE CLOSED	<input checked="" type="checkbox"/>	5173025	HCCC Tier2 Team1	HCCC
12/14/2012 07:35:44 AM	SBROOKS	Brooks-011413	Stephen	Inbound	Dealer	Telephone	TONY THE SVC MANGER STATED: 1. WE SAW THIS VEHICLE 6 MONTHS AGO 2. NEVER TOLD HIM WE WOULD REPAIR THIS ISSUE UNDER WARRANTY 3. WE QUOTED HIM A PRICE TO REPAIR THIS VEHICLE WAS OUT OF WARRANTY 3. NEW CUSTOMER HAS NO WARRANTY ON VEHICLE AND WILL NEED TO PAY FOR REPAIR	<input checked="" type="checkbox"/>	5173025	HCCC Tier2 Team1	HCCC
12/14/2012 06:48:26 AM	SBROOKS	Brooks-011413	Stephen	Outbound	Dealer	Telephone	WRITER ATTEMPTED CONTACTING THE SVC MANGER AT GETTEL HYUNDAI TO GET MORE INFO ON CUSTOMERS ISSUE. NO ANSWER LVM	<input checked="" type="checkbox"/>	5173025	HCCC Tier2 Team1	HCCC

							REQUESTING A CALL BACK WITH INFO ON CUSTOMERS ISSUE.				
12/13/2012 01:50:05 PM	SBROOKS	Brooks-011413	Stephen	Outbound	Customer	Telephone	WRITER ATTEMPTED CONTACTING CUSTOMER AND INFORMING THAT HAVE LEFT 2 MESSAGES WITH SVC MANGER AND WILL CONTACT WHEN HEAR BACK FROM SVC MANGER ON WHAT CAN DO FOR CUSTOMER	<input checked="" type="checkbox"/>	5173025	HCCC Tier2 Team1	HCCC
12/13/2012 01:04:31 PM	SBROOKS	Brooks-011413	Stephen	Outbound	Dealer	Telephone	WRITER ATTEMPTED CONTACTING THE SVC MANGER AT GETTEL HYUNDAI TO GET MORE INFO ON CUSTOMERS ISSUE. NO ANSWER LVM REQUESTING A CALL BACK WITH INFO ON CUSTOMERS ISSUE.	<input checked="" type="checkbox"/>	5173025	HCCC Tier2 Team1	HCCC
12/13/2012 10:20:21 AM	SBROOKS	Brooks-011413	Stephen	Outbound	Dealer	Telephone	WRITER ATTEMPTED CONTACTING THE SVC MANGER AT GETTEL HYUNDAI TO GET MORE INFO ON CUSTOMERS ISSUE. NO ANSWER LVM REQUESTING A CALL BACK WITH INFO ON CUSTOMERS ISSUE	<input checked="" type="checkbox"/>	5173025	HCCC Tier2 Team1	HCCC
							CUSTOMER STATED: 1. PURCHASED 2006 SONATA FROM PRIVATE OWNER AND THE AIR BAG				

12/13/2012
10:05:45
AM

SBROOKS

Brooks-
011413

Stephen

Inbound

Customer

Telephone

LIGHT HAS BEEN ILLUMINATED INTERMITTENTLY. 2. WAS FINALLY DETERMINED THAT THE SEAT BELT PRETENSION SENSOR IS NOT WORKING AND WILL NOT BE COVERED UNDER ANY WARRANTY. 3. THIS DOESN'T SETTLE GOOD WITH ME BECAUSE THIS IS A SAFETY ISSUE AND HAS BEEN GOING ON CONTINUOUSLY SINCE THE PREVIOUS OWNER TOO. 4. AIR BAGS WILL NOT OPEN IF THERE IS A COLLISION AND THIS IS PUTTING ME A HARM AND RISK 5. HAD GONE TO GETTEL HYUNDAI 5/14/2012 TO HAVE THIS INSPECTED. WAS GIVEN BACK THE DIAGNOSTIC REPORT TO SHOW THE CHECK POINTS DONE AND IT WAS GIVEN A CLEAN BILL OF HEALTH. 6. WAS DETERMINED BY A INDEPENDENT MECHANIC THAT THERE WERE POINTS OVER LOOKED AND CHECKED OFF NEVER INSPECTED. 7. WENT BACK TO DEALER WITH



5173025

HCCC
Tier2
Team1

HCCC

THE OWNERS AND SPOKE TO THEM AGAIN 5/17/2012. THE SERVICE MANAGER AGREED THAT THERE WAS OVER LOOKED ITEMS THAT HAD BEEN CHECKED OFF AS INSPECTED WHEN THEY WEREN'T. 8. I DON'T FEEL I SHOULD HAVE TO PAY FOR THIS BECAUSE IT'S BEEN ONGOING FOR VERY LONG TIME UNPREPARED AND HYUNDAI DEALERSHIP HAS DROPPED THE BALL ON THIS MATTER WRITER INFORMED CUSTOMER THAT VEHICLE HAS NO WARRANTY AND WILL CONTACT DEALER AND GET MORE INFO ON THIS

CUST STATE 1. PURCHASED 2006 SONATA FROM PRIVATE OWNER AND THE AIR BAG LIGHT HAS BEEN ILLUMINATED INTERMITTENTLY. 2. WAS FINALLY DETERMINED THAT THE SEAT BELT PRETENSION SENSOR IS NOT WORKING AND WILL NOT BE COVERED UNDER ANY WARRANTY. 3. THIS DOESN'T SETTLE GOOD WITH ME

12/13/2012
10:02:10
AM

3132177

Spinelli

Danwrene

Inbound

Customer

Telephone

BECAUSE THIS IS A SAFETY ISSUE AND HAS BEEN GOING ON CONTINUOUSLY SINCE THE PREVIOUS OWNER TOO. 4. AIR BAGS WILL NOT OPEN IF THERE IS A COLLISION AND THIS IS PUTTING ME A HARM AND RISK 5. HAD GONE TO GETTEL HYUNDAI 5/14/2012 TO HAVE THIS INSPECTED. WAS GIVEN BACK THE DIAGNOSTIC REPORT TO SHOW THE CHECK POINTS DONE AND IT WAS GIVEN A CLEAN BILL OF HEALTH. 6. WAS DETERMINED BY A INDEPENDENT MECHANIC THAT THERE WERE POINTS OVER LOOKED AND CHECKED OFF NEVER INSPECTED. 7. WENT BACK TO DEALER WITH THE OWNERS AND SPOKE TO THEM AGAIN 5/17/2012. THE SERVICE MANAGER- ASHLEY, AGREED THAT THERE WERE OVER LOOKED ITEMS THAT WERE CHECKED OFF AS INSPECTED WHEN THEY WEREN'T. 8. I DON'T FEEL I SHOULD HAVE TO



5173025

HCCC
Tier1
Team19
Agent

HCCC

						PAY FOR THIS BECAUSE IT'S BEEN ONGOING FOR VERY LONG TIME NOT REPAIRED AND HYUNDAI DEALERSHIP HAS DROPPED THE BALL ON THIS MATTER. WRITER ESCALATED TO CASE MANAGER AND TRANSFERRED TO TIER II. ADVISED CUST AS A SUBSEQUENT OWNER THE WARRANTY THAT WAS REMAINING WAS THE 5/60,000- WHICHEVER IS 1ST- FOR NVLW/POWERTRAIN. EXPIRED 5/1/2011. UPDATED NAME/ADDRESS/PHONE/SERVICE DEALER/MILEAGE. EMAIL DECLINED. CASE ESCALATED/CLOSED.			
--	--	--	--	--	--	---	--	--	--

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 6025492	SEATBELT BUCKLE MALFUNCTION	ADVISED CUSTOMER OF APPOINTMENT WITH DEALERSHIP FOR DIAGNOSES
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 9/11/2013 11:24:06 AM		
Email: [REDACTED]	Closed: 9/13/2013 06:50:50 AM		
Address: [REDACTED]	Status: Closed		
City: AUSTIN	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Finnell-040914	Contact Reason	Resolution
State: TX	Creator First Name: Carla	* Sentiment: Inquiry/Suggestion	* Resolution: Referred to Dealer
IQS :	Owner Last Name: [REDACTED]	* Category: Service - Dealer	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Diagnosis	* Resolution Satisfaction: Neutral
CSI :	Urgency: Low	System: Body	Transfer
Contact Language : ENGLISH		Component: Seatbelt	Trans. To:
Dealer		Symptom: Other	Trans. Team:
* Servicing Dealer: ROUND ROCK HYUNDAI TX095 Active	Sales District: South Central District C	Method : Telephone	Trans. Dealer:
Service District: South Central District 5			Trans. Type: Standard
Vehicle			Trans. Reason: Case Handling
VIN: 5NPET46C67H [REDACTED]	Model Year: 2007	Engine: C	Check Request Pending Approval : 0
Model: Sonata (NF)	Short Model: 25403F45	Accessory: 01	eMail notification when case is closed:
* Mileage: 49,372	Date of First Use: 6/12/2007	Production Date: 1/24/2007	
Blue Link Equipped : No		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
9/13/2013 06:48:29 AM	CRIVADEN	Rivadeneira	Cassandra	Outbound	Customer	Telephone	CUST STATES: 1. HAVE A QUICK QUESTION? 2. SO THEY HAVE TO LOOK AT THE SEAT BELT TO SEE IF IT'S THE SAME CONCERN? 3. WILL THERE BE A FEE? WRITER INFORMED CUSTOMER THEY MAY BE A DIAGNOSES FEE, TO SPEAK TO SERVICE MANAGER TO FIND THAT INFORMATION. WRITER INFORMED CUSTOMER OF DEALERSHIP PHONE NUMBER, AND APPOINTMENT TIME ON MONDAY AT 1030 AM CASE CLOSED		6025492	HCCC Tier2 Team2 Agent	HCCC
9/13/2013 06:48:01 AM	CRIVADEN	Rivadeneira	Cassandra	Outbound	Customer	Telephone	DISREGARD.	<input checked="" type="checkbox"/>	6025492	HCCC Tier2 Team2 Agent	HCCC
9/13/2013 06:43:58 AM	CRIVADEN	Rivadeneira	Cassandra	Outbound	Dealer	Telephone	DEALERSHIP (TX095) NICOLE IN SERVICE STATES THE EARLIEST APPOINTMENT I HAVE IS AT 1030 ON MONDAY'S. MONDAY'S ARE EXTREMELY BUSY. WE DO HAVE A SHUTTLE SERVICE THAT CAN GET THE CUSTOMER TO WHERE HE NEEDS TO GO IF HE DOESN'T WANT TO WAIT.	<input checked="" type="checkbox"/>	6025492	HCCC Tier2 Team2 Agent	HCCC

							WRITER THANKED THE DEALER FOR TIME AND INFORMATION.				
9/13/2013 06:38:44 AM	CRIVADEN	Rivadeneira	Cassandra	Outbound	Customer	Telephone	CUST STATES: 1. WAS NOT ABLE TO MAKE IT YESTERDAY. 2. WAS GOING TO WAIT UNTIL I SPOKE TO YOU AGAIN. 3. WILL THERE BE ANY CHARGE TO BRING THE VEHICLE IN? 4. CAN YOU MAKE ME AN APPOINTMENT FOR MONDAY AT 9 AM. WRITER INFORMED THE CUSTOMER SEAT BLET IS NOT UNDER WARRANTY. WRITER ADVISED CUSTOMER THERE MAY BE A DIAGNOS FEE, THAT WOULD BE UP TO THE DEALERSHIP	<input checked="" type="checkbox"/>	6025492	HCCC Tier2 Team2 Agent	HCCC
							DLR ROUND ROCK HYUNDAI (TX095) SM JOE OSWALD STS CUSTOMER WOULD NOT BE COVERED UNDER WARRANTY CUSTOMER IS OUT OF 5 YEAR OR 60,000 MILE WARRANTY. CUSTOMER IS ALSO OUT OF 1 YEAR OR 12,000 WARRANTY ON THE REPLACE PART ITSELF. THIS IS THE FIRST TIME THE CUSTOMER HAS COME IN TO MY				

9/12/2013 03:42:33 PM	JMOTLEY	Motley-042314	Joshua	Inbound	Dealer	Telephone	<p>DEALERSHIP. THE CUSTOMER HAD AN APPOINTMENT TODAY FOR THIS CONCERN BUT NEVER SHOWED UP TO THEIR APPOINTMENT. WOULD NOT BE ABLE TO DETERMINE WHETHER DPSM NEEDS TO BE INVOLVED WITH OUT INSPECTING THE VEHICLE FIRST. A LOANER WILL NOT BE PROVIDED FOR THE REPAIR IF NEEDED FOR THE DRIVER SIDE SEAT BELT ASSEMBLY. THE REPAIR SHOULD ONLY TAKE A FEW HOURS THE CUSTOMER COULD WAIT AT THE DLR WHILE WE WORK ON HIS CAR OR HE CAN DROP IT OFF IN THE MORNING AND WE CAN HAVE IT READY FOR HIM BY THE AFTERNOON.</p>	<input checked="" type="checkbox"/>	6025492	HCCC Tier2 Team7 Agent	HCCC
9/12/2013 08:27:26 AM	CRIVADEN	Rivadeneira	Cassandra	Outbound	Dealer	Telephone	<p>WRITERS 2 ND ATTEMPT TO CONTACT THE DEALERSHIP - SERVICE MANAGER - JOE LEFT VM WITH VIN, CASE NO. HCCC CALL BACK NUMBER. WRITER ASKED ON VM IF THE REPAIR WOULD BE COVERED UNDER WARRANTY, BECAUSE IT IS THE SECOND TIME, AND IF THE</p>	<input checked="" type="checkbox"/>	6025492	HCCC Tier2 Team2 Agent	HCCC

							CUSTOMER COULD GET A LOANER VEHICLE.				
9/11/2013 12:01:32 PM	CRIVADEN	Rivadeneira	Cassandra	General	General	General	****ATTN ANY CM**** PLEASE ASK SERVICE MANAGER- - WAS THE DRIVERS SIDE SEAT BELT REPAIRED ON 9/22/2010 - CUST STATES IT IS THE SAME SEAT BELT? IF SO CAN THIS BE REPAIRED AGAIN UNDER WARRANTY? -IF SAME SEAT BELT CAN THE DPSM BE ASKED TO BE INVOLVED? - IF THERE IS A REPAIR ON THE SEAT BELT CAN THE CUSTOMER GET A LOANER VEHICLE? THANK YOU	<input checked="" type="checkbox"/>	6025492	HCCC Tier2 Team2 Agent	HCCC
9/11/2013 12:00:24 PM	CRIVADEN	Rivadeneira	Cassandra	Outbound	Dealer	Telephone	WRITERS 1 ST ATTEMPT TO CONTACT THE DEALERSHIP (TX095) - JOE OSWALD SERVICE MANAGER, LEFT VM WITH CASE NO, HCCC CALL BACK NUMBER AND VIN.	<input checked="" type="checkbox"/>	6025492	HCCC Tier2 Team2 Agent	HCCC
							CUST STATES: 1. I'VE HAD THIS SEAT BELT REPLACED BEFORE. 2. IT IS THE SAME ONE THAT WAS FIXED BEFORE. 3. IT IS THE DRIVER SIDE SEAT BELT. 4. SHOULD I STILL BRING IN MY VEHICLE FOR THE AIR BAG. 5. CAN YOU ASK THEM IF				

9/11/2013 11:53:43 AM	CRIVADEN	Rivadeneira	Cassandra	Inbound	Customer	Telephone	<p>I CAN GET A LOANER FOR THE INCONVENIENCE? 6. DEALERSHIP SAID TO CALL YOU TO GET AUTHORIZATION FOR A WARRANTY. WRITER ADVISED CUSTOMER SEAT BELT IS UNDER 5/60 AND IS NOT UNDERWARRANTY. HOWEVER SENSE THIS VEHICLE HAS BEEN FOR THE SAME CONCERN WRITER WOULD CONTACT THE DEALERSHIP TO SEE WHAT THEY MIGHT BE ABLE TO DO TO HELP. WRITER ADVISED CUSTOMER WE DO NOT AUTHORIZE WARRANTY CONCERNS.</p>	<input checked="" type="checkbox"/>	6025492	HCCC Tier2 Team2 Agent	HCCC
							<p>CUST STS: 1. SEATBELT ASSEMBLY REPLACED 9 /22/2010 2. WARRANTY EXPIRED 3.DEALER INFORMED CUSTOMER TO CONTACT HCCC TO GET AUTHORIZATION FOR REPAIR ON SEATBELT BUCKLE NEEDING REPLACEMENT AGAIN 4. SEATBELT BUCKLE NEEDS REPLACEMENT PREVIOUSLY REPLACED 9/22/10 CAMPAIGNS AFFECTING</p>				

<p>9/11/2013 11:41:01 AM</p>	<p>CARLAFINNELL</p>	<p>Finnell-040914</p>	<p>Carla</p>	<p>Inbound</p>	<p>Customer</p>	<p>Telephone</p>	<p>VEHICLE STOP LAMP SWITCH COMPLETED 5. DEALER STATES DRIVER'S SIDE SEATBELT NEEDS TO BE REPLACED 6. CONCERN WITH PASSENGER SEAT AIR BAG LIGHT WANTS TO KNOW IF THIS IS AFFECTING THE DRIVER'S SEAT BUCKLE THAT NEEDS TO BE REPLACED WRITER ADVISED CUSTOMER OF WARRANTY EXPIRATION..ALSO ADVISED CUSTOMER THAT SINCE PREVIOUS REPAIR FOR SEATBELT BELT BUCKLE HAS BEEN COMPLETED AS OF 9/22/10, WRITER CAN ESCALATE CASE TO CASE MANAGER FOR REVIEW. SEE OTHER CASE FOR OCS SETTLEMENT. SEE OTHER CASE FOR SUBSEQUENT OWNER AND UPDATE OF PROOF DOCUMENTS. TRANSFERRED TO TIER 2</p>	<p><input checked="" type="checkbox"/></p>	<p>6025492</p>	<p>HCCC Tier1 Team3 Agent</p>	<p>HCCC</p>
--------------------------------------	---------------------	-----------------------	--------------	----------------	-----------------	------------------	--	--	----------------	---	-------------

Cases

Customer

Last Name:

First Name:

Phone:

Email:

Address:

City: KINGSBURG

ZIP:

State: CA

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: LITHIA HYUNDAI OF FRESNO

CA172 Active

Service District: Western District A

Sales District: Western District A

Vehicle

VIN: 5NPET46C86H

Model Year: 2006

Engine: C

Model: Sonata (NF)

Short Model: 25402F45

Accessory: 01

★ Mileage: 72,000

Date of First Use: 6/29/2006

Production Date: 4/24/2006

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 3603832

Type: CA

Opened: 6/3/2009 11:10:13 AM

Closed: 6/3/2009 11:28:24 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Dutson-021612

Creator First Name: Angela

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

EXT WARR INQUIRY / ON AIRBAG LIGHT SEATBELT AND SENSOR NEED TO BE REPLACED. WOULD LIKE TO KNOW IF REPAIR WOULD BE COVERED UNDER WRR

Contact Reason

★ Sentiment:

★ Category: HPP

★ Sub-Category: Coverage

System: Body Electrical

Component: Airbag Warning Light

Symptom: Display Message

Method : Telephone

* Resolution Summary

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Positive

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type:

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
6/3/2009 11:20:11 AM	ADUTSON	Dutson- 021612	Angela	Call to Dealer			<p>WRITER STATES: 1. CONTACTED DLR (CA172) 2. SPOKE WITH SVC DEPT 3. ASKED ABOUT CUST VEH FOR WARR CONCERNS DLR (CA172) STATES: 1. EXPLAINED TO WRITER THAT PART# 88830- 0A000QD IS ONLY COVERED FOR 5/60. 2. ALSO EXPLAINED TO WRITER THAT THE PART# IS FOR THE BUCKLE. 3. EXPLAINED TO WRITER VEH NEEDS A BUCKLE AND NOT A SEATBELT AND SENSOR. ---- WRITER THANKED DLR FOR TAKING CALL AND PROVIDING INFO ON CUST VEH REPAIR.</p>	<input checked="" type="checkbox"/>	3603832	CC Team2	Call Center
							<p>CUST STATES: 1. AIR BAG LIGHT FOR DRIVER'S SIDE IS ON 2. CUST WIFE IS BEING TOLD THE REPAIR WILL COST ABOUT \$400.00 3. WOULD LIKE TO KNOW IF REPAIR WOULD STILL BE UNDER WARR 4. DLR IS SAYING THE SEATBELT AND SENSOR NEED TO BE REPLACED WRITER STATES: 1. VERIFIED AND UPDATED CUST</p>				

6/3/2009 11:15:09 AM	ADUTSON	Dutson- 021612	Angela	Contact from Customer		CONTACT INFO 2. EXPLAINED TO CUST THAT WRITER COULD CALL DLR (CA172) FOR MORE INFO ON REPAIR --- WRITER THANKED CUST FOR <input type="checkbox"/> HOLDING AND EXPLAINED TO CUST THAT PART# 88830- 0A000QD IS ONLY COVERED FOR 5/60. EXPLAINED TO CUST THAT THE PART# IS FOR THE BUCKLE. EXPLAINED TO CUST VEH NEEDS A BUCKLE AND NOT A SEATBELT AND SENSOR. CUST THANKED WRITER. WRITER PROVIDED CUST WITH WRITER'S CONTACT INFO AND CUST CASE# FOR FUTURE ASSIST. WRITER THANKED CUST FOR CALLING HCA. ---CASE CLOSED---	3603832	CC Team2	Call Center
----------------------------	---------	-------------------	--------	-----------------------------	--	--	---------	----------	-------------

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

Member, PA Bar
Member, NJ Bar
Member, DE Bar
Member, NY Bar
Member, MA Bar
Member, MD Bar
Member, OH Bar
Member, MI Bar
Member, NH Bar
Member, CT Bar



KIMMEL & SILVERMAN P.C.

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219

NEW JERSEY OFFICE, Executive Quarter, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003

DELAWARE OFFICE, 501 Silverdale Road, Suite 118, Wilmington, DE 19809

CONNECTICUT OFFICE, 60 Hartford Pike, P.O. Box 325, Dayville, CT 06241, P (860) 866-4380, F (860) 263-0919

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018

PLEASE REMIT ALL CORRESPONDENCE TO THE CONNECTICUT OFFICE

January 7, 2011

VIA FACSIMILE ONLY (714) 965-3815

Hyundai Motor America - MA
10550 Talbert Avenue
P.O. Box 20850
Fountain Valley, CA 92728-0850

Re: [REDACTED], Hyundai Motor America
Vehicle: 2007 Hyundai Sonata
Date of Purchase: 8/15/2007
Place of Purchase: Pride Hyundai, Lynn, MA
VIN: 5NPET46C87H [REDACTED]

Dear Sir/Madam:

Please be advised that I represent the above individual against Hyundai Motor America pursuant to the MA Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge my representation and direct any and all correspondence to the Connecticut office.

DO NOT HAVE ANY FURTHER CONTACT WITH MY CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact me at (860) 866-4380.

Very truly yours,

Angela K. Troccoli, Esquire
atroccoli@lemonlaw.com
(860) 866-4380 direct dial
(860) 263-0919 facsimile

New WC
2011-00037

JACQUELINE C. HERRITT
ROBERT A. RAZKIN
ANGELA K. TROCCOLI
FRED DAVIS
AMY L. BENNETT
CHRISTINA GELI RUSMAN
RICHARD A. SCHOLEN
KATE G. STUMACK
TARA L. PATTERSON



AC

Cases

Customer

Last Name
First Name

Phone:

Email:

Address:

City:

ZIP:

State:

IQS : VDS :

CSI : SSI :

Contact Language : ENGLISH

Dealer

*Servicing Dealer: PRIDE HYUNDAI OF LYNN

Service District: Eastern District 2

Vehicle

VIN: 5NPET46C87H

Model: Sonata (NF)

*Mileage: 35,000

Blue Link Equipped : No

Case Information

Case Number: 4253248

Type: CA

Opened: 1/10/2011 03:29:31 PM

Closed: 1/10/2011 03:41:23 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Perez

Creator First Name: Angie

Owner Last Name:

Owner First Name:

*Urgency: Low

MA040 Active
Sales District: Eastern District 2

Model Year: 2007

Short Model: 25402F45

Date of First Use: 1/1/2007

* Contact Reason Summary

DEMAND LETTER RECEIVED FROM CUSTOMER'S ATTORNEY.

* Resolution Summary

Contact Reason

*Sentiment:

*Category: Customer

*Sub-Category: Update Information

System:

Component:

Symptom:

Method : Telephone

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason:

Check Request Pending Approval : 0

eMail notification when case is closed:

Production Date: 6/16/2006

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
1/10/2011 03:47:48 PM	HMA01861	Perez	Angie	General	General	General	DEMAND LETTER RECEIVED FROM CUSTOMER'S ATTORNEY. THIS MATTER WILL BE HANDLED BY AMBER CASTELLANO.		4253248	NCA Legal	NCA

JAN-06-11 06:48 PM A. WALD OLIVEIRA

6172071164

P.18

40076

44215

Pride Motor Group

707 Lynnway Lynn, MA 01905
Phone: (781) 592-3900 Fax: (781) 590-2418
www.PrideMotorGroup.com

INVOICE

PAGE 1

REVERSE MA
HOME: BUS:
CELL:

SERVICE ADVISOR: 154 ISRAEL O BRITO

COLOR: BLACK YEAR: 07 MAKE/MODEL: HYUNDAI SONATA VIN: SNPRT45CB7E LICENSE: TAG: 219JJ/21903 T2946
LSE DATE: PROD. DATE: WARR. EXP. PROMISED: MO. RATH: PAYMENT: INCL. DATE:

15 AUG 07 DE WARR. 31 DEC 09 Q.00 CASH 31 DEC 09
R.C. OPERATED READY OPTIONS: STK: HY348A ENG: 2.4 LITER

31 DEC 09 31 DEC 09
LINE QFCCOE TECH TYPE HOURS LIST NET TOTAL

A C/S SRS LIGHT IS ON
CAUSE: FOUND CODE B1706 BUCKLE PRETENSIONER ON PASS SIDE FAILED HIGH RESISTANCE

CO CODE B1706 PASS SIDE BUCKLE PRETENSIONER, ORDERED PART 135 CPH 0.00 0.00

21882 FOUND CODE B1706 BUCKLE PRETENSIONER ON PASS SIDE FAILED HIGH RESISTANCE ORDERED PASSENGER SEAT SEAT BELT BUCKLE

B PERFORM HYUNDAI MULTI-POINT INSPECTION AND FILL OUT REPORT. MPI RECOMMEND 30K MILE SERVICE IS DUE \$479.95 135 CPH 0.00 0.00

C** C/S DOME LIGHT IS NOT WORKING
O NO CONDITION FOUND, LIGHT IS WORKING AS DESIGNED 135 CPH 0.00 0.00

21882 NO CONDITION FOUND, LIGHT WORKING AS DESIGNED

D** C/S PASS SIDE SUNVISOR WONT STAY UP
CAUSE: CONFIRMED PASSENGER SIDE SUN VTROR WONT STAY UP 85810ROR SUNVISOR ASSY (RH) 135 WH (N/C)

1 85202-0A750-QD SUNVISOR A (N/C)
CC: N86
FC: C09

PART#: 85202-0A750-QD
COUNT: 1
CLAIM TYPE: WAR

AUTH CODE:

21882 CONFIRMED PASSENGER SIDE SUN VISOR WONT STAY UP REPLACED PASSENGER SIDE SUN VISOR

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE IN ALL RESPECTS. IF ANY INFORMATION CONTAINED HEREON IS FOUND TO BE UNTRUE OR INACCURATE, I WILL BE RESPONSIBLE FOR THE COST OF REPAIRS AND THE COST OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN DEFECTIVE IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. REQUESTS SUBMITTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT. INFORMATION AT THE SERVICING DEALER FOR INSPECTION BY MAINTENANCE REPRESENTATIVE.	STATEMENT OR DISCLAIMER The buyer hereby certifies all of the information with respect to the sale of this insurance. The seller hereby certifies that all information with respect to insurance, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, shall survive the sale. The buyer acknowledges any other terms of insurance or any liability in connection with the sale of this insurance.	LABOR AMOUNT PARTS AMOUNT OIL, OIL LUBE SUBLET AMOUNT MISC CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THE AMOUNT	TOTAL:
---	---	---	--------

CUSTOMER COPY

Cases

Customer

Last Name:

First Name:

Phone:

Email:

Address:

City: DE PERE

State: WI

IQS :

VDS :

CSI :

SSI :

Contact Language : UNKNOWN

Dealer

★ Servicing Dealer: BROADWAY HYUNDAI

WI030 Active

Service District: Central District 6

Sales District: Central District 6

Vehicle

VIN: 5NPET46C96H

Model Year: 2006

Engine: C

Model: Sonata (NF)

Short Model: 25402F45

Accessory: 01

★ Mileage: 71,102

Date of First Use: 3/29/2006

Production Date: 3/15/2006

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 5375359

Type: CA

Opened: 3/8/2013 05:02:24 PM

Closed: 3/20/2013 11:40:11 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Pierce-010914

Creator First Name: Andrew

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

CUSTOMER INQUIRY FOR ASSISTANCE IN PAYING FOR A SEATBELT ASSEMBLY REPLACEMENT.

Contact Reason

★ Sentiment: Inquiry/Suggestion

★ Category: Warranty Issues

★ Sub-Category: Claim Assistance

System:

Component:

Symptom:

* Resolution Summary

ADVISED CUSTOMER - THAT THE SEATBELT IS OUT OF WARRANTY AND THAT IT IS NOT COVERED UNDER THE 5/60,000 NVLW.

Resolution

* Resolution: Other

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

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
3/12/2013 11:50:21 AM	TDUBON	Dubon-090513	T berius	Outbound	Dealer	Telephone	<p> CALLED DLR WI030 AND SPOKE TO MARK ASST SERVICE MGR STS: 1. THAT I NEED TO CHECK WITH OUR DPSM FIRST. 2. SO DO YOU WANT ME TO CALL YOU BACK? WRITER ADVISED ASST SRV MGR MARK- THAT HE CAN CALL HCCC BACK WITH CUST CASE NO. FOR REFERENCE. CASE CLOSED UNTIL SRV MGR/ASST SRV MGR, AND DPSM DLR WI030 DECIDES ON GOODWILL. </p>	<input checked="" type="checkbox"/>	5375359	HCCC Tier2 Team1	HCCC
3/12/2013 10:27:35 AM	LKEEFE	Keefe IV	Lealand	Outbound	Customer	Email	<p> WRITER APOLOGIZED TO CUSTOMER FOR CONCERN AND ADVISED CUSTOMER THAT CURRENTLY CM/TD IS CONTACTING DEALERSHIP WI030 TO DISCUSS CASE </p>	<input checked="" type="checkbox"/>	5375359	HCCC Tier2 Team1	HCCC
3/12/2013 10:23:47 AM	LKEEFE	Keefe IV	Lealand	General	General	General	<p> INBOUND AND OUTBOUND EMAILS ATTACHED CASE CLOSED </p>	<input checked="" type="checkbox"/>	5375359	HCCC Tier2 Team1	HCCC
							<p> CUSTOMER STATES: 1. "TO WHO THIS MAY CONCERN, I CALLED THE CUSTOMER SERVICE AREA OF HYUNDAI MOTORS SPEAKING WITH </p>				

3/12/2013
10:23:29
AM

LKEEFE

Keefe IV

Lealand

Inbound

Customer

Email

TY AND I AM NOT SATISFIED WITH THE OUT COME."
2. "CASE # 5375359 I AM WONDERING HOW MANY OTHER HYUNDAI'S ARE HAVING THIS PROBLEM AS IT IS A SAFETY ISSUE WITH THE DRIVERS SIDE SEATBELT PRETENTION WHICH MAKES THE AIRBAGS INOPERABLE." 3. "I AM DISABLED AND WITH MY MEDICAL EXPENSES, MY WIFE AM FINANCIALLY UNABLE TO AFFORD THIS FIX IS THERE ANY WAY YOU CAN ASSIST ME IN THIS MATTER." 4. "THANK YOU FOR YOUR CONSIDERATION, [REDACTED]."
"PLEASE HELP US ON THE DRIVER SIDE SEAT BELT BUCKLE PRETENSIONER IS BAD AND WE FEEL THAT YOU SHOULD AT LEAST GO HALF ON REPAIR OF THIS." 6. "WE WOULD LIKE TO KNOW HOW MANY OTHER HYUNDAIS HAVE HAD THIS PROBLEM AND CONTACTED CUSTOMER RIGHTS DEPT AND HAVE A CASE #5375359 BUT FEEL WE ARE



5375359

HCCC
Tier2
Team1

HCCC

							NOT GETTING A FAIR SHAKE." 7. "PLEASE HELP US."			
3/11/2013 12:24:16 PM	TDUBON	Dubon-090513	T berius	Outbound	Dealer	Telephone	<p>CALLED DLR WI030 AND LEFT VM WITH SERVICE MANAGER TO CALL HCCC BACK ABOUT RESOLVING CUSTOMER'S CONCERN.</p> <input checked="" type="checkbox"/>	5375359	HCCC Tier2 Team1	HCCC
3/9/2013 06:51:47 AM	DHALVERS	Halverson-111113	Dana	Inbound	Customer	Telephone	<p>CUST STS: 1. HAS NUMEROUS MEDICAL BILLS 2. HE CANT AFFORD TO PAY FOR THE WHOLE THING 3 WAS WONDERING IF THE HYUNDAI WOULD DO MAYBE A 50/50 FOR HIM 4 CUST JUST MOVED TO THIS AREA 5 SO HE IS JUST BEGINNING TO BRING HIS CAR INTO THIS SERVICE DEALER WRITER ADVISED CUST THAT HE CAN ASK DRL TO HAVE DPSM TO LOOK AT HIS CASE, FOR SOME KIND OF GOODWILL. HE WOULD GO FOR 50/50 WRITER ALSO ADVISED IF HE CAN TO PAY FOR THE REPAIRS HIMSELF AND THEN HE CAN SEND IN RECEIPTS FOR POSS GOODWILL REIMBURSEMENT. WRITER DIDN'T GUARANTEE ANYTHING TO CUST ABOUT</p> <input checked="" type="checkbox"/>	5375359	HCCC Tier2 Team6 Agent	HCCC

							GOODWILL			
							<p>CUST STS: 1. THE LEFT SIDE SEAT BELT TENSIONER IS DEFECTIVE. 2. AND IT CAUSING THE LEFT SIDE AIR BAGS TO BE IN OPERABLE. 3. AND WE CANNOT AFFORD TO PAY FOR THIS. 4. WE OWNED THE CAR SINCE IT WAS BORN IN 2006. 5. AND I'M DISABLED, HAD TWO MASSIVE BRAIN TUMORS TAKEN OUT OF MY LEFT SIDE OF MY BRAIN. 6. WHY CAN'T YOU JUST GET OFF THE BUDGE AND HAVE HYUNDAI PAY FOR IT? YOUR A BIG COMPANY YOU CAN AFFORD IT. 7. YOU CAN'T JUST HAVE THEM TAKE CARE OF IT. 8. I KNOW THAT IT IS OUT OF WARRANTY , BUT THIS IS A SAFETY ISSUE. WRITER ADVISED CUSTOMER - THAT THE SEATBELT IS OUT OF WARRANTY AND THAT IT NOT COVERED UNDER THE 5/60,000 NVLW. AND THAT HCCC CANNOT FORCE DEALERS TO COVER A SEAT BELT REPLACEMENT ON DEMAND BY CUSTOMER. HOWEVER, OFFERED TO CONTACT</p>			
3/8/2013 05:05:05 PM	TDUBON	Dubon-090513	T berius	Inbound	Customer	Telephone	<input checked="" type="checkbox"/>	5375359	HCCC Tier2 Team1	HCCC

							DEALER TO SEE IF POSSIBLE GOODWILL GESTURE IS POSSIBLE AT THIS TIME. CUSTOMER AGREED CASE CLOSED UNTIL FURTHER REVIEW.			
3/8/2013 05:03:23 PM	APIERCE	Pierce-010914	Andrew	Inbound	Customer	Telephone	<p>CUSTOMER STATES: 1. SPEAKING WITH ██████████, CUSTOMERS HUSBAND. 2. TOOK VEHICLE TO DEALERSHIP, WAS INFORMED THAT SHOULDER SEATBELT ASSEMBLY WAS DEFECTIVE, REPLACEMENT WOULD COST OVER THREE HUNDRED DOLLARS. 3. "WE DON'T HAVE THAT KIND OF MONEY.". 4. "WE FIGURED YOU ALL COULD HELP.". 5. MENTIONED THAT PROBLEM WAS A SAFETY ISSUE. WRITER INFORMED CUSTOMER MULTIPLE TIMES THAT VEHICLE WAS OUTSIDE OF THE SEATBELT WARRANTY. CUSTOMER REQUESTED TO SPEAK WITH CM, WRITER TRANSFERRED CUSTOMER TO CM.</p> <input checked="" type="checkbox"/>	5375359	PCCC Team1 Agent	PCCC

Cases

Customer

Last Name:

First Name:

Phone:

Email:

Address:

City: DAVENPORT

ZIP:

State: FL

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: UNIVERSAL HYUNDAI

FL103 Active

Service District: Southern District C

Sales District: Southern District C

Vehicle

VIN: 5NPET46C97H

Model Year: 2007

Engine: C

Model: Sonata (NF)

Short Model: 25402F45

Accessory: 01

★ Mileage: 56,000

Date of First Use: 8/24/2006

Production Date: 5/31/2006

Blue Link Equipped : No

Case Information

Case Number: 6373359

Type: CA

Opened: 1/30/2014 07:14:54 AM

Closed: 2/8/2014 11:48:01 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Martinez

Creator First Name: Luz

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

OCS CLASS ACTION; SEATBELT
PRE-TENSIONER

Contact Reason

★ Sentiment: Inquiry/Suggestion

★ Category: Product

★ Sub-Category: Operation

System: Body

Component: Seatbelt

Symptom: Warning light

Method : Telephone

* Resolution Summary

ADVISED SINCE DIAGNOSTIC CODE
WAS NOT RELATED TO OCS BAD
SEATBELT PRETENSIONER DOES
CAUSE AIRBAG LIGHT TO REMAIN
ON ALSO.

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Positive

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Escalated Customer

Check Request Pending Approval : 0

eMail notification when case is closed:

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: APEX

ZIP:

State:: NC

IQS :

CSI :

VDS :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: SOUTHERN STATES HYUNDAI

NC028 Active

Service District: Southern District 5

Sales District: Southern District 5

Vehicle

VIN: 5NPET46C97H

Model: Sonata (NF)

★ Mileage: 196,000

Blue Link Equipped : No

Model Year: 2007

Short Model: 25402F45

Date of First Use: 10/27/2006

Engine: C

Accessory: 01

Production Date: 9/1/2006

Case in Arbitration : No

Case Information

Case Number: 6330143

Type: CA

Opened: 1/13/2014 11:54:17 AM

Closed: 1/21/2014 10:45:26 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Secretan

Creator First Name: Chloe

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

CUST INQUIRY-KIA REPAIRED SEAT BELT TENSIONER-PART FAILED-CUSTOMER REQUEST POSSIBLE REIMBURSEMENT FOR PART-2007 SONATA

Contact Reason

★ Sentiment: Inquiry/Suggestion

★ Category: Service - Dealer

★ Sub-Category: Comeback

System: Body Electrical

Component: Passenger Airbag

Symptom: Inoperative

* Resolution Summary

1. HAD WORK ON PASSENGER SEAT DONE AT KIA. 2. KIA REPAIRED IT BUT IT WAS A YEAR AGO. 3. KIA SAYS IT WAS AFTER A YEAR AND OUT OF WARRANTY. 4. SEAT BELT RETENTIONER SHOULD NOT JUST FAIL. 5. JUST SURPRISED THAT HYUNDAI AND KIA AREN'T HOLDING UP THEIR END. 6. I KNOW I MADE A

Resolution

* Resolution: Referred to Outside Source

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer

Last Name:

First Name:

Phone:

Email:

Address:

City: YORKTOWN HEIGHTS

ZIP:

State:: NY

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

* Servicing Dealer: CURRY HYUNDAI

NY106 Active

Service District: Eastern District 4

Sales District: Eastern District 4

Vehicle

VIN: 5NPET46C97H

Model Year: 2007

Engine: C

Model: Sonata (NF)

Short Model: 26402F45

Accessory: 01

* Mileage: 63,780

Date of First Use: 4/30/2007

Production Date: 10/30/2006

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 4867274

Type: CA

Opened: 6/7/2012 09:03:10 AM

Closed: 6/7/2012 09:31:22 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Bracht-072914

Creator First Name: Ruth

Owner Last Name:

Owner First Name:

* Urgency: Low

* Contact Reason Summary

CUST CALLED FOR WARRANTY ON SEAT BELT. DEALER NY106 NOT HELPING.

Contact Reason

* Sentiment:

* Category: Warranty Issues

* Sub-Category: Coverage

System:

Component:

Symptom:

* Resolution Summary

CASE CLOSE PWNDING DEALER CONTACT

Resolution

* Resolution: Other

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

Check Request Pending Approval : 0

eMail notification when case is closed:

6/7/2012 12:20:08 PM	RBRACHT	Bracht-072914	Ruth	Inbound	Customer	Telephone	.	<input checked="" type="checkbox"/>	4867274	Tier1 Team10 Agent	HCCC
6/7/2012 09:21:40 AM	MRIVADEN	Rivadenevra	Maria	Inbound	Customer	Telephone	<p>CUST STATES 1. HAVING ISSUES WITH DRIVER SEAT BELT. 2. WARNING LIGHT CAME ON, TOOK VEHICLE INTO THE DEALER AND WAS TOLD THAT THE BUCKLE PRE TENSIONER NEEDED TO BE REPLACED. 3. DEALER INFORMED ME THAT THE REPAIR WAS NOT COVERED UNDER THE WARRANTY. 4. I CURRENTLY HAVE THE EXTENDED WARRANTY 10/100 THRU JM&A. 5. DEALER DID NOT INFORM ME WHY THE REPAIR WOULD NOT BE COVERED. 6. VERY DISSATISFIED. 7. I DO NOT UNDERSTAND WHY THIS REPAIR IS NOT COVERED UNDER THE WARRANTY IT SHOULD BE. WRITER DOCUMENTED CUST CONCERN. INFORMED CUST HCCC WILL RESEARCH INFORMATION WITH THE DEALER AND CONTACT CUST WITH CASE UPDATE.</p>	<input checked="" type="checkbox"/>	4867274	HCCC Tier2 Team5 Agent	HCCC
							CUST STS 1 HAS PROBLEM WITH				

6/7/2012 09:10:22 AM	RBRACHT	Bracht-072914	Ruth	Inbound	Customer	Telephone	SEAT BELT REPAIR. 2 ASKED WARRANTY QUESTIONS 3 FEELS DEALER IS UNWILLING TO HELP. WRITER EXPLAINED WARRANTY, DOCUMENTED CUST CONCERNS AND TRANSFERRED TO TIER2.	<input checked="" type="checkbox"/>	4867274	HCCC Tier1 Team10 Agent	HCCC
----------------------------	---------	---------------	------	---------	----------	-----------	--	-------------------------------------	---------	----------------------------------	------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name First Name Phone Email Address City: STEILACOOM ZIP: State:: WA IQS : VDS : CSI : SSI :	Case Number: 4982019 Type: CA Opened: 8/24/2012 01:42:34 PM Closed: 8/24/2012 01:52:19 PM Status: Closed Sub Status: Closed Creator Last Name: Mackey-111312 Creator First Name: Bertram Owner Last Name: Owner First Name: Urgency: Low	CUST INQUIRING OF RECALL REGARDING SEATBELT LIGHT. Contact Reason Sentiment: Please select a value Category: Campaign Sub-Category: Info/Elig bility System: Component: Symptom:	WRITER INFORMED CUST NO UPDATES OR RECALLS APPLY TO THIS ISSUE AT THIS TIME. CUST HUNGUP. Resolution Resolution: Provided Information Remedy: N/A Resolution Satisfaction: Positive Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Check Request Pending Approval : 0 eMail notification when case is closed:
Contact Language : UNKNOWN			
Dealer	★ Servicing Dealer: KORUM HYUNDAI WA025 Active Service District: Western District 6 Sales District: Western District 6		
Vehicle	VIN: 5NPET46CX7H- Model: Sonata (NF) ★ Mileage: 26,000 Blue Link Equipped : No	Model Year: 2007 Short Model: 25402F45 Date of First Use: 3/7/2007	Engine: C Accessory: 01 Production Date: 6/20/2006 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
8/24/2012 01:44:57 PM	BMACKEY	Mackey-	Bertram	Inbound	Customer	Telephone	CUST STATES: 1. I BOUGHT A LOT OF NEW CARS BUT I NEVER HAD AN ISSUE LIKE THIS. 2. I TOOK THIS TO THE DEALERSHIP THIS MORNING AND MY REGULAR WARRANTY IS JUST EXPIRED AND MY EXTENDED WARRANTY DOES NOT COVER THIS. 3. THEY GUY SAID THAT THIS MAY BE COVERED IF IT IS A SAFETY ISSUE. WRITER INFORMED CUST NO UPDATES OR RECALLS APPLY TO THIS ISSUE AT THIS TIME. CUST HUNGUP.	<input checked="" type="checkbox"/>	4982019	HCCC Tier2 Team1	HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name [REDACTED]	Case Number: 3723964	AIR BAG LIGHT ON PASSENGER SEAT BELT TENSIONER NEEDS TO BE REPLACED	
First Name [REDACTED]	Type: CA		
Phone [REDACTED]	Opened: 10/5/2009 08:06:58 AM		
Email [REDACTED]	Closed: 10/5/2009 08:56:31 AM		
Address [REDACTED]	Status: Closed		
City: MALTA	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Miller-021612	Contact Reason	Resolution
State: IL	Creator First Name: Mary	* Sentiment:	* Resolution: Provided Information
IQS :	Owner Last Name [REDACTED]	* Category: Product	* Remedy: Normal Condition
VDS :	Owner First Name [REDACTED]	* Sub-Category: Operation	* Resolution Satisfaction: Negative
CSI :	SSI :	System: Body Electrical	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: Airbag Warning Light	Trans. To:
Dealer		Symptom: Other	Trans. Team:
* Servicing Dealer: GARTNER HYUNDAI IL042 Inactive	Sales District: Central District 2	Method : Telephone	Trans. Dealer:
Service District: National			Trans. Type:
Vehicle			Trans. Reason:
VIN: 5NPET46CX7H [REDACTED]	Model Year: 2007	Engine: C	Check Request Pending Approval : 0
Model: Sonata (NF)	Short Model: 25402F45	Accessory: 02	eMail notification when case is closed:
* Mileage: 70,000	Date of First Use: 9/20/2006	Production Date: 8/29/2006	
Blue Link Equipped : No		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
10/12/2009 08:01:05 AM	KLEFTHANDBULL	Lefthandbull-083011	Kayla	Contact from Customer			CUSTOMER STATED: 1. CALLED LAST WEEK ABOUT A WARRANTY ISSUE 2. WANTS TO HAVE HYUNDAI COVER THE REPAIR 3. CASE 3723964 4. PURCHASED THE EXTENDED WARRANTY WRITER STATED: 1. ADVISED CUST THAT AS CUST IS 10,000 MILES OUT OF THE WARRANTY PERIOD CUST IS NOT COVERED UNDER WARRANTY FOR REPAIRS. 2. ADVISED CUST THAT WRITER CAN REVIEW CUST CASE FOR REIMBURSEMENT ONCE REPAIRS ARE MADE. 3. PROVIDED CASE NUMBER AND ID CASE AS IS.	<input checked="" type="checkbox"/>	3723964	CC Team3	Call Center
10/5/2009 08:53:02 AM	MMILLER	Miller-021612	Mary	Outbound Contact			WRITER CONTACTED CUST AND STATED: 1. PART IS NOT COVERED UNDER HPP WARR. 2. INFORMED CUST THAT NO FURTHER ASSISTANCE CAN BE GIVEN. CUST STATED: 1. UNDERSTOOD --- WRITER WILL CLOSE CASE	<input checked="" type="checkbox"/>	3723964	CC Team1	Call Center
							WRITER				

10/5/2009 08:44:55 AM	MMILLER	Miller- 021612	Mary	Call to Dealer		CONTACTED DLR IL042 SERVICE MANAGER DAVE WHO STATED: 1. PASSENGER SEAT BELT BUCKLE TENSIONER IS NOT COVERED UNDER HPP --- WRITER INFORMED CUST. ---WRITER UPDATED NOTES	<input checked="" type="checkbox"/>	3723964	CC Team1	Call Center
10/5/2009 08:33:59 AM	THALEY	Haley- 041310	Theresa	Call from Dealer		DLRSP IL080 STATES 1. SPOKE WITH KEVIN PARTS MANAGER 2. DRIVER SIDE SEAT BELT TENSIONER 888300A000QS 3. PASSENGER SIDE SEAT BELT TENSIONER 888400A000QS 4. THERE IS NO AIR BAG TENSIONER - --WRITER THANKED KEVIN FOR ALL THE INFORMATION PROVIDED	<input checked="" type="checkbox"/>	3723964	CC Team3	Call Center
10/5/2009 08:13:38 AM	MMILLER	Miller- 021612	Mary	Contact from Customer		CUST STATED: 1. THE AIR BAG TENSIONER NEEDS TO BE REPLACED 2. WAS TOLD BY DLR THAT WOULD NOT BE COVERED UNDER WARR 3. CUST HAS HPP AND WANTED TO KNOW IF THIS PART SHOULD BE COVERED. --- WRITER INFORMED CUST THAT WOULD NEED TO GET PART # TO CHECK IF PART WAS COVERED UNDER HPP	<input checked="" type="checkbox"/>	3723964	CC Team1	Call Center

						WARR CALLED DLR IL042 TO FIND OUT PART # DID NOT GET ANSWER CONTACTED DLR IL080 AN WILL RECEIVE CALL BACK FROM DLR WITH PART # AND WRITER WILL CONTACT CUST BACK WITH INFO AS TO WHY PART IS NOT COVERED. ---WRITER WILL LEAVE CASE OPEN				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 6287297	OCS CLASS ACTION; SEAT BELT SENSOR WARRANTY INQUIRY	NO CONCERN WITH OCS AT THIS TIME, DEALER HAS INSPECTED; WARRANTY HAS EXPIRED FOR SEAT BELT SENSOR.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 12/26/2013 08:43:02 AM		
Email: [REDACTED]	Closed: 12/26/2013 09:13:25 AM		
Address: [REDACTED]	Status: Closed		
City: BROOKLYN	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Wells	Contact Reason	Resolution
State: NY	Creator First Name: Donna	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
IQS : VDS :	Owner Last Name: [REDACTED]	* Category: Warranty Issues	* Remedy: N/A
CSI : SSI :	Owner First Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
Contact Language : ENGLISH	* Urgency: Low	System:	Transfer
Dealer		Component:	Trans. To:
* Servicing Dealer: PLAZA HYUNDAI NY058 Active		Symptom:	Trans. Team:
Service District: Eastern District 5	Sales District: Eastern District 5	Method : Telephone	Trans. Dealer:
Vehicle			Trans. Type: Standard
VIN: 5NPET46CX7H [REDACTED]	Model Year: 2007	Engine: C	Trans. Reason: Case Handling
Model: Sonata (NF)	Short Model: 26402F45	Accessory: 02	Check Request Pending Approval : 0
* Mileage: 75,000	Date of First Use: 2/8/2007	Production Date: 1/9/2007	eMail notification when case is closed:
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: DAYTON

ZIP:

State: TX

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: BAYTOWN HYUNDAI

TX102 Inactive

Service District: South Central District 6

Sales District: South Central District D

Vehicle

VIN: 5NPEU46C06H

Model Year: 2006

Engine: C

Model: Sonata (NF)

Short Model: 25422F45

Accessory: 01

★ Mileage:

Date of First Use: 11/19/2005

Production Date: 11/6/2005

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 4605071

Type: CA

Opened: 11/2/2011 07:53:33 AM

Closed: 11/2/2011 08:01:46 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Putnam-021612

Creator First Name: Jared

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

HPP COVERAGE. THE CUSTOMER ASKED IF THE POWER WINDOW MOTOR AND SEAT BELT TENSIONER ARE COVERED.

Contact Reason

★ Sentiment:

★ Category: HPP

★ Sub-Category: Coverage

System:

Component:

Symptom:

* Resolution Summary

ADVISED THAT WRITER HAS A PARTIAL LIST OF EXCEPTIONS, BUT WOULD NEED A PART NUMBER TO DETERMINE WHETHER A PARTICULAR PART IS COVERED. THE POWER WINDOW MOTOR AND SEAT BELT TENSIONER ARE NOT CALLED OUT AS NOT BEING COVERED.

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
11/2/2011 08:12:31 AM	KGODSON	Godson-033012	Kimberly	Inbound	Customer	Telephone	CUSTOMER STATED: 1. CUSTOMER WIFE CALLED IN AND WANTED TO KNOW WHAT WAS COVERED ON THE HPP PURCHASE WITH THE VEHICLE. 2. CUSTOMER IS FRUSTRATED OVER THE PURCHASE OF THE HPP WITH LITTLE OR NO DIFFERENCE IN THE WARRANTY THAT CAME WITH THE VEHICLE ORIGINALLY. WRITER READ THE WARRANTY COVERAGE'S AND NON COVERED ITEMS.	<input checked="" type="checkbox"/>	4605071	CC Training Team	Call Center
11/2/2011 08:01:32 AM	JPUTNAM	Putnam-021612	Jared	Inbound	Customer	Telephone	CUSTOMER STATED: 1. BOUGHT AN EXTENDED SERVICE CONTRACT BUT HAS LOST THE PAPERWORK. 2. ASKED WHAT THE CONTRACT COVERS. 3. THE POWER WINDOW MOTOR IS NOT WORKING, AND THE AIR BAG LIGHT IS TURNING ON BECAUSE THE SEAT BELT TENSIONER IS NOT WORKING PROPERLY. WRITER ADVISED THAT WRITER HAS A PARTIAL		4605071	CC Training Team	Call Center

						LIST OF EXCEPTIONS, BUT WOULD NEED A PART NUMBER TO DETERMINE WHETHER A PARTICULAR PART IS COVERED. THE POWER WINDOW MOTOR AND SEAT BELT TENSIONER ARE NOT CALLED OUT AS NOT BEING COVERED. CASE CLOSED.			
--	--	--	--	--	--	---	--	--	--

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name First Name Phone Email Address	Case Number: 5997242 Type: CA Opened: 8/29/2013 01:01:41 PM Closed: 9/3/2013 11:14:27 AM Status: Closed Sub Status: Closed	CUST INQUIRY SEAT BELT ASSEMBLY WARRANTY COVERAGE FOR 2006 SONATA.	WRITER MADE AN OUTBOUND CALL TO CUSTOMER. WRITER EXPLAINED VEHICLE IS OUT OF WARRANTY. WRITER ADVISED HOW GOODWILL PROCESS WORKED. WRITER PROVIDED CUSTOMER WITH HCCC CONTACT AND CASE NUMBER.
City: MISSOURI CITY ZIP: [REDACTED] State: TX IQS : VDS : CSI : SSI :	Creator Last Name: Taylor-110413 Creator First Name: Patrick Owner Last Name: [REDACTED] Owner First Name: [REDACTED] Urgency: Low	Contact Reason Sentiment: Inquiry/Suggestion Category: Warranty Issues Sub-Category: Coverage System: Body Component: Seatbelt Symptom: Intermittent	Resolution Resolution: Referred to Dealer Remedy: N/A Resolution Satisfaction: Neutral
Contact Language : ENGLISH			Transfer
Dealer			Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason:
Servicing Dealer: STERLING MCCALL HYUNDAI TX145 Active Service District: South Central District 6 Sales District: South Central District D			Check Request Pending Approval : 0 eMail notification when case is closed:
Vehicle			
VIN: 5NPEU46C06H [REDACTED] Model: Sonata (NF) Mileage: 88,206	Model Year: 2006 Short Model: 25422F45 Date of First Use: 11/2/2006	Engine: C Accessory: 01 Production Date: 3/13/2006	
Blue Link Equipped : No		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
9/3/2013 11:12:12 AM	DESTEWAR	Stewart-052314	Dylan	Outbound	Customer	Telephone	WRITER MADE AN OUTBOUND CALL TO CUSTOMER.WRITER EXPLAINED VEHICLE IS OUT OF WARRANTY.WRITER ADVISED HOW GOODWILL PROCESS WORKED.WRITER PROVIDED CUSTOMER WITH HCCC CONTACT AND CASE NUMBER. CASE CLOSED	<input checked="" type="checkbox"/>	5997242	PCCC Team1 Agent	PCCC
9/3/2013 10:50:15 AM	DESTEWAR	Stewart-052314	Dylan	Outbound	Dealer	Telephone	WRITER MADE AN OUTBOUND CALL AND SPOKE WITH ROSE SERVICE ADVISOR TX145 .THE DIAGNOSIS IS THE DRIVER SIDE PRETENSOR.MR [REDACTED] PICKED UP VEHICLE THAT DAY AND DECLINED TO HAVE REPAIR DONES.HAD MULTIPLE CONCERN ON PASSENGER SIDE.HAVE GOODWILL ONE REPAIR ALREADY.CUSTOMER IS VERY DEMANDING DON'T REALLY SPEND MONEY WITH US AT ALL UNLESS IT'S UNDER WARRANTY.I EVEN OFFERED A DISCOUNT HE DECLINED.	<input checked="" type="checkbox"/>	5997242	PCCC Team1 Agent	PCCC

8/30/2013 12:04:13 PM	DESTEWAR	Stewart-052314	Dylan	General	General	General	***ANY TIER 2*** WHEN SM CALLS BACK PLEASE INQUIRE ABOUT REPAIRS THAT HAVE BEEN COMPLETED ON VEHICLE.FIND OUT IF THE VEHICLE WAS DIAGNOSIS.	<input checked="" type="checkbox"/>	5997242	PCCC Team1 Agent	PCCC
8/30/2013 12:03:56 PM	DESTEWAR	Stewart-052314	Dylan	Outbound	Dealer	Telephone	WRITER MADE AN OUTBOUND CALL TO TX145.WRITER LEFT A MESSAGE [REDACTED] SM THAT INCLUDED LAST 8 OF VIN,CASE NUMBER AND HCCC PHONE NUMBER.WRITER REQUESTED CALLBACK.	<input checked="" type="checkbox"/>	5997242	PCCC Team1 Agent	PCCC
							CUST STS: 1."SENSOR IN HARNESS THE PART THAT YOU BUCKLE INTO" 2."SENSOR GOES ON THEY SAID WHEN THAT SENSOR GOES OUT I IT HAS HAPPEND ON THE DRIVER." 3."NOT AN ISOLATED INCIDENT HAPPEND 3 OR 4 TIMES." 4."4 OUT OF 5 CARS I OWN ARE HYUNDAI." 5."I HAD PROBLEMS WITH THE PASSENGER SEATBELT SENSOR AND NOW WITH THE DRIVER SIDE." 6."CALL STERLING MCCALL AND TALK TO ROSE." 7."IT IS A LEMON." 8."I MAY NEED TO GET AN ATTORNEY				

8/30/2013 12:02:08 PM	DESTEWAR	Stewart- 052314	Dylan	Inbound	Customer	Telephone	<p>INVOLVED." 9."WHAT'S YOUR MAILING ADDRESS." 10."NEED TO PAY FOR WHOLE REPAIR I AM NOT." WRITER ADVISED CUSTOMER THE WARRANTY ON THE VEHICLE.WRITER PROVIDED CUSTOMER WITH THE INFORMATION THEY REQUESTED ABOUT MAILING ADDRESS.WRITER ADVISED THE CUSTOMER ABOUT GOODWILL AND HOW IT WORKED.CUSTOMER DID NOT LIKE THE GOODWILL PROCESS.WRITER ADVISED THAT DEALERSHIP WOULD BE CONTACTED TO GATHER MORE INFORMATION.</p>	<input checked="" type="checkbox"/>	5997242	PCCC Team1 Agent	PCCC
8/30/2013 10:50:42 AM	RBREHA	Breha	Rebecca	Inbound	Customer	Telephone	<p>CUSTOMER STATES: 1. EXTEND WARRANTY NOT FROM HYUNDAI 2. SEAT BELT 3. LINKED IN WITH AIR BAG 4. HAPPENED ABOUT 4 OR 5 TIME STARTED IN 2009 5. YESTERDAY WOULD MAKE A NOTE OF IT 6. "WANT TO TALK TO SOME ONE HIGHER THEN YOU" 7. 3 TIMES ON PASSENGER</p>	<input checked="" type="checkbox"/>	5997242	HCCC Tier1 Team9 Agent	HCCC

							SIDE LAST TIME ON DRIVER SIDE 8. SEAT BELT BUCKLE \$350.00 9. AIR BAG LIGHT IS ON FOR PASSENGER SIDE WRITER INFORMED CUSTOMER HE COULD SPEAK TO A CASE MANAGER ABOUT HIS CONCERNS. CALL TRANSFERRED				
8/29/2013 01:50:56 PM	PTAYLOR	Taylor-110413	Patrick	Outbound	Customer	Telephone	CUST. STATES: 1. NEED CODE TO TALK TO JM&A, HAVE PHONE NUMBER BUT THAT IS NOT ENOUGH. 2. WHAT TO DO TO GET A DISCOUNT ON THE PART? WRITER ADVISED TO CONTINUE WORKING WITH THE DEALERSHIP IN A FRIENDLY MANNER TO FIND A MUTUAL AGREEMENT. SPEAK WITH PARTS MANAGER REGARDING A DISCOUNT. CASE CLOSED.	<input checked="" type="checkbox"/>	5997242	HCCC Tier2 Team7 Agent	HCCC
							WRITER CONTACTED ROSE CORBITT AT STERLING MCCALL HYUNDAI TX145 WHO STATES CUSTOMER HAS BEEN IN MULTIPLE TIMES FOR VARIOUS SEAT BELT REPAIRS OVER THE YEARS. THE LAST REPAIR WAS DONE ON GOODWILL, NOT				

8/29/2013 01:47:12 PM	PTAYLOR	Taylor-110413	Patrick	Outbound	Dealer	Telephone	<p>WARRANTY. CURRENTLY, DRIVER'S SEAT BELT HAVING CONCERNS (NO DETAILS GIVEN). DEALER HAS EXTENDED GOODWILL AS FAR AS THEY FEEL COMFORTABLE WITH. CUSTOMER MUST PICK UP VEHICLE BY TOMORROW MORNING 8/30/13 TO AVOID BEING CHARGED FOR THE RENTAL CAR. CUSTOMER HAS NOT BEEN FRIENDLY WHILE IN THE DEALERSHIP.</p>	<input checked="" type="checkbox"/>	5997242	HCCC Tier2 Team7 Agent	HCCC
8/29/2013 01:16:47 PM	PTAYLOR	Taylor-110413	Patrick	Inbound	Customer	Telephone	<p>CUST. STATES: 1. OWN 4 HYUNDAI'S, BOUGHT 5 IN TOTAL. 2. 2006 SONATA, BOUGHT EXTENDED WARRANTY 10 YEARS/100,000 MILES FOR SUBSEQUENT OWNER. 3. REPLACED SEAT BELT BUCKLE AND SENSORS SEVERAL TIMES IN THE PAST. THESE REPAIRS HAVE BEEN DONE ON FRONT PASSENGER SEAT BELT ASSEMBLY. 4. AFTER SEAT BELT IS BUCKLED THE SEAT BELT NOT FASTENED LIGHT STAYS ON. 5. IF SEAT BELT SENSOR FAILS AIR BAG IS</p>	<input checked="" type="checkbox"/>	5997242	HCCC Tier2 Team7 Agent	HCCC

						DISABLED. 6. CONCERN IS ON DRIVER'S SIDE NOW. 7. VEHICLE IS AT DEALERSHIP NOW. CAN IT STAY AT THE DEALERSHIP? DO NOT WANT TO BE CHARGED FOR RENTAL. 8. A/C SYSTEM IS LEAKING FREON, WILL CHECK AGAIN AT DEALERSHIP IN A FEW DAYS. WRITER WILL CONTACT DEALERSHIP TO SEE WHAT THEY ARE WILLING TO DO TO ASSIST CUSTOMER AND COVER REPAIRS.				
--	--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 6313191	MULTIPLE REPAIRS NEEDED ON SEAT BELT BUCKLE.	DOCUMENTED THE CONCERN.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 1/7/2014 01:46:53 PM		
Email: [REDACTED]	Closed: 1/24/2014 10:50:19 AM		
Address: [REDACTED]	Status: Closed		
City: LUDLOW	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: Click	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
State: MA	Creator First Name: Jennifer	* Category: Warranty Issues	* Remedy: N/A
IQS :	Owner Last Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
VDS :	Owner First Name: [REDACTED]	System:	Transfer
CSI :	* Urgency: Low	Component:	Trans. To:
Contact Language : ENGLISH		Symptom:	Trans. Team:
Dealer		Method : Telephone	Trans. Dealer:
* Servicing Dealer: GARY ROME HYUNDAI	MA034 Active		Trans. Type: Standard
Service District: Eastern District 4	Sales District: Eastern District 4		Trans. Reason:
Vehicle			Check Request Pending Approval : 0
VIN: 5NPEU46C06H [REDACTED]	Model Year: 2006	Engine: C	eMail notification when case is closed:
Model: Sonata (NF)	Short Model: 25422F45	Accessory: 02	
* Mileage: 97,078	Date of First Use: 6/20/2006	Production Date: 3/20/2006	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	4416367	CUSTOMERS EMAIL LIGHT IS ON, CUSTOMER ALREADY PAID FOR THE SEAT BELT BUCKLE BUT THAT HAS NOT TAKEN CARE OF THE CONCERN, CUSTOMER WOULD LIKE TO KNOW WHAT HYUNDAI IS GOING TO DO ABOUT IT.		CUSTOMER WAS INFORMED THAT VEHICLE HAS NO OPEN CAMPAIGNS AND THE VEHICLE IS OUT OF WARRANTY FOR THE AIR BAG SYSTEM, INFORMED CUSTOMER THAT THE DEALERSHIP IS IN THE BEST POSITION TO DIAGNOSE THE VEHICLE.	
First Name	[REDACTED]	Type:	CA				
Phone	[REDACTED]	Opened:	5/31/2011 12:30:43 PM				
Email	[REDACTED]	Closed:	5/31/2011 12:48:41 PM				
Address:		Status:	Closed				
City:		Sub Status:	Closed				
ZIP:		Creator Last Name:	Chavez-021612	Contact Reason		Resolution	
State::		Creator First Name:	Juanita	* Sentiment:		* Resolution: Documented Concern	
IQS :	VDS :	Owner Last Name:	[REDACTED]	* Category: Product		* Remedy: N/A	
CSI :	SSI :	Owner First Name:	[REDACTED]	* Sub-Category: Operation		* Resolution Satisfaction: Negative	
Contact Language :	ENGLISH	* Urgency:	Low	System: Body Electrical		Transfer	
Dealer				Component: Airbag Warning Light		Trans. To:	
* Servicing Dealer: VANDERGRIF HYUNDAI		TX124 Active		Symptom: Other		Trans. Team:	
Service District: South Central District 4		Sales District: South Central District B				Trans. Dealer:	
Vehicle						Trans. Type: Standard	
VIN: 5NPEU46C16H [REDACTED]		Model Year: 2006		Engine: C		Trans. Reason:	
Model: Sonata (NF)		Short Model: 25422F45		Accessory: 01		Check Request Pending Approval : 0	
* Mileage: 72,168		Date of First Use: 8/2/2006		Production Date: 3/30/2006		eMail notification when case is closed:	
Blue Link Equipped : No				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
5/31/2011 12:30:56 PM	JCHAVEZ	Chavez- 021612	Juanita	Inbound	Customer	Telephone	<p>CUST STATED: 1. AIR BAG LIGHT IS ON. 2. HAS TAKEN VEHICLE TO DLR TX124 FOR THIS CONCERN BEFORE AND THE SEAT BELT BUCKLE WAS REPLACED. 3. CUST HAD TO PAY FOR THAT. 4. PURCHASED THE VEH PRE-OWNED. 5. WENT ONLINE AND SEEN THAT THERE IS HUNDREDS OF COMPLAINTS ABOUT THE AIR BAG LIGHTS. 6. WANTS TO KNOW WHAT HYUNDAI IS GOING TO DO ABOUT THAT. 7. ITS NOT THE "PASSENGER SIDE AIR BAG OFF LIGHT" 8. THAT ONE WORKS FINE. 9. FEELS THAT THIS SHOULD BE COVERED. 10. DLRSP TOLD CUST THAT CUST HAS TO PAY \$1000 TO GET THAT REPLACED. WRITER INFORMED CUST THAT THE VEH HAS NO RECALLS FOR THE AIR BAG SYSTEM, INFORMED CUST THAT THE VEH IS OUT OF WARR BY 12,168 MILES, INFORMED CUST THAT WRITER WILL DOCUMENT</p>		4416367	CC Team3	Call Center

						COMPLAINT AND IF THERE IS A VOLUNTARILY RECALL LATER IN THE FUTURE FOR THIS CONCERN AND CUST HAS PAID FOR ANY RELATED REPAIRS THEN INFORMED CUST TO CALL HCA BACK. CASE CLOSED				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 6157554	GOODWILL REIMBURSEMENT REQUEST FOR DRIVER SEAT BELT TENSIONER ASSEMBLY.	WRITER PROVIDED INFO THAT THE REIMBURSEMENT REQUEST HAS BEEN APPROVED AND THE CHECK WILL BE MAILED ON 1/17/2014.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 10/31/2013 11:40:02 AM		
Email: [REDACTED]	Closed: 1/6/2014 11:02:24 AM		
Address: [REDACTED]	Status: Closed		
City: EAST MEADOW	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: Reband	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
State: NY	Creator First Name: Daniel	* Category: Warranty Issues	* Remedy: N/A
IQS : VDS :	Owner Last Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Positive
CSI : SSI :	Owner First Name: [REDACTED]	System: Body Electrical	Transfer
Contact Language : UNKNOWN	* Urgency: Low	Component: Airbag Warning Light	Trans. To:
Dealer		Symptom: Seat Belt Light	Trans. Team:
* Servicing Dealer: ADVANTAGE HYUNDAI	NY110 Active	Method : Telephone	Trans. Dealer:
Service District: Eastern District 5	Sales District: Eastern District 5		Trans. Type: Standard
Vehicle			Trans. Reason: Case Handling
VIN: 5NPEU46C26H [REDACTED]	Model Year: 2006	Engine: C	Check Request Pending Approval : 0
Model: Sonata (NF)	Short Model: 25422F45	Accessory: 01	eMail notification when case is closed:
* Mileage: 65,000	Date of First Use: 6/11/2006	Production Date: 3/13/2006	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 5868511	SEATBELT WARRANTY INQUIRY	PENDING DLR CONTACT
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 7/8/2013 11:43:27 AM		
Email: [REDACTED]	Closed: 7/8/2013 01:50:24 PM		
Address: [REDACTED]	Status: Closed		
City: [REDACTED]	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Hensley-072513	Contact Reason	Resolution
State: [REDACTED]	Creator First Name: Jamie	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
IQS : VDS :	Owner Last Name: [REDACTED]	* Category: Warranty Issues	* Remedy: N/A
CSI : SSI :	Owner First Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
Contact Language : ENGLISH	* Urgency: Low	System: Body	Transfer
Dealer		Component: Seatbelt	Trans. To:
* Servicing Dealer: #1 COCHRAN HYUNDAI PA043 Active		Symptom: Worn	Trans. Team:
Service District: Eastern District B	Sales District: Eastern District B	Method : Telephone	Trans. Dealer:
Vehicle			Trans. Type: Standard
VIN: 5NPEU46C36H [REDACTED]	Model Year: 2006	Engine: C	Trans. Reason: Case Handling
Model: Sonata (NF)	Short Model: 25422F45	Accessory: 01	Check Request Pending Approval : 0
* Mileage: 86,000	Date of First Use: 6/17/2006	Production Date: 3/6/2006	eMail notification when case is closed:
Blue Link Equipped : No		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
7/9/2013 10:15:50 AM	BSTEVENS	Stevens-121013	Brett	Inbound	Customer	Telephone	CUST STATES 1. JUST WANTED TO CALL AND LET ELISA KNOW THAT I APPRECIATE EVERYTHING AND WANTED TO THANK HER 2. YOU GUYS PROBABLY DONT GET MUCH OF THAT AND THOUGHT I WOULD TAKE THE TIME WRITER EXPLAINED CM BUSY HOWEVER WOULD TAKE MESSAGE AND PASS IT ON	<input checked="" type="checkbox"/>	5868511	HCCC Tier2 Team2 Agent	HCCC
7/9/2013 05:16:53 AM	EESILVA	Silva	Elisa	Outbound	Customer	Telephone	WRITER ATTEMPTED TO CONTACT CUSTOMER WITH UPDATE FROM DLR CONTACT, WRITER LEFT VM ADVISING CUSTOMER THAT GOODWILL BE EXTENDED TO CUSTOMER IN REGARDS TO VEHICLE CONCERNS. CASE CLOSED	<input checked="" type="checkbox"/>	5868511	HCCC General Team1 Agent	HCCC
7/8/2013 01:57:18 PM	TDUBON	Dubon-090513	Tiberius	Inbound	Dealer	Telephone	SM MATT STS: 1. I SPOKE TO DPSM AND THAT HE WILL AUTHORIZE REPAIRS.	<input checked="" type="checkbox"/>	5868511	HCCC Tier2 Team1	HCCC
							MATT GEIRLOCK (SERVICE MANAGER) STS: ORDERED THE PARTS, CUSTOMER HAS PICKED UP VEHICLE. THE TOTAL FOR				

7/8/2013 01:46:21 PM	RFAISON	Faison	Richard	Inbound	Dealer	Telephone	REPAIR IS \$264.95. I CAN'T AUTHORIZE SOMETHING LIKE THAT. I'LL ASK THE DPSM IF HE IS WILLING TO EXTEND GOODWILL FOR THE CUSTOMER, BUT I DON'T KNOW. I'LL CALL YOU BACK WHEN I FIND OUT. VEHICLE IS OUTSIDE OF WARRANTY. WRITER ASKED MATT IF HE COULD ASK DPSM FOR ANY POSSIBLE GOOD WILL. WRITER THANKED SERVICE MANAGER FOR HIS TIME AND NOTED CASE.	<input checked="" type="checkbox"/>	5868511	HCCC Lead Agent Team1 Agent	HCCC
7/8/2013 01:18:18 PM	EESILVA	Silva	Elisa	General	General	General	***ANY TIER 2 AGENT*** IF DLR CONTACTS HCCC PLEASE ASK FOLLOWING QUESTIONS: 1. WHAT IS THE STATUS OF VEHICLE? 2. CAN DPSM BE CONTACTED FOR REVIEW OF CASE FOR PARTIAL GOODWILL CONSIDERATION? THANK YOU!!	<input checked="" type="checkbox"/>	5868511	HCCC General Team1 Agent	HCCC
7/8/2013 01:16:24 PM	EESILVA	Silva	Elisa	Outbound	Dealer	Telephone	WRITER ATTEMPTED TO CONTACT DLR IN REGARDS TO CUSTOMERS CONCERNS, WRITER LEFT DETAILED MESSAGE ADVISING SM TO CONTACT HCCC	<input checked="" type="checkbox"/>	5868511	HCCC General Team1 Agent	HCCC

							TO SEE IF THERE IS ANY FINANCIAL ASSISTED AVAILABLE FOR THE CUSTOMER. CASE CLOSED PENDING DLR CONTACT				
7/8/2013 12:55:50 PM	EESILVA	Silva	Elisa	Outbound	Dealer	Telephone	WRITER ATTEMPTED TO CONTACT DLR IN REGARDS TO CUSTOMER CONCERNS. WRITER ATTEMPTED TO LEAVE VM, OPTION WAS NOT AVAILABLE. CASE CLOSED PENDING DLR CONTACT	<input checked="" type="checkbox"/>	5868511	HCCC General Team1 Agent	HCCC
7/8/2013 12:04:21 PM	EESILVA	Silva	Elisa	Inbound	Customer	Telephone	CUST STS: 1. WANT TO KNOW IF THERE IS ANY ASSISTANCE FOR COVERAGE OF COST FOR SEAT BELTS. 2. ITS A SAFETY CONCERNS AND FEEL IT SHOULD BE COVERED. 3. WHEN BREAKING HARD SEAT BELT WONT CATCH. WRITER ADVISED CUSTOMER THAT HCCC WILL CONTACT DLR TO SEE IF THERE IS ANY FINANCIAL HELP THAT CAN BE PROVIDED. CASE CLOSED PENDING DLR CONTACT.	<input checked="" type="checkbox"/>	5868511	HCCC General Team1 Agent	HCCC
							CUSTOMER STATES: 1. HAVE OWNED HYUNDAI'S FOR OVER TEN YEARS. 2. GOT A BILL IN THE MAIL FOR MY VEHICLE. 3. SAYS THAT MY				

7/8/2013 11:45:04 AM	JHENSLEY	Hensley- 072513	Jamie	Inbound	Customer	Telephone	SEATBELTS ARE NOT COVERED UNDER WARRANTY. 4. BILL WAS \$269.00. 5. THIS SHOULD BE A LIABILITY FOR HYUNDAI BECAUSE SOMEBODY COULD GET HURT. 6. IS THERE ANYTHING THAT CAN BE DONE FOR A LOYAL CUSTOMER? WRITER VERIFIED CUSTOMER INFORMATION AND PROVIDED CUSTOMER WITH CASE NUMBER. WRITER ADVISED CUSTOMER THAT THE SEATBELT WARRANTY IS ONLY COVERED FOR FIVE YEARS SIXTY THOUSAND MILES.	5868511	HCCC Tier1 Team1	HCCC
----------------------------	----------	--------------------	-------	---------	----------	-----------	---	---------	------------------------	------

Cases

Customer

Last Name:

First Name:

Phone:

Email:

Address:

City:

ZIP:

State:

IQS :

VDS :

CSI :

SSI :

Contact Language :

Dealer

★ Servicing Dealer: HUFFINES HYUNDAI PLANO

TX040 Active

Service District: South Central District 3

Sales District: South Central District A

Vehicle

VIN: 5NPEU46C46

Model Year: 2006

Engine: C

Model: Sonata (NF)

Short Model: 25422F45

Accessory: 02

★ Mileage: 75,000

Date of First Use: 2/15/2006

Production Date: 1/30/2006

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 3700140

Type: CA

Opened: 9/8/2009 03:43:48 PM

Closed: 9/8/2009 03:47:41 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Relf-083011

Creator First Name: Kevin

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

THE CUST AIR BAG LIGHT IS ON DUE TO THE DRIVER'S SIDE SEAT BELT BUCKLE AND THE CUST DOESN'T WANT THE VEH ANY MORE.

Contact Reason

★ Sentiment:

★ Category: Product

★ Sub-Category: Operation

System: Body Electrical

Component: Drivers Airbag

Symptom: Security Light

* Resolution Summary

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Negative

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type:

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
9/8/2009 03:44:30 PM	KRELF	Relf-083011	Kevin	Contact from Customer			<p>THE CUST STATES: 1. THE CUST HAS A COMPLAINT ABOUT THE CUST VEH. 2. IS REALLY UNSATISFIED WITH THE WARRANTY COVERAGE. 3. EVERY THING THAT IS GOING WRONG WITH THE CUST VEH IS RIDICULOUS AND EVERY WEEK SOME THING GOES WRONG WITH IT. 4. NEEDS TO GET INFO ON WHAT TO DO IF THE CUST DOESN'T WANT THIS VEH. 5. THE CUST PURCHASED THE VEH PRE-OWNED. ---WRITER APOLOGIZED FOR THE CUST CONCERN. WRITER VERIFIED THE CUST FILE. WRITER ADVISED THE CUST THAT WRITER CAN UNDERSTAND THE CUST CONCERN. WRITER ADVISED THE CUST THAT THERE IS CURRENTLY NO PROCESS TO TAKE THIS VEH BACK DUE TO THE VEH PROBLEMS. WRITER ADVISED THE CUST THAT THE CUST WOULD HAVE TO TRADE</p>	<input checked="" type="checkbox"/>	3700140	CC Team3	Call Center

						<p>THE VEH IN FOR ANOTHER VEH IF THE CUST WANTED TO DO THIS. THE CUST UNDERSTOOD AND WAS WORRIED ABOUT NEGATIVE EQUITY. WRITER APOLOGIZED FOR THIS AND ADVISED THE CUST THAT THE VALUE AND THE SALE OF A NEW VEH PRICING WOULD HAVE TO BE NEGOTIATED BY THE CUST NEAREST DLR AT THE DLR. THE CUST UNDERSTOOD THIS AND THANKED WRITER FOR THE HELP. WRITER THANKED THE CUST FOR CALLING HYUNDAI AS WELL. ***CASE IS CLOSED.***</p>			
--	--	--	--	--	--	---	--	--	--

Cases

Customer		Case Information		★ Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	4594204	CAMPAIGN INQUIRY. VEH AIR BAG AND PASSENGER SEAT BELT LIGHT ARE ILLUMINATED. PROBLEM HAS OCCURRED INTERMITTENTLY OVER THE LAST YEAR AND A HALF.		ADVISED OF NO OPEN CAM ON VEH. WRITER ADVISED VEH OOW 5/60 ON TIME AND MILEAGE. REFERRED TO DLRSP FOR DIAGNOSIS.	
First Name	[REDACTED]	Type:	CA				
Phone	[REDACTED]	Opened:	10/24/2011 03:19:38 PM				
Email	[REDACTED]	Closed:	10/24/2011 03:32:12 PM				
Address:		Status:	Closed				
City:		Sub Status:	Closed				
ZIP:		Creator Last Name:	Morris-033012				
State::		Creator First Name:	Kari				
IQS :	VDS :	Owner Last Name:	[REDACTED]				
CSI :	SSI :	Owner First Name:	[REDACTED]				
Contact Language :	ENGLISH	★Urgency:	Low				
Dealer				Contact Reason		Resolution	
★ Servicing Dealer:	GARY ROME HYUNDAI	MA034	Active	★ Sentiment:		* Resolution: Referred to Dealer	
Service District:	Eastern District 4	Sales District:	Eastern District 4	★ Category: Campaign		* Remedy: N/A	
				★ Sub-Category: Info/Eligibility		* Resolution Satisfaction: Positive	
				System:			
				Component:			
				Symptom:			
				Method : Telephone			
Vehicle				Transfer			
VIN:	5NPEU46C46H [REDACTED]	Model Year:	2006	Trans. To:			
Model:	Sonata (NF)	Short Model:	25422F45	Trans. Team:			
★ Mileage:	100,000	Date of First Use:	7/5/2006	Trans. Dealer:			
				Trans. Type: Standard			
				Trans. Reason:			
				Check Request Pending Approval : 0			
				eMail notification when case is closed:			
Blue Link Equipped : No				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
10/24/2011 03:29:50 PM	KMORR	Morris-	Kari	Inbound	Customer	Telephone	CUSTOMER STATED: 1. VEH HAS BEEN TO DLRSP TWICE FOR AIR BAG LIGHT ILLUMINATION 2. WANTS TO KNOW IF THERE ARE OPEN CAM ON VEH. 3. PASSENGER SEATBELT LIGHT ALSO ILLUMINATES 4. CUSTOMER HAS TAKEN VEH BACK TO PURCHASING DLRSP (NON HYUNDAI) WHO STATED THAT VEH WAS TAKEN TO DLRSP TO BE REPAIRED UNDER WARR FOR AIR BAG LIGHT 5. PROBLEM HAS OCCURRED INTERMITTENTLY FOR OVER YEAR AND A HALF. 6. DOES NOT WANT TO PAY DLRSP FEE TO INSPECT AND HAVE NOTHING REPAIRED. 7. VEH WAS IN AN ACCIDENT BUT CUSTOMER DOES NOT BELIEVE THAT RELATES TO CONCERN. WRITER ADVISED OF NO OPEN CAM ON VEH. WRITER ADVISED VEH OOW 5/60 ON TIME AND MILEAGE. REFEREED TO DLRSP FOR		4594204	CC Training Team	Call Center

						DIAGNOSIS. CASE CLOSED				
--	--	--	--	--	--	---------------------------	--	--	--	--

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	4684280	OPENING TO REGION FOR ASSISTANCE IN OBTAINING INFORMATION FROM MA034. CUSTOMER HAS HAD MULTIPLE REPAIRS ON A SEATBELT BUCKLE WHICH IS AFFECTING THE SEATBELT LIGHT AS WELL AS THE		CASE BEING CLOSED DUE TO LACK OF CUSTOMER CONTACT	
First Name	[REDACTED]	Type:	CA				
Phone	[REDACTED]	Opened:	1/9/2012 04:34:09 PM				
Email	[REDACTED]	Closed:	1/26/2012 04:41:35 PM				
Address:		Status:	Closed				
City:		Sub Status:	Closed	Contact Reason		Resolution	
ZIP:		Creator Last Name:	McGill-033012	* Sentiment:		* Resolution: Other	
State::		Creator First Name:	Robert	* Category: Product		* Remedy: N/A	
IQS :	VDS :	Owner Last Name:	[REDACTED]	* Sub-Category: Operation		* Resolution Satisfaction: Neutral	
CSI :	SSI :	Owner First Name:	[REDACTED]	System: Body Electrical		Transfer	
Contact Language :	ENGLISH	* Urgency:	Low	Component: Passenger Airbag		Trans. To:	
Dealer				Symptom: Display Message		Trans. Team:	
* Servicing Dealer: GARY ROME HYUNDAI		MA034 Active		Method : Telephone		Trans. Dealer:	
Service District: Eastern District 4		Sales District: Eastern District 4				Trans. Type: Standard	
Vehicle						Trans. Reason: Case Handling	
VIN: 5NPEU46C46H [REDACTED]		Model Year: 2006		Engine: C		Check Request Pending Approval : 0	
Model: Sonata (NF)		Short Model: 25422F45		Accessory: 02		eMail notification when case is closed:	
* Mileage: 105,000		Date of First Use: 7/5/2006		Production Date: 3/9/2006			
Blue Link Equipped : No				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
1/26/2012 04:41:16 PM	MGARCIA	Garcia-021612	Michael	General	General	General	***ANY TIER TWO CAN ASSIST*** IF CUSTOMER CALLS BACK AND CM/MG IS UNAVAILABLE, PLEASE INFORM CUSTOMER AS PER REGION NO ASSISTANCE CAN BE PROVIDED AS VEHICLE IS 46000 MILES OUT OF WARRANTY. WRITER THANKS IN ADVANCE	<input checked="" type="checkbox"/>	4684280	CC Training Team	Call Center
1/26/2012 04:40:49 PM	MGARCIA	Garcia-021612	Michael	Outbound	Customer	Telephone	WRITER ATTEMPTED TO CONTACT THE CUSTOMER, CUSTOMER WAS UNAVAILABLE AND NO MESSAGE OPTION WAS PROVIDED CASE BEING CLOSED DUE TO LACK OF CUSTOMER CONTACT	<input checked="" type="checkbox"/>	4684280	CC Training Team	Call Center
1/25/2012 12:16:09 PM	MGARCIA	Garcia-021612	Michael	Inbound	Customer	Telephone	***ANY TIER TWO CAN ASSIST*** IF CUSTOMER CALLS BACK AND CM/MG IS UNAVAILABLE, PLEASE INFORM CUSTOMER AS PER REGION NO ASSISTANCE CAN BE PROVIDED AS VEHICLE IS 46000 MILES OUT OF WARRANTY. WRITER THANKS IN ADVANCE		4684280	CC Training Team	Call Center
							WRITER ATTEMPTED TO CONTACT THE CUSTOMER, CUSTOMER WAS				

1/25/2012 12:15:40 PM	MGARCIA	Garcia- 021612	Michael	Outbound	Customer	Telephone	UNAVAILABLE AND NO MESSAGE OPTION WAS PROVIDED CASE REMAINS OPEN PENDING CUSTOMER CONTACT		4684280	CC Training Team	Call Center
1/25/2012 09:19:28 AM	EACUNA	Acuna- 033012	Eddy	General	General	General	FWD CASE BACK TO CM SEE NOTES FROM REGION.	<input checked="" type="checkbox"/>	4684280	CC Team3	Call Center
							PG (ERCC) THE WRITER HAS CONTACTED THE DEALERSHIP AS REQUESTED. THIS CUSTOMER IS A SUBSEQUENT OWNER AS THIS WAS A DAILY RENTAL VEHICLE FROM NATIONAL CAR RENTAL. THE WRITER CONTACTED THE DEALERSHIP FOR DETAILS AND SPOKE WITH SERVICE MANAGER DAVID SPAFORD. THE SERVICE MANAGER STATES THAT THE CAMPAIGN REPAIR FOR THE PASSENGER SEAT REPAIR / RECALIBRATION WAS PERFORMED. THE SRS LIGHT REMAINS ON DUE TO NEED FOR A DRIVER'S SIDE SEAT BELT BUCKLE. THE CURRENT MILEAGE IS 106,479 AND THE LAST RELATED REPAIR WAS				
1/25/2012 06:28:52 AM	HMA90429	Garber	Paul	Inbound	Customer	Telephone		<input checked="" type="checkbox"/>	4684280	Region Eastern	Region

PERFORMED UNDER WARRANTY AT 58,357 MILES. THE VEHICLE IS ALSO 46,000 MILES BEYOND THE WARRANTY AND THEREFORE THERE IS NO GOODWILL CONSIDERATION. THE SERVICE MANAGER ALSO INFORMED THE WRITER THAT THE CUSTOMER BROUGHT HIS VEHICLE TO THE DEALERSHIP RECENTLY FOR A COMPLAINT OF SEVERE ENGINE KNOCK. THE DETERMINATION IS THAT A REMANUFACTURED ENGINE IS NEEDED AND, AGAIN, THE VEHICLE IS 46,000 MILES BEYOND THE WARRANTY AS MR. JOSIAS IS A SUBSEQUENT OWNER. THERE IS NO ACTION TO BE TAKEN BY THE REGION. DECLINING CASE

--ATTN REGION: --
OPEN TO DEALER

- CUSTOMER STATES THE FOLLOWING: -
CURRENT CONCERN:
CUSTOMER'S SEATBELT LIGHT CONSTANTLY FLASHES AND AIRBAG LIGHT IS ALSO BEING DISPLAYED.
CUSTOMER HAS

HAD CAMPAIGN
083 COMPLETED
WHICH DID NOT
RESOLVE ISSUE.
CUSTOMER
BELIEVES ISSUE
IS DUE TO
SEATBELT
BUCKLE. - IF
MECHANICAL,
WHEN AND HOW
OFTEN THE ISSUE
OCCURS: ISSUE
OCCURS
WHENEVER
CUSTOMER
DRIVES THE
VEHICLE - IF
MECHANICAL,
THE SPECIFIC
SYMPTOMS: THE
SEATBELT LIGHT
FLASHES AND
THE AIRBAG
LIGHT IS ALSO
DISPLAYED -
CURRENT
HYUNDAI
DEALER:
CURRENT
DEALERSHIP IS
GARY ROME
HYUNDAI, MA034 -
WHERE THE
VEHICLE IS
CURRENTLY
LOCATED:
CUSTOMER IS IN
POSESSION OF
THE VEHICLE AT
THE ADDRESS ON
FILE MA034,
DATES ATTEMPTS
WERE MADE TO
CONTACT
DEALER: - 1/19/12
- VOICEMAIL LEFT
FOR SERVICE
MANAGER -
1/20/12 -
VOICEMAIL LEFT
FOR SERVICE
MANAGER -
1/24/12 - NO
MESSAGE LEFT
AS RECEPTIONIST

1/24/2012 03:26:37 PM	EACUNA	Acuna- 033012	Eddy	General	General	General	STATED NO VOICEMAIL AVAILABLE AND REFUSAL TO TAKE PAPER MESSAGE WHAT THE CM IS SPECIFICALLY SEEKING FROM THE DEALER: CUSTOMER IS SEEKING THE FOLLOWING INFORMATION: - DATES, MILEAGE DIAGNOSES, AND REPAIR ATTEMPTS MADE IN REGARDS TO THE SEAT BELT BUCKLE - IF THERE ARE ANY AFTERMARKET PARTS ON THE VEHICLE WHICH COUDL BE CAUSING ANY CONCERNS - IF THE DPSM, FSE, OR TECHLINE HAVE BEEN INVOLVED IN ANY REPAIRS - AND IF THE CUSTOMER HAS MADE ANY SPECIAL COMMENTS OR THREATS TOWARD THE DEALERSHIP WHAT ARE WE SEEKING FROM THE REGION?: THE CUSTOMER WOULD LIKE TO HAVE REPAIRS PERFORMED AS CUSTOMER IS EXPERIENCING ONGOING MECHANICAL CONCERNS. SEEKING REGION GATHER THE INFORMATION AND PROCEED	<input checked="" type="checkbox"/>	4684280	CC Team3	Call Center
-----------------------------	--------	------------------	------	---------	---------	---------	--	-------------------------------------	---------	----------	-------------

APPROPRIATELY
IN REGARDS TO
THE ONGOING
MECHANICAL
CONCERN
PLEASE NOTE
ANY UPDATES OR
DECISIONS IN THE
CRM CASE SO
HMA AND NCC
CAN SUPPORT.
Please let me know
if you have any
questions or need
additional
information. Eddy
Acuna Regional
Liaison Hyundai
Consumer Affairs

OPEN TO REGION
- UNABLE TO
GATHER INFO
FROM DEALER: ---
THE CUSTOMER
STATES THE
FOLLOWING: 1.
CURRENT
CONCERN:
CUSTOMER'S
SEATBELT LIGHT
CONSTANTLY
FLASHES AND
AIRBAG LIGHT IS
ALSO BEING
DISPLAYED.
CUSTOMER HAS
HAD CAMPAIGN
083 COMPLETED
WHICH DID NOT
RESOLVE ISSUE.
CUSTOMER
BELIEVES ISSUE
IS DUE TO
SEATBELT
BUCKLE. 2. IF
MECHANICAL,
WHEN AND HOW
OFTEN THE ISSUE
OCCURS: ISSUE
OCCURS
WHENEVER
CUSTOMER
DRIVES THE
VEHICLE 3. IF
MECHANICAL,

1/24/2012 03:02:16 PM	MGARCIA	Garcia- 021612	Michael	General	General	General	<p>THE SPECIFIC SYMPTOMS: THE SEATBELT LIGHT FLASHES AND THE AIRBAG LIGHT IS ALSO DISPLAYED 4. CURRENT HYUNDAI DEALER: CURRENT DEALERSHIP IS GARY ROME HYUNDAI, MA034 5. WHERE THE VEHICLE IS CURRENTLY LOCATED: CUSTOMER IS IN POSESSION OF THE VEHICLE AT THE ADDRESS ON FILE MA034, DATES ATTEMPTS WERE MADE TO CONTACT DEALER: - 1/19/12 - VOICEMAIL LEFT FOR SERVICE MANAGER - 1/20/12 - VOICEMAIL LEFT FOR SERVICE MANAGER - 1/24/12 - NO MESSAGE LEFT AS RECEPTIONIST STATED NO VOICEMAIL AVAILABLE AND REFUSAL TO TAKE PAPER MESSAGE WHAT THE CM IS SPECIFICALLY SEEKING FROM THE DEALER: CUSTOMER IS SEEKING THE FOLLOWING INFORMATION: - DATES, MILEAGE DIAGNOSES, AND REPAIR ATTEMPTS MADE IN REGARDS TO</p>	4684280	CC Training Team	Call Center
-----------------------------	---------	-------------------	---------	---------	---------	---------	---	---------	---------------------	-------------

THE SEAT BELT BUCKLE - IF THERE ARE ANY AFTERMARKET PARTS ON THE VEHICLE WHICH COULD BE CAUSING ANY CONCERNS - IF THE DPSM, FSE, OR TECHLINE HAVE BEEN INVOLVED IN ANY REPAIRS - AND IF THE CUSTOMER HAS MADE ANY SPECIAL COMMENTS OR THREATS TOWARD THE DEALERSHIP WHAT ARE WE SEEKING FROM THE REGION?: THE CUSTOMER WOULD LIKE TO HAVE REPAIRS PERFORMED AS CUSTOMER IS EXPERIENCING ONGOING MECHANICAL CONCERNS. SEEKING REGION GATHER THE INFORMATION AND PROCEED APPROPRIATELY IN REGARDS TO THE ONGOING MECHANICAL CONCERN

WRITER CONTACTED LORI, RECEPTIONIST, OF MA034, WHO STATED: 1. SERVICE MANAGER IS OUT OF THE OFFICE AFTER 5 PM EST 2. SERVICE MANAGER DOESN'T HAVE A VOICEMAIL 3.

02:55:02 PM	MGARCIA	Garcia-021612	Michael	Outbound	Customer	Telephone	DOES NOT WANT TO TAKE A MESSAGE AS THE PAPER COULD GET LOST, AND DOESN'T WANT TO BE BLAMED FOR THIS WRITER DOCUMENTED INFORMATION CASE BEING SENT TO REGION FOR LACK OF DEALERSHIP CONTACT		4684280	CC Training Team	Call Center
1/24/2012 09:42:13 AM	SRUSSON	Russon-033012	Skye	General	General	General	LCM/ RW WRITER FORWARDING CASE TO CM/JR FOR HANDLING	<input checked="" type="checkbox"/>	4684280	CC Training Team	Call Center
1/23/2012 01:43:48 PM	MGARCIA	Garcia-021612	Michael	General	General	General	LCM/ RW WRITER FORWARDING CASE TO CM/SR FOR HANDLING	<input checked="" type="checkbox"/>	4684280	CC Training Team	Call Center
1/20/2012 02:31:41 PM	MGARCIA	Garcia-021612	Michael	General	General	General	***ANY TIER TWO CAN ASSIST*** IF SERVICE MANAGER CALLS BACK AND CM/MG IS UNAVAILABLE, PLEASE GATHER THE FOLLWING INFORMATION - DATES, MILEAGE DIAGNOSES, AND REPAIR ATTEMPTS MADE IN REGARDS TO THE SEAT BELT BUCKLE - IF THERE ARE ANY AFTERMARKET PARTS ON THE VEHICLE WHICH COUOLD BE CAUSING ANY CONCERNS - IF THE DPSM, FSE, OR TECHLINE HAVE BEEN INVOLVED IN ANY REPAIRS - AND IF THE CUSTOMER HAS MADE ANY SPECIAL		4684280	CC Training Team	Call Center

							COMMENTS OR THREATS TOWARD THE DEALERSHIP WRITER THANKS IN ADVANCE			
1/20/2012 02:31:21 PM	MGARCIA	Garcia-021612	Michael	Outbound	Dealer	Telephone	WRITER LEFT A VOICEMAIL FOR ██████, SERVICE MANAGER OF MA034, WITH CUSTOMER NAME, LAST 8 OF VIN, CASE NUMBER, AND HCCC NUMBER CASE REMAINS OPEN PENDING DEALERSHIP CONTACT	4684280	CC Training Team	Call Center
1/19/2012 02:30:09 PM	MGARCIA	Garcia-021612	Michael	General	General	General	***ANY TIER TWO CAN ASSIST*** IF SERVICE MANAGER CALLS BACK AND CM/MG IS UNAVAILABLE, PLEASE GATHER THE FOLLOWING INFORMATION - DATES, MILEAGE DIAGNOSES, AND REPAIR ATTEMPTS MADE IN REGARDS TO THE SEAT BELT BUCKLE - IF THERE ARE ANY AFTERMARKET PARTS ON THE VEHICLE WHICH COULD BE CAUSING ANY CONCERNS - IF THE DPSM, FSE, OR TECHLINE HAVE BEEN INVOLVED IN ANY REPAIRS - AND IF THE CUSTOMER HAS MADE ANY SPECIAL COMMENTS OR THREATS TOWARD THE DEALERSHIP	4684280	CC Training Team	Call Center

							WRITER THANKS IN ADVANCE			
1/19/2012 02:29:34 PM	MGARCIA	Garcia- 021612	Michael	Outbound	Dealer	Telephone	WRITER LEFT A VOICEMAIL FOR DAVE, SERVICE MANAGER OF MA034, WITH CUSTOMER NAME, LAST 8 OF VIN, CASE NUMBER, AND HCCC NUMBER CASE REMAINS OPEN PENDING DEALERSHIP CONTACT	4684280	CC Training Team	Call Center
1/19/2012 09:18:01 AM	MGARCIA	Garcia- 021612	Michael	Inbound	Customer	Telephone	CUSTOMER STATED: 1. CUSTOMER STATES SEAT WAS SENT TO CALIFORNIA 2. SEAT WAS INSTALLED AND THE LIGHT IS STILL ON 3. BUCKLES ARE NOT FIXED 4. TOLD TO CALL BACK CM/GF 5. SEAT BELT BUCKLE HAS BEEN REPLACED MULTIPLE TIMES AND HAS NOT BEEN RESOLVED, CUSTOMER BELIEVES THIS IS THE CAUSE OF THE AIRBAG CONCERN 6. DEALERSHIP STATED SEATBELT BUCKLE WAS FAULTY 7. CUSTOMER WOULD LIKE TO HAVE SEAT BELT BUCKLE LOOKED IN TO AS ONGOING CONCERN 8. AIRBAG LIGHT IS CONSTANTLY ON	4684280	CC Training Team	Call Center

							SEATBELT LIGHT FLASHES AS WELL 9. CUSTOMER IS GOING TO PICK UP THE VEHICLE 10. DEALERSHIP QUOTING \$350 11. MA034 HAS NOT BEEN CONTACTED IN REGARDS TO PREVIOUS REPAIRS WRITER INFORMED CUSTOMER THAT THE CASE WOULD BE SUBMITTED FOR ONGOING MECHANICAL CONCERNS ONCE DEALERSHIP HAS BEEN CONTACTED. CASE REMAINS OPEN PENDING MA034 CONTACT				
1/16/2012 11:13:22 AM	GFULLER	Fuller-033012	Gerry	Outbound	Customer	Telephone	WRITER 1st ATTEMPT TO CONTACT CUSTOMER .CUST STATED: 1. VEH IS AT DLRSP MA034 PASSENGER SIDE SEAT HAS BEEN SENT TO CA FOR CALIBRATION 2. CUST THINKS PASSENGER SIDE SEAT BELT BUCKLE NEEDS REPLACED - WRITER- EXPLAINED TO CUSTOMER VEHICLE IS OUTSIDE COVERAGE FOR SEAT BELT CONCERN 5/60 CASE CLOSED	<input checked="" type="checkbox"/>	4684280	CC Team3	Call Center
1/16/2012 09:17:59 AM	SMCCURDY	McCurdy-033012	Stephen	General	General	General	LCM/ RW WRITER FORWARDING CASE TO CM/GF FOR HANDLING	<input checked="" type="checkbox"/>	4684280	CC Training Team	Call Center

1/13/2012 06:44:42 AM	SMCCURDY	McCurdy- 033012	Stephen	Outbound	Customer	Telephone	<p>****1ST ATTEMPT**** WRITER ATTEMPTED TO CONTACT CUSTOMER. UNABLE TO LEAVE ANY MESSAGE. NO VM. ****ATTN ANY TIER 2 AGENT**** IF CUSTOMER CALLS BACK AND AGENT IS UNAVAILABLE. PLEASE NOTIFY CUSTOMER THAT SINCE CUSTOMER IS THE THIRD OWNER OF THE VEHICLE. VEHICLE IS OUTSIDE OF WARRANTY COVERAGE. CUSTOMER WILL HAVE TO PAY FOR REPAIR OUT OF POCKET. CASE AS IS</p>	4684280	CC Training Team	Call Center
							<p>CUSTOMER STATED: 1. WENT TO DEALERSHIP MA034 TO HAVE DIAGNOSIS DONE TODAY AS PER HCCC INSTRUCTIONS. 2. DEALERSHIP STATES THAT DRIVER SIDE SEAT BELT BUCKLE IS DEFECTIVE AND THAT PASSENGER SEAT WILL NEED TO BE SENT TO CALIFORNIA FOR REPROGRAMMING AS PASSENGER AIR BAG LIGHT IS STILL ILLUMINATED. 3. DEALERSHIP MA034 WILL</p>			

1/11/2012 10:44:43 AM	CSUAREZ	Suarez- 033012	Cynthia	Inbound	Customer	Telephone	<p>CHARGE CUSTOMER \$360.00 FOR DRIVER SIDE SEAT BELT REPLACEMENT. 4. UPSET THAT SEAT BELT HAD TO BE REPLACED 5 TIMES NOW AND STILL HAVING SAME CONCERN. 5. MA034 DID NOT MENTION CHARGE FOR REPROGRAMMING OF PASSENGER SEAT. 6. CUSTOMER IS ASSUMING THAT PASSENGER SEAT WILL BE DONE AT NO COST. 7. CONCERNED ABOUT COSTS FROM REPLACEMENT OF DRIVERS SIDE SEATBELT AS CUSTOMER IS NOW OUT OF WARRANTY. 8. MAKING APPOINTMENT FOR NEXT MONDAY FOR PASSENGER SEAT REPROGRAMMING 9. DEALERSHIP MA034 GAVE CUSTOMER APPROXIMATE TIME OF COMPLETION OF REPAIRS AS 2 WEEKS FOR PASSENGER SEAT REPROGRAMMING 10. MENTIONED NATIONAL INVOLVEMENT IN CUSTOMERS</p>	4684280	CC Training Team	Call Center
-----------------------------	---------	-------------------	---------	---------	----------	-----------	--	---------	---------------------	-------------

CASE. WRITER ADVISED CUSTOMER THAT CASE WOULD BE TRANSFERRED TO SPECIALIST FOR FURTHER ASSISTANCE IN CUSTOMERS CASE. WRITER ADVISED CUSTOMER THAT SPECIALIST WOULD BE IN CONTACT WITH CUSTOMER WITHIN 4 BUSINESS HOURS. WRITER IS SENDING MESSAGE TO CM/SM TO ADVISE CM/SM TO CONTACT CUSTOMER ABOUT STATUS OF CASE. CASE AS IS.

JOHN, SERVICE MANAGER AT DEALERSHIP MA057, WHO STATED: 1. LIST THE DATES, MILEAGE DIAGNOSIS AND REPAIR ATTEMPTS FOR THE CUSTOMERS CURRENT OR ANY PREVIOUS RELATED CONCERNS.
1/27/09 34018 MILES. FOUND CODE 1706 AND 1701. DRIVER AND PASSENGER SIDE BUCKLE SEAT BELT BUCKLES. REPLACED BOTH BUCKLES 8/25/09 42089 MILES. PASSENGER AIR BAG LIGHT WAS ON. PASSENGER

1/10/2012 08:54:09 AM	MWARREN	Warren-033012	Matthew	Inbound	Dealer	Telephone	SIDE BUCKLE 4/16/10 58357 MILES PASSENGER AIR BAG LIGHT FOR SEAT BELT BUCKLE. REPLACED BUCKLE ASSEMBLY. 1/10/12 101K MILES (CUSTOMER STATED) AND THAT AIR BAG LIGHT IS ON AGAIN 2. WAS NOT ABLE TO LOOK AT THE VEHICLE DUE TO CUSTOMER. 3. NO REGIONAL INVOLVEMENT. 4. FIRST THREE REPAIRS WERE COMPLETED WITH SECONDARY OWNER, AND CURRENT IS THE THIRD OWNER. WRITER UPDATED CASE NOTES CASE AS IS	<input checked="" type="checkbox"/>	4684280	CC Training Team	Call Center
1/10/2012 08:44:10 AM	NFUE	Fue-033012	Natasha	Inbound	Dealer	Telephone	DEALERSHIP (MA057 JOHN SERVICE MANAGER) STATED: 1 RETURNING CALL REGARDING CASE NUMBER 4684280. HCCC WILL TRANSFER CALL TO THE CORRECT DEPARTMENT. CASE TRANSFERRED TO CM/MWAR.		4684280	CC Training Team	Call Center
							****ATTN ANY TIER 2 AGENT**** IF SM CALLS BACK AND AGENT IS UNAVAILABLE PLEASE ASK				

1/10/2012 08:30:14 AM	SMCCURDY	McCurdy- 033012	Stephen	General	General	General	SERVICE MANAGER FOR THE FOLLOWING INFORMATION. 1. LIST THE DATES, MILEAGE DIAGNOSIS AND REPAIR ATTEMPTS FOR THE CUSTOMERS CURRENT OR ANY PREVIOUS RELATED CONCERNS. 2. ARE THERE ANY AFTERMARKET PARTS THAT MAY CAUSING THE CONCERN? 3. HAS THE DEALERSHIP INVOLVED THE TECHLINE/DPSM OR THE FSE IN RESOVLING THIS ISSUE? ALSO PLEASE GET THE SM NAME THANK YOU	<input checked="" type="checkbox"/>	4684280	CC Training Team	Call Center
1/10/2012 08:29:04 AM	SMCCURDY	McCurdy- 033012	Stephen	Outbound	Dealer	Telephone	****1ST ATTEMPT**** WRITER ATTEMPTED TO CONTACT THE SM AT MA057. LEFT VM WITH INSTRUCTION TO CONTACT HCCC.	<input checked="" type="checkbox"/>	4684280	CC Training Team	Call Center
1/10/2012 06:59:31 AM	SMCCURDY	McCurdy- 033012	Stephen	Inbound	Customer	Telephone	CUSTOMER STATED: 1. ENDED UP NOT DOING THE DIAGNOSIS WITH DEALERSHIP 2. TAKING VEHICLE TO DIFFERENT DEALERSHIP 3. SEAT BUCKLE ASSEMBLY HAS BEEN REPLACED 3 TIMES. 4. THINKS HYUNDAI SHOULD PAY FOR THE REPAIR. WRITER	<input checked="" type="checkbox"/>	4684280	CC Training Team	Call Center

							INFORMED CUSTOMER OF THE CASE STATUS. WILL CONTACT DEALERSHIP MA057 FOR REPAIR HISTORY. CASE AS IS				
1/9/2012 04:48:11 PM	RMCGILL	McGill-033012	Robert	Inbound	Customer	Telephone	CUSTOMER STATED: 1. HAD PASSENGER AIRBAG LIGHT ISSUE REPAIRED 18 MONTHS AGO BY DEALERSHIP. 2. PASSENGER SIDE AIR BAG LIGHT IS ON AGAIN. 3. CUSTOMER SAW CAMPAIGNS ON INTERNET. 4. DEALERSHIP EXPLAINED MAY BE OUT OF WARRANTY BASED ON CURRENT MILEAGE. 5. DEALERSHIP WILL HAVE TO DIAGNOSE FIRST. 6. ASKING IF THERE IS ANY FINANCIAL ASSISTANCE HCCC CAN PROVIDE. WRITER REFERRED CUSTOMER TO DEALERSHIP FOR DIAGNOSIS. CUSTOMER HAS APPOINTMENT WITH DEALERSHIP 01/10/12. INFORMED CUSTOMER NO OPEN CAMPAIGNS. INFORMED CUSTOMER COULD NOT OFFER	<input checked="" type="checkbox"/>	4684280	CC Training Team	Call Center

						ASSISTANCE WITH OUT CURRENT DIAGNOSE. CLOSED CASE UNTIL DIAGNOSIS IS COMPLETED.				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 3271659	CUST DOESN'T FEEL THAT CUST SHOULD NEED TO PAY FOR THE SEAT BELT BUCKLE ASSEMBLE.	
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 4/17/2008 04:00:59 PM		
Email: [REDACTED]	Closed: 9/2/2008 09:35:17 AM		
Address: [REDACTED]	Status: Closed		
City: GREENBACK	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Weaver-041310	Contact Reason	Resolution
State: TN	Creator First Name: Christian	* Sentiment:	* Resolution: Assist HMA 100% GW
IQS :	Owner Last Name: [REDACTED]	* Category: Product	* Remedy: Repaired
CSI :	Owner First Name: [REDACTED]	* Sub-Category: Design/Feature	* Resolution Satisfaction: Positive
VDS :	* Urgency: Low	System: Accessories	Transfer
SSI :		Component: Other	Trans. To:
Contact Language : ENGLISH		Symptom: Other	Trans. Team:
Dealer		Method : Telephone	Trans. Dealer:
* Servicing Dealer: GRANITE HYUNDAI SD004 Active	Sales District: Central District E		Trans. Type:
Service District: Central District 1			Trans. Reason:
Vehicle			Check Request Pending Approval : 0
VIN: 5NPEU46C66H [REDACTED]	Model Year: 2006	Engine: C	eMail notification when case is closed:
Model: Sonata (NF)	Short Model: 25422F45	Accessory: 01	
* Mileage: 64,434	Date of First Use: 7/15/2006	Production Date: 5/5/2006	
Blue Link Equipped : No		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
9/2/2008 09:34:28 AM	HMA02289	Choe	Yeong	Contact from Customer			Good will repair for the seatbelt buckle		3271659	Engineer Team1	Techline
8/28/2008 11:03:38 AM	HMA90061	Pitt-121911	John	Contact from Customer			LEFT MESSAGE WITH DPSM REQUESTING THAT FILE BE CLOSED.		3271659	Region Central	Region
8/20/2008 08:50:13 AM	HMA90061	Pitt-121911	John	Contact from Customer			ERIC JOHNSON OF SD004 WILL DISCUSS POSSIBLE GOODWILL ADJUSTMENT FOR SEAT BUCKLE ASSEMBLY WITH DPSM TODAY. LEFT MESSAGE WITH OWNER ADVISING HIM OF THE CURRENT ACTION PLAN.		3271659	Region Central	Region
8/15/2008 03:28:54 PM	ABROWN	Brown-033012	Alyssia	General			writer sent FYI to region.	<input checked="" type="checkbox"/>	3271659	CC Team2	Call Center
8/14/2008 07:07:57 AM	CWICKLUND	Wicklund-012512	Cassandra	General			===FYI TO REGION==== CUST IS REQUESTING A CALL ON CASE. CUST IS WANTING TO KNOW WHAT HMA IS GOING TO DO FOR THE CUST.THE CUST HAS BEEN WAITING FOR 15 DAYS AND HAS HAD NO CONTACT FROM REGION.	<input checked="" type="checkbox"/>	3271659	CC Team7	Call Center
							Attn Region: --- The customer states the following: - THE CUSTOMER IS NOT UNDERSTANDING WHY THE CUSTOMER				

7/24/2008 05:31:47 AM	ABROWN	Brown-033012	Alyssia	General		<p>NEEDS TO PAY FOR THE REPAIR OF THE SEAT BELT. CUSTOMER BELIEVES THAT IT SHOULD BE COVERED UNDER WARRANTY.</p> <p>Consumer Affairs states the following: - Consumer Affairs needs to obtain the # of times the vehicle has been to the dealer for the seat belt , the dates, and what repairs were performed to provide further assistance to this customer. - Consumer Affairs has made 3 attempts to contact the dealer on the following dates: twice on 7/22/08, 7/23/08 This file is being opened to the dealership so that the necessary information can be obtained. --- Fwd case to region</p>	<input checked="" type="checkbox"/>	3271659	CC Team2	Call Center
						<p>OPEN TO DEALER CASE # 3271659 CASE MANAGER SUBMITTING THE REQUEST: CM/CW DATE OF CALL FROM THE CUSTOMER: 4/17/2008 THE CUSTOMERS CURRENT CONCERN: THE CUST IS NOT UERSTANDING WHY THE CUST NEEDS TO PAY FOR THE REPAIR OF THE SEAT BELT. CUST BELIEVES THAT IT SHOULD BE</p>				

7/23/2008 12:16:02 PM	CWICKLUND	Wicklund-012512	Cassandra	General		COVERED UNDER WARRANTY. CAN THE CUST PROVIDE YOU WITH THE INFO THAT YOU ARE CONTACTING THE DEALER FOR? THE CUST IS UNABLE TO PROVIDE THE INFO THAT IS NEEDED FROM THE DLR DLR CODE: SD004 THE INFORMATION THE CASE MANAGER IS TRYING TO GET FROM THE DLR: CM IS NEEDING TO KNOW HOW MANY TIMES THE VEH HAS BEEN IN FOR THE SEAT BELT ISSUE. WHAT THE CASE MANAGER IS PLANNING TO DO TO ASSIST THE CUSTOMER: THE CM IS TRYING TO OPEN TO REGION	<input checked="" type="checkbox"/>	3271659	CC Team7	Call Center
7/23/2008 10:03:11 AM	CWICKLUND	Wicklund-012512	Cassandra	Call to Dealer		CALLED DLR SD004 AND WAS UNABLE TO SPEAK WITH SM. THE SM IS OUT OF TOWN AND WRITER WILL TRY AGAIN 7/24/08 TO SPEAK WITH SM.	<input checked="" type="checkbox"/>	3271659	CC Team7	Call Center
						REQUEST TO OPEN A FILE TO REGION 1. THE CU IS NOT UERSTANDING WHY THE CUST NEEDS TO PAY FOR THE REPAIR OF THE SEAT BELT. CUST BELIEVES THAT IT SHOULD BE COVERED UNDER				

7/22/2008 01:29:05 PM	CWICKLUND	Wicklund- 012512	Cassandra	General	<p>WARRANTY. 2. THE VEH HAS BEEN DIAGNOSED AT THE DLR 3.PART # 888300A000QS SEAT BUCKLE ASSEMBLE LABOR 103.53 TOTAL 286.53 PART COST 182.80 4.AT THIS TIME THERE IS NO REQUEST FOR A RENTAL VEH 5.AT THIS TIME THE TECHLINE AND THE DPSM HAS NOT BEEN CONTACTED. 6. CURRENTLY THE CUST HAS THE VEH. 7.AT THIS TIME THERE ARE NO AFTER-MARKET PARTSAFFECTING/OR RISING CONCERN AT THIS TIME. 8.THE CUST HAS ONLY BEEN IN FOR WARRANTY WORK ON VRH.</p>	<input checked="" type="checkbox"/>	3271659	CC Team7	Call Center
7/22/2008 12:54:20 PM	CWICKLUND	Wicklund- 012512	Cassandra	General	<p>---WRITER CONTACTED DLR SD004 AND WAS UNABLE TO SPEAK WITH SM A.</p>	<input checked="" type="checkbox"/>	3271659	CC Team7	Call Center
					<p>---WRITER CONTACTED DLR SM ERICAND SM STATED THAT THE CUST HAS ONLY BEEN IN FOR WARRANTY WORK ONLY. WRITER GOT THE PART NUM AND PRICES FOR THE WORK. 1. THE CU IS NOT UERSTANDING WHY THE CUST</p>				

7/22/2008 12:28:39 PM	CWICKLUND	Wicklund- 012512	Cassandra	General	<p>NEEDS TO PAY FOR THE REPAIR OF THE SEAT BELT. CUST BELIEVES THAT IT SHOULD BE COVERED UNDER WARRANTY.</p> <p>2.THE CUST HAS ONLY BEEN IN FOR WARRANTY WORK ON VRH.</p> <p>3.PART # 888300A000QS SEAT BUCKLE ASSEMBLE LABOR 103.53 TOTAL 286.53 PART COST 182.80</p> <p>4.CURRENTLY THE CUST HAS THE VEH. 5.AT THIS TIME THE TECHLINE AND THE DPSM HAS NOT BEEN CONTACTED. 6. 7.AT THIS TIME THERE ARE NO AFTER-MARKET PARTSAFFECTING/OR RISING CONCERN AT THIS TIME.</p>	<input checked="" type="checkbox"/>	3271659	CC Team7	Call Center
7/21/2008 11:36:08 AM	LWILLIAMS	Williams- 012512	Lisa	General	<p>Writer reviewed file and due to repair not being completed writer will return to cm to open to region for goodwill review.</p>	<input checked="" type="checkbox"/>	3271659	CC Team2	Call Center
					<p>**CUST STATES 1. WANTED TO UPDATE FILE. SEAT BELT PROBLEM IS STILL THERE, ALSO THE AIR BAG LIGHT IS A PROBLEM. 2. WILL TAKE VEH IN FOR TIMING BELT & TRANSMISSION SOON. 3. THINKS THE DLR IS VERY</p>				

7/18/2008 07:00:36 AM	JBARRON	Barron-041310	Judie	Contact from Customer			CHEAP. 4. ITS THE ONLY ONE IN TOWN. **WRITER STATES GREETED CUST. VERIFIED INFORMATION. CORRECTED PHONE #. WRITER EXPLAINED ABOUT THE LETTERS FOR THE AIR BAG. CUST FEELS LIKE IF CUST HAS AN ACCIDENT AND THE AIR BAG DID NOT DEPLOY THEN CUST WOULD GET A LAWYER. THANKED CUST FOR CALLING HYUNDAI. CALL ENDED.	<input checked="" type="checkbox"/>	3271659	CC Team4	Call Center
7/16/2008 01:45:09 PM	CWICKLUND	Wicklund-012512	Cassandra	General			WRITER IS RESUBMITTING FOR GOODWILL. WRITER SPOKE WITH CUST AND THE CUST CONFIRMED THAT THE DLR NEVER STATED THAT THE TIMING BELT NEEDED TO BE REPLACED WHEN CUST HAD VEH IN FOR SERVICE.	<input checked="" type="checkbox"/>	3271659	CC Team7	Call Center
7/16/2008 09:24:18 AM	LWILLIAMS	Williams-012512	Lisa	General			Writer reviewed file and will return to cm to find out if repair has been complete and also what caused the seat belt to need replacing and has customer done the 4/60 maintenance.	<input checked="" type="checkbox"/>	3271659	CC Team2	Call Center
7/10/2008 01:55:37 PM	LWILLIAMS	Williams-012512	Lisa	General			Writer reviewed file and will return to cm to code System, Component and symptom and also update the initial call comment to	<input checked="" type="checkbox"/>	3271659	CC Team2	Call Center

						reflect the current concern.				
7/10/2008 07:00:42 AM	CWICKLUND	Wicklund- 012512	Cassandra	General		GOOGWILL REQUEST 1.THE CUST IS EXPECTING TO GET A FULL REIMBURSEMENT. 2. THE VEH HAS BEEN DIAGNOSED AT THE DLR. 3.THERE IS NO REQUEST FOR A RENTAL CAR. 4.APPROXIMITLY 4,434 MILES 5. THERE HAS BEEN NO ATTEMPTS. THE SEAT BELT ASSEMBLY NEEDS TO BE REPLACED. 6. THE DLR THINKS THAT THE CUST DOES NOT WANT TO PAY FOR ANYTHING DONE ON CUST VEH. 7.THE CUST IS THE ORIGINAL OWNER AND NO THE VEH HAS NOT BEEN MAINTAINED ACCORDING TO THE DLR. THE CUST HAS ONLY BEEN TO DLR FOR WARRANTY WORK. 8. IF THE SEAT BUCKLE ASSEMBLE WAS REPLACED BEFORE THE VEH WAS OUT OF WARRANTY IT WOULD OF BEEN COVERED UNDER WARRANTY. 9. NO THE VEH REPAIRED AT DLR (SD004) 10. PART # 888300A000QS SEAT BUCKLE ASSEMBLE PART	<input checked="" type="checkbox"/>	3271659	CC Team7	Call Center

							COST \$182.80 LABOR \$ 103.53 TOTAL \$286.53 11.THE CUST ONLY OWNS ONE HYUNDAI. 12. THE CUST FEELS THAT THE REPLACEMENT OF THE SEAT BUCKLE ASSEMBLY SHOULD BE COVERED BY HYUNDAI.				
7/10/2008 06:54:38 AM	CWICKLUND	Wicklund-012512	Cassandra	Call to Dealer			---WRITER CONTACTED DLR SM ERIC AND SM STATED THAT THE CUST HAS ONLY BEEN IN FOR WARRANTY WORK ONLY. WRITER GOT THE PART NUM AND PRICES FOR THE WORK. PART # 888300A000QS SEAT BUCKLE ASSEMBLE LABOR 103.53 TOTAL 286.53 PART COST 182.80	<input checked="" type="checkbox"/>	3271659	CC Team7	Call Center
7/9/2008 01:57:46 PM	CWICKLUND	Wicklund-012512	Cassandra	Call to Dealer			---WRITER TRIED TO CONTACT DLR TX049 SM ERIC AND WAS UNABLE TO SPEAK WITH SM WRITER IS GOING TO TRY AGAIN ON 7/10/08	<input checked="" type="checkbox"/>	3271659	CC Team7	Call Center
7/9/2008 12:24:29 PM	CWICKLUND	Wicklund-012512	Cassandra	Call to Dealer			---WRITER CONTACTED DLR SD004 WRITER ASKED TO SPEAK WITH SM AND WAS SPEAKING WITH ROY AND ROY STATED THAT THE SM ERIC WAS UNAVAILABLE AND TO CALL	<input checked="" type="checkbox"/>	3271659	CC Team7	Call Center

							BACK TO SPEAK WITH SM.				
7/9/2008 12:15:54 PM	CWICKLUND	Wicklund-012512	Cassandra	Contact from Customer			<p>---CUST STATED: 1. CUST IS WANTING TO KNOW WHY THE CUST IS NEEDING TO PAY TO GET THE SEAT BELT FIXED. 2. CUST IS WANTING TO KNOW WHY ITS NOT BEING COVERED UNDER WARRANTY. ---</p> <p>WRITER STATED: WRITER VERIFIED CUST INFO AND EXPLAINED TO CUST THAT WRITER IS GOING TO FORWARD TO HIGHER PERSONNEL TO HAVE THEM REVIEW AND SEE WHAT CAN BE DONE. WRITER THANKED CUST FOR CALLING AND ENDED CALL.</p>	<input checked="" type="checkbox"/>	3271659	CC Team7	Call Center
4/17/2008 04:04:38 PM	CWEAVER	Weaver-041310	Christian	Contact from Customer			<p>Cust states: 1. is concern about the passenger airbag system not working properly. Had consulted with a dealership but was advised that a solution was not available. 2. would like some assistance with this problem. --Writer updated mileage. Writer advised cust that this is part of a voluntary campaign. Letters to custs whose vehicles are affected by this will be sent starting mid-May. Gave case number. Suggested that the</p>	<input checked="" type="checkbox"/>	3271659	CC Team3	Call Center

						<p>cust might call back end of May if a letter has not been received to follow up, confirm if the vehicle is included in this campaign. Cust understood, thanked, ended call. --Closing case.</p>				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name [REDACTED]	Case Number: 4708650	Contact Reason Summary GOODWILL CONSIDERATION, CUSTOMER REQUESTING REIMBURSEMENT FOR REPAIRS MADE , IN THE AMOUNT OF \$671.01, TO THE DRIVER AND PASSENGER SIDE SEAT BELT BUCKLES DUE TO ILLUMINATED AIR BAG WARNING	Resolution Summary DENIED GOODWILL CONSIDERATION DUE TO REPAIRS BEING OUT OF WARRANTY BY TIME AND MILES.
First Name [REDACTED]	Type: CA		
Phone [REDACTED]	Opened: 1/30/2012 08:34:22 PM		
Email [REDACTED]	Closed: 2/1/2012 12:17:07 PM		
Address [REDACTED]	Status: Closed	Contact Reason Sentiment: Category: Product Sub-Category: Operation System: Body Electrical Component: Airbag Warning Light Symptom: Display Message	Resolution Resolution: Provided Information Remedy: N/A Resolution Satisfaction: Neutral
City: COVENTRY	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Evans Jr-070314		
State: RI	Creator First Name: Thomas		
IQS : VDS :	Owner Last Name: [REDACTED]	Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Case Handling Check Request Pending Approval : 0 eMail notification when case is closed:	
CSI : SSI :	Owner First Name: [REDACTED]		
Contact Language :	Urgency: Low		
Dealer			
Servicing Dealer: TARBOX HYUNDAI	RI008 Active		
Service District: Eastern District 3	Sales District: Eastern District 3		
Vehicle			
VIN: 5NPEU46C76H [REDACTED]	Model Year: 2006	Engine: C	
Model: Sonata (NF)	Short Model: 25422F45	Accessory: 02	
Mileage: 62,966	Date of First Use: 6/16/2006	Production Date: 3/18/2006	
Blue Link Equipped : No		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
2/1/2012 11:19:37 AM	JTANNER	Tanner-033012	Justin	Outbound	Customer	Email	WRITER EMAILED CUSTOMER AND ADVISED THAT SINCE VEHICLE IS OUT OF WARRANTY PARAMETERS, ASSISTANCE WILL NOT BE PROVIDED. EXPLAINED THE NEW VEHICLE LIMITED WARRANTY. WRITER ATTACHED DOCUMENT. WRITER TRANSFERRED CASE TO HCCC OPEN CASES PENDING EMAIL APPROVAL.	<input checked="" type="checkbox"/>	4708650	CC Training Team	Call Center
2/1/2012 10:36:08 AM	JTANNER	Tanner-033012	Justin	Outbound	Dealer	Telephone	WRITER CONTACTED LANCE, SERVICE MANAGER OF R1008 WHO STATED: 1. 10/01/2010, 49,286, AIRBAG LIGHT ILLUMINATED, R1008 REPLACED PASSENGER SIDE SEAT BELT BUCKLE. REPAIR WAS FOUND TO BE DEFECTIVE AND COVERED UNDER THE 5/60 WARRANTY. 2. 1/30/2012, 62,966, AIRBAG LIGHT ILLUMINATED, R1008 FOUND TWO CODES (B10710 AND B10706) AND REPLACED PASSENGER AND DRIVER SIDE	<input checked="" type="checkbox"/>	4708650	CC Training Team	Call Center

							SEAT BUCKLE. REPAIR FOUND TO BE DEFECTIVE; HOWEVER, DUE TO TIME AND MILES REPAIR WAS NOT COVERED UNDER WARRANTY. 3. TECHLINE, DPSM OR FSE HAVE NOT BEEN CONTACTED. 4. NO RELATED AFTERMARKET PARTS HAVE BEEN FOUND IN THE VEHICLE. WRITER THANKED LANCE FOR INFORMATION PROVIDED.			
1/31/2012 04:14:06 PM	MEDGMAND	Edgmand-021612	Marissa	Outbound	Customer	Telephone	WRITER ATTEMPTED CONTACTING BRAD, SERVICE MANAGER AT RI008. UNAVAILABLE; LEFT VOICEMAIL REQUESTING CALL BACK WITH SERVICE HISTORY. IF DEALERSHIP CALLS BACK, PLEASE REQUEST: 1. SERVICE HISTORY; DATES, MILEAGE, REPAIR ATTEMPTS, DIAGNOSIS. THANKS IN ADVANCE.	<input checked="" type="checkbox"/>	4708650	CC Team3 Call Center
1/31/2012 04:02:21	MEDGMAND	Edgmand-	Marissa	Outbound	Customer	Email	HYUNDAI CUSTOMER CONNECT CENTER RESPONDED BY EMAIL AND ADVISED ADDITIONAL RESEARCH IS	<input checked="" type="checkbox"/>	4708650	CC Call Center

PM		021612								NEEDED. HCCC WILL CONTACT CUSTOMER WITHIN 3 BUSINESS DAYS. WRITER ATTACHED DOCUMENTS. CASE OPEN.			Team3	
1/30/2012 08:38:42 PM	TEVANS	Evans Jr- 070314	Thomas	Inbound	Customer	Telephone		<input checked="" type="checkbox"/>	4708650	HCCC Tier2 Team4 Agent	HCCC			

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Nam	Case Number: 6093749	SEAT BELT BUCKLE CAMPAIGN	ADVISED TO SEND IN NEEDED
First Nam	Type: CA	INQUIRY	DOCUMENTS FOR REIMBURSEMENT
Phon	Opened: 10/9/2013 06:25:06 AM		CONSIDERATION FOR THE REPAIR
Emai	Closed: 10/9/2013 06:58:32 AM		OF THE SEAT BELT BUCKLE.
Address	Status: Closed		
City: YORKTOWN	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Wells	Contact Reason	Resolution
State: VA	Creator First Name: Donna	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
IQS :	Owner Last Name: [REDACTED]	* Category: Campaign	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Info/Eligibility	* Resolution Satisfaction: Neutral
CSI :	Urgency: Low	System:	Transfer
Contact Language : ENGLISH		Component:	Trans. To:
Dealer		Symptom:	Trans. Team:
* Servicing Dealer: HALL HYUNDAI NEWPORT NEWS VA046 Active		Method : Telephone	Trans. Dealer:
Service District: Southern District 3	Sales District: Southern District 3		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46C76H [REDACTED]	Model Year: 2006	Engine: C	Check Request Pending Approval : 0
Model: Sonata (NF)	Short Model: 25422F45	Accessory: 02	eMail notification when case is closed:
* Mileage: 55,937	Date of First Use: 7/22/2006	Production Date: 4/18/2006	
Blue Link Equipped : No		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
10/9/2013 06:51:35 AM	DWELLS	Wells	Donna	Inbound	Customer	Telephone	CUSTOMER STS: 1. HAVE A PROBLEM WITH MY CAR 2. TOOK IT TO THE DEALER FOR A IR BAG LIGHT CAME ON 3. FOR THE PASSENGERS SIDE . 4. THEY SERVICE DEALER DIAGNOSTIC THE IS CHARGING ME \$400 5. FOR THE RIGHT SEAT BELT BUCKLE 6. RECEIVED A NOTIFICATION LETTER MAYBE A YEAR OR MORE FOR THE RECALL. 7. THE SEAT BELT BUCKLE LIGHT IS STILL COMING ON AND THE PASSENGER SIDE AIR BAG LIGHT IS STILL COMING 8. TOOK CAR IN AND THE CHECKED THE CAR 9. MY EXTENDED WARRANTY DOESN'T COVER AIR BAGS OR SEAT BELTS. 10. ITS JUST WEIRD TO ME THAT THE PART IS NOT WORKING AGAIN. WRITER ADVISED NO OPEN CAMPAINGS FOR THE SEAT BELT BUCKLE FOR HER VEHICLE. INFORMED TO SEND IN NEEDED DOCUMENTS FOR REIMBURSEMENT CONSIDERATION FOR THE REPAIR.	<input checked="" type="checkbox"/>	6093749	HCCC Tier1 Team11 Agent	HCCC

						PROVIDED PHONE NUMBERS FOR JM&A, SAFEGUARD. CASE CLOSED. \			
--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 6006312	CUSTOMER INQUIRY-WARRANTY COVERAGE-SEAT BELT-2006 SONATA	SUGGESTED CUST INQUIRE WITH ORIGINAL REPAIR FACILITY TO DETERMINE IF ANY WARRANTY EXIST ON REPAIR.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 9/3/2013 01:36:13 PM		
Email: [REDACTED]	Closed: 9/5/2013 09:41:01 AM		
Address: [REDACTED]	Status: Closed		
City: MARLBORO	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: DePoy	* Sentiment: Inquiry/Suggestion	* Resolution: Documented Concern
State: NJ	Creator First Name: Nekee	* Category: Warranty Issues	* Remedy: N/A
IQS :	Owner Last Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
VDS :	Owner First Name: [REDACTED]	System:	Transfer
CSI :	SSI :	Component:	Trans. To:
Contact Language :	* Urgency: Low	Symptom:	Trans. Team:
Dealer			Trans. Dealer:
* Servicing Dealer: BRAD BENSON HYUNDAI	NJ029 Active		Trans. Type: Standard
Service District: Eastern District 7	Sales District: Eastern District 7		Trans. Reason: Case Handling
Vehicle			Check Request Pending Approval : 0
VIN: 5NPEU46C86H [REDACTED]	Model Year: 2006	Engine: C	eMail notification when case is closed:
Model: Sonata (NF)	Short Model: 25422F45	Accessory: 01	
* Mileage: 57,080	Date of First Use: 6/29/2006	Production Date: 3/8/2006	
Blue Link Equipped : No		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
9/5/2013 07:27:41 AM	GRHODES	Rhodes	Gregory	Outbound	Customer	Telephone	CUST STATES: 1. ORIGINAL REPAIR WAS DONE MONTHS AGO BY FREEHOLD HYUNDAI. 2. SHOULDNT THIS WORK BE COVERED BY HMA? WRITER SUGGESTED CUST INQUIRE WITH ORIGINAL REPAIR FACILITY TO DETERMINE IF ANY WARRANTY EXIST ON REPAIR. INFORMED CUSTOMER BRAD BENSON CASE CLOSED PENDING FURTHER CONTACT FROM CUSTOMER	<input checked="" type="checkbox"/>	6006312	HCCC Tier2 Team6 Agent	HCCC
9/3/2013 01:59:45 PM	GRHODES	Rhodes	Gregory	Inbound	Customer	Telephone	CALLER [REDACTED] STATES: 1. DAUGHTER DRIVES IT. 2. HAD ISSUE WITH AIRBAG IN 2011. 3. WAS REPAIRED UNDER WARRANTY. 4. NOW THE LIGHT COMES ON AGAIN. 5. BRAD BENSON SAID SEAT BELT BUCKLE ASSEMBLY NEEDS TO BE REORDERED. 6. NOT A MAINTENANCE ITEM. 7. ONLY DRIVEN 16000 MILES SINCE LAST REPAIR. 8. COST WOULD BE \$153.OO.	<input checked="" type="checkbox"/>	6006312	HCCC Tier2 Team6 Agent	HCCC
							CALLER (WIFE,				

<p>9/3/2013 01:45:39 PM</p>	<p>NDEPOY</p>	<p>DePoy</p>	<p>Nekee</p>	<p>Inbound</p>	<p>Customer</p>	<p>Telephone</p>	<p>██████) STATES: 1. 2 YEARS AGO, DAUGHTER (JENNIFER) HAD SEAT REPAIRED FOR THE DRIVER SIDE AIRBAG SEAT BELT BUCKLE WHEN "AIRBAG" LIGHT CAME ON (SEAT BELT BUCKLE IS CONNECTED TO THE AIRBAG SYSTEM). 2. "AIRBAG" LIGHT COMES ON FOR THE SAME PART ON THE DRIVER SIDE AGAIN. 3. SAME SP # 88830-0A000-QS 4. DEALER SAYS REPAIR PART COST \$153 PLUS TAX. 5. WANTS TO BE REIMBURSED FOR THE SEAT BELT BUCKLE REPAIR. WRITER VERIFIED CUSTOMER CONTACT INFORMATION WITH UPDATES. WRITER TRANSFERRED CASE TO CM/GR. CASE CLOSED</p>	<p><input checked="" type="checkbox"/></p>	<p>6006312</p>	<p>HCCC Tier2 Team1 Agent</p>	<p>HCCC</p>
-------------------------------------	---------------	--------------	--------------	----------------	-----------------	------------------	---	--	----------------	---	-------------

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: PITTSBURG

ZIP:

State: PA

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Case Information

Case Number: 6553712

Type: CA

Opened: 4/22/2014 06:28:09 AM

Closed: 4/22/2014 07:51:58 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Chostner

Creator First Name: Elsie-May

Owner Last Name:

Owner First Name:

★Urgency: Low

★ Contact Reason Summary

SEAT BELT BUCKLE PRETENSIONER REPLACEMENT COMPLAINT - SEAT BELT WARRANTY INQUIRY.

* Resolution Summary

ADVISED THAT THE SEAT BELT IS COVERED UNDER THE NVLW AND VEHICLE IS OUTSIDE OF WARRANTY.

Contact Reason

★Sentiment: Inquiry/Suggestion

★Category: Warranty Issues

★Sub-Category: Coverage

System: Body

Component: Seatbelt

Symptom: Other

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:

Dealer

★Servicing Dealer: #1 COCHRAN HYU OF SOUTH HILLS PA063 Active

Service District: Eastern District B

Sales District: Eastern District B

Vehicle

VIN: 5NPEU46C86H

Model Year: 2006

Engine: C

Model: Sonata (NF)

Short Model: 25422F45

Accessory: 02

★Mileage: 83,720

Date of First Use: 5/23/2006

Production Date: 3/13/2006

Blue Link Equipped : No

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Nam	Case Number: 4597914	CHET SERVICE MANAGER OH001 STATED NEEDS DATE OF FIRST USE FOR VEHICLE. ALSO NEEDED TO CHECK HPP COVERAGE FOR SEAT BELT BUCKLE.	WRITER STATED VEHICLE HAS 4B COVERAGE BUT SEAT BELTS NOT COVERED.
First Nam	Type: CA		
Phon	Opened: 10/27/2011 06:34:53 AM		
Emai	Closed: 10/27/2011 06:37:35 AM		
Address	Status: Closed		
City: CINCINNATI	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Payne-033012		
State:: OH	Creator First Name: Bart		
IQS : VDS :	Owner Last Name: [REDACTED]		
CSI : SSI :	Owner First Name: [REDACTED]		
Contact Language : ENGLISH	Urgency: Low		
Dealer		Contact Reason	Resolution
Servicing Dealer: SUPERIOR HYUNDAI NORTH OH001 Active		Sentiment:	Resolution: Provided Information
Service District: Central District 3 Sales District: Central District 3		Category: HPP	Remedy: N/A
Vehicle		Sub-Category: Coverage	Resolution Satisfaction: Positive
VIN: 5NPEU46C96H [REDACTED]	Model Year: 2006	System: Body	Transfer
Model: Sonata (NF)	Short Model: 25422F45	Component: Seatbelt	Trans. To:
Mileage:	Date of First Use: 6/7/2006	Symptom: Inoperative	Trans. Team:
Blue Link Equipped : No			Trans. Dealer:
			Trans. Type: Standard
			Trans. Reason:
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		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
10/27/2011 06:37:19 AM	BPAYNE	Payne-	Bart	Inbound	Dealer	Telephone	CHET SERVICE MANAGER OH001 STATED: 1. NEEDS DATE OF FIRST USE FOR VEHICLE. 2. ALSO NEEDED TO CHECK HPP COVERAGE FOR SEAT BELT BUCKLE. WRITER STATED SEAT BELTS NO COVERED UNDER 4B PLAN. CASE CLOSED.		4597914	CC Training Team	Call Center

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name	Case Number: 5880368	WARRANTY INQUIRY ON SEATBELT REPAIR	INFORMED CUST THAT WE CANNOT REIMBURSE FOR REPAIRS ON SEATBELT ASSY
First Name	Type: CA		
Phone	Opened: 7/12/2013 09:32:42 AM		
Email	Closed: 7/12/2013 10:09:51 AM		
Address	Status: Closed		
City: SHOREVIEW	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: Mousaw-111813	* Sentiment: Inquiry/Suggestion	* Resolution: Documented Concern
State: MN	Creator First Name: Michael	* Category: Warranty Issues	* Remedy: N/A
IQS :	Owner Last Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
VDS :	Owner First Name: [REDACTED]	System: Body	Transfer
CSI :	* Urgency: Low	Component: Seatbelt	Trans. To:
Contact Language : VIETNAMESE		Symptom: Inoperative	Trans. Team:
Dealer		Method : Telephone	Trans. Dealer:
* Servicing Dealer: BUERKLE HYUNDAI	MN017 Active		Trans. Type: Standard
Service District: Central District 7	Sales District: Central District 7		Trans. Reason:
Vehicle			Check Request Pending Approval : 0
VIN: 5NPEU46CX6H [REDACTED]	Model Year: 2006	Engine: C	eMail notification when case is closed:
Model: Sonata (NF)	Short Model: 25422F45	Accessory: 01	
* Mileage: 101,414	Date of First Use: 12/21/2005	Production Date: 10/24/2005	
Blue Link Equipped : No		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
7/12/2013 09:49:04 AM	MMOUSAW	Mousaw-111813	Michael	Outbound	Customer	Email	WRITER ADVISED CUST THAT THE OCS CONCERN DOES NOT INCLUDE THE SEATBELT. THE SEATBELT ASSY IS A TOTAL DIFFERENT PART AND HAS NOTHING TO DO WITH THE PASSENGER SIDE WARNING LIGHT.	<input checked="" type="checkbox"/>	5880368	HCCC Tier2 Team5 Agent	HCCC
7/12/2013 09:48:36 AM	MMOUSAW	Mousaw-111813	Michael	General	General	General	WRITER ATTACHED INBOUND AND OUTBOUND EMAILS.	<input checked="" type="checkbox"/>	5880368	HCCC Tier2 Team5 Agent	HCCC
							CUST STS: 1. "I OWN 2 HYUNDAI CARS: 2006 SONATA (VIN:5NPEU46CX6H [REDACTED]) AND 2007 SONATA(VIN:5NPEU46C57H [REDACTED]) RECENTLY, THE AIR BAG LIGHT ON 2006 SONATA AND IT COSTS ME 285.69 TO REPLACE 88840-0A000_QS BUCKLE ASSY-FR S/BELT RH AT BUERKLE HYUNDAI IN ST. PAUL MINNESOTA." 2. "I OWNED MANY CARS PRIOR SONATA AND NONE OF THEM HAD ANY PROBLEMS WITH SEAT BELT BUCKLE." 3. "A FEW YEARS AGO, I LEARNED THAT HYUNDAI HAD RECALL ON AIR				

7/12/2013
09:40:14
AM

MMOUSAW

Mousaw-
111813

Michael

Inbound

Customer

Email

BAG LIGHT. I FEEL THAT I SHOULD HAVE A REFUND FOR THIS REPAIR." 4. NOW MY 2007 SONATA HAS A PROBLEM WITH THE DRIVER SUN VISOR. SOMEHOW ITS CORNER HAD A BROKEN PIECE AND THE VISOR DROPPED DOWN AND COVER OUR EYES WHEN WE ARE DRIVING. 5. WE TRIED TO PUT IT AT THE SIDE SO WE CAN SEE WHILE WE ARE DRIVING. BUT WHEN WE TURN THE CAR, THE VISOR SWUNG BACK AND HIT OUR HEAD. 6. "I FEEL THIS IS A DEFECT AND HYUNDAI SHOULD RECALL IT." 7. IT IS DANGEROUS TO DRIVE WITH THE MOVABLE VISOR. 8. "I NEED TO HAVE THE DEALER REPLACE AND WOULD LIKE TO HAVE A REFUND FOR THIS PROBLEM." 9. "I WOULD LIKE YOUR CONSIDER TO MY REQUEST AS I HAVE BEEN BELIEVING HYUNDAI WANTS TO BE A QUALITY CAR MAKER."



5880368

HCCC
Tier2
Team5
Agent

HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED] First Name: [REDACTED] Phone: [REDACTED] Email: Address: City: ZIP: State: IQS : VDS : CSI : SSI :	Case Number: 4445136 Type: CA Opened: 6/23/2011 09:48:46 AM Closed: 6/23/2011 10:02:54 AM Status: Closed Sub Status: Closed Creator Last Name: Lamph-083011 Creator First Name: Thomas Owner Last Name: [REDACTED] Owner First Name: [REDACTED] *Urgency: Low	AIRBAG WARNING LIGHT CAME ON, TOOK INTO HYUNDAI DEALERSHIP WHO STATED THAT WAS AN ELECTRICAL PROBLEM IN SEAT BELT. HEARD FROM FEDERAL EMPLOYEE THAT WAS A FEDERAL LAW WHICH REQUIRED ALL SAFETY Contact Reason *Sentiment: *Category: Warranty Issues *Sub-Category: Coverage System: Body Component: Seatbelt Symptom: Other	INFORMED CUSTOMER THAT UNABLE TO FIND ANY INFORMATION ON THIS FEDERAL LAW IN OUR SYSTEM. WOULD BE HAPPY TO FORWARD ISSUE TO REGIONAL OFFICE, IF CUSTOMER IS ABLE TO FIND INFORMATION OF FEDERAL LAW REQUIRING SAFETY ITEMS TO BE WARRANTED FOR LIFE. ADVISED Resolution * Resolution: Provided Information * Remedy: N/A * Resolution Satisfaction: Positive Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Check Request Pending Approval : 0 eMail notification when case is closed:
Dealer	* Servicing Dealer: POWAY HYUNDAI CA248 Active Service District: Western District 7 Sales District: Western District 7		
Vehicle	VIN: 5NPEU46CX6H [REDACTED] Model Year: 2006 Model: Sonata (NF) Short Model: 25422F45 *Mileage: 62,000 Date of First Use: 2/22/2006 Blue Link Equipped : No	Engine: C Accessory: 02 Production Date: 1/27/2006 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
6/23/2011 10:00:11 AM	TLAMPH	Lamph- 083011	Thomas	Inbound	Customer	Telephone	CUSTOMER STATED: 1. AIRBAG WARNING LIGHT CAME ON, TOOK INTO HYUNDAI DEALERSHIP WHO STATED THAT WAS AN ELECTRICAL PROBLEM IN SEAT BELT. 2. HEARD FROM FEDERAL EMPLOYEE THAT WAS A FEDERAL LAW WHICH REQUIRED ALL SAFETY ITEMS SUCH AS SEAT BELTS TO HAVE LIFE TIME WARRANTY. 3. NEED HELP GETTING COVERED FOR THIS REPAIR UNDER THIS FEDERAL MANDATE, AS DEALERSHIP IS UNHELPFUL. INFORMED CUSTOMER THAT UNABLE TO FIND ANY INFORMATION ON THIS FEDERAL LAW IN OUR SYSTEM. WOULD BE HAPPY TO FORWARD ISSUE TO REGIONAL OFFICE, IF CUSTOMER IS ABLE TO FIND INFORMATION OF FEDERAL LAW REQUIRING SAFETY ITEMS TO BE WARRANTED FOR LIFE. ADVISED		4445136	CC Team2	Call Center

						CUSTOMER TO CALL BACK ONCE INFORMATION IS FOUND. CASE CLOSED.				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 4146715	IS HAVING A CONCERN WITH THE AIRBAG LIGHTS ON DRIVER'S SIDE TURNING OF AND ON, ALSO WITH THE SEATBELTS.	WRITER REFERRED CUSTOMER TO DEALER FOR DIAGNOSIS OF CONCERN. WRITER EXPLAINED THAT THERE ARE NO RECALLS ON VEHICLE.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 10/14/2010 08:25:07 AM		
Email: [REDACTED]	Closed: 10/14/2010 08:40:39 AM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Lineback-021612	Contact Reason	Resolution
State:	Creator First Name: John	* Sentiment:	* Resolution: Referred to Dealer
IQS :	Owner Last Name: [REDACTED]	* Category: Product	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Operation	* Resolution Satisfaction: Positive
CSI :	SSI :	System: Body Electrical	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: Drivers Airbag	Trans. To:
Dealer		Symptom: Display Message	Trans. Team:
* Servicing Dealer: COCONUT CREEK HYUNDAI FL122 Active		Method : Telephone	Trans. Dealer:
Service District: Southern District B	Sales District: Southern District B		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F06H-[REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25462F65	Accessory: 03	eMail notification when case is closed:
* Mileage: 72,000	Date of First Use: 5/21/2005	Production Date: 4/19/2005	
Blue Link Equipped : No		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
10/14/2010 08:38:55 AM	JLINEBACK	Lineback- 021612	John	Inbound	Customer	Telephone	CUSTOMER STATED: 1. IS HAVING CONCERNS WITH THE SEATBELTS AND DRIVERS AIRBAG LIGHT COMING ON. 2. WANTS TO KNOW IF THERE IS A RECALL ON THE VEHICLE. WRITER STATED THAT ONLY RECALL ON VEHICLE IS FOR BRAKE LIGHT SWITCH. WRITER REFERRED CUSTOMER TO DEALER FOR INSPECTION AND REPAIR. CASE CLOSED.	<input checked="" type="checkbox"/>	4146715	CC Team7	Call Center

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 4691499	CUSTOMER HAS THE SEAT BELT TENSIONER BAD. WANTS TO KNOW IF THE SEAT BELT IS A SAFETY CONCERN.	HCCC INFORMED THE CUSTOMER THAT THE PARTS ON THE TENSIONER ARE 5/60 BUT THE CUSTOMER MAY SEND IN THE COST OF THE PART FOR POSSIBLE GOOD WILL.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 1/16/2012 08:41:00 AM		
Email: [REDACTED]	Closed: 1/16/2012 09:05:30 AM		
Address: [REDACTED]	Status: Closed		
City: [REDACTED]	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Godson-033012	Contact Reason	Resolution
State: [REDACTED]	Creator First Name: Kimberly	★ Sentiment:	* Resolution: Referred to Dealer
IQS :	Owner Last Name: [REDACTED]	★ Category: Product	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	★ Sub-Category: Design/Feature	* Resolution Satisfaction: Positive
CSI :	★ Urgency: Low	System: Body	Transfer
Contact Language : ENGLISH		Component: Seatbelt	Trans. To:
Dealer		Symptom: Inoperative	Trans. Team:
★ Servicing Dealer: WEST BROAD HYUNDAI	VA024 Active		Trans. Dealer:
Service District: Southern District 3	Sales District: Southern District 3		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F06H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 02	eMail notification when case is closed:
★ Mileage: 66,000	Date of First Use: 7/18/2005	Production Date: 5/30/2005	
Blue Link Equipped : No		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
1/16/2012 08:45:47 AM	KGODSON	Godson- 033012	Kimberly	Inbound	Customer	Telephone	CUSTOMER STATED: 1. THE SEAT BELT TENSIONER NEEDS TO BE REPLACED. 2. THE CUSTOMER WANTS THE PART REPLACED UNDER A SAFETY ISSUE. WRITER ADVISED THE CUSTOMER TO GET THE PART AND REPLACE THE TENSIONER AND CUSTOMER MAY ASK FOR GOODWILL CONSIDERING THAT THE CUSTOMER FEELS STRONGLY ABOUT THE SAFETY CONCERNS AND THAT HCCC SHOULD REPLACE THE TENSIONER BASED OFF THE LAWS OF SEAT BELT REQUIREMENTS. CASE CLOSED	<input checked="" type="checkbox"/>	4691499	CC Training Team	Call Center

Cases

Customer

Last Name

First Name

Phon

Ema

Address

City: MANASSAS

ZIP:

State:: VA

IQS :

CSI :

VDS :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: BROWN'S MANASSAS HYUNDAI

VA039 Active

Service District: Southern District 2

Sales District: Southern District 2

Vehicle

VIN: 5NPEU46F06H

Model: Sonata (NF) V-6

★ Mileage: 84,446

Model Year: 2006

Short Model: 25452F65

Date of First Use: 3/25/2006

Engine: F

Accessory: 02

Production Date: 6/13/2005

Blue Link Equipped : No

Case Information

Case Number: 4307888

Type: CA

Opened: 2/25/2011 09:47:17 AM

Closed: 2/25/2011 10:11:51 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Gonzales-083011

Creator First Name: Edward

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

AIRBAG LIGHT HAS ILLUMINATED TWICE. SEATBELT BUCKLE REPLACED TWICE DUE TO BAD SENSORS IN BUCKLE.

Contact Reason

★ Sentiment:

★ Category: Product

★ Sub-Category: Operation

System: Body Electrical

Component: Airbag Warning Light

Symptom: Display Message

Method : Telephone

* Resolution Summary

EXPLAINED THAT PART IS WEAR AND NOT DEFECTIVE. PART IS OUT OF WARRANTY PERIOD AND NO ASSISTANCE CAN BE OFFERED.

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:

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
2/25/2011 09:51:53 AM	EGONZALES	Gonzales-	Edward	Outbound	Dealer	Telephone	<p>WRITER CALLED DLR VA039: SHANNON TRANSFERRED TO SERVICE DEPARTMENT: ALICE SERVICE ADVISOR STATED: - SERVICE MANAGER NOT AVAILABLE. - 2/22/11 84446 MILES DEALERSHIP REPLACED PASSENGER SIDE SEATBELT BUCKLE. CUSTOMER: AIR BAG LIGHT ILLUMINATED. - 9/5/08 44282 MILES DEALERSHIP REPLACED PASSENGER SIDE SEATBELT BUCKLE. CUSTOMER: AIR BAG LIGHT ILLUMINATED. - NO AFTER- MARKET PARTS CAUSING CONCERN. - PART NEEDED TO BE REPLACED DUE TO WEAR, NOT DEFECTIVE. CASE AS IS</p>	<input checked="" type="checkbox"/>	4307888	CC Team4	Call Center
							<p>CUSTOMER STATED: 1. THE AIRBAG LIGHT WAS ILLUMINATED. 2. DEALERSHIP STATED THAT SENSOR PROBLEM IN BUCKLE. 3. CUSTOMER HAS</p>				

2/25/2011 09:50:32 AM	EGONZALES	Gonzales- 083011	Edward	Inbound	Customer	Telephone	<p>HAD TO REPAIRED CONCERN TWICE. 4. ONE TIME WAS UNDER WARRANTY AND SECOND TIME WAS PAY \$400. 5. CUSTOMER FEELS THAT LOCATION COULD CASE WEAR. 6. DESIGN IS NOT BEST IF THIS IS REASON FOR WEAR AND FAILURE. 7. IS THERE A RECALL ON PART. 8. IF NO RECALL THIS PART SHOULD BE ADDED TO RECALL LIST. WRITER CALLED DEALERSHIP VA039 SEE NOTES. WRITER EXPLAINED THAT PART IS WEAR AND NOT DEFECTIVE. PART IS OUT OF WARRANTY PERIOD AND NO ASSISTANCE CAN BE OFFERED. CASE CLOSED</p>	<input checked="" type="checkbox"/>	4307888	CC Team4	Call Center
-----------------------------	-----------	---------------------	--------	---------	----------	-----------	---	-------------------------------------	---------	----------	-------------

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
[REDACTED]		Case Number: 3989603		AIR BAG LIGHT KEEPS GOING ON SEATBELT BUCKLE HAS HAD TO BE REPLACED		OWNER ADVISED CE REGION STAFF THAT LAMP IS CURRENTLY OFF.	
Last Name		Type: CA					
First Name		Opened: 6/16/2010 12:00:59 PM					
Phone		Closed: 6/22/2010 01:04:31 PM					
Email		Status: Closed					
Address:		Sub Status: Closed					
City:		Creator Last Name: Miller-021612		Contact Reason		Resolution	
ZIP:		Creator First Name: Mary		* Sentiment:		* Resolution: Documented Concern	
State:		Owner Last Name: [REDACTED]		* Category: Product		* Remedy: N/A	
IQS:		Owner First Name: [REDACTED]		* Sub-Category: Operation		* Resolution Satisfaction: Positive	
VDS:		* Urgency: Low		System: Body Electrical			
CSI:				Component: Drivers Airbag			
Contact Language:				Symptom: Display Message		Transfer	
Dealer							
* Servicing Dealer: NORTHTOWNE HYUNDAI MO006 Active							
Service District: Central District B		Sales District: Central District B					
Vehicle							
VIN: 5NPEU46F06H [REDACTED]		Model Year: 2006		Engine: F			
Model: Sonata (NF) V-6		Short Model: 25462F65		Accessory: 03			
* Mileage: 44,400		Date of First Use: 10/27/2005		Production Date: 6/20/2005		Check Request Pending Approval: 0	
Blue Link Equipped: No				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
6/22/2010 01:03:09 PM	HMA02622	Carman	Colin	General	General	General	06/22/10 DPSM CC ADVISED TO CLOSE FILE. CLOSED.		3989603	Region Central	Region
6/22/2010 09:35:23 AM	HMA90061	Pitt-121911	John	Inbound	Customer	Telephone	AIR BAG WARNING LIGHT IS CURRENTLY OFF. IN THE VENT THAT THE LIGHT COMES BACK ON HE WILL ADVISE THIS OFFICE IN ORDER THAT WE MIGHT BE INVOLVED WITH THE DIAGNOSIS AND REPAIR. SENT E-MAIL TO DPSM REQUESTING REVIEW OF CSASE COMMENTS, AND IF APPROPRIATE CLOSING OF THE FILE.		3989603	Region Central	Region
6/18/2010 07:47:09 PM	HMA02622	Carman	Colin	General	General	General	06/18/10 DPSM CC RECEIVED FILE ASSIGNMENT.		3989603	Region Central	Region
							ATTN REGION: --- THE CUSTOMER STATED THE FOLLOWING: - THAT AIR BAG LIGHT KEEP GOING ON AND IT HAS BEEN TO DLR MO006 4 TIMES FOR THE SAME REPAIR - AIR BAG LIGHT COMES BACK ON AFTER ONLY A FEW MO - DLR MO006 IS THE DLR THAT HAS BEEN DOING REPAIR - VEHICLE IS AT CUST HOME - STATED THAT VEHICLE FALLS				

6/17/2010 11:50:40 AM	ABROWN	Brown-033012	Alyssia	General	General	General	<p>UNDER THE LL FOR THE STATE OF MO AND THAT WILL PURSUE LL IF ISSUE HAPPENS AGAIN. JIM, SERVICE MANAGER AT MO006, STATED: 4/16/08 25702 AIR BAG LIGHT REPLACED PASSENGER BUCKLE 6/24/08 26496 AIR BAG LIGHT REPLACED DRIVER SIDE BUCKLE 2/8/10 40249 AIR BAG LIGHT ON RESISTANCE TO HIGH REPLACED PASSENGER BUCKLE 6/11/10 44426 PASSENGER BUCKLE -NO AFTERMARKET PARTS CAUSING ISSUE - DPSM HAS NOT BEEN CONTACTED NETHER HAS TECH LINE Please let me know if you have any questions or need additional information. Alyssia Brown Minaya</p>	<input checked="" type="checkbox"/>	3989603	CC Team2	Call Center
							<p>NOTES TO REGION - THE CUSTOMER STATED THE FOLLOWING: 1. THAT AIR BAG LIGHT KEEP GOING ON AND IT HAS BEEN TO DLR MO006 4 TIMES FOR THE SAME REPAIR 2. AIR BAG LIGHT COMES BACK ON AFTER ONLY A FEW MO 3. DLR</p>				

6/16/2010 01:12:17 PM	MMILLER	Miller-021612	Mary	General	General	General	<p>MO006 IS THE DLR THAT HAS BEEN DOING REPAIR 4. VEHICLE IS AT CUST HOME JIM, SERVICE MANAGER AT MO006, STATED: 5. 4/16/08 25702 AIR BAG LIGHT REPLACED PASSENGER BUCKLE 6/24/08 26496 AIR BAG LIGHT REPLACED DRIVER SIDE BUCKLE 2/8/10 40249 AIR BAG LIGHT ON RESISTANCE TO HIGH REPLACED PASSENGER BUCKLE 6/11/10 44426 PASSENGER BUCK 6. NO AFTERMARKET PARTS CAUSING ISSUE 7. DPSM HAS NOT BEEN CONTACTED NETHER HAS TECH LINE 8. STATED THAT VEHICLE FALLS UNDER THE LL FOR THE STATE OF MO AND THAT WILL PURSUE LL IF ISSUE HAPPENS AGAIN.</p>	<input checked="" type="checkbox"/>	3989603	CC Team1	Call Center
6/16/2010 01:08:52 PM	MMILLER	Miller-021612	Mary	Inbound	Customer	Telephone	<p>WRITER CONTACTED CUST AND STATED: 1. INFORMED CUST THAT CASE WILL BE FORWARD TO APPROPRIATE PERSONAL TO REVIEW. 2. CUST SHOULD BE CONTACTED BACK WITH IN THE NEXT 3 TO 5</p>	<input checked="" type="checkbox"/>	3989603	CC Team1	Call Center

							BUSINESS DAYS CUST STATED: 1. UNDERSTOOD 2. WILL WAIT FOR RESPONSE --- WRITER UPDATED NOTES ---WRITER WILL CLOSE CASE				
6/16/2010 12:07:18 PM	MMILLER	Miller-021612	Mary	Outbound	Dealer	Telephone	WRITER CONTACTED DLR SERVICE MANGER JIM WHO STATED: 1. 4/16/08 25702 AIR BAG LIGHT REPLACED PASSENGER BUCKLE 6/24/08 26496 AIR BAG LIGHT REPLACED DRIVER SIDE BUCKLE 2/8/10 40249 AIR BAG LIGHT ON RESISTANCE TO HIGH REPLACED PASSENGER BUCKLE 6/11/10 44426 PASSENGER BUCK 2. DPSM HAS NOT BEEN CONTACTED NETHER HAS TECH LINE 3. NO AFTERMARKET PARTS CAUSING ISSUE ---WRITER INFORMED CUST - --WRITER UPDATED NOTES	<input checked="" type="checkbox"/>	3989603	CC Team1	Call Center
6/16/2010 12:03:53 PM	MMILLER	Miller-021612	Mary	Inbound	Customer	Telephone	CUST STATED: 1. HAS TAKEN 4 TIMES FOR AIRBAG LIGHT GOING ON 2. REPLACED DRIVER SIDE PART ONCE AND THE PASSENGER SIDE 3 TIMES 3. FEELS THAT VEHICLE IS NOT GETTING REPAIRED --- WRITER	<input checked="" type="checkbox"/>	3989603	CC Team1	Call Center

						INFORMED CUST THAT WOULD NEED TO CONTACT DLRSH AND WILL CALL CUST BACK WITH NEXT STEP. ---WRITER WILL LEAVE CASE OPEN			
--	--	--	--	--	--	--	--	--	--

Cases

Customer		Case Information		★ Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	4026389	CUSTOMER HAS BEEN HAVING PROBLEMS WITH AIR BAG LIGHT SEAT BELTS WOULD NOT SET THE AIRBAG OFF. VEHICLE HAS BEEN TO THE REPAIR SHOP 3 TIMES AT THE DEALER FOR THE SAME REPAIRS.		CUSTOMER'S REPAIR HAS BEEN COMPLETE AND IF CUSTOMER HAS ANOTHER PROBLEM WITH VEHICLE, HYUNDAI WOULD LOOK TOWARDS THE APPROPRIATE PERSONAL FOR REVIEW.	
First Name	[REDACTED]	Type:	CA				
Phone	[REDACTED]	Opened:	7/16/2010 06:17:02 AM				
Email	[REDACTED]	Closed:	7/22/2010 01:38:33 PM				
Address:	[REDACTED]	Status:	Closed				
City:	[REDACTED]	Sub Status:	Closed	Contact Reason		Resolution	
ZIP:	[REDACTED]	Creator Last Name:	Carpenter-033012	★ Sentiment:		* Resolution: Provided Information	
State::	[REDACTED]	Creator First Name:	Anthony	★ Category: Product		* Remedy: N/A	
IQS :	VDS :	Owner Last Name:	[REDACTED]	★ Sub-Category: Operation		* Resolution Satisfaction: Positive	
CSI :	SSI :	Owner First Name:	[REDACTED]	System: Body		Transfer	
Contact Language :	[REDACTED]	★ Urgency:	Low	Component: Seatbelt		Trans. To:	
Dealer				Symptom: Intermittent		Trans. Team:	
★ Servicing Dealer: QUIRK HYUNDAI OF BANGOR		ME002 Active				Trans. Dealer:	
Service District: Eastern District 1		Sales District: Eastern District 1				Trans. Type: Standard	
Vehicle							
VIN: 5NPEU46F06H [REDACTED]		Model Year: 2006		Engine: F		Trans. Reason:	
Model: Sonata (NF) V-6		Short Model: 25452F65		Accessory: 02		Check Request Pending Approval : 0	
★ Mileage: 79,900		Date of First Use: 7/26/2005		Production Date: 7/13/2005		eMail notification when case is closed:	
Blue Link Equipped : No				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
7/22/2010 12:01:28 PM	ACARPENTER	Carpenter-033012	Anthony	Outbound	Customer	Telephone	WRITER CONTACTED CUST AND LEFT A MESSAGE EXPLAINING THE FOLLOWING. 1. CUSTOMER CONCERN HAS BEEN DOCUMENTED. 2. CUSTOMER REPAIRS HAVE BEEN COMPLETED. 3. CUSTOMER CASE CANNOT BE SENT AT REGION UNTIL CUST HAS A CURRENT CONCERN. 4. CASE WILL BE CLOSED WRITER CLOSED CASE.	<input checked="" type="checkbox"/>	4026389	CC Team1	Call Center
7/22/2010 09:42:50 AM	SJONES	Jones-083011	Shauntel	Inbound	Customer	Telephone	DEALERSHIP ME002 SERVICE WRITER RAY STATED: 1. CUSTOMER WENT TO THE DEALERSHIP ON 7/21/10 AT 80,201 MILES DEALERSHIP REPLACED THE SEATBELT BUCKLE FOR THE DRIVERS SIDE AND REPLACED A TIRE. WRITER STATED: WRITER THANKED THE DEALERSHIP FOR THE INFORMATION. CASE PENDING CUSTOMER CONTACT	<input checked="" type="checkbox"/>	4026389	CC Team4	Call Center
7/22/2010		Carpenter-					WHEN DLR CALLS BACK CM PLEASE GATHER THE REPAIR HISTORY				

09:31:43 AM	ACARPENTER	033012	Anthony	General	General	General	ON SERVICE THAT WAS COMPLETED ON 7/21/10.	<input checked="" type="checkbox"/>	4026389	CC Team1	Call Center
7/22/2010 09:31:33 AM	ACARPENTER	Carpenter-033012	Anthony	Outbound	Customer	Telephone	WRITER CONTACTED DLR (DAREN) DLR STATED 1. 7/21/10 80201 MILES 2. WRITER THANKED DLR FOR ASSISTANCE.	<input checked="" type="checkbox"/>	4026389	CC Team1	Call Center
7/21/2010 06:34:07 AM	EACUNA	Acuna-033012	Eddy	General	General	General	FWD CASE TO CM AC THE CUSTOMER NEEDS A CURRENT DIAGNOSIS.	<input checked="" type="checkbox"/>	4026389	CC Team3	Call Center
7/20/2010 01:35:51 PM	ACARPENTER	Carpenter-033012	Anthony	Outbound	Customer	Telephone	WRITER CONTACTED CUST AND INFORM THE CUST THAT THE APPROPRIATE PERSONNEL IS REQUESTING CUST TO GET A INSPECTION ON VEH. CUSTOMER STATES: 1. JUST CAME FROM THE DLR AND WILL HAVE THE PARTS INSTALLED TOMORROW. 2. THE PARTS INSTALLED. WRITER EXPLAINED TO CUST THAT WRITER WILL INFORM THE REGION THAT CUST HAS COMPLETED AN INSPECTION. WRITER LEFT CASE OPEN TO REGION FOR ASSISTANCE.	<input checked="" type="checkbox"/>	4026389	CC Team1	Call Center
							***** UPDATED NOTES TO REGION *****				

7/20/2010 08:14:19 AM	ACARPENTER	Carpenter- 033012	Anthony	General	General	General	<p>THE CUSTOMER STATED THE FOLLOWING: 1. CUSTOMER IS HAVING TROUBLE WITH THE AIRBAG LIGHT. CUSTOMER HAS TAKEN VEHICLE TO DEALER 3 TIME AND DOES NOT KNOW WHY CUSTOMER IS CONSTANTLY HAVING PROBLEMS WITH SEATBELTS AND THE AIRBAG LIGHT. NOW THE DRIVER'S SIDE SEATBELT IS NOT WORKING. CUSTOMER TOOK VEH IN 7/19/10 FOR INSPECTION AND THE DLR WILL BE REPAIRING CUST CONCERN ON 7/20 CUST MAIN CONCERN IS THAT THERE IS A CONSTANT PROBLEM WITH THE AIRBAG LIGHT. 2. CUSTOMER HAS BEEN HAVING A PROBLEM SINCE 2008 AND THE PROBLEM STILL HAS NOT BEEN RESOLVE. 3. QUIRK HYUNDAI OF BANGOR (ME002) 4. LOCATED WITH CUSTOMER (DOUG), SERVICE MANAGER AT (ME002), STATED: 5. 1. 12/17/09 68913 MILES REPLACED THE SEAT BUCKLE DRIVERS SIDE</p>	<input checked="" type="checkbox"/>	4026389	CC Team1	Call Center
-----------------------------	------------	----------------------	---------	---------	---------	---------	---	-------------------------------------	---------	----------	-------------

							SEAT BUCKLE REPLACED. 2. 07/20/09 63075 PASSENGERS SEAT BUCKLE REPLACED 3. 08/17/09 62980 MILES PART WAS ORDERED. 4. 02/22/08 32735 MILES DRIVERS SIDE BUCKLE 5. DEFECTIVE PARTS. 6. PARTS HAVE BEEN ON ORDER FOR DRIVERS SIDE SEAT BUCKLE. 6. NO AFTERMARKET PARTS IS CAUSING THE CONCERN THE EVERY PART THAT IS INSTALLED ON CUST VEH IS A DEFECT. 7. NO INITIAL CONTACT FROM REGION				
7/20/2010 04:23:25 AM	HMA02357	McKendrick-032813	Ron	Inbound	General	General	7/20/10(RM)ERCA WRITER DECLINING FILE. SEE FILE NOTE 7/19. <input checked="" type="checkbox"/>	4026389	Region Eastern	Region	
7/19/2010 07:18:15 AM	EACUNA	Acuna-033012	Eddy	General	General	General	FWD CASE BACK TO CM THE CUSTOMER NEEDS A CURRENT DIAGNOSIS. <input checked="" type="checkbox"/>	4026389	CC Team3	Call Center	
							NOTES TO REGION - THE CUSTOMER STATED THE FOLLOWING: 1. CUSTOMER IS HAVING TROUBLE WITH THE AIRBAG LIGHT. CUSTOMER HAS TAKEN VEHICLE TO DEALER 3 TIME AND DOES NOT KNOW WHY				

7/16/2010 08:56:56 AM	ACARPENTER	Carpenter- 033012	Anthony	General	General	General	CUSTOMER IS CONSTANTLY HAVING PROBLEMS WITH SEATBELTS AND THE AIRBAG LIGHT. NOW THE DRIVER'S SIDE SEATBELT IS NOT WORKING. 2. CUSTOMER HAS BEEN HAVING A PROBLEM SINCE 2008 AND THE PROBLEM STILL HAS NOT BEEN RESOLVE. 3. QUIRK HYUNDAI OF BANGOR (ME002) 4. LOCATED WITH CUSTOMER ██████████, SERVICE MANAGER AT (ME002), STATED: 5. 1. 12/17/09 68913 MILES REPLACED THE SEAT BUCKLE DRIVERS SIDE SEAT BUCKLE REPLACED. 2. 07/20/09 63075 PASSENGERS SEAT BUCKLE REPLACED 3. 08/17/09 62980 MILES PART WAS ORDERED. 4. 02/22/08 32735 MILES DRIVERS SIDE BUCKLE 5. DEFECTIVE PARTS. 6. PARTS HAVE BEEN ON ORDER FOR DRIVERS SIDE SEAT BUCKLE. 6. NO AFTERMARKET PARTS IS CAUSING THE CONCERN THE EVERY PART THAT IS INSTALLED ON	<input checked="" type="checkbox"/>	4026389	CC Team1	Call Center
-----------------------------	------------	----------------------	---------	---------	---------	---------	--	-------------------------------------	---------	----------	-------------

							CUST VEH IS A DEFECT. 7. NO INITIAL CONTACT FROM REGION				
7/16/2010 08:50:38 AM	ACARPENTER	Carpenter-033012	Anthony	Outbound	Customer	Telephone	WRITER CONTACTED DLR (DOUG) ME002 DLR STATED 1. 12/17/09 68913 MILES REPLACED THE SEAT BUCKLE DRIVERS SIDE SEAT BUCKLE REPLACED. 2. 07/20/09 63075 PASSENGERS SEAT BUCKLE REPLACED 3. 08/17/09 62980 MILES PART WAS ORDERED. 4. 02/22/08 32735 MILES DRIVERS SIDE BUCKLE 5. DEFECTIVE PARTS. WRITER THANKED DLR FOR ASSISTANCE.	<input checked="" type="checkbox"/>	4026389	CC Team1	Call Center
7/16/2010 06:26:59 AM	ACARPENTER	Carpenter-033012	Anthony	Inbound	Customer	Telephone	CUSTOMER STATES: 1. 06 SONATA 2. PROBLEM HAS BEEN HAPPENING 3 TIMES AND CUST HAS TAKEN VEH TO THE DLR. 3. AIRBAG LIGHT LIGHT IS ON BECAUSE OF THE SEAT BUCKLE FOR THE DIVER SIDE. 4 HAPPENED SINCE 2008. WRITER EXPLAINED TO CUST THAT WRITER WILL NEED AT LEAST 24 HRS TO WORK ON CASE. WRITER WILL CALL CUST BACK WITH AN UPDATE.	<input checked="" type="checkbox"/>	4026389	CC Team1	Call Center

						WRITER EXPLAINED TO CUST THAT WRITER WILL BE LOOKING FOR REGION TO ASSIST CUST. WRITER LEFT CASE OPEN.				
--	--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 6177105	WARRANTY INQUIRY SEAT BELT	ADVISED THAT WARRANTY EXPIRED
First Name: [REDACTED]	Type: CA	2006 SONATA; OIL LEAK -	IN 9/23/2005 WOULD BE
Phone: [REDACTED]	Opened: 11/7/2013 02:00:47 PM	CUSTOMER UPSET	RESPONSIBLE FOR THE COST OF
Email: [REDACTED]	Closed: 11/21/2013 01:25:22 PM		REPLACING SEAT BELT TENSIONER
Address: [REDACTED]	Status: Closed		
City: GILBERT	Sub Status: Closed	Contact Reason	Resolution
[REDACTED]	Creator Last Name: Crider	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
State: AZ	Creator First Name: Lorrie	* Category: Warranty Issues	* Remedy: N/A
IQS :	Owner Last Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
VDS :	Owner First Name: [REDACTED]	System: Body	Transfer
CSI :	Urgency: Low	Component: Seatbelt	Trans. To:
Contact Language :		Symptom:	Trans. Team:
Dealer		Method : Telephone	Trans. Dealer:
* Servicing Dealer: SAN TAN HYUNDAI	AZ035 Active		Trans. Type: Standard
Service District: Western District 2	Sales District: Western District 2		Trans. Reason: Case Handling
Vehicle			Check Request Pending Approval : 0
VIN: 5NPEU46F06H-[REDACTED]	Model Year: 2006	Engine: F	eMail notification when case is closed:
Model: Sonata (NF) V-6	Short Model: 25462F65	Accessory: 03	
* Mileage: 33,000	Date of First Use: 9/23/2005	Production Date: 8/3/2005	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: MISSION VIEJO

ZIP:

State:: CA

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Case Information

Case Number: 6193856

Type: CA

Opened: 11/14/2013 02:21:03 PM

Closed: 12/18/2013 08:18:33 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Black

Creator First Name: Janie

Owner Last Name

Owner First Name:

★Urgency: Low

★ Contact Reason Summary

DEALER SERVICE COMPLAINT - IS CHARGING TO REPAIR SEAT BELT PRETENSIONER FOR HIS 2006 SONATA AFTER IT HAD BEEN REPAIRED TWICE BEFORE UNDER WARRANTY

Contact Reason

★Sentiment: Complaint

★Category: Service - Dealer

★Sub-Category: Treatment

System:

Component:

Symptom:

Method : Telephone

* Resolution Summary

INFORMED CUST THAT WE WILL NEED TO CONTACT DEALERSHIP TO INQUIRE AS TO WHY PART NEEDS TO BE REPLACED AGAIN AFTER TWO PRIOR REPAIRS. ADVISED CUST TO PLEASE ALLOW 2-3 BUSINESS DAYS FOR CONTACT.

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

★ Servicing Dealer: TUTTLE CLICK HYUNDAI

CA317 Active

Service District: Western District B

Sales District: Western District B

Vehicle

VIN: 5NPEU46F06H

Model Year: 2006

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 01

★ Mileage: 88,000

Date of First Use: 11/27/2005

Production Date: 8/8/2005

Blue Link Equipped : No

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 3891690	PASSENGER SEATBELT WORKS INTERMITTENTLY. WILL NOT BUCKLE. WOULD LIKE HYUNDAI TO REPLACE THE WHOLE SEATBELT.	WRITER INFORMED CUSTOMER THE SEAT BELT HAS BEEN REPLACED UNDER GOODWILL THROUGH THE DEALERSHIP.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 3/22/2010 08:48:33 AM		
Email: [REDACTED]	Closed: 3/31/2010 12:11:54 PM		
Address: [REDACTED]	Status: Closed		
City: BEXLEY	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Bucan-033012	Contact Reason	Resolution
State: OH	Creator First Name: Anela	Sentiment:	Resolution: Provided Information
IQS :	Owner Last Name: [REDACTED]	Category: Product	Remedy: Repaired
VDS :	Owner First Name: [REDACTED]	Sub-Category: Operation	Resolution Satisfaction: Positive
CSI :	SSI :	System: Body	Transfer
Contact Language : ENGLISH	Urgency: Low	Component: Seatbelt	Trans. To:
Dealer		Symptom: Inoperative	Trans. Team:
Servicing Dealer: HATFIELD HYUNDAI	OH042 Active	Method : Telephone	Trans. Dealer:
Service District: Central District 3	Sales District: Central District 3		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F06H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 01	eMail notification when case is closed:
Mileage: 58,000	Date of First Use: 5/29/2006	Production Date: 9/20/2005	
Blue Link Equipped : No		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
3/31/2010 12:09:16 PM	ABUCAN	Bucan-033012	Anela	Outbound	Customer	Telephone	CUST STATED: 1. HAPPY THE VEHICLE IS SAFE AGAIN WRITER INFORMED CUSTOMER THE SEAT BELT HAS BEEN REPLACED UNDER GOODWILL THROUGH THE DEALERSHIP. CASE CLOSED.	<input checked="" type="checkbox"/>	3891690	CC Team5	Call Center
3/31/2010 12:03:02 PM	ABUCAN	Bucan-033012	Anela	Outbound	Dealer	Telephone	-PAT SM FROM DLR OH042 STATED: - REPLACED SEAT BELT UNDER GOODWILL - EVERYTHING IS TAKEN CARE OF	<input checked="" type="checkbox"/>	3891690	CC Team5	Call Center
3/23/2010 11:34:09 AM	ABUCAN	Bucan-033012	Anela	Outbound	Dealer	Telephone	-PAT SM FROM DLR OH42 STATED: 1. HAS NOT LOOKED AT THE VEHICLE YET 2. WILL CALL WRITER BACK WHEN VEHICLE IS DIAGNOSED	<input checked="" type="checkbox"/>	3891690	CC Team5	Call Center
3/22/2010 09:07:09 AM	ABUCAN	Bucan-033012	Anela	General	General	General	--IF SM CALLS BACK AND CM/AB IS NOT AVAILABLE. PLEASE GATHER ALL THE INFORMATION ABOUT THE DIAGNOSIS. - IS THERE ANY AFTERMARKET PARTS INVOLVED - WAS THE DPSM, TECHLINE, FSE INVOLVED THANK YOU.	<input checked="" type="checkbox"/>	3891690	CC Team5	Call Center
							PAT SM FROM DLR OH042 STATED: SEEMS THERE IS				

3/22/2010 09:05:30 AM	ABUCAN	Bucan-033012	Anela	General	General	General	<p>SOMETHING SPILLED IN THE SEATBELT. IF SOMETHING DID SPILL IN THE SEATBELT HYUNDAI WILL NOT COVER REPAIRS. GOODWILL ASSISTANCE WILL BE DATE: FEB-17-2010 MILEAGE: 58,011 CONCERN: PASSENGER FRONT SEATBELT DOES NOT BUCKLE</p> <p>DIAGNOSIS: COULD NOT DUPLICATE CONCERN DATE: 3/21/2010 MILEAGE: 58,849 CONCERN: PASSENGER FRONT SEATBELT DOES NOT BUCKLE</p> <p>DIAGNOSIS: SEEMS SOMETHING SPILLED IN THE SEATBELT WHICH IS WHY THE SEATBELT IS NOT BUCKLING. WILL CALL WRITER BACK AS SOON AS THE VEHICLE IS DIAGNOSED.</p>	<input checked="" type="checkbox"/>	3891690	CC Team5	Call Center
							<p>CUST STATED: 1. HAD VEHICLE AT DLR FOR PASSENGER SEATBELT 2. SEATBELT WORKING INTERMITTENTLY 3. DLR STATED THE SEATBELT WAS FUNCTIONAL 4. WOULD LIKE THE SEATBELT REPLACED COMPLETELY 5. SEATBELT DOES</p>				

3/22/2010 08:54:29 AM	ABUCAN	Bucan- 033012	Anela	Inbound	Customer	Telephone	<p>NOT BUCKLE 6. DOES NOT MATTER WHO IS SITTING IN THE SEAT 7. HAS BEEN HAPPENING FOR 2-3 MONTHS 8. WILL LEAVE VEHICLE AT DLR UNTIL THE ISSUE IS FIXED 9. CALLING FROM THE DLR WILL LET WRITER SPEAK TO SM 10. DOES NOT RECALL ANYTHING BEING SPILLED INTO THE SEATBELT WRITER INFORMED CUST SM WILL CONTACT WRITER AS SOON AS THE VEHICLE IS DIAGNOSED, WRITER WILL THEN SEE WHAT FURTHER STEPS NEED TO BE TAKEN. CASE PENDING.</p>	<input checked="" type="checkbox"/>	3891690	CC Team5	Call Center
-----------------------------	--------	------------------	-------	---------	----------	-----------	--	-------------------------------------	---------	----------	-------------

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
8/31/2011 08:35:48 AM	JROBERTSON	Robertson-	Julie	Inbound	Customer	Telephone	CUST STATED: 1. CASE # 4482795. 2. RETURNING A CALL FROM CM/SJ. 3. WANTS TO KNOW WHAT THE CALL WAS REGARDING. WRITER INFORMED CUST OF NOTES FROM CM/SJ STATING CUST WOULD NEED TO HAVE REPAIR COMPLETED AND SUBMIT FOR REIMBURSEMENT. INFORMED CUST CASE WILL BE CLOSED UNTIL CUST CONTACTS HCCC IF CUST DECIDES TO HAVE REPAIRS COMPLETED. CUST NEEDS TO SPEAK WITH HUSBAND AND DECIDE. CUST WANTED A GUARANTEE OF REIMBURSEMENT, WRITER INFORMED IT IS ON A CASE BY CASE BASIS AND NO GUARANTEES. CASE REMAINS CLOSED PENDING FURTHER CUST CONTACT OR DOCUMENTS FOR GOODWILL CONSIDERATION.	<input checked="" type="checkbox"/>	4482795	CC Team3	Call Center
8/30/2011 03:57:11	SJAMES	James-021612	Sarah	General	General	General	***ANY CM*** IF CUSTOMER CALLS BACK THEN PLEASE TELL CUSTOMER THAT CUSTOMER	<input checked="" type="checkbox"/>	4482795	CC Team2	Call Center

PM							NEEDS TO HAVE THE REPAIRS DONE AND THEN TO SUBMIT DOCUMENTS				
8/30/2011 03:56:26 PM	SJAMES	James-021612	Sarah	Outbound	Customer	Telephone	OUTBOUND: 1. CALLED CUSTOMER 2. UNABLE TO GET A HOLD OF CUSTOMER 3. LEFT VM TO HAVE CUSTOMER CALL WRITER BACK. LEFT CASE #, ID #, AND 800 #	<input checked="" type="checkbox"/>	4482795	CC Team2	Call Center
8/26/2011 04:11:28 PM	SJAMES	James-021612	Sarah	General	General	General	***ANY CM*** IF CUSTOMER CALLS BACK THEN PLEASE TELL CUSTOMER THAT CUSTOMER NEEDS TO HAVE THE REPAIRS DONE AND THEN TO SUBMIT DOCUMENTS	<input checked="" type="checkbox"/>	4482795	CC Team2	Call Center
8/26/2011 04:08:10 PM	SJAMES	James-021612	Sarah	Inbound	Customer	Telephone	OUTBOUND: 1. CALLED CUSTOMER 2. UNABLE TO GET A HOLD OF CUSTOMER 3. LEFT VM TO HAVE CUSTOMER CALL WRITER BACK. LEFT CASE #, ID #, AND 800 # CASE PENDING CALL FROM CUSTOMER	<input checked="" type="checkbox"/>	4482795	CC Team2	Call Center
							DEALER OUTBOUND: WRITER CALLED OVER TO KY014 SERVICE AND SPOKE WITH JD WHO STATES: 1. CUSTOMER HAS BEEN IN TWICE FOR A AC CONCERN. 2. THE DATES ARE AS FOLLOW'S - 7/25/2011 @ 65,921 MILES. AIR				

8/26/2011 04:01:44 PM	SJAMES	James-021612	Sarah	Outbound	Dealer	Telephone	<p>BAG LIGHT ON. CHECK AND SAW FRONT SEAT BUCKLES BAD SO GIVE ESTIMATE OF THE COST. - 1/31/2011@ 59,469 MILES. THE AIR BAG LIGHT IS ON. REPLACED ONE SEATBELT THE DRIVER'S SIDE ONE UNDER WARRANTY 3. NEEDS TO TWO FRONT SEAT SEATBELTS PART NUMBERS: 888300A000-QSA 888400A00-QSA 4. THE COST IS AS FOLLOW AS A ESTIMATE: - PARTS \$295.12 - LABOR \$180 5. WOULD OF BEEN COVERED UNDER WARRANTY IF WAS IN WARRANTY</p>	<input checked="" type="checkbox"/>	4482795	CC Team2	Call Center
8/25/2011 07:45:14	SJAMES	James-021612	Sarah	Outbound	Customer	Telephone	<p>CORRESPONDENCE: WRITER CALLED CUSTOMER ABOUT LETTER THAT WAS RECEIVED AND CUSTOMER STATES: 1. HAS A 2006 SONATA. 2. FOR A WHILE NOW THE AIR BAG LIGHT HAS BEEN ON. 3. HAS BEEN TO THE DEALER SEVERAL TIMES AND THE LAST TIME WAS TOLD IT WAS THE SEATBELT AND COTS AROUND \$429. 4. OUT OF WARRANTY. 5. DOES NOT FEEL CUSTOMER HAD TO PAY FOR THE REPAIRS 6.</p>		4482795	CC Team2	Call Center

AM							<p>WOULD LIKE SOME ASSISTANCE FROM HYUNDAI. WRITER ADVISED CUSTOMER THAT WRITER DID RECEIVE LETTER. ADVISED CUSTOMER THAT WRITER WILL GO AHEAD AND CALL DEALER TO GET DATES AND MILEAGES CUSTOMER HAS BEEN IN FOR ANY CONCERNS WITH THE AIR BAG AND THEN CALL CUSTOMER BACK. GAVE CASE # AND ID #. CASE PENDING CALL TO DEALER.</p>	<input checked="" type="checkbox"/>			
8/25/2011 07:37:03 AM	SJAMES	James-021612	Sarah	Inbound	Customer	Letter	<p>CORRESPONDENCE: WRITER RECEIVED CUSTOMER LETTER WHICH CUSTOMER STATES: 1. HAS A 2006 SONATA 2. WHEN I WENT TO DEALER FOR A OIL CHANGE THE AIR BAG LIGHT WAS ON 3. WAS NOT TOLD IT WOULD NOT BE COVERED UNDER WARRANTY. 4. HAS HAD THE VEHICLE IN NUMEROUS TIMES FOR THE AIR BAG LIGHT AND EVERY TIME TOLD THERE IS SOMETHING UNDER THE SEAT CAUSING THE CONCERNS. 5. THE DATES</p>	<input checked="" type="checkbox"/>	4482795	CC Team2	Call Center

							CUSTOMER CAME IN WAS 8/26/2008, 1/15/2009, 3/6/2009, 1/31/2011, AND 7/25/2011 6. WOULD LIKE TO BE CONTACTED ABOUT THIS			
7/26/2011 09:22:29 AM	LSALANOA	Salanoa-012512	Leinaala	Outbound	Dealer	Telephone	WRITER CONTACTED JD, SERVICE ADVISOR, WHO STATED: 1. CONFIRMED SEAT BELTS ARE OUT OF WARRANTY AND CUSTOMER WILL HAVE TO PAY WRITER INFORMED CUSTOMER ABOUT SITUATION AND UPDATED CASE NOTES CASE CLOSED	4482795	CC Training Team	Call Center
7/26/2011 09:20:59 AM	LSALANOA	Salanoa-012512	Leinaala	Inbound	Customer	Telephone	CUSTOMER STATED: 1. SINCE PURCHASE OF VEHICLE AIR BAG LIGHT HAS BEEN COMING ON AND STAYING ON 2. TOOK TO DEALERSHIP KY014 MULTIPLE TIMES FOR REPAIR 3. IS NOW OUT OF WARRANTY FOR SEATBELTS AND WILL HAVE TO PAY \$465 FOR REPAIR OF TWO SEATBELTS WRITER INFORMED CUSTOMER THAT SEAT BELT IS OUT OF WARRANTY AND CUSTOMER WILL HAVE TO PAY FOR REPAIR. CASE CLOSED	4482795	CC Training Team	Call Center

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 6174742	***ALTERNATIVE DISPUTE RESOLUTION*** BBB, SEAT BELT BUCKLE/AIR BAG WARNING LIGHT WARRANTY DISPUTE.	ADR DISCUSSED WITH CUSTOMER.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 11/7/2013 05:39:55 AM		
Email: [REDACTED]	Closed: 11/26/2013 12:05:59 PM		
Address: [REDACTED]	Status: Closed		
City: CRESCENT	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: Breha	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
State: PA	Creator First Name: Rebecca	* Category: Settlement	* Remedy: N/A
IQS :	Owner Last Name: [REDACTED]	* Sub-Category: OCS - Eligibility	* Resolution Satisfaction: Negative
CSI :	Owner First Name: [REDACTED]	System:	Transfer
Contact Language :	* Urgency: Low	Component:	Trans. To:
Dealer		Symptom:	Trans. Team:
* Servicing Dealer: MOON TOWNSHIP HYUNDAI PA012 Active		Method : Telephone	Trans. Dealer:
Service District: Eastern District B	Sales District: Eastern District B		Trans. Type: Standard
Vehicle			Trans. Reason: Case Handling
VIN: 5NPEU46F06H-[REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 05	eMail notification when case is closed:
* Mileage: 111,000	Date of First Use: 5/1/2006	Production Date: 2/3/2006	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 6626936	OCS CLASS ACTION CAMPAIGN OPEN; SEAT BELT WARRANTY	CUSTOMER DECLINED TO MAKE AN APPOINTMENT TODAY; INFORMED OUT OF RANGE FOR WARRANTY NOT COVERED FOR OCS.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 5/27/2014 02:58:08 PM		
Email:	Closed: 5/27/2014 03:30:06 PM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Maron		
State::	Creator First Name: Michelle		
IQS : VDS :	Owner Last Name: [REDACTED]		
CSI : SSI :	Owner First Name: [REDACTED]		
Contact Language : ENGLISH	* Urgency: Low		
Dealer		Contact Reason	Resolution
* Servicing Dealer: BROWN'S MANASSAS HYUNDAI VA039 Active		* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
Service District: Southern District 2 Sales District: Southern District 2		* Category: Settlement	* Remedy: N/A
Vehicle		* Sub-Category: OCS - Eligibility	* Resolution Satisfaction: Neutral
VIN: 5NPEU46F06H [REDACTED]	Model Year: 2006	System:	Transfer
Model: Sonata (NF) V-6	Short Model: 25452F65	Component:	Trans. To:
* Mileage: 85,364	Date of First Use: 3/15/2006	Symptom:	Trans. Team:
Blue Link Equipped : No			Trans. Dealer:
			Trans. Type: Standard
			Trans. Reason:
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
2/27/2013 01:55:13 PM	GALVAREZ	Alvarez del Castillo-	Genaro	Inbound	Customer	Telephone	CUSTOMER STS: 1. PERSISTENT ISSUE WITH SEAT BELT BUCKLE. 2. IN STATE OF MA, VEHICLE INSPECTIONS ARE MANDATORY. 3. CUSTOMER HAS HAD THIS REPLACED TWICE UNDER WARRANTY (REPLACED 12/15/2008 AND 6/26/2009). 4. CUSTOMER FEELS THAT HYUNDAI SHOULD COVER THE CHARGE AS THIS HAS BEEN AN ONGOING ISSUE. 5. SERVICE MANAGER SAID HE WOULD CALL THE FIELD REPRESENTATIVE WRITER EXPLAINED THAT THE DEALER MA024 IS FOLLOWING THE PROCEDURE I WOULD HAVE TAKEN TO HELP IN THE CASE. CASE CLOSED	<input checked="" type="checkbox"/>	5350488	HCCC Tier2 Team1	HCCC
							CUST STS: 1. BOUGHT CAR IN 2006 IN ST. LOUIS. 2. BOUGHT EXTENDED WARRANTY. 3. PERSISTENT ISSUE WITH SEAT BELT BUCKLE. 4. AIRBAG LIGHT IS ON. 6. DEALERSHIP				

2/27/2013 01:47:55 PM	MMURPHY	Murphy- 062013	Michael	Inbound	Customer	Telephone	SAYS PROBLEM IS SEATBELT. 7. IN STATE OF MA, VEHICLE INSPECTIONS ARE MANDATORY. 8. CUSTOMER HAS HAD THIS REPLACED TWICE UNDER WARRANTY (REPLACED 12/15/2008 AND 6/26/2009). 9. CUSTOMER FEELS THAT HYUNDAI SHOULD COVER THE CHARGE AS THIS HAS BEEN AN ONGOING ISSUE. WRITER TRANSFERRED TO CASE MANAGER. <input checked="" type="checkbox"/>	5350488	HCCC Tier2 Team1	HCCC
-----------------------------	---------	-------------------	---------	---------	----------	-----------	---	---------	---------------------	------

Cases

Customer

Last Name: [REDACTED]

First Name: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Address: [REDACTED]

City: KINGSPORT

ZIP: [REDACTED]

State: TN

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: BOB KING HYUNDAI

NC032 Active

Service District: Southern District 6

Sales District: Southern District 6

Vehicle

VIN: 5NPEU46F06H [REDACTED]

Model Year: 2006

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 02

★ Mileage: 78,171

Date of First Use: 8/26/2006

Production Date: 3/30/2006

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 4264096

Type: CA

Opened: 1/19/2011 09:34:09 AM

Closed: 1/31/2011 01:09:50 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Davis-083011

Creator First Name: Julie

Owner Last Name: [REDACTED]

Owner First Name: [REDACTED]

★ Urgency: Low

★ Contact Reason Summary

CUSTOMER HAVING AIR BAG LIGHT ISSUES, DEALERSHIP STATUS IT'S THE PASSENGER SEAT BELT HOUSING, CUSTOMER'S EXPENSE, FEELS HYUNDAI SHOULD ASSIST.

Contact Reason

★ Sentiment:

★ Category: Product

★ Sub-Category: Operation

System: Body Electrical

Component: Airbag Warning Light

Symptom: Security Light

Method : Telephone

* Resolution Summary

DPSM authorized one time goodwill of seat belt buckle for custoemr satisfaction.

Resolution

* Resolution: Assist Dealer 100% GW

* Remedy: Repaired

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Escalated Customer

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
1/31/2011 01:07:46 AM	HMA00181	Holloway	Richard	General	General	General	DPSM accepted case. Contacted Service Manager and authorized goodwill of seat belt buckle for customer satisfaction.		4264096	Region Southern	Region
1/27/2011 05:24:32 AM	HMA02739	Carway	Dianna	General	General	General	ATTN: DPSM - FORWARDING TO YOU BUT I DON'T THINK WE SHOULD ASSIST. CUSTOMERS ONLY TIME CONCERN WAS 12/10 AND WELL OUT OF WARRANTY. ALSO, CUSTOMERS VEHICLE IS NOT IN THE RECAL.	<input checked="" type="checkbox"/>	4264096	Region Southern	Region
							ATTN REGION: -- FWD TO REGION FOR LEGAL THREAT CUSTOMER'S AIR BAG LIGHT IS ON IN VEHICLE AND NEEDS NEW SEAT BELT HOUSING BECAUSE THE WIRING IS BAD, CUSTOMER FEELS THERE SHOULD BE A CAMPAIGN FOR CONCERN, AND WOULD LIKE HYUNDAI TO COVER THE COSTS EVEN THOUGH CUSTOMER IS OUT OF WARRANTY. OUT OF WARRANTY SO CUST IS MAKING LEGAL THREATS. FWD SO REGION IS				

1/26/2011 01:16:37 PM	ABROWN	Brown- 033012	Alyssia	General	General	General	<p>AWARE OF THREATS. --- THE CUSTOMER STATED THE FOLLOWING: - CUSTOMER'S AIR BAG LIGHT IS ON IN VEHICLE AND NEEDS NEW SEAT BELT HOUSING BECAUSE THE WIRING IS BAD, CUSTOMER FEELS THERE SHOULD BE A CAMPAIGN FOR CONCERN, AND WOULD LIKE HYUNDAI TO COVER THE COSTS EVEN THOUGH CUSTOMER IS OUT OF WARRANTY. CUSTOMER IS NOW THREATENING AN ATTORNEY DUE TO HYUNDAI DECLINING ASSISTANCE. - CUSTOMER'S AIR BAG LIGHT HAS BEEN ON SINCE 12/15/10. - BOB KING HYUNDAI IS CURRENT SERVICING DEALERSHIP. - VEHICLE IS IN CUSTOMER'S POSSESSION. - CUSTOMER IS NOW THREATENING AN ATTORNEY DUE TO HYUNDAI DECLINING ASSISTANCE. --- ERIC, SERVICE ADVISOR AT NC032, STATED: - 12/15/10 78356 MILES, AIR BAG LIGHT WAS ON, IT</p>	<input checked="" type="checkbox"/>	4264096	CC Team2	Call Center
-----------------------------	--------	------------------	---------	---------	---------	---------	---	-------------------------------------	---------	----------	-------------

							<p>WAS THE SEAT BELT BUCKLE, OFFERED TO REPLACE SEAT BELT BUCKLE. - NO AFTER MARKET PARTS. - NO CONTACT. Please let me know if you have any questions or need additional information. Alyssia Brown Minaya Regional Liaison</p>				
1/25/2011 09:05:10 AM	JDAVIS	Davis-083011	Julie	General	General	General	<p>NOTES TO REGION - THE CUSTOMER STATED THE FOLLOWING: 1. CUSTOMER'S AIR BAG LIGHT IS ON IN VEHICLE AND NEEDS NEW SEAT BELT HOUSING BECAUSE THE WIRING IS BAD, CUSTOMER FEELS THERE SHOULD BE A CAMPAIGN FOR CONCERN, AND WOULD LIKE HYUNDAI TO COVER THE COSTS EVEN THOUGH CUSTOMER IS OUT OF WARRANTY. CUSTOMER IS NOW THREATENING AN ATTORNEY DUE TO HYUNDAI DECLINING ASSISTANCE. 2. CUSTOMER'S AIR BAG LIGHT HAS BEEN ON SINCE 12/15/10. 3. BOB KING HYUNDAI IS CURRENT SERVICING DEALERSHIP. 4.</p>	<input checked="" type="checkbox"/>	4264096	CC Training Team	Call Center

							VEHICLE IS IN CUSTOMER'S POSSESSION. ERIC, SERVICE ADVISOR AT NC032, STATED: 5. 12/15/10 78356 MILES, AIR BAG LIGHT WAS ON, IT WAS THE SEAT BELT BUCKLE, OFFERED TO REPLACE SEAT BELT BUCKLE. 6. NO AFTER MARKET PARTS. 7. NO CONTACT. 8. AS STATED ABOVE, CUSTOMER IS NOW THREATENING AN ATTORNEY DUE TO HYUNDAI DECLINING ASSISTANCE.				
1/24/2011 02:39:57 PM	EACUNA	Acuna-033012	Eddy	General	General	General	FWD CASE BACK TO CM PLEASE COMPLETE FULL REGION NOTES FOR THE CUSTOMER'S LEGAL THREAT CONCERN.	<input checked="" type="checkbox"/>	4264096	CC Team3	Call Center
1/21/2011 12:05:33 PM	JDAVIS	Davis-083011	Julie	General	General	General	**ATTN REGION** CASE BEING RE OPENED TO REGION DUE TO CUSTOMER THREATENING ATTORNEY.		4264096	CC Training Team	Call Center
1/21/2011 12:03:50 PM	JDAVIS	Davis-083011	Julie	Outbound	Customer	Telephone	WRITER CALLED CUSTOMER TO RELAY UPDATE ON CASE. CUSTOMER STATED: 1. EXACTLY WHAT CUSTOMER EXPECTED. 2. ITS' A SHAME, THAT A LOYAL CUSTOMER. 3. WILL HAVE ATTORNEY		4264096	CC Training Team	Call Center

							CONTACT REGIONAL OFFICE. CASE CLOSED.				
1/21/2011 06:56:33 AM	ABROWN	Brown-033012	Alyssia	General	General	General	NO CAMPAIGN ON VEH, THE CUSTOMER IS OUT OF WARRANTY AND LIABLE FOR COST.	<input checked="" type="checkbox"/>	4264096	CC Team2	Call Center
1/20/2011 11:56:05 AM	JDAVIS	Davis-083011	Julie	General	General	General	CUSTOMER WANTED TO SEEK ADDITIONAL ASSITANCE BECAUSE CUSTOMER IS NOT ELIGABLE FOR GOODWILL, AND FEELS HYUNDAI SHOULD TAKE CARE OF ISSUE BECAUSE IT'S A WELL KNOWN ISSUE WITH CUSTOMER'S MODEL.		4264096	CC Training Team	Call Center
1/20/2011 11:07:43 AM	ABROWN	Brown-033012	Alyssia	General	General	General	VEH HAS BEEN TO THE DLR ONLY ONE TIME FOR THE CONCERN, NOT SURE WHY CASE IS BEING SUBMITTED.	<input checked="" type="checkbox"/>	4264096	CC Team2	Call Center
							NOTES TO REGION - THE CUSTOMER STATED THE FOLLOWING: 1. CUSTOMER'S AIR BAG LIGHT IS ON IN VEHICLE AND NEEDS NEW SEAT BELT HOUSING BECAUSE THE WIRING IS BAD, CUSTOMER FEELS THERE SHOULD BE A CAMPAIGN FOR CONCERN, AND WOULD LIKE HYUNDAI TO COVER THE				

1/19/2011 09:46:45 AM	JDAVIS	Davis-083011	Julie	General	General	General	COSTS EVEN THOUGH CUSTOMER IS OUT OF WARRANTY. 2. CUSTOMER'S AIR BAG LIGHT HAS BEEN ON SINCE 12/15/10. 3. BOB KING HYUNDAI IS CURRENT SERVICING DEALERSHIP. 4. VEHICLE IS IN CUSTOMER'S POSSESSION. ERIC, SERVICE ADVISOR AT NC032, STATED: 5. 12/15/10 78356 MILES, AIR BAG LIGHT WAS ON, IT WAS THE SEAT BELT BUCKLE, OFFERED TO REPLACE SEAT BELT BUCKLE. 6. NO AFTER MARKET PARTS. 7. NO CONTACT.	<input checked="" type="checkbox"/>	4264096	CC Training Team	Call Center
1/19/2011 09:38:46 AM	JDAVIS	Davis-083011	Julie	Outbound	Dealer	Telephone	WRITER CALLED DEALERSHIP CN032 AND SPOKE WITH ERIC, SERVICE ADVISOR WHO STATED: 1. 12/15/10 78356 MILES, AIR BAG LIGHT WAS ON, IT WAS THE SEAT BELT BUCKLE, OFFERED TO REPLACE SEAT BELT BUCKLE. 2. NO AFTER MARKET PARTS. 3. NO CONTACT.	<input checked="" type="checkbox"/>	4264096	CC Training Team	Call Center
							CUSTOMER STATED: 1. NC, 06 SONATA 2. BOB KING 3. AIR BAG LIGHT CAME ON FEW MONTHS AGO WHEN				

1/19/2011 09:35:45 AM	JDAVIS	Davis-083011	Julie	Inbound	Customer	Telephone	<p>CUSTOMER WAS ADJUSTING PASSANGER SEAT. MOVED SEAT AROUND A LITTLE BIT AND THE LIGHT WENT OFF, AND NOW IN THE MIDDLE OF DECEMBER IT'S BACK ON. 4. TOOK TO DEALERSHIP, SAID IT'S THE SEAT BELT HOUSING, WIRING IS BAD. 5. CONTACTED SERVICE DIRECTOR, AND LOOKED ONLINE, PAGES BEOND PAGES TALKING ABOUT THIS ISSUE. 6. 3RD BRAKE LIGHT HOUSING, TAIL LIGHTS REPLACED 3 TIMES, CONCERNED WITH THESE AIR BAGS WILL NOT DEPLOY CORRECTLY. 7. ALL ELECTRICAL ISSUES. 8. BEEN ON CONSTANTLY SINCE 12/15/10. 9. FEELS THERE SHOULD BE A CAMPAIGN ON VEHICLE. WRITER ADVISED CUSTOMER USUALLY WHEN CUSTOMER IS JUST OUT OF WARRANTY WRITER CAN CONSIDER POSSIBLE REIMBURSEMENT, IN THIS SITUATION, CUSTOMER IS</p>	<input checked="" type="checkbox"/>	4264096	CC Training Team	Call Center
-----------------------------	--------	--------------	-------	---------	----------	-----------	---	-------------------------------------	---------	---------------------	-------------

						TOO FAR OUT OF WARRANTY BY MILES. WRITER OFFERED TO SEND TO REGIONAL DEPARTMENT TO SEE IF ANY ASSISTANCE CAN BE PROVIDED. CASE TRANSFERED.			
--	--	--	--	--	--	---	--	--	--

Cases

Customer

Last Name

First Name

Phone

Email

Address:

City:

ZIP:

State:

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: BROADWAY HYUNDAI

WI030 Active

Service District: Central District 6

Sales District: Central District 6

Vehicle

VIN: 5NPEU46F07H

Model Year: 2007

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 15

★ Mileage: 79,000

Date of First Use: 5/23/2006

Production Date: 4/11/2006

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 4479866

Type: CA

Opened: 7/22/2011 03:13:03 PM

Closed: 7/22/2011 03:22:06 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Bradley-012512

Creator First Name: Jonathon

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

WENT IN FOR REPAIR ON SEATBELT IN NOVEMBER OF 2009 SAME REPAIR ON SEATBELT RECENTLY AT DEALERSHIP WI030. WONDERING IF THERE IS RECALL ON VEHICLE.

Contact Reason

★ Sentiment:

★ Category: Campaign

★ Sub-Category: 083 Sonata OCS

System: Body Electrical

Component: Airbag Warning Light

Symptom: Display Message

* Resolution Summary

REFERRED TO DEALERSHIP FOR 083 RECALL INSPECTION TO SEE IF IT IS A CANDIDATE.

Resolution

* Resolution: Referred to Dealer

* 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
7/22/2011 03:20:12 PM	JBRADLEY	Bradley- 012512	Jonathon	Inbound	Customer	Telephone	CUSTOMER STATED: 1. WENT IN FOR REPAIR ON SEATBELT IN NOVEMBER OF 2009 SAME REPAIR ON SEATBELT RECENTLY AT DEALERSHIP WI030. 2. AIR BAG LIGHT IS ON. WONDERING IF THERE IS RECALL ON VEHICLE. WRITER REFERRED TO DEALERSHIP FOR 083 RECALL INSPECTION TO SEE IF IT IS A CANDIDATE. CASE CLOSED.		4479866	CC Training Team	Call Center

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name First Name Phone Email Address City: DOWNERS GROVE ZIP: 60516 State: IL IQS : VDS : CSI : SSI :	Case Number: 6316799 Type: CA Opened: 1/8/2014 02:49:45 PM Closed: 1/8/2014 05:44:58 PM Status: Closed Sub Status: Closed Creator Last Name: Dobson-011714 Creator First Name: Angela Owner Last Name: [REDACTED] Owner First Name [REDACTED] *Urgency: Low	WARRANTY COVERAGE (SEATBELT) Contact Reason *Sentiment: Inquiry/Suggestion *Category: Warranty Issues *Sub-Category: Coverage System: Body Electrical Component: Wiring/Connections Symptom: Seat Belt Light Method : Telephone	PROVIDED CASE NUMBER CUSTOMER WILL CALL BACK IN WITH VIN TO COMPLETE CASE 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:
Dealer	*Servicing Dealer: ETTLESON HYUNDAI IL066 Active Service District: Central District C Sales District: Central District 2		
Vehicle	VIN: 5NPEU46F07H [REDACTED] Model: Sonata (NF) V-6 *Mileage: 122,414	Model Year: 2007 Short Model: 25452F65 Date of First Use: 6/1/2006	Engine: F Accessory: 05 Production Date: 5/13/2006 Case in Arbitration : No
Blue Link Equipped : No			

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4062478	CUSTOMER STATED THAT VEHICLE HAS HAD ELECTRICAL ISSUES AND HAS TAKEN TO DEALERSHIP TO HAVE DIAGNOSED WHILE VEHICLE WAS STILL UNDER WARRANTY. DEALERSHIP WAS UNABLE TO DIAGNOS VEHICLE AT THAT TIME.	EXPLAINED ALL DEALERS CHARGE A DIAGNOSIS FEE AND IF THE REPAIR IS A WARRANTABLE REPAIR THE FEE IS ROLLED INTO WARRANTY, BUT IF NOT CUSTOMER IS RESPONSIBLE FOR THIS CHARGE. WILL REQUEST CM CALL BACK.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 8/11/2010 03:42:51 PM		
Email: [REDACTED]	Closed: 8/25/2010 10:43:51 AM		
Address: [REDACTED]	Status: Closed		
City: MONROE	Sub Status: Closed		
ZIP: 281102912	Creator Last Name: Pelleg-012512		
State: NC	Creator First Name: Kyle		
IQS: [REDACTED] VDS: [REDACTED]	Owner Last Name: [REDACTED]		
CSI: [REDACTED] SSI: [REDACTED]	Owner First Name: [REDACTED]		
Contact Language: ENGLISH	*Urgency: Low		
Dealer		Contact Reason	Resolution
* Servicing Dealer: KEFFER HYUNDAI NC038 Active		* Sentiment:	* Resolution: Provided Information
Service District: Southern District 6	Sales District: Southern District 6	* Category: Warranty Issues	* Remedy: N/A
Vehicle		* Sub-Category: Coverage	* Resolution Satisfaction: Positive
VIN: 5NPEU46F07H [REDACTED]	Model Year: 2007	System: Body	Transfer
Model: Sonata (NF) V-6	Short Model: 25452F65	Component: Seatbelt	Trans. To:
* Mileage: 76,916	Date of First Use: 9/2/2006	Symptom: Inoperative	Trans. Team:
Blue Link Equipped : No			Trans. Dealer:
			Trans. Type: Standard
			Trans. Reason:
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		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
8/25/2010 10:35:10 AM	DNELSON	Nelson-	Dave	Inbound	Customer	Telephone	CUST STATED: 1. PROVIDED CASE NUMBER. 2. WANTED TO SPEAK WITH CM/KP. 3. TOOK VEH TO DLR AND TOLD SEAT BELT REPAIR WOULD BE \$275. 4. WANTS TO KNOW WHO WILL PAY FOR DIAGNOSTIC FEE. 5. WANTS CM/KP TO CALL CUSTOMER BACK. WRITER STATED CM/KP NOT AVAILABLE AND OFFERED TO ASSIST. EXPLAINED ALL DEALERS CHARGE A DIAGNOSIS FEE AND IF THE REPAIR IS A WARRANTABLE REPAIR THE FEE IS ROLLED INTO WARRANTY, BUT IF NOT CUSTOMER IS RESPONSIBLE FOR THIS CHARGE. WILL REQUEST CM CALL BACK. CASE CLOSED.	<input checked="" type="checkbox"/>	4062478	CC Team3	Call Center
							CUSTOMER STATED: 1. 2007 HYUNDAI SONATA 2. ELECTRICAL ISSUES 3. HAD REPLACED AIRBAG LIGHT 4. CAUSE OF ISSUE WAS DUE TO SEAT BELT MALFUNCTION 5. DRIVER SIDE				

8/11/2010 04:13:17 PM	KPELLEG	Pelleg- 012512	Kyle	Inbound	Customer	Telephone	<p>SEATBELT IS FAULTY NOW AND IS NOT EVEN CLICKING INTO THE BUCKLE 6. RADIO CONTINUOUSLY GOES OUT 7. BELIEVES THAT THERE IS FAULTY WIRING 8. RADIO GOES OUT WHEN DEFROSTER IS ON 9. AUTOMATIC LIGHTS DO NOT COME ON AND HAVE TO BE TURNED ON AUTOMATICALLY 10. HEADLIGHTS AND TAIL LIGHTS HAVE TO BE REPLACED ON A MONTHLY BASIS 11. WOULD LIKE TO KNOW ABOUT WARRANTIES ON ELECTRICAL SYSTEM AND SEAT BELT BUCKLES 12. VEHICLE IS AT CUSTOMER RESIDENCE 13. HAS NOT PAYED FOR SEAT BELT BUCKLE. 14. ONLY PASSENGER SIDE ISSUE HAD BEEN RESOLVED AS OF THIS TIME. 15. WOULD LIKE TO KNOW HOW TO POSSIBLY HAVE HYUNDAI COVER REPAIRS WRITER INFORMED CUSTOMER THAT VEHICLE WILL NEED TO BE DIAGNOSED FOR THE SEAT BELT AND DEALERSHIP WILL NEED TO HAVE DOCUMENTATION</p>	4062478	CC Team7	Call Center
-----------------------------	---------	-------------------	------	---------	----------	-----------	--	---------	----------	-------------

						OF SEAT BELT BUCKLE GOING CLOSER TO THE TIME OF THE WARRANTY EXPIRING ON SEAT BELT. INFORMED CUSTOMER THAT DOCUMENTATION OF ELECTRICAL SYSTEM ISSUES BEING CLOSER TO WARRANTY WILL ALSO BE NEEDED TO DETERMINE IF IT WOULD BE ELIGIBLE FOR POSSIBLY HAVING IT FIXED EVEN THOUGH VEHICLE IS OUT OF WARRANTY CASE CLOSED PENDING DIAGNOSIS OF VEHICLE FROM DEALERSHIP				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name [REDACTED]	Case Number: 3978226	CUSTOMER IS 400 MILES OUTSIDE OF WARRANTY AND IS LOOKING FOR ASSISTANCE WITH REPAIRS FOR PASSENGER SIDE BELT BUCKLE WHICH IS CAUSING THE AIR BAG LIGHT TO COME ON	INFORMED CUSTOMER THAT BECAUSE THE CUSTOMER IS OUTSIDE THE WARRANTY AND THE SONATA IS REGISTERED AS A COMMERCIAL VEHICLE HYUNDAI CONSUMER AFFAIRS WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE FOR SEAT BELT REPAIRS
First Name [REDACTED]	Type: CA		
Phone [REDACTED]	Opened: 6/8/2010 07:49:45 AM		
Email [REDACTED]	Closed: 6/16/2010 12:18:02 PM		
Address [REDACTED]	Status: Closed		
City: ACUSHNET	Sub Status: Closed		
ZIP: 027431919	Creator Last Name: Truxal-083011		
State: MA	Creator First Name: Christopher		
IQS : VDS :	Owner Last Name: [REDACTED]		
CSI : SSI :	Owner First Name: [REDACTED]		
Contact Language : ENGLISH	*Urgency: Low		
Dealer		Contact Reason	Resolution
* Servicing Dealer: ROUTE 44 HYUNDAI MA046 Active		* Sentiment:	* Resolution: Provided Information
Service District: Eastern District 3 Sales District: Eastern District 3		* Category: Product	* Remedy: N/A
Vehicle		* Sub-Category: Operation	* Resolution Satisfaction: Negative
VIN: 5NPEU46F16H [REDACTED]	Model Year: 2006	System: Body Electrical	Transfer
Model: Sonata (NF) V-6	Short Model: 25452F65	Component: Drivers Airbag	Trans. To:
* Mileage: 60,577	Date of First Use: 1/28/2006	Symptom: Display Message	Trans. Team:
Blue Link Equipped : No		Method : Telephone	Trans. Dealer:
		Engine: F	Trans. Type: Standard
		Accessory: 02	Trans. Reason:
		Production Date: 4/25/2005	Check Request Pending Approval : 0
		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
6/16/2010 10:40:56 AM	ABOSCAN	Boscan- 033012	Alfredo	General	General	General	WRITER RECEIVED A FAX AND ATTACHED. SEE ATTACHMENT TAB. WRITER TRANSFERRED CASE TO CM	<input checked="" type="checkbox"/>	3978226	CC Team2	Call Center
6/15/2010 01:19:25 PM	RNORTON	Norton- 033012	Ronda	Outbound	Customer	Telephone	WRITER CALLED CUSTOMER TO INFORM CUSTOMER THAT BECAUSE THE CUSTOMER IS OUTSIDE THE WARRANTY AND THE SONATA IS REGISTERED AS A COMMERCIAL VEHICLE HYUNDAI CONSUMER AFFAIRS WILL NOT BE ABLE TO PROVIDE FURTHER ASSISTANCE FOR SEAT BELT REPAIRS WRITER CLOSED CASE	<input checked="" type="checkbox"/>	3978226	CC Team4	Call Center
							WRITER CALLED DLR MA046 AND SPOKE DIANE AND WAS TRANSFERRED TO MIKE SERVICE MANAGER 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR				

6/11/2010 11:52:28 AM	RNORTON	Norton- 033012	Ronda	Inbound	Customer	Telephone	<p>CUST STATES 1. CUSTOMER CALLED A DIFFERENT DEALERSHIP EMPIRE HYUNDAI AND WAS QUOTED \$215 DOLLARS FOR THE BELT CLIP 2. CUSTOMER WAS QUOTED \$400 FROM ROUTE 44 HYUNDAI 3. CUSTOMER IS VERY UPSET WRITER OFFERED TO CONTACT SERVICE MANAGER AND GATHER MORE INFORMATION SEE DLR NOTES WRITER FOUND OUT THAT CUSTOMER PUT SONATA IN BUSINESS NAME OF FOURD INC WHICH IS A COIN LAUNDRY MAT BUSINESS FOR TAX PURPOSES ONLY AND USES THE VEHICLE AS A PERSONAL VEHICLE WRITER KEPT CASE OPEN PEND RECEIPT OF FAX</p>	<input checked="" type="checkbox"/>	3978226	CC Team4	Call Center
							<p>WHEN DLR CALLS PLEASE GATHER THE FOLLOWING: 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL</p>				

6/11/2010 11:06:17 AM	RNORTON	Norton-033012	Ronda	General	General	General	WEAR, OR OTHER? 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? 10. WHAT WAS THE COST FOR PARTS? 11. WHAT WAS THE COST FOR LABOR? 12. WHAT IS TOTAL COST OF REPAIR?	<input checked="" type="checkbox"/>	3978226	CC Team4	Call Center
6/11/2010 10:45:55 AM	RNORTON	Norton-033012	Ronda	Outbound	Dealer	Telephone	WRITER CALLED DLR MA046 AND ASKED TO TO SPEAK WITH THE SERVICE MANAGER WRITER SPOKE WITH KATHY WHO INFORMED WRITER THAT SERVICE MANAGER IS NOT AVAILABLE. WRITER LEFT MESSAGE WITH CONTACT INFO	<input checked="" type="checkbox"/>	3978226	CC Team4	Call Center
							CUST STATES: 1. CASE # 3978226 2. SONATA IS JUST OUT OF WARRANTY 3. SONATA HAS 60,400 4. AIR BAG LIGHT IS ON ORIGINALLY CAME ON AT 56,000 MILES BUT CUSTOMER SON WAS ON VACATION 5. UNDER WARRANTY THE DRIVER SEAT BELT CLIP WAS REPLACED 6.				

6/11/2010 10:45:49 AM	RNORTON	Norton- 033012	Ronda	Inbound	Customer	Telephone	<p>NOW THE PASSENGER SIDE CLIP NEEDS TO BE REPLACED WRITER OFFERED TO CONTACT THE DLR TO GATHER MORE INFORMATION SEE DLR NOTES. WRITER INFORMED CUST THAT WRITER WOULD NEED TO TALK TO SERVICE MANAGER BEFORE ANY DECISION COULD BE MADE ON THE CASE AND OFFERED TO SUBMIT FOR POSSIBLE REIMBURSEMENT FOR REPAIRS AND EXPLAINED THE REQUIRED DOCUMENTS NEEDED TO BE SUBMITTED NO PROMISES WERE MADE. WRITER PROVIDED CUSTOMER WITH THE FAX NUMBER TO HCA AND WILL FOLLOW UP WITH CUSTOMER ON 6/16/10 WITH NEXT STEPS ON CASE WRITER LEFT CASE OPEN PENDING CONTACT FROM DLR</p>	<input checked="" type="checkbox"/>	3978226	CC Team4	Call Center
							<p>CUSTOMER STATED: 1. CUSTOMER'S SON IS DRIVING FROM FLORIDA. AIRBAG LIGHT CAME ON. CUSTOMER WANTS TO KNOW WARRANTY INFORMATION</p>				

6/8/2010 07:56:13 AM	CTRUXAL	Truxal- 083011	Christopher	Inbound	Customer	Telephone	WRITER ADVISED CUSTOMER TO HAVE VEHICLE DIAGNOSED TO SEE IF THERE IS ANY ASSISTANCE HYUNDAI CAN PROVIDE AS VEHICLE IS JUST OUTSIDE WARRANTY. WRITER ADVISED CUSTOMER THAT ANY CM CAN HANDLE CASE. CASE CLOSED.	<input checked="" type="checkbox"/>	3978226	CC Team5	Call Center
----------------------------	---------	-------------------	-------------	---------	----------	-----------	---	-------------------------------------	---------	----------	-------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4361890	CUSTOMER STATES VEHICLE SEAT BELT RETRACTOR SENSOR HAS GONE OUT AGAIN. IS JUST OVER THE 12/12 WARRANTY BY 80 MILES. DEALERSHIP NOT WILLING TO ASSIST WITH REPAIR	CONSUMER AFFAIRS ADVISED VEHICLE NEEDS TO BE DIAGNOSED TO BE SAME PART. ADVISED OF REVIEW PROCESS AND DOCUMENTS NEEDED.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 4/12/2011 12:04:08 PM		
Email: [REDACTED]	Closed: 4/16/2011 02:43:54 PM		
Address: [REDACTED]	Status: Closed		
City: ACUSHNET	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: Fleming-083011	* Sentiment:	* Resolution: Referred to Dealer
State: MA	Creator First Name: Chelsae	* Category: Warranty Issues	* Remedy: N/A
IQS : VDS :	Owner Last Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
CSI : SSI :	Owner First Name: [REDACTED]	System: Body	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: Seatbelt	Trans. To:
Dealer		Symptom: Warning light	Trans. Team:
* Servicing Dealer: ROUTE 44 HYUNDAI MA046 Active			Trans. Dealer:
Service District: Eastern District 3	Sales District: Eastern District 3		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F16H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 02	eMail notification when case is closed:
* Mileage: 72,645	Date of First Use: 1/28/2006	Production Date: 4/25/2005	
Blue Link Equipped : No		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
4/12/2011 12:12:53 PM	CFLEM	Fleming-	Chelsae	Inbound	Customer	Telephone	CUSTOMER STATES: 1. PURCHASED AN 06 SONATA 2. LAST YEAR WAS BARELY OUT OF WARRANTY WHEN WENT TO DEALERSHIP FOR A SEAT BELT CONCERN 3. WAS A SEAT BELT RETRACTOR 4. HAD TO PAY 400.00 FOR REPAIR 5. DEALERSHIP WOULDN'T COVER BECAUSE OUT OF WARRANTY 6. REPAIRED AT DEALERSHIP 6/11/10 7. SAME LIGHT HAS COME ON AGAIN 8. WHEN DIAGNOSED BY IO&O VEHICLE PULLED SAME CODE 9. PASSENGER SEATBELT RETENTION MALFUNCTION 10. ONLY GUARANTEED FOR 12/12 BECAUSE REPLACEMENT PART 11. HAVE SMALL BUSINESS, USE CAR ON BUSINESS AS A RIGHT OFF.. 12. REALLY UPSET BECAUSE SERVICE MANAGER DENIED BECAUSE OVER BY 200 MILES 13.	<input checked="" type="checkbox"/>	4361890	CC Team1	Call Center

						SERVICE MANAGER DENIED ASSISTANCE BECAUSE OVER BY MILEAGE AGAIN WRITER ADVISED VEHICLE NEEDS TO BE DIAGNOSED TO BE SAME PART. ADVISED OF REVIEW PROCESS AND DOCUMENTS NEEDED. CUSTOMER UNDERSTOOD CASE CLOSED PENDING VEHICLE DIAGNOSIS.				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 3934310	VEHICLE AIRBAG LIGHT ILLUMINATED. DEALER WILL NOT COVER UNDER WARRANTY AS DIAGNOSIS IS THAT IT IS A SEAT BELT BUCKLE ISSUE.	WRITER INFORMED CUSTOMER THAT DEALERSHIP IS GOING TO COVER THE COST OF THE PART ALL CUSTOMER HAS TO PAY FOR IS THE LABOR
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 4/29/2010 09:34:26 AM		
Email: [REDACTED]	Closed: 4/30/2010 03:25:06 PM		
Address: [REDACTED]	Status: Closed		
City: KINGMAN	Sub Status: Closed		
[REDACTED]	Creator Last Name: Katris-083011	Contact Reason	Resolution
State: AZ	Creator First Name: Sandra	* Sentiment:	* Resolution: Referred to Dealer
IQS :	Owner Last Name: [REDACTED]	* Category: Product	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Operation	* Resolution Satisfaction: Positive
CSI :	* Urgency: Low	System: Body Electrical	Transfer
Contact Language : ENGLISH		Component: Drivers Airbag	Trans. To:
Dealer		Symptom: ABS Light	Trans. Team:
* Servicing Dealer: MARTIN SWANTY HYUNDAI AZ020 Active			Trans. Dealer:
Service District: Western District 4	Sales District: Western District 4		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F16H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 01	eMail notification when case is closed:
* Mileage: 69,529	Date of First Use: 7/25/2005	Production Date: 6/29/2005	
Blue Link Equipped : No		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
4/30/2010 03:24:40 PM	RNORTON	Norton-033012	Ronda	Outbound	Customer	Telephone	WRITER INFORMED CUSTOMER THAT DEALERSHIP IS GOING TO COVER THE COST OF THE PART ALL CUSTOMER HAS TO PAY FOR IS THE LABOR WRITER CLOSED CASE	<input checked="" type="checkbox"/>	3934310	CC Team4	Call Center
4/30/2010 03:15:15 PM	JMAYO	Mayo-033012	Jack	Inbound	Dealer	Telephone	CALLER (WILLIE HATCH) OF DLR AZ020 STATED: 1. HAVE ARRANGED WITH THE DPSM FOR PARTIAL GOODWILL ON THE SEAT BELT REPAIR. 2. HMA WILL PAY FOR THE PARTS AND CUST WILL PAY FOR THE 1.2 HOUR LABOR. 3. CALLER HAS BEEN IN CONTACT WITH CUST AND CUST IS VERY HAPPY WITH THE ARRANGEMENT. CASE REMAINS AS IS. *****	<input checked="" type="checkbox"/>	3934310	CC Team2	Call Center
4/30/2010 11:13:25 AM	RNORTON	Norton-033012	Ronda	Outbound	Customer	Telephone	WRITER CALLED CUST TO INFORM CUST THAT SERVICE MANAGER IS LOOKING INTO OPTIONS AND WRITER WILL LET CUST KNOW MORE INFORMATION ONCE WRITER HAS HEARD BACK FROM THE SERVICE	<input checked="" type="checkbox"/>	3934310	CC Team4	Call Center

							MANAGER. WRITER WILL CALL CUST BY TUES WITH AN UPDATE ON THE CASE				
4/30/2010 10:46:59 AM	RNORTON	Norton- 033012	Ronda	Outbound	Dealer	Telephone	WRITER CALLED DLR AZ020 AND ASKED TO SPEAK WITH THE SERVICE MANAGER: WILLY THE SERVICE MANAGER STATED THAT HE WOULD CALL THE DPSM AND SEE IF HE COULD GET THE SEAT BELT BUCKLE GOOD WILLED AT THE DPSM LEVEL WRITER LEFT CASE OPEN PENDING CONTACT BACK FROM SERVICE MANAGER	<input checked="" type="checkbox"/>	3934310	CC Team4	Call Center
4/29/2010 10:37:16 AM	RNORTON	Norton- 033012	Ronda	Outbound	Dealer	Telephone	WRITER CALLED DLR AZ020 AND SPOKE WITH WILLY THE PARTS PERSON PART NUMBER FOR A SEAT BELT BUCKLE : 888400A000QD CUST HAS HAD OIL CHANGES DONE REGULARLY AT DLR AND BOTH TRANSMISSION FLUSHES WERE DONE AT DLR THE PARTS PERSON HAS INDICATED THAT THE CUST HAS A GOOD HISTORY WITH THE DLR WRITER LEFT MESSAGE FOR SERVICE MANAGER TO	<input checked="" type="checkbox"/>	3934310	CC Team4	Call Center

							CALL WRITER TO SEE IF DLR IS WILLING TO PROVIDE ANY ASSISTANCE WITH REPAIRS FOR CUST SATISFACTION				
4/29/2010 10:37:11 AM	RNORTON	Norton-033012	Ronda	Inbound	Customer	Telephone	<p>CUST HUSBAND STATES: 1. [REDACTED] 2. [REDACTED]</p> <p>TALKED WITH CM / SK 3. CASE # 3934310 4. WHEN CUST PURCHASED THE VEHICLE CUST THOUGHT THE WARRANTY WAS 100,000 MILE WARRANTY FOR ALL PART 5. CUST DOES NOT HAVE THE MONEY TO PAY FOR REPAIRS 6. CUST FEELS THE PART SHOULD BE UNDER WARRANTY BECAUSE IT IS A SAFETY ISSUE WRITER OFFERED TO RESEARCH FURTHER AND SEE WHAT OPTIONS ARE AVAILABLE. WRITER MADE NO PROMISES. WRITER CALLED DLR TO GET PART NUMBER TO VERIFY PAT NOT COVERED UNDER 4B PLAN SEE DLR NOTES. WRITER INFORMED CUST THAT WRITER LEFT MESSAGE FOR SERVICE MANAGER TO CALL WRITER AND THAT WRITER WILL PRESENT CUST</p>	<input checked="" type="checkbox"/>	3934310	CC Team4	Call Center

							CASE TO SEE IF DLR IS WILLING TO PROVIDE ANY ASSISTANCE WITH REPAIRS. WRITER REOPENED CASE PENDING CONTACT FROM DLR				
4/29/2010 09:40:44 AM	SKATRIS	Katris-083011	Sandra	Outbound	Dealer	Telephone	WRITER CALLED DLR AZ020 AND SPOKE WITH SERV MGR WILLIE WHO STATED: 1. 4/27/10 @ 69,529 MILES. AIRBAG LIGHT ILLUMINATED. DLR DIAGNOSED PASSENGER SIDE SEAT BELT BUCKLE NEEDS REPLACEMENT. IT IS A 5/60 PART AND OUT OF WARR BY 9,529 MILES. 2. THIS IS THE ONLY TIME CUST HAS BEEN IN WITH THIS PROBLEM.	<input checked="" type="checkbox"/>	3934310	CC Team2	Call Center
4/29/2010 09:38:48 AM	SKATRIS	Katris-083011	Sandra	Inbound	Customer	Telephone	CUST STATES: 1. VEHICLE AIRBAG LIGHT ILLUMINATED. 2. DEALER WILL NOT COVER UNDER WARRANTY AS DIAGNOSIS IS THAT IT IS A SEAT BELT ISSUE. WRITER OFFERED TO CALL DLR WITH CUST ON HOLD. ----- PLEASE SEE CALL TO DLR NOTE. SERV MGR WILLIE STATED: PASSENGER SEAT BELT BUCKLE NEEDS REPLACEMENT, IS	<input checked="" type="checkbox"/>	3934310	CC Team2	Call Center

						A 5/60 PART AND OUT OF WARR BY 9,529 MILES. WRITER ADVISED CUST CONCERN WILL BE DOCUMENTED. WRITER PROVIDED CASE, WRITER NAME AND ID. ADVISED CASE WILL BE CLOSED. CASE CLOSED.			
--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name First Name Phone Email Address City: ROSEMOUNT State: MN IQS : VDS : CSI : SSI :	Case Number: 4438427 Type: CA Opened: 6/17/2011 10:39:33 AM Closed: 6/17/2011 10:57:56 AM Status: Closed Sub Status: Closed Creator Last Name: Anaya-012512 Creator First Name: Germaine Owner Last Name: Anaya-012512 Owner First Name: Germaine *Urgency: Low	HAS A DEFECTIVE PASSENGER SIDE SEAT BELT BUCKLE WITH SENSOR CAUSING THE AIR BAG LIGHT ILLUMINATE AS STATED BY INDEPENDENT FACILITY. Contact Reason *Sentiment: *Category: Warranty Issues *Sub-Category: Coverage System: Body Electrical Component: Airbag Warning Light Symptom: Display Message Method : Telephone	ADVISED CUSTOMER THE PASSENGER SIDE SEAT BELT BUCKLE ASSEMBLY IS NO LONGER COVERED UNDER THE 5/60 BY TIME AND MILEAGE. REPAIRS WILL BE AT OWNERS RESPONSIBILITY. Resolution * Resolution: Provided Information * Remedy: N/A * Resolution Satisfaction: Positive Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Check Request Pending Approval : 0 eMail notification when case is closed:
Contact Language : ENGLISH			
Dealer	* Servicing Dealer: INVER GROVE HYUNDAI Service District: Central District 7	MN022 Active Sales District: Central District 7	
Vehicle	VIN: 5NPEU46F16H- Model: Sonata (NF) V-6 * Mileage: 69,200	Model Year: 2006 Short Model: 25462F65 Date of First Use: 8/24/2005	Engine: F Accessory: 03 Production Date: 7/27/2005 Case in Arbitration : No
Blue Link Equipped : No			

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
6/17/2011 10:46:03 AM	GANAYA	Anaya-012512	Germaine	Outbound	Customer	Telephone	VANG, AT PARTS DEPARTMENT AT DEALERSHIP MN022 STATED: PASSANGER SIDE SEAT BUCKLE ASSEMBLY 88840-0A000-QD COST: 215.00	<input checked="" type="checkbox"/>	4438427	CC Team3	Call Center
6/17/2011 10:43:53 AM	GANAYA	Anaya-012512	Germaine	Inbound	Customer	Telephone	CUSTOMER STATED: 1. HAS A DEFECTIVE PASSENGER SIDE SEAT BELT BUCKLE SENSOR CAUSING THE AIR BAG LIGHT ILLUMINATE. 2. HAD THE VEHICLE DIAGNOSED BY A CERTIFIED COMPANY, PARAMOUNT GOODYEAR IN ROSEMOUNT. 3. PER IRF, CODE 81706 FOUND. 4. PRICE ON A PART FROM THE DEALERSHIPS IS 215.00 PLUS LABOR. WRITER ADVISED CUSTOMER THE PASSENGER SIDE SEAT BELT BUCKLE ASSEMBLY IS NO LONGER COVERED UNDER THE 5/60 BY TIME AND MILEAGE. REPAIRS WILL BE AT OWNERS RESPONSIBILITY. CASE CLOSED.	<input checked="" type="checkbox"/>	4438427	CC Team3	Call Center

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name	Case Number: 6726599	PRODUCT - 2006 SONATA TWO FRONT SEATBELT SENSORS. OCS CLASS ACTION	REFERRED TO DEALER.
First Name	Type: CA		
Phone	Opened: 7/11/2014 10:01:17 AM		
Email	Closed: 7/24/2014 02:07:48 PM		
Address	Status: Closed		
City: AURORA	Sub Status: Closed		
ZIP	Creator Last Name: Taylor Corbin-09022014	Contact Reason	Resolution
State: IL	Creator First Name: Ruthann	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
IQS :	Owner Last Name: Farmer	* Category: Product	* Remedy: N/A
CSI :	Owner First Name: James	* Sub-Category: Design/Feature	* Resolution Satisfaction: Neutral
Contact Language : ENGLISH	* Urgency: Low	System: Accessories	Transfer
Dealer		Component: Other	Trans. To:
* Servicing Dealer: GERALD HYUNDAI	IL080 Active	Symptom: Other	Trans. Team:
Service District: Central District 2	Sales District: Central District 1	Method : Telephone	Trans. Dealer:
Vehicle			Trans. Type: Standard
VIN: 5NPEU46F16H	Model Year: 2006	Engine: F	Trans. Reason: Case Handling
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 02	Check Request Pending Approval : 0
* Mileage: 77,639	Date of First Use: 8/16/2005	Production Date: 8/5/2005	eMail notification when case is closed:
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name	Case Number: 3531642	AIR BAG LIGHT IS ON CAUSED BY SENSOR IN DRIVER SIDE SEAT BELT. DEALER WILL NOT COVER UNDER WARRANTY AS IS JUST OVER THE 60,000 MILES FOR WARRANTY. WOULD LIKE HELP FROM HYUNDAI AS THIS IS SAFETY	
First Name	Type: CA		
Phone	Opened: 3/12/2009 07:39:14 AM		
Email	Closed: 6/24/2009 12:00:51 PM		
Address	Status: Closed		
City: ELKHART	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Aguirre-083011	Contact Reason	Resolution
State: IN	Creator First Name: Cristina	Sentiment:	Resolution: Other
IQS : VDS :	Owner Last Name: Pitt-121911	Category: Warranty Issues	Remedy:
CSI : SSI :	Owner First Name: John	Sub-Category: Claim Assistance	Resolution Satisfaction: Negative
Contact Language : ENGLISH	Urgency: Low	System: Body Electrical	Transfer
Dealer		Component: Drivers Airbag	Trans. To:
Servicing Dealer: GURLEY LEEP HYUNDAI IN021 Active		Symptom: Display Message	Trans. Team:
Service District: Central District 8 Sales District: Central District 8			Trans. Dealer:
Vehicle			Trans. Type:
VIN: 5NPEU46F16H [REDACTED] Model Year: 2006 Engine: F			Trans. Reason:
Model: Sonata (NF) V-6 Short Model: 25452F65 Accessory: 02			Check Request Pending Approval : 0
Mileage: 64,159 Date of First Use: 8/7/2006 Production Date: 9/22/2005			eMail notification when case is closed:
Blue Link Equipped : No 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
6/24/2009 11:59:05 AM	HMA90061	Pitt-121911	John	Contact from Customer			OWNER STATES THAT THUS FAR SHE HAS NOT HAD TIME TO SCHEDULE AN APPOINTMENT FOR SERVICE; HOWEVER, SHE WILL DO SO ON OR ABOUT 6/26/09. WRITER IS CLOSING FILE.		3531642	Region Central	Region
6/17/2009 06:56:56 AM	HMA90061	Pitt-121911	John	Contact from Customer			OWNER CALLED TO ADVISE THAT IN021 STATED THAT THEY WERE NOT AWARE OF GOODWILL APPROVAL TO REPAIR SRS CONCERN. WRITER ADVISED ALLAN ROYCE OF IN021 THAT GOODWILL HAD BEEN APPROVED BY DPSM LAST APRIL. OWNER WILL SCHEDULE AN APPOINTMENT TO HAVE REPAIRS PERFORMED. WRITER IS REOPENING CASE FOR FOLLOW UP PURPOSES.		3531642	Region Central	Region
4/8/2009 08:01:16 AM	HMA02144	Belcher-080312	John	General			Customer contacted and DPSM authorized goodwill repairs. Customer will call back to schedule appointment.		3531642	Region Central	Region
							DPSM spoke to SM Alan Royce. Customer should contact Alan and discuss any assistance. SM will ask customer for				

4/2/2009 08:07:30 AM	HMA02144	Belcher- 080312	John	Contact from Customer			maintenance records and plans to do the 60k service. SM states that customer declined 60k service previously. DPSM wants to be assured that customer plans to have timing belt replaced soon before engine damage occurs due to lack of maintenance. Goodwill assistance will not be tied to maintenance, but DPSM and dealer want some assurance that customer plans to maintain car in the future.	3531642	Region Central	Region
4/1/2009 01:34:49 PM	HMA90061	Pitt-121911	John	Contact from Customer			LEFT MESSAGE WITH ALLAN ROYCE OF IN021 REQUESTING A RETURN CALL.	3531642	Region Central	Region
3/16/2009 09:00:47 AM	HMA90061	Pitt-121911	John	Contact from Customer			LEFT MESSAGE WITH OWNER REQUESTING A RETURN CALL.	3531642	Region Central	Region
3/16/2009 08:58:12 AM	HMA90061	Pitt-121911	John	Contact from Customer			ALLAN ROYCE OF IN021 WILL REVIEW OWNER'S GOODWILL REQUEST WITH THE DPSM.	3531642	Region Central	Region
							ATTN REGION: ---- THE CUSTOMER STATES THE FOLLOWING: - This file is being opened to region for goodwill consideration for a seat belt buckle on the driver's side. - The air bag light is on and this is due to the vehicle needing a new driver's side seat			

3/13/2009 03:23:33 PM	ABROWN	Brown-033012	Alyssia	Open to Region	<p>belt buckle. - The customer would like this covered by Hyundai as the customer is not far out of warranty and the customer feels this is a safety concern. - The customer currently has the vehicle. DEALER STATES THE FOLLOWING: THE VEHICLE HAS BEEN TO THE DEALER ON THE FOLLOWING DATES: - The vehicle was diagnosed by dealer IN021. - The vehicle has been to the dealer one time for this concern. - The service date is: - 3/9/09 @ 64,159 MILES The dealer duplicated the concern and had sent the seat for recalibrating this date. The air bag light was still on after this was repaired. The dealer had determined that the driver's side seat now needs a new seat belt buckle. The customer declined the repairs this date. - The breakdown of parts and labor is: \$432.66 -TOTAL \$ 172.66 - LABOR \$260 -PARTS (88830-0A000-QD) - Not a request for rental. - The vehicle is about 4,000 miles out of warranty by mileage, but still within by time. - Techline and the</p>	<input checked="" type="checkbox"/>	3531642	CC Team2	Call Center
-----------------------------	--------	--------------	---------	-------------------	---	-------------------------------------	---------	----------	-------------

DPSM have not been involved. - The vehicle was purchased new and has been maintained. - The customer owns only this Hyundai. THIS FILE IS BEING OPENED TO ASSIST THE DEALER IN RESOLVING THE VEHICLE CONCERNS. PLEASE LET ME KNOW IF YOU HAVE ANY QUESTIONS OR NEED ADDITIONAL INFORMATION. ALYSSIA BROWN REGIONAL LIAISON HYUNDAI CONSUMER AFFAIRS 801-736-3665 ---- WRITER REVIEWED FILE AND WILL FWD FILE TO REGION. ***** ATTN REGION***** PLEASE NOTE ABOVE COMMENTS AND INVOLVE REGIONAL PERSONNEL AS NEEDED TO ASSIST DLR IN RESOLVING VEH CONCERNS. PLEASE CLOSE FILE WITH COMMENTS SO THAT HMA NCA CAN SUPPORT. THANKS. ----- FWD FILE TO REGION

*** GOODWILL THROUGH REGION*** 1. WRITER OPENING FILE TO GOODWILL

3/13/2009 06:47:38 AM	CAGUIRRE	Aguirre- 083011	Cristina	General	<p>THROUGH REGION DUE TO CUSTOMER HAVING CONCERN WITH AIR BAG LIGHT BEING ON. HAS TO HAVE DRIVER SIDE SEAT BELT BUCKLE REPLACED AND CUSTOMER WOULD LIKE THIS COVERED BY HYUNDAI AS STATES THIS IS SAFETY CONCERN. 2. VEH WAS DIAGNOSED BY DLR IN021. 3. DATES AND MILES: -3/9/09 @ 64,159 MILES- SENT SEAT FOR RECALIBRATING- AIR BAG LIGHT STILL ON. NEEDS DRIVER SIDE SEAT BELT BUCKLE.- OWNER DECLINED REPAIR</p> <p>BREAKDOWN OF PARTS AND LABOR: \$432.66 - TOTAL \$ 172.66 - LABOR \$260 - PARTS (88830-0A000-QD) 4. THIS IS NOT A REQUEST FOR RENTAL VEH. 5. VEH IS ABOUT 4,000 MILES OUT OF 5/60 WARRANTY. IS WITHIN ON TIME WITH ABOUT 2 1/2 YEARS. 6. CURRENTLY CUSTOMER HAS VEH. 7. TECH LINE AND DPSM NOT INVOLVED. 8. VEH WAS PURCHASED NEW. HAS NOT BEEN</p>	☑	3531642	CC Team1	Call Center
-----------------------------	----------	--------------------	----------	---------	---	---	---------	----------	-------------

						MAINTAINED AT HYUNDAI DLR. 9. WOULD HAVE BEEN COVERED UNDER 5/60 WARRANTY. 10. VEH WAS NOT REPAIRED AT IO&O 11. CUSTOMER ONLY OWNS THIS HYUNDAI.				
3/13/2009 06:46:24 AM	CAGUIRRE	Aguirre-083011	Cristina	Call to Dealer		ALAN SERVICE MANAGER DLR IN021 STATES: 1. CAME IN FOR RECALL. SENT SEAT FOR RECALL. 2. DATES AND MILES- 3/9/09 @ 64,159 MILES- SENT SEAT FOR RECALIBRATING- AIR BAG LIGHT STILL ON. NEEDS DRIVER SIDE SEAT BELT BUCKLE. - OWNER DECLINED REPAIR 3. DPSM AND TECH LINE NOT INVOLVED. 4. WOULD HAVE BEEN COVERED UNDER WARRANTY. 5. FIRST TIME CUSTOMER HAS COME IN SINCE VEH WAS PURCHASED. 6. DOES NOT DO MAINTENANCE AT DLR. 7. IS NEUTRAL ABOUT REIMBURSEMENT. DOES NOT HAVE OPINION. 8. BREAKDOWN OF PARTS AND LABOR \$432.66 - TOTAL \$ 172.66 - LABOR \$260 - PARTS (88830-0A000-QD) -- WRITER THANKED	<input checked="" type="checkbox"/>	3531642	CC Team1	Call Center

DLR FOR
INFORMATION.
WRITER WILL
CALL BACK IF
NEEDING MORE
INFORMATION.
CALL ENDED
CASE PENDING

CUSTOMER
STATES: 1. AIR
LIGHT CAME ON.
2. GOT RECALL
NOTICE. 3. TOOK
TO DLR. 4. SEAT
BELT IN DRIVER
SIDE HAS A BAD
SENSOR WHICH
IS WHAT IS
CAUSING AIR BAG
LIGHT TO BE ON.
5. WAS TOLD NOT
COVERED UNDER
RECALL OR
WARRANTY AS
VEH IS JUST
PASSED THE
WARRANTY ON
MILES. 6. LAST
TIME TOOK TO
DLRSHIP FOR AIR
BAG LIGHT WAS
MONDAY. 7. DOES
NOT HAVE EMAIL.
8. HAS 5 YR OLD
GRANDDAUGHTER
THAT RIDES IN
VEH WITH
CUSTOMER. 9.
WOULD LIKE HELP
FROM HYUNDAI
AS IS SAFETY
CONCERN. --
WRITER THANKED
CUSTOMER FOR
CALLING
HYUNDAI.
EMPATHIZED
WITH CUSTOMER
FOR CONCERN.
WRITER
VERIFIED/UPDATED
CUSTOMER
INFORMATION
AND ADVISED
CUSTOMER IN
ORDER TO

3/12/2009 07:46:10 AM	CAGUIRRE	Aguirre- 083011	Cristina	Contact from Customer	<p>COLLECT MORE INFORMATION WRITER WOULD NEED TO CALL DLR. CUSTOMER OK WITH THIS. WRITER PLACED CUSTOMER ON HOLD *SEE DLR NOTES* WRITE GOT BACK ON LINE WITH CUSTOMER AND ADVISED CUSTOMER WRITER WAS NOT ABLE TO GET A HOLD OF DLRSHIP. WRITER ADVISED HAD LEFT MESSAGE FOR SERVICE MANAGER. WRITER ADVISED CUSTOMER WRITER WOULD WAIT FOR CALL BACK AND FIND OUT MORE INFO FROM DLR. WRITER ADVISED DEPENDING IF DEFECT IN FACTORY WORKMANSHIP OR NOT WRITER WOULD THEN FORWARD CASE TO HIGHER PERSONNEL WITHIN HYUNDAI TO SEE WHAT ASSISTANCE CAN BE OFFERED. WRITER ADVISED WRITER CAN NOT GUARANTEE ASSISTANCE AND IF APPROVED CAN NOT GUARANTEE 100% ASSISTANCE. CUSTOMER UNDERSTOOD. WRITER ADVISED</p>	<input checked="" type="checkbox"/>	3531642	CC Team1	Call Center
-----------------------------	----------	--------------------	----------	-----------------------------	--	-------------------------------------	---------	----------	-------------

						CUSTOMER WILL CALL BACK IN 24 HOURS WITH NEXT STEP. CUSTOMER OK WITH THIS. CUSTOMER HAD NO ADDITIONAL QUESTIONS. WRITER THANKED CUSTOMER FOR CALLING HYUNDAI. PROVIDED NAME, WRITER ID NUMBER AND CASE NUMBER. STATED PHRASE THAT PAYS. CALL ENDED *CASE CLOSED* (THERE IS NO OPEN CAM/RECALLS ON VEH)			
--	--	--	--	--	--	---	--	--	--

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/22/2008 09:49:29 AM	CTORNOW	Tornow- 071609	Clifford	General			Duplicate Case, Disregard.		3422553	CC Team5	Call Center

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
9/7/2012 03:23:55 PM	BRADFORD	Radford Jr.	Billy Randall	Inbound	Customer	Telephone	CUSTOMER STATES: 1. HAD THE SAME SWITCH ASSEMBLY REPLACED IN DECEMBER 2010. 2. DEALER WOULD NOT EXTEND ANY KIND OF GOODWILL WRITER ADVISED IS OUT OF WARRANTY, REPLACED PART DID LAST THE 12 MOS PARTS WARRANTY, AND IF DEALER WOULD NOT EXTEND GOODWILL WARRANTY THERE IS NOT MUCH THAT CAN BE DONE. CASE CLOSED	<input checked="" type="checkbox"/>	5001651	PCCC Team1 Agent	PCCC
9/7/2012 03:02:31 PM	JANDERSO	Anderson-070314	Jason	Inbound	Customer	Telephone	CUSTOMER STATES 1: AIRBAG WARNING LIGHT CAME ON IN DECEMBER. 2: TOOK THE CAR TO THE DEALERSHIP TO GET IF FIX 3: THE AIRBAG WARNING LIGHT CAME ON AGAIN 4: TOOK IT TO THE DEALERSHIP AGAIN AND IT IS THE SAME PROBLEM 5: WANT TO KNOW WHY SHE HAS THE SAME PROBLEM AGAIN IN LESS THEN A YEAR AND WHY		5001651	HCCC Tier2 Team2 Agent	HCCC

						SHOULD I PAY FOR THE REPAIRS AGAIN WRITER TRANSFERRED TO A CASE MANGER				
--	--	--	--	--	--	--	--	--	--	--

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: CHERRY HILL

ZIP:

State: NJ

IQS :

CSI :

VDS :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: BURNS HYUNDAI

NJ039 Active

Service District: Eastern District 7

Sales District: Eastern District 7

Vehicle

VIN: 5NPEU46F16

Model: Sonata (NF) V-6

★ Mileage: 107,849

Model Year: 2006

Short Model: 25452F65

Date of First Use: 4/26/2006

Engine: F

Accessory: 02

Production Date: 3/27/2006

Blue Link Equipped : No

Case Information

Case Number: 6258916

Type: CA

Opened: 12/11/2013 02:52:42 PM

Closed: 12/11/2013 03:28:29 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Trujillo

Creator First Name: Deyana

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

WARRANTY COVERAGE- AIRBAG HARNESS AND SEAT BELT BUCKLE REPLACEMENT.

Contact Reason

★ Sentiment: Inquiry/Suggestion

★ Category: Warranty Issues

★ Sub-Category: Coverage

System:

Component:

Symptom:

* Resolution Summary

NO COST ASSISTANCE WILL BE OFFERED TO CUSTOMER.

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:

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 6262006	SEAT BELT, WARRANTY; GOODWILL REIMBURSEMENT REQUEST FOR	CASE CLOSED
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 12/12/2013 05:04:13 PM		
Email: [REDACTED]	Closed: 1/6/2014 11:13:55 AM		
Address: [REDACTED]	Status: Closed		
City: NORTH LAS VEGAS	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Kirkpatrick	Contact Reason	Resolution
State: NV	Creator First Name: Thomas	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
IQS :	Owner Last Name: [REDACTED]	* Category: Warranty Issues	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
CSI :	SSI :	System:	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component:	Trans. To:
Dealer		Symptom:	Trans. Team:
* Servicing Dealer: CENTENNIAL HYUNDAI	NV024 Active	Method : Telephone	Trans. Dealer:
Service District: Western District 4	Sales District: Western District 4		Trans. Type: Standard
Vehicle			Trans. Reason: Escalated Customer
VIN: 5NPEU46F16H-[REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 02	eMail notification when case is closed:
* Mileage: 64,000	Date of First Use: 7/7/2006	Production Date: 3/30/2006	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer Case Information

Last Name: [REDACTED] **Case Number:** 6534894
First Name: [REDACTED] **Type:** CA
Phone: [REDACTED] **Opened:** 4/11/2014 01:34:54 PM
Email: [REDACTED] **Closed:** 4/19/2014 02:01:44 AM
Address: [REDACTED] **Status:** Closed
City: HUMMELSTOWN **Sub Status:** Closed
ZIP: [REDACTED] **Creator Last Name:** Smith
State: PA **Creator First Name:** Ethan
IQS: **VDS:** **Owner Last Name:** [REDACTED]
CSI: **SSI:** **Owner First Name:** [REDACTED]
Contact Language: **Urgency:** Low

Dealer

★ Servicing Dealer: FAULKNER HYUNDAI PA076 Active
Service District: Eastern District A **Sales District:** Eastern District A

Vehicle

VIN: 5NPEU46F17H [REDACTED] **Model Year:** 2007 **Engine:** F
Model: Sonata (NF) V-6 **Short Model:** 25452F65 **Accessory:** 15
★ Mileage: 112,326 **Date of First Use:** 5/9/2006 **Production Date:** 4/7/2006
Blue Link Equipped: No **Case in Arbitration:** No

★ Contact Reason Summary

COMPLAINT - CHANGING THE SEAT BELT FOR A SECOND TIME CONCERNING THE PASSANGER AIR BAG SYSTEM.

Contact Reason

★ Sentiment: Complaint
★ Category: Campaign
★ Sub-Category: Info/Eligibility

System:
Component:
Symptom:
Method: Telephone

* Resolution Summary

WRITER ADVISED WE APPRECIATE YOU TAKING THE TIME TO CONTACT US WITH YOUR COMMENTS AND SUGGESTIONS REGARDING THE DESIGN OF YOUR VEHICLE, WILL FORWARD CONCERN TO THE APPROPRIATE DEPARTMENT WITHIN HYUNDAI, WE DID SPEAK WITH THE SERVICE MANAGER, RICK

Resolution

*** Resolution:** Documented Concern
*** 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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 6720453	NHTSA SEAT BELT BUCKLE ASSEMBLY INVESTIGATION- 2007 SONATA.	ADVISED CUSTOMER THAT HMA IS CURRENTLY WORKING WITH THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINSTRATION TO INVESTIGATE THE CONCERN.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 7/9/2014 10:16:02 AM		
Email: [REDACTED]	Closed: 7/25/2014 11:16:50 PM		
Address: [REDACTED]	Status: Closed		
City: HUMMELSTOWN	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: Wilson	* Sentiment: Complaint	* Resolution: Documented Concern
State: PA	Creator First Name: Rebecca	* Category: Product	* Remedy: N/A
IQS :	Owner Last Name: [REDACTED]	* Sub-Category: Design/Feature	* Resolution Satisfaction: Neutral
VDS :	Owner First Name: [REDACTED]	System: Body Electrical	Transfer
CSI :	* Urgency: Low	Component: Other	Trans. To:
Contact Language : ENGLISH		Symptom: Seat Belt Light	Trans. Team:
Dealer		Method : Telephone	Trans. Dealer:
* Servicing Dealer: FAULKNER HYUNDAI	PA076 Active		Trans. Type: Standard
Service District: Eastern District A	Sales District: Eastern District A		Trans. Reason:
Vehicle			Check Request Pending Approval : 0
VIN: 5NPEU46F17H [REDACTED]	Model Year: 2007	Engine: F	eMail notification when case is closed:
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 15	
* Mileage: 112,631	Date of First Use: 5/9/2006	Production Date: 4/7/2006	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer

Last Name

First Name

Phone

Email

Address:

City:

ZIP:

State:

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: MORRIE'S 394 HYUNDAI

MN018 Active

Service District: Central District 7

Sales District: Central District 7

Vehicle

VIN: 5NPEU46F17H

Model Year: 2007

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 15

★ Mileage: 61,366

Date of First Use: 6/14/2006

Production Date: 4/13/2006

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 4205487

Type: CA

Opened: 12/2/2010 09:51:47 AM

Closed: 1/5/2011 01:49:11 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Chavez-021612

Creator First Name: Juanita

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

CUSTOMERS PASSENGER SEAT BELT HAS TO BE REPLACED AND CUSTOMER IS OUT OF THE WARRANTY AND WANTS TO KNOW IF THERE IS ANY OPTIONS FOR ASSISTANCE.

Contact Reason

★ Sentiment:

★ Category: Warranty Issues

★ Sub-Category: Coverage

System: Body

Component: Seatbelt

Symptom: Other

* Resolution Summary

SVM CRAIG WANTED TO REVIEW DLR REPLY TO AG LTR. SVM TO SEND LTR TO AG TODAY OR TOMORROW, WILL EMAIL COPY TO REGION AND CC CUST. NO FURTHER HMA ACTION TO BE TAKEN AT THIS TIME-THIS IS A DLR & STATE AG ISSUE AT THIS TIME.

Resolution

* Resolution: Documented Concern

* Remedy: N/A

* Resolution Satisfaction: Positive

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
1/5/2011 01:42:31 PM	HMA90507	Carner- 070212	Chet	Inbound	Customer	Telephone	WRITER CONTACTED SVM CRAIG. SVM WANTED TO REVIEW REPLY TO AG LTR. DLR IS SENDING REPLY TODAY OR TOMORROW WILL CC CUST + EMAIL REGION WITH COPY.	<input checked="" type="checkbox"/>	4205487	Region Central	Region
1/5/2011 12:14:28 PM	ABROWN	Brown- 033012	Alyssia	General	General	General	ATTN REGION: -- THE SERVICE MANAGER AT MN018 STATED THE FOLLOWING: 1. HAS RECEIVED LETTER FROM ATTORNEY GENERAL OFFICE REGARDING CUSTOMER CASE. 2. WOULD LIKE FOR HMA MANGER WHO HANDLE CASE NAMED CHET TO CALL SERVICE MANAGER CRAIG MAGNUSON BACK ABOUT LETTER. 3. DEALERSHIP MORRIE'S 394 HYUNDAI PHONE NUMBER THAT SERVICE MANAGER CAN BE REACHED ON IS [REDACTED].	<input checked="" type="checkbox"/>	4205487	CC Team2	Call Center
							NOTES TO REGION - THE SERVICE MANAGER AT MN018 STATED THE FOLLOWING: 1. HAS RECEIVED LETTER FROM ATTORNEY GENERAL OFFICE REGARDING				

1/4/2011 06:42:41 AM	THILFIKER	Hilfiker- 012512	Torrie	General	General	General	CUSTOMER CASE. 2. WOULD LIKE FOR HMA MANGER WHO HANDLE CASE NAMED CHET TO CALL SERVICE MANAGER CRAIG MAGNUSON BACK ABOUT LETTER. 3. DEALERSHIP MORRIE'S 394 HYUNDAI PHONE NUMBER THAT SERVICE MANAGER CAN BE REACHED ON IS [REDACTED].	<input checked="" type="checkbox"/>	4205487	CC Team1	Call Center
1/4/2011 06:40:23 AM	THILFIKER	Hilfiker- 012512	Torrie	Inbound	Dealer	Telephone	CAIRG MAGNUSON SERVICE MANAGER AT MN018 WHO STATED: 1. WOULD LIKE TO SPEAK WITH CHET. 2. HAS RECEIVED LETTER FROM ATTORNEY GENERAL OFFICE REGARDING CUSTOMER CASE. 3. WOULD LIKE CALL BACK AT [REDACTED] WRITER : INFORMED WILL FORWARD ON MESSAGE. CASE DOCUMENTED.	<input checked="" type="checkbox"/>	4205487	CC Team1	Call Center
12/7/2010 10:11:03 AM	HMA90507	Carner- 070212	Chet	Inbound	Customer	Telephone	WRITER ADVISED SVM THAT WE WOULD G/W PARTS ONLY. WRITER CONTACTED CUST ALSO.	<input checked="" type="checkbox"/>	4205487	Region Central	Region
							ATTN REGION: --- FWD TO REGION AS THE REPAIR FOR THE AIR BAG LIGHT HAS NOT BEEN COMPLETED AND				

12/6/2010 12:05:34 PM	ABROWN	Brown- 033012	Alyssia	General	General	General	<p>THE CUSTOMER IS SEEKING GOODWILL. ATTACHED DOCS ARE FOR THE DIAGNOSIS THE CUSTOMER PAID FOR. --- GOODWILL CONSIDERATION - 1. CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION BECAUSE THE AIR BAG LIGHT CAME ON, CUSTOMER TOOK VEHICLE IN TO DEALER MN018, WAS CHARGED FOR THE DIAGNOSTIC FOR AIR BAG LIGHT (134.00), CUSTOMER WAS INFORMED THAT ITS THE SEAT BELT, VEHICLE IS OUT OF WARRANTY BY 1300 MILES FOR THE SEAT BELT REPAIR, WANTS TO KNOW IF THERE IS ANY ASSISTANCE THAT CAN BE PROVIDED FOR THE COST OF THE REPAIR, AND IF SO THEN CAN CUSTOMER ALSO BE REIMBURSED FOR THE DIAGNOSTIC FEE. 2. CUSTOMER SEEKING ASSISTANCE WITH THE COST OF THE SEAT BELT REPAIR AND REIMBURSEMENT FOR DIAGNOSTIC FEE (134.00). 3. NEW VEHICLE LIMITED</p>	<input checked="" type="checkbox"/>	4205487	CC Team2	Call Center
-----------------------------	--------	------------------	---------	---------	---------	---------	--	-------------------------------------	---------	----------	-------------

WARRANT IS IN QUESTION AND VEHICLE IS OUT BY 1300 MILES. 4. CUSTOMER IS SUBSEQUENT OWNER. 5. DEALER MN018 IS WHERE THE DIAGNOSTIC WAS DONE AND WHERE CUSTOMER WOULD LIKE TO GET THE SEAT BELT REPAIRED AT. SERVICE MANAGER (CRAIG) AT DEALER (MN018) STATED: 6. REPAIR WAS DUE TO DEFECTS IN MATERIALS. 7. THE VEHICLE IS UP TO DATE ON SCHEDULED MAINTENANCE. 8. PART NAMES AND NUMBERS ASSOCIATED WITH REPAIR: BUCKLE ASSEMBLY 88840-0A000-QS 9. COST FOR PARTS: 200.00 10. COST FOR LABOR: 212.00 11. TOTAL COST: 412.00 PLEASE LET ME KNOW IF YOU HAVE ANY QUESTIONS OR NEED ADDITIONAL INFORMATION. ALYSSIA BROWN MINAYA REGIONAL LIAISON

GOODWILL CONSIDERATION - 1. CASE BEING SUBMITTED FOR

12/3/2010 10:43:07 AM	JCHAVEZ	Chavez- 021612	Juanita	General	General	General	<p>GOODWILL CONSIDERATION BECAUSE THE AIR BAG LIGHT CAME ON, CUSTOMER TOOK VEHICLE IN TO DEALER MN018, WAS CHARGED FOR THE DIAGNOSTIC FOR AIR BAG LIGHT (134.00), CUSTOMER WAS INFORMED THAT ITS THE SEAT BELT, VEHICLE IS OUT OF WARRANTY BY 1300 MILES FOR THE SEAT BELT REPAIR, WANTS TO KNOW IF THERE IS ANY ASSISTANCE THAT CAN BE PROVIDED FOR THE COST OF THE REPAIR, AND IF SO THEN CAN CUSTOMER ALSO BE REIMBURSED FOR THE DIAGNOSTIC FEE. 2. CUSTOMER SEEKING ASSISTANCE WITH THE COST OF THE SEAT BELT REPAIR AND REIMBURSEMENT FOR DIAGNOSTIC FEE (134.00). 3. NEW VEHICLE LIMITED WARRANTY IS IN QUESTION AND VEHICLE IS OUT BY 1300 MILES. 4. CUSTOMER IS SUBSEQUENT OWNER. 5. DEALER MN018 IS WHERE THE DIAGNOSTIC WAS DONE AND WHERE</p>	<input checked="" type="checkbox"/>	4205487	CC Team3	Call Center
-----------------------------	---------	-------------------	---------	---------	---------	---------	--	-------------------------------------	---------	----------	-------------

							CUSTOMER WOULD LIKE TO GET THE SEAT BELT REPAIRED AT. SERVICE MANAGER (CRAIG) AT DEALER (MN018) STATED: 6. REPAIR WAS DUE TO DEFECTS IN MATERIALS. 7. THE VEHICLE IS UP TO DATE ON SCHEDULED MAINTENANCE. 8. PART NAMES AND NUMBERS ASSOCIATED WITH REPAIR: BUCKLE ASSEMBLY 88840- 0A000-QS 9. COST FOR PARTS: 200.00 10. COST FOR LABOR: 212.00 11. TOTAL COST: 412.00				
12/3/2010 10:42:04 AM	JCHAVEZ	Chavez- 021612	Juanita	Outbound	Customer	Telephone	WRITER ATTEMPTED TO CONTACT CUST AND LEFT THE FOLLOWING MESSAGE ON CUST'S ANSWERING MACHINE: HCA #, CASE #, NAME AND ID #, STATED THAT WRITER RECEIVED FAX AND WILL BE FORWARDING CASE OVER TO HIGHER PERSONNEL TO SEE IF THERE IS ANY OPTIONS FOR ASSISTANCE AND REIMBURSEMENT AND SHOULD EXPECT TO HEAR FROM WRITER BY THE END OF THE WEEK NEXT	<input checked="" type="checkbox"/>	4205487	CC Team3	Call Center

							WEEK. CASE FORWARDED.				
12/3/2010 10:17:32 AM	JCHAVEZ	Chavez-021612	Juanita	Outbound	Dealer	Telephone	SVC MGR (CRAIG) AT DLR (MN018) STATED: 1. WOULD OF BEEN COVERED UNDER THE NVLW. 2. VEH NEEDS A SEAT BELT BUCKLE ASSEMBLY. 3. VEH ONLY HAS AN EXT WARR FOR POWERTRAIN ONLY. 4. CUST DOES DO SOME MAINTENANCE BUT NOT EVERYTHING. 5. DOES NOT FEEL THAT CUST IS A VERY GOOD CANDIDATE BUT IF HCA WANTS TO SUBMIT THEN THAT'S FIND. 6. LABOR COST 212.00. 7. PART COST. 200.00 . 8. PART NUMBER 88840-0A000-QS. WRITER THANKED DLR FOR INFORMATION.	<input checked="" type="checkbox"/>	4205487	CC Team3	Call Center
12/2/2010 03:28:05 PM	ABOSCAN	Boscan-033012	Alfredo	General	General	General	WRITER RECEIVED A FAX AND ATTACHED. SEE ATTACHMENT TAB. WRITER TRANSFERRED CASE TO CM	<input checked="" type="checkbox"/>	4205487	CC Team2	Call Center
							CUST STATED: 1. AIR BAG LIGHT CAME ON. 2. TOOK VEH TO DLR MN018. 3. WAS TOLD THAT THE AIR BAG LIGHT CAME ON BECAUSE OF THE PASSENGER SEAT BELT. 4. CHARGED CUST				

12/2/2010 10:16:51 AM	JCHAVEZ	Chavez- 021612	Juanita	Inbound	Customer	Telephone	<p>\$134.00 FOR THE DIAGNOSTIC FEE. 5. TOLD CUST THAT CUST NEEDS TO REPLACE THE SEAT BELT AND PAY FOR IT AND IT WOULD COST \$270.00 SINCE CUST IS OUT OF WARR. 6. ONLY OUT BY 1300 MILES. 7. STILL IN BY TIME. 8. WANTS TO KNOW IF HYUNDAI CAN HELP WITH THE COST OF THE REPAIR. WRITER INFORMED CUST TO FAX IN COPY OF DIAGNOSTIC FEE BILL FROM DLRSP, CURRENT REGISTRATION, AND COPY OF THE CREDIT CARD RECEIPT, ONCE DOCUMENTS ARE RECEIVED WRITER WILL CALL CUST TO LET CUST KNOW, AT THAT POINT WRITER WOULD CONTACT THE DLRSP FOR FURTHER INFORMATION ON COST OF REPAIR, ONCE THAT'S DONE THEN CASE WILL BE FORWARDED OVER TO HIGHER PERSONNEL FOR REVIEW FOR POSSIBLE REIMBURSEMENT ON DIAGNOSTIC FEE, AND POSSIBLE ASSISTANCE WITH THE</p>	<input checked="" type="checkbox"/>	4205487	CC Team3	Call Center
-----------------------------	---------	-------------------	---------	---------	----------	-----------	--	-------------------------------------	---------	----------	-------------

						REPAIR, WRITER INFORMED CUST THAT THERE IS NO PROMISES AS CUST IS OUT OF WARR, AND INFORMED CUST THAT IF ONE IS DENIED THEN BOTH WILL BE DENIED. CUST STATED: 1. WILL TAKE IT FURTHER IF HMA DOES NOT REIMBURSE CUST FOR THE DIAGNOSTIC FEE AND PAY FOR THE REPAIR. 2. WILL FAX IN DOCS IN THE NEXT 15 MINUTES. CASE CLOSED PENDING DOCS FROM CUST.			
--	--	--	--	--	--	---	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 6179797	GW REQUEST FOR SEAT BELT BUCKLE REPLACEMENT REFERENCING CASE 4205487.	ANY OLD GW OFFER IS NOT STILL OPEN. THEY WOULD NEED TO CONTACT FOR NEW CASE.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 11/8/2013 01:14:19 PM		
Email: [REDACTED]	Closed: 11/8/2013 01:21:47 PM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Kuehneman	Contact Reason	Resolution
State:	Creator First Name: Douglas	* Sentiment: Inquiry/Suggestion	* Resolution: Assist Denied
IQS :	Owner Last Name: [REDACTED]	* Category: Product	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Operation	* Resolution Satisfaction: Neutral
CSI :	SSI :	System: Body Electrical	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: Airbag Warning Light	Trans. To:
Dealer		Symptom: Other	Trans. Team:
* Servicing Dealer: MORRIE'S 394 HYUNDAI	MN018 Active	Method : Telephone	Trans. Dealer:
Service District: Central District 7	Sales District: Central District 7		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F17H [REDACTED]	Model Year: 2007	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 15	eMail notification when case is closed:
* Mileage:	Date of First Use: 6/14/2006	Production Date: 4/13/2006	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name [REDACTED]	Case Number: 5651955	CUSTOMER HAS WARRANTY PART INQUIRY ON DRIVER SIDE SEAT BELT TENSION ASSEMBLY	WRITER SENT TRUNK PACKAGE A NEGATIVE EXPERIENCE LETTER IS ENCLOSED
First Name [REDACTED]	Type: CA		
Phone [REDACTED]	Opened: 4/9/2013 11:26:50 AM		
Email [REDACTED]	Closed: 4/9/2013 03:12:30 PM		
Address [REDACTED]	Status: Closed		
City: FEDERAL WAY	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: Chon	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
State: WA	Creator First Name: James	* Category: Warranty Issues	* Remedy: N/A
IQS : VDS :	Owner Last Name [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Positive
CSI : SSI :	Owner First Name: [REDACTED]	System:	Transfer
Contact Language : KOREAN	* Urgency: Low	Component:	Trans. To:
Dealer		Symptom:	Trans. Team:
* Servicing Dealer: TOM MATSON AUBURN HYUNDAI WA043 Active			Trans. Dealer:
Service District: Western District 6 Sales District: Western District 6			Trans. Type: Standard
Vehicle			Trans. Reason: Case Handling
VIN: 5NPEU46F17H [REDACTED]	Model Year: 2007	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25462F65	Accessory: 08	eMail notification when case is closed:
* Mileage: 45,000	Date of First Use: 12/30/2006	Production Date: 6/19/2006	
Blue Link Equipped : No		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
4/9/2013 03:11:24 PM	CLEVY	Levy	Charles	General	General	General	WRITER SENT TRUNK PACKAGE A NEGATIVE EXPERIENCE LETTER IS ENCLOSED	<input checked="" type="checkbox"/>	5651955	HCCC General Team1 Agent	HCCC
4/9/2013 12:02:52 PM	ADUGALL	Dugall	Aaron	General	General	General	WRITER TRANSFERRED CASE TO AGENT/LH FOR FULFILLMENT.	<input checked="" type="checkbox"/>	5651955	HCCC General Team1 Supervisor	HCCC
4/9/2013 11:58:01 AM	JCHON	Chon	James	General	General	General	PER TL/MO SEND TRUNK PACKAGE FOR CUSTOMER	<input checked="" type="checkbox"/>	5651955	HCCC Tier2 Team7 Agent	HCCC
4/9/2013 11:32:56 AM	JCHON	Chon	James	Inbound	Customer	Telephone	CUSTOMER STATES: 1. DIAGNOSISED BY IRF , I NEED TO CHECK WITH HYUNDAI WARRANTY DEPARTMENT. 2. REFERING PART IS DRIVE BELT TENSION ASSEMBLY. 3. IRF TOLD ME TO CHECK WITH HMA IF IT FALL UNDER WARRANTY. 4. SORRY TO HEAR IT IS NOT COVER BY TIMELINE. WRITER ADVISE CUSTOMER THAT PART IS COVER UNDER 5/60K MILES AND BECAUSE TIMELINE CUSTOMER IS NOT COVER UNDER WARRANTY	<input checked="" type="checkbox"/>	5651955	HCCC Tier2 Team7 Agent	HCCC

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 5531326	SEAT BELT BUCKLE CAUSING AIRBAG LIGHT TO COME ON	CASE CLOSED PENDING CONTACT WITH DLRSP
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 3/27/2013 09:54:37 AM		
Email: [REDACTED]	Closed: 4/10/2013 09:40:53 AM		
Address: [REDACTED]	Status: Closed		
City: FORT MYERS	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Chostner		
State: FL	Creator First Name: Elsie-May		
IQS :	VDS :		
CSI :	SSI :		
Owner Last Name: [REDACTED]	Owner First Name: [REDACTED]		
Contact Language : UNKNOWN	Urgency: Low		
Dealer		Contact Reason	Resolution
★ Servicing Dealer: O'BRIEN HYUNDAI OF FORT MYERS FL088 Active		★ Sentiment: Inquiry/Suggestion	* Resolution: Other
Service District: Southern District B	Sales District: Southern District A	★ Category: Product	* Remedy: N/A
Vehicle		★ Sub-Category: Technical Assistance	* Resolution Satisfaction: Neutral
VIN: 5NPEU46F17H [REDACTED]	Model Year: 2007	System: Body Electrical	Transfer
Model: Sonata (NF) V-6	Short Model: 25452F65	Component: Airbag Warning Light	Trans. To:
★ Mileage: 54,000	Date of First Use: 1/2/2007	Symptom: Other	Trans. Team:
Blue Link Equipped : No			Trans. Dealer:
			Trans. Type: Standard
			Trans. Reason:
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		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
4/10/2013 09:35:28 AM	EMCHOSTN	Chostner	Elsie-May	Outbound	Dealer	Telephone	WRITER ATTEMPTED TO CONTACT JIM HANKS/SVC MGR AT FL088. ACCORDING TO VM MESSAGE SVC MGR OUT OFF THE OFFICE UNTIL FRIDAY 4/12/13. LEFT VOICE MAIL FOR A RETURN CALL.	<input checked="" type="checkbox"/>	5531326	HCCC Tier2 Team10 Agent	HCCC
4/10/2013 09:25:59 AM	EMCHOSTN	Chostner	Elsie-May	Outbound	Customer	Telephone	CUST STS: 1. THANK YOU FOR YOUR TIME. 2. AIR BAG LIGHT HAS BEEN ON FOR SEVERAL YEARS. 3. I'VE HAD SEVERAL LETTERS ON THE AIR BAG LIGHT. 4. DLRSP HAS REST THE LIGHT IN THE PAST. 5. MORE THAN ONE PERSON WHILE I WAS AT THE DLRSP WAS TOLD IT WAS THE SEATBELT. 6. IT IS STILL KIND OF ODD. 7. WAS IN THE MARKET FOR ANOTHER CAR, NOW DON'T KNOW. ADVISED THAT WRITER WAS CHECKING IN TO LET CUST KNOW THAT SHE HAD NOT BEEN FORGOTTEN. WRITER EXPLAINED THAT IT IS VERY POSSIBLE THAT THE SEAT BELT SHORT COULD CASE THE AIR	<input checked="" type="checkbox"/>	5531326	HCCC Tier2 Team10 Agent	HCCC

							BAG LIGHT TO COME ON. INFORMED CUST THAT WRITER HAD ACCIDENTALLY CONTACTED THE WRONG O'BRIEN PREVIOUS AND THAT IS THE REASON FOR THE DELAY.				
4/8/2013 08:44:52 AM	EMCHOSTN	Chostner	Elsie-May	General	General	General	PLEASE DISREGARD.	<input checked="" type="checkbox"/>	5531326	HCCC Tier2 Team10 Agent	HCCC
4/8/2013 08:42:12 AM	EMCHOSTN	Chostner	Elsie-May	Outbound	Dealer	Telephone	WRITER ATTEMPTED TO CONTACT CORRECT DLRSP (FL088). UNABLE TO REACH SVC MGR. LEFT VM FOR SVC MGR/JIM HANKS REQUESTING A CALL BACK. PROVIDED CASE NUMBER AND LAST 8 OF VIN. WRITER WAS ATTEMPTING TO FIND OUT INFORMATION REGARDING AN INSPECTION DONE ON THE AIRBAG AND HOW IT IS CONNECTED TO A SHORT IN SEATBELT BUCKLE.	<input checked="" type="checkbox"/>	5531326	HCCC Tier2 Team10 Agent	HCCC
							WRITER ACCIDENTALLY HAD THE WRONG DLRSP ON FILE. NOTICED THIS MISTAKE AFTER SEEING DLR CODE. CHANGED TO CORRECT DLRSP. BOTH DLRSPS HAD SIMILAR NAMES. CUST STATED TO				

4/8/2013 08:33:52 AM	EMCHOSTN	Chostner	Elsie-May	General	General	General	WRITER THE DLRSP WAS NAMED O'BRIEN HYUNDAI. WRITER PUT O'BRIEN HYUNDAI INTO SERVICING DEALER. AFTER NOTICING THE WRONG DLRSP WAS ENTERED BY WRITER, WRITER ADJUSTED THE DLRSP. THE CORRECT DLRSP IS O'BRIEN HYUNDAI OF FORT MYERS. ATTEMPTS TO CONTACT DLRSP WILL START AGAIN FROM NUMBER ONE.	<input checked="" type="checkbox"/>	5531326	HCCC Tier2 Team10 Agent	HCCC
4/4/2013 11:50:04 AM	EMCHOSTN	Chostner	Elsie-May	Outbound	Customer	Telephone	LEFT VM FOR CUST TO PROVIDE UPDATE ON CASE. INFORMED THAT STILL WAITING ON HEARING FROM THE DLRSP AND AS SOON AS THE WRITER HAS MORE INFORMATION WILL CONTACT CUST AGAIN.	<input checked="" type="checkbox"/>	5531326	HCCC Tier2 Team10 Agent	HCCC
4/4/2013 11:46:26 AM	EMCHOSTN	Chostner	Elsie-May	Outbound	Dealer	Telephone	LEFT VM #2 FOR CURT TRAPMAN/SVC MGR. REQUESTED A CALL BACK REGARDING SEATBELT BUCKLE AND AIRBAG LIGHT AND HOW THE TWO ARE CONNECTED.. PROVIDED LAST 8 OF VIN AND CASE NUMBER.	<input checked="" type="checkbox"/>	5531326	HCCC Tier2 Team10 Agent	HCCC
							LEFT VM FOR SERVICE & PARTS				

3/29/2013 09:08:54 AM	EMCHOSTN	Chostner	Elsie-May	Outbound	Dealer	Telephone	MGR CURT TRAPMAN ASKING FOR CALL BACK REGARDING SEATBELT BUCKLE SHORT CAUSING THE AIRBAG LIGHT TO COME ON.	<input checked="" type="checkbox"/>	5531326	HCCC Tier2 Team10 Agent	HCCC
3/28/2013 08:19:17 AM	EMCHOSTN	Chostner	Elsie-May	Inbound	Customer	Telephone	CUST STS: 1. WENT TO DEALER TO HAVE VEHICLE INSPECTED FOR OCS. 2. DLRSP SAID IT WASN'T THE SEAT, BUT A SHORT IN THE PASSENGER SEATBELT BUCKLE. 3. COSTS \$350 TO REPAIR. 4. DLRSP SAID CAR WAS UNSAFE. WRITER ADVISED THAT WE COULD LOOK INTO THE CONCERN OF THE SEATBELT BUCKLE SHORT CAUSING THE AIRBAG LIGHT TO COME ON. INFORMED CUST THAT WRITER WOULD BE IN CONTACT WITH OUTCOME OF RESEARCH.	<input checked="" type="checkbox"/>	5531326	HCCC Tier2 Team10 Agent	HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4249929	2006 SONATA PASSENGER SEAT BELT HAS BEEN REPLACED NUMEROUS TIMES, VEHICLE JUST OUTSIDE OF WARRANTY ON TIME, WOULD LIKE COVERAGE.	NO COVERAGE FOR BUCKLE AS VEHICLE IS OUT OF WARRANTY
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 1/7/2011 08:46:06 AM		
Email: [REDACTED]	Closed: 1/12/2011 05:52:18 AM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Hansen-083011		
State:	Creator First Name: Jessica		
IQS :	Owner Last Name: [REDACTED]		
CSI :	Owner First Name: [REDACTED]		
VDS :	*Urgency: Low		
SSI :			
Contact Language : ENGLISH			
Dealer		Contact Reason	Resolution
* Servicing Dealer: UNDERRINER HYUNDAI MT007 Active		* Sentiment:	* Resolution: Provided Information
Service District: Western District 1	Sales District: Western District 1	* Category: Warranty Issues	* Remedy: N/A
Vehicle		* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
VIN: 5NPEU46F26H-[REDACTED]	Model Year: 2006	System: Body	Transfer
Model: Sonata (NF) V-6	Short Model: 25452F65	Component: Seatbelt	Trans. To:
* Mileage: 50,803	Date of First Use: 5/31/2005	Symptom: Stuck	Trans. Team:
Blue Link Equipped : No			Trans. Dealer:
			Trans. Type: Standard
			Trans. Reason:
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		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
1/11/2011 02:51:55 PM	CNICHOLS	Nichols-	Cameron	Outbound	Dealer	Telephone	<p>WRITER CONTACTED DEALER MT007, AND SPOKE WITH KEN, SERVICE MANAGER WHO STATED: 1. BUCKLE HAS CODES- SAFETY CONCERN- NOT PART OF CAMPAIGN. 2. SENSOR IS COVERED UNDER THE CAMPAIGN. 3. NOTHING BUT WARRANTY WORK- WILL NOT OFFER GOODWILL. 4. PERSONALLY FEELS CUSTOMER DOES NOT DESERVE GOODWILL. 5. FATHER USED TO WORK AT DEALERSHIP AND CUSTOMER IS DISGRUNTLED. 6. VEHICLE IS A MESS.</p>	<input checked="" type="checkbox"/>	4249929	CC Team7	Call Center
							<p>CUSTOMER STATES: 1. HAD MESSAGE FROM JESSICA. 2. CASE 4249929. 3. PASSENGER AIR BAG LIGHT IS GOING OFF. 4. PASSENGER AIR BAG LIGHT IS OFF 5. SAME THING HAPPENED WITH SENSOR. 6. HAD BUCKLE REPLACED A YEAR AND A HALF AGO. 7. IS THERE ANY UPDATE FOR BUCKLE? WRITER</p>				

1/11/2011 02:39:58 PM	CNICHOLS	Nichols-021612	Cameron	Inbound	Customer	Telephone	EXPLAINED TO CUSTOMER THAT SEAT SENSOR IS COVERED UNDER A CAMPAIGN, HOWEVER THE BUCKLE IS NOT RELATED TO THE CAMPAIGN AND THERE CANNOT BE COVERED DUE TO CUSTOMER BEING OUT OF WARRANTY BY TIME. EXPLAINED TO CUSTOMER THAT WARRANTY ON HYUNDAI GENUINE REPLACEMENT PARTS IS 12 MONTHS/ 12,000 MILES WHICHEVER COMES FIRST AND BUCKLE IS OUTSIDE OF THAT WARRANTY AS WELL. ADVISED CUSTOMER TO SPEAK WITH SERVICE AND PARTS DEPARTMENT AS TO THE MECHANICAL WORKING OF THE BUCKLE AND IF THERE ARE ANY UPDATED PARTS FOR THE BUCKLE AS WELL. CASE MAY BE CLOSED.	<input checked="" type="checkbox"/>	4249929	CC Team7	Call Center
1/11/2011 12:43:23 PM	JHANSEN	Hansen-083011	Jessica	General	General	General	IF CUSTOMER CALLS BACK PLEASE INFORM: 1. COVERAGE DENIED DUE TO VEHICLE BEING OUTSIDE OF WARRANTY ON TIME, CURRENT BUCKLE CONCERN IS DIFFERENT THAN PREVIOUS	<input checked="" type="checkbox"/>	4249929	CC Team3	Call Center

							CONCERN. THANK YOU				
1/11/2011 12:42:28 PM	JHANSEN	Hansen-083011	Jessica	Outbound	Customer	Telephone	CUSTOMER DID NOT ANSWER. WRITER LEFT VOICEMAIL REQUESTING A CALL BACK	<input checked="" type="checkbox"/>	4249929	CC Team3	Call Center
							NOTES TO REGION - THE CUSTOMER STATED THE FOLLOWING: 1. CUSTOMER'S CURRENT CONCERN IS PASSENGER FRONT SEAT BELT BUCKLE. 2. ISSUE OCCURS WHEN ATTEMPTING TO BUCKLE PASSENGER FRONT SEAT BELT 3. CURRENT SERVICING DEALER IS DEALER MT007 4. THE VEHICLE IS CURRENTLY LOCATED AT CUSTOMER ADDRESS ON FILE. KEN, SERVICE MANAGER AT DEALER MT007 STATED: 5. DATES, MILEAGE, DIAGNOSIS, AND REPAIR ATTEMPTS FOR CURRENT CONCERN: 6/12/09 WITH 33868 MILES ON VEHICLE. CUSTOMER CONCERNED WITH AIRBAG LIGHT ILLUMINATED. DEALER MT007 INSTALLED REPLACEMENT	<input checked="" type="checkbox"/>			
1/11/2011 12:31:26 PM	JHANSEN	Hansen-083011	Jessica	General	General	General		<input checked="" type="checkbox"/>	4249929	CC Team3	Call Center

							<p>PASSENGER BUCKLE 6/4/09 WITH 33699 MILES ON VEHICLE. CUSTOMER CONCERNED WITH AIRBAG WARNING LIGHT. DEALER MT007 FOUND BUCKLE IS TOO HIGH, PULLED CODE B1706, ORDERED REPLACEMENT BUCKLE 1/7/11 WITH 50803 MILES ON VEHICLE. DEALER MT007 FOUND BUCKLE WILL NOT OPEN, NOT SAME CONCERN AS BEFORE. 6. THERE ARE NO AFTERMARKET PARTS THAT MAY BE CAUSING CONCERN. 7. DEALER HAS NOT INVOLVED TECHLINE, DPSM, OR FSE.</p>			
1/11/2011 12:24:40 PM	JHANSEN	Hansen-083011	Jessica	Outbound	Dealer	Telephone	<p>KEN, SERVICE MANAGER AT DEALER MT007 STATED: 1. PROVIDED INFORMATION FOR NOTES TO REGION</p> <input checked="" type="checkbox"/>	4249929	CC Team3	Call Center
							<p>WRITER STATES MT007 CALLED SPOKE WITH SERVICE MANAGER(KEN) KEN PROVIDED THE FOLLOWING INFORMATION: 1. CUSTOMER'S VIN -- 5NPEU46F26H- 2. DATES, MILEAGE, DIAGNOSIS, AND REPAIR</p>			

1/7/2011 02:10:54 PM	RHOLLISTER	Hollister- 012512	Ron	Inbound	Dealer	Telephone	ATTEMPTS FOR CURRENT CONCERN: -- 1.07.11, 50803 MILES, AIR BAG LIGHT ON, HAS CHECK ENGINE LIGHT ON, SEAT CENSER DIAGNOSIS, SENT SEAT IN FOR REPAIR. 2. ARE THERE ANY AFTERMARKET PARTS THAT MAY BE CAUSING CONCERN? --NO 3. HAS DEALER INVOLVED TECHLINE, DPSM, OR FSE? --NO REASON TO WRITER STATES CASE AS IS	<input checked="" type="checkbox"/>	4249929	CC Team4	Call Center
1/7/2011 08:49:39 AM	JHANSEN	Hansen- 083011	Jessica	General	General	General	IF DEALER MT007 CALLS BACK PLEASE GATHER: 1. CUSTOMER'S VIN 2. DATES, MILEAGE, DIAGNOSIS, AND REPAIR ATTEMPTS FOR CURRENT CONCERN: 2. ARE THERE ANY AFTERMARKET PARTS THAT MAY BE CAUSING CONCERN? 3. HAS DEALER INVOLVED TECHLINE, DPSM, OR FSE? THANK YOU	<input checked="" type="checkbox"/>	4249929	CC Team3	Call Center
1/7/2011 08:48:01 AM	JHANSEN	Hansen- 083011	Jessica	Outbound	Dealer	Telephone	DEALER MT007 DID NOT ANSWER. WRITER LEFT VOICEMAIL REQUESTING A CALL BACK.	<input checked="" type="checkbox"/>	4249929	CC Team3	Call Center
							CUST STATED: 1. PASSENGER SEAT BUCKLE HAS BEEN				

1/7/2011 08:47:55 AM	JHANSEN	Hansen- 083011	Jessica	Inbound	Customer	Telephone	REPLACED NUMEROUS TIMES. 2. PASSENGER SEAT BACK HAS TO BE REPLACED. WRITER INFORMED CUSTOMER WRITER WOULD CONTACT DEALER MT007 FOR FURTHER INFORMATION AND UPDATE CUSTOMER ON 1/11/11 WRITER LEFT CASE OPEN	<input checked="" type="checkbox"/>	4249929	CC Team3	Call Center
----------------------------	---------	-------------------	---------	---------	----------	-----------	--	-------------------------------------	---------	----------	-------------

Cases

Customer

Last Name:

First Name:

Phone:

Email:

Address:

City: AUDUBON

ZIP:

State: NJ

IQS:

CSI:

VDS:

SSI:

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: BURNS HYUNDAI

NJ039 Active

Service District: Eastern District 7

Sales District: Eastern District 7

Vehicle

VIN: 5NPEU46F26H

Model Year: 2006

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 02

★ Mileage: 63,000

Date of First Use: 6/10/2006

Production Date: 5/31/2005

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 3402664

Type: CA

Opened: 9/29/2008 09:11:57 AM

Closed: 10/7/2008 07:53:42 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Duke-033012

Creator First Name: Judy

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

HAVING CONCERNS WITH WARRANTY. SEAT BELT LIGHT IS ON AND DLR WILL NOT COVER REPAIRS UNDER WARRANTY.

Contact Reason

★ Sentiment:

★ Category: Warranty Issues

★ Sub-Category: Coverage

System: Body Electrical

Component: Drivers Airbag

Symptom: Seat Belt Light

* Resolution Summary

Resolution

* Resolution: Assist HMA 100% GW

* Remedy: N/A

* Resolution Satisfaction: Positive

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type:

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
10/14/2008 06:09:20 AM	VCHAPPELL	Chappell- 030609	Veronica	Contact from Customer			CUST STATES: 1. WANTING TO SPEAK WITH JD/CM/LCM 2.CUST WANTS TO TELL THE JD/CM 3.THAT NEVERMIND ON THE GOODWILL THAT THE CUSTOMER NO LONGER NEEDS IT BUT TO THANK THE CM ANYWAYS. 4. CUST VERIFIED THE ADDRESS AND PHONE NUMBERS AND EMAIL ----WRITER THEN SAID THE CM IS CURRENTLY UNAVAILABLE AND OFFERED TO ASSIST AND PUT THE NOTES IN DUE TO THE CM/JD IS CURRENTLY NOT IN THE OFFICE AND THEN PROVIDED WRITERS NAME AND EXT. ---- CASE CLOSED.	<input checked="" type="checkbox"/>	3402664		
10/7/2008 07:52:09 AM	SKATRIS	Katris-083011	Sandra	Letter/Fax			Writer mailed Goodwill Letter & Reimbursement Request Form to address in file and scanned a copy into Attachments. Case closed.	<input checked="" type="checkbox"/>	3402664	CC Team2	Call Center
10/6/2008 08:56:17 AM	JDUKE	Duke-033012	Judy	General			REIMBURSE FOR SEATBELT IN THE AMOUNT OF \$239.64. THIS IS A ONE-TIME GOODWILL OFFER, NOT TO EXCEED \$239.64. AMOUNT SUBJECT TO CHANGE BASED ON ACTUAL RECEIPT/REPAIR ORDER. THANK	<input checked="" type="checkbox"/>	3402664	CC Team4	Call Center

							LW/TL NOTES DATED 10/1/08. THANK YOU.				
10/6/2008 08:16:53 AM	JDUKE	Duke-033012	Judy	Outbound Contact			WRITER CALLED CUST ON CELL PHONE #. LEFT VM REQUESTING CUST CALL WRITER REGARDING VEH. PROVIDED WRITER'S CONTACT INFO AND CASE #.	<input checked="" type="checkbox"/>	3402664	CC Team4	Call Center
10/1/2008 09:35:18 AM	LWILLIAMS	Williams-012512	Lisa	General			Writer reviewed file and will auth a one time goodwill reimbursement for\$239.64 and not to exceed \$239.64.	<input checked="" type="checkbox"/>	3402664	CC Team2	Call Center
9/29/2008 09:42:11 AM	JDUKE	Duke-033012	Judy	General			GOODWILL REQUEST 1. THE CUST WOULD LIKE TO BE REIMBURSED FOR THE REPAIRS OF THE SEAT BELT BUCKLE. CUST WAS NOT ABLE TO GET INTO THE DLR BEFORE WARRANTY EXPIRED. CUST FEELS THE PART SHOULD HAVE LASTED ALOT LONGER. VEH IS ONLY 2 YRS OLD. 2. THE VEH HAS BEEN DIAG BY NJ039. 3. THIS IS NOT A REQUEST FOR RENTAL ASSISTANCE. 4. THE VEH IS 3000 MILES OUT OF WARRANTY AND UNDER BY TIME. 5. THERE IS ONLY ONE ATTEMPT TO REPAIR THIS ISSUE. 6. THE DLR DOES NOT HAVE AN OPINION REGARDING GOODWILL. 7. THE CUST PURCHASED VEH NEW AND SEEMS TO HAVE BEEN MAINTAINED	<input checked="" type="checkbox"/>	3402664	CC Team4	Call Center

						ACCORDING TO THE DLR. 8. THIS REPAIR WOULD HAVE BEEN COVERED UNDER THE NVLW. 9. VEH WAS NOT REPAIRED BY IRF. 10. THE BREAK DOWN OF PARTS AND LABOR ARE: PART #88840-0A000QS \$182.64 LABOR \$57.00. TOTAL = \$239.64 11. CUST OWNS THIS HYUNDAI ONLY. 12. CUST WOULD LIKE ASSISTANCE IN COVERING THE AMOUNT OF REPAIRS TO VEH.				
9/29/2008 09:38:48 AM	JDUKE	Duke-033012	Judy	Call to Dealer		WRITER CALLED DLR NJ039, MIKE STATES: 1. SEAT BELT BUCKLE NEEDS REPLACED. 2. PART #88840-0A000QS \$182.64 LABOR \$57.00. 3. VEH SEEMS TO BE IN GOOD CONDITION. 4. TECH HAS NOT RECOMMENDED ANY OTHER REPAIRS. 5. CUST DID NOT PURCHASE VEH HERE AND HAS NOT HAD IT SERVICED HERE. 6. THIS IS THE FIRST TIME WE HAVE SEEN VEH. --WRITER THANKED MILE FOR THE INFO.	<input checked="" type="checkbox"/>	3402664	CC Team4	Call Center
						CUST STATES: 1. HAVING CONCERNS WITH WARRANTY. 2. FIRST THE SRS LIGHT WAS ON. 3. NOW THE SEAT BELT LIGHT ON THE PASSENGER SIDE IS ON. 4. MADE THE APPT WITH DLR A FEW WEEKS AGO AND				

<p>9/29/2008 09:16:52 AM</p>	<p>JDUKE</p>	<p>Duke-033012</p>	<p>Judy</p>	<p>Contact from Customer</p>		<p>THIS IS THE SOONEST THEY COULD LOOK AT VEH. 5. WHEN I ORIGINALLY CALLED THE VEH HAD LESS THE 60 K MILES. 6. NOW THE MILEAGE IS AT 63000 AND DLR WILL NOT COVER REPAIRS UNDER WARRANTY. --- WRITER VERIFIED CUST INFO, CREATED CASE. EMPATHIZED WITH CUST OVER WARRANTY EXPIRING. ASKED CUST TO HOLD WHILE WRITER CALLED DLR FOR MORE INFO ON VEH. CUST AGREED. ADVISED CUST OF DLR COMMENTS. ADVISED CUST WRITER WOULD RESEARCH WHETHER HYUNDAI WOULD BE ABLE TO ASSIST CUST WITH REPAIRS. ADVISED CUST THERE IS NO GUARANTY OF ASSISTANCE. ADVISED WRITER WOULD CALL CUST BACK ONCE A DETERMINATION HAS BEEN MADE. PROVIDED CUST WITH WRITERS CONTACT INFO AND CASE #. CASE PENDING.</p>	<p><input checked="" type="checkbox"/></p>	<p>3402664</p>	<p>CC Team4</p>	<p>Call Center</p>
--------------------------------------	--------------	--------------------	-------------	--------------------------------------	--	--	--	----------------	-----------------	--------------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name First Name Phone Email Address City: STOCKTON ZIP: [REDACTED] State:: CA IQS : VDS : CSI : SSI :	Case Number: 3858709 Type: CA Opened: 2/22/2010 10:53:03 AM Closed: 2/22/2010 03:23:55 PM Status: Closed Sub Status: Closed Creator Last Name: Ford-041310 Creator First Name: Sherie Owner Last Name: [REDACTED] Owner First Name: [REDACTED] *Urgency: Low	SEAT BELT TENSIONER NEEDED TO BE REPLACED VEHICLE OUT OF 5/60 WARRANTY BY MILEAGE. CUSTOMER IS A 5 TIME HYUNDAI OWNER AND DUE TO DEPLOY FOR US MILITARY Contact Reason *Sentiment: *Category: Service - Dealer *Sub-Category: Diagnosis System: Body Electrical Component: Drivers Airbag Symptom: Security Light Method : Telephone	* Resolution Summary Resolution * Resolution: Provided Information * Remedy: N/A * Resolution Satisfaction: Negative Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Trans. Reason: Check Request Pending Approval : 0 eMail notification when case is closed:
Dealer * Servicing Dealer: TRACY HYUNDAI Service District: Western District 0	CA312 Inactive Sales District: Western District A		
Vehicle VIN: 5NPEU46F26H [REDACTED] Model: Sonata (NF) V-6 *Mileage: 72,000	Model Year: 2006 Short Model: 25452F65 Date of First Use: 7/23/2005	Engine: F Accessory: 02 Production Date: 6/13/2005	
Blue Link Equipped : No		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
2/22/2010 03:20:02 PM	TPEARSON	Pearson-021612	Tammy	Contact from Customer			CUST STATED: 1. PROVIDED CASE # 2. STATUS UPDATE WRITER EXPLAINED DLR WOULD OFFER 10% DISCOUNT BUT SEAT BELT TENSIONER IS UNDER 5/60 WARRANTY CUST THANKED WRITER FOR ASSISTANCE UPDATED NOTES WRITER ADVISED CM/SF THAT CASE CAN NOW BE CLOSED	<input checked="" type="checkbox"/>	3858709	CC Team5	Call Center
2/22/2010 02:32:39 PM	CREEVES01	Reeves-033012	Chelsea	Call from Dealer			BOB WOOD, SM OF DLRSHIP CA312 STATED: 1) CALLING BACK IN REGARDS TO CASE. 2) WILL BE ABLE TO OFFER CUST A 10% DISCOUNT ON THE REPAIR. WRITER THANKED SM FOR CALLING BACK AND INFORMED SM THAT THE INFORMATION WOULD BE DOCUMENTED. CASE AS IS.	<input checked="" type="checkbox"/>	3858709	CC Team6	Call Center
2/22/2010 11:07:52 AM	SFORD	Ford-041310	Sherie	Call to Dealer			WRITER LEFT VOICE MAIL MESSAGE FOR BOB WOOD, SERVICE MANAGER OF CA312 TO RETURN WRITER'S CALL. WRITER STATED: 1. CAN DEALER ASSIST CUSTOMER BY DISCOUNTING	<input checked="" type="checkbox"/>	3858709	CC Training Team	Call Center

						EITHER PART OR LABOR COST? --- CASE OPEN PENDING CONTACT FROM DEALER				
2/22/2010 11:01:50 AM	SFORD	Ford-041310	Sherie	Contact from Customer		CUSTOMER STATED: 1. 5 TIME HYUNDAI OWNER 2. NEVER HAD A PROBLEM WITH ANY OF THE VEHICLES 3. VEHICLE HAS BEEN DIAGNOSED AS NEED A NEW SEAT BELT TENSIONER. DEALER ADVISED CUSTOMER PART WILL NOT BE COVERED UNDER WARRANTY BECAUSE OUT OF WARRANTY ON MILEAGE AND THE PART IS JUST WORN OUT 4. CUSTOMER IS EMPLOYED BY US GOVERNMENT AND DUE TO DEPLOY VERY SOON WRITER STATED: --- ADVISED CUSTOMER AS TO WHY THE DEALER CAN NOT COVER THE PART UNDER WARRANTY --- ADVISED CUSTOMER WRITER WOULD CONTACT DEALER TO DETERMINE IF DEALER WOULD BE WILLING TO DISCOUNT COST OF PART OR LABOR (SEE DEALER NOTES DATED SAME DATE) --- ADVISED CUSTOMER	<input checked="" type="checkbox"/>	3858709	CC Training Team	Call Center

						SERVICE MANAGER WAS UNAVAILABLE --- ADVISED CUSTOMER WRITER WILL CONTACT CUSTOMER BACK ONCE CALL HAS BEEN RECEIVED FROM DEALER --- CASE LEFT OPEN PENDING RESOLUTION				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 4479684	QUESTIONING ABOUT SEATBELT PRETENTIONER. TOOK TO DEALER THREE TIMES PREVIOUSLY. WAS QUESTIONING IF THERE WAS A RECALL.	REFERRED TO DEALERSHIP FOR CAMPAIGN 083 FOR POSSIBLE ASSISTANCE.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 7/22/2011 01:27:43 PM		
Email: [REDACTED]	Closed: 7/22/2011 01:51:55 PM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Bradley-012512	Contact Reason	Resolution
State:	Creator First Name: Jonathon	* Sentiment:	* Resolution: Referred to Dealer
IQS :	Owner Last Name: [REDACTED]	* Category: Campaign	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: 083 Sonata OCS	* Resolution Satisfaction: Neutral
CSI :		System: Body Electrical	
SSI :		Component: Airbag Warning Light	Transfer
Contact Language : ENGLISH	* Urgency: Low	Symptom: Display Message	Trans. To:
Dealer			Trans. Team:
* Servicing Dealer: SAVANNAH HYUNDAI	GA060 Active		Trans. Dealer:
Service District: Southern District E	Sales District: Southern District 7		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F26H [REDACTED]	Model Year: 2006	Engine: F	
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 02	Check Request Pending Approval : 0
* Mileage: 83,000	Date of First Use: 8/1/2005	Production Date: 7/15/2005	eMail notification when case is closed:
Blue Link Equipped : No		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
7/22/2011 01:47:58 PM	JBRADLEY	Bradley-012512	Jonathon	Outbound	Customer	Telephone	WRITER CONTACTED CUSTOMER AND REFERRED TO DEALERSHIP AND STATED THE CHANCE OF CAMPAIGN 083 BEING IN EFFECT. CUSTOMER STATED: 1. VERY SATISFIED WITH HYUNDAI. 2. CURRENTLY WORKS FOR A MAZDA DEALERSHIP AND PREFERS HYUNDAI. 3. WILL TAKE VEHICLE INTO DEALERSHIP AND SEE IF QUALIFIES FOR CAMPAIGN 083. CASE CLOSED.		4479684	CC Training Team	Call Center
7/22/2011 01:45:58 PM	JBRADLEY	Bradley-012512	Jonathon	Outbound	Dealer	Telephone	LYNN, ASSISTANT SERVICE MANAGER AT GA060 WHO STATED: 1. CUSTOMER CAN CALL IN AND ASSIGN APPOINTMENT. 2. VEHICLE CAN BE SCANNED TO SEE IF IT FITS THE CRITERIA OF THE RECALL 083. WRITER THANKED FOR TIME. CASE AS IS.		4479684	CC Training Team	Call Center
							CUSTOMER STATED: 1. QUESTIONING ABOUT SEATBELT PRETENTIONER. TOOK TO DEALER THREE TIMES PREVIOUSLY. WAS				

7/22/2011 01:45:43 PM	JBRADLEY	Bradley- 012512	Jonathon	Inbound	Customer	Telephone	QUESTIONING IF THERE WAS A RECALL. WRITER INFORMED CUSTOMER OF POSSIBLE 083 RECALL ON VEHICLE. REFERRED TO DEALERSHIP GA060. CASE OPEN PENDING CALL TO DEALERSHIP GA060. CALL BACK CUSTOMER.	4479684	CC Training Team	Call Center
-----------------------------	----------	--------------------	----------	---------	----------	-----------	---	---------	---------------------	-------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 3719245	SEAT BELT PRE-TENSIONERS WENT OUT AND HPP DOES NOT COVER	
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 9/29/2009 10:31:33 AM		
Email: [REDACTED]	Closed: 9/29/2009 10:49:02 AM		
Address: [REDACTED]	Status: Closed		
City: PEMBROKE PINES	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Cushing-041310	Contact Reason	Resolution
State: FL	Creator First Name: John	* Sentiment:	* Resolution: Provided Information
IQS :	Owner Last Name: [REDACTED]	* Category: Product	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Operation	* Resolution Satisfaction: Positive
CSI :		System: Body	
SSI :	* Urgency: Low	Component: Seatbelt	Transfer
Contact Language: ENGLISH		Symptom: Inoperative	Trans. To:
Dealer		Method: Telephone	Trans. Team:
* Servicing Dealer: RICK CASE HYUNDAI FL114 Active			Trans. Dealer:
Service District: Southern District B	Sales District: Southern District B		Trans. Type:
Vehicle			Trans. Reason:
VIN: 5NPEU46F26H [REDACTED]	Model Year: 2006	Engine: F	
Model: Sonata (NF) V-6	Short Model: 25462F65	Accessory: 03	Check Request Pending Approval : 0
* Mileage: 81,872	Date of First Use: 9/23/2005	Production Date: 8/3/2005	eMail notification when case is closed:
Blue Link Equipped : No		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
9/29/2009 10:45:35 AM	JCUSHING	Cushing- 041310	John	Contact from Customer			<p>CUSTOMER STATES: 1. AIR BAG LIGHT CAME ON. TOOK TO DEALER, DEALER SAID THAT SEATBELTS PRETENTIONER HAVE BROKE. 2. CUSTOMER CANNOT BELIEVE THAT BOTH TENSIONERS WENT OUT AT THE SAME TIME. 3. CUSTOMER CANNOT BELIEVE THAT THE PARTS ARE NOT COVERED UNDER WARRANTY OR BY THE HYUNDAI PROTECTION PLAN. 4. CUSTOMER IS PART OF THE HYUNDAI THINK TANK. CUSTOMER IS PLANNING ON PURCHASING THE SONATA 2011 BUT WANTS ISSUE TAKE CARE OF FIRST WRITER CHECKED WARRANTY ON PART: "888300A000 = BUCKLE ASSY-FRONT SEAT BELT,LH /// NOT COVERED UNDER HPP /// BASIC WARR 5/60" WRITER INFORMED CUSTOMER THAT HPP DOES NOT COVER THE PART. WRITER INFORMED CUSTOMER THAT</p>	<input checked="" type="checkbox"/>	3719245	CC Training Team	Call Center

						WRITER WOULD ATTEMPT TO GET REIMBURSEMENT APPROVED, WRITER DID NOT GUARANTEE THAT THE PART WOULD BE COVERED. THE CUSTOMER IS WITHIN THE 5YEARS BUT IS OUTSIDE OF THE 60K MILES. CUSTOMER WILL FAX IN RO, PROOF OF PURCHASE, PROOF OF OWNERSHIP AND WRITER WILL THEN SUBMIT FOR GOODWILL. CLOSED CASE - PENDING DOCUMENTATION			
--	--	--	--	--	--	--	--	--	--

Cases

Customer		Case Information		Contact Reason Summary	* Resolution Summary	
Last Name	[REDACTED]	Case Number:	6414182	SEAT BELT, WARRANTY	REFERRED TO DEALER.	
First Name	[REDACTED]	Type:	CA			
Phone	[REDACTED]	Opened:	2/17/2014 07:01:38 AM			
Email	[REDACTED]	Closed:	2/17/2014 07:29:23 AM			
Address:		Status:	Closed			
City:		Sub Status:	Closed			
ZIP:		Creator Last Name:	Bennett	Contact Reason	Resolution	
State::		Creator First Name:	Daniel	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information	
IQS :	VDS :	Owner Last Name:	[REDACTED]	* Category: Warranty Issues	* Remedy: N/A	
CSI :	SSI :	Owner First Name	[REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral	
Contact Language :	ENGLISH	* Urgency:	Low	System: Body	Transfer	
Dealer				Component: Seatbelt	Trans. To:	
* Servicing Dealer:	AUTONATION HYUNDAI MALL OF GEO	GA065	Active	Symptom: Other	Trans. Team:	
Service District:	Southern District 8	Sales District:	Southern District 8	Method : Telephone	Trans. Dealer:	
Vehicle					Trans. Type: Standard	
VIN:	5NPEU46F26H [REDACTED]	Model Year:	2006	Engine: F	Trans. Reason:	
Model:	Sonata (NF) V-6	Short Model:	25452F65	Accessory: 05	Check Request Pending Approval : 0	
* Mileage:	125,000	Date of First Use:	10/10/2005	Production Date:	9/12/2005	eMail notification when case is closed:
Blue Link Equipped :	No			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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4209354	VEHICLE INQUIRY- SEAT BELT CODE	REFERRED SERVICE MANAGER TO DPSPM
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 12/6/2010 11:35:57 AM		
Email: [REDACTED]	Closed: 11/11/2013 11:29:49 AM		
Address: [REDACTED]	Status: Closed		
City: CANYON COUNTRY	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Patterson-083011	Contact Reason	Resolution
State:: CA	Creator First Name: Abby	* Sentiment: Inquiry/Suggestion	* Resolution: Referred to Dealer
IQS :	Owner Last Name: [REDACTED]	* Category: Settlement	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: OCS - Eligibility	* Resolution Satisfaction: Neutral
CSI :		System:	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component:	Trans. To:
Dealer		Symptom:	Trans. Team:
* Servicing Dealer: PARKWAY HYUNDAI CA275 Active		Method : Telephone	Trans. Dealer:
Service District: Western District C	Sales District: Western District C		Trans. Type: Standard
Vehicle			Trans. Reason: Case Handling
VIN: 5NPEU46F26H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25462F65	Accessory: 03	eMail notification when case is closed:
* Mileage : 117,278	Date of First Use: 11/26/2005	Production Date: 9/30/2005	
Blue Link Equipped : No		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
3/2/2011 09:11:11 AM	HMA90441	Boswell-020813	Susanne	General	General	General	CHECK MAILED TO CUSTOMER FOR \$114.86. CLOSED CASE		4209354	NCA HPP	NCA
2/4/2011 03:35:35 PM	HMA90441	Boswell-020813	Susanne	General	General	General	RECEIVED HPP CLAIM CHECK FROM A/P DEPARTMENT FOR \$114.86. CHECK WILL BE MAILED OUT ON MONDAY MORNING. SENT KISSANY EMAIL STATUS WITH COPY OF CHECK. TRANSFERRED CASE BACK TO KISSANY		4209354	NCA HPP	NCA
2/4/2011 11:16:35 AM	HMA90441	Boswell-020813	Susanne	General	General	General	SENT EMAIL TO KISSANY. THE CHECK HAS BEEN ORDERED FOR THIS CLAIM FOR AMOUNT OF \$114.86. ONCE WE RECEIVE THE CHECK FROM FINANCE DEPT, WE WILL MAIL THE CHECK OUT.		4209354	NCA HPP	NCA
2/4/2011 11:10:58 AM	HMA90466	Craighead	Kissany	General	General	General	REQUEST FOR CASE UPDATE SENT VIA EMAIL TO APPROPRIATE DEPT HANDLING HPP.		4209354	Tier3 Team1 Agent	Tier3
2/4/2011 10:03:05 AM	ABROWN	Brown-033012	Alyssia	General	General	General	SENT MESSAGE TO NCA	<input checked="" type="checkbox"/>	4209354	CC Team2	Call Center
							MESSAGE TO NCA- THE CUSTOMERS CASE HAS BEEN UNDER REVIEW FOR OVER A MONTH. THE CUSTOMER HAS THE HPP 4B AND THE CUSTOMER				

2/3/2011 08:25:31 AM	MOLSON	Olson-033012	Michael	General	General	General	HAS SUBMITTED THE DOCUMENTS FOR REIMBURSEMENT AND THE CASE IS STILL UNDER REVIEW SINCE 12/22/2010 NEED TO HAVE THE DECISION EXPEDITED AS THE CUSTOMER IS FRUSTRATED.	<input checked="" type="checkbox"/>	4209354	CC Team7	Call Center
							WRITER TOOK CALL AS A SUP CUST STATES: 1. APPARENTLY HPP WARR IS HELD BY AN UNDERWRITER COMPANY 2. BATCH OF WARR CONTRACTS WAS SOLD TO ANOTHER COMPANY WHEN TRANSITION HAPPENED IN HMA REGARDING HPP 3. CUST'S CONTRACT PROBABLY GOT MISSED BY COMPANY WHEN IT WAS TRANSFERRED 4. HAS BEEN WAITING FOR MORE THAN 8 WEEKS ON ANY UPDATE ON REIMBURSEMENT ON REPAIRS THAT SHOULD HAVE BEEN COVERED UNDER HPP 5. CUST HAS DONE ALL THAT WAS REQUIRED TO PROVE CUST HAD HPP WARR COVERAGE 6. WHY IS HMA TAKING SO LONG TO GET THE FACTS STRAIGHT				

2/3/2011 08:24:53 AM	ABOSCAN	Boscan- 033012	Alfredo	Inbound	General	General	<p>AND PROVIDE THE REIMBURSEMENT TO CUST 7. THIS SHOULD BE SOMETHING THAT HMA NEEDS TO WORK WITHIN THE COMPANY AND NOT HAVE CUST HANGING WHILE HMA KEEPS REVIEWING AND REVIEWING THE CASE WHEN ALL DOCUMENTS AND INFO HAS BEEN PROVIDED ALREADY 8. DOES NOT FEEL CUST SHOULD KEEP CALLING AND CALLING TO SEEK AN UPDATE AND INFORMATION ON REIMBURSEMENT 9. IT JUST SHOWS TO CUST THAT THERE ARE MANY INCOMPETENT PEOPLE LOOKING INTO THIS CASE AS A REASON OF WHY THIS IS TAKING SO LONG TO RESOLVE 10. EXPECTS TO HAVE AN UPDATE TODAY, TOMORROW OR THIS WEEK OR CUST WILL KEEP CALLING BACK HCA TO GET ANY INFO THAT NO ONE SEEMS TO HAVE 11. WHY HASN'T ANYONE IN HMA CONTACTED CUST WITH AN UPDATE INSTEAD OF LETTING CUST CALL BACK AGAIN AND AGAIN?</p>	<input checked="" type="checkbox"/>	4209354	CC Team2	Call Center
----------------------------	---------	-------------------	---------	---------	---------	---------	--	-------------------------------------	---------	----------	-------------

							WRITER ADVISED CUST THAT A MESSAGE TO THE APPROPRIATE DEPT WILL BE SEND TO GET AN UPDATE AND CUST SHOULD BE CONTACTED BACK AS SOON AS AN UPDATE IS PROVIDED				
2/3/2011 08:06:07 AM	MOLSON	Olson-033012	Michael	Inbound	Customer	Telephone	CUSTOMER STATED: 1. CASE IS TAKING TO LONG TO PROCESS 2. WOULD LIKE TO HAVE THE DECISION MADE. 3. WOULD LIKE TO KNOW WHO IS IN CHARGE AND WOULD LIKE TO HAVE THE PHONE NUMBER FOR THE CEO. 4. THE ONLY QUESTION IS WHEN THE CHECK WILL ARRIVE. WRITER INFORMED THE CUSTOMER THAT THE DECISION HAS NOT BEEN MADE AND THE CASE IS STILL UNDER REVIEW. THE CUSTOMER WAS FRUSTRATED AND WANTED TO SPEAK TO A SUPERVISOR. WRITER TRANSFERRED THE CALL THE LCM/AB. CASE OPEN	<input checked="" type="checkbox"/>	4209354	CC Team7	Call Center
							CURRENTLY REVIEWING CASE. TALKED TO SAN NAVAR AT PARWAY HYUNDAI @ 661-				

1/18/2011 11:17:34 AM	HMA90441	Boswell-020813	Susanne	General	General	General	253-4441 TO REPLACE CLAIM FOR WINDSHEILD WASHER PUMP FOR \$95.00 LABOR AND \$18.10. SALES TAX RATE IS 9.75% AND 1 HOUR OF LABOR.		4209354	NCA HPP	NCA
1/4/2011 07:35:06 AM	THAWS	Haws-012512	Tasha	Inbound	Customer	Telephone	CUSTOMER STATED 1. CUSTOMER CALLING FOR AN UPDATE ON CASE 2. CUSTOMER FEELS THE REIMBURSEMENT SHOULD HAVE ALREADY BEEN DONE 3. CUSTOMER GOT ALL THE INFORMATION TO HCA WHEN REQUESTED 4. DOES CUSTOMER HAVE HPP WRITER ADVISED CUSTOMER -- ADVISED CUSTOMER THAT CASE IS CURRENTLY BEING WORKED ON -- ADVISED CUSTOMER IT HAS BEEN SENT TO APPROPRIATE PERSONNEL -- ADVISED CUSTOMER IT CAN TAKE 4-6 WEEKS WITH THE HOLIDAYS MAY TAKE A LITTLE LONGER CASE REMAINS AS IS	<input checked="" type="checkbox"/>	4209354	CC Team1	Call Center
12/22/2010 03:28:30 PM	HMA90466	Craighead	Kissany	Inbound	Customer	Telephone	FILE FORWARDED TO APPROPRIATE DEPT FOR HPP HANDLING.		4209354	Tier3 Team1 Agent	Tier3
12/22/2010 03:12:20	LWILLIAMS	Williams-012512	Lisa	General	General	General	FORWARDING TO NCA FOR HPP GOODWILL	<input checked="" type="checkbox"/>	4209354	CC Team2	Call Center

PM							REVIEW.				
12/22/2010 03:11:54 PM	LWILLIAMS	Williams-012512	Lisa	General	General	General	.		4209354	CC Team2	Call Center
12/21/2010 01:33:11 PM	LWILLIAMS	Williams-012512	Lisa	General	General	General	FORWARDING FOR REVIEW (LCM/ABUC)	<input checked="" type="checkbox"/>	4209354	CC Team2	Call Center
							GOODWILL CONSIDERATION - 1. WHY IS THIS CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION? CUSTOMER HAS A HPP CONTRACT, HPP IS REFUSING TO HONOR CONTRACT. STATING THAT WHEN JM&A BOUGHT THE HPP CONTRACTS THIS CUSTOMER WAS NOT LISTED AS ONE OF THE BOUGHT CONTRACTS. JM&A IS REFUSING TO HONOR CONTRACT. DEALER CAN SEE THE HPP COVERAGE ON COMPUTER, WHEN SUBMITTING REPAIR IS COMES BACK NOT COVERED FOR THIS CUSTOMER, DEALER HAS CONTACTED FEDILITY AND SPOKE WITH SEVERAL AGENTS, FEDILITY STATES THAT THIS CONTRACT IS FOR A GMC PICKUP TRUCK. DOUG SERVICE				

12/21/2010 05:34:52 AM	KMCGEE	McGee- 033012	Kathleen	General	General	General	<p>WRITER AT DEALERSHIP CA275 STATES: = WAS THE PERSON ASSISTING THIS CUSTOMER WITH THE HPP CONCERNS. = REPAIR WAS DONE AT THIS DEALER. = YES DEALER CALLED THE WARRANTY HELP LINE. = HELP LINE DID NOTHING AND TOLD DEALER THAT THEY COULD NOT ASSIST THE DEALER. = DEALER HAS GIVEN THE CONTRACT # AND LAST 8 OF VIN, WAS TOLD AT FIDELITY THAT THIS PULLS UP AS A GMC TRUCK IN A DIFFERENT CUSTOMER NAME. = WHEN DEALER CALLED FIDELITY; DEALER WAS TOLD NOT A VALID CONTRACT. DOUG HAS SPOKEN WITH SEVERAL DIFFERENT PEOPLE AT FIDELITY. = DEALER COULD SEE CONTRACT ON CUSTOMER VEHICLE AND CUSTOMER GAVE AUTHORIZATION TO PULL THE SELLING DOCS FROM THE VEHICLE THAT SHOW THE CONTRACT #, BUT COULD NOT GET</p>	4209354	CC Team1	Call Center
------------------------------	--------	------------------	----------	---------	---------	---------	--	---------	----------	-------------

AUTHORIZATION FROM FIDELITY. MAKING REPAIR OF THE WINDSHIELD WASHER PUMP CUSTOMER PAY. THIS CONCERN HAS NOT BEEN RESOLVED AT THIS TIME. 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? THE COST OF THE REPAIR AS THIS IS COVERED UNDER 4B \$114.86 3. WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? THIS IS COVERED UNDER 4B EXTENDED 5/60 TO 10/100 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? ORIGINAL 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? PARKWAY HYUNDAI CA275 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? DOUG 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT

							OF NORMAL WEAR, OR OTHER? DEFECT IN MATERIALS 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? YES 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? 935103D010 WINDSHIELD WASHER PUMP 10. WHAT WAS THE COST FOR PARTS? \$18.10 11. WHAT WAS THE COST FOR LABOR? \$95.00 TAX \$1.76 12. WHAT IS TOTAL COST OF REPAIR? \$114.86				
12/21/2010 05:29:04 AM	JCONWAY	Conway-012512	Jane	General	General	General	GOODWILL REVIEW: WRITER REVIEWED ATTACHMENTS AND FORWARDING CASE FOR HPP GOODWILL CONSIDERATION TO NCA AS REPAIRS WOULD HAVE BEEN COVERED BY HYUNDAI PROTECTION PLAN CONTRACT# 350736 4B (ALL DOCS ARE ATTACHED.)	<input checked="" type="checkbox"/>	4209354	CC Team1	Call Center
							OPEN TO REGION: 1. CUSTOMER CURRENT CONCERN IS: WHEN TAKING THE VEHICLE IN TO THE DEALERSHIP FOR				

REPAIR OF THE WINDSHIELD WASHER PUMP, EXTENDED SERVICE PLAN COVERAGE (4B) WAS DENIED BY THE PROVIDER STATING THAT CUSTOMER DID NOT HAVE COVERAGE, CUSTOMER HAD PROVIDED PROOF OF PURCHASE OF THE HYUNDAI PROTECTION PLAN 4B FROM DOCUMENTS IN THE CUSTOMER VEHICLE. CUSTOMER PAID FOR THE REPAIR AND WOULD LIKE TO BE REIMBURSED, CUSTOMER WOULD APPRECIATE THIS ISSUE OF COVERAGE RESOLVED IN THE EVENT THAT CUSTOMER HAS TO HAVE OTHER REPAIRS DONE THAT SHOULD BE COVERED BY THIS WARRANTY. 2. THIS HAPPENS ANY TIME CUSTOMER WOULD NEED A HPP COVERED REPAIR. 3. CURRENT SERVICE DEALER IS CA275 4. VEHICLE IS CURRENTLY WITH THE CUSTOMER. 5. SERVICE MANAGER AT DEALER CA275 STATES: DOUG

12/17/2010
10:02:08
AM

KMCGEE

McGee-
033012

Kathleen

General

General

General

SERVICE WRITER STATES: = WAS THE PERSON ASSISTING THIS CUSTOMER WITH THE HPP CONCERNS. = REPAIR WAS DONE AT THIS DEALER. = YES DEALER CALLED THE WARRANTY HELP LINE. = HELP LINE DID NOTHING AND TOLD DEALER THAT THEY COULD NOT ASSIST THE DEALER. = DEALER HAS GIVEN THE CONTRACT # AND LAST 8 OF VIN, WAS TOLD AT FIDELITY THAT THIS PULLS UP AS A GMC TRUCK IN A DIFFERENT CUSTOMER NAME. = WHEN DEALER CALLED FIDELITY DEALER WAS TOLD NOT A VALID CONTRACT. DOUG HAS SPOKEN WITH SEVERAL DIFFERENT PEOPLE AT FIDELITY. = DEALER COULD SEE CONTRACT ON CUSTOMER VEHICLE AND CUSTOMER GAVE AUTHORIZATION TO PULL THE SELLING DOCS FROM THE VEHICLE THAT SHOW THE CONTRACT #, BUT COULD NOT GET AUTHORIZATION FROM FIDELITY.



4209354

CC Team1

Call Center

MAKING REPAIR OF THE WINDSHIELD WASHER PUMP CUSTOMER PAY. THIS CONCERN HAS NOT BEEN RESOLVED AT THIS TIME. 6. NO AFTER MARKET PARTS ARE AFFECTING THIS CONCERN. 7. NO INVOLVEMENT FROM DPSM, FSE, OR TECHLINE KNOWN AT THIS TIME. 8. CUSTOMER WOULD LIKE A LETTER FROM HMA STATING THAT CUSTOMER VEHICLE IS COVERED UNDER THE HYUNDAI PROTECTION PLAN 4B. THANK YOU.

CONTACTED DEALER CA275 SERVICE DEPARTMENT DOUG. DOUG SERVICE WRITER STATES: WAS THE PERSON ASSISTING THIS CUSTOMER WITH THE HPP CONCERNS. REPAIR WAS DONE AT THIS DEALER. YES DEALER CALLED THE WARRANTY HELP LINE. HELP LINE DID NOTHING AND TOLD DEALER THAT THEY COULD NOT ASSIST THE DEALER. DEALER HAS GIVEN THE CONTRACT # AND

12/17/2010
07:48:06
AM

KMCGEE

McGee-
033012

Kathleen

Outbound

Dealer

Telephone

LAST 8 OF VIN,
WAS TOLD AT
FIDELITY THAT
THIS PULLS UP
AS A GMC TRUCK.
WHEN DEALER
CALLED FIDELITY
DEALER WAS
TOLD NOT VALID
CONTRACT.
SPOKE WITH
SEVERAL
DIFFERENT
PEOPLE AT
FIDELITY. DEALER
COULD SEE
CONTRACT ON
CUSTOMER
VEHICLE AND
CUSTOMER GAVE
AUTHORIZATION
TO PULL THE
SELLING DOCS
FROM THE
VEHICLE THAT
SHOW THE
CONTRACT #, BUT
COULD NOT GET
AUTHORIZATION
FROM FIDELITY.
MAKING REPAIR
CUSTOMER PAY.
THIS CONCERN
HAS NOT BEEN
RESOLVED AT
THIS TIME.
WRITER THANKED
DEALER FOR
ASSISTANCE AND
TIME. CALL
ENDED



4209354

CC Team1

Call Center

CUSTOMER
STATES: 1. NEED
AN UPDATE ON
FILE 2. CAN THE
DEALER NOW
SEE THAT
CUSTOMER DOES
HAVE A
EXTENDED
SERVICE
CONTRACT. 3.
CAN CUSTOMER
GET SOMETHING
TO VERIFY THAT
THIS HAS BEEN

12/17/2010 07:31:11 AM	KMCGEE	McGee-033012	Kathleen	Inbound	Customer	Telephone	CORRECTED AND THAT CUSTOMER DOES HAVE THE HYUNDAI PROTECTION PLAN . 4. CUSTOMER WOULD LIKE TO BE REIMBURSED FOR THE REPAIR THAT WAS MADE ON THE VEHICLE. 5. CUSTOMER WOULD REALLY LIKE TO GET 2-3 FREE OIL CHANGES FOR ALL THE PROBLEMS THIS HAS CAUSED. WRITER ADVISED THAT FILE IS IN REVIEW AT THIS TIME. ADVISED CUSTOMER OF CM HANDLING FILE. ADVISED THAT IT DOES SHOW THAT CUSTOMER HAS A HPP 4B PLAN. ADVISED THAT A LETTER CAN BE MAILED TO CUSTOMER AND SHOULD BE RECEIVED IN THE NEXT 2-3 WEEKS (PER KBASE 1244). CASE LEFT AS IS.	<input checked="" type="checkbox"/>	4209354	CC Team1	Call Center
12/16/2010 07:40:51 AM	LWILLIAMS	Williams-012512	Lisa	Inbound	Customer	Telephone	.WAS THE REPAIR DONE AT THE HYUNDAI DLR? HAS THE DLR CALLED THERE WARRANTY HELP LINE?	<input checked="" type="checkbox"/>	4209354	CC Team2	Call Center
							GOODWILL CONSIDERATION - 1. WHY IS THIS CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION?				

12/13/2010 05:22:42 AM	LCHARBONNEAU	Charbonneau- 033012	Linda	Inbound	Customer	Telephone	<p>CUSTOMER HAS A HPP CONTRACT, HPP IS REFUSING TO HONOR CONTRACT. STATING THAT WHEN JM&A IS REFUSING TO HONOR CONTRACT DUE TO WHEN JM&A PURCHASED THE CONTRACTS THIS WAS NOT ONE OF THEM. 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? THE COST OF THE REPAIR AS THIS IS COVERED UNDER 4B \$114.86 3. WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? THIS IS COVERED UNDER 4B EXTENDED 5/60 TO 10/100 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? ORIGINAL 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? PARKWAY HYUNDAI CA275 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? DOUG 7. WAS THE REPAIR THE RESULT OF DEFECTS IN</p>	<input checked="" type="checkbox"/>	4209354	CC Team2	Call Center
------------------------------	--------------	------------------------	-------	---------	----------	-----------	---	-------------------------------------	---------	----------	-------------

							WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? DEFECT IN MATERIALS 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? YES 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? 935103D010 WINDSHIELD WASHER PUMP 10. WHAT WAS THE COST FOR PARTS? \$18.10 11. WHAT WAS THE COST FOR LABOR? \$95.00 TAX \$1.76 12. WHAT IS TOTAL COST OF REPAIR? \$114.86				
12/9/2010 09:20:12 AM	PQUINNEY	Quinney-012512	Peggy	Inbound	Customer	Telephone	CUST STATES: 1. WOULD LIKE TO SPEAK WITH CM/CR == WRITER VERIFIED CUST INFORMATION. WRITER EXPLAINED THAT CM IS NOT AVAILABLE AT THIS TIME. WRITER OFFERED TO ASSIST: CUSTOMER STATED: 1. HAS FAX BEEN RECEIVED 2. WOULD LIKE CM TO CALL IF NEEDS MORE INFORMATION WRITER EXPLAINED THAT FAX WAS RECEIVED AND CM/CF IS	<input checked="" type="checkbox"/>	4209354	CC Team1	Call Center

							WORKING THE CASE WRITER WILL SEND A MSG TO THE CM/CF ON THAT CUSTOMER CALLED				
12/8/2010 10:47:25 AM	ABOSCAN	Boscan-033012	Alfredo	General	General	General	WRITER RECEIVED A FAX AND ATTACHED. SEE ATTACHMENT TAB.	<input checked="" type="checkbox"/>	4209354	CC Team2	Call Center
12/7/2010 11:19:20 AM	KVASQUEZ	Vasquez-021612	Kevin	Inbound	Customer	Telephone	CUST STATED: 1. RETURNING CALL FROM CM/CF. 2. WANTED TO KNOW THE UPDATES ON THE CASE. 3. ADVISED THAT WANTED TO KNOW IF WARR WAS GOOD FOR FUTURE REPAIRS UNDER WARR. CUST STILL UPSET ABOUT MISTREATMENT FROM FIDELITY. WRITER PROVIDED INFORMATION AS PER PREVIOUS NOTES AND REQUESTED CUST TO SUBMIT THE REQUIRED DOCUMENTS FOR THE CONSIDERATION OF REIMBURSEMENT. WRITER PROVIDED FAX NUMBER AND EMAIL ADDRESS. CASE AS IS.	<input checked="" type="checkbox"/>	4209354	CC Team5	Call Center
							WRITER CONTACTED CUSTOMER AT WORK. LEFT VM ON CELL PHONE. *****ATTENTION CM'S***** IF CM IS UNAVAILABLE				

12/7/2010 08:18:04 AM	CFLEM	Fleming- 083011	Chelsae	Outbound	Customer	Telephone	PLEASE ADVISE CUSTOMER TO SEND IN INVOICE FROM REPAIR, COPY OF CURRENT REGISTRATION AND RECEIPT OF PAYMENT FOR REPAIR SO CM/CF CAN FURTHER ASSIST CUSTOMER. THANK YOU	<input checked="" type="checkbox"/>	4209354	CC Team1	Call Center
12/6/2010 02:24:30 PM	CFLEM	Fleming- 083011	Chelsae	Outbound	Dealer	Telephone	WRITER CONTACTED PARKWAY HYUNDAI SPOKE WITH ADVISOR DOUG WHO STATES: FIDELITY IS REFUSING TO HONOR CONTRACT SPOKE WITH A CHRISTY FROM HPP DEPARTMENT WHO STATED THEY PURCHASED THE CONTRACTS IN 2007 AND THAT CUSTOMER WAS NOT ONE SO DO NOT HAVE TO COVER. WOULD LIKE TO MAKE SURE CUSTOMER GETS REIMBURSED FOR REPAIR. HAS ARGUED WITH CHRISTY FOR ABOUT 3 HOURS TRYING TO GET VEHICLE COVERED. FIDELITY - CHRISTY [REDACTED] WRITER THANKED DOUG FOR TIME.	<input checked="" type="checkbox"/>	4209354	CC Team1	Call Center
							CUSTOMER STATES: 1. VERY				

12/6/2010 02:24:16 PM	CFLEM	Fleming- 083011	Chelsae	Inbound	Customer	Telephone	<p>UNHAPPY 2. BEEN RELEGATED TO CALL HYUNDAI DIRECT 3. PURCHASED AN 06 HYUNDAI IN 05 ALONG WITH EXTENDED COVERAGE 4. JUST TOOK THE VEHICLE TO THE DEALERSHIP 5. WINDSHIELD WIPER WASH FLUID PUMP WENT OUT 6. THE DEALERSHIP HAD TO FAX THE CONTRACT TO FIDELITY ALONG WITH SALES CONTRACT 7. BOUGHT FROM A DEALERSHIP WHO IS NO LONGER IN BUSINESS 8. FIDELITY IS NOT HONORING CONTRACT 9. HAD TO PAY 1500.00 FOR THIS CONTRACT FOR IT TO NOT BE HONORED WRITER ADVISED WILL BE RESEARCHING INTO WHY FIDELITY IS NOT HONORING CONTRACT. CASE OPEN</p>	<input checked="" type="checkbox"/>	4209354	CC Team1	Call Center
12/6/2010 11:37:23 AM	APATTERSON	Patterson- 083011	Abby	Inbound	Customer	Telephone	<p>CUST STATED: 1. NEED WARRANTY WORK DONE ON THE VEHICLE. 2. NEVER RECEIVED THE CONTRACT FOR THE HPP. CUSTOMER PUT WRITER ON HOLD AND RETURNED WITH STATING THAT THE DEALERSHIP HAD CALLED AND</p>	<input checked="" type="checkbox"/>	4209354	CC Training Team	Call Center

						THEY FOUND THE CONTRACT. NO MORE ASSISTANCE IS NEEDED. WRITER DOCUMENTED CALL. CASE CLOSED				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 3943718	concern w/ the passenger seat belt light flashing when driving w/ no passenger in the seat.	VEHICLE PASSENGER SEAT BELT LIGHT CONCERN HAS BEEN FIXED BY FSE PB. CASE CLOSED. FSE STATES IT WAS JUST AN UP-DATE ON THE SYSTEM.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 5/7/2010 01:12:25 PM		
Email: [REDACTED]	Closed: 5/20/2010 08:41:31 AM		
Address: [REDACTED]	Status: Closed		
City: LOS ANGELES	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Miller	Contact Reason	Resolution
State: CA	Creator First Name: Felicity	* Sentiment:	* Resolution: Assist HMA 100% GW
IQS :	Owner Last Name: [REDACTED]	* Category: Product	* Remedy: Repaired
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Operation	* Resolution Satisfaction: Positive
CSI :	* Urgency: Low	System: Lights	Transfer
Contact Language : ENGLISH		Component: Other	Trans. To:
Dealer		Symptom: Intermittent	Trans. Team:
* Servicing Dealer: KEYES HYUNDAI	CA314 Active		Trans. Dealer:
Service District: Western District C	Sales District: Western District C		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F26H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25462F65	Accessory: 01	eMail notification when case is closed:
* Mileage:	Date of First Use: 11/13/2005	Production Date: 10/3/2005	
Blue Link Equipped : No		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
5/20/2010 08:36:43 AM	HMA02253	Miller	Felicity	Inbound	Customer	Telephone	CUSTOMER STATES THAT THE VEHICLE SEEMS FIXED AND THANKED WRITER FOR ALL THE HELP ON GETTING HER VEHICLE FIXED. CASE CLOSED.		3943718	Region Western	Region
5/7/2010 01:15:04 PM	HMA02253	Miller	Felicity	Inbound	Customer	Telephone	concern w/ the passer seat belt light flashing when driving w/ no passenger in the seat. WRITER REQUEST CUSTOMER TO BRING THE VEH IN ON TUESDAY THE 11TH FOR THE FSE TO INSPECT AND FIX THE VEHICLE. HMA IS GOING TO OFFER CUSTOMER A RENTAL VEH. CUSTOMER IS GOING TO BRING IN THE VEHICLE ON TUESDAY AT 8:30 AM. PB IS GOING TO INSPECT THE VEH ON TUESDAY.		3943718	Region Western	Region

Cases

Customer

First Name

Phone

Email

Address:

City:

ZIP:

State:

IQS :

CSI :

VDS :

SSI :

Contact Language :

Dealer

★ Servicing Dealer: FOSS HYUNDAI

Service District: Western District 3

Vehicle

VIN: 5NPEU46F26H

Model: Sonata (NF) V-6

★ Mileage: 45,030

Blue Link Equipped : No

Case

Case Number: 3296278

Type: CA

Opened: 5/19/2008 03:03:10 PM

Closed: 5/28/2008 10:52:19 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Reed-112408

Creator First Name: Stephen

Owner Last Name

Owner First Name:

★ Urgency: Low

WY004 Active

Sales District: Western District 3

Model Year: 2006

Short Model: 25452F65

Date of First Use: 11/3/2005

★

CAMPAIGN 083 INFORMATION.
PASSENGER SEAT BELT NOT
WORKING PROPERLY

Contact Reason

★ Sentiment:

★ Category: Campaign

★ Sub-Category: 083 Sonata OCS

System:

Component:

Symptom:

Method : Telephone

Engine: F

Accessory: 02

Production Date: 10/17/2005

Case in Arbitration : No

Resolution

* Resolution: Updated Information

* Remedy:

* Resolution Satisfaction: Positive

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type:

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
5/28/2008 10:50:50 AM	HMA02037	Viljak	M ke	General			Cust was advised by dlr she would be getting a letter for a campaign for OCS system. Advised cust that since she is not welcome at Foss Hyundai, she may take her veh to next closest dlr which cust says is in Rapid City, SD. Advised cust that if she needs to take her veh to dlr for a concern that appears not to be related to OCS campaign, she may take veh to that dlr.	<input checked="" type="checkbox"/>	3296278	Region Western	Region
5/28/2008 08:24:35 AM	HMA00286	Dellarocca-021709	Anita	Call from Region			Writer rcd email from DPSM/dealer saying that customer is no longer welcome since the daughter became verbally abusive with dealer staff. Customer will need to apologize or find another Hyundai dealer for repairs....	<input checked="" type="checkbox"/>	3296278	Region Western	Region
5/20/2008 03:21:04 PM	HMA02037	Viljak	M ke	General			Called cust and advised recieved open file, looking into, gave phone #.	<input checked="" type="checkbox"/>	3296278	Region Western	Region
							Attention Region: Vehicle is 2006 Sonata OCS & Seat belt concerns --- The customer states: Vehicle has an ongoing seat belt concern and OCS light on. Feels the vehicle is unsafe. Purchased this vehicle for that fact that it had 5 star crash rating				

5/20/2008 09:29:24 AM	TGORDON	Gordon-041310	Troy	General	<p>Before the seat belt can be pulled out, the vehicle must be stopped and park brake on. Then the seat belt can be pulled out but then it does not lock. Will need a rental car, due to the dealer being 200 miles away. And dealer does not provide loaner vehicle. Vehicle is with the customer at this time. The customer is seeking resolution. --- The dealer states the following: The vehicle has been to WY004 two times for this concern: 10/5/07 37,262 miles had 3 codes passenger air bag light on cleared codes codes did not return on 4/15/08 44,138 had code 1706 dlr replaced passenger pre tensioner No after-market parts are affecting or raising this concern. Tech Line and DPSM have not been involved. ---- Troy Gordon Regional Liaison Hyundai Consumer Affairs 801-736-3665 ---- Writer reviewed file and will forward file to Region.</p> <p>*****ATTN REGION*****</p> <p>PLEASE NOTE ABOVE COMMENTS AND INVOLVE REGIONAL PERSONNEL AS NEEDED TO</p>	3296278	CC Team1	Call Center
-----------------------------	---------	---------------	------	---------	---	---------	----------	-------------

						ASSIST DLR IN RESOLVING VEHICLE CONCERNS. PLEASE CLOSE FILE WITH COMMENTS SO THAT HMA NCA CAN SUPPORT. THANKS. --- Forwarding Case to Region				
5/20/2008 06:48:10 AM	GFULLER	Fuller-033012	Gerry	General		-----NOTES TO REGION----- 1. WRITER SUBMITTING FILE TO REGION BECAUSE VEH HAS ONGOING SEAT BELT CONCERN AND OCS LIGHT ON CUST FEELS VEH IS UNSAFE PURCHASED VEH FOR THAT FACT THAT IT HAD 5 STAR CRASH RATING 2. BEFORE CUST CAN PULL SEAT BELT OUT CUST HAS TO BE STOPPED IN PARK BRAKE ON AND THEN SEAT BELT CAN BE PULLED OUT AND THEN IT DOES NOT LOCK CUST WOULD NEED RENTAL CAR AS CUST LIVES 200 MILES FROM DLR AND DLR DOES NOT PROVIDE LOANER VEH 3. CONTACT AT DLR WY004 IS KEVIN SVC MGR 4. VEH HAS BEEN TO DLR WY004 2 TIMES FOR THIS CONCERN 5. THE DATES,MILEAGE,AND REPAIR ATTEMPTS FOR	<input checked="" type="checkbox"/>	3296278	CC Team3	Call Center

						SEAT BELT CONCERNS ARE AS FOLLOWS 10/5/07 37,262 miles HAD 3 CODES PASSENGER AIR BAG LIGHT ON CLEARED CODES CODES DID NOT RETURN ON 4/15/08 44,138 HAD CODE 1706 DLR REPLACED PASSENGER PRE TENSIONER 6. THE CUST AND DLR CONFIRM THERE ARE NO AFTER-MARKET PARTS ON VEH 7. THE CUST CURRENTLY HAS THE VEH 8. THE DLR HAS NOT CONTACTED TECHLINE SUPPORT 9. THE DLR HAS NOT INVOLVED THE DPSM 10. DLR IS NOT REQUESTING REGIONAL ASSISTANCE				
5/20/2008 06:37:05 AM	GFULLER	Fuller-033012	Gerry	Call to Dealer		CALL TO DLR WY004 KEVIN SVC MGR STATED VEH HAS BEEN TO DLR 10/5/07 37,262 miles HAD 3 CODES PASSENGER AIR BAG LIGHT ON CLEARED CODES CODES DID NOT RETURN ON 4/15/08 44,138 HAD CODE 1706 DLR REPLACED PASSENGER PRE TENSIONER BELT SVC MGR KEVIN STATES NO AFTER-MARKET PARTS AFFECTING VEH	<input checked="" type="checkbox"/>	3296278	CC Team3	Call Center

5/20/2008 06:36:22 AM	GFULLER	Fuller-033012	Gerry	General			CUST STATED NO AFTER-MARKET PARTS ON VEH	<input checked="" type="checkbox"/>	3296278	CC Team3	Call Center
5/20/2008 06:16:45 AM	GFULLER	Fuller-033012	Gerry	Outbound Contact			LCM/GF 1st ATTEMPT TO CONTACT CUST: 1. CUST STATED LIVES 200 MILES FROM DLR WY004 PASSENGER SEAT BELT BEFORE CUST CAN PULL SEAT BELT OUT CUST HAS TO BE STOPPED IN PARK BRAKE ON AND THEN SEAT BELT CAN BE PULLED OUT AND THEN IT DOES NOT LOCK CUST WOULD NEED RENTAL CAR TO TAKE VEH TO DLR AND LEAVE VEH FOR A DAY OR TWO ADVISED CUST THAT LCM/GF WILL CALL DLR AND OPEN CASE TO REGION	<input checked="" type="checkbox"/>	3296278	CC Team3	Call Center
5/19/2008 03:15:14 PM	SREED	Reed-112408	Stephen	General			JC/LCM APPROVED 24 HOUR SUPERVISOR CALL BACK.	<input checked="" type="checkbox"/>	3296278	CC Training Team	Call Center
5/19/2008 03:13:11 PM	SREED	Reed-112408	Stephen	Contact from Customer			--CUSTOMER STATED 1. WANTS INFORMATION ON THE 2006 SONATA RECALL. 2. REQUESTED A SUPERVISOR AFTER INFORMATION WAS PROVIDED. - -WRITER INFORMED THAT AT THIS TIME, HYUNDAI IS UNABLE TO CONFIRM WHICH VEHICLES ARE AFFECTED BY	<input checked="" type="checkbox"/>	3296278	CC Training Team	Call Center

						THE CAMPAIGN. INFORMED THAT CAMPAIGN NOTIFICATION MAILINGS ARE SCHEDULED TO BE RELEASED OVER A 14-WEEK PERIOD BEGINNING JUNE 2ND, AND WILL BE SENT TO OWNERS OF AFFECTED VEHICLES.				
--	--	--	--	--	--	--	--	--	--	--

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	3723794	DRIVERS SIDE AIR BAG LIGHT ON DLR ORDERED PARTS FOR SEAT BELT			
First Name	[REDACTED]	Type:	CA				
Phone	[REDACTED]	Opened:	10/5/2009 06:59:28 AM				
Email	[REDACTED]	Closed:	10/13/2009 01:31:00 PM				
Address	[REDACTED]	Status:	Closed				
City:	RAILEGH	Sub Status:	Closed				
ZIP:	[REDACTED]	Creator Last Name:	Fuller-033012	Contact Reason		Resolution	
State::	NC	Creator First Name:	Gerry	* Sentiment:		* Resolution: Referred to Dealer	
IQS :	VDS :	Owner Last Name:	[REDACTED]	* Category: Warranty Issues		* Remedy: N/A	
CSI :	SSI :	Owner First Name:	[REDACTED]	* Sub-Category: Coverage		* Resolution Satisfaction: Negative	
Contact Language :		* Urgency:	Low	System: Body Electrical		Transfer	
Dealer				Component: Drivers Airbag		Trans. To:	
* Servicing Dealer: SOUTHERN STATES HYUNDAI		NC028 Active		Symptom: Display Message		Trans. Team:	
Service District: Southern District 5		Sales District: Southern District 5				Trans. Dealer:	
Vehicle						Trans. Type:	
VIN: 5NPEU46F26H [REDACTED]		Model Year: 2006		Engine: F		Trans. Reason:	
Model: Sonata (NF) V-6		Short Model: 25452F65		Accessory: 05		Check Request Pending Approval : 0	
* Mileage: 59,970		Date of First Use: 4/19/2006		Production Date: 11/29/2005		eMail notification when case is closed:	
Blue Link Equipped : No				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
10/13/2009 01:29:17 PM	JSCHERTING	Scherting-033012	Jackson	Contact from Customer			CUSTOMER STATED: -WILL WAIT TO HEAR FROM ROBBIE THE SVC MGR WRITER STATED: ADVISED CUST SVC MGR ROBBIE AT DLR NC028 WILL CONTACT THE CUST WITH MORE INFORMATION. -- CLO	<input checked="" type="checkbox"/>	3723794	CC Team6	Call Center
10/13/2009 01:24:53 PM	JSCHERTING	Scherting-033012	Jackson	Call to Dealer			WRITER CONTACTED ROBBIE, SERVICE MANAGER AT DLRSHPC028 WHO STATED: - 9/9/2009 VEH CAME IN FOR SERVICE -CAN NOT GET AN ETA FROM THE PARTS DISTRIBUTOR - WILL CONTACT CUST AS SOON AS THE INFORMATION IS RECEIVED PART # 888400A000QS ORDER # R428HY ORDER LEVEL RSPL ORDER DATE 9/11/2009 ORDERING DEALER CODE NC028 WRITER STATED: UPDATED NOTES. --OPN DLR PHONE NUMBER [REDACTED]	<input checked="" type="checkbox"/>	3723794	CC Team6	Call Center
							CUSTOMER STATED: -VERY DISCONCERTING THAT THE AIR BAGS MIGHT NOT WORK -HAVE BEEN CALLING A				

10/13/2009 01:21:26 PM	JSCHERTING	Scherting- 033012	Jackson	Contact from Customer		TWICE A WEEK SINCE EARLY SEPTEMBER - HAVE TO GO - CALL CELL # [REDACTED] WITH INFORMATION WRITER STATED: INFORMED CUST DLR NC028 HAS BEEN WORKING ON OBTAINING THE PART QUICKLY. AGREED TO CALL CUST WITH THE REQUESTED INFORMATION. -- OPN	<input checked="" type="checkbox"/>	3723794	CC Team6	Call Center
10/5/2009 07:15:35 AM	GFULLER	Fuller-033012	Gerry	Call to Dealer		CALL TO DLR NC028 SVC MGR SYLVESTER STATED SEAL BELT PART IS ON BACKORDER WILL CHECK WITH PARTS DEPT AND CONTACT CUST BACK	<input checked="" type="checkbox"/>	3723794	CC Team3	Call Center
10/5/2009 07:13:18 AM	GFULLER	Fuller-033012	Gerry	Contact from Customer		CUST STATED: 1. DRIVERS SIDE AIR BAG LIGHT ON DLR ORDERED PARTS FOR SEAT BELT 2. CUST DECLINED TO PROVIDE E-MAIL ADDRESS 3. CUST ONLY HAS 1 PHONE NO ALT PHONE # ---- WRITER--- THANKED CUST FOR CALLING HCA VERIFIED CUST INFORMATION EXPLAINED TO CUST WILL CALL DLR NC028 CUST UNDERSTOOD AND THANKED WRITER * SEE DLR NOTES * ADVISED CUST	<input checked="" type="checkbox"/>	3723794	CC Team3	Call Center

						THAT VEH WILL STILL BE REPAIRED UNDER WARRANTY WHEN PART COMES IN PROVIDED NAME CASE # I.D # HCA STATED PHRASE THAT PAYS ENDED CALL CLOSED CASE				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	4706419	GOODWILL CONSIDERATION. CUSTOMER PAID TO HAVE SEAT BELT BUCKLE REPLACED. REQUESTING ASSISTANCE.		CLOSING CASE DUE TO NCA APPROVING CHECK REQUEST TAB. CHECK IS SCHEDULED TO BE MAILED ON 3/30/2012.	
First Name	[REDACTED]	Type:	CA				
Phone	[REDACTED]	Opened:	1/28/2012 08:18:22 AM				
Email	[REDACTED]	Closed:	3/21/2012 06:28:45 AM				
Address:		Status:	Closed				
City:		Sub Status:	Closed				
ZIP:		Creator Last Name:	Brantley-033012				
State:		Creator First Name:	Matthew				
IQS :	VDS :	Owner Last Name:	[REDACTED]				
CSI :	SSI :	Owner First Name:	[REDACTED]				
Contact Language :	ENGLISH	*Urgency:	Low				
Dealer				Contact Reason		Resolution	
* Servicing Dealer:	PUGI HYUNDAI	IL052	Active	* Sentiment:		* Resolution: Assist HMA 100% GW	
Service District:	Central District 8	Sales District:	Central District 2	* Category: Warranty Issues		* Remedy: Repaired	
				* Sub-Category: Coverage		* Resolution Satisfaction: Positive	
				System: Body			
				Component: Seatbelt			
				Symptom: Inoperative			
				Method : Telephone			
Vehicle				Transfer			
VIN:	5NPEU46F26H-[REDACTED]	Model Year:	2006	Trans. To:			
Model:	Sonata (NF) V-6	Short Model:	25452F65	Trans. Team:			
* Mileage:	77,491	Date of First Use:	4/26/2006	Trans. Dealer:			
Blue Link Equipped :	No	Production Date:	3/14/2006	Trans. Type: Standard			
		Case in Arbitration :	No	Trans. Reason: Case Handling			
				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
3/21/2012 06:28:32 AM	JMILLS	Mills-062612	Jaleesa	General	General	General	HCR NOTES --- WRITER CLOSING CASE DUE TO NCA APPROVING CHECK REQUEST TAB. CHECK IS SCHEDULED TO BE MAILED ON 3/30/2012. CLOSED CASE	<input checked="" type="checkbox"/>	4706419	CC Team2	Call Center
3/20/2012 05:08:57 PM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 3/30/12		4706419	NCA HCR	NCA
3/20/2012 03:24:44 PM	HFERNANDES	Fernandes- 062612	Heidi	General	General	General	WRITER REVIEWED HCR CHECK REQUEST. FORWARDING TO NCC FOR REVIEW.	<input checked="" type="checkbox"/>	4706419	CC Team7	Call Center
3/20/2012 11:38:35 AM	JMILLS	Mills-062612	Jaleesa	General	General	General	HCR NOTES: WRITER MADE CORRECTION TO THE NOTES TO REFLECT THE CORRECT REPAIR. --- CUSTOMER IS GETTING REIMB IN THE AMOUNT OF \$154.27 FOR THE REPAIRS TO THE 88840-0A000 / RIGHT FRONT SEAT BELT BUCKLE ASSY COMPLETED BY PUGI HYUNDAI. TO RESOLVE THE SEAT BELT BUCKLE CONCERN. FOR REPAIR OUTSIDE OF THE 5/60 WARRANTY BY 17,491 MILES & UNDER BY TIME. - -- WRITER FORWARDING CASE TO TL/MBIRD FOR REVIEW.	<input checked="" type="checkbox"/>	4706419	CC Team2	Call Center

3/20/2012 09:35:45 AM	MBIRD	Bird-033012	Michelle	General	General	General	(LCM/JMILLS) REVIEWED HCR AND TRANSFERRING CASE FOR HCR REVISION.	<input checked="" type="checkbox"/>	4706419	CC Team2	Call Center
3/12/2012 12:28:03 PM	JMILLS	Mills-062612	Jaleesa	General	General	General	HCR NOTES: --- LCM/EA CUSTOMER IS GETTING REIMB IN THE AMOUNT OF \$154.27 FOR THE REPAIRS TO THE ENGINE COMPLETED BY PUGI HYUNDAI. TO RESOLVE THE SEAT BELT BUCKLE CONCERN. THE WARRANTY FOR THE REPAIR IS 5/60 MILES. --- WRITER FORWARDING CASE TO TL/MBIRD FOR REVIEW.	<input checked="" type="checkbox"/>	4706419	CC Team2	Call Center
3/5/2012 12:26:46 PM	ABUCAN	Bucan-033012	Anela	General	General	General	LETTER MAILED TO ADDRESS ON FILE. CM.RT	<input checked="" type="checkbox"/>	4706419	CC Team5	Call Center
3/3/2012 03:11:52 PM	CROBINS	Robinson- 033012	Colton	General	General	General	PLEASE REIMBURSE FOR PASSENGER SEAT BELT BUCKLE REPAIR IN THE AMOUNT OF \$154.27. THIS IS A ONE-TIME GOODWILL OFFER NOT TO EXCEED \$154.27. \$	<input checked="" type="checkbox"/>	4706419	CC Training Team	Call Center
							WRITER CONTACTED CUSTOMER AND STATED: 1. INFORMED CUSTOMER OF ONE TIME GOODWILL REIMBURSEMENT OFFER OF				

3/3/2012 03:08:10 PM	CROBINS	Robinson- 033012	Colton	Outbound	Customer	Telephone	\$154.27. 2. INFORMED CUSTOMER TO EXPECT A LETTER IN MAIL RE-STATING OFFER WITH IN NEXT 7 TO 10 BUSINESS DAYS. 3. INFORMED CUSTOMER THAT CHECK SHOULD ARRIVE WITH IN THE NEXT 4 TO 6 WEEKS. CUSTOMER ACCEPTS REIMBURSEMENT OFFER. CASE OPEN TO LITERATURE.	<input checked="" type="checkbox"/>	4706419	CC Training Team	Call Center
3/2/2012 11:25:08 AM	SRUSSON	Russon- 033012	Skye	General	General	General	LCM/AC WRITER CREATING ACTIVITY FOR CM/CR FOR CASE HANDLING CM/JR	<input checked="" type="checkbox"/>	4706419	CC Training Team	Call Center
3/1/2012 10:55:04 AM	ADAVITT	Davitt-033012	Andrew	General	General	General	WRITER GRANTS GOODWILL IN THE AMOUNT OF \$154.27 FOR THE BUCKLE ASSEMBLY. WRITER DID NOT INCLUDE LABOR, AND CUST IS 17,000 MILES OUT OF WARR. WHILE THERE IS A PREVIOUS HISTORY, THE MOST RECENT WARRANTABLE REPAIR FOR THE CONCERN IS ALMOST THREE YEARS AGO, AND DLRSP DID NOT DEFINITELY SAY THE CONCERN WAS DEFECTIVE.	<input checked="" type="checkbox"/>	4706419	CC Team4	Call Center
							GOODWILL CONSIDERATION - 1. WHAT ARE THE COMPELLING DETAILS OF THIS				

2/21/2012 03:14:22 PM	SRUSSON	Russon- 033012	Skye	General	General	General	<p>CASE THAT SUPPORT GOODWILL CONSIDERATION? CUSTOMER HAS HAD PASSENGER SIDE SEAT BELT BUCKLE REPLACED 3 TIMES, THE FIRST 2 TIMES WERE UNDER WARRANTY, THE THIRD REPAIR CUSTOMER IS OUTSIDE OF WARRANTY COVERAGE BY ABOUT 17000 MILES. 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? CUSTOMER WOULD LIKE TO BE REIMBURSED FOR PARTS AND LABOR \$289.27 3. WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? NVLW. CUSTOMER IS OUTSIDE OF WARRANTY COVERAGE BY ABOUT 17000 MILES, AND 10 MONTHS 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? SUBSEQUENT OWNER 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? PUGI HYUNDAI,</p>	<input checked="" type="checkbox"/>	4706419	CC Training Team	Call Center
-----------------------------	---------	-------------------	------	---------	---------	---------	--	-------------------------------------	---------	---------------------	-------------

IL052 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? CODY 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? DOES NOT KNOW IF CONSIDERED DEFECTIVE. SPOKE WITH TECH WHO STATED HIGH RESISTANCE CODE, ELECTRICAL MALFUNCTION 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? YES 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? RIGHT FRONT SEAT BELT BUCKLE ASSEMBLY 88840-0A000 10. WHAT WAS THE COST FOR PARTS? \$154.27 11. WHAT WAS THE COST FOR LABOR? \$135.00 12. WHAT IS TOTAL COST OF REPAIR? \$289.27

WRITER CONTACTED ASSISTANT SERVICE MANAGER CODY AT IL052 AND

2/21/2012 03:07:46 PM	SRUSSON	Russon- 033012	Skye	Outbound	Dealer	Telephone	<p>STATED: 1. WOULD LIKE MORE INFORMATION IN REGARDS TO CUSTOMER'S RECENT REPAIR CONCERNING AIRBAG LIGHT CODY STATED 2/11/12 77000 MILES RIGHT FRONT SEAT BELT BUCKLE, SOP PART, ALSO DID SIDE VIEW MIRROR, BRAKE LIGHTS WIPER BLADE ASSEMBLY. DOES NOT KNOW IF CONSIDERED DEFECT. SPOKE WITH TECH WHO STATED HIGH RESISTANCE CODE, ELECTRICAL MALFUNCTION. CLEARED CODE, IF CODE COMES BACK DRIVES SIDE WOULD NEED TO BE REPLACED ALSO. PART NUMBER 88840-0A000. \$154.27 ON PART LABOR \$135.00 CASE PENDING GOODWILL</p>	<input checked="" type="checkbox"/>	4706419	CC Training Team	Call Center
2/15/2012 01:34:43 PM	ABOSCAN	Boscan- 033012	Alfredo	General	General	General	<p>WRITER RECEIVED A FAX AND ATTACHED. SEE ATTACHMENT TAB.</p>	<input checked="" type="checkbox"/>	4706419	CC Team2	Call Center
							<p>CUSTOMER STATED: 1. CALLING IN REGARDS TO REIMBURSEMENT REQUEST 2. NEEDS TO KNOW WHAT DOCS TO</p>				

2/13/2012 09:54:46 AM	SRUSSON	Russon- 033012	Skye	Inbound	Customer	Telephone	SEND IN 3. HAD REPAIR DONE AT PUGI IL052 WRITER INFORMED CUSTOMER TO SEND IN RO, POO, POP, PROVIDED ADDRESS, FAX, AND EMAIL FOR HCCC. INFORMED DOCS NEED TO BE RECEIVED WITHIN 30 DAYS, AND IF NOT RECEIVED WITHIN 15 DAYS WRITER WILL GIVE CUST A REMINDER CALL. CASE PENDING DOCS	<input checked="" type="checkbox"/>	4706419	CC Training Team	Call Center
1/31/2012 12:54:39 PM	BPAYNE	Payne-033012	Bart	Outbound	Customer	Telephone	WRITER INFORMED CAN HAVE WORK DONE AT PUGI HYUNDAI AND SUBMIT COST OF SEAT BELT BUCKLE FOR POSSIBLE REIMBURSEMENT DUE TO BEING A MULTIPLE REPAIR ISSUE. INFORMED CANNOT COVER COST OF HEADLIGHT AUTO ON ISSUE DUE TO TIME AND MILES OUTSIDE OF WARRANTY PERIOD. ISSUE NEVER REPORTED UNDER WARRANTY. CUSTOMER VERY UPSET ABOUT HEADLIGHT ISSUE. CLAIMED TECHNICIANS AT PUGI HYUNDAI ARE MONKEYS FOR NOT BEING ABLE TO REPRODUCE	<input checked="" type="checkbox"/>	4706419	CC Training Team	Call Center

							PROBLEM EARLIER. MAY TAKE VEHICLE TO INDEPENDENT REPAIR FACILITY FOR REPAIR BECAUSE CAN GET WORK DONE CHEAPER.				
1/31/2012 12:39:10 PM	BPAYNE	Payne-033012	Bart	Outbound	Dealer	Telephone	TONY SERVICE MANAGER IL052 STATED: 1. AIR BAG LIGHT ON 59385 MILES AUG 2010. REPLACED PASSENGER SIDE SEAT BELT BUCKLE. 2. AIR BAG LIGHT 52788 IN FEB 2010. SENT SEAT IN FOR REPROGRAMMING 3. PASSENGER SIDE SEAT BELT REPLACED AGAIN. AT 42533 MAY 2009. 4. DRIVER SIDE SEAT BELT BUCKLE REPLACED NOVEMBER 2008. 5. IS GREAT CUSTOMER. GETS EVERYTHING DONE AT DEALERSHIP. 6. HAS DONE ALL SCHEDULED MAINTENANCE, 30,000, 60,000, BRAKES FLUSHED, TRANSMISSION FLUSHED. 7. DEC 2010 63372 MILES REPORTED HEAD LIGHTS WOULD NOT GO OFF. DEALERSHIP COULD NOT DUPLICATE.	<input checked="" type="checkbox"/>	4706419	CC Training Team	Call Center
1/30/2012 07:10:52	BPETERSEN	Petersen-033012	Braydee	General	General	General	LCM/BPETERSEN TRANSFERRING CASE TO CM/BP	<input checked="" type="checkbox"/>	4706419	CC Team3	Call Center

AM							FOR TIER 2 FOLLOW UP.			
1/28/2012 08:27:49 AM	MBRANTLEY	Brantley-033012	Matthew	General	General	General	CASE TRANSFERRED TO TIER TWO. CUSTOMER HAD AN AIRBAG ISSUE AND LIGHTS ISSUE THAT WERE DIAGNOSED AT IL052 PREVIOUS TO WARRANTY EXPIRATION AND CUSTOMER IS REQUESTING ASSISTANCE.	4706419	CC Training Team	Call Center
1/28/2012 08:20:42 AM	MBRANTLEY	Brantley-033012	Matthew	Inbound	Customer	Telephone	CUSTOMER STATED: 1. TOOK VEHICLE IN FOR SERVICE, WAS DIAGNOSED AND GIVEN COSTS, WAS UNDER WARRANTY 2. COULD NOT FIND PROBLEM IN WARRANTY, NOW OUT OF WARRANTY CAN FIND PROBLEM 3. AIRBAG LIGHT WAS BROUGHT UP, AUTO LIGHTS COULD NOT TURN OFF, NOW CAN FIND BOTH ISSUES. WRITER INFORMED CUSTOMER THAT GOODWILL CONSIDERATION IS A POSSIBILITY AS CUSTOMER HAS PREVIOUS DIAGNOSES FOR RELATED REPAIR ATTEMPTS WHILE IN WARRANTY, INFORMED CUSTOMER THAT WRITER WOULD PASS CASE ONTO A SPECIALIST WHO CAN MAKE	4706419	CC Training Team	Call Center

						THE DECISION AND WOULD CONTACT CUSTOMER BACK ON MONDAY OR TUESDAY. CASE TRANSFERRED TO TIER TWO.				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer

Last Name:

First Name:

Phone:

Email:

Address:

City:

ZIP:

State:

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: PUGI HYUNDAI

IL052 Active

Service District: Central District 8

Sales District: Central District 2

Vehicle

VIN: 5NPEU46F26H

Model Year: 2006

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 02

★ Mileage: 77,491

Date of First Use: 4/26/2006

Production Date: 3/14/2006

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 4706419

Type: CA

Opened: 1/28/2012 08:18:22 AM

Closed: 3/21/2012 06:28:45 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Brantley-033012

Creator First Name: Matthew

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

GOODWILL CONSIDERATION.
CUSTOMER PAID TO HAVE SEAT
BELT BUCKLE REPLACED.
REQUESTING ASSISTANCE.

Contact Reason

★ Sentiment:

★ Category: Warranty Issues

★ Sub-Category: Coverage

System: Body

Component: Seatbelt

Symptom: Inoperative

* Resolution Summary

CLOSING CASE DUE TO NCA
APPROVING CHECK REQUEST TAB.
CHECK IS SCHEDULED TO BE
MAILED ON 3/30/2012.

Resolution

* Resolution: Assist HMA 100% GW

* Remedy: Repaired

* Resolution Satisfaction: Positive

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

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
3/21/2012 06:28:32 AM	JMILLS	Mills-062612	Jaleesa	General	General	General	HCR NOTES --- WRITER CLOSING CASE DUE TO NCA APPROVING CHECK REQUEST TAB. CHECK IS SCHEDULED TO BE MAILED ON 3/30/2012. CLOSED CASE	<input checked="" type="checkbox"/>	4706419	CC Team2	Call Center
3/20/2012 05:08:57 PM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 3/30/12		4706419	NCA HCR	NCA
3/20/2012 03:24:44 PM	HFERNANDES	Fernandes- 062612	Heidi	General	General	General	WRITER REVIEWED HCR CHECK REQUEST. FORWARDING TO NCC FOR REVIEW.	<input checked="" type="checkbox"/>	4706419	CC Team7	Call Center
3/20/2012 11:38:35 AM	JMILLS	Mills-062612	Jaleesa	General	General	General	HCR NOTES: WRITER MADE CORRECTION TO THE NOTES TO REFLECT THE CORRECT REPAIR. --- CUSTOMER IS GETTING REIMB IN THE AMOUNT OF \$154.27 FOR THE REPAIRS TO THE 88840-0A000 / RIGHT FRONT SEAT BELT BUCKLE ASSY COMPLETED BY PUGI HYUNDAI. TO RESOLVE THE SEAT BELT BUCKLE CONCERN. FOR REPAIR OUTSIDE OF THE 5/60 WARRANTY BY 17,491 MILES & UNDER BY TIME. - -- WRITER FORWARDING CASE TO TL/MBIRD FOR REVIEW.	<input checked="" type="checkbox"/>	4706419	CC Team2	Call Center

3/20/2012 09:35:45 AM	MBIRD	Bird-033012	Michelle	General	General	General	(LCM/JMILLS) REVIEWED HCR AND TRANSFERRING CASE FOR HCR REVISION.	<input checked="" type="checkbox"/>	4706419	CC Team2	Call Center
3/12/2012 12:28:03 PM	JMILLS	Mills-062612	Jaleesa	General	General	General	HCR NOTES: --- LCM/EA CUSTOMER IS GETTING REIMB IN THE AMOUNT OF \$154.27 FOR THE REPAIRS TO THE ENGINE COMPLETED BY PUGI HYUNDAI. TO RESOLVE THE SEAT BELT BUCKLE CONCERN. THE WARRANTY FOR THE REPAIR IS 5/60 MILES. --- WRITER FORWARDING CASE TO TL/MBIRD FOR REVIEW.	<input checked="" type="checkbox"/>	4706419	CC Team2	Call Center
3/5/2012 12:26:46 PM	ABUCAN	Bucan-033012	Anela	General	General	General	LETTER MAILED TO ADDRESS ON FILE. CM.RT	<input checked="" type="checkbox"/>	4706419	CC Team5	Call Center
3/3/2012 03:11:52 PM	CROBINS	Robinson- 033012	Colton	General	General	General	PLEASE REIMBURSE FOR PASSENGER SEAT BELT BUCKLE REPAIR IN THE AMOUNT OF \$154.27. THIS IS A ONE-TIME GOODWILL OFFER NOT TO EXCEED \$154.27. \$	<input checked="" type="checkbox"/>	4706419	CC Training Team	Call Center
							WRITER CONTACTED CUSTOMER AND STATED: 1. INFORMED CUSTOMER OF ONE TIME GOODWILL REIMBURSEMENT OFFER OF				

3/3/2012 03:08:10 PM	CROBINS	Robinson- 033012	Colton	Outbound	Customer	Telephone	\$154.27. 2. INFORMED CUSTOMER TO EXPECT A LETTER IN MAIL RE-STATING OFFER WITH IN NEXT 7 TO 10 BUSINESS DAYS. 3. INFORMED CUSTOMER THAT CHECK SHOULD ARRIVE WITH IN THE NEXT 4 TO 6 WEEKS. CUSTOMER ACCEPTS REIMBURSEMENT OFFER. CASE OPEN TO LITERATURE.	<input checked="" type="checkbox"/>	4706419	CC Training Team	Call Center
3/2/2012 11:25:08 AM	SRUSSON	Russon- 033012	Skye	General	General	General	LCM/AC WRITER CREATING ACTIVITY FOR CM/CR FOR CASE HANDLING CM/JR	<input checked="" type="checkbox"/>	4706419	CC Training Team	Call Center
3/1/2012 10:55:04 AM	ADAVITT	Davitt-033012	Andrew	General	General	General	WRITER GRANTS GOODWILL IN THE AMOUNT OF \$154.27 FOR THE BUCKLE ASSEMBLY. WRITER DID NOT INCLUDE LABOR, AND CUST IS 17,000 MILES OUT OF WARR. WHILE THERE IS A PREVIOUS HISTORY, THE MOST RECENT WARRANTABLE REPAIR FOR THE CONCERN IS ALMOST THREE YEARS AGO, AND DLRSP DID NOT DEFINITELY SAY THE CONCERN WAS DEFECTIVE.	<input checked="" type="checkbox"/>	4706419	CC Team4	Call Center
							GOODWILL CONSIDERATION - 1. WHAT ARE THE COMPELLING DETAILS OF THIS				

2/21/2012 03:14:22 PM	SRUSSON	Russon- 033012	Skye	General	General	General	<p>CASE THAT SUPPORT GOODWILL CONSIDERATION? CUSTOMER HAS HAD PASSENGER SIDE SEAT BELT BUCKLE REPLACED 3 TIMES, THE FIRST 2 TIMES WERE UNDER WARRANTY, THE THIRD REPAIR CUSTOMER IS OUTSIDE OF WARRANTY COVERAGE BY ABOUT 17000 MILES. 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? CUSTOMER WOULD LIKE TO BE REIMBURSED FOR PARTS AND LABOR \$289.27 3. WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? NVLW. CUSTOMER IS OUTSIDE OF WARRANTY COVERAGE BY ABOUT 17000 MILES, AND 10 MONTHS 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? SUBSEQUENT OWNER 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? PUGI HYUNDAI,</p>	<input checked="" type="checkbox"/>	4706419	CC Training Team	Call Center
-----------------------------	---------	-------------------	------	---------	---------	---------	--	-------------------------------------	---------	---------------------	-------------

IL052 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? CODY 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? DOES NOT KNOW IF CONSIDERED DEFECTIVE. SPOKE WITH TECH WHO STATED HIGH RESISTANCE CODE, ELECTRICAL MALFUNCTION 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? YES 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? RIGHT FRONT SEAT BELT BUCKLE ASSEMBLY 88840-0A000 10. WHAT WAS THE COST FOR PARTS? \$154.27 11. WHAT WAS THE COST FOR LABOR? \$135.00 12. WHAT IS TOTAL COST OF REPAIR? \$289.27

WRITER CONTACTED ASSISTANT SERVICE MANAGER CODY AT IL052 AND

2/21/2012 03:07:46 PM	SRUSSON	Russon- 033012	Skye	Outbound	Dealer	Telephone	<p>STATED: 1. WOULD LIKE MORE INFORMATION IN REGARDS TO CUSTOMER'S RECENT REPAIR CONCERNING AIRBAG LIGHT CODY STATED 2/11/12 77000 MILES RIGHT FRONT SEAT BELT BUCKLE, SOP PART, ALSO DID SIDE VIEW MIRROR, BRAKE LIGHTS WIPER BLADE ASSEMBLY. DOES NOT KNOW IF CONSIDERED DEFECT. SPOKE WITH TECH WHO STATED HIGH RESISTANCE CODE, ELECTRICAL MALFUNCTION. CLEARED CODE, IF CODE COMES BACK DRIVES SIDE WOULD NEED TO BE REPLACED ALSO. PART NUMBER 88840-0A000. \$154.27 ON PART LABOR \$135.00 CASE PENDING GOODWILL</p>	<input checked="" type="checkbox"/>	4706419	CC Training Team	Call Center
2/15/2012 01:34:43 PM	ABOSCAN	Boscan- 033012	Alfredo	General	General	General	<p>WRITER RECEIVED A FAX AND ATTACHED. SEE ATTACHMENT TAB.</p>	<input checked="" type="checkbox"/>	4706419	CC Team2	Call Center
							<p>CUSTOMER STATED: 1. CALLING IN REGARDS TO REIMBURSEMENT REQUEST 2. NEEDS TO KNOW WHAT DOCS TO</p>				

2/13/2012 09:54:46 AM	SRUSSON	Russon- 033012	Skye	Inbound	Customer	Telephone	SEND IN 3. HAD REPAIR DONE AT PUGI IL052 WRITER INFORMED CUSTOMER TO SEND IN RO, POO, POP, PROVIDED ADDRESS, FAX, AND EMAIL FOR HCCC. INFORMED DOCS NEED TO BE RECEIVED WITHIN 30 DAYS, AND IF NOT RECEIVED WITHIN 15 DAYS WRITER WILL GIVE CUST A REMINDER CALL. CASE PENDING DOCS	<input checked="" type="checkbox"/>	4706419	CC Training Team	Call Center
1/31/2012 12:54:39 PM	BPAYNE	Payne-033012	Bart	Outbound	Customer	Telephone	WRITER INFORMED CAN HAVE WORK DONE AT PUGI HYUNDAI AND SUBMIT COST OF SEAT BELT BUCKLE FOR POSSIBLE REIMBURSEMENT DUE TO BEING A MULTIPLE REPAIR ISSUE. INFORMED CANNOT COVER COST OF HEADLIGHT AUTO ON ISSUE DUE TO TIME AND MILES OUTSIDE OF WARRANTY PERIOD. ISSUE NEVER REPORTED UNDER WARRANTY. CUSTOMER VERY UPSET ABOUT HEADLIGHT ISSUE. CLAIMED TECHNICIANS AT PUGI HYUNDAI ARE MONKEYS FOR NOT BEING ABLE TO REPRODUCE	<input checked="" type="checkbox"/>	4706419	CC Training Team	Call Center

							PROBLEM EARLIER. MAY TAKE VEHICLE TO INDEPENDENT REPAIR FACILITY FOR REPAIR BECAUSE CAN GET WORK DONE CHEAPER.				
1/31/2012 12:39:10 PM	BPAYNE	Payne-033012	Bart	Outbound	Dealer	Telephone	<p>TONY SERVICE MANAGER IL052 STATED: 1. AIR BAG LIGHT ON 59385 MILES AUG 2010. REPLACED PASSENGER SIDE SEAT BELT BUCKLE. 2. AIR BAG LIGHT 52788 IN FEB 2010. SENT SEAT IN FOR REPROGRAMMING 3. PASSENGER SIDE SEAT BELT REPLACED AGAIN. AT 42533 MAY 2009. 4. DRIVER SIDE SEAT BELT BUCKLE REPLACED NOVEMBER 2008. 5. IS GREAT CUSTOMER. GETS EVERYTHING DONE AT DEALERSHIP. 6. HAS DONE ALL SCHEDULED MAINTENANCE, 30,000, 60,000, BRAKES FLUSHED, TRANSMISSION FLUSHED. 7. DEC 2010 63372 MILES REPORTED HEAD LIGHTS WOULD NOT GO OFF. DEALERSHIP COULD NOT DUPLICATE.</p>	<input checked="" type="checkbox"/>	4706419	CC Training Team	Call Center
1/30/2012 07:10:52	BPETERSEN	Petersen-033012	Braydee	General	General	General	LCM/BPETERSEN TRANSFERRING CASE TO CM/BP	<input checked="" type="checkbox"/>	4706419	CC Team3	Call Center

AM							FOR TIER 2 FOLLOW UP.			
1/28/2012 08:27:49 AM	MBRANTLEY	Brantley-033012	Matthew	General	General	General	CASE TRANSFERRED TO TIER TWO. CUSTOMER HAD AN AIRBAG ISSUE AND LIGHTS ISSUE THAT WERE DIAGNOSED AT IL052 PREVIOUS TO WARRANTY EXPIRATION AND CUSTOMER IS REQUESTING ASSISTANCE.	4706419	CC Training Team	Call Center
1/28/2012 08:20:42 AM	MBRANTLEY	Brantley-033012	Matthew	Inbound	Customer	Telephone	CUSTOMER STATED: 1. TOOK VEHICLE IN FOR SERVICE, WAS DIAGNOSED AND GIVEN COSTS, WAS UNDER WARRANTY 2. COULD NOT FIND PROBLEM IN WARRANTY, NOW OUT OF WARRANTY CAN FIND PROBLEM 3. AIRBAG LIGHT WAS BROUGHT UP, AUTO LIGHTS COULD NOT TURN OFF, NOW CAN FIND BOTH ISSUES. WRITER INFORMED CUSTOMER THAT GOODWILL CONSIDERATION IS A POSSIBILITY AS CUSTOMER HAS PREVIOUS DIAGNOSES FOR RELATED REPAIR ATTEMPTS WHILE IN WARRANTY, INFORMED CUSTOMER THAT WRITER WOULD PASS CASE ONTO A SPECIALIST WHO CAN MAKE	4706419	CC Training Team	Call Center

						THE DECISION AND WOULD CONTACT CUSTOMER BACK ON MONDAY OR TUESDAY. CASE TRANSFERRED TO TIER TWO.				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer

Last Nam

First Nam

Phon

Emai

Address

City: CORONA

ZIP:

State:: CA

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: CARDINALEWAY HYUNDAI

CA300 Active

Service District: Western District 8

Sales District: Western District 8

Vehicle

VIN: 5NPEU46F26H

Model Year: 2006

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 02

★ Mileage: 90,889

Date of First Use: 4/20/2006

Production Date: 3/16/2006

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 4676598

Type: CA

Opened: 1/3/2012 11:00:23 AM

Closed: 1/6/2012 02:05:39 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Larson-033012

Creator First Name: Amanda

Owner Last Name

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

WANTED TO KNOW WHAT CAN BE DONE REGARDING AIR BAG LIGHT BEING ON. ON DRIVER'S SIDE ISSUE IS WITH SEAT BELT PRETENSIONER. ON PASSENGER SIDE ISSUE IS WITH OCS MAT.

Contact Reason

★ Sentiment:

★ Category: Campaign

★ Sub-Category: 083 Sonata OCS

System:

Component:

Symptom:

* Resolution Summary

HCCC- INFORMED CUSTOMER VEH WILL BE REPAIRED UNDER CAMPAIGN 083, AND THE SEAT BELT PRE TENSIONER REPAIR WILL COST \$287.32. ADVISED CUSTOMER CAN MAKE AN APPOINTMENT WITH DLRSHIP CA300 FOR MONDAY OR TUESDAY OF NEXT WEEK. ADVISED REPAIR WILL TAKE ABOUT 4 DAYS

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

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
1/6/2012 01:59:30 PM	SRUSSON	Russon-033012	Skye	Outbound	Customer	Telephone	WRITER CONTACTED CUSTOMER AND STATED: 1. HCCC WAS ABLE TO CONTACT MATTHEW, SERVICE MANAGER AT CA300 WHO STATED THE VEHICLE WILL BE REPAIRED UNDER CAMPAIGN 083. 2. THE COST OF THE REPAIR FOR THE SEAT BELT PRE TENSIONER WILL BE \$287.32. 3. CUSTOMER CAN CONTACT DLRSHPCA300 AND MAKE AN APPOINTMENT MONDAY OR TUESDAY OF NEXT WEEK. 4. SEAT BELT NEEDS TO BE REMOVED AND REPAIR MAY TAKE ABOUT 4 DAYS, AND THERE IS NO LOANER VEHICLE AVAILABLE AT THIS TIME CUSTOMER THANKS WRITER FOR INFORMATION CASE CLOSED	<input checked="" type="checkbox"/>	4676598	CC Training Team	Call Center
1/6/2012 12:36:17 PM	ESLIDER	Slider-033012	Earl	General	General	General	LCM/ RW WRITER FORWARDING CASE TO CM/SR FOR HANDLING	<input checked="" type="checkbox"/>	4676598	CC Training Team	Call Center
							MATTHEW, SERVICE MANAGER AT CA300 STATED: 1. WILL THE VEH BE INCLUDED IN THE				

1/5/2012 03:22:59 PM	DREFSDAL	Refsdal- 033012	Daniel	Inbound	Dealer	Telephone	<p>CAMPAIGN 083? FAULT CODE MATCHES WITH BULLETIN, SO YES. 2. IF YES, WHAT WILL THE REPAIR COSTS BE TO HAVE THE SEATBELT PRE- TENSIONER REPAIRED FOR THE CUSTOMER? PRE-TENSIONER REPLACEMENT WILL BE \$287.32 3. WHEN IS THE NEXT AVAILABLE DATE THE CUST CAN SCHEDULE AN APPOINTMENT TO HAVE THE VEH SERVICED? CUST CAN SCHEDULE APPOINTMENT FOR MONDAY OR TUESDAY NEXT WEEK. 4. CUSTOMER SHOULD BE MADE AWARE THAT SEAT MUST BE REMOVED TO COMPLETE REPAIR SO REPAIR WILL TAKE ABOUT 4 DAYS 5. DLRSP DOES NOT HAVE A LOANER AVAILABLE WRITER THANKED SVC MGR FOR TIME & INFORMATION CASE NOTED</p>	<input checked="" type="checkbox"/>	4676598	CC Training Team	Call Center
1/5/2012 03:14:18 PM	ALARSON	Larson- 033012	Amanda	Inbound	Dealer	Telephone	<p>CALLER (MATTHEW, SERVICE MANAGER, CA300) STATED: 1. RETURNING CALL FROM CM/ES. WRITER ADVISED CM/ES UNAVAILABLE. WRITER</p>	<input checked="" type="checkbox"/>	4676598	CC Training Team	Call Center

							TRANSFERRED CALL TO CM/DR. CASE REMAINS OPEN.				
1/5/2012 02:22:40 PM	ESLIDER	Slider-033012	Earl	General	General	General	**ANY TIER 2 AGENT** WHEN SERVICE MANAGER CALLS BACK, PLEASE GATHER THE FOLLOWING: 1. WILL THE VEH BE INCLUDED IN THE CAMPAIGN 083? IF YES, WHAT WILL THE REPAIR COSTS BE TO HAVE THE SEATBELT PRE- TENSIONER REPAIRED FOR THE CUSTOMER? 2. IF THE VEH DOES NOT QUALIFY FOR THE CAMPAIGN, WHY NOT? 3. WHEN IS THE NEXT AVAILABLE DATE THE CUST CAN SCHEDULE AN APPOINTMENT TO HAVE THE VEH SERVICED? THANK YOU..	4676598	CC Training Team	Call Center	
1/5/2012 02:22:17 PM	ESLIDER	Slider-033012	Earl	Outbound	Dealer	Telephone	WRITER CONTACTED DEALERSHIP(CA300) AND SPOKE TO MATHEW(SERVICE MANAGER) WHO STATED: 1. WILL HAVE TO PULL THE HARD COPY 2. WILL CALL BACK WHEN INFORMATION IS PULLED UP TO DETERMINE IF THE VEH QUALIFIES FOR CAMPAIGN 083 3. WILL HAVE TO LOOK INTO THE SEAT BELT PRE-	<input checked="" type="checkbox"/>	4676598	CC Training Team	Call Center

							TENSIONER PRICE CASE REMAINS THE SAME				
1/4/2012 04:15:37 PM	ESLIDER	Slider-033012	Earl	General	General	General	WHEN SERVICE MANAGER CALLS BACK, PLEASE GATHER THE FOLLOWING: 1. WILL THE VEH BE INCLUDED IN THE CAMPAIGN 083? IF YES, WHAT WILL THE REPAIR COSTS BE TO HAVE THE SEATBELT PRE-TENSIONER REPAIRED FOR THE CUSTOMER? 2. IF THE VEH DOES NOT QUALIFY FOR THE CAMPAIGN, WHY NOT? 3. WHEN IS THE NEXT AVAILABLE DATE THE CUST CAN SCHEDULE AN APPOINTMENT TO HAVE THE VEH SERVICED? THANK YOU.	<input checked="" type="checkbox"/>	4676598	CC Training Team	Call Center
							WRITER CONTACTED DEALERSHIP(CA300) AND SPOKE TO MATHEW(SERVICE MANAGER) WHO STATED: 1. CAME IN FOR SUSPENSION NOISE 2. CREAKING NOISE ON PASSENGER SIDE WHEN GOING OVER BUMPS 3. VERIFIED AND FOUND WORN BUSHINGS ON THE PASSENGER SIDE CONTROL ARM, REPLACED BUSHINGS 4. DID				

1/4/2012 04:13:17 PM	ESLIDER	Slider-033012	Earl	Outbound	Dealer	Telephone	A COURTESY SCAN FOR CODES 5. NOTED THAT THE AIR BAG LIGHT WAS ON 6. CUST AUTHORIZED DIAGNOSTIC 7. \$1725 FOR REPAIRS 8. SEATBELT PRE- TENSIONER ON DRIVER'S SIDE 9. PASSENGER SEAT OCS SENSOR 10. WILL HAVE TO LOOK FURTHER INTO THE CAMPAIGN 083 TO SEE IF THE VEH QUALIFIES FOR THE SERVICE 11. WILL CALL BACK OR BE IN ALL DAY WAITING FOR CALL ON THE ISSUE. WRITER THANKED THE SERVICE MANAGER FOR ALL THE ASSISTANCE AND ADVISED WOULD CALL BACK TOMORROW IF NO WORD IS GIVEN ON WHETHER OR NOT THE CAMPAIGN APPLIES TO THE VEH. CASE REMAINS THE SAME	<input checked="" type="checkbox"/>	4676598	CC Training Team	Call Center
1/3/2012 12:53:04 PM	TWRIGHT	Wright- 033012	Todd Glen	General	General	General	LCM/TWRI TRANSFERRING CASE TO CM/ESLI FOR TIER 2 HANDLING.	<input checked="" type="checkbox"/>	4676598	CC Training Team	Call Center
1/3/2012 11:08:42	ALARSON	Larson- 033012	Amanda	General	General	General	***ATTENTION TIER 2*** TRANSFERRING CASE SO CONTACT CAN BE	<input checked="" type="checkbox"/>	4676598	CC Training Team	Call Center

AM

MADE WITH
DEALERSHIP TO
ADVISE OF
CAMPAIGN 083.

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name [REDACTED]	Case Number: 5660582	CST FRUSTRATED THAT HIS SEAT BELT AIR BAG UNIT NEEDS TO BE REPLACED AGAIN. THIS TIME HE MUST PAY.	PROVIDED INFORMATION FROM CONVERSATION WITH DEALERSHIP WILLING TO PURSUE SOME GOODWILL FOR CUST.
First Name [REDACTED]	Type: CA		
Phone [REDACTED]	Opened: 4/12/2013 01:03:44 PM		
Email [REDACTED]	Closed: 4/12/2013 02:18:01 PM		
Address [REDACTED]	Status: Closed		
City: WATERLOO	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Bracht-072914		
State: IA	Creator First Name: Ruth		
IQS : VDS :	Owner Last Name: Hirsch-051313		
CSI : SSI :	Owner First Name: Christopher		
Contact Language : ENGLISH	*Urgency: Low		
Dealer		Contact Reason	Resolution
* Servicing Dealer: C&S HYUNDAI IA010 Active		* Sentiment: Complaint	* Resolution: Referred to Dealer
Service District: Central District 1	Sales District: Central District A	* Category: Product	* Remedy: N/A
Vehicle		* Sub-Category: Technical Assistance	* Resolution Satisfaction: Neutral
VIN: 5NPEU46F26H [REDACTED]	Model Year: 2006	System: Body Electrical	Transfer
Model: Sonata (NF) V-6	Short Model: 25452F65	Component: Drivers Airbag	Trans. To:
* Mileage: 81,000	Date of First Use: 4/17/2006	Symptom: ABS Light	Trans. Team:
Blue Link Equipped : No		Method : Telephone	Trans. Dealer:
			Trans. Type: Standard
			Trans. Reason: Case Handling
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		Production Date: 3/17/2006	
		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
4/19/2013 10:53:50 AM	CHIRSCH	Hirsch-051313	Christopher	Outbound	Customer	Telephone	CUST STS: 1. NEVER CALLED DEALER AND DO NOT FEEL LIKE DEALING WITH IT ANYMORE. WRITER HOPE THE CUST WOULD RECONSIDER AND THANKED CUST FOR BEING A LOYAL HYUNDAI CUST. CASE CLOSED.	<input checked="" type="checkbox"/>	5660582	HCCC Tier2 Team1	HCCC
4/12/2013 02:17:02 PM	CHIRSCH	Hirsch-051313	Christopher	Outbound	Customer	Telephone	WRITER CALL CUST AND PROVIDED INFORMATION FROM CONVERSATION WITH DEALERSHIP WILLING TO PURSUE SOME GOODWILL FOR CUST. CASE CLOSED.	<input checked="" type="checkbox"/>	5660582	HCCC Tier2 Team1	HCCC
4/12/2013 01:41:47 PM	CHIRSCH	Hirsch-051313	Christopher	Outbound	Dealer	Telephone	DEALER SVC MGR (JEFF EXMAN) OF C&S HYUNDAI (IA010) STATES IS WILLING TO WORK WITH CUST AND WILL TRY WITH DPSM TO GET PARTS COVERED. WRITER EMPHASIZED WE CAN ONLY REQUEST AND DO NOT PRE-APPROVE OR DIRECT THE DEALER TO PURSUE ACTIONS WITH DPSM. WRITER WILL CALL CUST AND PROVIDE THE BENEFITS OF	<input checked="" type="checkbox"/>	5660582	HCCC Tier2 Team1	HCCC

							CONTINUING TO WORK WITH THE DEALER AFTER TIME OF WARRANTY. WRITER NEXT STEP CALL CUST.				
4/12/2013 01:33:09 PM	CHIRSCH	Hirsch- 051313	Christopher	Inbound	Customer	Telephone	CUST STS: 1. HAVE TO REPLACE SEATBELT BUCKLE REPLACED AGAIN. 2. CAN YOU DO ANYTHING TO HELP. WRITER REVIEWED CASE WITH CUST. WRITER CORRECTED VIN ATTACHED TO CUST AND CASE. WRITER OFFERED TO CALL DEALER FOR CUST. WRITER NEXT STEP TO CALL DEALER.	<input checked="" type="checkbox"/>	5660582	HCCC Tier2 Team1	HCCC
4/12/2013 01:10:21 PM	RBRACHT	Bracht- 072914	Ruth	Inbound	Customer	Telephone	CST STS 1 HE IS FRUSTRATED THAT HIS SEAT BELT AIR BAG UNIT NEEDS TO BE REPLACED AGAIN. 2 LAST REPAIR WAS 2011 AND HE HAD TO PAY FOR IT. 3 THIS TIME THE PROBLEM HAS HAPPENED AND HE MUST PAY AGAIN. NOT HAPPY. WRITER UPDATED CST INFORMATION AND DOCUMENTED HIS CONCERNS. TRANSFERRED TO TIER2.	<input checked="" type="checkbox"/>	5660582	HCCC Tier1 Team10 Agent	HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4504871	SEAT BELT BUCKLE NEEDS TO BE RE REPLACED.	EXPLAINED HCCC STANDS BEHIND DEALERSHIP DECISION.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 8/12/2011 07:02:45 AM		
Email: [REDACTED]	Closed: 8/12/2011 08:03:58 AM		
Address: [REDACTED]	Status: Closed		
City: MERRITT ISLAND	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Christiansen-012512	Contact Reason	Resolution
State: FL	Creator First Name: Justine	* Sentiment:	* Resolution: Referred to Dealer
IQS :	Owner Last Name: [REDACTED]	* Category: Promotion	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Reimbursement	* Resolution Satisfaction: Neutral
CSI :	* Urgency: Low	System:	Transfer
Contact Language : ENGLISH		Component:	Trans. To:
Dealer		Symptom:	Trans. Team:
* Servicing Dealer: COCOA HYUNDAI	FL098 Active		Trans. Dealer:
Service District: Southern District C	Sales District: Southern District C		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F26H-[REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 01	eMail notification when case is closed:
* Mileage: 65,193	Date of First Use: 4/28/2006	Production Date: 3/29/2006	
Blue Link Equipped : No		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
8/12/2011 07:09:44 AM	CKELLOGG	Kellogg-	Cara	Inbound	Customer	Telephone	CUSTOMER STATED: 1. HAD SEAT BELT REPLACED IN 2009 AND NOW IS HAVING TO HAVE THE SAME SEAT BELT BUCKLE REPLACED AGAIN. 2. THE SENSOR IN THE SEAT BELT BUCKLE IS BAD AND IS CAUSING THE AIR BAG WARNING LIGHT TO BE ON. 3. CUSTOMER IS HAVING TO PAY FOR THE AIR BAG WARNING SENSOR TO BE FIXED ALSO. 4. CUSTOMER WAS TOLD BY DEALERSHIP FL098 THAT THE WARRANTY FOR THE REPLACEMENT BUCKLE WAS 12 MONTHS AND 12,000. 4. CUSTOMER IS UPSET THAT THE PARTS ARE NOT GOOD PARTS BECAUSE THE PART WENT BAD AFTER TWO YEARS AND CUSTOMER IS NOT HAPPY ABOUT THIS. WRITER INFORMED CUSTOMER THAT HCA WOULD STAND BY THE DEALERSHIP STATEMENT AND WOULD		4504871	CC Training Team	Call Center

							DOCUMENT CUSTOMER CONCERN. CASE CLOSED			
8/12/2011 07:03:14 AM	JCHRIST	Christiansen- 012512	Justine	Inbound	Customer	Telephone	CUSTOMER STATED: 1. O6 SONATA. 2. SEAT BELT BUCKLE REPLACED 2009 3. BACK TO DEALERSHIP SEAT BELT NEEDS TO BE REPLACED AGAIN. 4. CALL DISCONNECTED.	4504871	CC Training Team	Call Center

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 6008550	MULTIPLE REPAIRS TO DRIVERS SIDE AIR BAG LIGHT - SEAT BELT REPAIRS 3 TIMES - 2006 SONATA	DPSM AUTHORIZED HMA GOODWILL REPLACEMENT OF PART WITH DLR GOODWILLING LABOR COST. CASE CLOSED.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 9/4/2013 10:37:06 AM		
Email: [REDACTED]	Closed: 9/13/2013 06:42:14 AM		
Address: [REDACTED]	Status: Closed		
City: MERRITT ISLAND	Sub Status: Closed		
[REDACTED]	Creator Last Name: Wagner	Contact Reason	Resolution
State: FL	Creator First Name: Warren	* Sentiment: Inquiry/Suggestion	* Resolution: Assist Dealer Partial GW
IQS :	Owner Last Name: [REDACTED]	* Category: Product	* Remedy: Repaired
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Model Information	* Resolution Satisfaction: Positive
CSI :	SSI :	System: Body Electrical	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: Airbag Warning Light	Trans. To:
Dealer		Symptom: Other	Trans. Team:
* Servicing Dealer: COCOA HYUNDAI	FL098 Active	Method : Telephone	Trans. Dealer:
Service District: Southern District C	Sales District: Southern District C		Trans. Type: Standard
Vehicle			Trans. Reason: Case Handling
VIN: 5NPEU46F26H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 01	eMail notification when case is closed:
* Mileage: 95,700	Date of First Use: 4/28/2006	Production Date: 3/29/2006	
Blue Link Equipped : No		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
9/13/2013 06:35:27 AM	HMA90821	Parker-061714	Sharlene	Inbound	Customer	Telephone	CUSTOMER RETURNED WRITER'S VM. WRITER ADVISED CUSTOMER OF GOODWILL AUTHORIZATION FOR DRIVER'S SEATBELT CONCERN. CUSTOMER TO CONTACT DLR TO SCHEDULE AN APPT. WRITER PROVIDED DLR SVC MGR'S NAME AS DLR CONTACT. CUSTOMER WAS APPRECIATIVE OF HMA'S AND DEALER'S ASSISTANCE WITH CONCERN. CASE CLOSED.		6008550	Region Southern	Region
9/12/2013 02:07:28 PM	HMA90821	Parker-061714	Sharlene	Outbound	Customer	Telephone	WRITER CONTACTED CUSTOMER LEFT VM ON PHONE NUMBER [REDACTED].		6008550	Region Southern	Region
9/12/2013 02:06:14 PM	HMA90821	Parker-061714	Sharlene	Inbound	DPSM	Email	WRITER RECEIVED EMAIL FROM DPSM ADVISING DLR WILL GOODWILL LABOR IF HMA WILL GOODWILL PART. DPSM AUTHORIZED GOODWILL PART.		6008550	Region Southern	Region
9/10/2013 08:49:16 AM	HMA90821	Parker-061714	Sharlene	Outbound	DPSM	Email	WRITER EMAILED DPSM FOR GOODWILL CONSIDERATION FOR REPLACEMENT OF DRIVER'S SEAT BELT BUCKLE AS GOODWILL		6008550	Region Southern	Region

							GESTURE FOR MULTIPLE REPAIRS TO SEAT BELT BUCKLE. AWAITING DPSM RESPONSE.			
9/10/2013 08:43:35 AM	HMA90821	Parker- 061714	Sharlene	Outbound	Dealer	Telephone	WRITER CONTACTED DLR SVC MGR (MARTY) AT FL098 WHO ADVISED CUSTOMER HAS HAD DRIVER'S SIDE SEAT BELT BUCKLE REPLACED TWICE (ONCE UNDER WARRANTY AND ONCE CUSTOMER PAY) BUT HAS HAD SEVERAL VISITS REGARDING SEAT BELT LIGHT BEING ON. JANUARY 2009 - REPLACED DRIVER'S SEAT BELT BUCKLE (WARRANTY) AUGUST 2011 - CODE STORED FOR DRIVER'S SEAT BELT BUCKLE BUT CUSTOMER DECLINED REPAIRS FEBRUARY 2012 - REPLACED DRIVER'S SEAT BELT BUCKLE (CUSTOMER PAY) JULY 2012 - HISTORY CODE STORED FOR DRIVER'S SEAT BELT BUCKLE. TECH RESET LIGHT NO REPAIRS PERFORMED OR RECOMMENDATIONS FOR REPAIRS SEPTEMBER 2013 - DEALER	6008550	Region Southern	Region

							RECOMMENDED REPLACEMENT OF DRIVER'S SEAT BELT BUCKLE BUT CUSTOMER DECLINED REPAIRS.				
9/9/2013 01:05:23 PM	HMA90821	Parker-061714	Sharlene	Outbound	Dealer	Telephone	WRITER LEFT MSG FOR DLR SVC MGR (MARTY) AT FL098 AWAITING MARTY RETURN CALL.		6008550	Region Southern	Region
9/6/2013 01:56:34 PM	HMA90821	Parker-061714	Sharlene	Outbound	Customer	Telephone	WRITER CONTACTED CUSTOMER WHO ADVISED WHEN MOVES SEAT FORWARD OR BACKWARD THE AIR BAG LIGHT COMES ON. HAS HAD SAME REPAIR PERFORMED MULTIPLE TIMES. AIR BAG LIGHT IS ON AGAIN THIS WEEK AND FL098 IS RECOMMENDING THE SAME REPAIR. WRITER ADVISED CUSTOMER TO ALLOW WRITER TO RESEARCH CONCERN WITH THE DLR AND WOULD FOLLOW UP WITH CUSTOMER ON MONDAY AFTERNOON.		6008550	Region Southern	Region
9/4/2013 01:32:55 PM	HMA90821	Parker-061714	Sharlene	General	General	General	CASE ACCEPTED AT REGION		6008550	Region Southern	Region
9/4/2013 12:30:04 PM	MBIGGIO	Biggio-102113	Michael	General	General	General	ESCALATING CASE TO REGION - MULTIPLE REPAIRS TO DRIVERS SIDE AIR BAG LIGHT - SEAT BELT REPAIRS 3 <input checked="" type="checkbox"/>		6008550	HCCC Tier2 Team3	HCCC

9/4/2013 11:45:14 AM	WWAGNER	Wagner	Warren	Outbound	Customer	Telephone	<p>TIMES.</p> <p>WRITER INFORMED CUST THAT CASE IS BEING TRANSFERRED TO APPROPRIATE HYUNDAI CUSTOMER CONNECT PERSONNEL FOR REVIEW AND CUST WILL BE CONTACTED WITHIN 3 BUSINESS DAYS TO CONFIRM WHO HER CONTACT WILL BE AND THE NEXT STEPS FOR RESOLVING THE CASE.</p>	<input checked="" type="checkbox"/>	6008550	HCCC Tier2 Team8 Agent	HCCC
							<p>NOTES TO REGION THE CUSTOMER STATED THE FOLLOWING: 1. CURRENT CONCERN WITH THE VEHICLE AND IF IT IS DRIVABLE: AIR BAG LIGHT IS STAYING ON AGAIN AFTER HAVING BEEN REPAIRED SEVERAL TIMES. 2. IF MECHANICAL, WHEN AND HOW OFTEN THE ISSUE OCCURS: 01/30/09 DRIVERS SIDE SEAT BELT BUCKLE PRETENSIONER FAILED. 32000 MILES. WARRANTY COVERED REPAIR. 08/08/11 DRIVERS SIDE SEAT BELT BUCKLE</p>				

9/4/2013 11:40:05 AM	WWAGNER	Wagner	Warren	General	General	General	<p>PRETENSIONER FAILED. 65100 MILES. CUST DECLINED SERVICE. 02/09/12 DRIVERS SIDE SEAT BELT BUCKLE PRETENSIONER FAILED. 71500 MILES. REPAIRED, CUST PAID. 3. IF MECHANICAL, SPECIFIC SYMPTOMS: DRIVERS SIDE SEAT BELT DOES NOT TURN OFF AIR BAG LIGHT. 4. CURRENT SERVICING DEALER: FL098 COCOA HYUNDAI GEORGE, SERVICE ADVISOR AT FL098, STATED: 1. CURRENT STATUS OF CONCERN: DRIVERS SIDE SEAT BELT PRETENSIONER FAILED. 2. DATES, MILEAGE, DIAGNOSES, AND REPAIR ATTEMPTS FOR CURRENT CONCERN OR ANY PREVIOUS RELATED CONCERNS: 01/30/09 DRIVERS SIDE SEAT BELT BUCKLE PRETENSIONER FAILED. 32000 MILES. WARRANTY COVERED REPAIR. 08/08/11 DRIVERS SIDE SEAT BELT BUCKLE PRETENSIONER</p>	<input checked="" type="checkbox"/>	6008550	HCCC Tier2 Team8 Agent	HCCC
----------------------------	---------	--------	--------	---------	---------	---------	--	-------------------------------------	---------	---------------------------------	------

						<p>FAILED. 65100 MILES. CUST DECLINED SERVICE. 02/09/12 DRIVERS SIDE SEAT BELT BUCKLE PRETENSIONER FAILED. 71500 MILES. REPAIRED, CUST PAID. 3. SIGNS OF ABUSE, NEGLIGENCE, LACK OF MAINTENANCE, EXTERNAL DAMAGE, OR ANY AFTERMARKET PARTS OR MODIFICATIONS THAT MAY BE RELATED TO THE CONCERN: NONE 4. CONFIRMATION WHETHER OR NOT THE REPAIR IS OR WOULD HAVE BEEN WARRANTABLE: NOT UNDER WARRANTY 5. INVOLVEMENT AND DIRECTION PROVIDED BY TECHLINE, THE DPSM, OR FSE: NONE</p>				
9/4/2013 11:24:43	WWAGNER	Wagner	Warren	Outbound	Customer	Telephone	<p>DEALER FL098 SVC ADV GEORGE STATES CUST WAS IN TODAY (09/04/13) SEAT BELT BUCKLE PRETENSIONER ON DRIVERS SIDE FAILED. 01/30/09 DRIVERS SIDE SEAT BELT BUCKLE PRETENSIONER FAILED. 32000 MILES. WARRANTY COVERED REPAIR. 08/08/11</p>	6008550	HCCC Tier2	HCCC

AM							DRIVERS SIDE SEAT BELT BUCKLE PRETENSIONER FAILED. 65100 MILES. CUST DECLINED SERVICE. 02/09/12 DRIVERS SIDE SEAT BELT BUCKLE PRETENSIONER FAILED. 71500 MILES. REPAIRED, CUST PAID. THANKED GEORGE FOR HIS TIME.	<input checked="" type="checkbox"/>		Team8 Agent	
9/4/2013 11:04:58 AM	WWAGNER	Wagner	Warren	Inbound	Customer	Telephone	CUST STATES: 1. 2006 SONATA 2. AIR BAG LIGHT IS ON AGAIN, 4TH TIME. 3. DRIVER SIDE SEAT 4. FIRST TIME WAS COVERED BY WARRANTY 5. NEXT TWO TIMES CUST PAID REPAIR COSTS. 6. SEAT HAS ONLY BEEN MOVED A FEW TIMES BUT AGAIN THE LIGHT STAYS ON IF THE SEAT BELT IS CONNECTED. WRITER ADVISED CUST WILL RESEARCH CONCERN BY CONTACTING DEALER FLO98 FOR ADDITIONAL INFORMATION AND THEN WILL CALL CUST BACK BY END OF BUSINESS DAY.	<input checked="" type="checkbox"/>	6008550	HCCC Tier2 Team8 Agent	HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Nam	Case Number: 4688243	GOODWILL CONSIDERATION. CUSTOMER HAS A TIGHT BUDGET NEEDED TO HAVE DRIVER'S SIDE SEAT BELT BUCKLE REPLACED DUE TO MANUFACTURER DEFECT. CUSTOMER IS SEEKING REIMBURSEMENT FOR FULL	NCA APPROVING CHECK REQUEST TAB. CHECK IS SCHEDULED TO BE MAILED ON 3/16/2012.
First Nam	Type: CA		
Phon	Opened: 1/12/2012 10:07:55 AM		
Emai	Closed: 3/9/2012 08:41:43 AM		
Address	Status: Closed		
City: BENSALEM	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Guin-Barningham-021612		
State: PA	Creator First Name: Brandy		
IQS :	Owner Last Name: [REDACTED]		
CSI :	Owner First Name: [REDACTED]		
VDS :	* Urgency: Low		
SSI :			
Contact Language : ENGLISH		Contact Reason	Resolution
Dealer		* Sentiment:	* Resolution: Updated Information
* Servicing Dealer: MCCAFFERTY HYUNDAI	PA002 Active	* Category: Product	* Remedy: N/A
Service District: Eastern District 8	Sales District: Eastern District 8	* Sub-Category: Operation	* Resolution Satisfaction: Neutral
Vehicle		System: Body	Transfer
VIN: 5NPEU46F26H-[REDACTED]	Model Year: 2006	Component: Seatbelt	Trans. To:
Model: Sonata (NF) V-6	Short Model: 25462F65	Symptom: Warning light	Trans. Team:
* Mileage: 69,000	Date of First Use: 5/1/2006		Trans. Dealer:
Blue Link Equipped : No			Trans. Type: Standard
			Trans. Reason: Case Handling
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		Case in Arbitration : No	

							CONFIRMATION LETTER IN 7-10 BUSINESS DAYS AND CHECK FROM 4-6 WEEKS FROM DAY CUST ACCEPTS OFFER.				
2/16/2012 06:10:43 AM	GLUNA	Luna-033012	Gabryela	Outbound	Customer	Telephone	WRITER CALLED CUST AT 2153788467 AND LEFT FOLLOWING MESSAGE ON CUST'S ANSWERING MACHINE: HCA #, CASE #, NAME AND ID #, STATED THAT WRITER NEEDS CUST TO CALL BACK.	<input checked="" type="checkbox"/>	4688243	CC Training Team	Call Center
2/16/2012 06:09:47 AM	GLUNA	Luna-033012	Gabryela	Outbound	Customer	Telephone	WRITER CALLED CUST AT 2152452160 AND LEFT FOLLOWING MESSAGE ON CUST'S ANSWERING MACHINE: HCA #, CASE #, NAME AND ID #, STATED THAT WRITER NEEDS CUST TO CALL BACK.	<input checked="" type="checkbox"/>	4688243	CC Training Team	Call Center
2/15/2012 09:16:59 AM	TCAMPBELL	Campbell-033012	Tyson	General	General	General	WRITER APPROVING PARTS ONLY AS CUSTOMER IS OUT BY TIME AND MILEAGE DUE TO CUSTOMER LOYALTY TO THE DEALER. AMOUNT \$155.99	<input checked="" type="checkbox"/>	4688243	CC Team7	Call Center
2/9/2012 10:04:37 AM	BESPANOL	Espanol-033012	Bonnie	Inbound	Customer	Telephone	CUSTOMER STATED 1. CHECKING ON THE STATUS ON CASE 2. CASE NUMBER 4688243 WRITER WARM TRANSFERRED TO CM/SS FOR FURTHER ASSISTANCE. CASE AS IS.	<input checked="" type="checkbox"/>	4688243	CC Training Team	Call Center

2/9/2012 10:03:43 AM	SSERRIDGE	Serridge- 033012	Samantha	Inbound	Customer	Telephone	<p>CUSTOMER STATED: 1. MAILED ALL DOCUMENTS ON 01/20/2012. 2. WANTS TO KNOW IF HCCC RECEIVED DOCUMENTS FOR REIMBURSEMENT CONSIDERATION. 3. CONCERNED THAT DOCUMENTS TOOK SO LONG TO GET TO HCCC. WRITER INFORMED CUSTOMER ALL DOCUMENTS HAVE BEEN RECEIVED AND DOCUMENTS ARE BEING REVIEWED. INFORMED CUSTOMER WOULD RECEIVE A CALL FROM A SPECIALIST ONCE AN UPDATE IS AVAILABLE IN CASE. CASE REMAINS AS IS.</p>	<input checked="" type="checkbox"/>	4688243	CC Training Team	Call Center
							<p>=====GOODWILL=====</p> <p>GOODWILL CONSIDERATION - 1. CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION BECAUSE CUST NEEDED TO HAVE SEAT BELT BUCKLE REPLACED DUE TO MANUFACTURER DEFECT. CUST WITHIN TIME OF WARRANTY OUT OF WARRANTY BY MILES. CUST HAS A SICK HUSBAND AND IS ONLY ABLE TO WORK</p>				

2/8/2012 10:28:53 AM	GLUNA	Luna- 033012	Gabryela	General	General	General	<p>PART TIME AND IS REQUESTING GOODWILL ASSISTANCE. 2. CUSTOMER SEEKING IN WAY OF REIMBURSEMENT. FULL REIMBURSEMENT FOR PARTS AND LABOR 3. NEW VEHICLE LIMITED WARRANTY IS IN QUESTION AND VEHICLE IS OUT BY 9000 MILES. 4. CUSTOMER IS ORIGINAL OWNER. 5. DEALER IS WHERE REPAIR WAS PERFORMED. MCCAFFERTY HYUNDAI PA002. SERVICE MANAGER (KRISTA) AT DEALER (PA002) STATED: 12/27/11 69376 AIR BAG LIGHT CODE C1701. CUST DID NOT HAVE MONEY, HAD TO COME BACK TO HAVE REPAIR COMPLETED. 1/16/12 69982 GOOD CUST, GOES IN TO DLR FOR EVERYTHING. 6. REPAIR WAS DUE TO DEFECTS IN WORKMANSHIP/MATERIALS/NORMAL WEAR AND TEAR/DAMAGE. - INTERNAL SHORT IN SEATBELT BUCKLE MANUFACTURER DEFECT. WOULD HAVE BEEN COVERED UNDER</p>	<input checked="" type="checkbox"/>	4688243	CC Training Team	Call Center
----------------------------	-------	-----------------	----------	---------	---------	---------	--	-------------------------------------	---------	------------------	-------------

WARRANTY.
NOTHING THAT
CUST COULD
HAVE DONE TO
CAUSE PROBLEM.
7. THE VEHICLE
IS/IS NOT UP TO
DATE ON
SCHEDULED
MAINTENANCE.
YES REALLY
GOOD
CUSTOMERS
DOES EVERY OIL
CHANGE, AND
ANY OTHER
MAINTENANCE AT
DLR. 8. PART
NAMES AND
NUMBERS
ASSOCIATED
WITH REPAIR: -
DRIVERS SIDE
SEAT BELT
BUCKLE
888300A000QS 9.
COST FOR
PARTS: \$155.99
10. COST FOR
LABOR: \$151.88
11. TOTAL COST:
\$ 295.55

SERVICE
MANAGER
(KRISTA) AT
DEALER (PA002)
STATED: 12/27/11
69376 AIR BAG
LIGHT CODE
C1701. CUST DID
NOT HAVE
MONEY, 1/16/12
69982 GOOD
CUST, COMES IN
AT DLR FOR
EVERYTHING. 6.
REPAIR WAS DUE
TO DEFECTS IN
WORKMANSHIP/MATERIALS/NORMAL
WEAR AND
TEAR/DAMAGE. -
INTERNAL SHORT
IN SEATBELT
BUCKLE
MANUFACTURER
DEFECT. WOULD

2/8/2012 10:26:18 AM	GLUNA	Luna- 033012	Gabryela	Outbound	Dealer	Telephone	HAVE BEEN COVERED UNDER WARRANTY. 7. THE VEHICLE IS/IS NOT UP TO DATE ON SCHEDULED MAINTENANCE. YES REALLY GOOD CUSTOMERS EVERY OIL CHANGE 8. PART NAMES AND NUMBERS ASSOCIATED WITH REPAIR: - DRIVERS SIDE SEAT BELT BUCKLE 888300A000QS 9. COST FOR PARTS: \$155.99 10. COST FOR LABOR: \$151.88 11. TOTAL COST: \$ 295.55	<input checked="" type="checkbox"/>	4688243	CC Training Team	Call Center
2/7/2012 09:50:06 AM	ABOSCAN	Boscan- 033012	Alfredo	General	General	General	WRITER RECEIVED DOCUMENTS AND ATTACHED. SEE ATTACHMENT TAB. WRITER FORWARDED CASE TO CM	<input checked="" type="checkbox"/>	4688243	CC Team2	Call Center
1/27/2012 12:40:51 PM	AWARDLE	Wardle- 033012	Amber	Inbound	Customer	Telephone	CUSTOMER CALLING TO FIND OUT IF HCCC RECEIVED THE RO FROM CUSTOMER VIA MAIL. HCCC INFORMED CUSTOMER THAT HCCC DOES NOT SHOW ANY ATTACHMENTS TO THE CASE. INFORMED CUSTOMER THAT IT DOES TAKE 24-48 HOURS FROM WHEN MAIL IS RECEIVED TO BE ATTACHED TO THE CASE. CASE	<input checked="" type="checkbox"/>	4688243	CC Training Team	Call Center

							AS IS.				
1/13/2012 05:34:56 AM	GLUNA	Luna- 033012	Gabryela	General	General	General	WRITER CLOSED CASE CUSTOMER REQUESTED GOODWILL HAS NOT HAD REPAIR DONE, CUST WAS REFERRED TO DLR TO HAVE GOODWILL DONE. CASE CLOSED.	<input checked="" type="checkbox"/>	4688243	CC Training Team	Call Center
1/12/2012 02:53:27 PM	VSHELDON	Sheldon- 033012	Vickie	Inbound	Customer	Telephone	CUSTOMER STATES: 1. CASE 4688243 2. IN THE ACTUAL BUCKLE. 3. WAS TOLD THAT THE WARRANTY IS 5/60. 4. HUSBAND WAS IN ACCIDENT BACK IN NOVEMBER AND IS HAVING TO HAVE CARE DUE TO ACCIDENT. 5. HAS HOSPITAL BILLS, COPAYMENTS, ETC. 6. THEN CHRISTMAS. 7. WAS TOLD THAT THE SENSOR IS A \$308 PIECE TO INSTALL PLUS LABOR. 8. DOES NOT UNDERSTAND WHY A PART LIKE THIS WOULD ONLY HAVE A 5/60 COVERAGE. 9. WOULD LIKE TO DO THE POSSIBLE GOODWILL CONSIDERATION. WRITER ADVISED CUSTOMER THAT VEHICLE IS OUT OF THE 5/60 WARRANTY FOR CONCERN. WRITER ADVISED CUSTOMER OF THE POSSIBLE GOODWILL	<input checked="" type="checkbox"/>	4688243	CC Training Team	Call Center

							REIMBURSEMENT CONSIDERATION, DONE ON A CASE BY CASE BASIS, BUT IS NOT A GUARANTEE. CUSTOMER ACCEPTED OFFER. WRITER PROVIDED CUSTOMER WITH HCCC EMAIL AND HCCC ADDRESS TO SUBMIT THE THREE REQUIRED DOCS. CASE OPENED PENDING FURTHER CASE HANDLING BY CM/GL.				
1/12/2012 02:39:42 PM	JCOWLEY	Cowley-021612	Jared	Inbound	Customer	Telephone	CUSTOMER STATED: 1. CUSTOMER REFERRING TO CASE 4688243. CM/GL UNAVAILABLE. WRITER TRANSFERRED CALL TO CM/VS. CASE PENDING.	<input checked="" type="checkbox"/>	4688243	CC Training Team	Call Center
1/12/2012 12:19:49 PM	GLUNA	Luna-033012	Gabryela	General	General	General	TIER 2 --- PLEASE INFORM CUST THAT IS OUT OF 5/60 WARRANTY WILL HAVE TO PAY FOR REPAIR. IF WOULD LIKE CAN SUBMIT PAPERWORK FOR GOODWILL AFTER REPAIR IS COMPLETED.	<input checked="" type="checkbox"/>	4688243	CC Training Team	Call Center
1/12/2012 12:17:55 PM	GLUNA	Luna-033012	Gabryela	Outbound	Customer	Telephone	WRITER CALLED CUST AT 2153788467 AND LEFT FOLLOWING MESSAGE ON CUST'S ANSWERING MACHINE: HCA #, CASE #, NAME AND ID #, STATED THAT WRITER	<input checked="" type="checkbox"/>	4688243	CC Training Team	Call Center

							NEEDS CUST TO CALL BACK.				
1/12/2012 12:14:59 PM	GLUNA	Luna-033012	Gabryela	Outbound	Customer	Telephone	WRITER CALLED CUST AT 2152452160 AND LEFT FOLLOWING MESSAGE ON CUST'S ANSWERING MACHINE: HCA #, CASE #, NAME AND ID #, STATED THAT WRITER NEEDS CUST TO CALL BACK.	<input checked="" type="checkbox"/>	4688243	CC Training Team	Call Center
1/12/2012 11:29:15 AM	TWRIGHT	Wright-033012	Todd Glen	General	General	General	LCM/TWRI TRANSFERRING CASE TO CM/GLUN FOR TIER 2 HANDLING.	<input checked="" type="checkbox"/>	4688243	CC Training Team	Call Center
1/12/2012		Guin-					CUSTOMER STATED: 1. WHEN WENT IN FOR SERVICE AIR BAG LIGHT WAS ON. 2. DEALERSHIP FOUND THAT THE IT IS FROM A SENSOR IN THE BUCKLE ASSEMBLY. 3. DEALERSHIP IS SAYING NOT COVERED UNDER WARRANTY. 4. REPAIR IS \$308 FOR THE SEAT BELT SENSOR. 5. IS CONCERNED BECAUSE IS A SAFETY ISSUE. 6. 69,000 MILES ON THE VEHICLE WHEN WAS SERVICED. 7. WAS TOLD IF NOT REPAIRED THE AIR BAG MAY NOT GO OFF IN AN ACCIDENT. 8. CUSTOMER IS FEELING THAT THIS IS AN ISSUE DEALING WITH HER SAFETY AND				

10:22:34 AM	BGUIN	Barningham-021612	Brandy	Inbound	Customer	Telephone	NEEDS TO HAVE REPAIRED. 9. HUSBAND WAS IN A BIKING ACCIDENT BACK IN NOVEMBER. 10. HUSBAND HAS BEEN IN AND OUT OF THE HOSPITAL SEVERAL TIMES. 11. JUST IS NOT IN A FINANCIAL SITUATION TO HANDLE THE REPAIR AT THIS TIME. 12. WOULD LIKE TO KNOW IF COULD GET HELP WITH THE REPAIR OF THE SEAT BELT SENSOR. 13. CUSTOMER IS WORKING PART TIME RIGHT NOW AND HELPING TAKE CARE OF HUSBAND. WRITER INFORMED A SPECIALIST WOULD BE CALLING BACK IN 4 BUSINESS HOURS. CASE TRANSFERRED TO TIER TWO.	<input checked="" type="checkbox"/>	4688243	CC Training Team	Call Center
-------------	-------	-------------------	--------	---------	----------	-----------	--	-------------------------------------	---------	------------------	-------------

Cases

Customer		Case Number: 3898498		Problem Description:		Resolution:	
First Name:		Type: CA		HAVING MAJOR PROBLEMS WITH THE AIRBAG SYSTEM. AIR BAG LIGHT IS ON IS 2006 HYUNDAI SONATA. SEAT BELT SENSOR HAD TO BE REPLACED. UPSET THAT PART IS NOT COVERED UNDER WARRANTY		INFORMED THE CUSTOMER OF THE DEALERSHIP INFORMATION. ENCOURAGE THE CUSTOMER TO CONTACT THE EXTENDED WARRANTY TO RECEIVE DETAILED INFORMATION ON WHY COVERAGE WAS DENIED. WRITER ATTACHED DOCS	
Phone:		Opened: 3/26/2010 06:58:29 AM					
Email:		Closed: 4/7/2010 09:14:29 AM					
Address:		Status: Closed					
City:		Sub Status: Closed					
ZIP:		Creator Last Name: Dean-020813		Contact Reason		Resolution	
State:		Creator First Name: Jennifer		* Sentiment:		* Resolution: Referred to Outside Source	
IQS:	VDS:	Owner Last Name:		* Category: Warranty Issues		* Remedy: N/A	
CSI:	SSI:	Owner First Name:		* Sub-Category: Coverage		* Resolution Satisfaction: Negative	
Contact Language:		*Urgency: Low		System: Body Electrical		Transfer	
Dealer				Component: Drivers Airbag		Trans. To:	
* Servicing Dealer: RICK CASE HYUNDAI			GA002 Active	Symptom: Display Message		Trans. Team:	
Service District: Southern District 8			Sales District: Southern District 8			Trans. Dealer:	
Vehicle						Trans. Type: Standard	
VIN: 5NPEU46F26H		Model Year: 2006		Engine: F		Trans. Reason:	
Model: Sonata (NF) V-6		Short Model: 25452F65		Accessory: 01		Check Request Pending Approval : 0	
* Mileage: 94,001		Date of First Use: 7/31/2006		Production Date: 4/3/2006		eMail notification when case is closed:	
Blue Link Equipped : No			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
4/1/2010 11:24:09 AM	JDEAN1	Dean-020813	Jennifer	Outbound	Customer	Email	EMAIL SUMMARY: WRITER RESPONDED BY EMAIL AND INFORMED THE CUSTOMER OF THE DEALERSHIP INFORMATION. WRITER ENCOURAGE THE CUSTOMER TO CONTACT THE EXTENDED WARRANTY TO RECEIVE DETAILED INFORMATION ON WHY COVERAGE WAS DENIED. WRITER ATTACHED DOCS CASE CLOSED	<input checked="" type="checkbox"/>	3898498	CC Team1	Call Center
4/1/2010 11:04:29 AM	DNELSON	Nelson-021612	Dave	Inbound	Customer	Telephone	DLR GA002, AJ STATED: 1. PROVIDED CASE NUMBER. 2. WANTED TO SPEAK WITH CM/JD. WRITER TRANSFER CALL TO CM/JD TODAY.	<input checked="" type="checkbox"/>	3898498	CC Team3	Call Center
4/1/2010 11:04:02 AM	JDEAN1	Dean-020813	Jennifer	Inbound	Customer	Telephone	CALLER (DEALERSHIP GA002 SERVICE MANAGER AJ) STATED: 1. CUSTOMER WAS IN MARCH 2 2. DTC D1448 REFERENCED BACK TO OCS ISSUE B1489 3. CUSTOMER HAS AN EXTENDED WARRANTY NEEDS A SEAT BOTTOM. EXTENDED WARRANTY WAS CONTACTED AND DECLINED	<input checked="" type="checkbox"/>	3898498	CC Team1	Call Center

							WARRANTY COVERAGE 3. MILES 94001 WRITER THANKED SERVICE MANAGER FOR TIME CASE OPEN PENDING EMAIL TO CUSTOMER				
4/1/2010 10:43:05 AM	JDEAN1	Dean-020813	Jennifer	Outbound	Dealer	Telephone	WRITER CALLED DEALERSHIP AND SPOKE TO SERVICE MANAGER AJ WHO STATED THE SM NEEDS TO CONTACT WRITER BACK. WHEN SM CALLS BACK AND IF WRITER IS NOT AVAILABLE PLEASE GATHER THE FOLLOWING INFORMATION -- DIAGNOSIS FOR AIR BAG CONCERN -- MILEAGE -- WHY WASN'T IT COVERED UNDER WARRANTY CASE OPEN PENDING CALL TO DEALERSHIP	<input checked="" type="checkbox"/>	3898498	CC Team1	Call Center
3/31/2010 08:33:25 AM	JDEAN1	Dean-020813	Jennifer	Outbound	Dealer	Telephone	WRITER CALLED DEALERSHIP GA029 AND LEFT THE SM A VOICE MAIL. WRITER ASKED FOR THE FOLLOWING INFORMATION: -- DIAGNOSIS FOR AIR BAG CONCERN -- WARRANTY COVERAGE CASE OPEN PENDING EMAIL TO CUSTOMER	<input checked="" type="checkbox"/>	3898498	CC Team1	Call Center
							EMAIL RECEIVED 03.29.10 EMAIL SUMMARY: 1. THANK YOU FOR				

							<p>RESPONDING TO COMPLAINT 2. A HYUNDAI DEALERSHIP HAS CHECKED THE LIGHT TWICE NOW 3. CUSTOMERS 1999 HYUNDAI SONATA IS NOT HAVE A LOT OF PROBLEMS WITH THE AIRBAG SYSTEM. 4. SINCE THE VEHICLE IS NO LONGER UNDER WARRANTY THE SAFETY MECHANISM HAD TO BE REPLACED AND THE WEIGHT SCALE HAS GONE BAD 5. CUSTOMER PURCHASED AN EXTENDED WARRANTY ON THE VEHICLE THAT WAS SUPPOSED TO COVER UP TO 100,000 MILES 6. THE DEALERSHIP SOLD THE CUSTOMER ON THE CONCEPT THAT THE EXTENDED WARRANTY COVERAGE WAS BUMPER TO BUMPER COVERAGE 7. CUSTOMERS SEE NOW THAT HYUNDAI WILL NOT STAND UP FOR THE WORKMANSHIP ON THE VEHICLE 8. CUSTOMER HAD 1999 SONATA WITH OVER 100,000 MILES FOR 7</p>				
<p>3/31/2010 08:32:03 AM</p>	<p>JDEAN1</p>	<p>Dean-020813</p>	<p>Jennifer</p>	<p>Inbound</p>	<p>Customer</p>	<p>Email</p>	<p><input checked="" type="checkbox"/></p>	<p>3898498</p>	<p>CC Team1</p>	<p>Call Center</p>	

YEARS WITH NO ISSUES BESIDES THE RECALL SAFETY CLIP UNDERNEATH THE SEAT 9. THOUGHT THE 2006 MODEL WOULD BE BETTER MADE 10. IS WRITING CONGRESSMAN ABOUT SAFETY ISSUE TO SEE IF FURTHER INVESTIGATION CAN BE COMPLETED WRITER RESPONDED BY EMAIL AND ADVISED THE CUSTOMER THAT HCA WILL LIKE TO RESEARCH THE CONCERN AND GET BACK TO THE CUSTOMER WITH AN UPDATE WRITER ATTACHED DOCS CASE OPEN PENDING CONTACT TO DEALERSHIP

EMAIL RECEIVED 03.23.10 EMAIL SUMMARY: 1. HAVING MAJOR PROBLEMS WITH THE AIRBAG SYSTEM 2. DRIVERS SIDE SEAT BELT SENSOR HAD TO BE REPLACED 3. PASSENGER WEIGHT SENSOR HAS GONE BAD 4. PURCHASED THE EXTENDED WARRANTY FOR THE VEHICLE 5. EXTENDED WARRANTY DOES NOT COVER AIR

3/26/2010 07:17:14 AM	JDEAN1	Dean-020813	Jennifer	Inbound	Customer	Email	BAG CONCERNS 6. AIR BAG WARNING LIGHT IS STILL ON IN THE VEHICLE 7. WANTS TO KNOW WHAT HYUNDAI STANDS FOR WRITER RESPONDED BY EMAIL AND ADVISED THE CUSTOMER OF THE WARRANTY COVERAGE FOR THE AIR BAG SYSTEM. WRITER REFERRED THE CUSTOMER TO THE DEALERSHIP AND HOW TO LOCATE A HYUNDAI DEALERSHIP. WRITER ATTACHED DOCS CASE CLOSED	<input checked="" type="checkbox"/>	3898498	CC Team1	Call Center
-----------------------------	--------	-------------	----------	---------	----------	-------	---	-------------------------------------	---------	----------	-------------

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: AKRON

ZIP:

State:: OH

IQS :

CSI :

VDS :

SSI :

Contact Language :

Case Information

Case Number: 5028144

Type: CA

Opened: 9/26/2012 07:29:23 AM

Closed: 7/15/2013 04:04:12 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Morgan-121013

Creator First Name: Kelly

Owner Last Name:

Owner First Name:

*Urgency: Low

* Contact Reason Summary

CAMPAIGN INQUIRY SEAT BELT TENSIONER

Contact Reason

*Sentiment: Inquiry/Suggestion

*Category: Campaign

*Sub-Category: Info/Eligibility

System:

Component:

Symptom:

* Resolution Summary

REFERRED TO DLR FOR SEAT BELT TENSIONER

Resolution

* Resolution: Referred to Dealer

* Remedy: N/A

* Resolution Satisfaction: Positive

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason:

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

* Servicing Dealer: RON MARHOFER HYUNDAI

OH011 Active

Service District: Central District 5

Sales District: Central District 5

Vehicle

VIN: 5NPEU46F27H

Model Year: 2007

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 15

* Mileage: 86,000

Date of First Use: 6/16/2006

Production Date: 4/11/2006

Blue Link Equipped : No

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
9/27/2012 07:34:14 AM	BSTEVENS	Stevens-121013	Brett	Inbound	Customer	Telephone	CUST STATES 1 IM CALLING BACK WITH MY VIN 2. IS IT UNDER RECALL FOR THIS AIR BAG LIGHT WRITER SHOWS NO OPEN RECALL AND CLOSED ONE DOESNT PERTAIN TO TO CUST ISSUES	<input checked="" type="checkbox"/>	5028144	HCCC Tier2 Team2 Agent	HCCC
9/27/2012 07:27:05 AM	BSTEVENS	Stevens-121013	Brett	Inbound	Customer	Telephone	CUST STATES		5028144	HCCC Tier2 Team2 Agent	HCCC
9/26/2012 07:53:44 AM	KMORGAN	Morgan-121013	Kelly	Inbound	Customer	Telephone	CALLER STS:(JOHN) 1. I HAVE HAD AN ISSUE WITH THE AIR BAG LIGHT COMING ON. 2. I HAVE HAD THE SEAT BELT TENSIONER REPLACED BY MY MECHANIC THE PART WAS USED 3. TAKING THE CAR TO THE DLR IS EXPENSIVE. 4. I DONT HAVE THE VIN NUMBER WRITER DOCUMENTED CASE NEED VIN NUMBER TO SEE CAMPAIGN ON VEHICLE TO DETERMIN IF THIS WOULD BE COVERED	<input checked="" type="checkbox"/>	5028144	HCCC Tier2 Team5 Agent	HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name	Case Number: 4968335	CUST CALLED TO REPORT THAT HIS SEAT BELT LIGHT DOES NOT COME ON. EVEN WHEN HIS DOES NOT HAVE SEAT BELT CONNECTED.	REFERRED TO DEALER.
First Name	Type: CA		
Phone	Opened: 8/16/2012 07:36:18 AM		
Email	Closed: 8/16/2012 07:42:12 AM		
Address	Status: Closed		
City: GERMONTOWN	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Bracht-072914	Contact Reason	Resolution
State: MD	Creator First Name: Ruth	* Sentiment:	* Resolution: Referred to Dealer
IQS :	Owner Last Name: [REDACTED]	* Category: Product	* Remedy: N/A
CSI :	Owner First Name [REDACTED]	* Sub-Category: Model Information	* Resolution Satisfaction: Neutral
Contact Language : ENGLISH	* Urgency: Low	System:	Transfer
Dealer		Component:	Trans. To:
* Servicing Dealer: NORTHEAST HYUNDAI	PA004 Inactive	Symptom:	Trans. Team:
Service District: National	Sales District: Eastern District 7		Trans. Dealer:
Vehicle			Trans. Type: Standard
VIN: 5NPEU46F36H [REDACTED]	Model Year: 2006	Engine: F	Trans. Reason:
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 02	Check Request Pending Approval : 0
* Mileage: 98,000	Date of First Use: 8/4/2005	Production Date: 5/23/2005	eMail notification when case is closed:
Blue Link Equipped : No		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
8/21/2012 08:47:37 AM	RPELAYO	Pelayo-051513	Ricardo	Inbound	Customer	Telephone	CUST STATES: 1. WAS TOLD TO GO TO THE DEALER 2. HAVE VEHICLE LOOKED AT 3. PROBLEM WAS FIXED 4. WOULD LIKE HELP WRITER: SEAT BELT IS COVERED UNDER THE 5/60 CUST IS OUT OF WARRANTY 2 YEARS. 38,000 MILES CASE CLOSED	<input checked="" type="checkbox"/>	4968335	HCCC Tier2 Team1	HCCC
8/16/2012 07:38:52 AM	RBRACHT	Bracht-072914	Ruth	Inbound	Customer	Telephone	CUST STS 1 HIS SEAT BELT LIGHT DOES NOT COME ON. EVEN WHEN HIS DOES NOT HAVE SEAT BELT CONNECTED 2 ANY OPEN RECALLS? WRITER EXPLAINED THAT HE HAS 3 OPEN RECALLS ON THE VEHICLE. ALSO WHEN HE GOES TO HAVE SEAT BELT ISSUE FIXED HAVE DEALER TAKE CARE OF THE RECALL REPAIRS. CASE CLOSED.	<input checked="" type="checkbox"/>	4968335	HCCC Tier1 Team10 Agent	HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 3492096	SEAT BELT HAS B1706 CODE ALSO TRUNK LID DOES NOT POP UP AFTER TRUNK IS OPEN	
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 1/23/2009 11:46:43 AM		
Email: [REDACTED]	Closed: 1/27/2009 07:48:34 AM		
Address: [REDACTED]	Status: Closed		
City: LOS FRESNOS	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: Potter-041609	* Sentiment:	* Resolution: Provided Information
State: TX	Creator First Name: Delores	* Category: HPP	* Remedy: N/A
IQS :	VDS :	* Sub-Category: Coverage	* Resolution Satisfaction: Negative
CSI :	SSI :	System: Body	Transfer
Contact Language :	* Urgency: Low	Component: Seatbelt	Trans. To:
Dealer		Symptom: Other	Trans. Team:
* Servicing Dealer: TERMINATED...EASTERNS HYUNDAI VA041 Inactive		Method : Telephone	Trans. Dealer:
Service District: National	Sales District: Southern District 2		Trans. Type:
Vehicle			Trans. Reason:
VIN: 5NPEU46F36H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25462F65	Accessory: 01	eMail notification when case is closed:
* Mileage: 46,716	Date of First Use: 11/11/2005	Production Date: 6/2/2005	
Blue Link Equipped : No		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
1/27/2009 08:46:30 AM	CRHODES	Rhodes- 030209	Christopher	Contact from Customer			CUST STATES. 1. WANT TO SPEAK WITH CM/DP. 2. WOULD LIKE AN UPDATE ON THE CASE.. 3. A WIRE UNDER THE SEAT KEEPS GETTING CAUGHT BY BOTTLES AND BEING PULLED LOOSE. 4. DLR HAS REPAIRED IT TWICE FOR FREE, NOW WANT TO CHARGE \$100.00. 5. WOULD THE SHOCKS IN THE TRUNK BE COVERED? THEY WILL NOT KEEP THE TRUNK LID OPEN. --WRITER THANKED CUST FOR CALLING, VERIFIED INFORMATION, EMPATHIZED. ADVISED CUST THAT CM/DP WAS CALLING, TO LET CUST KNOW THAT THE VEH NEEDS TO BE DIAGNOSED BY A HYUNDAI DLR TO DETERMINE WARRANTY COVERAGE. WRITER ACQUIRED PART NUMBER FOR TRUNK ACTUATORS AND PER AS400, ARE COVERED BY THE 5/60 AND HPP 6B IF THE DLR DETERMINES THE PARTS ARE DEFECTIVE. CUST UNDERSTOOD.	<input checked="" type="checkbox"/>	3492096	CC Training Team	Call Center

							CALL ENDED				
1/27/2009 07:45:18 AM	DPOTTER	Potter-041609	Delores	Outbound Contact			WRITER STATES CALLED CUST LEFT MESSAGE ON VM WRITER LEFT MESSAGE TO ADVISE CUST TO TAKE VEH WOULD NEED CURRENT DIAGNOTIC CALL ENDED	<input checked="" type="checkbox"/>	3492096	CC Team2	Call Center
1/27/2009 07:41:40 AM	DPOTTER	Potter-041609	Delores	Call to Dealer			DLR STATES B1706 PASENGER BUCKLE CONCERNS. VEH WAS LAST SEEN ON 7-11-08 AT 46716 DLR WOULD NEED A CURRENT DIAGNOSTIC CUST THANKED DLR AND CALL ENDED	<input checked="" type="checkbox"/>	3492096	CC Team2	Call Center
1/23/2009 11:50:12 AM	DPOTTER	Potter-041609	Delores	Contact from Customer			CUST STATES VEH HAS THE HPP ON VEH EH HAS AIRBAG LIGHT ON IS THIS COVERED UNDER WARR WRITER EXPLAINES WILL CHECK TWITH DLR TO SEE WHATR IS CAUSING THE CONCERN WITH THE AIRBAG LIGHT	<input checked="" type="checkbox"/>	3492096	CC Team2	Call Center

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 3877459	SEAT BELT BUCKLE NEEDS TO REPLACED TO REPAIR AIR BAG WARNING LIGHT THAT IS ON.	
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 3/9/2010 01:21:49 PM		
Email:	Closed: 3/9/2010 02:15:15 PM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Dodge-033012		
State::	Creator First Name: Paul		
IQS : VDS :	Owner Last Name: [REDACTED]		
CSI : SSI :	Owner First Name: [REDACTED]		
Contact Language :	* Urgency: Low		
Dealer		Contact Reason	Resolution
* Servicing Dealer: OXMOOR HYUNDAI KY018 Active		* Sentiment:	* Resolution: Documented Concern
Service District: Central District 9	Sales District: Central District 4	* Category: Product	* Remedy: N/A
Vehicle		* Sub-Category: Operation	* Resolution Satisfaction: Negative
VIN: 5NPEU46F36H [REDACTED]	Model Year: 2006	System: Body Electrical	Transfer
Model: Sonata (NF) V-6	Short Model: 25452F65	Component: Airbag Warning Light	Trans. To:
* Mileage: 70,000	Date of First Use: 11/1/2005	Symptom: Other	Trans. Team:
Blue Link Equipped : No		Method : Telephone	Trans. Dealer:
			Trans. Type:
			Trans. Reason:
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		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
3/9/2010 01:41:33 PM	PDODGE	Dodge-033012	Paul	Contact from Customer			WRITER ADVISES: CALLED DLR KY018 AND SPOKE WITH SERVICE MANAGER CHRISTY. DLR ADVISED CUST PASSENGER'S SIDE SEAT BELT BUCKLE NEEDS REPLACEMENT. WRITER ADVISED DLR OF CUSTOMER'S REPAIR COST CONCERN. DLR ADVISED OFFERED CUST 10% DISCOUNT ON REPAIR SO REPAIR WOULD COST \$270. WRITER THANKED DLR FOR ASSISTANCE.	<input checked="" type="checkbox"/>	3877459	CC Team4	Call Center
							CUSTOMER STATES: 1. SEAT BELT BUCKLE NEEDS TO BE REPLACED TO REPAIR AIR BAG WARNING LIGHT THAT IS ON. 2. DLR KY018 HAS ADVISED REPAIR WILL COST \$300. 3. IS CALLING HCA TO SEE IF HCA CAN ASSIST WITH REPAIR COST. --WRITER ADVISED WOULD LIKE TO SPEAK WITH DLR KY018 SERVICE MANAGER FOR ADDITIONAL INFORMATION. CUST AGREED TO HOLD. WRITER				

3/9/2010 01:33:10 PM	PDODGE	Dodge-033012	Paul	Contact from Customer	ADVISED DLR KY018 IS ADVISING PASSENGER'S SIDE SEAT BELT BUCKLE NEEDS REPLACEMENT. WRITER ADVISED DLR OF CUSTOMER'S REPAIR COST CONCERN. DLR ADVISED OFFERED CUST 10% DISCOUNT ON REPAIR SO REPAIR WOULD COST \$270. CUST ADVISED REPAIR IS STILL EXPENSIVE. CUST ADVISED WILL DECIDE WHAT TO DO. CUST REQUESTED WRITER DOCUMENT CUSTOMER'S CONCERN WITH SEAT BELT BUCKLE FAILURE AS THIS IS A SAFETY ISSUE. WRITER ADVISED HAVE DOCUMENTED CUST CONCERN. WRITER IS CLOSING CASE.	<input checked="" type="checkbox"/>	3877459	CC Team4	Call Center
----------------------------	--------	--------------	------	-----------------------------	---	-------------------------------------	---------	----------	-------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 6037025	CONCERNS ABOUT THE SEATBELT PRETENSIONOR	ADVISED THE CUST THAT HIS VEH WAS NO LONGER UNDER WARRANTY AND IS ALSO NOT PART OF ANY PRETENSIONER RECALL.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 9/16/2013 05:58:18 PM		
Email: [REDACTED]	Closed: 9/16/2013 06:46:26 PM		
Address: [REDACTED]	Status: Closed		
City: [REDACTED]	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Pina		
State: [REDACTED]	Creator First Name: Daniel		
IQS : [REDACTED] VDS : [REDACTED]	Owner Last Name: [REDACTED]		
CSI : [REDACTED] SSI : [REDACTED]	Owner First Name: [REDACTED]		
Contact Language : [REDACTED]	* Urgency: Low		
Dealer		Contact Reason	Resolution
* Servicing Dealer: STEVENS CREEK HYUNDAI CA324 Active		* Sentiment: Complaint	* Resolution: Provided Information
Service District: Western District D Sales District: Western District D		* Category: Product	* Remedy: N/A
Vehicle		* Sub-Category: Design/Feature	* Resolution Satisfaction: Neutral
VIN: 5NPEU46F36H [REDACTED] Model Year: 2006 Engine: F		System:	Transfer
Model: Sonata (NF) V-6 Short Model: 25452F65 Accessory: 02		Component:	Trans. To:
* Mileage: 129,795 Date of First Use: 11/7/2005 Production Date: 10/18/2005		Symptom:	Trans. Team:
Blue Link Equipped : No Case in Arbitration : No			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
9/16/2013 06:44:43 PM	DPINA	Pina	Daniel	General	General	General	INBOUND AND OUTBOUND EMAIL ATTACHED APPROVED BY LB CASE CLOSED	<input checked="" type="checkbox"/>	6037025	HCCC Tier2 Team11 Agent	HCCC
9/16/2013 06:05:07 PM	DPINA	Pina	Daniel	Outbound	Customer	Email	WRITER ADVISED THE CUST THAT HIS VEH WAS NO LONGER UNDER WARRANTY AND IS ALSO NOT PART OF ANY PRETENSIONER RECALL.	<input checked="" type="checkbox"/>	6037025	HCCC Tier2 Team11 Agent	HCCC
9/16/2013 06:00:45 PM	DPINA	Pina	Daniel	Inbound	Customer	Email	CUST STATES 1. UNHAPPY THAT HIS VEH IS NOT BEING COVERED UNDER A RECALL. 2. BELIEVES HYUNDAI SHOULD COVER THE CUST FOR THIS SEAT TENSIONER. 3. BELIEVE THAT THIS IS A COMMON CONCERN WITH OTHER SONATAS.	<input checked="" type="checkbox"/>	6037025	HCCC Tier2 Team11 Agent	HCCC

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 6151926	CAMPAIGN OCS; CAMPAIGN 113; REPAIR OF SEAT BELT TENSION.	REFERRRED TO DLR FOR INSPECTION
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 10/29/2013 02:16:35 PM		
Email: [REDACTED]	Closed: 10/30/2013 08:43:17 AM		
Address: [REDACTED]	Status: Closed		
City: LYNN	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Farrell-020614	Contact Reason	Resolution
State: MA	Creator First Name: Felicia	* Sentiment: Inquiry/Suggestion	* Resolution: Completed Campaign
IQS :	Owner Last Name: [REDACTED]	* Category: Campaign	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: 083 Sonata OCS	* Resolution Satisfaction: Positive
CSI :	Urgency: Low	System:	Transfer
Contact Language : ENGLISH		Component:	Trans. To:
Dealer		Symptom:	Trans. Team:
* Servicing Dealer: PRIDE HYUNDAI OF LYNN MA040 Active		Method : Telephone	Trans. Dealer:
Service District: Eastern District 2	Sales District: Eastern District 2		Trans. Type: Standard
Vehicle			Trans. Reason: Case Handling
VIN: 5NPEU46F36H-[REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 02	eMail notification when case is closed:
* Mileage: 70,000	Date of First Use: 12/16/2005	Production Date: 11/12/2005	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 6649883	2006 SONATA; OCS CLASS ACTION INQUIRY; CAMPAIGN COMPLETED; SAME CONCERN; PRODUCT COMPLAINT DRIVERS SEAT BELT RETENTIONER	REFER TO DEALER; ADVISED CUSTOMER THAT BECAUSE IT WAS DRIVERS SIDE NOT PASSENGER SIDE
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 6/6/2014 12:50:54 PM		
Email: [REDACTED]	Closed: 7/10/2014 12:42:46 PM		
Address: [REDACTED]	Status: Closed		
City: OAKDALE	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Ferry	Contact Reason	Resolution
State: MN	Creator First Name: Kathleen	* Sentiment: Inquiry/Suggestion	* Resolution: Referred to Dealer
IQS :	Owner Last Name: [REDACTED]	* Category: Settlement	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: OCS - Eligibility	* Resolution Satisfaction: Neutral
CSI :	SSI :	System: Body Electrical	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: OCS	Trans. To:
Dealer		Symptom: Gauge/Instrument Concern	Trans. Team:
* Servicing Dealer: BUERKLE HYUNDAI	MN017 Active		Trans. Dealer:
Service District: Central District 7	Sales District: Central District 7		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F36H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 01	eMail notification when case is closed:
* Mileage: 78,454	Date of First Use: 1/25/2006	Production Date: 12/8/2005	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Na [REDACTED]	Case Number: 6730495	TENSIONER BELT WARRANTY	DOCUMENTED CONCERN
First Na [REDACTED]	Type: CA		
Pho [REDACTED]	Opened: 7/14/2014 08:33:11 AM		
Em [REDACTED]	Closed: 7/14/2014 08:46:13 AM		
Address [REDACTED]	Status: Closed		
City: TAMARACK	Sub Status: Closed		
ZIP:	Creator Last Name: Dixon-072914	Contact Reason	Resolution
State: FL	Creator First Name: Marcia	* Sentiment: Inquiry/Suggestion	* Resolution: Documented Concern
IQS : VDS :	Owner Last Name: [REDACTED]	* Category: Warranty Issues	* Remedy: N/A
CSI : SSI :	Owner First Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Negative
Contact Language : ENGLISH	* Urgency: Low	System:	Transfer
Dealer		Component:	Trans. To:
* Servicing Dealer: KING HYUNDAI	FL057 Active	Symptom:	Trans. Team:
Service District: Southern District B	Sales District: Southern District B	Method : Telephone	Trans. Dealer:
Vehicle			Trans. Type: Standard
VIN: 5NPEU46F36H [REDACTED]	Model Year: 2006	Engine: F	Trans. Reason:
Model: SONATA (NF) V-6	Short Model: 25462F65	Accessory: 01	Check Request Pending Approval : 0
* Mileage: 27,000	Date of First Use: 1/31/2006	Production Date: 12/15/2005	eMail notification when case is closed:
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	4493492	HAS HAD THE SEAT BELT BUCKLED REPLACED THREE TIMES. NOW NEEDS TO BE REPLACED AGAIN AND IS ONE MONTH OUT OF WARRANTY.		GOODWILL IS DENIED AT THIS TIME BECAUSE THE VEHICLE IS TOO FAR OUTSIDE OF WARRANTY BY TIME AND BY MILES. ALSO NEEDED THE PAPERWORK WITHIN 30 DAYS FROM 08/03/11.	
First Name	[REDACTED]	Type:	CA				
Pho	[REDACTED]	Opened:	8/3/2011 09:37:28 AM				
Em	[REDACTED]	Closed:	10/11/2011 08:54:04 AM				
Adresse	[REDACTED]	Status:	Closed				
City:	HELOTES	Sub Status:	Closed				
ZIP	[REDACTED]	Creator Last Name:	Payne-021612	Contact Reason		Resolution	
State::	TX	Creator First Name:	Marissa	* Sentiment:		* Resolution: Assist Denied	
IQS :	VDS :	Owner Last Name:	[REDACTED]	* Category: Warranty Issues		* Remedy: N/A	
CSI :	SSI :	Owner First Name:	[REDACTED]	* Sub-Category: Coverage		* Resolution Satisfaction: Neutral	
Contact Language :	ENGLISH	* Urgency:	Low	System: Body		Transfer	
Dealer				Component: Seatbelt		Trans. To:	
* Servicing Dealer:		RED MCCOMBS HYUNDAI NORTHWEST TX127 Active		Symptom: Security Light		Trans. Team:	
Service District:		South Central District 5		Method : Telephone		Trans. Dealer:	
Sales District:						Trans. Type: Standard	
Vehicle				Engine: F		Trans. Reason: Case Handling	
VIN: 5NPEU46F36H [REDACTED]		Model Year: 2006		Accessory: 02		Check Request Pending Approval : 0	
Model: Sonata (NF) V-6		Short Model: 25452F65		Production Date: 3/30/2006		eMail notification when case is closed:	
* Mileage: 96,000		Date of First Use: 7/6/2006		Case in Arbitration : No			
Blue Link Equipped : No							

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/11/2011 06:44:31 AM	BCHRIST	Christensen-	Beth	Inbound	Customer	Telephone	CUSTOMER STATED: 1. WANTS TO KNOW THE GOODWILL WAS DENIED 2. SAYS THAT THE BELT BUCKEL IS DEFECTIVE 3. WANTS TO DISPUTE THE GOODWILL DEINAL 4. WANTS TO KNOW HOW TO DISPUTE THE DEINAL OF THE GOODWILL WRITER INFROMERED CUSTOMER TO LOOK IN OWERS HANDBOOK . AND IF THERE IS A WAY TO DIPUTE THE DEINAL OF GOODWILL IT WOULD BE IN THERE. CASE CLOSED	<input checked="" type="checkbox"/>	4493492	CC Training Team	Call Center
10/11/2011 06:23:50 AM	DWEINBENDER	Weinbender-	Debbie	Inbound	Customer	Telephone	CUST STATED: 1. RETURNING THE CALL. 2. THE HUSBAND IS TO BE ABLE TO HAVE ACCESS TO THE FILE. 3. THE HUSBAND MAY HAVE OTHER QUESTIONS. 4. WOULD LIKE TO KNOW IF THE PERSON NEEDS TO BE THE CM/MP WRITER EXPLAINED THAT THE FILE IS COMMENTED. ANYONE WILL ASSIST IF THE CM IS NOT AVAILABLE TO TAKE THE CALL.		4493492	CC Team2	Call Center

							EXPLAINED AS PER NOTES FROM CM/MP THAT THE GOODWILL HAS BEEN DENIED. CASE CLOSED.				
10/10/2011 03:50:07 PM	MPAYNE	Payne-021612	Marissa	Outbound	Customer	Telephone	<p>CALLED CUSTOMER LEFT VOICE MAIL WITH HCCC PHONE NUMBER, CASE NUMBER, ID NUMBER, NAME IF CUSTOMER CALLS BACK PLEASE EXPLAIN GOODWILL IS DENIED AT THIS TIME BECAUSE THE VEHICLE IS TOO FAR OUTSIDE OF WARRANTY BY TIME AND BY MILES. ALSO NEEDED THE PAPERWORK WITHIN 30 DAYS FROM 08/03/11. THANK CM IN ADVANCE CASE OPEN</p> <input checked="" type="checkbox"/>	4493492	CC Team2	Call Center	
10/10/2011 03:33:08 PM	MPAYNE	Payne-021612	Marissa	Outbound	Dealer	Telephone	<p>DEALER TX127, PATRICK STATED: 1. 10/04/2011 96901 MILES REPLACED THE SEAT BELT BUCKLE 2. 05/02/11 BUCKLE CUSTOMER DECLINED REPAIR 89266 MILES 3. 03/02/11 83216 MILES RESIDUE IN THE BUCKLE 4. DOESN'T KNOW IF WAS DEFECTIVE 5. WAS WAY OUT OF WARRANTY WRITER THANKED SERVICE FOR TIME CASE OPEN</p> <input checked="" type="checkbox"/>	4493492	CC Team2	Call Center	
							DEALER TX127, SERVICE				

10/10/2011 10:02:13 AM	MPAYNE	Payne-021612	Marissa	Outbound	Dealer	Telephone	MANAGER, PATRICK STEVENS, UNAVAILABLE LEFT MESSAGE WITH HCCC PHONE NUMBER, ID NUMBER, CASE NUMBER, CUSTOMER NAME IF SERVICE MANAGER CALLS PLEASE GET THE DATES/MILEAGE AND REPAIR ATTEMPTS FOR THE SEAT BELT BUCKLE CONCERN. ALSO HOW FAR OUT OF WARRANTY SINCE HAD BEEN REPLACED 3 PREVIOUS TIMES. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE. THANK CM IN ADVANCE CASE OPEN	<input checked="" type="checkbox"/>	4493492	CC Team2	Call Center
10/10/2011 09:08:25 AM	JMILLS	Mills-062612	Jaleesa	General	General	General	WRITER RECEIVED A FAX AND ATTACHED. SEE ATTACHMENT TAB. WRITER TRANSFERRED CASE TO CM.	<input checked="" type="checkbox"/>	4493492	CC Team2	Call Center
							CUSTOMER'S HUSBAND STATED: 1. HAD AN ISSUE WITH THE SEAT BELT BUCKLE 2. CHANGED OUT THE BUCKLES AT LEAST THREE TIMES 3. DON'T USE THAT MUCH 4. MUST BE A DEFECT 5. SOMETIMES THE LIGHT GOES ON SOMETIMES GO				

8/3/2011 09:38:45 AM	MPAYNE	Payne-021612	Marissa	Inbound	Customer	Telephone	<p>OFF 6. TOOK TO DEALER AND WAS A MONTH OUTSIDE OF WARRANTY 7. GET ANY KIND OF WAIVER WOULD HAVE TO CALL HMA TO GET FIXED 8. THINKING ABOUT GETTING ANOTHER HYUNDAI 9. DON'T KNOW IF SHOULD GET ONE IF ALL HYUNDAI'S HAVE THIS ISSUE 10. HAD BATTERY CHANGED AND THE LIGHT WENT OFF DOESN'T KNOW WHAT THAT MEANS WRITER EXPLAINED IF IS ONLY A MONTH OUT OF WARRANTY CAN FAX IN DOCUMENTS FOR POSSIBLE GOODWILL CONSIDERATION. PROVIDED FAX NUMBER AND DOCUMENTS THAT WOULD NEED TO BE FAXED IN. CASE CLOSED</p>	<input checked="" type="checkbox"/>	4493492	CC Team2	Call Center
----------------------------	--------	--------------	---------	---------	----------	-----------	---	-------------------------------------	---------	----------	-------------

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	4062767	CUSTOMER IS EXPERIENCING PASSANGER SEATBELT CONCERN. SAME CONCERN WAS REPAIRED WHEN CUSTOMER WAS UNDER WARRANTY IN 9/2009. CUSTOMER WANTS TO KNOW IF REPAIR CAN BE REPEATD AT NO CHARGE.		WRITER INFORMED CUSTOMER THAT REPEATED REPAIRS FOR THE SAME CONCERN ARE KY014 RESPONSIBILITY BECAUSE IS INDEPENDENTLY OWNED AND OPERATED. ALSO DOCUMENTED SENSOR CONCERNS.	
First Name	[REDACTED]	Type:	CA				
Phon	[REDACTED]	Opened:	8/12/2010 07:01:26 AM				
Email	[REDACTED]	Closed:	8/12/2010 07:18:46 AM				
Address	[REDACTED]	Status:	Closed				
City:	ROCKHOUSE	Sub Status:	Closed				
ZIP:	[REDACTED]	Creator Last Name:	Affleck-083011	Contact Reason		Resolution	
State::	KY	Creator First Name:	Alexandria	* Sentiment:		* Resolution: Referred to Dealer	
IQS :	VDS :	Owner Last Name:	[REDACTED]	* Category: Service - Dealer		* Remedy: N/A	
CSI :	SSI :	Owner First Name:	[REDACTED]	* Sub-Category: Comeback		* Resolution Satisfaction: Negative	
Contact Language :		* Urgency:	Low	System: Body		Transfer	
Dealer				Component: Seatbelt		Trans. To:	
* Servicing Dealer:	DESKINS HYUNDAI		KY014 Active	Symptom: Inoperative		Trans. Team:	
Service District:	Central District 9	Sales District:	Central District E	Method : Telephone		Trans. Dealer:	
Vehicle				Engine: F		Trans. Type: Standard	
VIN:	5NPEU46F37H [REDACTED]	Model Year:	2007	Accessory: 15		Trans. Reason:	
Model:	Sonata (NF) V-6	Short Model:	25452F65	Production Date: 4/7/2006		Check Request Pending Approval : 0	
* Mileage:	68,767	Date of First Use:	5/10/2006	Case in Arbitration : No		eMail notification when case is closed:	
Blue Link Equipped :	No						

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
8/12/2010 07:15:16 AM	AAFFLECK	Affleck-	Alexandria	Inbound	Customer	Telephone	CUSTOMER STATED" 1. OWNER OF 2007 SONATA 2. KY014 TOLD THAT THERE WAS PROBLEM WITH PASSENGER SIDE SEATBELT. 3. CUSTOMER HAD CAR REPAIRED UNDER WARRANTY FOR SAME PROBLEM 09/2009 4. CUSTOMER WAS WONDERING SINCE THIS REPAIR WAS SUPPOSED TO BE COMPLETED UNDER WARRANTY AND EXPERIENCING THE SAME CONCERN WITH SEAT BELT COULD REPAIR BE COMPLETED AT NO CHARGE. 5. CUSTOMER ALSO EXPERIENCING ISSUES WITH SEATBELT, FOGLIGHT, AND DOOR LOCK SENSORS. WRITER INFORMED CUSTOMER THAT REPEATED REPAIRS FOR THE SAME CONCERN ARE KY014 RESPONSIBILITY BECAUSE IS INDEPENDENTLY OWNED AND OPERATED. ALSO DOCUMENTED	<input checked="" type="checkbox"/>	4062767	CC Training Team	Call Center

							SENSOR CONCERNS. CASE CLOSED				
--	--	--	--	--	--	--	------------------------------------	--	--	--	--

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: ROCKHOUSE

ZIP:

State: KY

IQS :

VDS :

CSI :

SSI :

Contact Language :

Case Information

Case Number: 4503428

Type: CA

Opened: 8/11/2011 07:47:44 AM

Closed: 8/11/2011 07:55:54 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Roberts-033012

Creator First Name: Penni

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

HAVING PROBLEMS WITH AIRBAG LIGHT. TAKEN TO KY014 FOR REPAIR OF PASSENGER SIDE. NOW DRIVER SIDE SEATBELT BUCKLE NEEDS TO BE REPLACED. REQUESTING ASSISTANCE WITH COST.

Contact Reason

★ Sentiment:

★ Category: Product

★ Sub-Category: Operation

System: Body

Component: Seatbelt

Symptom: Security Light

* Resolution Summary

ADVISED OF SEATBELT WARRANTY. 5/60 WHICHEVER COMES FIRST. ADVISED COST OF REPAIR WOULD BE ON CUSTOMER.

Resolution

* Resolution: Assist Denied

* Remedy: N/A

* Resolution Satisfaction: Positive

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason:

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

★ Servicing Dealer: DESKINS HYUNDAI

KY014 Active

Service District: Central District 9

Sales District: Central District E

Vehicle

VIN: 5NPEU46F37H

Model Year: 2007

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 15

★ Mileage: 81,167

Date of First Use: 5/10/2006

Production Date: 4/7/2006

Blue Link Equipped : No

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
8/11/2011 07:54:26 AM	PROBERTS	Roberts-033012	Penni	Inbound	Customer	Telephone	CUSTOMER STATED: 1. HAVING PROBLEMS WITH AIRBAG LIGHT. 2. TAKEN TO KY014 FOR REPAIR OF PASSENGER SIDE. 3. NOW DRIVER SIDE SEATBELT BUCKLE NEEDS TO BE REPLACED. 4. REQUESTING ASSISTANCE WITH COST. 5. REPAIR HAS TO BE COMPLETED DOESNT FEEL SAFE WITHOUT SEATBELT LATCH WORKING PROPERLY. WRITER ADVISED OF SEATBELT WARRANTY. 5/60 WHICHEVER COMES FIRST. ADVISED COST OF REPAIR WOULD BE ON CUSTOMER. CASE CLOSED.	<input checked="" type="checkbox"/>	4503428	CC Training Team	Call Center

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	3873651	DRIVER'S SIDE SEATBELT BUCKLE ASSEMBLY IS INOPERATIVE AND AIR BAG LIGHT IS ON.			
First Name	[REDACTED]	Type:	CA				
Phone	[REDACTED]	Opened:	3/5/2010 10:58:18 AM				
Email	[REDACTED]	Closed:	3/18/2010 04:54:53 AM				
Address:		Status:	Closed				
City:		Sub Status:	Closed				
ZIP:		Creator Last Name:	Harvey-083011	Contact Reason		Resolution	
State::		Creator First Name:	Patricia	* Sentiment:		* Resolution: Assist HMA 100% GW	
IQS :	VDS :	Owner Last Name:	[REDACTED]	* Category: Product		* Remedy: Replaced	
CSI :	SSI :	Owner First Name:	[REDACTED]	* Sub-Category: Operation		* Resolution Satisfaction: Positive	
Contact Language :		* Urgency:	Low	System: Body		Transfer	
Dealer				Component: Seatbelt		Trans. To:	
* Servicing Dealer: GLENBROOK HYUNDAI		IN013 Active		Symptom: Inoperative		Trans. Team:	
Service District: Central District 8		Sales District: Central District 8		Method : Telephone		Trans. Dealer:	
Vehicle				Engine: F		Trans. Type:	
VIN: 5NPEU46F37H [REDACTED]		Model Year: 2007		Accessory: 05		Trans. Reason:	
Model: Sonata (NF) V-6		Short Model: 25452F65		Production Date: 4/20/2006		Check Request Pending Approval : 0	
* Mileage: 74,267		Date of First Use: 6/20/2006		Case in Arbitration : No		eMail notification when case is closed:	
Blue Link Equipped : No							

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
3/18/2010 04:51:17 AM	HMA02144	Belcher-	John	General			DPSM AGREES TO COVER COST OF REPAIRS PROVIDING CONCERN IS RELATED TO DRIVER'S SEAT BELT. DLR SERVICE CONSULTANT JUSTIN TO CONTACT CUSTOMER AND GET VEHICLE IN FOR DIAGNOSIS.		3873651	Region Central	Region
3/17/2010 09:55:14 AM	HMA90061	Pitt-121911	John	Contact from Customer			LEFT MESSAGE WITH OWNER REQUESTING A RETURN. SENT E-MAIL TO DPSM REQUESTING OPINION ON MULTI FAILURES ON THE LF SET BELT BUCKLE.		3873651	Region Central	Region
							ATTN REGION: ---- THE CUSTOMER STATED THE FOLLOWING: -THE CUST CURRENT CONCERN WITH VEHICLE IS THE DRIVER'S SIDE BELT BUCKLE ASSEMBLY - IN THE LAST THREE YEARS DRIVER'S SIDE SEAT BELT BUCKLE HAS HAD TO BE REPLACED THREE TIMES (SEE REPAIR HISTORY). EVERY TIME VEHICLE IS DIAGNOSED, CODE COMES BACK B1701 DRIVER'S SIDE PRE-TENSIONER TOO HIGH -THE CURRENT				

3/16/2010 12:32:40 PM	ABROWN	Brown-033012	Alyssia	Open to Region	<p>SERVICING DEALER WHERE THE INSPECTION/REPAIR WILL OCCUR IS GLENBROOK HYUNDAI IN013 - THE VEHICLE IS CURRENTLY LOCATED AT CUST ADDRESS ON FILE JUSTIN, SERVICE ADVISOR AT GLENBROOK HYUNDAI IN013, STATED: -DATES, MILEAGE, DIAGNOSES, AND REPAIR ATTEMPTS FOR CUST'S CONCERN, OR PREVIOUSLY RELATED CONCERNS, ARE - 4-17-09 AT 57,064 MILES DRIVER'S SIDE SEATBELT ASSEMBLY WAS REPLACED -. 6- 15-07 AT 30,000 MILES DRIVER'S SIDE SEATBELT BUCKLE ASSEMBLY WAS REPLACED. - CURRENT DIAGNOSIS IS B1701 3-5-10 AT 74,267 MILES (SEE ATTACHMENT). - THERE ARE NOT ANY AFTERMARKET PARTS INVOLVED -DEALERSHIP HAS NOT INVOLVED DPSM/TECHLINE/ OR FSE.' Please let me know if you have any questions or need additional information. Alyssia Brown Minaya</p>	<input checked="" type="checkbox"/>	3873651	CC Team2	Call Center
-----------------------------	--------	--------------	---------	-------------------	--	-------------------------------------	---------	----------	-------------

3/15/2010 04:34:24 PM	PHARVEY	Harvey-083011	Patricia	Outbound Contact		WRITER TRIED TO CONTACT CUST AT HOME NUMBER AND CELL NUMBER. LEFT MESSAGE THAT WRITER IS FORWARDING CASE TO APPROPRIATE PERSONNEL WITHIN THE CORPORATION TO REVIEW CONTINUED PROBLEM AND DO FURTHER RESEARCH.	<input checked="" type="checkbox"/>	3873651	CC Team7	Call Center
						OPEN TO REGION NOTES TO REGION THE CUSTOMER STATED THE FOLLOWING: 1. CUST CURRENT CONCERN WITH VEHICLE IS THE DRIVER'S SIDE BELT BUCKLE ASSEMBLY 2. WHEN, HOW OFTEN, AND WHAT ARE THE SYMPTOMS FOR CUST CONCERN? IN THE LAST THREE YEARS DRIVER'S SIDE SEAT BELT BUCKLE HAS HAD TO BE REPLACED THREE TIMES (SEE REPAIR HISTORY). EVERY TIME VEHICLE IS DIAGNOSED, CODE COMES BACK B1701 DRIVER'S SIDE PRETENSIONER TOO HIGH 3. CURRENT SERVICING DEALER WHERE THE INSPECTION/REPAIR				

3/15/2010 04:15:39 PM	PHARVEY	Harvey-083011	Patricia	Open to Region	<p>WILL OCCUR IS GLENBROOK HYUNDAI IN013 4. VEHICLE IS CURRENTLY LOCATED AT CUST ADDRESS ON FILE JUSTIN, SERVICE ADVISOR AT GLENBROOK HYUNDAI IN013, STATED: 5. DATES, MILEAGE, DIAGNOSES, AND REPAIR ATTEMPTS FOR CUST'S CONCERN, OR PREVIOUSLY RELATED CONCERNS, ARE A..4-17-09 AT 57,064 MILES DRIVER'S SIDE SEATBELT ASSEMBLY WAS REPLACED B. 6- 15-07 AT 30,000 MILES DRIVER'S SIDE SEATBELT BUCKLE ASSEMBLY WAS REPLACED. C. CURRENT DIAGNOSIS IS B1701 3-5-10 AT 74,267 MILES (SEE ATTACHMENT). 6. THERE ARE NOT ANY AFTERMARKET PARTS INVOLVED 7. DEALERSHIP HAS NOT INVOLVED DPSM/TECHLINE/ OR FSE.</p>	<input checked="" type="checkbox"/>	3873651	CC Team7	Call Center
3/11/2010 09:24:46 AM	ABOSCAN	Boscan- 033012	Alfredo	General	<p>WRITER RECEIVED A FAX AND ATTACHED. SEE ATTACHMENT TAB.</p>	<input checked="" type="checkbox"/>	3873651	CC Team2	Call Center
					WRITER TOLD				

3/10/2010 12:24:12 PM	PHARVEY	Harvey-083011	Patricia	Outbound Contact		CUST THAT REPAIR MADE TO VEHICLE APRIL 17, 2009 WAS FOR THE DRIVER'S SEATBELT BUCKLE ASSEMBLY. CUST SAID THAT DIAGNOSIS CUST JUST RECEIVED WAS ALSO FOR DRIVER'S SIDE SEATBELT BUCKLE ASSEMBLY. CUST WILL FAX IN DIAGNOSIS. WRITER STATED WOULD CALL CUST BACK FRIDAY TO CONSULT ABOUT CASE AND THE NEXT STEPS. CASE AS IS.	<input checked="" type="checkbox"/>	3873651	CC Team7	Call Center
3/10/2010 12:15:15 PM	PHARVEY	Harvey-083011	Patricia	Call to Dealer		WRITER SPOKE WITH JUSTIN, SVC ADVISOR AT GLENBROOK HYUNDAI IN013. SA STATED: 1. DRIVER'S SIDE SEATBELT ASSEMBLY WAS REPLACED 4-17- 09 AT 57,064 MILES. 2. WHEN CODES CAME BACK ON DIAGNOSIS, SHOWED THAT THE PROBLEM WAS WITH THE DRIVER'S SIDE SEATBELT AND NO INDICATION THAT THE PASSENGER'S SIDE HAD ANY KIND OF PROBLEM. 3. DRIVER'S SIDE SEATBELT BUCKLE ASSEMBLY WAS	<input checked="" type="checkbox"/>	3873651	CC Team7	Call Center

						ALSO REPLACED AT 30,000 MILES ON 6-15-07 BEFORE CURRENT OWNER BOUGHT VEHICLE. 4. DOES NOT SHOW A CONTINUING CONCERN WITH SEATBELT BUCKLE ASSEMBLY SINCE THE FIRST TWO REPAIRS WERE FOR DRIVER'S SIDE AND THIS REPAIR IS FOR PASSENGER'S SIDE. WRITER THANKED SA FOR TIME AND INFO. ENDED CALL.				
3/10/2010 12:01:14 PM	PHARVEY	Harvey-083011	Patricia	Contact from Customer		CUST STATED: 1. KNEW THAT WRITER WAS PLANNING ON CALLING TODAY AND JUST THOUGHT WOULD CALL AND SEE THE STATUS OF THE CASE. WRITER INFORMED CUST THAT WRITER HAD NOT HAD A CHANCE TO SPEAK WITH THE DEALERSHIP YET BUT WOULD BE CALLING WITHIN THE NEXT FIVE MINUTES AND WOULD CALL CUST BACK WITH MORE INFORMATION. CASE AS IS.	<input checked="" type="checkbox"/>	3873651	CC Team7	Call Center
3/10/2010				Contact		CUSTOMER STATED: 1. PROVIDED CASE NUMBER. 2. REQUESTED TO SPEAK WITH				

11:59:58 AM	JVONSTEINMANN	VonSteinmann-083011	Joelene	from Customer		CM/PH. 3. UPSET ABOUT THE ISSUES WITH VEH SEAT BELTS. -- WRITER ADVISED: WARM TRANSFERRED CALL TO CM/PH.	<input checked="" type="checkbox"/>	3873651	CC Team5	Call Center
3/5/2010 11:08:39 AM	PHARVEY	Harvey-083011	Patricia	Contact from Customer		CUST STATED: 1. AIR BAG LIGHT IS ON AND THE DIAGNOSIS FOR CONCERN IS THE PRETENSIONER ON THE DRIVER'S SIDE SEATBELT. 2. CUST HAD SAME CONCERN LAST APRIL WITH PASSENGER SEATBELT BUCKLE ASSEMBLY. 3. NOW VEHICLE IS OUT OF WARRANTY AND CUST WILL HAVE TO PAY \$372. TO GET IT FIXED. 4. THINKS DEALERSHIP GLENBROOK HYUNDAI IN013 SHOULD HAVE INSPECTED DRIVER'S SIDE SEATBELT LAST APRIL. WRITER OFFERED TO GATHER MORE INFORMATION ABOUT SEATBELT CONCERNS WITH VEHICLE FROM THE DEALERSHIP. OFFERED TO CALL CUST BACK NEXT WEDNESDAY AFTERNOON. GAVE CUST CASE # AND EMP INFO.	<input checked="" type="checkbox"/>	3873651	CC Team7	Call Center

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4760320	* WANTS TO KNOW IF THERE ARE ANY OPEN CAMPAIGNS REGARDING AIRBAG SYSTEM OR SEAT BELTS.	* INFORMED CUSTOMER NO OPEN CAMPAIGNS ON VEHICLE AND TO HAVE VEHICLE INSPECTED AND REPAIRED.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 3/14/2012 10:28:20 AM		
Email: [REDACTED]	Closed: 3/14/2012 10:35:39 AM		
Address: [REDACTED]	Status: Closed		
City: PALOS HEIGHTS	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: Brantley-033012	* Sentiment:	* Resolution: Referred to Dealer
State: IL	Creator First Name: Matthew	* Category: Campaign	* Remedy: N/A
IQS :	VDS :	* Sub-Category: Info/Elig bility	* Resolution Satisfaction: Positive
CSI :	SSI :	System:	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component:	Trans. To:
Dealer		Symptom:	Trans. Team:
* Servicing Dealer: HAPPY HYUNDAI	IL078 Inactive	Method : Telephone	Trans. Dealer:
Service District: National	Sales District: Central District 2		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F37H [REDACTED]	Model Year: 2007	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 01	eMail notification when case is closed:
* Mileage: 72,000	Date of First Use: 12/30/2006	Production Date: 4/21/2006	
Blue Link Equipped : No		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
3/14/2012 10:34:38 AM	MBRANTLEY	Brantley-033012	Matthew	Inbound	Customer	Telephone	CUSTOMER STATED: 1. VEHICLE HAD AN AIRBAG LIGHT ILLUMINATE WHEN VEHICLE WAS PURCHASED, SEAT BELT TENSION WAS ISSUE, AND ISSUE REOCCURED, GOT ISSUE FIXED AGAIN 2. AIRBAG LIGHT IS REILLUMINATED WRITER INFORMED CUSTOMER NO OPEN CAMPAIGNS ON VEHICLE AND TO HAVE VEHICLE INSPECTED AND REPAIRED. CASE CLOSED.	<input checked="" type="checkbox"/>	4760320	CC Training Team	Call Center

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: WEST NEWTON

ZIP:

State: MA

IQS :

CSI :

VDS :

SSI :

Contact Language : RUSSIAN

Dealer

★ Servicing Dealer: MIRAK HYUNDAI

Service District: Eastern District 2

Vehicle

VIN: 5NPEU46F37H

Model: Sonata (NF) V-6

★ Mileage: 82,000

Blue Link Equipped : No

Case Information

Case Number: 4440218

Type: CA

Opened: 6/20/2011 10:11:36 AM

Closed: 6/20/2011 10:22:11 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Webber-021612

Creator First Name: Mathew

Owner Last Name

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

CUSTOMER WANTED TO KNOW WHY HYUNDAI PROTECTION DOES NOT COVER SEAT BELT SENSOR FOR AIRBAG SYSTEM

Contact Reason

★ Sentiment:

★ Category: Warranty Issues

★ Sub-Category: Coverage

System: Body Electrical

Component: Drivers Airbag

Symptom: Inoperative

* Resolution Summary

CUSTOMER ADVISED PARTS OUT OF WARRANTY FOR REPAIR

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:

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
7/13/2011 11:51:39 AM	HMA01861	Perez	Angie	General	General	General	DEMAND LETTER RECEIVED FROM CUSTOMER'S ATTORNEY. THIS MATTER WILL BE HANDLED BY AMBER CASTELLANO.		4440218	NCA Legal	NCA
6/20/2011 10:18:40 AM	MWEBBER	Webber-021612	Mathew	Inbound	Customer	Telephone	CUST STATED 1. VEHICLE BEEN TO THE DEALER 5 TIMES FOR AIRBAGS 2. TOLD WOULD NOT BE COVERED WANT TO COMPLAIN ABOUT THIS 3. SEAT BELT SENSOR OUT 4. AIRBAG LIGHT ON BECAUSE OF THIS 5. ITS PART OF THE AIRBAG SYSTEM 6. SO NOTHING CAN BE DONE WRITER STATED ADVISED THE CUSTOMER OF SEAT BELTS AND AIRBAGS NOT COVERED UNDER HPP ADVISED VEHICLE OUT OF WARRANTY NOT ABLE TO ASSIST WITH REPAIR CASE CLOSED	<input checked="" type="checkbox"/>	4440218	CC Team3	Call Center

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: HAW RIVER

ZIP:

State: NC

IQS :

CSI :

VDS :

SSI :

Contact Language : ENGLISH

Dealer

* Servicing Dealer: CRENSHAW HYUNDAI

NC053 Active

Service District: Southern District 6

Sales District: Southern District 6

Vehicle

VIN: 5NPEU46F37

Model: Sonata (NF) V-6

* Mileage: 60,251

Model Year: 2007

Short Model: 26452F65

Date of First Use: 5/19/2007

Blue Link Equipped : No

Case Information

Case Number: 3848548

Type: CA

Opened: 2/11/2010 01:03:02 PM

Closed: 2/18/2010 12:11:23 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Owen-083011

Creator First Name: Miranda

Owner Last Name:

Owner First Name:

* Urgency: Low

* Contact Reason Summary

INQUIRY OF ASSISTANCE FOR REPAIR WORK NEEDED ON SEAT BELT TENSIONER AS VEHICLE IS JUST OUTSIDE OF WARRANTY BY MILEAGE ONLY

Contact Reason

* Sentiment:

* Category: Product

* Sub-Category: Operation

System: Body Electrical

Component: Airbag Warning Light

Symptom: Display Message

Method : Telephone

* Resolution Summary

Resolution

* Resolution: Referred to Dealer

* Remedy: N/A

* Resolution Satisfaction: Positive

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type:

Trans. Reason:

Check Request Pending Approval : 0

eMail notification when case is closed:

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
2/15/2010 01:50:57 PM	ABROWN	Brown-033012	Alyssia	General			CASE FORWARDED BACK TO CM. - THERE IS NO PROOF OF OWNERSHIP FOR THE CUST'S VEH. - ALSO, THE TOTAL AMOUNT IS UNDER \$500.00. CASE GOES TO GOODWILL, NOT REGION. ***NOTES BY LCM/ADAV***	<input checked="" type="checkbox"/>	3848548	CC Team2	Call Center
2/15/2010 11:50:57 AM	KNAGAH	Nagahi-083011	Kyan	Outbound Contact			WRITER ADVISED CUST 3-4 BUSINESS DAYS FOR CONTACT FROM REGIONAL OFFICE REGARDING CONCERN AND REPAIR. CASE LEFT AS IS	<input checked="" type="checkbox"/>	3848548	CC Team4	Call Center
							OPEN TO REGION GOODWILL FOR REPAIR OF AIRBAG CONCERN AS VEHICLE IS ONLY 251 MILES OUTSIDE OF NVLW AS PER TL/JD. 1. WHY IS THIS CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION? CASE IS BEING SUBMITTED FOR OPEN TO REGION GOODWILL AS CUST'S VEHICLE IS JUST BARELY OUTSIDE OF WARRANTY. 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF				

2/15/2010 11:48:33 AM	KNAGAHI	Nagahi- 083011	Kyan	General	REIMBURSEMENT? CUST IS SEEKING REPAIR OF AIRBAG CONCERN AS VEHICLE IS JUST BARELY OUTSIDE OF WARRANTY 3. WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? 251 MILES OUTSIDE OF NVLW 4. IS THE CUSTOMER A NEW OR SUBSEQUENT OWNER? ORIGINAL OWNER 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? CRENSHAW HYUNDAI AND NC053 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? BRENT 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? YES, CONCERN WOULD HAVE BEEN DONE UNDER WARRANTY 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? FIRST TIME	<input checked="" type="checkbox"/>	3848548	CC Team4	Call Center
-----------------------------	---------	-------------------	------	---------	--	-------------------------------------	---------	----------	-------------

VEHICLE WAS IN
WAS FOR AIRBAG
CONCERN 9.
WHAT ARE THE
PART NAMES AND
NUMBERS
ASSOCIATED
WITH THE
REPAIR? FRONT
SEATBELT
BUCKLE
ASSEMBLY,
88830-0A000-QS
10. WHAT WAS
THE COST FOR
PARTS? 113.34 11.
WHAT WAS THE
COST FOR
LABOR? 46.50 12.
WHAT IS TOTAL
COST OF
REPAIR? 159.84

BRENT, SERVICE
MANAGER, AT
NC053: 1. WHY IS
THIS CASE BEING
SUBMITTED FOR
GOODWILL
CONSIDERATION?
CASE IS BEING
SUBMITTED FOR
OPEN TO REGION
GOODWILL AS
CUST'S VEHICLE
IS JUST BARELY
OUTSIDE OF
WARRANTY. 2.
WHAT IS THE
CUSTOMER
SEEKING IN THE
WAY OF
REIMBURSEMENT?
CUST IS SEEKING
REPAIR OF
AIRBAG
CONCERN AS
VEHICLE IS JUST
BARELY OUTSIDE
OF WARRANTY 3.
WHICH
WARRANTY IS IN
QUESTION AND
HOW FAR OUT OF
WARRANTY IS
THE VEHICLE BY
TIME/MILEAGE?

2/15/2010 11:37:24 AM	KNAGAHI	Nagahi- 083011	Kyan	Call to Dealer	<p>251 MILES OUTSIDE OF NVLW 4. IS THE CUSTOMER A NEW OR SUBSEQUENT OWNER? ORIGINAL OWNER 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? CRENSHAW HYUNDAI AND NC053 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? BRENT 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? YES, CONCERN WOULD HAVE BEEN DONE UNDER WARRANTY 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? FIRST TIME VEHICLE WAS IN WAS FOR AIRBAG CONCERN 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? FRONT SEATBELT BUCKLE ASSEMBLY, 88830-0A000-QS 10. WHAT WAS THE COST FOR</p>	<input checked="" type="checkbox"/>	3848548	CC Team4	Call Center
-----------------------------	---------	-------------------	------	-------------------	---	-------------------------------------	---------	----------	-------------

							PARTS? 113.34 11. WHAT WAS THE COST FOR LABOR? 46.50 12. WHAT IS TOTAL COST OF REPAIR? 159.84			
2/15/2010 11:27:27 AM	KNAGAH	Nagahi- 083011	Kyan	Outbound Contact			WRITER ADVISED CUST THAT WRITER WILL RESEARCH CASE AND CALL CUST WITHIN 1-2 BUSINESS DAYS. OPEN CASE PENDING CALL TO DLR FOR OPEN TO REGION GOODWILL	<input checked="" type="checkbox"/>	3848548	CC Team4 Call Center
2/15/2010 10:38:32 AM	ABOSCAN	Boscan- 033012	Alfredo	General			WRITER RECEIVED A FAX AND ATTACHED. SEE ATTACHMENT TAB.	<input checked="" type="checkbox"/>	3848548	CC Team2 Call Center
2/12/2010 01:30:49 PM	MOWEN	Owen-083011	Miranda	Outbound Contact			CUST STATED: 1. HAS ACCESS TO FAX 2. WILL SEND AVAILABLE DOCS ASAP -WRITER APOLOGIZED FOR LATE CALL BACK. WRITER ADVISED CUST OF CALL TO DLR NOTE BELOW. WRITER ADVISED CUST WRITER WILL BE SENDING CASE ON FOR REIMBURSEMENT CONSIDERATION REVIEW BY TUESDAY. WRITER WILL CONTACT CUST WHEN WRITER SENDS CASE -- CASE PENDING DLR CONTACT AND CUST DOCS	<input checked="" type="checkbox"/>	3848548	CC Team3 Call Center
							DLR NC053 CONTACT (BRENT) SVC MGR STATED: 1. WAS			

2/12/2010 01:03:40 PM	MOWEN	Owen-083011	Miranda	Call to Dealer		RESULT OF DEFECT. REPAIRS WOULD HAVE BEEN COVERED UNDER WARR IF NOT EXPIRED 2. ADVISED CUST WOULD HAVE TO CHARGE FOR DIAGNOSTICS IF PARTS EFFECTED NOT COVERED UNDER WARR 3. VERY BUSY AT THIS TIME HAS TO GO -WRITER SCHEDULED CALL BACK TIME FOR 10 AM ON MONDAY. WRITER INQUIRED IF PART WOULD HAVE BEEN COVERED UNDER WARR IF NOT EXPIRED. -- CASE PENDING CUST CONTACT AND DLR CONTACT ON MONDAY	<input checked="" type="checkbox"/>	3848548	CC Team3	Call Center
2/12/2010 10:48:06 AM	TZOANI	Zoani-083011	Theresa	Contact from Customer		CUST STATES: 1. HAS NOT HEARD FROM CMMO --- WRITER OFFERED TO ASSIST CUST. WRITER ADVISED CMMO IS STILL GATHER INFORMATION AND WILL CALL CUST IN 2-3 BUSINESS DAYS.	<input checked="" type="checkbox"/>	3848548	CC Team2	Call Center
						CUST STATED: 1. WENT INTO NC053 PURCHASED VEH BRAND NEW IN 2007 2. 3 WEEKS AGO AIR BAG LIGHT ILLUMINATED 3. YESTERDAY FIRST DAY COULD VISIT DLRSP 4. AT 60,251 MILES,				

2/11/2010 01:15:26 PM	MOWEN	Owen-083011	Miranda	Contact from Customer	<p> WAS ADVISED SEAT BELT TENSIONER NEEDS REPLACEMENT 5. CUST UNEMPLOYED, VEH EXPERIENCED WARNING LIGHT UNDER 60,000 BUT UNABLE TO VISIT DLRSP NC053 AT THAT TIME 6. DUE FOR 60,000 CHECK UP BUT HAS TO WAIT UNTIL EMPLOYED TO MAINTENANCE VEH 7. DLR STATED REPAIR WOULD HAVE BEEN COVERED UNDER NVLW 8. ANOTHER PROBLEM IS THE VALVE COVER IS LEAKING ONTO ALTERNATOR 9. THOUGHT ENGINES WERE BUILT A LOT BETTER, LOVES VEH STILL 10. CANNOT AFFORD \$700 OR \$800 DOLLARS FOR REPAIRS TO KEEP FROM LEAKING 11. DID NOT APPROVE REPAIR WORK FOR SEAT BELT TENSIONER 12. JUST HAD MULTI- POINT INSPECTION APPROVED 13. SPOKE WITH SVC MGR GREG AT DLR NC053 - WRITER SET UP CALL BACK TIME AT 11AM MOUNTAIN TIME TO PROVIDE </p>	<input checked="" type="checkbox"/>	3848548	CC Team3	Call Center
-----------------------------	-------	-------------	---------	-----------------------------	--	-------------------------------------	---------	----------	-------------

						NEXT STEPS TO CUST AFTER WRITER GATHERS NEEDED DETAILS FROM DLR NC053. WRITER INFORMED CUST WRITER CANNOT GUARANTEE REIMBURSEMENT WILL GO THROUGH BUT WILL SUBMIT FOR REVIEW --CASE PENDING FURTHER DETAILS			
--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 3422224	SEAT BELT BUCKLE BROKE DLRSP COVERING PART NOT LABOR	
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 10/22/2008 06:52:24 AM		
Email: [REDACTED]	Closed: 10/22/2008 07:10:08 AM		
Address: [REDACTED]	Status: Closed		
City: TOMS RIVER	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: McEwan-041310	Contact Reason	Resolution
State: NJ	Creator First Name: Nachele	* Sentiment:	* Resolution: Documented Concern
IQS :	Owner Last Name: [REDACTED]	* Category: HPP	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Negative
CSI :	SSI :	System: Body	Transfer
Contact Language :	* Urgency: High	Component: Seatbelt	Trans. To:
Dealer		Symptom: Other	Trans. Team:
* Servicing Dealer: LESTER GLENN HYUNDAI	NJ032 Active		Trans. Dealer:
Service District: Eastern District 7	Sales District: Eastern District 7		Trans. Type:
Vehicle			Trans. Reason:
VIN: 5NPEU46F46H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25462F65	Accessory: 03	eMail notification when case is closed:
* Mileage: 62,000	Date of First Use: 10/22/2005	Production Date: 8/19/2005	
Blue Link Equipped : No		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
10/22/2008 07:07:33 AM	NMCEWAN	McEwan- 041310	Nachelle	Contact from Customer			CORRESPONDENCE CUST STATES: 1. IS CALLING IN REGARDS TO CUST LETTER CUST SENT HMA 2. IS UPSET THE SEAT BELT BUCKLE BROKE 3. THIS IS A SAFETY CONCERN THAT SHOULD HAVE NEVER BROKE 4. HAS PURCHASED AN EXTENDED WARR BUMPER TO BUMPER. 5. HYUNDAI DID COVER PART THROUGH LESTER GLEN BUT CUST HAD TO PAY 100 DOLLARS TO INSTALL IT --- WRITER REVIEWED LETTER ATTACHED TO CASE# 3171368 AND EMPATHIZED WITH CUST. WRITER ASKED IF CUST RECEIVED A WHAT THE WARR DOESN'T COVER AND REVIEWED IT. CUST ADVISED YES CUST DID AND DIDN'T REVIEW IT. WRITER ADVISED CUST THAT UNDER THE EXTENDED WARR SEAT BELTS AREN'T COVERED. HYUNDAI WILL STAND BY THE DLRSP DECISION	<input checked="" type="checkbox"/>	3422224	CC Team2	Call Center

							TO GOODWILL THE SEAT BELT BUCKLE AND NOT THE LABOR. CUST WAS UNDERSTANDING. WRITER ADVISED THE COMPLAINT WILL BE DOCUMENTED. CUST ADVISED OK. WRITER PROVIDED NEW CASE# AND CM'S NAME AND EXT#. CASE CLOSED CUST COMPLAINT DOCUMENTED.			
--	--	--	--	--	--	--	---	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name	Case Number: 6190719	CAMPAIGN INQUIRY - WANTED TO KNOW IF THERE WAS AN OPEN CAMPAIGN FOR THE SEAT BELT PRETENSIONER	EXPLAINED TO CUST THAT THERE IS NO CURRENT CAMPAIGN OPEN ON VEHICLE FOR THE SEAT BELT PRETENSIONER
First Name	Type: CA		
Phon	Opened: 11/13/2013 03:37:01 PM		
Email	Closed: 11/13/2013 04:36:09 PM		
Address	Status: Closed		
City: HOUSTON	Sub Status: Closed		
ZIP	Creator Last Name: Fisher-112713	Contact Reason	Resolution
State: TX	Creator First Name: Forlisha	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
IQS :	Owner Last Name:	* Category: Campaign	* Remedy: N/A
VDS :	Owner First Name:	* Sub-Category: Info/Eligibility	* Resolution Satisfaction: Neutral
CSI :	Owner First Name:	System: Body Electrical	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: OCS	Trans. To:
Dealer		Symptom:	Trans. Team:
* Servicing Dealer: INVER GROVE HYUNDAI	MN022 Active		Trans. Dealer:
Service District: Central District 7	Sales District: Central District 7		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F46H	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25462F65	Accessory: 03	eMail notification when case is closed:
* Mileage: 89,500	Date of First Use: 4/22/2006	Production Date: 10/4/2005	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4369860	REGARDING THE AIR BAG LIGHT ON AND THE DEALERSHIP WILL NOT COVER THE PART FOR THE SEAT BELT.	REFER TO LOCAL DEALERHSIP TO SPEAK WITH MANAGER REGARDING THE MIS COMMUNICATION FROM THE SALES PERSON. ALSO PROVIDED HYUNDAI CLAIMS CENTER CONTACT INFORMATION FOR VERIFICATION OF THE HPP COVERAGE.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 4/19/2011 01:31:52 PM		
Email: [REDACTED]	Closed: 4/19/2011 01:53:44 PM		
Address: [REDACTED]	Status: Closed		
City: MOUNT PROSPECT	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Anaya-012512	Contact Reason	Resolution
State: IL	Creator First Name: Germaine	* Sentiment:	* Resolution: Referred to Dealer
IQS :	Owner Last Name: [REDACTED]	* Category: Warranty Issues	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Negative
CSI :	Urgency: Low	System: Body Electrical	Transfer
Contact Language : UNKNOWN		Component: Airbag Warning Light	Trans. To:
Dealer		Symptom: Other	Trans. Team:
* Servicing Dealer: WILKINS HYUNDAI IL076 Active			Trans. Dealer:
Service District: Central District 8	Sales District: Central District 1		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F46H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 05	eMail notification when case is closed:
* Mileage: 73,200	Date of First Use: 6/15/2006	Production Date: 2/10/2006	
Blue Link Equipped : No		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
4/19/2011 01:40:21 PM	GANAYA	Anaya- 012512	Germaine	Inbound	Customer	Telephone	CUSTOMER STATED: 1. FOR TWO WEEKS GOT AIR BAG LIGHT ON 2. DID NOT PUT ATTENTION AS THE LIGHT WENT OFF 3. THEN THE LIGHT ON 4. THE TAIL LIGHT IS NEEDS TO BE CHANGED 5. THE CUSTOMER STATED HAS TO CHANGE THE 919503K050 6. STATED THE PART IS COVERED. 7. THE OTHER PART FRONT SEAT BELT IS NOT COVERED. 888400AA000KS 8. HAS A 100,000 MILE WARRANTY 9. WHICH THE VEHICLE SHOULD BE COVERED BUMPER TO BUMPER 10. THINKS FIXED HE AIR BAG LIGHT FOR THE SEAT BELT NOT WORKING 11. MAY JUST NEVER PURCHASE ANOTHER VEHICLE WRITER INFORMED CUSTOMER THE PART IS NO LONGER COVERED DUE TO MILEAGE ON THE VEHICLE. ALSO VERIFIED PER LCM/JD THAT THE PART 888400AA000KS IS	<input checked="" type="checkbox"/>	4369860	CC Team3	Call Center

							NOT COVERED. CASE CLOSED.				
--	--	--	--	--	--	--	------------------------------	--	--	--	--

Cases

Customer	Case Information	Contact Reason Summary	* Resolution Summary	
Last Nam [REDACTED]	Case Number: 3876566	CUSTOMER IS HAVING A CONCERN WITH THE DEALERSHIP CAUSING DAMAGE TO THE SEATBELT ON THE VEHICLE CAUSING THE AIRBAG LIGHT TO TURN ON.		
First Nam [REDACTED]	Type: CA			
Phon [REDACTED]	Opened: 3/9/2010 08:22:14 AM			
Email:	Closed: 3/10/2010 02:24:07 PM			
Address:	Status: Closed			
City:	Sub Status: Closed			
ZIP:	Creator Last Name: Jones-083011		Contact Reason	Resolution
State::	Creator First Name: Shauntel		* Sentiment:	* Resolution: Provided Information
IQS : VDS :	Owner Last Name: [REDACTED]		* Category: Service - Dealer	* Remedy: N/A
CSI : SSI :	Owner First Name: [REDACTED]		* Sub-Category: Treatment - Negative	* Resolution Satisfaction: Positive
Contact Language : ENGLISH	* Urgency: Low	System: Body	Transfer	
Dealer		Component: Seatbelt	Trans. To:	
* Servicing Dealer: HATFIELD HYUNDAI OH042 Active		Symptom: Other	Trans. Team:	
Service District: Central District 3 Sales District: Central District 3		Method : Telephone	Trans. Dealer:	
Vehicle			Trans. Type:	
VIN: 5NPEU46F46H [REDACTED]	Model Year: 2006	Engine: F	Trans. Reason:	
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 01	Check Request Pending Approval : 0	
* Mileage: 60,000	Date of First Use: 6/5/2006	Production Date: 2/10/2006	eMail notification when case is closed:	
Blue Link Equipped : No		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
3/10/2010 03:02:14 PM	JVONSTEINMANN	VonSteinmann-083011	Joelene	Contact from Customer			CUSTOMER STATED: 1. CUST PROVIDED CASE NUMBER AND ASKED THAT CASE BE CLOSED. 2. CUSTOMER SAID THAT SHE IS DONE WITH THE DEALER AND THE ENTIRE EXPERIENCE. -- WRITER ADVISED: OFFERED TO ASSIST CUSTOMER AND TO CLARIFY NOTES OF CASE. CUST DID NOT WANT TO DISCUSS THE ISSUES OF THE CASE. PROVIDED CASE NUMBER, NAME AND ID NUMBER. CASE LEFT AS IS:	<input checked="" type="checkbox"/>	3876566	CC Team5	Call Center
3/10/2010 02:22:52 PM	SJONES2	Jones-083011	Steve	Outbound Contact			WRITER LEFT MESSAGE WITH PAT AT DLR OH042 LETTING PAT KNOW THAT CUST IS REQUESTING A CALL BACK FROM DLR OH042 CASE CLOSED	<input checked="" type="checkbox"/>	3876566	CC Team4	Call Center
							CUST STATED 1. HAS LEFT MESSAGE WITH DLR OH042 AND WOULD LIKE A CALL BACK FROM HATFIELD 2. AIR BAGS NOT WORKING WRITER INFORMED CUST THAT CUST NEEDS TO GET A PROPER				

3/10/2010 02:17:02 PM	SJONES2	Jones-083011	Steve	Contact from Customer			DIAGNOSIS ON CUST VEHICLE IN ORDER FOR REPAIRS TO BE COMPLETED. WRITER STATED THAT WRITER WILL CONTACT DLR OH042 TO RELAY THE MESSAGE THAT DLR OH042 HAS TO CALL CUST BACK IN THIS CASE. CASE RE- OPENED PENDING CALL TO DLR OH042	<input checked="" type="checkbox"/>	3876566	CC Team4	Call Center
3/10/2010 12:50:22 PM	SJONES	Jones-083011	Shauntel	Outbound Contact			WRITER ATTEMPTED TO CONTACT CUSTOMER: WRITER LEFT A MESSAGE FOR THE CUSTOMER TO CALL BACK. CASE CLOSED DUE TO LACK OF CONTACT ***IF THE CUSTOMER CALLS BACK*** PLEASE ADVISE THE CUSTOMER TO TAKE THE VEHICLE TO THE DEALERSHIP FOR A CURRENT DIAGNOSIS AS THE DEALERSHIP ADVISED THE DEALERSHIP IS NOT AWARE OF THE CONCERN. THANKS	<input checked="" type="checkbox"/>	3876566	CC Team4	Call Center
							WRITER ATTEMPTED TO CONTACT CUSTOMER: WRITER LEFT A MESSAGE FOR THE CUSTOMER TO CALL BACK. CASE PENDING CUSTOMER CONTACT ***IF				

3/9/2010 01:21:15 PM	SJONES	Jones-083011	Shauntel	Outbound Contact	THE CUSTOMER CALLS BACK*** PLEASE ADVISE THE CUSTOMER TO TAKE THE VEHICLE TO THE DEALERSHIP FOR A CURRENT DIAGNOSIS AS THE DEALERSHIP ADVISED THE DEALERSHIP IS NOT AWARE OF THE CONCERN. THANKS	<input checked="" type="checkbox"/>	3876566	CC Team4	Call Center
3/9/2010 09:09:35 AM	MRAMMI	Rammi-083011	Michelle	Call from Dealer	PAT FROM DLR OH042 STATED: 1. VEH HAS ONLY BEEN TO DLRSP 2 TIMES. 2. LAST TIME VEH IN ON 1/7/10 WITH 53620 MILES AND STOP LAMP SWITCH WAS REPLACED, SUN VISOR WAS REPLACED, AND OIL CHANGE WAS DONE. 3. ONLY OTHER TIME VEH WAS IN WAS ON 9/3/08 WITH 34831 MILES AND THE ABS LIGHT WAS ON AND THE STOP LAMP SWITCH WAS REPLACED. 4. HAS NOT SEEN THE VEH ANY OTHER TIME AFTER 1/7/10. 5. CM/SJ CAN CONTACT SVC MGR IF THERE ARE ANY OTHER QUESTIONS. 6. LOOKED FOR ANY PARTS BEING ORDERED UNDER CUST NAME AND CAN NOT FIND ANY PARTS THAT HAVE BEEN OR ARE ON ORDER. CALL ENDED.	<input checked="" type="checkbox"/>	3876566	CC Team2	Call Center

						WRITER LEFT CASE AS IS.				
3/9/2010 08:38:04 AM	SJONES	Jones-083011	Shauntel	Call to Dealer		WRITER CONTACTED DEALERSHIP OH042: WRITER LEFT MESSAGE FOR THE SERVICE MANAGER TO CONTACT WRITER. CASE PENDING DEALERSHIP CONTACT ***IF DEALERSHIP CALLS BACK*** PLEASE GET DATES, MILES, REPAIR ATTEMPTS AND THE DIAGNOSIS FOR THE AIRBAG LIGHT CONCERN, HAS THE DPSM OR TECHLINE BEEN INVOLVED. ARE THERE ANY AFTERMARKET PARTS THAT CAN BE CAUSING THE CONCERN. THE CUSTOMER WAS ADVISED THE CUSTOMER WOULD BE CONTACTED WHEN THE SEATBELT ARRIVED HAS THE SEATBELT BEEN ORDERED THANKS	<input checked="" type="checkbox"/>	3876566	CC Team4	Call Center
						CUSTOMER STATED: 1. CUSTOMER WENT TO DEALERSHIP OH042 FOR CAMPAIGN 092. WHEN THE CUSTOMER LEFT THE CUSTOMERS AIRBAG LIGHT WAS ON. 2. CUSTOMER WAS				

3/9/2010 08:29:15 AM	SJONES	Jones-083011	Shauntel	Outbound Contact	<p>ADVISED BY THE DEALERSHIP THE CONCERN WAS CAUSED BY LOSE WIRES THAT WAS NOT COVERED UNDER WARRANTY. 3. CUSTOMER WAS THEN ADVISED THE SEATBELT NEEDED TO BE REPLACED AND THE DEALERSHIP WOULD CONTACT THE CUSTOMER WHEN THE SEATBELT WAS AVAILABLE. 4. CUSTOMER HAS NOT BEEN CONTACTED BY THE DEALERSHIP AND WHEN THE CUSTOMER CALLED CUSTOMER WAS ADVISED THE DEALERSHIP IS NOT AWARE OF THE CONCERN. WRITER STATED: WRITER ADVISED CUSTOMER WRITER WOULD LIKE TO CONTACT THE DEALERSHIP. ADVISED CUSTOMER THE SERVICE MANAGER IS NOT AVAILABLE. ADVISED CUSTOMER WRITER WILL CONTACT CUSTOMER NO LATER THAN 3/11/10 IN REGARDS TO UPDATE. CASE PENDING DEALERSHIP CONTACT</p>	<input checked="" type="checkbox"/>	3876566	CC Team4	Call Center
					CUSTOMER STATED: 1.				

3/9/2010 08:29:04 AM	SJONES	Jones-083011	Shauntel	Contact from Customer		CUSTOMER IS HAVING A CONCERN WITH THE DEALERSHIP CAUSING DAMAGE TO THE VEHICLE AND NOT CONTACTING THE CUSTOMER. WRITER STATED: CALL LOST WRITER CONTACTED CUSTOMER. CASE PENDING	<input checked="" type="checkbox"/>	3876566	CC Team4	Call Center
----------------------------	--------	--------------	----------	-----------------------------	--	--	-------------------------------------	---------	----------	-------------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name First Name Phone Email Address: City: ZIP: State:: IQS : VDS : CSI : SSI :	Case Number: 3740333 Type: CA Opened: 10/22/2009 09:51:13 AM Closed: 10/22/2009 10:21:15 AM Status: Closed Sub Status: Closed Creator Last Name: Cootey-041310 Creator First Name: Matthew Owner Last Name: [REDACTED] Owner First Name: [REDACTED] Urgency: Low	Contact Reason Summary DIAGNOSTIC FOUND SEATBELT NEEDED TO BE REPLACED FOR THE SECOND TIME. NOT COVERED WHERE AS BEFORE IT WAS. Contact Reason Sentiment: Category: Warranty Issues Sub-Category: Coverage System: Body Component: Seatbelt Symptom: Warning light Method : Telephone	Resolution Summary Resolution Resolution: Provided Information Remedy: N/A Resolution Satisfaction: Negative Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Trans. Reason: Check Request Pending Approval : 0 eMail notification when case is closed:
Dealer Servicing Dealer: ALLEN SAMUELS HYUNDAI Service District: South Central District 8	TX049 Active Sales District: South Central District A		
Vehicle VIN: 5NPEU46F46 [REDACTED] Model: Sonata (NF) V-6 Mileage: 68,164 Blue Link Equipped : No	Model Year: 2006 Short Model: 25452F65 Date of First Use: 3/27/2006	Engine: F Accessory: 02 Production Date: 3/2/2006 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
10/22/2009 10:10:32 AM	MCOOTEY	Cootey- 041310	Matthew	Call to Dealer			ALLEN SAMUELS HYUNDAI, TX049, JJAMES, SVC ADVISER STATES: 1. AIRBAG LIGHT ON. 2. BARELY OVER A MONTH. 3. BEEN THERE BEFORE BUT OVER. 4. WRITER NEEDS TO 5. DPSM WAS CONTACTED. 6. L SEATBELT BUCKLE. 7. DPSM AGREED CLIANT SHOULD PAY \$100 LIKE AN EXTENDED WARR SVC CONTRACT. 8. DECLINED BRAKE JOB AND FILTER. CUST DID OIL CHANGES. DID DO A AIR FILTER. ---WRITER NOTES THE CONCERN. WRITER WILL STAND BEHIND DECISION. CASE PENDING.	<input checked="" type="checkbox"/>	3740333	CC Team4	Call Center
							CUST STATES: 1. WARR ISSUE 2. SEATBELT CLIP REPLACED ON DRIVERSIDE. MADE AIRBAG GO ON. 3. A MONTH AFTER THE WARR IT WENT OUT AGAIN. 4. DLR WANTS TO CHARGE. 5. DLR SENT EMAIL TO HMA. CAN BE DONE FOR \$100. - --WRITER ADVISED WRITER WILL RESEARCH THE EMAIL AND				

10/22/2009 10:10:28 AM	MCOOTEY	Cootey- 041310	Matthew	Contact from Customer	<p>WHO IT WAS SENT TO. WRITER GOT BACK FROM THE DLRSP AND ADVISED THAT THE WARR IS COMPLETE BY 8164 MILES. THE CUST IS STILL WITHIN TIME, BUT THE WARR IS EITHER OR. THE DPSM IS ASSISTING THE CUST FOR IF THE CUST HAD AN EXTENDED WARR OTHER CUST'S PAY \$100 DEDUCTABLE FOR SOME PLANS. THE DLR IS DOING GW AND CHARGING THIS \$100 AS IF THE CUST HAS AN EXTENDED WARR TO PROVIDE A MEANS TO ASSIST THE CUST FOR THE WARR IS COMPLETE. THE CUST HAS NO EXTENDED WARR. THIS IS A GREAT OFFER AND WRITER MUST STAND BEHIND THIS DEAL. CUST DISAGREE'S. WRITER ADVISED THIS IS A ONE TIME OFFER AND TO DISCUSS THIS WITH THE CUST WHO IS THE OWNER OF THE VEH NOT THE BOYFRIEND. CASE SOLVED.</p>	<input checked="" type="checkbox"/>	3740333	CC Team4	Call Center
------------------------------	---------	-------------------	---------	-----------------------------	--	-------------------------------------	---------	----------	-------------

Cases

Customer		Case Information		Contact Reason Summary	Resolution Summary
Last Name	[REDACTED]	Case Number:	3770601	CUST INQUIRING ABOUT SEAT BELT AND AIRBAG WARRANTY.	
First Name	[REDACTED]	Type:	CA		
Phone	[REDACTED]	Opened:	11/23/2009 09:49:43 AM		
Email	[REDACTED]	Closed:	11/23/2009 09:53:37 AM		
Address:		Status:	Closed		
City:		Sub Status:	Closed		
ZIP:		Creator Last Name:	Roberts-021612	Contact Reason	Resolution
State:		Creator First Name:	Christine	* Sentiment:	* Resolution: Provided Information
IQS :	VDS :	Owner Last Name:	[REDACTED]	* Category: Warranty Issues	* Remedy: N/A
CSI :	SSI :	Owner First Name:	[REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Negative
Contact Language :		* Urgency:	Low	System:	Transfer
Dealer		Component:		Symptom:	Trans. To:
* Servicing Dealer: JIM CLICK HYUNDAI EASTSIDE		AZ018	Active		Trans. Team:
Service District: Western District 2		Sales District: Western District 2			Trans. Dealer:
Vehicle					Trans. Type:
VIN: 5NPEU46F46H	[REDACTED]	Model Year:	2006	Engine:	F
Model:	Sonata (NF) V-6	Short Model:	25452F65	Accessory:	02
* Mileage:	79,000	Date of First Use:	4/26/2006	Production Date:	3/17/2006
Blue Link Equipped :	No	Case in Arbitration :	No	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
11/23/2009 09:51:56 AM	CROBERTS	Roberts- 021612	Christine	Contact from Customer			CUST STATES: 1. WOULD LIKE TO KNOW AIRBAG AND SEAT BELT WARRANTY. 2. SUBSEQUENT OWNER OF VEH. WRITER UPDATED INFO. NO ADDITIONAL CONTACT NUMBER AVAILABLE. WRITER ADVISED CUST WARRANTY OF 5/60 ON AIRBAG AND SEAT BELTS FOR DEFECTIVE PARTS AND WORKMANSHIP. ADVISED CUST IS OUT OF WARRANTY ON MILEAGE FOR BOTH SEAT BELT AND AIRBAG. WRITER PROVIDED CASE #, NAME AND ID #. CASE CLOSED.	<input checked="" type="checkbox"/>	3770601	CC Team5	Call Center

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
2/1/2010 01:05:18 PM	HMA02788	Coleman	Victoria	General			Dealership reimbursed customer for shop supplies at \$6.95. Part was already paid for by Hyundai.		3822335	Region Central	Region
1/27/2010 03:03:32 PM	HMA90061	Pitt-121911	John	Contact from Customer			OWNER RETURNS CALL TO ADVISE THAT REPAIRS HAVE BEEN COMPLETED TO HER SATISFACTION. OWNER PAID FOR LABOR. HMA SUPPLIED THE PARTS. SENT E-MAIL TO DPSM REQUESTING REVIEW OF CASE COMMENTS, AND IF APPROPRIATE CLOSING OF THE FILE.		3822335	Region Central	Region
1/27/2010 09:33:09 AM	HMA90061	Pitt-121911	John	Contact from Customer			LEFT MESSAGE WITH OWNER REQUESTING A RETURN CALL. SENT E-MAIL TO DPSM REQUESTING DECISION REGARDING SEAT BELT GOODWILL REPAIR.		3822335	Region Central	Region
							ATTN REGION: --- THE CUSTOMER STATES THE FOLLOWING: - WHY IS THIS CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION? CUSTOMERS SEATBELT TENSIONER IS FAULTY WITCH IS CAUSING THE AIRBAG LIGHT TO ILLUMINATE IN -				

<p>1/22/2010 03:13:41 PM</p>	<p>ABROWN</p>	<p>Brown-033012</p>	<p>Alyssia</p>	<p>General</p>	<p>WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? CUSTOMER IS SEEKING WARRANTY COVERAGE FOR THE \$251.94 REPAIR - WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? THE 5 YEARS 60,000 MILE WARRANTY CUSTOMER IS ONLY 2,585 MILES OUT OF WARRANTY - IS THE CUSTOMER A NEW OR SUBSEQUENT OWNER? CUSTOMER IS THE ORIGINAL OWNER - THE DEALER NAME AND CODE WHERE THE REPAIR WILL BE PERFORMED? WALSER HYUNDAI DEALER CODE MN020 THE DEALER STATES THE FOLLOWING: - THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? APRIL THE SERVICE MANAGER AT WALSER HYUNDAI MN020. - WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP</p>	<p><input checked="" type="checkbox"/></p>	<p>3822335</p>	<p>CC Team2</p>	<p>Call Center</p>
--------------------------------------	---------------	---------------------	----------------	----------------	--	--	----------------	-----------------	--------------------

						<p>OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? NO INTERACTION OF CUSTOMER CAUSED BY INTERNAL FAILURE. - IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? YES VEHICLE IS UP TO DATE ON SCHEDULED MAINTENANCE - WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? DRIVER SIDE SEATBELT BUCKLE PART NUMBER 888300A000QD - WHAT WAS THE COST FOR PARTS? \$182.64 - WHAT WAS THE COST FOR LABOR? \$69.30 - WHAT IS TOTAL COST OF REPAIR? \$251.94 - -- -PLEASE NOTE ANY UPDATES OR DECISIONS IN THE CRM CASE SO HMA AND NCA CAN SUPPORT. Please let me know if you have any questions or need additional information. Andrew L. Davitt Regional Liaison Hyundai Consumer Affairs</p>				
1/22/2010 06:20:51 AM	DJAKEMAN	Jakeman-083011	Devin	General		<p>CUSTOMERS CAR HAS NOT BEEN REPAIRED YET</p>	<input checked="" type="checkbox"/>	3822335	CC Training Team	Call Center

1/21/2010 10:14:13 AM	ABROWN	Brown-033012	Alyssia	General			CASE FORWARDED BACK TO CM. - THE GOODWILL INDICATES THAT THE REPAIR HAS BEEN DONE. IF THIS IS THE CASE, PLEASE FOLLOW <input checked="" type="checkbox"/> 3822335	CC Team2	Call Center
1/19/2010 02:44:57 PM	JDUKE	Duke-033012	Judy	General			WRITER REVIEWED GOODWILL REQUEST, FORWARDING BACK TO CM TO CORRECT CODING FOR MECHANICAL CONCERN, PLEASE HAVE CUST FAX REQUIRED DOCUMENTATION FOR GOODWILL IF VEH HAS BEEN REPAIRED. IF VEH HAS NOT BEEN REPAIRED, OPEN TO REGION GOODWILL. <input checked="" type="checkbox"/> 3822335	CC Team4	Call Center
1/19/2010 09:19:02 AM	DJAKEMAN	Jakeman- 083011	Devin	Call to Dealer			WRITER CONTACTED APRIL THE SERVICE MANAGER AT WALSER HYUNDAI MN020 FOR INFORMATION IN GENERAL NOTE FOR GOODWILL CONSIDERATION <input checked="" type="checkbox"/> 3822335	CC Training Team	Call Center
							GOODWILL CONSIDERATION - 1. WHY IS THIS CASE BEING		

1/19/2010 08:41:33 AM	DJAKEMAN	Jakeman- 083011	Devin	General	-	SUBMITTED FOR GOODWILL CONSIDERATION? - CUSTOMERS SEATBELT TENSIONER IS FAULTY WITCH IS CAUSING THE AIRBAG LIGHT TO ILLUMINATE IN 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? - CUSTOMER IS SEEKING WARRANTY COVERAGE FOR THE \$251.94 REPAIR 3. WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? - THE 5 YEARS 60,000 MILE WARRANTY CUSTOMER IS ONLY 2,585 MILES OUT OF WARRANTY 4. IS THE CUSTOMER A NEW OR SUBSEQUENT OWNER? - CUSTOMER IS THE ORIGINAL OWNER 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? - WALSER HYUNDAI DLR CODE MN020 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? - APRIL THE SERVICE	3822335	CC Training Team	Call Center
-----------------------------	----------	--------------------	-------	---------	---	--	---------	---------------------	-------------

MANAGER AT
WALSER HYUNDAI
MN020. 7. WAS
THE REPAIR THE
RESULT OF
DEFECTS IN
WORKMANSHIP
OR MATERIALS,
OR THE RESULT
OF NORMAL
WEAR, OR
OTHER? - NO
INTERACTION OF
CUSTOMER
CAUSED BY
INTERNAL
FAILURE. 8. IS
THE VEHICLE UP
TO DATE ON
SCHEDULED
MAINTENANCE? -
YES VEHICLE IS
UP TO DATE ON
SCHEDULED
MAINTENANCE 9.
WHAT ARE THE
PART NAMES AND
NUMBERS
ASSOCIATED
WITH THE
REPAIR? - DRIVER
SIDE SEATBELT
BUCKLE PART
NUMBER
888300A000QD 10.
WHAT WAS THE
COST FOR
PARTS? - \$182.64
11. WHAT WAS
THE COST FOR
LABOR? - \$69.30
12. WHAT IS
TOTAL COST OF
REPAIR? - \$251.94

CUSTOMER
STATED: 1.
CUSTOMER
CALLED
WONDERING WHY
THE SEATBELT
TENSIONER IS
SETTING OFF THE
AIRBAG LIGHT 2.
CUSTOMER ALSO
WONDERING WHY
WARRANTY WILL

1/19/2010 08:15:35 AM	DJAKEMAN	Jakeman- 083011	Devin	Contact from Customer		NOT COVER REPAIR WRITER INFORMED CUSTOMER WHY THE TENSIONER IS SETTING OF THE AIRBAG LIGHT AND WHAT WARRANTY COVERAGE WOULD COVER THAT AND WHY ITS NOT COVERED CUSTOMER NOT FAR OUT OF WARRANTY BY MILES WRITER WILL TRY TO GET GOODWILL CONSIDERED CASE PENDING	<input checked="" type="checkbox"/>	3822335	CC Training Team	Call Center
-----------------------------	----------	--------------------	-------	-----------------------------	--	---	-------------------------------------	---------	---------------------	-------------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 4527163	SAYS THAT BUCKLE WAS NEVER REPLACED. DEALERSHIP TX077 IS STATING THAT PASSENGER SEAT BELT BUCKLE WAS ALREADY REPLACED.	WRITER CLOSING CASE AS CUSTOMER HAS NOT RETURNED WRITER CALLS REGARDING CASE.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 8/30/2011 10:01:52 AM		
Email: [REDACTED]	Closed: 9/9/2011 12:55:17 PM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Salanoa-012512		
State:	Creator First Name: Leinaala		
IQS :	Owner Last Name: [REDACTED]		
CSI :	Owner First Name: [REDACTED]		
Contact Language : ENGLISH	Urgency: Low	Contact Reason	Resolution
Dealer		* Sentiment:	* Resolution: Other
* Servicing Dealer: WORLD CAR HYUNDAI	TX077 Active	* Category: Service - Dealer	* Remedy: N/A
Service District: South Central District 5	Sales District:	* Sub-Category: Transaction	* Resolution Satisfaction: Neutral
Vehicle		System: Body	Transfer
VIN: 5NPEU46F46H [REDACTED]	Model Year: 2006	Component: Seatbelt	Trans. To:
Model: Sonata (NF) V-6	Short Model: 25452F65	Symptom: Inoperative	Trans. Team:
* Mileage: 77,000	Date of First Use: 5/18/2006	Method : Telephone	Trans. Dealer:
Blue Link Equipped : No			Trans. Type: Standard
			Trans. Reason: Case Handling
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		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
9/9/2011 12:51:16 PM	JRICE	Rice-033012	Jennifer	Outbound	Customer	Telephone	<p>WRITER SECOND ATTEMPT TO REACH CUSTOMER VIA PRIMARY NUMBER ON FILE. WRITER LEFT MESSAGE WITH CASE NUMBER, LCM/JRICE AND ID, HCC PHONE NUMBER. WRITER ADVISED CUSTOMER CASE WILL BE CLOSED UNTIL CUSTOMER RETURNS CALL. *** ANY CM CAN PROVIDE INFORMATION WHEN CUSTOMER CALLS BACK***</p> <p>ADVISE CUSTOMER THE FOLLOWING: - WRITER HAS NOT BEEN ABLE TO REACH THE DEALERSHIP - CUSTOMER WOULD NEED TO CONTACT SERVICE MANAGER AT THIS POINT FORWARD FOR INFORMATION ON PAST RECALLS - NO FURTHER ASSISTANCE HCC CAN PROVIDE CASE CLOSED NOT ABLE TO REACH CUSTOMER</p>	<input checked="" type="checkbox"/>	4527163	CC Team2	Call Center
							<p>SECOND ATTEMPT TO REACH DEALER-- WRITER CALLED TX077 AND LEFT MESSAGE FOR</p>				

9/7/2011 01:38:57 PM	JRICE	Rice-033012	Jennifer	Outbound	Dealer	Telephone	SERVICE MANAGER, MR. LOUE. WRITER PROVIDED CUSTOMER NAME, VIN, AND LCM/JR AND ID#, AS WELL AS HCC PHONE NUMBER VIA VOICE MESSAGE. ANY CM CAN ASSIST WHEN DLR CALLS BACK. PLEASE GATHER THE FOLLOWING INFORMATION FOR CASE: 1. PLEASE GATHER DATE BACK IN 2007 RECALL WAS COMPLETED 2. GATHER THE CAMPAIGN NUMBER THANK YOU FOR YOUR ASSISTANCE CASE REMAINS OPEN PENDING DLR CALL BACK.	<input checked="" type="checkbox"/>	4527163	CC Team2	Call Center
9/6/2011 11:26:08 AM	JRICE	Rice-033012	Jennifer	Outbound	Customer	Telephone	FIRST ATTEMPT TO REACH CUSTOMER-- WRITER LEFT VOICE MESSAGE WITH CASE NUMBER, LCM/JRICE AND ID#, ALONG WITH HCC PHONE NUMBER. WRITER REQUESTED CUSTOMER TO CALL WRITER BACK. *** ANY CM CAN ASSIST IF WRITER IS NOT AVAILABLE*** - PLEASE INFORM THE CUSTOMER THAT WRITER HAS LEFT VM FOR DLR - INFORM CUSTOMER THAT WRITER WILL BE FOLLOWING UP	<input checked="" type="checkbox"/>	4527163	CC Team2	Call Center

							WITH CUSTOMER WITHIN 24-48 HOURS ONCE DLR CALLS WRITER BACK. THANK YOU FOR YOUR ASSISTANCE WITH CASE CASE REMAINS OPEN PENDING CALL TO DLR AND CUST			
9/6/2011 11:19:59 AM	JRICE	Rice-033012	Jennifer	Outbound	Dealer	Telephone	FIRST ATTEMPT TO REACH DEALER-- WRITER CALLED TX077 AND LEFT MESSAGE FOR SERVICE MANAGER, MR. LOUE. WRITER PROVIDED CUSTOMER NAME, VIN, AND LCM/JR AND ID#, AS WELL AS HCCC PHONE NUMBER VIA VOICE MESSAGE. ANY CM CAN ASSIST WHEN DLR CALLS BACK. PLEASE GATHER THE FOLLOWING INFORMATION FOR CASE: 1. PLEASE GATHER DATE BACK IN 2007 RECALL WAS COMPLETED 2. GATHER THE CAMPAIGN NUMBER THANK YOU FOR YOUR ASSISTANCE CASE REMAINS OPEN PENDING DLR CALL BACK	<input checked="" type="checkbox"/>	4527163	CC Team2 Call Center
							NEW CALL PAD CUSTOMER MR. DANIEL GONZALES STATED: 1. CM/RD INFORMED			

9/6/2011 07:26:36 AM	JRICE	Rice-033012	Jennifer	Inbound	Customer	Telephone	<p>CUSTOMER THAT CAMPAIGN #083 WAS ON THE VEHICLE 2. WAS TOLD REPAIRS WOULD BE COMPLETED AT NO COST TO CUSTOMER 3. FEELS HYUNDAI SHOULD PAY FOR REPAIRS AS WAS PROVIDED MISS INFORMATION BY CM 4. TOOK VEHICLE TO DEALERSHIP AND WAS INFORMED VEHICLE IS NOT PART OF THE CAMPAIGN 5. FEELS LIKE WAS MISLEAD BY HCCC 6. WOULD LIKE WRITER TO CALL DLR AND SEE WHAT CAMPAIGN WAS COMPLETED IN 2007 --WRITER ADVISED CUSTOMER THAT CAMPAIGN 083 IS IN REGARDS TO THE VEHICLES OCCUPANT CLASSIFICATION SYSTEM. WRITER INFORMED CUSTOMER THAT DOES NOT INCLUDE THE SEAT CUSHION OR THE BUCKLE. WRITER APOLOGIZED FOR ANY MISS COMMUNICATION AND ADVISED CUSTOMER NO ASSISTANCE COULD BE PROVIDED ON THE COST OF THE REPAIRS. WRITER INFORMED</p>	<input checked="" type="checkbox"/>	4527163	CC Team2	Call Center
----------------------------	-------	-------------	----------	---------	----------	-----------	---	-------------------------------------	---------	----------	-------------

							CUSTOMER THAT WRITER WOULD CALL DEALERSHIP IN REGARDS TO A CAMPAIGN THAT WAS COMPLETED IN 2007. WRITER ADVISED CUSTOMER THAT WRITER WOULD CALL CUSTOMER IN 24 HOURS WITH CASE UPDATE. CASE OPEN PENDING CALL TO DLR				
9/6/2011 07:21:15 AM	NRICE	Rice-021612	Natasha	Outbound	Dealer	Telephone	<p>***WRITER ATTEMPTED TO CONTACT SERVICE MANAGER AT TX077*** TONY, SERVICE MANAGER AT TX077 STATED: - CURRENT DIAGNOSES IS THE SEAT BELT BUCKLE. - DRIVERS SIDE SEAT BELT BUCKLE. WRITER UPDATED CASE NOTES CASE OPEN PENDING TRANSFER OF CASE TO LCM/JR</p> <input checked="" type="checkbox"/>	4527163	CC Team2	Call Center	
							<p>CUSTOMER STATED: 1. SPOKE WITH DEALERSHIP AND DEALERSHIP STATED THAT MAYBE 2. CUSTOMERS AIR BAG LIGHT IS ON. 3. SAID THAT PASSENGER SEAT BELT PRETENSION NEEDED TO BE REPLACED. 4. DEALERSHIP TOLD CUSTOMER</p>				

9/6/2011 07:08:12 AM	NRICE	Rice-021612	Natasha	Inbound	Customer	Telephone	<p> THAT CUSTOMER IS NOT ELIGIBLE. 5. SERVICE MANAGER IS IN. 6. THE REASON CUSTOMER IS ASKING IS BECAUSE IS GETTING TWO DIFFERENT STORIES. 7. THE PERSON CUSTOMER INITIALLY SPOKE WITH STATED THAT CUSTOMER IS ELIGIBLE FOR CAMPAIGN 083. 8. THE INITIAL CONCERN IS FOR THE AIR BAG LIGHT COMING ON. 9. IS THERE A SUPERVISOR CUSTOMER CAN SPEAK WITH? 10. DOES NOT FEEL IS RIGHT THAT THE HYUNDAI THE COMPANY WILL NOT BE RESPONSIBLE FOR GIVING THE CUSTOMER MISINFORMATION. HCC INFORMED CUSTOMER THAT BASED ON THE INFORMATION GIVEN THE CUSTOMER WOULD NOT BE ELIGIBLE FOR CAMPAIGN 083 AS THE DIAGNOSES FROM THE DEALERSHIP IS THE SEAT BELT PRETENSION AND THE CONCERN FOR THE CAMPAIGN IS THE RIGHT FRONT SEAT CUSHION NEEDING TO BE REPLACED. HCC </p>	<input checked="" type="checkbox"/>	4527163	CC Team2	Call Center
----------------------------	-------	-------------	---------	---------	----------	-----------	---	-------------------------------------	---------	----------	-------------

							INFORMED CUSTOMER THAT DEALERSHIPS WOULD INSPECT THE RIGHT FRONT SEAT AND IF THE SEAT VERIFIED TO HAVE THE SAME CONCERN AS CAMPAIGN 083 THEN CUSTOMERS VEHICLE WOULD QUALIFY FOR THE SAME CONCERN AS CAMPAIGN 083. HCC APOLOGIZED FOR THE MISINFORMATION PROVIDED TO THE CUSTOMER AND CM/NR WARM TRANSFERRED CALL TO LCM/JR				
9/1/2011 08:37:52 AM	XAGUILAR	Aguilar-012512	Xenia	Inbound	Customer	Telephone	CUSTOMER STATED: 1. WANTED TO CONFIRM IF CUSTOMER IS UNDER THE RECALL 083 THE DEALERSHIP IS NOT WILLING TO PROVIDED ANY ASSISTANCE FOR CUSTOMER. 2. CAMPAIGN 083 IS NOT UNDER THE RECALL HISTORY CUSTOMER IS NOT SURE WHAT ELSE CAN BE DONE SENSE THE DEALERSHIP IS NOT HELPING HCC ADVICE: THE VEHICLE IS HAVING THIS CONCERN AND THE DEALERSHIP IS NOT HELPING CUSTOMER. CASE: LEFT CASE	<input checked="" type="checkbox"/>	4527163	CC Training Team	Call Center

							AS IS.				
8/31/2011 05:07:45 PM	RDATHE	Dathe-012512	Rheanna	Outbound	Customer	Telephone	WRITER CONTACTED CUSTOMER AND INFORMED THAT CUSTOMER IS ELIGIBLE FOR RECALL 083. REFERRED CUSTOMER TO DEALERSHIP TO HAVE RECALL COMPLETED. CASE CLOSED.	<input checked="" type="checkbox"/>	4527163	CC Team2	Call Center
8/31/2011 10:49:23 AM	RDATHE	Dathe-012512	Rheanna	General	General	General	**ANY CM** IF CUSTOMER CALLS BACK PLEASE INFORM THAT NO REPAIR ATTEMPTS HAVE BEEN MADE FOR SEAT BELT BUCKLE. CUSTOMER IS ELIGIBLE FOR RECALL 083. INFORM THAT RECALL 092 WAS COMPLETED ON 1/14/2010. (IF CUSTOMER DISPUTES THIS MAKE SURE CUSTOMER UNDERSTANDS THAT BRAKE LIGHTS WOULD NOT HAVE BEEN WORKING IF RECALL WAS NOT COMPLETED.) INFORM THAT CUSTOMER NEEDS TO TAKE VEHICLE TO HYUNDAI DEALERSHIP TO HAVE RECALL 083 COMPLETED. THANK YOU IN ADVANCE!!	<input checked="" type="checkbox"/>	4527163	CC Team2	Call Center
8/31/2011 10:47:52	RDATHE	Dathe-012512	Rheanna	Outbound	Customer	Telephone	WRITER ATTEMPTED CONTACT WITH CUSTOMER. LEFT	<input checked="" type="checkbox"/>	4527163	CC Team2	Call Center

AM							VM REQUESTING CALL BACK.				
8/31/2011 10:47:17 AM	RDATHE	Dathe-012512	Rheanna	Outbound	Dealer	Telephone	TIMMY, SERVICE MANAGER AT TX077, STATED: 1. -- 8/30/11 AT 77713 MILES. AIR BAG LIGHT ON. NEEDS PASSENGER SEAT BELT BUCKLE TENSIONER. CUSTOMER DECLINED REPAIRS. 2. THERE ARE NOT AFTERMARKET PARTS THAT MAY BE CAUSING THE CONCERN. 3. THERE HAS BEEN NO DPSM INVOLVEMENT WRITER UPDATED CASE NOTES CASE OPEN PENDING CONTACT WITH CUSTOMER.	<input checked="" type="checkbox"/>	4527163	CC Team2	Call Center
8/30/2011 11:22:56 AM	SSCHULZ	Schulz-021612	Shantel	General	General	General	CALL BACK BEFORE 3:06PM	<input checked="" type="checkbox"/>	4527163	CC Team4	Call Center
8/30/2011 11:11:42 AM	RDATHE	Dathe-012512	Rheanna	Outbound	Dealer	Telephone	WRITER ATTEMPTED CONTACT WITH TX077. UNABLE TO LEAVE VM CASE OPEN PENDING CONTACT WITH DLR	<input checked="" type="checkbox"/>	4527163	CC Team2	Call Center
8/30/2011 10:57:56 AM	SSCHULZ	Schulz-021612	Shantel	General	General	General	TRANSFERRING CASE TO TIER 2 AGENT FOR HANDLING	<input checked="" type="checkbox"/>	4527163	CC Team4	Call Center
							CUSTOMER STATED: 1. RECALL WAS DONE ON SEATBELT BUCKELS FOR 2006 SONATA 2. WENT TO DEALERSHIP IN				

8/30/2011 10:06:20 AM	LSALANOA	Salanoa- 012512	Leinaala	Inbound	Customer	Telephone	<p>2007 TO CHECK AIR BAG LIGHT AND SAID THAT THE PASSENGER SEATBELT BUCKLE NEEDED TO BE REPLACED 3. DID NOT HAVE PART IN STOCK AND NEEDED TO ORDER SOME 4. FORGOT ABOUT REPAIR 5. HAS BEEN HAVING OTHER ISSUES WITH A/C, RADIO 6. WENT BACK 2-3 MONTHS AGO AND PERFORMED ANOTHER RECALL THAT DID NOT FIX PROBLEM 7. WENT BACK TODAY AND STATED THE PASSENGER SEATBELT BUCKLE STILL HAS A PROBLEM 8. DEALERSHIP TX077 IS SAYING THAT RECALL FOR SEATBELT WAS ALREADY PERFORMED 9. BOUGHT VEHICLE USED WRITER CONFIRMED THAT THERE IS NO RECALL FOR SEATBELT BUCKLE AND WILL HAVE A SPECIALIST CONTACT DEALERSHIP TX077 TO GATHER REPAIR ATTEMPTS AND REPORT INFORMATION BACK TO CUSTOMER. CASE OPEN PENDING CONTACT WITH DEALERSHIP</p>	4527163	CC Training Team	Call Center
-----------------------------	----------	--------------------	----------	---------	----------	-----------	--	---------	---------------------	-------------

							TX077 BY SPECIALIST.				
--	--	--	--	--	--	--	-------------------------	--	--	--	--

Cases

Customer

Last Name

First Name

Phone

Email

Address:

City:

ZIP:

State:

IQS :

VDS :

CSI :

SSI :

Contact Language :

Case Information

Case Number: 4462978

Type: CA

Opened: 7/11/2011 07:08:44 AM

Closed: 7/14/2011 12:23:00 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Molina-012512

Creator First Name: Olivia

Owner Last Name

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

IS HAVING A PROBLEM WITH THE AIR BAG LIGHT AND THE SEAT BELT THAT IS ISNT PASSING UNDER WARRANTY AND HAD THE SAME PROBLEM WITH THE DRIVER SIDE WHEN THE VEHICLE WAS IN WARRANTY.

Contact Reason

★ Sentiment:

★ Category: Warranty Issues

★ Sub-Category: Coverage

System: Body Electrical

Component: Passenger Airbag

Symptom: Display Message

Method : Telephone

* Resolution Summary

CONSUMER AFFAIRS INFORMED THE CUSTOMER ON THE REPAIR FOR THE SEAT BELT PRETENTIONER NEEDING TO BE PAID FOR BEFORE ANY REIMBURSEMENT CAN BE CONSIDERED.

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

★ Servicing Dealer: MALLOY HYUNDAI

VA018 Active

Service District: Southern District 2

Sales District: Southern District 2

Vehicle

VIN: 5NPEU46F47H

Model Year: 2007

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 05

★ Mileage: 85,358

Date of First Use: 6/20/2006

Production Date: 4/17/2006

Blue Link Equipped : No

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
7/14/2011 12:13:57 PM	OMOLINA	Molina-	Olivia	Outbound	Customer	Telephone	<p>WRITER CONTACTED THE CUSTOMER AND INFORMED THE CUSTOMER ON RECEIVING THE MESSAGE AND RETURNING THE CALL. CUST STATES; 1. WANTING TO KNOW THE FAX NUMBER . 2. WANTING TO KNOW THE MAILING ADDRESS. 3 DOESN'T AGREE WITH THE PROCESS AND WILL SEE WHO TO TAKE IT HIGHER WITH. WRITER INFORMED THE CUSTOMER ON THE CASE BEING REVIEWED BEFORE THE REPAIR BEING COMPLETED. INFORMED THE CUSTOMER OTHER REPAIR NEEDING TO BE PAID FOR ONCE THE REPAIR IS PAID FOR THEN THE PROOF PAYMENT , R/O AND PROOF OF REGISTRATION NEEDING TO BE SUBMITTED TO HYUNDAI. ADVISED THE CUST ON THE MAILING ADDRESS AND THE FAX NUMBER. INFORMED THE</p>		4462978	CC Team2	Call Center

							CUST THE PROCESS ONCE THE DOCUMENTATION WAS RECEIVED. CASE CLOSED.			
7/14/2011 07:42:49 AM	OMOLINA	Molina-012512	Olivia	Outbound	Customer	Telephone	WRITER CONTACTED THE CUSTOMER ON [REDACTED] NUMBER AND WAS ADVISED THAT CUSTOMER WOULD BE BACK IN OFFICE IN 10 MIN. WRITER WILL ATTEMPT TO CONTACT CUST AGAIN. CASE REMAINS OPEN .	4462978	CC Team2	Call Center
7/14/2011 06:27:42 AM	GFULLER	Fuller-033012	Gerry	Inbound	Customer	Telephone	CUST STATED: 1. RETURNING CALL FROM CM/OM - WRITER- EXPLAINED TO CUSTOMER THAT PER NOTES HYUNDAI WILL LOOK INTO A POSSIBLE REIMBURSEMENT FOR SEAT BELT PRE TENSIONER CUSTOMER WOULD HAVE 30 DAYS TO SUBMIT DOCUMENTS CUSTOMER STATED: VERY UPSET WITH THIS DECISION AND FEELS HYUNDAI SHOULD PAY FOR THE REPAIR UP FRONT CUSTOMER REQUESTED CM/OM CALL CUSTOMER BACK @ [REDACTED] GAVE NAME I.D # <input checked="" type="checkbox"/>	4462978	CC Team3	Call Center
							WRITER CONTACTED THE CUSTOMER AND LEFT A			

7/13/2011 07:27:26 AM	OMOLINA	Molina- 012512	Olivia	Outbound	Customer	Telephone	VOICEMAIL TO CONTACT HCA TO RECEIVE THE UPDATE ON THE CASE. - WRITER ADVISED THE CUSTOMER TO CONTACT HCA TO RECEIVE THE UPDATE. LEFT CASE #, CM/ID # AND HCA # ** IF CUST CALLS BACK PLEASE INFORM THE CUSTOMER ON THE REPAIR OF THE SEAT BELT PRETENTIONER NEEDING TO BE PAID FOR AND ONCE PAID FOR THE CUST WILL NEED TO SUBMIT DOCUMENTATION OF PROOF OF PAYMENT, PROOF OF R/O AND PROOF OF REGISTRATION. INFORM THE CUST THAT CASE WILL BE REVIEWED AND IT MAY TAKE UP TO 30 DAYS AND ITS NOT A GUARANTEE THAT HYUNDAI WILL BE ABLE TO REIMBURSE THE AMOUNT PAID. THANKS.		4462978	CC Team2	Call Center
7/12/2011 06:21:22 AM	LWILLIAMS	Williams- 012512	Lisa	General	General	General	PLEASE HAVE THE CUSTOMER PAY FOR THE REPAIRS AND THEN SEND IN THE DOCS. WRITER WILL REVIEW FOR GOODWILL UPON RECEIPT OF THE GOODWILL DOCS.	<input checked="" type="checkbox"/>	4462978	CC Team2	Call Center
							GOODWILL				

CONSIDERATION -
PRE-APPROVAL 1.
WHY IS THIS
CASE BEING
SUBMITTED FOR
GOODWILL
CONSIDERATION?
THE DRIVER SIDE
BUCKLE
PRETENTIONER
WAS REPLACED
WHEN THE
VEHICLE WAS IN
WARRANTY AND
NOW THE
VEHICLE IS OUT
OF WARRANTY
AND THE
PASSENGER SIDE
BUCKLE
PRETENTIONER
IS NEEDING TO
BE REPLACED. 2.
WHAT IS THE
CUSTOMER
SEEKING IN THE
WAY OF
REIMBURSEMENT?
CUSTOMER IS
WANTING TO BE
REIMBURSED
FOR SOME OF
THE REPAIR IF
NOT ALL OF THE
REPAIR. 3. WHICH
WARRANTY IS IN
QUESTION AND
HOW FAR OUT OF
WARRANTY IS
THE VEHICLE BY
TIME/MILEAGE?
THE VEHICLE IS
OUT OF
WARRANTY BY 21
DAYS IN TIME
AND 25,358 IN
MILES. 4. IS THE
CUSTOMER AN
ORIGINAL OR
SUBSEQUENT
OWNER? CUST IS
THE
SUBSEQUENT
OWNER. 5. THE
DEALER NAME
AND CODE

7/11/2011 07:26:06 AM	OMOLINA	Molina- 012512	Olivia	General	General	General	<p>WHERE THE REPAIR WAS PERFORMED? MALLOY HYUNDAI VA018 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? SERVICE ADVISOR JOSH 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? ISNT SURE IF THE PART IS DEFECTIVE AS IT DOESN'T STATE BUT WOULD HAVE BEEN COVERED UNDER WARRANTY IF THE VEHICLE WAS STILL IN WARRANTY. 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? THE VEHICLE ISNT UP TO DATE ON THE MAINTENANCE. 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? PART # 888200A000QD PASSENGER SEAT BELT PRETENTIONER. 10. WHAT WAS THE COST FOR PARTS? 205.00 11. WHAT WAS THE COST FOR</p>	4462978	CC Team2	Call Center
-----------------------------	---------	-------------------	--------	---------	---------	---------	--	---------	----------	-------------

							LABOR? 98.00 12. WHAT IS TOTAL COST OF REPAIR? 303.00			
7/11/2011 07:18:40 AM	OMOLINA	Molina- 012512	Olivia	Outbound	Dealer	Telephone	DLR VA018 JOSH SERVICE ADVISOR STATES; - 6-1-11 85,358 CUST STATES THE AIR BAG LIGHT IS ON - PASSENGER BUCKLE PRETENTIONER. - REPAIR 205.00 LABOR 98.00 TOTAL 305.00 PART # 888200A000QD PASSENGER BELT PRETENTIONER. - THE VEHICLE ISNT UP TO DATE ON THE MAINTENANCE. - IF THE VEHICLE WAS IN WARRANTY THEN WOULD HAVE BEEN COVERED UNDER THE WARRANTY. - NOT SURE IF A MANUFACTURE DEFECTIVE.	4462978	CC Team2	Call Center
							CUST STATES: 1. HAS AN 07 SONATA 2. PURCHASED USED ABOUT 3 YRS AGO. 3. HAS HAD A PROBLEM WITH THE SEAT BELT AND THE AIR BAG LIGHT THAT IS GOING ON. 4. IS BEING TOLD THERE IS A MECHANISM IN THE SEAT BELT AND THAT IS TURNING THE AIR BAG LIGHT ON. 5. WENT TO THE STATE			

7/11/2011 07:11:29 AM	OMOLINA	Molina- 012512	Olivia	Inbound	Customer	Telephone	<p>INSPECTION AND THE VEHICLE FAILED. 6. THE DLR IS SAYING IT WILL BE 300.00 TO REPAIR. 7. FEELS IT IS A MANUFACTURE DEFECT. 8. THE DLR IS THE ONE THAT SAID IT IS THE SAME THING THAT HAPPEN ON DRIVER SIDE. 9. WANTS TO KNOW IF THIS IS SOMETHING THAT IS COMMON TO HAPPEN 10 WOULD LIKE SOME ASSISTANCE ON THE REPAIR. WRITER INFORMED THE CUSTOMER ON BEING ABLE TO SUBMIT FOR PRE-APPROVAL TO VERIFY IF THERE IS ANY ASSISTANCE THAT CAN BE PROVIDED. INFORMED THE CUSTOMER ON BEING ABLE TO GET A RESPONSE IN 3-5 BUSINESS DAYS THEN BEING ABLE TO KNOW WHAT CAN BE A MORE GUARANTEE OF REIMBURSEMENT. INFORMED THE CUSTOMER ON ONCE THE DECISION HAS BEEN MAKE THEN THE CUST WOULD HAVE TO PAY FOR THE REPAIR AND THEN HYUNDAI WOULD REIMBURSE FOR</p>	4462978	CC Team2	Call Center
-----------------------------	---------	-------------------	--------	---------	----------	-----------	---	---------	----------	-------------

						THE REPAIR. CASE FORWARDED TO GOOD WILL.				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer		Case Information		Contact Reason Summary	Resolution Summary
Last Nam	[REDACTED]	Case Number:	4139464	CUSTOMER HAD TO GET THE PASSENGER SEAT BELT REPLACED AND THE VEHICLE WAS OUT OF WARRANTY AND WANTED TO KNOW IF HYUNDAI CAN PROVIDE ANY ASSISTANCE.	CHECK IS SCHEDULED TO BE MAILED ON 11/5/2010.
First Nam	[REDACTED]	Type:	CA		
Phon	[REDACTED]	Opened:	10/7/2010 04:01:38 PM		
Emai	[REDACTED]	Closed:	11/2/2010 07:13:59 AM		
Address:		Status:	Closed		
City:		Sub Status:	Closed	Contact Reason	Resolution
ZIP:		Creator Last Name:	Chavez-021612	*Sentiment:	* Resolution: Assist HMA 100% GW
State::		Creator First Name:	Juanita	*Category: Warranty Issues	* Remedy: N/A
IQS :	VDS :	Owner Last Name	[REDACTED]	*Sub-Category: Coverage	* Resolution Satisfaction: Positive
CSI :	SSI :	Owner First Name:	[REDACTED]	System: Body	Transfer
Contact Language :	ENGLISH	*Urgency:	Low	Component: Seat, front	Trans. To:
Dealer				Symptom: Other	Trans. Team:
* Servicing Dealer: KOCOUREK HYUNDAI			WI031 Active	Method : Telephone	Trans. Dealer:
Service District: Central District 6		Sales District: Central District E			Trans. Type: Standard
Vehicle					Trans. Reason:
VIN:	5NPEU46F47H [REDACTED]	Model Year:	2007	Engine: F	Check Request Pending Approval : 0
Model:	Sonata (NF) V-6	Short Model:	25452F65	Accessory: 15	eMail notification when case is closed:
*Mileage:	66,857	Date of First Use:	6/16/2006	Production Date: 5/4/2006	
Blue Link Equipped :	No			Case in Arbitration : No	

10/20/2010 05:58:27 AM	AHOARD	Hoard-083011	Adam	General	General	General	REIMB LETTER MAILED TO CUSTOMER ADDRESS ON FILE. ***NOTE BY CM/JH***	<input checked="" type="checkbox"/>	4139464	CC Team2	Call Center
10/19/2010 09:51:11 AM	JCHAVEZ	Chavez- 021612	Juanita	General	General	General	PLEASE REIMBURSE FOR (PASSANGER BUCKLE) IN THE AMOUNT OF \$(115.95). THIS IS A ONE-TIME GOODWILL OFFER NOT TO EXCEED \$(115.95).	<input checked="" type="checkbox"/>	4139464	CC Team3	Call Center
10/19/2010 09:47:02 AM	JCHAVEZ	Chavez- 021612	Juanita	Outbound	Customer	Telephone	WRITER CONTACTED CUST AND STATED: 1. REIMBURSEMENT WAS APPROVED FOR 115.95. 2. LETTER WILL ARRIVE IN 7-10 DAYS. 3. CHECK WILL ARRIVE 4-6 WEEKS LATER. 4. CASE IS BEING FORWARDED TO A SPECIAL DEPT FOR HANDLING AND FOR THE LETTER TO BE GENERATED. CUST UNDERSTOOD AND ACCEPTS GW AMOUNT. CASE FORWARDED.	<input checked="" type="checkbox"/>	4139464	CC Team3	Call Center
10/19/2010 08:30:48 AM	WBURRELL	Burrell-083011	Walter	General	General	General	WRITER REVIEWED CASE AND WILL AUTHORIZE A ONE TIME GOODWILL NOT TO EXCEED 115.95.	<input checked="" type="checkbox"/>	4139464	CC Team5	Call Center
							GOODWILL CONSIDERATION - 1. WHY IS THIS CASE BEING				

SUBMITTED FOR
GOODWILL
CONSIDERATION?
CASE IS BEING
SUBMITTED FOR
GOODWILL
BECAUSE THE
DRIVER SEAT
BELT BUCKLE
HAD FAILED IN
SEPTEMBER LAST
YEAR WHEN
CUSTOMER WAS
STILL UNDER
WARRANTY AND
NOW THAT THE
VEHICLE IS OUT
OF WARRANTY BY
6,856 MILES THE
PASSENGER
SEAT BELT
BUCKLE FAILED
TO, KOCOUREK
HYUNDAI HAS
DETERMINED
THAT THE
BUCKLE IS
DEFECTIVE AND
WOULD OF BEEN
COVERED IF
CUSTOMER WAS
NOT OUT OF
WARRANTY,
CUSTOMER IS
SEEKING
REIMBURSEMENT
ON THIS
BECAUSE THE
DRIVER FAILED IN
THE PAST AND IT
WAS DEFECTIVE
JUST LIKE THE
PASSENGER. 2.
WHAT IS THE
CUSTOMER
SEEKING IN THE
WAY OF
REIMBURSEMENT?
CUSTOMER IS
SEEKING
REIMBURSEMENT
OF THE TOTAL
REPAIR COST OF
115.95. 3. WHICH
WARRANTY IS IN
QUESTION AND

10/13/2010
04:06:48
PM

JCHAVEZ

Chavez-
021612

Juanita

General

General

General

HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? NVLW IS IN QUESTION AND CUSTOMER IS OUT BY 6,856 MILES. 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? CUSTOMER IS A SUBSEQUENT OWNER. 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? KOCOUREK HYUNDAI (WI031. 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? GRANT. 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? SEAT BELT BUCKLE WAS FOUND TO BE DEFECTIVE. 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? CUSTOMER DOES SOME MAINTENANCE AT THE DEALERSHIP. 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? 88840-



4139464

CC Team3

Call Center

							0A000-QS PASSENGER BUCKLE. 10. WHAT WAS THE COST FOR PARTS? 115.95 11. WHAT WAS THE COST FOR LABOR? NO LABOR WAS CHARGED 12. WHAT IS TOTAL COST OF REPAIR? 115.95				
10/13/2010 03:09:22 PM	JCHAVEZ	Chavez- 021612	Juanita	Outbound	Dealer	Telephone	SVC ADV (GRANT) AT DLR (WI031) STATED: 1. 10/7/10 AT 66856 MILES, PASSENGER SEAT BELT BUCKLE DEFECTIVE AND NEEDS REPLACEMENT. 2. 9/17/09 AT 48612 MILES, DRIVER SEAT BELT BUCKLE DEFECTIVE AND NEEDS REPLACEMENT. 3. WOULD OF BEEN COVERED IF CUST WAS STILL UNDER 5/60. 4. CUST HAS ONLY DONE 1 OIL CHANGE AT THE DLRSP. 5. CUST IS A WARR CUST. WRITER THANKED DLR FOR INFORMATION.	<input checked="" type="checkbox"/>	4139464	CC Team3	Call Center
							WRITER ATTEMPTED TO CONTACT CUST AND LEFT THE FOLLOWING MESSAGE ON CUST'S ANSWERING MACHINE: HCA #, CASE #, NAME AND ID #, STATED THAT WRITER				

10/11/2010 07:38:52 AM	JCHAVEZ	Chavez- 021612	Juanita	Outbound	Customer	Telephone	HAS RECEIVED CUST DOCS AND THAT CASE WILL BE FORWARDED OVER TO THE HIGHER PERSONELL FOR REVIEW TOMORROW AND THAT IT TAKES 5 BUSINESS DAYS FOR REVIEW AND THAT WRITER WILL CONTACT CUST WITHIN THAT AMOUNT OF TIME WITH AN UPDATE. (TOMORROW BECAUSE CRM WOULD NOT ALLOW ATTACHEMENTS TO COME UP)	<input checked="" type="checkbox"/>	4139464	CC Team3	Call Center
10/8/2010 03:24:00 PM	ABOSCAN	Boscan- 033012	Alfredo	General	General	General	WRITER RECEIVED A FAX AND ATTACHED. SEE ATTACHMENT TAB. WRITER TRANSFERRED CASE TO CM	<input checked="" type="checkbox"/>	4139464	CC Team2	Call Center
10/7/2010 04:15:43 PM	JCHAVEZ	Chavez- 021612	Juanita	Outbound	Customer	Telephone	WRITER CONTACTED CUST AND STATED: 1. NEEDS TO SEND IN CURRENT REGISTRATION AND RECEIPT. CUST STATED: 1. WILL SEND THOSE IN WITH THE R/O. CASE AS IS	<input checked="" type="checkbox"/>	4139464	CC Team3	Call Center
							CUST STATED: 1. DRIVER SEAT BELT WAS REPLACED IN THE PAST. 2. NOW THE PASSENGER SEAT BELT NEEDS TO BE REPLACED. 3. VEH OUT OF				

10/7/2010 04:09:40 PM	JCHAVEZ	Chavez- 021612	Juanita	Inbound	Customer	Telephone	<p>WARR BY ABOUT 6,000 MILES. 4. DLRSP HAD TO CHARGE CUST FOR REPAIR. 5. FEELS THAT THIS IS A DEFECT WITH BOTH SEAT BELTS AND WANTS TO KNOW IF HYUNDAI CAN REIMBURSE CUST FOR COST OF REPAIR. WRITER INFORMED CUST THAT VEH IS OUT OF WARR AND THAT WRITER IS NOT MAKING ANY PROMISES BUT CUST MAY FAX IN COPY OF REPAIR ORDER AND WRITER WILL LOOK INTO IT FURTHER AND WILL CONTACT CUST ONCE DOCS ARE RECEIVED, WRITER EXPLAINED TO CUST THAT CUST ONLY HAS 30 DAYS TO SEND DOCS IN AND FOR CASE TO BE CONSIDERED. CASE CLOSED PENDING DOCS FROM CUST.</p>	<input checked="" type="checkbox"/>	4139464	CC Team3	Call Center
-----------------------------	---------	-------------------	---------	---------	----------	-----------	--	-------------------------------------	---------	----------	-------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 3786997	AIR BAG LIGHT IS ON FOR THE PASSENGER SIDE AND IS A RESULT OF THE SEAT BELT	
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 12/10/2009 12:58:44 PM		
Email: [REDACTED]	Closed: 12/30/2009 06:59:03 AM		
Address: [REDACTED]	Status: Closed		
City: KISSIMMEE	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Nagahi-083011	Contact Reason	Resolution
State: FL	Creator First Name: Kyan	* Sentiment:	* Resolution: Assist HMA Partial GW
IQS :	Owner Last Name: [REDACTED]	* Category: Product	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Operation	* Resolution Satisfaction: Positive
CSI :	* Urgency: Low	System: Body Electrical	Transfer
Contact Language : ENGLISH		Component: Passenger Airbag	Trans. To:
Dealer		Symptom: Display Message	Trans. Team:
* Servicing Dealer: ADVANTAGE HYUNDAI NY110 Active			Trans. Dealer:
Service District: Eastern District 5	Sales District: Eastern District 5		Trans. Type:
Vehicle			Trans. Reason:
VIN: 5NPEU46F47H [REDACTED]	Model Year: 2007	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 01	eMail notification when case is closed:
* Mileage: 70,733	Date of First Use: 9/19/2006	Production Date: 5/25/2006	
Blue Link Equipped : No		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
12/30/2009 06:56:44 AM	HMA02357	McKendrick-	Ron	Contact from Customer			12/30/09(RM)ERCA WRITER CALLED THE DEALER AND SPOKE TO MIKE IN SERV. CUST HAS NOT RETURNED CALL YET TO MAKE AN APPT. PETE HAS BEEN LEAVING MESSAGES. MIKE SAYS THAT CUST IS IN SERV AND MAY BE AWAY. WRITER THANKED MIKE FOR UPDATE. WRITER CALLED THE CUST ANF AGAIN LEFT A MESSAGE OF GOODWILL ASSISTANCE BY HMA LIKE MESSAGE LEFT ON 12/11/09. WRITER ADVISED PETE HAS BEEN CALLING AND WRITER ASKED THAT CUST CONTACT DEALER TO MAKE AN APPT. WRITER ADVISED GOODWILL OFFER STILL OPEN, BUT WRITER WAS CLOSING FILE. WRITER LEFT TEL# IN CASE OF ANY QUESTIONS.	<input checked="" type="checkbox"/>	3786997	Region Eastern	Region
12/17/2009		McKendrick-		Contact			12/17/09(RM)ERCA WRITER MONITORING FILE. CALLED THE DEALER AND SPOKE TO MIKE IN SERVICE. HE INFORMED CUST HAS NOT CALLED			Region	

05:38:01 AM	HMA02357	032813	Ron	from Customer		AND HE WILL HAVE PETE IN HIS DEPT CONTACT CUST TO ARRANGE REPAIR. WRITER SET FLLW-UP FOR 2 WEEKS TO VERIFY IF REPR COMPLETED.	<input checked="" type="checkbox"/>	3786997	Eastern	Region
12/11/2009 07:12:16 AM	HMA02357	McKendrick-032813	Ron	Contact from Customer		12/11/09(RM)ERCA WRITER RECEIVED RESPONSE FROM DPSM. "I talked to Mike and he has asked if we could assist customer concern, he asked if HMA pay parts and he would ask customer to pay labor. I told him that would work as far as I am concerned. Best regards, G C. P District Parts & Service Manager District EA5 Hyundai Motor America WRITER CALLED THE CUST AND LEFT A VM/MSG ADVISING CUST TO CHECK WITH MIKE AT THE DEALERSHIP TO VERIFY GOODWILL IF THEY HAVE NOT HEARD FROM THE DEALER YET.	<input checked="" type="checkbox"/>	3786997	Region Eastern	Region
12/11/2009 05:09:05 AM	HMA02357	McKendrick-032813	Ron	Contact from Customer		12/11/09(RM)ERCA WRITER SENT FILE INFO TO THE ATTN OF THE DPSM FOR REVIEW AND RESPONSE.	<input checked="" type="checkbox"/>	3786997	Region Eastern	Region
						ATTN REGION: --- THE CUSTOMER STATES THE FOLLOWING: - CUSTOMER'S				

12/10/2009 04:50:29 PM	ABROWN	Brown-033012	Alyssia	General	<p>CURRENT CONCERN IS THAT THE AIR BAG LIGHT IS NOW ON BECAUSE OF THE PASSENGER SIDE SEAT BELT HAVING FIRST BEEN ON DRIVER'S SIDE SEAT BELT. PROBLEM STILL EXISTS. - THE SYMPTOM(S) OF THE CONCERN ARE CONSTANT WITH THE AIR BAG LIGHT BEING ON. - CURRENT SERVICING DEALER IS ADVANTAGE HYUNDAI. - VEHICLE WAS LOCATED AT DEALER AND CUSTOMER MAY HAVE PICKED UP VEHICLE WITHOUT IT BEING REPAIRED. THE DEALER STATES THE FOLLOWING: MIKE, SERVICE MANAGER AT NY110, STATED: - VEHICLE IN 8/31/09 @ 66322, NEEDS LEFT FRONT PRE-TENSIONER, REPLACED LEFT FRONT SEAT BELT BUCKLE, - VEHICLE IN 12/10/09 @ 70733, AIR BAG LIGHT ON RIGHT FRONT SEAT BELT BUCKLE CAUSING CONCERN - THERE ARE NO AFTERMARKET PARTS. - THE DLR</p>	3786997	CC Team2	Call Center
------------------------------	--------	--------------	---------	---------	--	---------	----------	-------------

							HAS NOT INVOLVED TECH LINE, DPSP, OR FSE. --- PLEASE NOTE ANY UPDATES OR DECISIONS IN THE CRM CASE SO HMA AND NCA CAN SUPPORT. Please let me know if you have any questions or need additional information. Andrew L. Davitt Regional Liaison Hyundai Consumer Affairs				
12/10/2009 04:45:38 PM	KNAGAH	Nagahi-083011	Kyan	General			PROBLEM STILL IS OCCURRING. CONCERN HAS NOT BEEN RESOLVED.	<input checked="" type="checkbox"/>	3786997	CC Team4	Call Center
12/10/2009 04:29:07 PM	ABROWN	Brown-033012	Alyssia	General			CASE FORWARDED BACK TO CM. - ON THE 12/10/09 VISIT, WHAT WAS THE RESOLUTION? IT IS STATED THAT THE SEAT BELT BUCKLE WAS CAUSING THE CONCERN, BUT WAS THE PROBLEM RESOLVED, OR IS THE PROBLEM STILL OCCURRING? ***NOTES BY LCM/ADAV***	<input checked="" type="checkbox"/>	3786997	CC Team2	Call Center
							NOTES TO REGION - OPENING TO REGION FOR REPAIR AS VEHICLE EXPERIENCED THIS CONCERN ON THE DRIVER'S SIDE AND IS FRUSTRATING TO HAVE THE SAME				

12/10/2009 03:15:26 PM	KNAGAH	Nagahi-083011	Kyan	General	<p>EXACT CONCERN HAPPEN ON THE PASSENGER SIDE. THE CUSTOMER STATED THE FOLLOWING: 1. CUST CURRENT CONCERN IS THAT THE AIR BAG LIGHT IS NOW ON BECAUSE OF THE PASSENGER SIDE SEAT BELT HAVING FIRST BEEN ON DRIVER'S SIDE SEAT BELT. 2. THE SYMPTOM(S) OF THE CONCERN ARE CONSTANT WITH THE AIR BAG LIGHT BEING ON. 3. CURRENT SERVICING DLR IS ADVANTAGE HYUNDAI. 4. VEHICLE WAS LOCATED AT DLR AND CUST MAY HAVE PICKED UP VEHICLE WITHOUT IT BEING REPAIRED. MIKE, SERVICE MANAGER AT NY110, STATED: 5. 8/31/09 @ 66322, NEEDS LEFT FRONT PRE-TENSIONER, REPLACED LEFT FRONT SEAT BELT BUCKLE, 12/10/09 @ 70733, AIR BAG LIGHT ON RIGHT FRONT SEAT BELT BUCKLE CAUSING CONCERN 6. THERE ARE NO AFTERMARKET PARTS. 7. THE DLR HAS NOT INVOLVED</p>	<input checked="" type="checkbox"/>	3786997	CC Team4	Call Center
------------------------------	--------	---------------	------	---------	---	-------------------------------------	---------	----------	-------------

						TECHLINE, DPSM, OR FSE.				
12/10/2009 03:04:06 PM	ABROWN	Brown-033012	Alyssia	General		CASE FORWARDED BACK TO CM/KN. - THE NOTES STATES THE CASE IS BEING OPEN FOR GOODWILL, BUT STATES NO PART #S OR AMOUNTS. <input checked="" type="checkbox"/> IF CASE IS OPEN FOR GOODWILL, PLEASE USE THE OPEN-TO-REGION FOR GOODWILL FORMAT. ***NOTES BY LCM/ADAV***	3786997	CC Team2	Call Center	
12/10/2009						NOTES TO REGION - OPENING TO REGION FOR GOODWILL REPAIR AS VEHICLE EXPERIENCED THIS CONCERN ON THE DRIVER'S SIDE AND IS FRUSTRATING TO HAVE THE SAME EXACT CONCERN HAPPEN ON THE PASSENGER SIDE. THE CUSTOMER STATED THE FOLLOWING: 1. CUST CURRENT CONCERN IS THAT THE AIR BAG LIGHT IS NOW ON BECAUSE OF THE PASSENGER SIDE SEAT BELT HAVING FIRST BEEN ON DRIVER'S SIDE SEAT BELT. 2. THE SYMPTOM(S) OF THE CONCERN ARE CONSTANT				

02:09:07 PM	KNAGAH	Nagahi-083011	Kyan	General		WITH THE AIR BAG LIGHT BEING ON. 3. CURRENT SERVICING DLR IS ADVANTAGE HYUNDAI. 4. VEHICLE WAS LOCATED AT DLR AND CUST MAY HAVE PICKED UP VEHICLE WITHOUT IT BEING REPAIRED. MIKE, SERVICE MANAGER AT NY110, STATED: 5. 8/31/09 @ 66322, NEEDS LEFT FRONT PRE-TENSIONER, REPLACED LEFT FRONT SEAT BELT BUCKLE, 12/10/09 @ 70733, AIR BAG LIGHT ON RIGHT FRONT SEAT BELT BUCKLE CAUSING CONCERN 6. THERE ARE NO AFTERMARKET PARTS. 7. THE DLR HAS NOT INVOLVED TECHLINE, DPSM, OR FSE.	<input checked="" type="checkbox"/>	3786997	CC Team4	Call Center
12/10/2009 02:06:02 PM	KNAGAH	Nagahi-083011	Kyan	Outbound Contact		WRITER ADVISED CUST THAT WRITER WILL ATTEMPT TO OPEN THE CASE TO OUR REGIONAL OFFICE.	<input checked="" type="checkbox"/>	3786997	CC Team4	Call Center
12/10/2009				Call to		MIKE, SERVICE MANAGER AT NY110, STATED: 5. 8/31/09 @ 66322, NEEDS LEFT FRONT PRE-TENSIONER, REPLACED LEFT FRONT SEAT BELT BUCKLE, 12/10/09 @ 70733,				

01:58:47 PM	KNAGAH	Nagahi-083011	Kyan	Dealer			AIR BAG LIGHT ON RIGHT FRONT SEAT BELT BUCKLE CAUSING CONCERN 6. THERE ARE NO AFTERMARKET PARTS. 7. THE DLR HAS NOT INVOLVED TECHLINE, DPSM, OR FSE.	<input checked="" type="checkbox"/>	3786997	CC Team4	Call Center
12/10/2009 01:35:05 PM	KNAGAH	Nagahi-083011	Kyan	Call to Dealer			WRITER LEFT NAME, ID, CASE NUMBER, AND NUMBER TO HCA WITH REASON BEING THAT HCA HAD A QUESTION REGARDING CUST. OPEN CASE PENDING 2ND ATTEMPT IN ABOUT 15 MINUTES OR TOMORROW	<input checked="" type="checkbox"/>	3786997	CC Team4	Call Center
12/10/2009 01:00:59 PM	KNAGAH	Nagahi-083011	Kyan	Contact from Customer			CUST STATED: 1. AIR BAG LIGHT IS ON FOR THE PASSENGER SIDE AND IS A RESULT OF THE SEAT BELT WRITER ADVISED CUST THAT WRITER WILL CALL DLR IN ABOUT HALF AN HOUR. WRITER ADVISED CUST THAT WRITER WILL CALL CUST BACK AFTER SPEAKING WITH DLR AND TRY TO OPEN THE CASE TO THE REGIONAL OFFICE FOR HANDLING. OPEN CASE PENDING DLR CALL	<input checked="" type="checkbox"/>	3786997	CC Team4	Call Center

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/23/2009 03:20:45 PM	EACUNA	Acuna-033012	Eddy	Call to Dealer			PARTS MAN JOHN FROM CA315 STATES: 1. PRETENSIONER: 888300A000QD WRITER THANKED FOR THIS INFORMATION. CALL ENDED.	<input checked="" type="checkbox"/>	3742164	CC Team3	Call Center
10/23/2009 03:12:42 PM	EACUNA	Acuna-033012	Eddy	Contact from Customer			CUST STATES: 1. THE CUSTOMER WOULD LIKE TO KNOW IF THE SEATBELT PRE TENSIONER IS COVERED UNDER THE CUSTOMERS WARRANTY. 2. THE CUSTOMER PURCHASED HPP. 3. THE CUSTOMERS SEATS ARE BEING RECALIBRATED. WRITER VERIFIED THE CUSTOMER INFORMATION. WRITER INFORMED THE CUSTOMER THAT THE WRITER WOULD GET A PART. WRITER INFORMED THE CUSTOMER THAT THE WRITER DID SEE THE PART IS NOT COVERED UNDER HPP OR UNDER THE 5/60 BECAUSE THE CUSTOMER IS PASSED THIS WARRANTY. WRITER INFORMED THE CUSTOMER TO TAKE THE VEHICLE TO THE DEALER AND THE	<input checked="" type="checkbox"/>	3742164	CC Team3	Call Center

						DEALER WOULD ASSIST AT THE CUSTOMERS COST. CALL ENDED. CASE CLOSED.				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4911094	SEAT BELT LATCH SENSOR COVERED UNDER WARRANTY	CUSTOMER TO SEE WHAT ALTERNATIVES HE MAY HAVE CASE CLOSED
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 7/10/2012 07:59:46 AM		
Email: [REDACTED]	Closed: 7/10/2012 08:46:46 AM		
Address: [REDACTED]	Status: Closed		
City: ARLINGTON	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Matthews-080913	Contact Reason	Resolution
State: VA	Creator First Name: Daishawna	* Sentiment:	* Resolution: Provided Information
IQS :	Owner Last Name: [REDACTED]	* Category: Warranty Issues	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Positive
CSI :	SSI :	System:	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component:	Trans. To:
Dealer		Symptom:	Trans. Team:
* Servicing Dealer: ALEXANDER HYUNDAI	TN044 Inactive		Trans. Dealer:
Service District: National	Sales District: South Central District 1		Trans. Type: Standard
Vehicle			Trans. Reason: Case Handling
VIN: 5NPEU46F4H [REDACTED]	Model Year: 2007	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 26452F65	Accessory: 05	eMail notification when case is closed:
* Mileage: 49,426	Date of First Use: 2/13/2007	Production Date: 11/15/2006	
Blue Link Equipped : No		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
8/16/2012 01:06:48 PM	LDIRUSCI	DiRuscio	Lyn	General	General	General	PLEASE REFER TO CASE # 4948228 FOR CASE HANDLING. NEW CASE SHOULD NOT OF BEEN OPENED. CASE CLOSED.		4911094	HCCC Tier2 Team1 Agent	HCCC
7/10/2012 08:25:32 AM	GALVAREZ	Alvarez del Castillo- 062013	Genaro	Inbound	Customer	Telephone	CUSTOMER STS: 1. HE RECENTLY TOOK VEHICLE TO SERVICING DEALER 2. THE DASH LIGHT FOR THE SEAT BELT SENSOR LATCH IS NOT WORKING 3. THE DEALER INFORMED HIM THAT HE IS 4 MONTHS OUT OF WARRANTY 4. WANTS TO KNOW IF WE CAN WORK WITH THE DEALERSHIP TO GET SENSOR COVERED WRITER EXPLAINED THAT THERE ARE TWO OPTIONS PAY FOR REPAIR AND SEND IN FOR CONSIDERATION OR ASK TO VISIT WITH THE DPSMS THROUGH THE DEALER TN044 CUSTOMER SAID HE WOULD THINK ABOUT IT. CASE CLOSED	<input checked="" type="checkbox"/>	4911094	HCCC Tier2 Team1	HCCC
							CUST STS: 1. SUBSEQUENT OWNER OF 2007 SONATA 2. HAS HAD ALL HIS REPAIRS COVERED UNDER				

7/10/2012 08:10:12 AM	DMATTHEW	Matthews- 080913	Daishawna	Inbound	Customer	Telephone	<p>WARRANTY 3. HE RECENTLY TOOK VEHICLE TO SERVICING DEALERSHIP 4. THE DASH LIGHT FOR THE SEAT BELT SENSOR LATCH IS NOT WORKING 5. THE DEALERSHIP INFORMED HIM THAT HE IS 4 MONTHS OUT OF WARRANTY 6. WANTS TO KNOW IF WE CAN WORK WITH THE DEALERSHIP TO GET SENSOR COVERED WRITER TRANSFERRED CASE TO CASE MANAGER</p>	<input checked="" type="checkbox"/>	4911094	HCCC Tier2 Team1	HCCC
-----------------------------	----------	---------------------	-----------	---------	----------	-----------	--	-------------------------------------	---------	------------------------	------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED] First Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED] Address: [REDACTED] City: ARLINGTON ZIP: [REDACTED] State: VA IQS : [REDACTED] VDS : [REDACTED] CSI : [REDACTED] SSI : [REDACTED] Contact Language : ENGLISH	Case Number: 4948228 Type: CA Opened: 8/2/2012 07:42:19 AM Closed: 8/23/2012 05:00:02 PM Status: Closed Sub Status: Closed Creator Last Name: George-061413 Creator First Name: Monica Owner Last Name: [REDACTED] Owner First Name: [REDACTED] *Urgency: Low	GOODWILL CONSIDERATION FOR 2007 SONATA LEFT AIR BAG SENSOR REPAIR DUE TO LEFT FRONT SEAT BELT BUCKLE FAILURE. Contact Reason *Sentiment: *Category: Warranty Issues *Sub-Category: Coverage System: Body Electrical Component: Airbag Warning Light Symptom: Inoperative Method : Telephone	ADVISED CUST GOODWILL CONSIDERATION FOR LABOR WAS APPROVED. ADVISED CUST CHECK MAILING DATE. Resolution * Resolution: Provided Information * Remedy: N/A * Resolution Satisfaction: Negative Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Case Handling Check Request Pending Approval : 0 eMail notification when case is closed:
Dealer	*Servicing Dealer: ALEXANDRIA HYUNDAI VA028 Active Service District: Southern District 2 Sales District: Southern District 2		
Vehicle	VIN: 5NPEU46F4H [REDACTED] Model Year: 2007 Model: Sonata (NF) V-6 Short Model: 26452F65 *Mileage: 50,000 Date of First Use: 2/13/2007	Engine: F Accessory: 05 Production Date: 11/15/2006 Case in Arbitration : No	
Blue Link Equipped : No			

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
8/23/2012 04:51:34 PM	LDIRUSCI	DiRuscio	Lyn	Outbound	Customer	Telephone	CUST STATES: 1. AT LEAST IT IS SOMETHING. 2. IT DOES NOT MAKE ME VERY HAPPY. 3. I WORK ON ANTIQUE CARS AND THEY ALL RUN LIKE NEW. 4. HERE IS A MODERN CAR THAT THINGS GO OUT MORE QUICKLY. 5. A PERSON SHOULD NOT HAVE TO FIGHT TO GET SOMETHING TAKEN OF. 6. IT USED TO BE YOU WOULD GET A CHECK THE NEXT DAY. ADVISED CUST \$164.64 LABOR AMOUNT WAS APPROVED FOR REIMBURSEMENT. ADVISED CUST CHECK MAILING DATE OF 8/31/2012. CUST WAS NOT HAPPY WITH THIS DECISION. CASE CLOSED.	<input checked="" type="checkbox"/>	4948228	HCCC Tier2 Team1 Agent	HCCC
8/23/2012 04:31:05 PM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 8/31/2012		4948228	NCA HCR	NCA
							1. CUSTOMER REQUEST GOODWILL REIMBURSEMENT FOR REPLACEMENT OF LEFT FRONT SEAT BELT BUCKLE AT ALEXANDRIA HYUNDAI (VA028) ON 8/7/12 AT				

8/21/2012 03:38:52 PM	ADUGALL	Dugall	Aaron	General	General	General	<p>50,019 MILES. NVLW EXPIRED BY ALMOST 6 MONTHS AT THE TIME OF THE REPAIR, BUT VEHICLE IS UNDER 60,000 MILES. CUSTOMER IS SUBSEQUENT OWNER. SERVICING DEALER STATES THAT CUSTOMER DOES NOT HAVE MAINTENANCE WORK DONE AT DEALERSHIP, BUT THE SEAT BELT BUCKLE WAS PREVIOUSLY REPLACED AT MAXON HYUNDAI (NJ015) ON 4/7/08 AT 32,096 MILES. CUSTOMER STATES THAT THEY HAVE NOT BEEN VERY SATISFIED WITH THIS VEHICLE, AND GOODWILL REQUEST IS FOR CUSTOMER SATISFACTION/OWNER RETENTION. GOODWILL OFFER FOR LABOR ONLY. GOODWILL REQUEST LABOR \$164.64, TOTAL \$164.64. 2. PROOF OF OWNERSHIP (CURRENT REGISTRATION/CURRENT ADDRESS), PROOF OF PAYMENT (CREDIT CARD RECEIPT), AND REPAIR ORDER (VA028 R/O# 222132) ARE ATTACHED. 3.</p>	<input checked="" type="checkbox"/>	4948228	HCCC General Team1 Supervisor	HCCC
-----------------------------	---------	--------	-------	---------	---------	---------	---	-------------------------------------	---------	--	------

							CHECK REQUEST, PAYEE, ACCOUNT, OFFER, CASE, REPAIR ORDER, AND CHECK DETAILS ARE CORRECT.				
8/20/2012 11:56:01 AM	ADUGALL	Dugall	Aaron	General	General	General	PLEASE SELECT READY ON THE HCR AND TRANSFER TO HCCC GOODWILL.	<input checked="" type="checkbox"/>	4948228	HCCC General Team1 Supervisor	HCCC
							<p>REIMBURSE FOR LABOR REPAIR OF LEFT FRONT SEAT BELT BUCKLE FAILURE IN THE AMOUNT OF \$164.64. THIS IS A ONE-TIME GOODWILL OFFER NOT TO EXCEED \$164.64.</p> <p>CONSIDERATION -</p> <p>1. WHY IS THIS CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION? CUSTOMER RETENTION. 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? \$343.90. 3. WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? 5YR/60,000. 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? SUBSEQUENT. 5. THE DEALER NAME AND CODE WHERE THE</p>				

8/20/2012 11:36:51 AM	LDIRUSCI	DiRuscio	Lyn	General	General	General	REPAIR WAS PERFORMED? ALEXANDRIA HYUNDAI (VA028). 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? SVC MGR DENNIS HOFFMAN (VA028). 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? WORKMANSHIP, PLAIN FAILURE. 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? MAINTENANCE HAS NOT BEEN DONE REGULARLY AT DLR VA028. CUST STATES REGULAR MAINTENANCE IS DONE BY LOCAL REPAIR FACILITY. 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? BUCKLE ASSEMBLY (88830-0A000-QD). 10. WHAT WAS THE COST FOR PARTS? \$154.27 11. WHAT WAS THE COST FOR LABOR? \$164.64. 12. WHAT IS THE TOTAL COST OF REPAIR? \$343.90.	<input checked="" type="checkbox"/>	4948228	HCCC Tier2 Team1 Agent	HCCC
							CM/LD – 1. GOODWILL				

8/18/2012 02:14:25 PM	ADUGALL	Dugall	Aaron	General	General	General	<p>REQUEST HAS NOT BEEN APPROVED OR DENIED AT THIS TIME. PLEASE DO NOT INDICATE TO CUSTOMER THAT GOODWILL HAS BEEN APPROVED OR DENIED. 2. HCR REVISIONS ARE REQUIRED. DO NOT CREATE A SECOND HCR. REVISE HCR 001. PLEASE PROVIDE MORE INFORMATION ON CHECK REQUEST EXPLANATION. PLEASE UPDATE PAYEE DETAILS TO THOSE ON THE HCR, THERE IS A SPELLING ERROR. PLEASE UPDATE CHECK DETAILS TO REFLECT LABOR ONLY REIMBURSEMENT. ACCOUNT, OFFER, CASE, AND REPAIR ORDER DETAILS ARE CORRECT. ONCE HCR IS REVISED, SELECT READY ON THE HCR. 3. ONCE ABOVE STEPS ARE COMPLETED, PLEASE SUBMIT TO HCCC GOODWILL FOR FURTHER REVIEW.</p>	<input checked="" type="checkbox"/>	4948228	HCCC General Team1 Supervisor	HCCC
							<p>1. CUSTOMER REQUEST GOODWILL REIMBURSEMENT FOR REPLACEMENT OF LEFT FRONT SEAT BELT BUCKLE AT</p>				

8/18/2012 02:14:09 PM	ADUGALL	Dugall	Aaron	General	General	General	<p>ALEXANDRIA HYUNDAI (VA028) ON 8/7/12 AT 50,019 MILES. NVLW EXPIRED BY ALMOST 6 MONTHS AT THE TIME OF THE REPAIR, BUT VEHICLE IS UNDER 60,000 MILES. CUSTOMER IS SUBSEQUENT OWNER. SERVICING DEALER STATES THAT CUSTOMER DOES NOT HAVE MAINTENANCE WORK DONE AT DEALERSHIP, BUT THE SEAT BELT BUCKLE WAS PREVIOUSLY REPLACED AT MAXON HYUNDAI (NJ015) ON 4/7/08 AT 32,096 MILES. CUSTOMER STATES THAT THEY HAVE NOT BEEN VERY SATISFIED WITH THIS VEHICLE, AND GOODWILL REQUEST IS FOR CUSTOMER SATISFACTION/OWNER RETENTION. GOODWILL OFFER FOR LABOR ONLY. GOODWILL REQUEST LABOR \$164.64, TOTAL \$164.64. 2. PROOF OF OWNERSHIP (CURRENT REGISTRATION/CURRENT ADDRESS), PROOF OF PAYMENT (CREDIT CARD RECEIPT), AND REPAIR ORDER</p>	<input checked="" type="checkbox"/>	4948228	HCCC General Team1 Supervisor	HCCC
-----------------------------	---------	--------	-------	---------	---------	---------	--	-------------------------------------	---------	--	------

							(VA028 R/O# 222132) ARE ATTACHED. 3. HCR REVISIONS ARE REQUIRED.				
8/17/2012 12:00:03 PM	LDIRUSCI	DiRuscio	Lyn	Outbound	Dealer	Telephone	SVC MGR DENNIS FROM DLR VA028 STATES THIS REPAIR WAS A WORKMANSHIP FAILURE. CUST DOES NOT HAVE REGULAR MAINTENANCE DONE AT DLR VA028. THANKED DENNIS FOR RETURNING OUR CALL. CASE TRANSFERRED TO GOODWILL FOR CONSIDERATION.	<input checked="" type="checkbox"/>	4948228	HCCC Tier2 Team1 Agent	HCCC
8/17/2012 07:11:45 AM	LDIRUSCI	DiRuscio	Lyn	General	General	General	**ANY TIER TWO** IF SVC MGR DENNIS HOFFMAN FROM DLR VA028 CALLS PLEASE FIND OUT THE FOLLOWING: 1.WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? 2. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE?	<input checked="" type="checkbox"/>	4948228	HCCC Tier2 Team1 Agent	HCCC
8/17/2012 07:11:03 AM	LDIRUSCI	DiRuscio	Lyn	Outbound	Dealer	Telephone	LEFT MESSAGE FOR SVC MGR DENNIS HOFFMAN TO RETURN OUR CALL REGARDING CUST AIR BAG SENSOR REPAIR.	<input checked="" type="checkbox"/>	4948228	HCCC Tier2 Team1 Agent	HCCC
							REIMBURSE FOR AIR BAG SENSOR REPAIR IN THE				PLEASE

							WEAR, OR OTHER? WORKMANSHIP, PLAIN FAILURE. 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? MAINTENANCE HAS NOT BEEN DONE REGULARLY AT DLR VA028. CUST STATES REGULAR MAINTENANCE IS DONE BY LOCAL REPAIR FACILITY. 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? BUCKLE ASSEMBLY (88830-0A000-QD). 10. WHAT WAS THE COST FOR PARTS? \$154.27 11. WHAT WAS THE COST FOR LABOR? \$164.64. 12. WHAT IS THE TOTAL COST OF REPAIR? \$343.90.				
8/16/2012 01:43:39 PM	LDIRUSCI	DiRuscio	Lyn	General	General	General	**ANY TIER TWO** IF CUST CALLS PLEASE ADVISE DOCUMENTATION WAS RECEIVED. CASE HAS BEEN SUBMITTED FOR GOODWILL CONSIDERATION. CASE TRANSFERRED TO GOODWILL.	<input checked="" type="checkbox"/>	4948228	HCCC Tier2 Team1 Agent	HCCC
8/16/2012 01:41:24 PM	LDIRUSCI	DiRuscio	Lyn	Outbound	Customer	Telephone	WRITER LEFT MESSAGE FOR CUST TO RETURN OUR CALL REGARDING GOODWILL CONSIDERATION. CASE TRANSFERRED	<input checked="" type="checkbox"/>	4948228	HCCC Tier2 Team1 Agent	HCCC

							TO GOODWILL.				
8/14/2012 12:52:43 PM	CMINNS	Minns-052013	Chriss	General	General	General	PLEASE REFER TO CASE NUMBER 4911094 WHICH IS THE ORIGINAL CASE. NOTES SHOULD HAVE BEEN ATTACHED TO THE EXISTING CASE.	<input checked="" type="checkbox"/>	4948228	HCCC Tier2 Team2	HCCC
8/10/2012 05:36:18 PM	GEGG	Egg-041013	George	General	General	General	WRITER ATTACHED INBOUND DOCUMENTS.	<input checked="" type="checkbox"/>	4948228	HCCC Tier2 Team1	HCCC
8/7/2012 07:45:18 AM	LDIRUSCI	DiRuscio	Lyn	Inbound	Customer	Telephone	CUST STATES: 1. I GOT THE REPAIRS DONE. 2. CAN YOU TELL ME WHY THIS PART WENT OUT? 3. MONICA TOLD ME TO NOTIFY HER WHEN I HAD THE REPAIR COMPLETED. 4. I AM NOT SURE WHEN I WILL SEND IT IN. WRITER ADVISED CUST OF DOCUMENTATION CM MONICA NEEDS FOR PROCESSING. ADVISED CUST MONICA WILL CONTACT HIM ONCE DOCUMENTATION IS RECEIVED. CASE CLOSED PENDING DOCUMENTATION.	<input checked="" type="checkbox"/>	4948228	HCCC Tier2 Team1 Agent	HCCC
							CUST STS: 1. WANT TO KNOW WHAT THE WARRANTY IS FOR AN AIRBAG SENSOR 2. I DON'T UNDERSTAND, I WAS TOLD BY ENTERPRISE THAT IT WAS 10YEAR/100,00 3.				

8/2/2012 07:48:25 AM	MGEORGE	George- 061413	Monica	Inbound	Customer	Telephone	<p>THAT'S NOT WAS I WAS TOLD 3. NO, I DON'T HAVE ANY OTHER WARRANTY 3. I WAS TOLD BEFORE THAT I CAN PAY FOR IT AND THEN SEND THE PAPERWORK FOR AN APPEAL FOR REIMBURSEMENT? WRITER VERIFIED CUSTOMER'S CONTACT INFORMATION AND ACQUIRED MILEAGE. REVIEWED VEHICLE'S DFU, ASSURANCE PRODUCTS, AND RECALL CAMPAIGN HISTORY. INFORMED CUSTOMER THAT AS A SUBSEQUENT OWNER HE IS ENTITLED TO THE REMAINDER OF A 5YEAR/60,000 MILE NEW VEHICLE LIMITED WARRANTY AND POWERTRAIN WARRANTY ALONG WITH A FEDERAL EMISSION WARRANTY (8YEARS/80,000 MILES) AND AN ANTI- PERFORATION WARRANTY (7YEARS/UNLIMITED MILEAGE). THESE WARRANTIES START FORM THE DAY OF FIRST USE (02/13/2007), THEY DO NOT START FROM</p>	<input checked="" type="checkbox"/>	4948228	HCCC Tier2 Team1	HCCC
----------------------------	---------	-------------------	--------	---------	----------	-----------	---	-------------------------------------	---------	------------------------	------

DATE THAT HE PURCHASED THE VEHICLE (06/24/2008). ALSO, INFORMED HIM THAT HE DIDN'T HAVE ANY ASSURANCE PRODUCTS THAT WOULD EXTEND HIS WARRANTY. THAT IF HE MAY WANT TO DOUBLE CHECK HIS PAPERWORK SINCE HE WAS UNDER THE IMPRESSION THAT THE WARRANTY WAS TO BE LONGER, HE MAY HAVE ADDITIONAL COVERAGE THROUGH THE DLR THAT HE PURCHASED THE VEHICLE FROM. INFORMED HIM THAT WHAT GA/CM TOLD HIM WAS TRUE, THAT HE COULD HAVE THE REPAIR COMPLETED AND AFTERWARDS SUBMIT PAPERWORK FOR CONSIDERATION FOR REIMBURSEMENT, BUT THAT IT'S NOT GUARANTEE THAT HE WILL BE REIMBURSED. PROVIDED CASE NUMBER. CUST WILL CALL BACK AFTER REPAIR IS COMPLETED.

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name First Name Phone Email Address City: ILION ZIP: [REDACTED] State:: NY IQS : VDS : CSI : SSI :	Case Number: 4382934 Type: CA Opened: 5/2/2011 07:38:58 AM Closed: 5/5/2011 08:28:59 AM Status: Closed Sub Status: Closed Creator Last Name: Quinney-012512 Creator First Name: Peggy Owner Last Name: Quinney-012512 Owner First Name: Peggy Urgency: Low	Contact Reason Sentiment: Category: HPP Sub-Category: Coverage System: Body Component: Seatbelt Symptom: Inoperative	Resolution Resolution: Referred to Dealer Remedy: N/A Resolution Satisfaction: Positive
Dealer Servicing Dealer: CARBONE HYUNDAI Service District: Eastern District D	NY093 Active Sales District: Eastern District D		Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Check Request Pending Approval : 0 eMail notification when case is closed:
Vehicle VIN: 5NPEU46F56H [REDACTED] Model: Sonata (NF) V-6 Mileage: 81,000	Model Year: 2006 Short Model: 25452F65 Date of First Use: 7/25/2005	Engine: F Accessory: 01 Production Date: 6/3/2005	
Blue Link Equipped : No		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
5/2/2011 07:49:58 AM	PQUINNEY	Quinney-012512	Peggy	Outbound	Dealer	Telephone	WRITER CALLED DLR TO SPEAK WITH PART MANGER NATE NY093 WHO STATED: 1. PART NUMBER: 888300A00QD 2. ORDERED DATE : 4/29/11 3. PRIORITY: STANDARD 4. DLRSP :NY093 5. PART WILL BE TOMORROW == WRITER THANKED DLR FOR TIME AND INFORMATION..	<input checked="" type="checkbox"/>	4382934	CC Team1	Call Center
5/2/2011 07:39:11 AM	PQUINNEY	Quinney-012512	Peggy	Inbound	Customer	Telephone	CUST STATED 1. PART COVERED BY WARRANTY ON DRIVE SIDE 2. PART NUMBER IS B1707 3. DEALERSHIP SAID NOT UNDER WARRANTY 4. HAVE EXTENDED WARRANTY ON THE VEHICLE == WRITER EXPLAINED TO CUSTOMER 888300A000QD BUCKLE ASSY-FRONT SEAT BELT,LH IS NOT COVERED UNDER THE HPP WARRANTY SINCE THE PART IS A 5/60 PART AND CUSTOMERS DATE OF FIRST USE IS 7/25/05. WRITER EXPLAINED PART WILL BE AT THE DEALERSHIP TOMORROW.	<input checked="" type="checkbox"/>	4382934	CC Team1	Call Center

						WRITER REFERRED TO THE DEALERSHIP FOR REPAIR == CASE CLOSED				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name First Name Phone Email Address City: WANAQUE ZIP: [REDACTED] State: NJ IQS : VDS : CSI : SSI :	Case Number: 4248053 Type: CA Opened: 1/6/2011 08:46:39 AM Closed: 1/6/2011 09:02:57 AM Status: Closed Sub Status: Closed Creator Last Name: Fuller-033012 Creator First Name: Gerry Owner Last Name: [REDACTED] Owner First Name: [REDACTED] Urgency: Low	Contact Reason Sentiment: Category: Warranty Issues Sub-Category: Coverage System: Body Electrical Component: Passenger Airbag Symptom: Display Message Method : Telephone	Resolution Resolution: Referred to Dealer Remedy: N/A Resolution Satisfaction: Positive Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Check Request Pending Approval : 0 eMail notification when case is closed:
Dealer Servicing Dealer: WAYNE AUTO MALL HYUNDAI NJ048 Active Service District: Eastern District 6 Sales District: Eastern District 6			
Vehicle VIN: 5NPEU46F56H [REDACTED] Model: Sonata (NF) V-6 Mileage: 68,100	Model Year: 2006 Short Model: 25462F65 Date of First Use: 8/31/2005	Engine: F Accessory: 01 Production Date: 6/24/2005 Case in Arbitration : No	
Blue Link Equipped : No			

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
1/6/2011 09:01:00 AM	GFULLER	Fuller-033012	Gerry	Outbound	Dealer	Telephone	CALL TO DLRSP NJ048 BOB SVC MGR STATED WILL OFFER CUSTOMER 10% DISCOUNT ON REPAIR	<input checked="" type="checkbox"/>	4248053	CC Team3	Call Center
1/6/2011 08:58:52 AM	GFULLER	Fuller-033012	Gerry	Inbound	Customer	Telephone	CUST STATED: 1. PASSENGER SIDE AIR BAG LIGHT IS ON SEAT BELT NEEDS REPLACED WOULD LIKE SOME ASSISTANCE ON REPAIR -WRITER- EXPLAINED TO CUSTOMER VEHICLE IS OUTSIDE OF WARRANTY COVERAGE WRITER CAN CALL DEALERSHIP AND SEE IF DEALERSHIP CAN ASSIST CUSTOMER WITH REPAIR PROVIDED INFORMATION FROM DLRSP TO CUSTOMER GAVE NAME I.D # CASE # CLOSED CASE	<input checked="" type="checkbox"/>	4248053	CC Team3	Call Center

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name First Name Phone Email Address City: HEWLETT ZIP: State:: NY IQS : VDS : CSI : SSI :		Case Number: 5302161 Type: CA Opened:2/8/2013 12:19:14 PM Closed: 3/18/2013 05:19:44 AM Status: Closed Sub Status: Closed Creator Last Name: Freedman-081613 Creator First Name: Amber Owner Last Name Owner First Name: *Urgency: Low		CUSTOMER COMPLAINT - DEALER DECLINING TO PERFORM RECALL FOR OCS CLASS ACTION SUIT, STATING THEY NEED TO REPAIR FRONT PASSENGER SEAT-BELT, FIRST- 2006 SONATA Contact Reason * Sentiment: Complaint * Category: Settlement * Sub-Category: OCS - Eligibility System: Component: Symptom:		I TRANSFERED TO JERRY TIER 2 CASE MANAGER EXPLAINED TO HIM HE WILL CALL CUSTOMER BACK. CUSTOMER DISCONNECTED. Resolution * Resolution: Provided Information * Remedy: N/A * Resolution Satisfaction: Positive Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Case Handling Check Request Pending Approval : 0 eMail notification when case is closed:	
Contact Language : ENGLISH							
Dealer							
* Servicing Dealer: SOUTH SHORE HYUNDAI		NY127 Active					
Service District: Eastern District 5		Sales District: Eastern District 5					
Vehicle							
VIN: 5NPEU46F56H Model: Sonata (NF) V-6 * Mileage: 60,000		Model Year: 2006 Short Model: 25452F65 Date of First Use: 7/25/2005		Engine: F Accessory: 05 Production Date: 6/27/2005			
Blue Link Equipped : No				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
2/15/2013 01:15:12 PM	GALVAREZ	Alvarez del Castillo-	Genaro	Outbound	Customer	Telephone	WRITER CALLED CUSTOMER TO ET HER KNOW THAT AT THIS TIME THE OCS LIGHT IS WORKING. AND THE SEAT BELT DOES NEED REPAIR. ADVICE CUSTOMER TO CALL THE DEALER TO MAKE SURE ABOUT THE OCS LIGHT. CASE CLOSED	<input checked="" type="checkbox"/>	5302161	HCCC Tier2 Team1	HCCC
2/15/2013 01:07:12 PM	GTOPPA	Toppa-	Gerald	Outbound	Customer	Telephone	CUSTOMER STATES 1. CUSTOMER UNHAPPY WITH WRITER RESPONSE PER DEALER. 2. CUSTOMER BELIEVES HER SEATBELT BUCKLE WAS DEFECTIVE. WRITER CONTACTED CUSTOMER TO ADVISE OF DEALER CONTACT AND THAT THE OCS SYSTEM IS NOT BEING AFFECTED, AND THAT IT IS IN FACT A CONCERN STRICTLY WITH THE SEATBELT BUCKLE, WHICH NEEDS REPLACEMENT. WRITER ADVISED THAT THE BUCKLE WAS NOT NECESSARILY DEFECTIVE, BUT VERY LIKELY	<input checked="" type="checkbox"/>	5302161	HCCC Tier2 Team1	HCCC

							BROKEN, INSTEAD, AS IT'S UNDER CONSTANT USE, OVER MANY USES.				
2/15/2013 01:03:24 PM	GALVAREZ	Alvarez del Castillo- 062013	Genaro	Outbound	Dealer	Telephone	WRITER CALLED DEALER NY127 AND SPOKE WITH ED IN SERVICE AND SHE SAID THAT: THE OCS SYSTEM IS NOT AFFECTED, THIS IS A SEATBELT MALFUNCTION. THE FAULTY SWITCH IN THE SEATBELT IS CAUSING THE SRS WARNING, AND THE OCS IS NOT BEING DIRECTLY AFFECTED, IN THIS CASE. ONCE THE SEATBELT MALFUNCTION NEEDS TO BE ADDRESSED, FIRST, AND THEN WE CAN LOOK AT THE OCS. THAT'S AROUND A \$400 JOB, PARTS AND LABOR.	<input checked="" type="checkbox"/>	5302161	HCCC Tier2 Team1	HCCC
2/15/2013 01:03:20 PM	GALVAREZ	Alvarez del Castillo- 062013	Genaro	Inbound	Customer	Telephone	CUSTOMER STS: 1. MY CAR HAS THE THE OCS LIGHT ON. 2. TOOK CAR TO THE DEALER FOR INSPECTION. 3. DEALER SAID IT WOULD BE AN INSPECTION FEE OF 120.00 4. DEALER CALLED ME TO LET ME KNOW IT IS THE SEAT BELT. 5. THEY WANT 400.00 FOR THE REPAIR. 6. THEN THEY WOULD BE	<input checked="" type="checkbox"/>	5302161	HCCC Tier2 Team1	HCCC

							ABLE TO LOOK AT THE OCS. WRITER EXPLAINED THAT I WOULD CALL THE DEALER FOR MORE INFORMATION AND CALL HER BACK.				
2/15/2013 01:00:28 PM	GTOPPA	Toppa-071513	Gerald	Outbound	Dealer	Telephone	DEALER, SOUTH SHORE HYUNDAI, NY127, SERVICE ADVISOR ED STATES THE OCS SYSTEM IS NOT AFFECTED, THIS IS A SEATBELT MALFUNCTION. THE FAULTY SWITCH IN THE SEATBELT IS CAUSING THE SRS WARNING, AND THE OCS IS NOT BEING DIRECTLY AFFECTED, IN THIS CASE. ONCE THE SEATBELT MALFUNCTION NEEDS TO BE ADDRESSED, FIRST, AND THEN WE CAN LOOK AT THE OCS. THAT'S AROUND A \$400 JOB, PARTS AND LABOR. WRITER ADVISED OF CUSTOMER CONCERN AND INQUIRED ABOUT THE CONCERN WITH CUSTOMER SEATBELT.	<input checked="" type="checkbox"/>	5302161	HCCC Tier2 Team1	HCCC
2/15/2013 12:51:27 PM	GTOPPA	Toppa-071513	Gerald	General	General	General	WRITER ACCEPTED CASE WITH NO CALLER ON LINE, AS THEY HAD APPARENTLY HUNG UP AFTER HOLD PLACED BY T1. NOTE: WRITER DOES NOT RECALL NAME OF	<input checked="" type="checkbox"/>	5302161	HCCC Tier2 Team1	HCCC

							TIER 1 AGENT, BUT IT WAS NOT AMBER FREEDMAN.				
2/15/2013 12:46:47 PM	TSMALL	Small- 022613	Tammy	Inbound	Customer	Telephone	CUSTOMER INQUIRY 1.OCS CAMPAIGN 105 2.TOOK CAR TO DEALER AND DEALER TOLD CUSTOMER THE BELT BUCKLE WOULD NEED TO BE REPLACED BEFORE THEY COULD TEST THE AIR BAG. THE SEAL BELT BUCKLE IS 400.00. 3.CUSTOMER IS UPSET DOES NOT HAVE 400.00 AND STATES THE LIGHT DOES COME ON SAYING THE AIR BAG IS OFF. 4.I TRANSFERED TO JERRY TIER 2 CASE MANAGER EXPLAINED TO HIM WHAT IS GOING ON. CUSTOMER GOT DISCONNECTED. 5. JERRRY CASE MANAGER WILL CALL CUSTOMER BACK. WRITER INFORMED CASE MANAGER. CASE CLOSED	<input checked="" type="checkbox"/>	5302161	HCCC Tier1 Team1	HCCC
							CUST STATES: 1. I GOT YOUR PAMPHLET IN THE MAIL ABOUT THE AIR BAG SYSTEM IN THE HYUNDAI SANTA FE. 2. I WAS CALLING TO FIND OUT IF IM INCLUDED IN THAT? 3. I NEVER RECEIVED ANY RECALL IN THE				

2/8/2013 12:19:56 PM	AFREEDMA	Freedman- 081613	Amber	Inbound	Customer	Telephone	PAST. 4. I HAVE BEEN HAVING THIS PROBLEM WITH MY AIR BAG LIGHT BEING ON, AND I HAVEN'T BEEN ABLE TO DRIVE EASY. 6. I HAVE BROUGHT IT INTO HYUNDAI A COUPLE OF TIMES FOR THIS REASON. WRITER INFORMED THE CUSTOMER OF THE CLASS ACTION LAW SUIT AND REFERRED CUSTOMER TO DEALER FOR REPAIR AND DIAGNOSES.	<input checked="" type="checkbox"/>	5302161	HCCC Tier1 Team1	HCCC
----------------------------	----------	---------------------	-------	---------	----------	-----------	--	-------------------------------------	---------	---------------------	------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 3991765	ONGOING SEATBELT REPLACEMENTS. AIRBAG ILLIMINATES 3 RECENT REPAIR ATTEMPTS UNDER WARRANTY, SAME REPAIR SEATBELT REPLACEMENT.	WRITER CLOSING CASE DUE TO LACK OF CUSTOMER RESPONSE
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 6/17/2010 02:47:50 PM		
Email: [REDACTED]	Closed: 7/9/2010 02:11:48 PM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Welte-083011	Contact Reason	Resolution
State::	Creator First Name: Leslie	* Sentiment:	* Resolution: Documented Concern
IQS : VDS :	Owner Last Name: [REDACTED]	* Category: Product	* Remedy: N/A
CSI : SSI :	Owner First Name: [REDACTED]	* Sub-Category: Operation	* Resolution Satisfaction: Positive
Contact Language :	* Urgency: Low	System: Body	Transfer
Dealer		Component: Seatbelt	Trans. To:
* Servicing Dealer: BUERKLE HYUNDAI	MN017 Active	Symptom: Warning light	Trans. Team:
Service District: Central District 7	Sales District: Central District 7	Method : Telephone	Trans. Dealer:
Vehicle			Trans. Type: Standard
VIN: 5NPEU46F56H [REDACTED]	Model Year: 2006	Engine: F	Trans. Reason:
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 02	Check Request Pending Approval : 0
* Mileage: 72,000	Date of First Use: 8/9/2005	Production Date: 7/28/2005	eMail notification when case is closed:
Blue Link Equipped : No		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
7/9/2010 02:49:04 PM	APATTERSON	Patterson-083011	Abby	Inbound	Customer	Telephone	WRITER CALLED AND LEFT MESSAGE FOR CUSTOMER REFERRING TO DECISION MADE BY DEALER. INFORMED THAT CUSTOMER CAN EXPECT TO BE CONTACT BY DEALER MN017 ON MONDAY 7/12/2010. GAVE NAME, CASE NUMBER, I.D., AND HMA NUMBER. THANKS CUSTOMER FOR CONTACTING HMA ON ISSUE. CASE CLOSED		3991765	CC Training Team	Call Center
7/9/2010 01:44:03 PM	PELIASON	Eliason-083011	Paula	Inbound	Dealer	Telephone	BUERKLE HYUNDAI MN017 SERVICE MANAGER KEN RETURNING CALL. DSPM HAS AUTHORIZED FOR SEAT BELT TO BE COVERED AND DEALER WILL BE CONTACTING CUSTOMER ON MONDAY 7/12/10 WITH INFORMATION AND TO SET UP APPOINTMENT. == WRITER THANKED DEALER FOR INFORMATION AND TIME	<input checked="" type="checkbox"/>	3991765	CC Team1	Call Center
7/9/2010 09:01:35	APATTERSON	Patterson-	Abby	Inbound	Customer	Telephone	WRITER CALLED AND LEFT A MESSAGE FOR SM/KEN AT DEALER. GAVE CASE NUMBER, HMA NUMBER, NAME AND I.D.		3991765	CC Training	Call Center

AM		083011					AND ASKED TO PLEASE CALL BACK. INFORMED THAT WRITER WILL TRY TO CALL AGAIN THIS AFTERNOON.			Team	
7/9/2010 08:31:44 AM	APATTERSON	Patterson-083011	Abby	Inbound	Customer	Telephone	CM/RK INFORMED TO PLEASE SEND IN REPAIR ORDERS AND COPY OF REGISTRATION FOR CONSIDERATION OF SOMETHING OTHER THAN WARRANTY COVERAGE. INFORMED TO PUT CASE NUMBER AND CM/AP I.D. ON TOP OF FORMS. WILL BE CONTACTED 48 HOURS AFTER DOCUMENTS ARE RECEIVED WITH FINAL DECISION. CASE REMAINS AS IS	3991765	CC Training Team	Call Center	
7/9/2010 08:26:19	APATTERSON	Patterson-083011	Abby	Inbound	Customer	Telephone	CUST STATED: 1. AIR BAG LIGHT COMES ON. 2. WHILE UNDER WARRANTY REPLACED SEAT BELT 3 TIMES. 3. BROUGHT IN AGAIN BECAUSE LIGHT CAME ON. 4. DEALER WANTS TO REPLACE SEAT BELT AGAIN BUT NOT UNDER WARRANTY. 5. WAS TOLD CUSTOMER WOULD BE CONTACTED WITHIN 72 HOURS OF LAST CONVERSATION	3991765	CC Training Team	Call Center	

AM							AND WASN'T. 6. WANTS TO SPEAK WITH SUP. WRITER INFORMED THAT PRIOR CM TRIED TO CONTACT CUSTOMER 3 TIMES AND LEFT 2 MESSAGES. VEHICLE IS OUT OF WARRANTY SO IT NO LONGER APPLIES. WILL TRANSFER CALL TO TL/RK. CASE IS OPEN PENDING CONTACT WITH DEALER FOR GOODWILL INFORMATION				
7/8/2010 06:21:00 AM	GFULLER	Fuller-033012	Gerry	Outbound	Customer	Telephone	WRITER 2nd ATTEMPT TO CONTACT CUST LEFT V.M NAME I.D # CASE # HCA PHONE # WRITER CLOSING CASE DUE TO LACK OF CUST RESPONSE	<input checked="" type="checkbox"/>	3991765	CC Team3	Call Center
7/7/2010 10:36:20 AM	GFULLER	Fuller-033012	Gerry	Outbound	Customer	Telephone	WRITER ATTEMPT TO CONTACT CUST LEFT V.M NAME I.D # CASE # HCA PHONE #	<input checked="" type="checkbox"/>	3991765	CC Team3	Call Center
7/7/2010 07:27:27 AM	GFULLER	Fuller-033012	Gerry	Outbound	Customer	Telephone	WRITER ATTEMPT TO CONTACT CUST THE CUST DID NOT HAVE TIME TO TALK CUST WAS AT WORK	<input checked="" type="checkbox"/>	3991765	CC Team3	Call Center
							CALLER, FROM DEALER MN017, STATED: 1. PROVIDED CASE NUMBER 3991765 2. CUSTOMER CURRENTLY EXPERIENCING CONCERN WITH PASSENGER SEAT BELT 3. VEHICLE NEEDS A				

6/22/2010 02:39:16 PM	LGROO	Groo-083011	Lorianne	Inbound	Customer	Telephone	NEW SEAT BELT BUCKLE 4. DRIVERS SIDE BUCKLE REPLACED 6/11/09 AT 53,502 5. DPSM AND TECHLINE HAVE NOT BEEN INVOLVED 6. VEHICLE CURRENTLY HAS 76,000 MILES WRITER UPDATED NOTES. CASE AS IS.	3991765	CC Team2	Call Center
6/22/2010 09:17:37 AM	LWELTE	Welte-083011	Leslie	Outbound	Dealer	Telephone	MN017 KEN SRV MGR CALLED: -- CM NEEDS TO COLLECT ONGOING DATES AND MILEAGE , ETC. DUE TO ONGOING SEATBELT REPLACEMENT ACCORDING TO CUST. LEFT VM 1. PROVIDED REASON, CASE #, CUST NAME, CM NAME AND ID. ALSO VIN#. AS WELL AS NUMBER TO HCA. PENDING. --CM IS GOING TO ALSO NEED TO KNOW IF DPSM, TECH, OR FSE HAVE BEEN INVOLVED, AS WELL AS AFTERMARKET PARTS.	3991765	CC Team1	Call Center
							MN017 KEN SRV MGR CALLED 1. LEFT VM IN REGARDS TO CUST ONGOING SEATBELT REPLACEMENT ISSUE. 2. NEED THE HISTORY, IF DPSM, TECH, OR FSE HAVE BEEN INVOLVED, ANY			

6/18/2010 11:55:47 AM	LWELTE	Welte-083011	Leslie	Inbound	Customer	Telephone	AFTERMARKET PARTS, NEED ALL DATES & MILES CUST VEH HAS BEEN SEEN AND OR REPAIRED FOR THIS ISSUE. GAVE VIN, CASE #, CM NAME AND ID. PHONE TO HCA. PENDING DLR CALL BACK. *****IF CM IS NOT AVAILABLE WHEN DLR CALLS PLEASE GATHER ALL INFORMATON NEEDED, TY.*****	<input checked="" type="checkbox"/>	3991765	CC Team1	Call Center
6/17/2010 02:54:32 PM	LWELTE	Welte-083011	Leslie	Inbound	Customer	Telephone	CUST STATES: 1. ONGOING AIRBAG LIGHT 2. HAD TO REPLACE SEATBELT 3 TIME, FEB 18,2009 47,00 6/11/09 @ 53,500 REPLACED SEATBELTS. 7/10/09 @ 55,309. REPLACED SEATBELTS. 3. TODAY AGAIN AIRBAG LIGHT ILLUMINATED AGAIN. 4. DIAGNOSED, COST \$54.00, FOUND TO BE THE SEATBELT AGAIN. 5. COST \$396.00 TO REPLACED 6. BRIAN AT MN017 REF TO HCA , BRIAN IS SENDING A LETTER TO HYUNDAI AS WELL. ---CM WILL BE GATHERING NECESSARY INFORMATION TO ASSIST CUST WITH THE ONGOING SEATBELT	<input checked="" type="checkbox"/>	3991765	CC Team1	Call Center

						REPLACEMENTS. ONCE ALL NECESSARY INFORMATION IS GATHERED , CM WILL NOTIFY CUST WITHIN 2-3 BUSINESS DAYS TO INFORM CUST OF THE NEXT STEPS TO BE TAKEN. PENDING.				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name [REDACTED]	Case Number: 4761472	CUSTOMER WOULD LIKE TO KNOW THE WARRANTY COVERAGE ON A FRONT SEAT BELT.	HCCC- INFORMED CUSTOMER THAT SEAT BELTS ARE COVERED FOR 5/60. PART IS NOT AFFECTED BY THE PURCHASE OF AN EXTENDED SERVICE CONTRACT.
First Name [REDACTED]	Type: CA		
Phon [REDACTED]	Opened: 3/15/2012 07:41:57 AM		
Emai [REDACTED]	Closed: 3/15/2012 08:02:16 AM		
Address [REDACTED]	Status: Closed		
City: TEMPLETON	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Robinson-033012	Contact Reason	Resolution
State:: MA	Creator First Name: Colton	* Sentiment:	* Resolution: Provided Information
IQS : VDS :	Owner Last Name [REDACTED]	* Category: HPP	* Remedy: N/A
CSI : SSI :	Owner First Name [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
Contact Language : ENGLISH	* Urgency: Low	System: Body	Transfer
Dealer		Component: Seatbelt	Trans. To:
* Servicing Dealer: ROUTE 2 HYUNDAI MA043 Active		Symptom: Security Light	Trans. Team:
Service District: Eastern District 2	Sales District: Eastern District 2		Trans. Dealer:
Vehicle			Trans. Type: Standard
VIN: 5NPEU46F56H [REDACTED]	Model Year: 2006	Engine: F	Trans. Reason:
Model: Sonata (NF) V-6	Short Model: 25462F65	Accessory: 03	Check Request Pending Approval : 0
* Mileage: 94,000	Date of First Use: 9/13/2005	Production Date: 8/23/2005	eMail notification when case is closed:
Blue Link Equipped : No		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
3/15/2012 07:54:06 AM	CROBINS	Robinson- 033012	Colton	Inbound	Customer	Telephone	<p>CUSTOMER STATED: 1. CALLING TO VERIFY WARRANTY COVERAGE ON A PART. 2. PURCHASED AN HPP EXTENDED SERVICE CONTRACT AND WOULD LIKE TO KNOW IF A SEAT BELT IS COVERED. 3. PART NUMBER 88830-0A000-QS. 4. CUSTOMER HAD 93,473 MILES AT TIME OF REPAIR. 5. CUSTOMER IS DISSATISFIED THAT THE SEATBELT ISN'T WARRANTED FOR 10 YEARS. SEAT BELT IS A SAFETY FEATURE. 6. NOTHING WAS WRONG WITH SEAT BELT. 7. SEAT BELT WAS CAUSING CHECK ENGINE LIGHT TO ILLUMINATE, CAUSING CUSTOMER NOT TO PASS INSPECTION. WRITER INFORMED CUSTOMER OF 4B HPP COVERAGE. ADVISED THAT SEAT BELTS ARE 5/60 PARTS NOT COVERED BY THE PURCHASE OF A EXTENDED SERVICE CONTRACT.</p>	<input checked="" type="checkbox"/>	4761472	CC Training Team	Call Center

						INFORMED CUSTOMER THAT MANY OTHER COMPONENTS ARE COVERED BY THE PURCHASE OF HPP CONTRACT. ADVISED CUSTOMER TO CONTACT HCCC IF FURTHER ASSISTANCE IS NEEDED. CASE CLOSED.				
--	--	--	--	--	--	--	--	--	--	--

Cases

Customer		Case Information		Contact Reason Summary	Resolution Summary
Last Name	[REDACTED]	Case Number:	3650035	CUSTOMER BELT BUCKLE MALFUNCTIONED AGAIN AFTER IT WAS REPLACED AT 25000 MILES LAST YEAR AND NOW THE PROBLEM IS REPEATED AND HAD TO PAY \$281.10 FOR THE SAME ISSUE.	
First Name	[REDACTED]	Type:	CA		
Phone	[REDACTED]	Opened:	7/22/2009 08:11:02 AM		
Email	[REDACTED]	Closed:	8/18/2009 10:27:33 AM		
Address:		Status:	Closed		
City:		Sub Status:	Closed	Contact Reason	Resolution
ZIP:		Creator Last Name:	Luatua-083011	* Sentiment:	* Resolution: Provided Information
State::		Creator First Name:	Mane	* Category: Service - Dealer	* Remedy: N/A
IQS :	VDS :	Owner Last Name	[REDACTED]	* Sub-Category: Comeback	* Resolution Satisfaction: Negative
CSI :	SSI :	Owner First Name:	[REDACTED]	System: Body	
Contact Language :		* Urgency:	Low	Component: Seatbelt	Transfer
Dealer				Symptom: Warning light	Trans. To:
* Servicing Dealer:	CARBONE HYUNDAI		NY093 Active	Method : Telephone	Trans. Team:
Service District:	Eastern District D	Sales District:	Eastern District D		Trans. Dealer:
Vehicle					Trans. Type:
VIN:	5NPEU46F56H [REDACTED]	Model Year:	2006	Engine: F	Trans. Reason:
Model:	Sonata (NF) V-6	Short Model:	25452F65	Accessory: 01	Check Request Pending Approval : 0
* Mileage:	62,000	Date of First Use:	12/27/2005	Production Date: 12/8/2005	eMail notification when case is closed:
Blue Link Equipped :	No			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
8/18/2009 09:20:06 AM	AALLEE	Allee-083011	Ann	Contact from Customer			CUST STATES: 1. LOOKING TO SEE IF THERE IS AN UPDATE TO THE CASE 2. PREVIOUS CM SUBMITTED FOR ASSISTANCE --- WRITER CONFIRMED CONTACT INFO. WRITER EMPATHIZED WITH CUST CUST. WRITER ADVISED CUST THAT THE DPSM HAS DECLINED ASSISTANCE AS CUST IS THE SECOND OWNER AND OUT OF WARRANTY BY 2,000 MILES. CUST WAS NOT PLEASED WITH THE RESPONSE, BUT THANKED WRITER FOR ASSISTANCE AND UPDATE. WRITER WILL ADVISED CM/ML THAT CASE CAN BE CLOSED	<input checked="" type="checkbox"/>	3650035	CC Team1	Call Center
8/17/2009 12:40:45 PM	ABROWN	Brown-033012	Alyssia	General			FWD CASE BACK TO CM. SEE NOTES FROM ERCA.	<input checked="" type="checkbox"/>	3650035	CC Team2	Call Center
8/17/2009 11:39:21 AM	HMA90268	Mangeri-100512	Irene	General			8/17/09 (IM)ERCA WRITER RECVD REPSONSE BACK FROM THE DPSM/LM. CUSTOMER IS SECOND OWNER AND OUT OF WARRANTY BY 2,000 MILES. NO ASSISTANCE FROM THE	<input checked="" type="checkbox"/>	3650035	Region Eastern	Region

							REGION ON REPAIRS				
8/17/2009 10:30:02 AM	HMA90268	Mangeri- 100512	Irene	Outbound Contact			8/17/09 (IM)ERCA WRITER SENT FYI TO DPSM/LM FOR REQUEST OF GOODWILL	<input checked="" type="checkbox"/>	3650035	Region Eastern	Region
							ATTN REGION: - THE VEHICLE IS NOT YET REPAIRED. ---- THE CUSTOMER STATES THE FOLLOWING: - CUST TOOK THE VEHICLE TO DEALERSHIP NY093 AND THE DIAGNOSES IS INTERNAL FAILURE OF THE PASSENGERS BELT BUCKLE. LAST YEAR AT 22000 MILES THE CUSTOMER HAD THE BELT BUCKLE REPLACED AND IT WAS COVERED UNDER WARRANTY. NOW THE CUSTOMER VEHICLE IS ABOUT 2200 MILES OVER WARRANTY AND NEED TO HAVE THE BELT BUCKLE REPLACED AND THE CHARGE AMOUNT IS \$283.10. CUSTOMER FEELS HE SHOULD HAVE TO PAY AGAIN FOR THE BELT BUCKLE IF IT WAS REPLACED A YEAR AGO. DEALER STATES THE FOLLOWING: THE VEHICLE HAS				

8/10/2009 12:28:12 PM	ABROWN	Brown-033012	Alyssia	Open to Region	<p>BEEN TO THE DEALER ON THE FOLLOWING DATES: 07/21/2009 @ 62202: RESISTANCE HIGH- INTERNAL FAILURE IN PASS SIDE SEAT BELT BUCKLE COST \$283.10: CUST DECLINE REPAIR AT THIS TIME - 01/24/08 THE PRETENSION BELT BUCKLE WAS REPLACED UNDER WARRANTY AT 22000 MILES APPROX. - DEALER NY093 ALSO INDICATED THAT THE PRETENSION AND BELT BUCKLE NEED TO BE REPLACED SAME ISSUE FROM 01/24/08 BUT IT WAS NOT COVERED UNDER WARRANTY BECAUSE IT IS OUTSIDE MILEAGE. 62202 MILES. THIS FILE IS BEING OPENED TO ASSIST THE DEALER IN RESOLVING THE VEHICLE CONCERNS. PLEASE LET ME KNOW IF YOU HAVE ANY QUESTIONS OR NEED ADDITIONAL INFORMATION. ALYSSIA BROWN REGIONAL LIAISON HYUNDAI CONSUMER AFFAIRS [REDACTED] [REDACTED] ---- WRITER</p>	☑	3650035	CC Team2	Call Center
-----------------------------	--------	--------------	---------	-------------------	--	---	---------	----------	-------------

							REVIEWED FILE AND WILL FWD FILE TO REGION. *****ATTN REGION***** PLEASE NOTE ABOVE COMMENTS AND INVOLVE REGIONAL PERSONNEL AS NEEDED TO ASSIST DLR IN RESOLVING VEH CONCERNS. PLEASE CLOSE FILE WITH COMMENTS SO THAT HMA NCA CAN SUPPORT. THANKS. ----- FWD FILE TO REGION				
8/10/2009 12:26:52 PM	ABROWN	Brown-033012	Alyssia	General			IF SEEKING GOODWILL AND THE VEHICLE IS	<input checked="" type="checkbox"/>	3650035	CC Team2	Call Center
8/7/2009 12:41:58 PM	MLUATUA	Luatua-083011	Mane	General			1.DEALER NY093 INDICATED THAT IN 01/24/08 THE PRETENSION BELT BUCKLE WAS REPLACED UNDER WARRANTY AT 22000 MILES APPROX. 2. DEALER NY093 ALSO INDICATED THAT THE PRETENSION AND BELT BUCKLE NEED TO BE REPLACED SAME ISSUE FROM 01/24/08 BUT IT WAS NOT COVERED UNDER WARRANTY BECAUSE IT IS OUTSIDE MILEAGE. 62202 MILES.	<input checked="" type="checkbox"/>	3650035	CC Team3	Call Center
8/7/2009 12:16:05 PM	ABROWN	Brown-033012	Alyssia	General			PROVIDE THE PREVIOUS DATE FOR THE SAME REPAIR.	<input checked="" type="checkbox"/>	3650035	CC Team2	Call Center

8/6/2009 06:34:36 AM	MLUATUA	Luatua-083011	Mane	Contact from Customer	<p>OPEN TO REGION: 1. CUSTOMER AIRBAG LIGHT WRITER SUBMITTING FILE BECAUSE CUST TOOK THE VEHICLE TO DEALERSHIP NY093 AND THE DIAGNOSES IS INTERNAL FAILURE OF THE PASSENGERS BELT BUCKLE. LAST YEAR AT 22000 MILES THE CUSTOMER HAD THE BELT BUCKLE REPLACED AND IT WAS COVERED UNDER WARRANTY. NOW THE CUSTOMER VEHICLE IS ABOUT 2200 MILES OVER WARRANTY AND NEED TO HAVE THE BELT BUCKLE REPLACED AND THE CHARGE AMOUNT IS \$283.10. CUSTOMER FEELS HE SHOULD HAVE TO PAY AGAIN FOR THE BELT BUCKLE IF IT WAS REPLACED A YEAR AGO. 2. THE VEHICLE HAS BEEN TWICE FOR THE SAME CONCERN. 3. THEIR CURRENT SERVICING IS DEALERSHIP NY093 4. THE VEHICLE IS 2202 MILES OUT OF WARRANTY. 5.</p>	<input checked="" type="checkbox"/>	3650035	CC Team3	Call Center
----------------------------	---------	---------------	------	-----------------------------	---	-------------------------------------	---------	----------	-------------

							07/21/2009 @ 62202: RESISTANCE HIGH- INTERNAL FAILURE IN PASS SIDE SEAT BELT BUCKLE COST \$283.10: CUST DECLINE REPAIR AT THIS TIME 6. THERE ARE NO AFTER MARKET PARTS 7. DPSM AND TECH LINE NOT INVOLVED 8. CUSTOMER HAS HAD THE BELT BUCKLE REPLACED A YEAR AGO AND NOT NEEDS ANOTHER REPLACEMENT AND 2200 MILES OUT OF WARRANTY AND FEELS CUST DOES NEED TO PAY FOR IT AGAIN AND DECLINE TO PAY THE REPAIR UNTIL FURTHER NOTICE FROM HYUNDAI.				
8/5/2009 10:52:49 AM	ABROWN	Brown-033012	Alyssia	General			FWD CASE BACK TO CM. FOLLOW OPEN TO REGION FORMAT LISTED IN 1160. THANKS.	<input checked="" type="checkbox"/>	3650035	CC Team2	Call Center
							CUST STATED 1.WANTS TO HAVE VEHICLE REPAIRED 2.AND ITS NOT GUARENTEED I WOULD LIKE TO SPEAK WITH A SUPERVISOR 3.ITS A DEFECTIVE PART IT BROKE AFTER A YEAR 4.HOW LONG WOULD THAT TAKE				

8/4/2009 11:48:41 AM	MWEBBER	Webber- 021612	Mathew	Contact from Customer	<p>WRITER STATED WOULD NEED TO HAVE REPAIRED BEFORE WE CAN SUBMIT FOR REIMBURSEMENT CAN GET SUPERVISOR WRITER ADVISED CUSTOMER SUPERVISOR HAS TOLD ME TO SUBMIT CASE TO REGION WITH VEHICLE NOT REPAIRED WILL SUBMIT CAN BE 1-4 BUSINESS DAYS WHILE RESEARCHING IF THAT WILL BE DONE CUSTOMER UNDERSTOOD PROVIDED CONTACT INFO CASE NUMBER TRANSFERRING CASE</p>	<input checked="" type="checkbox"/>	3650035	CC Team3	Call Center
					<p>1. CUSTOMER AIRBAG LIGHT CAME ON. TOOK THE VEHICLE TO DEALERSHIP NY093 AND THE DIAGNOSES IS INTERNAL FAILURE OF THE PASSENGERS BELT BUCKLE. LAST YEAR AT 22000 MILES THE CUSTOMER HAD THE BELT BUCKLE REPLACED AND IT WAS COVERED UNDER WARRANTY. NOW THE CUSTOMER VEHICLE IS ABOUT 2200 MILES OVER WARRANTY AND NEED TO HAVE THE BELT BUCKLE</p>				

7/29/2009 11:28:23 AM	MLUATUA	Luatua-083011	Mane	General	REPLACED AND THE CHARGE AMOUNT IS \$283.10. CUSTOMER FEELS HE SHOULD HAVE TO PAY AGAIN FOR THE BELT BUCKLE IF IT WAS REPLACED A YEAR AGO. 2. THE VEHICLE WAS DIAGNOSED BY CARBONE HYUNDAI NY093 3. THERE IS NO CAR RENTAL INVOLVED. 4. THE VEHICLE IS 2202 MILES OUT OF WARRANTY. 5. THIS WILL BE THE CUSTOMER SECOND TIME IN WITH THE DEALERSHIP NY093 WITH THIS ISSUE. 6. ASK DEALER WHAT THINK ABOUT GOODWILL/BY THE BOOK IS OUT/SAME PART GOOD 7. ASK IF VEHICLE WAS PURCHASED NEW AND MAINTAINED PROPERLY UNABLE TO DETERMINED NO SERVICE HISTORY 8. ASST SERVICE MANAGER JOE MINNS STATED THAT IF THE ISSUE HAPPEN UNDER WARRANTY IT WOULD HAVE BEEN COVERED UNDER WARRANTY. 9. THE VEHICLE WAS NOT	<input checked="" type="checkbox"/>	3650035	CC Team3	Call Center
-----------------------------	---------	---------------	------	---------	---	-------------------------------------	---------	----------	-------------

REPAIRED AT A
INDEPENDENT
FACILITY. 10.
CUSTOMER WILL
BE FAXING IN THE
BREAKDOWN IN
PARTS AND
LABOR FROM THE
DIAGNOSES. 11.
ASK IF
CUSTOMER
OWNS MORE
THAN 1 HYUNDAI
NO 12.
CUSTOMER
AIRBAG LIGHT
CAME ON. TOOK
THE VEHICLE TO
DEALERSHIP
NY093 AND THE
DIAGNOSES IS
INTERNAL
FAILURE OF THE
PASSENGERS
BELT BUCKLE.
LAST YEAR AT
22000 MILES THE
CUSTOMER HAD
THE BELT
BUCKLE
REPLACED AND IT
WAS COVERED
UNDER
WARRANTY. NOW
THE CUSTOMER
VEHICLE IS
ABOUT 2200
MILES OVER
WARRANTY AND
NEED TO HAVE
THE BELT
BUCKLE
REPLACED AND
THE CHARGE
AMOUNT IS
\$283.10.
CUSTOMER
FEELS HE
SHOULD HAVE TO
PAY AGAIN FOR
THE BELT
BUCKLE IF IT WAS
REPLACED A
YEAR. DEALER
STATED THERE
WAS NO ABUSE

							TO THE BELT BUCKLE.				
7/29/2009 11:26:44 AM	MLUATUA	Luatua-083011	Mane	Outbound Contact			CONTACT CUSTOMER: LEFT VOICE MAIL. 1. LEFT VOICE MAIL TO CALL BACK --- IF CUSTOMER CALLS BACK NEED TO LET CUSTOMER KNOW THAT THE REPAIRS NEEDS TO BE DONE FIRST AND THEN FAX IN PROOF OF OWNERSHIP,PROOF OF PAYMENT, REPAIR ORDERS AND PARTS AND LABOR FOR POSSIBLE GOODWILL. CASE PENDING FOR FAX INFORMATION AND CALL BACK	<input checked="" type="checkbox"/>	3650035	CC Team3	Call Center
7/24/2009 01:56:15 PM	ABOSCAN	Boscan- 033012	Alfredo	General			WRITER RECEIVED A FAX AND ATTACHED. SEE ATTACHMENTS TAB.	<input checked="" type="checkbox"/>	3650035	CC Team2	Call Center
7/23/2009 12:45:05 PM	MLUATUA	Luatua-083011	Mane	Outbound Contact			OUTBOUND TO CUSTOMER: LEFT MESSAGE ON VOICE MAIL TO HAVE CALL BACK TO ADVISE TO HAVE THE REPAIRS DONE FOR POSSIBLE GOODWILL REIMBURSEMENT.	<input checked="" type="checkbox"/>	3650035	CC Team3	Call Center
							CONTACT CUSTOMER: LEFT VOICE MAIL. 1. LEFT VOICE MAIL TO CALL BACK --- IF CUSTOMER CALLS BACK NEED TO LET CUSTOMER KNOW THAT THE REPAIRS NEEDS				

7/22/2009 12:01:38 PM	MLUATUA	Luatua-083011	Mane	Outbound Contact			TO BE DONE FIRST AND THEN FAX IN PROOF OF OWNERSHIP,PROOF OF PAYMENT, REPAIR ORDERS AND PARTS AND LABOR FOR POSSIBLE GOODWILL. CASE PENDING FOR FAX INFORMATION AND CALL BACK	<input checked="" type="checkbox"/>	3650035	CC Team3	Call Center
7/22/2009 11:47:42 AM	NMCEWAN	McEwan- 041310	Nachelle	Call from Dealer			DLRSP NY093 JOE STATES: 1. WOULD LIKE TO SPEAK TO CM/ML ---WRITER THANKED JOE FOR CALLING. WRITER VERIFIED DLRSP INFORMATION. WRITER CHECKED AND FOUND CM/ML UNAVAILABLE AND FURTHER ASSISTED. JOE WANTED TO KNOW THE UPDATE ON CASE. WRITER ADVISED JOE THE CASE WILL BE REVIEWED FOR POSSIBLE ASSISTANCE. CUST WILL NEED TO HAVE THE REPAIR DONE AND THAN SUBMIT FOR POSSIBLE ASSISTANCE. WRITER WILL HAVE CM/ML CALL JOE IF FURTHER ASSISTANCE IS NEEDED. JOE UNDERSTOOD. WRITER LET CM/ML KNOW ABOUT CALL	<input checked="" type="checkbox"/>	3650035	CC Team2	Call Center

7/22/2009 09:31:39 AM	MLUATUA	Luatua-083011	Mane	Contact from Customer		<p>WRITER STATED: 1. SUGGEST TO CUSTOMER COULD TRANSFER THIS CASE OVER TO GOODWILL FOR POSSIBLE AUTHORIZATION OR REIMBURSEMENT FOR THE REPAIRS ON THE VEHICLE SINCE IT WAS A PART THAT WAS REPLACED UNDER THE WARRANTY AND NOW THE SAME ISSUE HAS REOCCURRED. 2. ADVISE CUSTOMER TO FAX INTO HCA THE DIAGNOSES PRINT OUT SO IT COULD BE REVIEWED FOR POSSIBLE GOODWILL. CUSTOMER STATED: 1. STILL NOT HAPPY WITH THE SITUATION BUT WILL FAX IN THE DIAGNOSTIC PRINTOUT FROM THE DEALERSHIP NY093</p>	<input checked="" type="checkbox"/>	3650035	CC Team3	Call Center
7/22/2009 09:14:27 AM	IROMERO	Romero- 083011	Isaac	Contact from Customer		<p>CUSTOMER STATED: 1.REQUEST CM/ML WRITER STATED/DID: WRITER NOTED CASE.WRITER TRANSFERRED CUSTOEMR TO CM/ML WRITER PROVIDED CUSTOMER WITH NAME ID AND CASE NUMBER.WRITER WILL LEAVE CASE</p>	<input checked="" type="checkbox"/>	3650035	CC Team2	Call Center

7/22/2009 08:51:27 AM	MLUATUA	Luatua-083011	Mane	Call to Dealer			AS IS. DEALER NY093 (ASST SERVICE MANAGER,JOE MINNS)STATED: 1.DEALER NY093 INDICATED THAT IN 01/24/08 THE PRETENSION BELT BUCKLE WAS REPLACED UNDER WARRANTY AT 22000 MILES APPROX. 2. DEALER NY093 ALSO INDICATED THAT THE PRETENSION AND BELT BUCKLE NEED TO BE REPLACED SAME ISSUE FROM 01/24/08 BUT IT WAS NOT COVERED UNDER WARRANTY BECAUSE IT IS OUTSIDE MILEAGE. 62202 MILES. 3. DEALER STATED THERE WAS NO INDICATION OF ABUSE OF THE BELT BUCKLE. WRITER THANKED THE SERVICE MANAGER	<input checked="" type="checkbox"/>	3650035	CC Team3	Call Center
							CUSTOMER STATED: 1. CUSTOMER HAD BELT BUCKLE REPLACED LAST YEAR AT 25000 MILES AND COVERED UNDER WARRANTY 2. THE AIR BAG LIGHT CAM ON AND THE DEALERSHIP NY093 INDICATED B1706 DIAGNOSE WHICH INDICATE				

7/22/2009 08:39:55 AM	MLUATUA	Luatua-083011	Mane	Contact from Customer	<p>BELT BUCKLE ON PASSENGER SIDE, INTERNAL FAILURE. 3. DEALER NY093 INDICATED TO THE CUSTOMER THE COST FOR THE REPAIR WILL BE \$283.10 CHARGE AND ON TOP OF THAT \$36.00 DIAGNOSTIC FEE. 4. CUSTOMER FEELS THAT HE SHOULD BE PAYING FOR THE REPAIRS ON THE BELT BUCKLE THAT WAS REPLACED UNDER WARRANTY 5. CUSTOMER UPSET THAT PROBLEM IS HAPPENING AGAIN WRITER STATED: WRITER EMPATHIZED WITH CUSTOMER CONCERNS OFFER TO ASSIST. 1. ADVISE CUSTOMER WILL RESEARCH AN GATHER INFORMATION. CUSTOMER STATED: CUSTOMER INDICATE WILL CALL BACK IN ABOUT HALF AN HOUR NEED TO TO DO AN ERRAND CUSOTMER REFUSE TO PROVIDE EMAIL AND ALTERNATE PHONE NUMBER WRITER PROVIDED NAME ID AND CASE</p>	<input checked="" type="checkbox"/>	3650035	CC Team3	Call Center
-----------------------------	---------	---------------	------	-----------------------------	---	-------------------------------------	---------	----------	-------------

							NUMBER. CASE PENDING CALL BACK				
--	--	--	--	--	--	--	--------------------------------------	--	--	--	--

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	4146656	CUSTOMER IS SEEKING CONTACT WITH DPSM HAD PROBLEMS WITH THE PASSENGER AIR BAG LIGHT COMING ON SINCE 2007. ALREADY HAD THE CAMPAIGN 083 DONE. CUSTOMER IS STILL HAVING CONCERNS WITH THE PASSENGER		PG (ERCA) THIS IS AN ISSUE OF DEALER WORKMANSHIP AND MISDIAGNOSIS. THE CUSTOMER WAS REFERRED BACK TO THE DEALERSHIP AS THE GOODWILL REPAIR PROVIDED BY HYUNDAI DID NOT RESOLVE HER ISSUE.	
First Name	[REDACTED]	Type:	CA				
Phone	[REDACTED]	Opened:	10/14/2010 08:11:10 AM				
Email	[REDACTED]	Closed:	5/17/2012 07:22:42 AM				
Address:		Status:	Closed				
City:		Sub Status:	Closed				
ZIP:		Creator Last Name:	Haws-012512	Contact Reason		Resolution	
State:		Creator First Name:	Tasha	* Sentiment:		* Resolution: Referred to Dealer	
IQS :	VDS :	Owner Last Name	[REDACTED]	* Category: Campaign		* Remedy: N/A	
CSI :	SSI :	Owner First Name:	[REDACTED]	* Sub-Category: 083 Sonata OCS		* Resolution Satisfaction: Neutral	
Contact Language :	ENGLISH	* Urgency:	Low	System: Body Electrical		Transfer	
Dealer				Component: OCS		Trans. To:	
* Servicing Dealer: FUCCILLO HYUNDAI OF GREECE		NY105 Active		Symptom: Display Message		Trans. Team:	
Service District: Eastern District C		Sales District: Eastern District C				Trans. Dealer:	
Vehicle						Trans. Type: Standard	
VIN: 5NPEU46F56H [REDACTED]		Model Year: 2006		Engine: F		Trans. Reason: Case Handling	
Model: Sonata (NF) V-6		Short Model: 25452F65		Accessory: 01		Check Request Pending Approval : 0	
* Mileage: 117,601		Date of First Use: 12/30/2005		Production Date: 12/14/2005		eMail notification when case is closed:	
Blue Link Equipped : No				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
4/12/2011 12:08:13 PM	HMA90429	Garber	Paul	General	General	General	PG (ERCA) THE WRITER DOES NOT UNDERSTAND WHY THIS CASE IS OPEN. THE CASE WAS RESOLVED AND CLOSED WEEKS AGO. CLOSING CASE AGAIN.	<input checked="" type="checkbox"/>	4146656	Region Eastern	Region
3/18/2011 12:04:06 PM	HMA90429	Garber	Paul	General	General	General	PG (ERCA) THE WRITER CONTACTED NY105 AND FOUND THAT WHEN HE CUSTOMER WAS IN ON 2/23/11 WITH A REPEAT COMPLAINT THEY FOUND A POOR ELECTRICAL CONNECTION TO THE SEAT BELT BUCKLE AND SECURED THE TERMINALS. THE VEHICLE IS REPAIRED.	<input checked="" type="checkbox"/>	4146656	Region Eastern	Region
3/18/2011 07:01:22 AM	HMA90429	Garber	Paul	General	General	General	PG (ERCA) CUSTOMER REFERRED TO THE DEALERSHIP FOR RESOLUTION. THE REGION PROVIDED GOODWILL COVERAGE FOR A REPAIR IN NOVEMBER 2010 BASED UPON THE DEALERSHIP'S DIAGNOSIS. THE CUSTOMER STATES THAT THE DEALERSHIP IS NOW TELLING HER THAT A SEAT BELT BUCKLE IS	<input checked="" type="checkbox"/>	4146656	Region Eastern	Region

						NEEDED FOR THE THIRD TIME. MORE IN-DEPTH DIAGNOSTICS NEED TO BE PERFORMED. THIS APPEARS TO BE A DEALERSHIP ISSUE AND THE CUSTOMER WAS REFERRED BACK TO THE DEALERSHIP FOR RESOLUTION. CLOSING CASE				
						<p>---ATTN REGION: -</p> <p>---- NOTES TO REGION -</p> <p>CUSTOMER REQUESTING CONTACT WITH DPSM. -----</p> <p>----- THE CUSTOMER STATED THE FOLLOWING: -</p> <p>WHY IS THE CUSTOMER SEEKING CONTACT WITH THE DPSM? CUSTOMER HAS AN ONGOING OCS LIGHT ILLUMINATED WHEN SEAT IS OCCUPIED. CUSTOMER HAS JUST GONE BACK TO DEALER AND VEHICLE IS DIAGNOSED. MUST HAVE THE SEAT BELT BUCKLE REPLACED FOR THE 3RD TIME. DEALER IS TELLING CUSTOMER THAT THIS WILL BE A CUSTOMER PAY REPAIR. CUSTOMER FEELS THAT THIS SHOULD BE</p>				

12/27/2010

Acuna-

11:52:55 AM	EACUNA	033012	Eddy	General	General	General	<p>COVERED AS THIS ISSUE HAS NOT BEEN RESOLVED AND THE CONCERN IS ONGOING. - HAS THE SERVICE MANAGER ALREADY BEEN INVOLVED IN THE CONCERN, AND IF SO, WHAT ACTIONS HAVE BEEN TAKEN? DEALER HAS DIAGNOSED THAT SEAT BELT BUCKLE HAS TO BE REPLACED. - HAS THE DPSM ALREADY BEEN INVOLVED IN THE CONCERN, AND IF SO, WHAT ACTIONS HAVE BEEN TAKEN? DPSM HAS GRANTED GOODWILL OF THE SEAT BOTTOM REPLACED ON 11/09/10. Please let me know if you have any questions or need additional information. Eddy Acuna Regional Liaison Hyundai Consumer Affairs</p>	<input checked="" type="checkbox"/>	4146656	CC Team3	Call Center
							<p>NOTES TO REGION - CUSTOMER REQUESTING CONTACT WITH DPSM. 1. WHY IS THE CUSTOMER SEEKING CONTACT WITH THE DPSM? CUSTOMER HAS AN ONGOING OCS LIGHT ILLUMINATED</p>				

12/23/2010
08:26:23
AM

KMCGEE

McGee-
033012

Kathleen

General

General

General

WHEN SEAT IS OCCUPIED. CUSTOMER HAS JUST GONE BACK TO DEALER AND VEHICLE IS DIAGNOSED. MUST HAVE THE SEAT BELT BUCKLE REPLACED FOR THE 3RD TIME. DEALER IS TELLING CUSTOMER THAT THIS WILL BE A CUSTOMER PAY REPAIR. CUSTOMER FEELS THAT THIS SHOULD BE COVERED AS THIS ISSUE HAS NOT BEEN RESOLVED AND THE CONCERN IS ONGOING. 2. HAS THE SERVICE MANAGER ALREADY BEEN INVOLVED IN THE CONCERN, AND IF SO, WHAT ACTIONS HAVE BEEN TAKEN? DEALER HAS DIAGNOSED THAT SEAT BELT BUCKLE HAS TO BE REPLACED. 3. HAS THE DPSM ALREADY BEEN INVOLVED IN THE CONCERN, AND IF SO, WHAT ACTIONS HAVE BEEN TAKEN? DPSM HAS GRANTED A GOODWILL OF THE SEAT BOTTOM REPLACED ON 11/09/10. 4. CUSTOMER WILL ALSO CONTACT



4146656

CC Team1

Call Center

							DPSM IF CUSTOMER CAN FIND THE CONTACT INFORMATION CUSTOMER WAS GIVEN.				
12/23/2010 08:22:27 AM	KMCGEE	McGee-033012	Kathleen	Inbound	Customer	Telephone	CUSTOMER STATES: 1. CUSTOMER IS SEEKING CONTACT WITH DPSM 2. HAD PROBLEMS WITH THE PASSENGER AIR BAG LIGHT COMING ON SINCE 2007. 3. ALREADY HAD THE CAMPAIGN 083 DONE. 4. CUSTOMER IS STILL HAVING CONCERNS WITH THE PASSENGER AIR BAG LIGHT. 5. NOW THE DEALER IS TELLING CUSTOMER THAT THE SEAT BELT BUCKLE HAS TO BE REPLACED. 6. THIS WILL BE THE THIRD BUCKLE INSTALLED. 7. DEALER STATES REPAIR IS CUSTOMER PAY. 8. CUSTOMER WILL LOOK FOR CONTACT NUMBER AND WILL CALL AND LEAVE A MESSAGE IF THE NUMBER IS FOUND, CUSTOMER JUST MOVED. WRITER ADVISED THAT A MESSAGE WOULD BE FORWARDED TO HIGHER PERSONNEL ADVISING OF CURRENT	<input checked="" type="checkbox"/>	4146656	CC Team1	Call Center

							CONCERNS AND CUSTOMER REQUEST FOR CONTACT. CASE FORWARDED TO REGION FOR ASSISTANCE.				
11/15/2010 05:15:50 AM	HMA90429	Garber	Paul	General	General	General	PG(ERCA) THE PASSENGER SIDE LOWER SEAT CUSHION WAS REPLACED ON 11/9/10. REPAIRS COMPLETED GOODWILL. CLOSING CASE	<input checked="" type="checkbox"/>	4146656	Region Eastern	Region
10/29/2010 07:38:12 AM	HMA90429	Garber	Paul	General	General	General	PG(ERCA) THE WRITER DISCUSSED THIS CASE WITH THE ACTING WARRANTY MANAGER. SINCE THIS IS A FAILURE OF A RECALL PART THE REPAIR WILL BE AUTHORIZED AS A GOODWILL REPAIR. THE WRITER WILL NOTIFY THE CUSTOMER AND SERVICING DEALER. THE SERVICE MANAGER AND CUSTOMER HAVE BOTH BEEN INFORMED THAT THE PART WILL BE COVERED AS A GOODWILL GESTURE. THE CUSTOMER IS VERY APPRECIATIVE. THE WRITER WILL FOLLOW UP WITH THE DEALERSHIP TO MONITOR COMPLETION OF REPAIRS.	<input checked="" type="checkbox"/>	4146656	Region Eastern	Region
10/22/2010							PG(ERCA) THIS				

09:24:26 AM	HMA90429	Garber	Paul	Outbound	Customer	Telephone	ENTRY MADE IN ERROR.		4146656	Region Eastern	Region
10/22/2010 09:05:46 AM	HMA90429	Garber	Paul	Outbound	Customer	Telephone	PG(ERCA) THE WRITER CONTACTED THE CUSTOMER TO INFORM HER THAT THE DOCUMENTATION RECEIVED IS NOT SUFFICIENTLY DETAILED AS THE DESCRIPTIONS READ "BODY ELECTRICAL" WITH NO SPECIFIC COMPONENT REFERENCE. THE WRITER INFORMED THE CUSTOMER THAT HE HAD CONTACTED THE DEALERSHIP AND REQUESTED ACTUAL INVOICE COPIES INCLUDING THE TECHNICIAN NOTES. FOLLOWING RECEIPT OF THIS INFORMATION THE CASE WILL BE REVIEWED WITH THE DPSM IF THE SUPPORTING DOCUMENTATION MERITS REVIEW.	<input checked="" type="checkbox"/>	4146656	Region Eastern	Region
							PG(ERCA) THE FAXED INFORMATION WAS RECEIVED THIS DATE. THE PAGES ONLY CONTAIN A SUMMARY OF THE REPAIRS WITH NO DETAIL. THE DESCRIPTION ONLY INDICATES "BODY				

10/21/2010 11:11:48 AM	HMA90429	Garber	Paul	Inbound	Customer	Fax	ELECTRICAL" WITH A HAND WRITTEN NOTATION AS TO WHAT WAS DONE. THIS DOCUMENTATION WILL BE ATTACHED BUT IT IS NOT ACCEPTABLE AS SUPPORTING DOCUMENTATION TO THE CUSTOMER'S ALLEGATION THAT THE SAME FAILURE OCCURRED SEVERAL TIMES.	<input checked="" type="checkbox"/>	4146656	Region Eastern	Region
10/19/2010 12:13:09 PM	HMA90429	Garber	Paul	General	General	General	PG(ERCA) THE WRITER WILL CONTACT THE DEALERSHIP FOR DETAILS AS IT APPEARS THAT THERE HAS BEEN NO ISSUE WITH THE SEAT BOTTOM ONLY A BUCKLE IN 2008. THE VEHICLE MILEAGE IS NOW IN EXCESS OF 100,000 MILES. THE WRITER CONTACTED THE CUSTOMER AND WAS INFORMED THAT THERE WERE 10 VISITS PRIOR TO THE CAMPAIGN FOR THE SEAT CALIBRATION. THE CUSTOMER STATES THAT SHE HAS HAD THREE VISITS TO THE DEALERSHIP SINCE THE SEAT RECALL WHICH WAS DONE 10/6/2008 AT 64,279 MILES. THE CUSTOMER WILL	<input checked="" type="checkbox"/>	4146656	Region Eastern	Region

							FAX SUPPORTING DOCUMENTATION.				
10/15/2010 01:52:13 PM	ADAVITT	Davitt-033012	Andrew	General	General	General	<p>ATTN REGION: --- THE CUSTOMER STATES THE FOLLOWING: - CUSTOMER HAS A PROBLEM WITH THE PASSENGER AIR BAG LIGHT HAS BEEN TO THE DEALERSHIP FOR NUMEROUS REPAIRS. CUSTOMER NOW HAS TO HAVE THE LOWER SEAT REPLACED AT CUSTOMERS COST. - THE AIRBAG LIGHT COMES ON ALL THE TIME CUSTOMER HAS BEEN TO DEALERSHIP SINCE 2007 - FUCILLO HYUNDAI OF GREECE, NY105, SERVICING DEALERSHIP - CUSTOMER CURRENTLY HAS SONATA THE DEALER STATES THE FOLLOWING: TODD, SERVICE MANAGER AT NY105, STATED: - VEHICLE IN 10/13/07 37,706 MILES. PASSENGER SEAT BELT REPLACED - VEHICLE IN 3/13/08 50,052 MILES. HISTORY CODES CLEARED - VEHICLE IN 6/1908 59,832 MILES. REPAIRED WIRE UNDER SEAT. - VEHICLE IN 10/6/08 64279</p>	<input checked="" type="checkbox"/>	4146656	CC Team4	Call Center

MILES. CAMPAIGN
083 SENT FOR
REPAIR - VEHICLE
IN 10/25/08 65,117
MILES. SEAT BELT
REPLACED ON
PASSENGER SIDE
AGAIN - VEHICLE
IN 2/27/09 73,344
MILES. HISTORY
CODE NEW
BATTERY LOW
VOLTAGE FOR
AIR BAG LIGHT -
VEHICLE IN 4/8/09
75,925 MILES.
LOW VOLTAGE
FOR AIR BAG
LIGHT - VEHICLE
IN 10/14/10 117,595
MILES. NEEDS TO
HAVE BOTTOM
SEAT REPLACED
PER TECH LINE -
THERE IS AN
AFTER-MARKET
BATTERY - DPSM
HAS NOT BEEN
INVOLVED, BUT
TECH LINE HAS
AND CUSTOMER
NEEDS NEW
BOTTOM SEAT. ---
-PLEASE NOTE
ANY UPDATES OR
DECISIONS IN THE
CRM CASE SO
HMA AND NCA
CAN SUPPORT.
Please let me know
if you have any
questions or need
additional
information. Andrew
L. Davitt Back-up
Regional Liaison
Hyundai Consumer
Affairs 801-736-
3665

NOTES TO
REGION - THE
CUSTOMER
STATED THE
FOLLOWING: 1.
CUSTOMER HAS A
PROBLEM WITH

10/14/2010 08:39:57 AM	THAWS	Haws- 012512	Tasha	General	General	General	<p>THE PASSENGER AIR BAG LIGHT HAS BEEN TO THE DLRSP FOR NUMEROUS REPAIRS. CUSTOMER NOW HAS TO HAVE THE LOWER SEAT REPLACED AT CUSTOMERS COST. 2. THE AIRBAG LIGHT COMES ON ALL THE TIME CUSTOMER HAS BEEN TO DLRSP SINCE 2007 3. FUCCILLO HYUNDAI OF GREECE NY105 SERVICING DLRSP 4. CUSTOMER CURRENTLY HAS SONATA TODD, SERVICE MANAGER AT NY105, STATED: 10/13/07 37,706 MILES PASSENGER SEAT BELT REPLACED 3/13/08 50,052 HISTORY CODES CLEARED 6/1908 59,832 MILES REPAIRED WIRE UNDER SEAT. 10/6/08 64279 MILES CAMPAIGN 083 SENT FOR REPAIR 10/25/08 65,117 MILES SEAT BELT REPLACED ON PASSENGER SIDE AGAIN 2/27/09 73,344 HISTORY CODE NEW BATTERY LOW VOLTAGE FOR AIR BAG LIGHT 4/8/09 75,925 MILES LOW</p>	<input checked="" type="checkbox"/>	4146656	CC Team1	Call Center
------------------------------	-------	-----------------	-------	---------	---------	---------	---	-------------------------------------	---------	----------	-------------

							VOLTAGE FOR AIR BAG LIGHT 10/14/10 117,595 NEEDS TO HAVE BOTTOM SEAT REPLACED PER TECH LINE 6. AFTERMARKET BATTERY 7. DPSM HAS NOT BEEN INVOLVED BUT TECHLINE HAS AND CUSTOMER NEEDS NEW BOTTOM SEAT.				
10/14/2010 08:33:07 AM	THAWS	Haws-012512	Tasha	Outbound	Dealer	Telephone	<p>WRITER SPOKE WITH SRV ADV TODD AT DLRSP NY105 WHO STATED: CUSTOMER HAS BEEN TO DLRSP ON THESE DAYS 10/13/07 37,706 MILES PASSENGER SEAT BELT REPLACED 3/13/08 50,052 HISTORY CODES CLEARED 6/1908 59,832 MILES REPAIRED WIRE UNDER SEAT. 10/6/08 64279 MILES CAMPAIGN 083 SENT FOR REPAIR 10/25/08 65,117 MILES SEAT BELT REPLACED ON PASSENGER SIDE AGAIN 2/27/09 73,344 HISTORY CODE NEW BATTERY LOW VOLTAGE FOR AIR BAG LIGHT 4/8/09 75,925 MILES LOW VOLTAGE FOR AIR BAG LIGHT 10/14/10 117,595 NEEDS TO HAVE BOTTOM SEAT REPLACED PER</p>	<input checked="" type="checkbox"/>	4146656	CC Team1	Call Center

							TECH LINE -- NO AFTER MARKET PARTS -- NO DPSM BUT TECH LINE HAS				
10/14/2010 08:27:15 AM	THAWS	Haws-012512	Tasha	Inbound	Customer	Telephone	CUSTOMER STATED: 1. CUSTOMER HAS HAD PROBLEMS WITH THE PASSENGER AIR BAG LIGHT COMING ON SINCE 2007. 2. CUSTOMER HAS ALREADY HAD THE CAMPAIGN 083 DONE. CUSTOMER IS STILL HAVING CONCERNS WITH THE PASSENGER AIR BAG LIGHT. 3. CUSTOMER WAS TOLD THAT THE CAMPAIGN 083 IS OVER AND THAT CUSTOMER IS GOING TO HAVE TO PAY \$1,700.00 4. CUSTOMER WOULD LIKE TO GET HELP WITH THE REPAIR. WRITER ADVISED CUSTOMER -- ADVISED CUSTOMER THAT WRITER SPOKE WITH TODD AT DLRSP NY105 AND COLLECTED INFORMATION THAT IS NEEDED TO SEND CASE TO HIGHER PERSONNEL -- ADVISED CUSTOMER THAT SOMEONE WILL BE CONTACTING CUSTOMER IN 7-10 BUSINESS DAYS.	<input checked="" type="checkbox"/>	4146656	CC Team1	Call Center

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name	Case Number: 4839046	CUSTOMER CALLING FOR ASSISTANCE ON ONGOING ISSUE OF SEAT BELT BUCKLE REPLACEMENT	ADVISED CUSTOMER TO WORK WITH THE DEALERSHIP AND DPMS IN ORDER TO REACH AN AGREEMENT ON REPLACEMENT OF BELT BUCKLE CASE CLOSED
First Name	Type: CA		
Phone	Opened: 5/17/2012 06:10:45 AM		
Email	Closed: 5/17/2012 07:58:08 AM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Barborek-083112		
State:	Creator First Name: Chris		
IQS :	Owner Last Name:		
CSI :	Owner First Name:		
Contact Language : ENGLISH		* Sentiment:	* Resolution: Referred to Dealer
		* Category: Product	* Remedy: N/A
		* Sub-Category: Operation	* Resolution Satisfaction: Negative
		System: Accessories	
		Component: Other	
		Symptom: Inoperative	
		Method : Telephone	
Dealer	Transfer		
* Servicing Dealer: FUCCILLO HYUNDAI OF GREECE NY105 Active	Trans. To:		
Service District: Eastern District C Sales District: Eastern District C	Trans. Team:		
	Trans. Dealer:		
	Trans. Type: Standard		
	Trans. Reason: Case Handling		
Vehicle			Check Request Pending Approval : 0
VIN: 5NPEU46F56H	Model Year: 2006	Engine: F	eMail notification when case is closed:
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 01	
* Mileage: 158,000	Date of First Use: 12/30/2005	Production Date: 12/14/2005	
Blue Link Equipped : No		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
5/17/2012 07:42:45 AM	FPARRA	Parra-081012	Frank	Outbound	Customer	Telephone	<p>CALLER: 1. "THE SEAT BUCKLE HAS BEEN REPLACED 3 TIMES IN 5 YEARS AND FEELS THIS IS SOMETHING THAT SHOULD BE COVERED UNDER WARRANTY" 2. "NOT WILLING TO PAY FOR THE WORK TO BE DONE UNDER ANY CIRCUMSTANCES. THIS IS SOMETHING THE DEALERSHIP SHOULD WARRANTY. HOW DOES A BELT BUCKLE GO BAD 4 TIMES IN 5 YEARS?" 3. "THE DEALER TEMPORARILY FIXES THE LIGHT SO IT GOES OFF UNTIL THE NEXT TIME." WRITER: 1. ADVISED CUSTOMER DASH LIGHT IS DUE TO "SEAT BELT BUCKLE CODE" DUE TO "HIGH RESISTANCE TO THE BUCKLE" PER THE DEALER 2. THE SEAT BELT BUCKLE ISSUE IS NON-RELATED TO CAMPAIGN 83 AS CAMPAIGN 83 IS ASSOCIATED STRICTLY WITH THE PASSENGER SEAT CUSHION. 3. ADVISED CUSTOMER CANNOT CHANGE</p>	<input checked="" type="checkbox"/>	4839046	HCCC Tier2 Team1	HCCC

THE DECISION OF THE DEALER TO WARRANTY THE REPLACEMENT OF THE BELT BUCKLE AS THEY ARE INDEPENDENTLY OWNED AND OPERATED. 4. RECOMMENDED CUSTOMER TO WORK WITH THE DEALER AND INVOLVE DPMS TO COME UP WITH AN AGREEABLE SOLUTION. 5. ADVISED CUSTOMER ANOTHER SOLUTION IS GOODWILL CONSIDERATION HOWEVER THE CUSTOMER WOULD HAVE TO PAY TO HAVE THE REPAIRS MADE UP FRONT AND SUBMIT TO HCCC FOR CONSIDERATION. NO GUARANTEES CAN BE MADE AS IT IS A CASE BY CASE BASIS ONLY. CASE CLOSED

CALLER: 1. STEVE/SVC MGR AT NY105 2. THE LIGHT COMING ON ON THE DASH IS "A BUCKLE CODE DUE TO HIGH RESISTANCE TO THE BUCKLE" 3. THE BUCKLE WAS ALREADY REPLACED ONCE OR TWICE IN THE HISTORY OF THE CAR 4. IN ORDER

5/17/2012 06:54:07 AM	FPARRA	Parra-081012	Frank	Outbound	Dealer	Telephone	<p>TO CLEAR THE CODE ONE OF THE TWO ITEMS WILL NEED REPLACED; THE BELT BUCKLE OR A FLOOR WIRING HARNESS 5. "EVERYTIME THE SEAT IS MOVED BACK AND FORTH IT PUTS WEAR ON THE WIRING HARNESS" 6. "FROM A COST STANDPOINT IT IS RECOMMENDED TO START WITH THE REPLACEMENT OF THE BELT BUCKLE. IF THAT DOESN'T FIX THE PROBLEM THEN REPLACE THE WIRING HARNESS. IT MAY NEED BOTH TO SATISFY THE CODE" 7. GOODWILL OFFERED BY THE DEALER IN 2011 FOR THIS SAME ISSUE. DEALER NOT WILLING TO OFFER GOODWILL A SECOND TIME. 8. NOT WILLING TO HONOR UNDER WARRANTY BECAUSE "CUSTOMER IS AT 158K MILES. THE CUSTOMER NEEDS TO BE CUT OFF AT SOME POINT OR ANOTHER" 9. "IF HYUNDAI WANTS TO OFFER GOODWILL THEN IT WILL HAVE TO BE THEIR DECISION BUT</p>	<input checked="" type="checkbox"/>	4839046	HCCC Tier2 Team1	HCCC
-----------------------------	--------	--------------	-------	----------	--------	-----------	---	-------------------------------------	---------	---------------------	------

THE DEALER CANNOT ASSIST" WRITER: 1. ADVISED CUSTOMER CONTACTED HCCC FOR ASSISTANCE AS "SHE FEELS SHE SHOULD NOT HAVE TO PAY FOR SOMETHING REPLACED BY THE DEALER. THIS SHOULD BE UNDER WARRANTY" 2. INQUIRED ON THE CAMPAIGN 83 AND CONFIRMED THE CAMPAIGN WAS DUE TO THE PASSENGER SEAT CUSHION AND NOT THE BELT BUCKLE. 3. ADVISED THE DEALER IT IS THEIR DECISION TO WARRANTY ITEM(S) OR NOT. HYUNDAI CANNOT INTERVENE ON ALTERING THE DECISION OF THE DEALER. CASE CLOSED.

CALLER: 1. NY105 REPLACED PASSENGER SEAT BELT BUCKLE TWICE AND PASSENGER SEAT IN EARLY 2011 DUE TO CAMPAIGN 83 AND AIRBAG SAFETY LIGHT COMING ON. 2. AIRBAG LIGHT COMING ON AGAIN AND DEALER WANTS TO REPLACE PASSENGER SEAT BELT

5/17/2012 06:33:16 AM	FPARRA	Parra-081012	Frank	Inbound	Customer	Telephone	<p>BUCKLE AGAIN ALONG WITH WIRING HARNESS 3. DEALER WANTS TO CHARGE \$1000 TO REPLACE COMPONENTS 4. SAYS DEALER STATES "THEY HAVE BEEN ABLE TO COMPLETE ALL CAMPAIGNS FOR THIS ISSUE WITH ALL OTHER CARS. THIS IS THE ONLY CAR HAVING THIS PROBLEM" 5. PREVIOUS CASE 4146656 WRITER: 1. WILL CONTACT NY105 FOR MORE SPECIFIC INFORMATION ON SITUATION 2. ADVISED CUSTOMER CANNOT GUARANTEE A POSITIVE SOLUTION HOWEVER WILLING TO ASSIST WHERE POSSIBLE CASE CLOSED PENDING CONVERSATION WITH DEALER</p>	<input checked="" type="checkbox"/>	4839046	HCCC Tier2 Team1	HCCC
5/17/2012 06:16:14 AM	CBARBOREK	Barborek-083112	Chris	Inbound	Customer	Telephone	<p>CUSTOMER STATES: 1. CAMPAIGN 083 DONE 2. PREVIOUS CASE: 4146656 3. HAVING SAME ISSUES 4. DEALER WANTS TO REDO ISSUE AND CHARGE CUSTOMER 5. CUSTOMER HAS 158000 MILES ON CAR 6. DOESN'T FEEL SHOULD BE CHARGED 7.</p>	<input checked="" type="checkbox"/>	4839046	HCCC Tier2 Team1	HCCC

						DEALER PROVIDED HCCC PHONE NUMBER WRITER TRANSFERRED TO TIER 2 FOR CASE HANDLING				
--	--	--	--	--	--	--	--	--	--	--

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: ALAMOGORDO

ZIP

State:: NM

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: LARRY H. MILLER HYUNDAI ALBUQU NM012 Active

Service District: South Central District 1

Sales District: South Central District 6

Vehicle

VIN: 5NPEU46F56H

Model Year: 2006

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 02

★ Mileage: 117,000

Date of First Use: 3/31/2006

Production Date: 1/13/2006

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 6453406

Type: CA

Opened: 3/6/2014 09:53:03 AM

Closed: 3/14/2014 08:07:02 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Dominguez-032714

Creator First Name: Victor

Owner Last Name

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

SEAT BELT, WARRANTY, AIRBAG, INQUIRY, COMPLAINT, VEHICLE 2006 SONATA, LEGAL, THREAT.

Contact Reason

★ Sentiment: Inquiry/Suggestion

★ Category: Warranty Issues

★ Sub-Category: Coverage

System: Body Electrical

Component:

Symptom:

* Resolution Summary

SCRCC CALLED THE CUSTOMER AND ADVISED THAT CONCERN WAS NOT RELATED TO OCS CAMPAIGN. REFERRED CUSTOMER TO DEALER TO DIAGNOSE CONCERN AND SEE WHAT IS NEEDED TO RESOLVE. ADVISED CUSTOMER THAT VEHICLE WAS PAST WARRANTY COVERAGE BY YEARS AND MILES. CLOSING

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Negative

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 3582842	CUSTOMER NEEDS TO HAVE THE SEAT BELT BUCKLE CHANGED TO GET THE AIR BAG (SRS) LIGHT THAT IS ILLUMINATED TO GO OUT. CUSTOMER FEELS THAT THIS SHOULD BE COVERED BY WARRANTY.	
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 5/11/2009 08:56:49 AM		
Email: [REDACTED]	Closed: 5/12/2009 08:02:55 AM		
Address:	Status: Closed		
City:	Sub Status: Closed	Contact Reason	Resolution
ZIP:	Creator Last Name: McGee-033012	* Sentiment:	* Resolution: Referred to Dealer
State::	Creator First Name: Kathleen	* Category: Product	* Remedy: N/A
IQS :	Owner Last Name: [REDACTED]	* Sub-Category: Operation	* Resolution Satisfaction: Positive
CSI :	Owner First Name: [REDACTED]	System: Body Electrical	Transfer
Contact Language :	* Urgency: Low	Component: Drivers Airbag	Trans. To:
Dealer		Symptom: Display Message	Trans. Team:
* Servicing Dealer: BRAD BENSON HYUNDAI	NJ029 Active		Trans. Dealer:
Service District: Eastern District 7	Sales District: Eastern District 7		Trans. Type:
Vehicle			Trans. Reason:
VIN: 5NPEU46F56H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 02	eMail notification when case is closed:
* Mileage: 60,125	Date of First Use: 2/6/2006	Production Date: 1/17/2006	
Blue Link Equipped : No		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
5/12/2009 08:01:01 AM	KMCGEE	McGee-033012	Kathleen	Outbound Contact			CONTACTED CUSTOMER AT NUMBER ON FILE. ADV CUSTOMER OF INFORMATION FROM DLR ADV CUSTOMER TO CONTACT DLR FOR APPOINTMENT FOR REPAIR. CUSTOMER UNDERSTOOD AND THANKED WRITER FOR TIME AND ASSISTANCE. WRITER ADV CUSTOMER THAT WRITER WOULD NOW BE CLOSING FILE CALL ENDED CASE IS CLOSED.	<input checked="" type="checkbox"/>	3582842	CC Team1	Call Center
5/12/2009 06:57:21 AM	JPORTER	Porter-041310	Jon	Contact from Customer			FINAL DECISION TO BE MADE REGARDING THE REPAIR OF THE SEAT BELT BUCKLE COVERED AS PER DPSM WRITER THANKED RICK FROM BRAD BENSON FOR THE ASSISTANCE	<input checked="" type="checkbox"/>	3582842	CC Team4	Call Center
5/11/2009 02:23:44 PM	KMCGEE	McGee-033012	Kathleen	Outbound Contact			CONTACTED CUSTOMER AT CELL NUMBER ON FILE ADV CUSTOMER OF INFORMATION FROM DLR AND THAT CUSTOMER AND WRITER ARE WAITING FOR A FINAL DECISION TO BE MADE REGARDING THE REPAIR OF THE SEAT BELT BUCKLE.	<input checked="" type="checkbox"/>	3582842	CC Team1	Call Center

						CUSTOMER UNDERSTOOD AND THANKED WRITER FOR FOLLOW UP CALL CALL ENDED CASE IS OPEN AT THIS TIME.				
5/11/2009 01:54:48 PM	KMCGEE	McGee-033012	Kathleen	Call to Dealer		<p> CALLED DLR NJ 029 SVC MGR RICK SHANNON STATES OFFERED TO ASSIST AS CAN NOT SEE RICK AT THIS TIME WRITER--- ADV OF CUSTOMER ISSUE WITH THE SEAT BELT BUCKLE AND ASKED IF THERE IS ANYTHING THE DLR CAN DO TO ASSIST THE CUSTOMER AS THE CUSTOMER IS ONLY 125 MILES OUT OF WARRANTY. SHANNON ASKED WRITER TO HOLD FOR A FEW MINUTES. WRITER AGREED TO HOLD TIME. SHANNON STATES: WILL FORWARD INFORMATION TO SVC MGR WHOM IS NOT AVAILABLE AT THIS TIME. WILL SPEAK WITH THE DPSM AND GET A FINAL DECISION ON REPAIR FOR CUSTOMER. WRITER ADV SHANNON THAT WOULD BE GREAT, ASKED IF POSSIBLE TO HAVE RICK GIVE WRITER A CALL AT HCA TO LET </p>	<input checked="" type="checkbox"/>	3582842	CC Team1	Call Center

						WRITER KNOW THE FINAL DECISION SO WRITER COULD FOLLOW UP WITH CUSTOMER ON THIS ISSUE. SHANNON WILL FORWARD THE MESSAGE FOR WRITER. CALL ENDED CASE IS OPEN.			
5/11/2009 01:10:25 PM	NMCEWAN	McEwan- 041310	Nachelle	Contact from Customer		<p>CUST STATES: 1. WOULD LIKE TO SPEAK TO CM/KM ---WRITER THANKED CUST FOR CALLING. WRITER VERIFIED CUST INFORMATION. WRITER CHECKED AND FOUND CM/KM UNAVAILABLE AND OFFERED TO FURTHER ASSIST. CUST STATES: 1. VIN# 5NPEU46F56H [REDACTED]</p> <p>2. DIAGNOSTIC WAS DONE LAST WEEK 3. USE CELL PHONE# 9086359554 AS BEST POINT CONTACT --- WRITER THANKED CUST FOR THIS INFORMATION. WRITER ADVISED CM WILL LET CM/KM KNOW CASE HAS BEEN UPDATED. CUST UNDERSTOOD. WRITER PROVIDED ID#. CASE LEFT AS IS.</p>	3582842	CC Team2	Call Center
						CUSTOMER STATES: 1. CUSTOMER NEEDS TO HAVE THE SEAT BELT			

5/11/2009
09:00:06
AM

KMCGEE

McGee-
033012

Kathleen

Contact
from
Customer

BUCKLE
CHANGED TO
GET THE AIR BAG
(SRS) LIGHT THAT
IS ILLUMINATED
TO GO OUT. 2.
CUSTOMER
FEELS THAT THIS
SHOULD BE
COVERED BY
WARRANTY. 3.
DLR HAS
DIAGNOSED VEH
AND ADV
CUSTOMER THAT
THIS IS OUTSIDE
OF WARRANTY AT
THIS TIME. 4. DLR
ADVISED
CUSTOMER TO
CONTACT HCA. 5.
CUSTOMER DOES
NOT HAVE VIN AT
THIS TIME BUT
CAN GET THAT
INFORMATION
FROM THE VEH
AND CALL BACK.
WRITER---
CREATED CASE
WITH AVAIL
INFORMATION.
DOCUMENTED
CUSTOMER
CONCERNS,
EMPATHIZED
WITH CUSTOMER
CONFUSION AND
FRUSTRATION.
ADV CUSTOMER
THAT WITH OUT
THE VIN
INFORMATION
WRITER CAN
ONLY DOCUMENT
CONCERNS. ADV
CUSTOMER THAT
ONCE THE VIN IS
WITH THE CASE
THAT WRITER
WOULD BE ABLE
TO RESEARCH
ISSUE AND GIVE
CUSTOMER ALL
OPTIONS AT THAT
TIME. CUSTOMER



3582842

CC Team1

Call Center

						UNDERSTOOD AND THANKED WRITER FOR TIME. GAVE NAME ID AND CASE #. CALL ENDED CASE IS OPEN WITH WRITER.				
--	--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 5857209	CALLER CONTACTED REGARDING MULTIPLE SEAT BELT CONCERNS IN 2006 SONATA	PENDING FOLLOW UP WITH DLR ON 7/8/13
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 7/2/2013 10:00:31 AM		
Email: [REDACTED]	Closed: 7/2/2013 10:25:16 AM		
Address: [REDACTED]	Status: Closed		
City: ROCKFORD	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Moore	Contact Reason	Resolution
State: IL	Creator First Name: Kristen	* Sentiment: Complaint	* Resolution: Documented Concern
IQS :	Owner Last Name: [REDACTED]	* Category: Service - Dealer	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Diagnosis	* Resolution Satisfaction: Neutral
CSI :	SSI :	System: Body Electrical	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: Drivers Airbag	Trans. To:
Dealer		Symptom: Other	Trans. Team:
* Servicing Dealer: HYUNDAI ON PERRYVILLE IL062 Active		Method : Telephone	Trans. Dealer:
Service District: Central District 1	Sales District: Central District A		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F56H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 02	eMail notification when case is closed:
* Mileage: 60,000	Date of First Use: 9/18/2006	Production Date: 3/3/2006	
Blue Link Equipped : No		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
7/8/2013 11:55:29 AM	CCMILLER	Miller	Cody	Inbound	Dealer	Telephone	BRETT BOCKER FROM DLR IL062 STS THAT THE CUSTOMER CAME IN TODAY AND THE VEHICLE WAS DIAGNOSED FOR THE AIRBAG LIGHT. THE VEHICLE NEEDS A NEW DRIVER'S SEAT BELT PRETENSIONER. THERE IS NO HISTORY OF THIS PARTICULAR PART BEING REPLACED. NO GOODWILL CAN BE EXTENDED AT THIS TIME DUE TO ALREADY COVERING THE BUCKLE UNDER GOODWILL PREVIOUSLY. BRETT WILL FOLLOW UP WITH CUST AND ADVISE OF THE DIAGNOSIS AND PRICE. WRITER THANKED BRETT FOR HIS TIME AND ASSISTANCE.	<input checked="" type="checkbox"/>	5857209	HCCC Tier2 Team1 Agent	HCCC
							WRITER CONTACTED HYUNDAI ON PERRYVILLE IL062 AND SPOKE WITH BRETT. WRITER WAS INFORMED THAT 5/12/11 UNDER WARRANTY THE PASSENGER CUSHION WAS SENT OF AND REPROGRAMMED. JUNE TWO YEARS AGO THE				

7/2/2013 10:21:36 AM	KMOORE	Moore	Kristen	Outbound	Dealer	Telephone	<p>PASSENGER SEAT BELT BUCKLE WAS REPLACED. JAN LAST YEAR THE DRIVER SEAT BELT BUCKET WAS REPLACED, AND THEN REPLACED AGAIN IN MAY OF LAST YEAR. VEHICLE IS SCHEDULED TO COME IN ON 7/8/13 AND DLR WILL HAVE MORE INFORMATION ABOUT CURRENT CONCERN AT THAT TIME. WRITER THANKED BRETT FOR INFORMATION AND WILL FOLLOW UP WITH DLR MONDAY.</p>	<input checked="" type="checkbox"/>	5857209	PCCC Team1 Agent	PCCC
							<p>CUST FATHER STS: 1. HAVE HAD THIS CONCERN SINCE BOUGHT VEHICLE ABOUT THREE YEARS AGO. 2. HAD SEAT BELT REPLACED, THEN SENT IN PASSENGER SEAT FOR RECALIBRATING, NOW THERE IS SOMETHING WRONG WITH DRIVER AIRBAG. 3. DLR KEEPS MAKING UP STORIES AND EXCUSES AS TO WHAT IS WRONG. 4. THIS IS A SAFETY CONCERN, IF MY DAUGHTER DIES BECAUSE THE DLR WOULD NOT REPLACE THE AIRBAG THEY ARE GOING TO BE</p>				

7/2/2013 10:10:57 AM	KMOORE	Moore	Kristen	Inbound	Customer	Telephone	<p>OUT MORE THAN A HUNDRED DOLLARS, ILL SUE FOR MILLIONS. 5. THEY KEEP SAYING TO CALL EXTENDED WARRANTY COMPANY, THAT I NEED TO PAY THE DEDUCTIBLE. 6. I SHOULD NOT HAVE TO PAY ANYTHING WHEN IT IS SAFETY RELATED. 7. DAUGHTER CALLED BEFORE CALLED HCCC, TAKING VEHICLE IN NEXT MONDAY. WRITER ADVISED CUST THAT ALL CONCERN WILL BE DOCUMENTED. WRITER WILL CONTACT DLR THIS DAY AS WELL AS NEXT MONDAY(7/8/13) WHEN DLR HAS VEHICLE. WRITER WILL FOLLOW UP WITH CUST NEXT MONDAY. CASE CLOSED</p>	<input checked="" type="checkbox"/>	5857209	PCCC Team1 Agent	PCCC
----------------------------	--------	-------	---------	---------	----------	-----------	---	-------------------------------------	---------	------------------------	------

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
1/30/2009 09:34:46 AM	JSNARR	Snarr-033012	James	Outbound Contact			--WRITER ADVISED CUST THAT A ONE TIME GOODWILL FOR \$342.64, NOT TO EXCEED \$342.64 HAS BEEN APPROVED. CUST STATES: 1. HAVE NOT YET HAD REPAIR COMPLETED BY IL042. 2. REPAIR WILL BE COMPLETED SHORTLY. -- WRITER ADVISED CUST TO PLEASE CALL HCA WHEN REPAIR IS COMPLETE OR FAX IL042 REPAIR ORDER, THEN HCA WILL BE ABLE TO SEND REIMBURSEMENT FORM. CUST UNDERSTANDS. CLOSING CASE PENDING FURTHER CONTACT.	<input checked="" type="checkbox"/>	3477570	CC Team1	Call Center
1/22/2009 08:22:01 AM	JSNARR	Snarr-033012	James	Outbound Contact			--WRITER LEFT A MESSAGE FOR CUST TO CALL WRITER IN REGARDS TO CUST'S GOODWILL REQUEST. WRITER LEFT WRITERS CONTACT INFO AND CASE NUMBER. CASE PENDING.	<input checked="" type="checkbox"/>	3477570	CC Team1	Call Center
1/9/2009 08:52:09	LWILLIAMS	Williams-012512	Lisa	General			WRITER REVIEWED FILE AND WILL AUTH A ONE TIME GOODWILL FOR	<input checked="" type="checkbox"/>	3477570	CC Team2	Call Center

AM							\$342.64 AND NOT TO EXCEED \$342.64.				
1/8/2009 07:36:24 AM	JSNARR	Snarr-033012	James	General			GOODWILL REQUEST. 1. CUST'S EXPECTATIONS IS TO BE REIMBURSED DUE TO MULTIPLE VISITS TO IL042 REGARDING AIR BAG LIGHT. 2. VEH HAS BEEN DIAGNOSED BY A HYUNDAI DLR. 3. THERE IS NO REQUEST FOR RENTAL CAR REIMBURSEMENT. 4. VEH IS OUT OF WARRANTY BY 4,202 MILES. 5. THERE HAS BEEN TWO REPAIR ATTEMPTS FOR PASSENGER SIDE BUCKLE. -2/6/08 AT 38,982 MILES. CUST STATES AIR BAG LIGHT IS ON. DLR REPLACED PASSENGER SEAT BELT BUCKLE. -10/22/08 AT 57,734 MILES. CUST STATES AIR BAG LIGHT IS ON. DLR REPLACED PASSENGER SEAT BELT BUCKLE. 6. VEH WAS PURCHASED USED. 7. IF THIS ISSUE HAPPENED WHILE STILL UNDER WARRANTY REPAIR WOULD BE COVERED. 8. VEH WAS NOT REPAIRED AT AN INDEPENDENT FACILITY. 9. PART \$182.64, LABOR	<input checked="" type="checkbox"/>	3477570	CC Team1	Call Center

						\$160.00, TOTAL \$342.64. 10. CUST DOES NOT OWN MORE THAN ONE HYUNDAI (PART # 888300A000QD)				
1/8/2009 07:29:13 AM	JSNARR	Snarr-033012	James	Call to Dealer		DAVE SVC MGR FROM IL042 STATES: 1. 2/6/08 AT 38,982 MILES. CUST STATES AIR BAG LIGHT IS ON. DLR REPLACED PASSENGER SEAT BELT BUCKLE. 2. 10/22/08 AT 57,734 MILES. CUST STATES AIR BAG LIGHT IS ON. DLR REPLACED PASSENGER SEAT BELT BUCKLE. 1/7/09 64,202 MILES. CUST STATES AIR BAG LIGHT IS ON. DRIVERS SIDE SEAT BELT BUCKLE NEEDS TO BE REPLACED. 3. PART \$182.64, LABOR \$160.00, TOTAL \$342.64. 4. PART # 888300A000QD -- WRITER THANKED DAVE FOR THE ADDITIONAL INFO.	<input checked="" type="checkbox"/>	3477570	CC Team1	Call Center
						CUST STATES: 1. DRIVER SIDE SEAT BELT NEEDS TO BE REPLACED. 2. AIR BAG LIGHT IS ON. 3. TWO PREVIOUS REPAIRS WERE MADE DUE TO AIR BAG LIGHT. 4. SEEKING OUT OF WARRANTY ASSISTANCE. -- WRITER ADVISED CUST THAT WRITER WILL				

1/7/2009 08:34:22 AM	JSNARR	Snarr-033012	James	Contact from Customer		FURTHER RESEARCH CUST'S OUT OF WARRANTY REQUEST. WRITER IS UNABLE TO PROVIDE ANY GUARANTEES. WRITER WILL CALL CUST WHEN FURTHER INFO HAS BEEN GATHERED. WRITER PROVIDED CASE NUMBER AND WRITERS CONTACT INFO.	<input checked="" type="checkbox"/>	3477570	CC Team1	Call Center
----------------------------	--------	--------------	-------	-----------------------------	--	---	-------------------------------------	---------	----------	-------------

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: PLANO

ZIP:

State:: TX

IQS :

CSI :

VDS :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: HUFFINES HYUNDAI PLANO

TX040 Active

Service District: South Central District 3

Sales District: South Central District A

Vehicle

VIN: 5NPEU46F56H

Model: Sonata (NF) V-6

★ Mileage: 99,000

Model Year: 2006

Short Model: 25452F65

Date of First Use: 4/18/2006

Engine: F

Accessory: 02

Production Date: 3/13/2006

Blue Link Equipped : No

Case Information

Case Number: 5226083

Type: CA

Opened: 1/10/2013 11:12:28 AM

Closed: 1/10/2013 03:44:14 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Bracht-072914

Creator First Name: Ruth

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

WARRANTY, SEAT BELT LIGHT
ILLUMINATED - DRIVER'S BUCKLE
BAD

Contact Reason

★ Sentiment: Inquiry/Suggestion

★ Category: Warranty Issues

★ Sub-Category: Coverage

System: Body

Component: Seatbelt

Symptom: Warning light

Method : Telephone

* Resolution Summary

WRITER EXPLAINED THAT WE
WOULD NOT BE ABLE TO EXTEND A
NEW BUCKLE REPLACEMENT AND
ONLY THE SERVICE MANAGER WITH
THE HELP OF THE DPSM WOULD BE
ABLE TO DO THAT.

Resolution

* Resolution: Documented Concern

* Remedy: N/A

* Resolution Satisfaction: Positive

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

Check Request Pending Approval : 0

eMail notification when case is closed:

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
1/10/2013 12:59:52 PM	GALVAREZ	Alvarez del Castillo-	Genaro	Inbound	Dealer	Telephone	CALLER IS DAVID IN SERVICE AT DEALER TX040 STS: 1. CUSTOMER NEEDS A NEW SEAT BELT BUCKLE. 2. BUCKLE WAS REPLACED BEFORE. WRITER EXPLAINED THAT WE WOULD NOT BE ABLE TO EXTEND A NEW BUCKLE REPLACEMENT AND ONLY THE SERVICE MANAGER WITH THE HELP OF THE DPSM WOULD BE ABLE TO DO THAT. CASE CLOSED	<input checked="" type="checkbox"/>	5226083	HCCC Tier2 Team1	HCCC
1/10/2013 11:51:23 AM	SVALLEJO	Vallejo	Samuel	Outbound	Customer	Telephone	WRITER ADVISED: CALLED, & SPOKE TO CUSTOMER TO UPDATE CUSTOMER WRITER CALLED, & LEFT DETAILED MESSAGE FOR DLRSP TX040 SVC. ADVISOR DAVID LEEKS. CUSTOMER UNDERSTOOD.	<input checked="" type="checkbox"/>	5226083	HCCC Tier2 Team11 Agent	HCCC
1/10/2013 11:38:15 AM	SVALLEJO	Vallejo	Samuel	Outbound	Dealer	Telephone	WRITER ADVISED: CALLED DLRSP TX040. LEFT DETAILED VOICE MAIL MESSAGE FOR DLRSP TX040 SVC. ADVISOR DAVID LEEKS FOR STATUS OF DRIVER'S SEAT BELT BUCKLE. WILL UPDATE	<input checked="" type="checkbox"/>	5226083	HCCC Tier2 Team11 Agent	HCCC

							CUSTOMER MESSAGE LEFT FOR DLRSP TX040 REGARDING CONCERN.				
1/10/2013 11:31:19 AM	SVALLEJO	Vallejo	Samuel	Inbound	Customer	Telephone	CUSTOMER STATES: 1. SEAT BELT LIGHT ILLUMINATED 2. VEHICLE CURRENTLY AT DLRSP TX040 3. DLRSP TX040 DIAGNOSE DRIVER'S SEAT BELT BUCKLE NEEDS REPLACEMENT 4. SEAT BELT HAS BEEN REPLACED BEFORE THE FIRST TIME IN 2008 AT 40K MILES 5. VEHICLE'S POWERTRAIN COVERED AS CPO VEH. 6. DLRSP TX040 SVC. ADVISOR IS DAVID LEEKS WRITER ADVISED: OBTAINED CURRENT MILEAGE OF 99,000. APOLOGIZED FOR EXPERIENCE. UPDATED CUSTOMER INFORMATION IN SYSTEM. TOLD CUSTOMER ABOUT MYHYUNDAI. GAVE CUSTOMER CASE NO.. EXPLAINED AS SUBSEQUENT OWNER VEHICLE IS OUTSIDE 5YR/60K MILE NVLW PURSUANT TO DFU, & CURRENT MILEAGE OF	<input checked="" type="checkbox"/>	5226083	HCCC Tier2 Team11 Agent	HCCC

							99,000. LET CUSTOMER KNOW CAN REFER CUSTOMER TO JM&A FOR POWERTRAIN, IF NEEDED. LET CUSTOMER KNOW WILL FOLLOW UP WITH CALL TO DLRSP TX040 FOR STATUS OF DRIVER'S SEAT BELT. WILL KEEP CUSTOMER POSTED. CUSTOMER UNDERSTOOD.			
1/10/2013 11:18:20 AM	RBRACHT	Bracht-072914	Ruth	Inbound	Customer	Telephone	CUST STS 1 HIS DRIVERS SEAT BELT LIGHT WAS ON AGAIN. 2 2 YEARS AGO THE SAME THING AND THE ENTIRE SEAT BELT WAS REPLACED. WRITER VERIFIED <input checked="" type="checkbox"/> CUST INFORMATION AND TRANSFERRED TO TIER2. CUST IS FRUSTRATED WITH THIS CONTINUOUS ISSUE.	5226083	HCCC Tier1 Team10 Agent	HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name	Case Number: 5092402	HPP 4B INQUIRY ON SEAT BELTS ON 2006 SONATA	ADVISED: HPP 4B PLAN DOES NOT COVER SEAT BELTS. DOCUMENTED CONCERN.
First Name	Type: CA		
Phone	Opened: 11/8/2012 08:44:04 AM		
Email	Closed: 11/8/2012 08:57:21 AM		
Address	Status: Closed		
City: MOUNT LAUREL	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Medlin-012113	Contact Reason	Resolution
State: NJ	Creator First Name: Justin	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
IQS :	Owner Last Name: [REDACTED]	* Category: Warranty Issues	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Negative
CSI :	SSI :	System:	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component:	Trans. To:
Dealer		Symptom:	Trans. Team:
* Servicing Dealer: BURNS HYUNDAI	NJ039 Active		Trans. Dealer:
Service District: Eastern District 7	Sales District: Eastern District 7		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F56H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25462F65	Accessory: 03	eMail notification when case is closed:
* Mileage: 47,959	Date of First Use: 5/29/2006	Production Date: 3/29/2006	
Blue Link Equipped : No		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
11/8/2012 08:57:04 AM	SBROOKS	Brooks-011413	Stephen	Inbound	Customer	Telephone	CUSTOMER STATED: 1. WAS SPEAKING WITH JUSTIN 2. DRIVER SIDE AIR BAG WARNING BAG LIGHT IS ON 3. I HAVE AN EXTENDED		5092402	HCCC Tier2 Team1	HCCC
11/8/2012 08:51:19 AM	JMEDLIN	Medlin-012113	Justin	Inbound	Customer	Telephone	CUST STS: 1: WANT TO KNOW WHY CHARGED FOR SEAT BELT REPLACEMENT DUE TO AIRBAG LIGHT BEING ON. 2: "THIS IS A SAFETY ISSUE" WHY ISN'T IT COVERED?" 3: "I HAVE NO CHOICE BUT TO HAVE THE SEAT BELT REPLACED...ITS NOT A WEAR ITEM ITS A SAFETY ISSUE" 4" DLR SAID IT HAD TO BE REPLACED FOR AIRBAGS TO OPERATE" 5: "I HAVE RECOMMENDED HYUNDAI TO OTHERS, NOW I FEEL LIKE THAT HAS COME BACK TO BITE ME IN THE BUTT" 6" I SEE ONLINE WHERE THIS IS AN ONGOING ISSUE FOR SONATA OWNERS: WRITER ADVISED: HPP 4B PLAN DOES NOT COVER SEAT BELTS. DOCUMENTED CONCERN. CASE	<input checked="" type="checkbox"/>	5092402	HCCC Tier1 Team1	HCCC

							CLOSED				
--	--	--	--	--	--	--	--------	--	--	--	--

Cases

Customer		Case Information		Contact Reason Summary	* Resolution Summary
Last Name	[REDACTED]	Case Number:	3561425	ASKS IF ANY RECALLS. VEHICLE NEEDS DRIVER SEAT BELT BUCKLE REPLACED A SECOND TIME.	
First Name	[REDACTED]	Type:	CA		
Phone	[REDACTED]	Opened:	4/15/2009 02:54:02 PM		
Email	[REDACTED]	Closed:	5/8/2009 09:27:21 AM		
Address:		Status:	Closed		
City:		Sub Status:	Closed	Contact Reason	Resolution
ZIP:		Creator Last Name:	Gordon-041310	* Sentiment:	* Resolution: Provided Information
State::		Creator First Name:	[REDACTED]	* Category: Campaign	* Remedy: N/A
IQS :	VDS :	Owner Last Name:	[REDACTED]	* Sub-Category: Info/Eligibility	* Resolution Satisfaction: Positive
CSI :	SSI :	Owner First Name:	Troy	System: Body	Transfer
Contact Language :		* Urgency:	Low	Component: Seatbelt	Trans. To:
Dealer				Symptom: Inoperative	Trans. Team:
* Servicing Dealer: SID DILLON HYUNDAI		NE005 Active			Trans. Dealer:
Service District: Central District B		Sales District: Central District B			Trans. Type:
Vehicle					Trans. Reason:
VIN: 5NPEU46F57H	[REDACTED]	Model Year:	2007	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6		Short Model:	25452F65	Accessory: 15	eMail notification when case is closed:
* Mileage: 48,000		Date of First Use:	6/13/2006	Production Date: 4/13/2006	
Blue Link Equipped : No				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
4/22/2009 08:46:01 AM	TGORDON	Gordon-041310	Troy	Call to Dealer			WRITER CALLED NE005 AND SVC MGR TOM STATES: 1. 4/7/2009 MILEAGE 47,516 VEH AT DLR FOR CONCERN WITH THE SEATBELT WARNING LIGHT ON. NE005 ORDERED SEATBELT BUCKLE. 2. 5/11/08 - MILEAGE UNKNOWN. VEH AT DLR FOR CONCERN WITH THE SEATBELT WARNING LIGHT ON. NE005 REPLACED SEAT BELT PRETENSIONER. 3. VEH HAS BEEN AT NE005 SEAT BELT WARNING LIGHT ON FOR DIFFERENT REASONS AND REPAIRS. NO APPARENT TREND FOR THIS CONCERN. WRITER THANKED TOM FOR INFORMATION AND ASSIST TO CUST.	<input checked="" type="checkbox"/>	3561425	CC Team1	Call Center
4/16/2009 09:09:38 AM	TGORDON	Gordon-041310	Troy	Call to Dealer			WRITER CALLED NE005 AND WAS ADVISED SVC MGR WITH CUST AND WILL CALL WRITER BACK. WRITET THANKED FOR THE INFORMATION.	<input checked="" type="checkbox"/>	3561425	CC Team1	Call Center
							SERVICE MANAGER CALLED TO				

4/16/2009 08:21:01 AM	LCHARBONNEAU	Charbonneau-033012	Linda	Call from Dealer		SPEAK WITH CM/TG, ==WRITER== THANKED SER MANAGER, ADVISED CM/TG NOT AVAILABLE, ADVISED OF LAST 6 IN VIN AND THAT CM NEEDING INFO REGARDING SEAT BELT BUCKLE, DLR STATED TO JUST HAVE CM/TG CALL. THANKED DLR AND WILL DELIVER MESSAGE TO CM.	<input checked="" type="checkbox"/>	3561425	CC Team2	Call Center
4/16/2009 06:58:46 AM	TGORDON	Gordon-041310	Troy	Call to Dealer		WRITER CALLED NE005 AND SVC ADV STEVE STATES: 1. JOHNNY IS WORKING WITH CUST FOR THE CONCERN WITH THE SEAT BELT BUCKLE. 2. JOHNNY IS WITH CUST AND UNAVAILABLE. 3. OFFERS TO MSG JOHNNY FOR CALL TO HCA. WRITER THANKED FOR MSG AND GAVE WRITER'S NAME, ID, CASE, LAST EIGHT OF VIN. ADVISED SEEKING INFORMATION REGARDING SEAT BELT BUCKLE REPLACEMENTS.	<input checked="" type="checkbox"/>	3561425	CC Team1	Call Center
						CUST STATES: 1. ASKS IF ANY RECALLS. 2. VEHICLE NEEDS DRIVER SEAT BELT BUCKLE REPLACED A SECOND TIME. 3. ASKS IF HISTORY				

4/15/2009 03:01:59 PM	TGORDON	Gordon- 041310	Troy	Contact from Customer		SHOWS ANY PREVIOUS CONCERNS WITH SEAT BELTS. WRITER ADVISED HISTORY IS PROPRIETARY <input checked="" type="checkbox"/> INFORM AND NOT SHARED. WRITER WILL CALL DLR FOR DETAILS OF VEH @ DLR FOR SEAT BELT CONCERNS. CUST WILL BE CALLED WITHIN FIVE BUSINESS DAYS. ASKS CUST TO CALL HCA IF NOT CALLED. WRITER GAVE NAME, ID AND CASE.	3561425	CC Team1	Call Center
-----------------------------	---------	-------------------	------	-----------------------------	--	---	---------	----------	-------------

Cases

Customer	Case Information	Contact Reason Summary	* Resolution Summary
Last Nam	Case Number: 6683657	OCS CLASS ACTION/CAMPAIGN OPEN; SEALT BELT CONCERN	ADVISED TO NOTIFY DLR WHEN VEHICLE GOES INTO DLR ABOUT AIRBAG LIGHT ON DRIVER SIDE; REFERRED TO DEALERSHIP.
First Nam	Type: CA		
Phon	Opened: 6/23/2014 07:32:42 AM		
Ema	Closed: 6/25/2014 07:52:14 AM		
Address	Status: Closed		
City: ENID	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Silva	Contact Reason	Resolution
State:: OK	Creator First Name: Elisa	* Sentiment: Inquiry/Suggestion	* Resolution: Referred to Dealership
IQS :	Owner Last Name: Townsend	* Category: Settlement	* Remedy: N/A
VDS :	Owner First Name: Sue	* Sub-Category: OCS - Eligibility	* Resolution Satisfaction: Neutral
CSI :	SSI :	System:	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component:	Trans. To:
Dealer		Symptom:	Trans. Team:
* Servicing Dealer: SCHOLFIELD HYUNDAI	KS003 Active	Method : Telephone	Trans. Dealer:
Service District: South Central District 2	Sales District: South Central District 5		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F57H172843	Model Year: 2007	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 05	eMail notification when case is closed:
* Mileage: 47,000	Date of First Use: 12/28/2006	Production Date: 5/4/2006	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 6066226	SEATBELT LIGHT/WARRANTY CONCERN	PROVIDED INFORMATION
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 9/27/2013 08:17:22 AM		
Email: [REDACTED]	Closed: 10/3/2013 12:42:58 PM		
Address: [REDACTED]	Status: Closed		
City: JACKSONVILLE	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Scott	Contact Reason	Resolution
State: FL	Creator First Name: Monica	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
IQS :	Owner Last Name: [REDACTED]	* Category: Settlement	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: OCS - Eligibility	* Resolution Satisfaction: Neutral
CSI :	SSI :	System: Body Electrical	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: OCS	Trans. To:
Dealer		Symptom: Other	Trans. Team:
* Servicing Dealer: KEY HYUNDAI	FL064 Active		Trans. Dealer:
Service District: Southern District D	Sales District: Southern District D		Trans. Type:
Vehicle			Trans. Reason:
VIN: 5NPEU46F57H [REDACTED]	Model Year: 2007	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 01	eMail notification when case is closed:
* Mileage: 103,000	Date of First Use: 6/14/2006	Production Date: 5/8/2006	
Blue Link Equipped : No		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 12:38:52 PM	LMARTIN	Martin	Lashonda	Outbound	Customer	Telephone	WRITER CONTACTED CUSTOMER TO FIND OUT ABOUT APPT THAT WAS SET FOR YESTERDAY. IF CUSTOMER DID NOT HAVE OCS REPAIR DONE THEN IT A NEW APPT NEEDS TO BE SET. IF HAS DEALER WILL NEED TO BE CONTACTED TO HAVE THEM PUT IN SYSTEM.	<input checked="" type="checkbox"/>	6066226	HCCC Tier2 Team2 Agent	HCCC
10/3/2013 12:26:55 PM	LMARTIN	Martin	Lashonda	Outbound	Dealer	Telephone	WRITER CALLED TO SPEAK BACK WITH DEALER. NO ANSWER.	<input checked="" type="checkbox"/>	6066226	HCCC Tier2 Team2 Agent	HCCC
10/3/2013 11:45:44 AM	LMSMITH	Smith	Linda	Inbound	Dealer	Telephone	SM CRAIG REED (FL064) CALLED GAVE DIAGNOSTIC FOR FREE AND CODE WAS FOR FRONT SEAT BELT BUCKLE NOT ANYTHING WITH OCS. CUSTOMER OUT OF ALL WARRANTY COVERAGE AND OWNER WOULD NEED TO PAY FOR REPAIR.	<input checked="" type="checkbox"/>	6066226	HCCC Tier2 Team2 Agent	HCCC
10/3/2013 08:18:28	KRAY	Ray-010314	Kimberlee	Inbound	Dealer	Telephone	SM (CRAIG REED) FL064 RETURNED CALL. WRITER ASKED SM WHAT DOES CUSTOMER NEED TO DO NEXT SINCE THE AIRBAG LIGHT IS STILL ON. SM ADVISED WRITER THAT THE SEATBELT DOES NEED TO BE		6066226	HCCC Tier2	HCCC

AM							PLACED. WRITER ASKED DID CUSTOMER AGREE TO REPLACE SEATBELT? SM ADVISED WRITER THAT SM NEEDED TO SPEAK TO SERVICE TECH AND WILL CALL BACK?			Team6 Agent	
10/2/2013 10:43:52 AM	LMARTIN	Martin	Lashonda	Outbound	Dealer	Telephone	WRITER CONTACTED DEALER FL064 TO SPEAK WITH SVC MGR CRAIG REED. IS OUT OF OFFICE UNTIL 10/3/13.LEFT VM.	<input checked="" type="checkbox"/>	6066226	HCCC Tier2 Team2 Agent	HCCC
10/2/2013 10:40:00 AM	LMARTIN	Martin	Lashonda	Inbound	Customer	Telephone	CUST STS: 1: JUST LEFT DEALER SHIP, HAD APPT FOR OCS. 2: THE AIRBAG LIGHT IS STILL ON. 3: WANTS TO KNOW WHAT CAN BE DONE NEXT. WRITER ADVISED CUST THAT CONTACT WILL NEED TO BE MADE WITH DEALERSHIP TO DETERMINE WHAT EXACTLY WAS DONE. ALSO WILL FOLLOW-UP WITH CUST ONCE THERE IS AN UPDATE.	<input checked="" type="checkbox"/>	6066226	HCCC Tier2 Team2 Agent	HCCC
							CUSTOMER STATES 1. JUST LEFT DEALERSHIP 2. AIRBAG LIGHT IS STILL NOT WORKING 3. NEEDS THIS FIXED CORRECTLY 4. SISTER IS A LAWYER WILL				HCCC

10/2/2013 10:29:21 AM	PIRVIN	Irvin-080114	Paula	Inbound	Customer	Telephone	NEED TO FILE A LAWSUIT IF THIS ISNT TAKEN CARE OF 5. FRIEND HAS A LAWSUIT GOING FOR THE SAME REASON WRITER ADVISED CUSTOMER THIS IS NEEDING TO BE TRANSFERED TO CASE MANAGER CLOSED CASE	<input checked="" type="checkbox"/>	6066226	Tier1 Team11 Agent	HCCC
9/27/2013 08:31:07 AM	MONICASCOTT	Scott	Monica	Inbound	Customer	Telephone	CUST STATES: 1. OCS LIGHT COMES ON AND OFF 2. WHEN BROTHER IS IN PASSENGER SEAT, THE LIGHT STAYS ON 3. BROTHER WEIGHS 120 POUNDS 4. HAS NOT HAD CAMPAIGN 083 COMPLETED YET WRITER SCHEDULE APPOINTMENT FOR CAMPAIGN 083 ON XTIME. APPOINTMENT DATE IS 10/4/13 AT 10:00AM DEALER CODE FL064 CONFIRMATION CODE: X064R4T5H3. WRITER INSTRUCTED CUST THAT HE MUST CALL WITHIN 30 DAYS AFTER CAMPAIGN HAS BEEN COMPLETED. CASE CLOSED	<input checked="" type="checkbox"/>	6066226	HCCC Tier1 Team3 Agent	HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name [REDACTED]	Case Number: 5389968	GOODWILL REQUEST FOR SEATBELT REPAIR - 2006 SONATA	INFORMED CUST GOODWILL DENIED AS CAMPAING ONLY COVERS OCS SENSOR. SEAT BELT BUCKLE REPAIR WOULD OF BEEN COVERED BY NVLW WHICH EXPIRED 10.25.2010.
First Name [REDACTED]	Type: CA		
Phone [REDACTED]	Opened: 3/14/2013 02:24:04 PM		
Email [REDACTED]	Closed: 3/19/2013 02:14:26 PM		
Address [REDACTED]	Status: Closed		
City: VANCOUVER	Sub Status: Closed		
ZIP [REDACTED]	Creator Last Name: Rendon	Contact Reason	Resolution
State: WA	Creator First Name: Jeruselem	* Sentiment: Inquiry/Suggestion	* Resolution: Customer declined goodwill
IQS :	Owner Last Name [REDACTED]	* Category: Warranty Issues	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
CSI :	SSI :	System: Body Electrical	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: Airbag Warning Light	Trans. To:
Dealer		Symptom: Seat Belt Light	Trans. Team:
* Servicing Dealer: VANCOUVER HYUNDAI	WA007 Active	Method : Telephone	Trans. Dealer:
Service District: Western District 5	Sales District: Western District 5		Trans. Type: Standard
Vehicle			Trans. Reason: Case Handling
VIN: 5NPEU46F66H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 02	eMail notification when case is closed:
* Mileage: 60,292	Date of First Use: 10/25/2005	Production Date: 6/16/2005	
Blue Link Equipped : No		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
3/19/2013 02:04:01 PM	TMENKE	Menke	Teresa	Outbound	Customer	Email	INFORMED CUST GOODWILL DENIED AS CAMPAING ONLY COVERS OCS SENSOR. SEAT BELT BUCKLE REPAIR WOULD OF BEEN COVERED BY NVLW WHICH EXPIRED 10.25.2010.	<input checked="" type="checkbox"/>	5389968	HCCC Tier2 Team4 Agent	HCCC
3/19/2013 02:03:31 PM	TMENKE	Menke	Teresa	General	General	General	OUTBOUND DENIAL EMAIL ATTACHED CM/AD CASE CLOSED.	<input checked="" type="checkbox"/>	5389968	HCCC Tier2 Team4 Agent	HCCC
3/18/2013 08:34:32 AM	BPOWELL	Powell	Brent	General	General	General	1. THE OCS CAMPAIGN IS ONLY COVERING THE RECALIBRATING OF THE SONATA PASSENGER FRONT SEAT LOWER CUSHION SENSOR. 2. ALL OTHER PARTS OF THE VEHICLE'S OCS SYSTEM ARE NOT COVERED BY THE OCS CLASS ACTION COVERAGE OR CAMPAIGN (083). 3. THE SEAT BELT BUCKLE ASSEMBLY WOULD HAVE ONLY BEEN COVERED UNDER THE 5/60 NVLW AND THE DFU IS 10/25/20005. 4. REIMBURSEMENT FOR THE SEAT BELT BUCKLE IS DENIED. 5. TRANSFERRING CASE TO CM/TM FOR HANDLING.	<input checked="" type="checkbox"/>	5389968	HCCC General Team1 Agent	HCCC

3/16/2013 02:37:50 PM	TMENKE	Menke	Teresa	General	General	General	Check Request Explanation Template - G/W IN AMOUNT OF \$272.45. SEAT BELT LATCH ASSEMBLY REPLACEMENT. VEHICLE OUTSIDE 5/60 NVLW BY 290 MILES AND 2 YEARS AND 2 MONTHS. PART NUMBER 1 88840 - 0A000 -QD	<input checked="" type="checkbox"/>	5389968	HCCC Tier2 Team4 Agent	HCCC
							CUSTOMER STATES: 1. ONE LAST TIME. 2. I WILL STATE THE FACTS AS THEY OCCURRED. 3. WE ARE NOT TALKING ABOUT THE SEAT BELT LATCH ASSEMBLY BEING THE PRIMARY FACTOR HERE! 4. YOUR E- MAILS DO NOT REFLECT THE FACT THAT THE "INITIAL" PROBLEM THAT WE ARE TALKING ABOUT IS THE "AIRBAG" WARNING LIGHT COMING ON INSIDE THE DASHBOARD OF OUR 2006 SONATA. 5. WHICH WAS CAUSED BY THE FAULTY "OCS" SYSTEM. 6. NOW, FOR THE LAST TIME, DO NOT PUT THE "CART BEFORE THE HORSE! 7. WHY WOULD YOU CONTINUE TO TELL US HOW SORRY YOU ARE THAT OUR SEAT				

3/16/2013
01:55:22
PM

TMENKE

Menke

Teresa

Inbound

Customer

Email

BELT ASSEMBLY FROM BOTH THE DRIVER'S SEAT. 8. LESS THEN 10 MONTHS LATER, THE PASSENGER FRONT SEAT?? 9. IT DOESN'T MAKE SENSE THAT YOU WOULD STRAY FROM THE "OCS AIRBAG SYSTEM. 10. WHICH IS THE PRIMARY SUBJECT MATTER. 11. DO NOT THINK FOR ONE MINUTE, THAT WE WILL ATTACH THIS CASE NUMBER: 5389968. 12. WHICH IS DIRECTLY CONNECTED TO THE "OCS CLASS ACTION LAWSUIT. 13. WE ARE NOT ON TRIAL HERE. 14. YOU PEOPLE NEED TO GET YOUR STORY STRAIGHT. 15. FROM THE START AND STOP AVOIDING THE "AIRBAG SYSTEM MALFUNCTION". 16. WHICH WE WILL GET TO THE BOTTOM OF SOON ENOUGH. 17. STOP ACTING LIKE YOU DON'T KNOW THE "INITIAL FACTS AND WE ARE. 18. "TALKING ABOUT (1) SEAT BELT LATCH ASSEMBLY. 19. WHEN YOU HAVE ALL THE DETAILS YOU NEED AS WA007 HAS ALL OF THESE



5389968

HCCC
Tier2
Team4
Agent

HCCC

							INVOICE DOCUMENTS AVAILABLE FOR YOU AS WELL. 20. THIS WILL NOT HELP YOUR CASE WHEN ALL YOU CAN DO IS AVOID THE "FACTS HERE. 21. IF NEED BE, I WILL MAIL YOU THE ACTUAL INVOICES AND CERTIFIED COPIES OF MY VEH. TITLE AND BANK STATEMENTS. 22. IF WE MUST CONTACT THE JUDGE INVOLVED IN THIS CLASS ACTION LAWSUIT. 23. WE WILL. 24. NOT A THREAT. 25. P.S. DO NOT FORGET THE FACT THAT WE HAVE REQUESTED THE OLD REPLACED SEAT BELT LATCH ASSEMBLY. 26. WHICH WE HAD TESTED BY AN INDEPENDENT AUTO TECHNICIAN. 27. THE RETURNED SEAT BELT LATCH ASSEMBLY IS TOTALLY IN WORKING ORDER. 28. NOW WHAT? THANKS AGAIN				
3/16/2013 08:34:39 AM	CCHAMBER	Chambers	Colleen	General	General	General	INBOUND EMAIL SENT TO DO NOT REPLY.	<input checked="" type="checkbox"/>	5389968	HCCC Tier2 Team1 Agent	HCCC
3/16/2013 08:34:37 AM	CCHAMBER	Chambers	Colleen	Inbound	Customer	Email	CUSTOMER STATED: 1. "OK..."	<input checked="" type="checkbox"/>	5389968	HCCC Tier2 Team1 Agent	HCCC
3/16/2013							WRITER ATTACHED			HCCC Lead	

06:34:43 AM	DXJOHNSO	Johnson	David	General	General	General	INBOUND EMAIL DNR AS CUST LAST WORD.	<input checked="" type="checkbox"/>	5389968	Agent Team1 Agent	HCCC
3/16/2013 06:34:23 AM	DXJOHNSO	Johnson	David	Inbound	Customer	Email	CUST STATES: 1. THANK YOU.	<input checked="" type="checkbox"/>	5389968	HCCC Lead Agent Team1 Agent	HCCC
3/15/2013 06:47:00 PM	TMENKE	Menke	Teresa	Outbound	Customer	Email	INFORMED CUSTOMER THAT REPAIR WAS FOR REPLACEMENT OF SEAT BELT BUCKLE, NOT THE OCS SENSOR. PROVIDED OCS WEBSITE INFORMATION AND DECLINED CUSTOMER GOODWILL.	<input checked="" type="checkbox"/>	5389968	HCCC Tier2 Team4 Agent	HCCC
3/15/2013 06:46:39 PM	TMENKE	Menke	Teresa	General	General	General	INBOUND AND OUTBOUND EMAILS ATTACHED CM/AD CASE CLOSED	<input checked="" type="checkbox"/>	5389968	HCCC Tier2 Team4 Agent	HCCC
3/15/2013 06:12:14 PM	TMENKE	Menke	Teresa	Inbound	Customer	Email	CUSTOMER STATES 1. LETS KEEP IN MIND THE REASON FOR OUR REACTION. 2. THE "AIRBAG" WARNING LIGHT! 3. WHAT EVER HAS HAPPENED "ALL" AFTER THE "INTIAL PROBLEM = "THE" AIRBAG WARNING LIGHT. 4. THEN WE CAN ADDRESS THE ISSUES OF HOW THE SEATBELT ASSEMBLY WAS AFFECTED. 5. THE HORSE BEFORE THE CAR, WE BELIEVE. 6. I KNOW FOR A FACT THE PROBLEM IS EVERYTHING TO DO WITH THE "AIRBAG	<input checked="" type="checkbox"/>	5389968	HCCC Tier2 Team4 Agent	HCCC

							SYSTEM". 7. OR SPECIFICALLY THE "OCS" AS YOU SAY IN TECHNICAL TERMS. 8. THIS IS NOT A RANDOM ISSUE AND WE HAVE SPOKE TO OTHER SONATA OWNERS. 9. WHO HAVE EXPERIENCED THE SAME FAULTY EQUIPMENT WERE THE "AIRBAG" WARNING LIGHT IS DIRECTLY CONNECTED TO THIS PROBLEM.				
3/15/2013 01:07:22 PM	TEVANS	Evans Jr- 070314	Thomas	General	General	General	WRITER ATTACHED MULTIPLE DOCUMENTS FROM EMAIL. CM/TM WILL REPLY TO CUSTOMER.	<input checked="" type="checkbox"/>	5389968	HCCC Tier2 Team4 Agent	HCCC
3/15/2013 12:19:53 PM	TMENKE	Menke	Teresa	Outbound	Customer	Email	REQUESTED CUSTOMER RESEND R.O. AS WE ONLY RECEIVED PAGE 1 WHICH DOES NOT SHOW REPAIR HE IS REQUESTING REIMBURSEMENT FOR.	<input checked="" type="checkbox"/>	5389968	HCCC Tier2 Team4 Agent	HCCC
3/15/2013 11:37:19 AM	TMENKE	Menke	Teresa	General	General	General	WRITER EXAMINED DOCUMENTS, DO NOT SEE ON R.O. WHERE CUSTOMER WAS CHARGED FOR THE SEAT BELT REPLACEMENT. LA/MH CASE CLOSED PENDING RECEIPT OF REST OF R.O.	<input checked="" type="checkbox"/>	5389968	HCCC Tier2 Team4 Agent	HCCC
							WRITER				

3/15/2013 11:20:37 AM	TEVANS	Evans Jr- 070314	Thomas	General	General	General	ATTACHED MULTIPLE DOCUMENTS SENT BY EMAIL. NO OTHER INFORMATION IN EMAILS. CASE REMAINS AS IS.	<input checked="" type="checkbox"/>	5389968	HCCC Tier2 Team4 Agent	HCCC
3/15/2013 11:11:57 AM	TMENKE	Menke	Teresa	Inbound	Customer	Email	CUSTOMER STATES: 1. I BELIEVE THAT WHEN AN "AIRBAG" WARNING INDICATOR LIGHT COMES ON THE DASHBOARD. 2. EVEN IF IT'S CALLED "OCS" OR WHATEVER THE CASE. 3. YOU SHOULD ALWAYS TRY TO FIND OUT THE REAL REASON WHY THE PROBLEM WAS DIAGNOSED FIRST. 4. THEN ELIMINATE THE POSSIBLE CONNECTING ISSUES. 5. I BELIEVE THAT IN "BOTH CASES THAT I'VE RETURNED MY 2006 SONATA TO THE DEALER WITH THIS PROBLEM, DOES NOT EXCLUDE THE FACT THAT I'VE PAID FOR (TWO) SEPARATE CONNECTED ISSUES INVOLVING THE "SAME" AIR BAG WARNING INDICATOR. 6. JUST REMEMBER ONE THING: "THE CUSTOMER IS ALWAYS RIGHT. NO MATTER HOW UNEDUCATED WE	<input checked="" type="checkbox"/>	5389968	HCCC Tier2 Team4 Agent	HCCC

3/14/2013 02:59:43 PM	DHALVERS	Halverson-111113	Dana	Inbound	Customer	Telephone	MAY BE". CUST STS 1. WANTS TO BE REIMBURSE FOR THE SEAT BELT LATCH ASSEMBLY 2. CLAIMS IS WAS TO BE UNDER THE OCS CAMPAIGN WRITER ADVISED HIM TO SEND RO, PROOF OF PAYMENT, AND REGISTRATION GAVE EMAIL ADD TO HIM TO SEND COPIES	<input checked="" type="checkbox"/>	5389968	HCCC Tier2 Team6 Agent	HCCC
3/14/2013 02:24:23 PM	JRENDON	Rendon	Jeruselem	Inbound	Customer	Telephone	CUST STS: 1. I HAVE A LETTER ABOUT THIS OCS LAWSUIT. DO I QUALIFY? I WANT TO ADD MYSELF TO THIS EITHER WAY. 2. I HAVE PAID IN THE PAST FOR THE SEATBELT ASSEMBLIES \$250 FOR EACH. 3. THAT IS SO CLOSELY RELATED TO THE OCS SITUATION AND I SHOULD NOT HAVE PAID FOR IT. THE COMPUTER GAVE THE SAME CODE FOR BOTH. 4. THE DEALERSHIP HAD LOOKED AT THE CODE IN THE PAST, GLANCED AT IT, REPLACED THE SEATBELT ASSEMBLY, AND WIPED THE CODE FROM THE SYSTEM. THE LIGHT CAME BACK ON AND THEY HAD WIPED THE CODE AGAIN.	<input checked="" type="checkbox"/>	5389968	HCCC Tier2 Team6 Agent	HCCC

						I ASKED FOR THE SEATBELT ASSEMBLY THEY TOOK OFF AND HAD IT TESTED SEPARATELY - IT WORKED PERFECTLY OF COURSE. 5. I HAVE MY RECEIPTS AND PRICE BREAKDOWN OF WHAT I PAID. I WOULD LIKE THIS REIMBURSED BECAUSE THAT HAD NOTHING TO DO WITH MY PROBLEM. RIGHT NOW, I WANT TO MAKE SURE I AM INCLUDED IN THIS SETTLEMENT TOO AND HAVE THAT REPAIR DONE RIGHT. WRITER DOCUMENTED INFO AND CONCERN. TRANSFERRED TO CM.			
--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4201492	THE PASSENGER SEAT HAS NEVER BEEN USED AND THE SEAT BELT TENSIONER IS NEEDING TO BE REPLACED.	CASE CLOSED AS NON CONTACT AND CAN NOT REACH THE CUSTOMER.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 11/30/2010 07:45:22 AM		
Email: [REDACTED]	Closed: 12/21/2010 08:22:39 AM		
Address: [REDACTED]	Status: Closed	Contact Reason	Resolution
City: MARYSVILLE	Sub Status: Closed	* Sentiment:	* Resolution: Other
ZIP: [REDACTED]	Creator Last Name: Wicklund-012512	* Category: Product	* Remedy: N/A
State: CA	Creator First Name: Cassandra	* Sub-Category: Operation	* Resolution Satisfaction: Negative
IQS :	Owner Last Name: [REDACTED]	System: Body Electrical	Transfer
CSI :	Owner First Name: [REDACTED]	Component: Other	Trans. To:
Contact Language : ENGLISH	* Urgency: Low	Symptom: Other	Trans. Team:
Dealer			Trans. Dealer:
* Servicing Dealer: CHICO HYUNDAI	CA129 Active		Trans. Type: Standard
Service District: Western District A	Sales District: Western District A		Trans. Reason:
Vehicle			Check Request Pending Approval : 0
VIN: 5NPEU46F66H [REDACTED]	Model Year: 2006	Engine: F	eMail notification when case is closed:
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 02	
* Mileage: 36,000	Date of First Use: 9/2/2005	Production Date: 8/16/2005	
Blue Link Equipped : No		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
1/11/2011 10:03:27 AM	KVASQUEZ	Vasquez-021612	Kevin	Inbound	Customer	Telephone	CUST STATED: 1. CALLED BACK TO CHECK ON UPDATES ON CASE. 2. WAS NOT PLEASED WITH REIMBURSEMENT BEING DECLINED. WRITER PROVIDED CUST UPDATES ON CASE AND INFORMED AS PER TL/WB THAT UNDER CIRCUMSTANCES CONSIDERED OF IRF INVOLVED AND THE USE OF NON HYUNDAI COMPONENTS IN THE REPAIR THE GOODWILL AS DECLINED. CASE REMAINS CLOSED.	<input checked="" type="checkbox"/>	4201492	CC Team5	Call Center
12/21/2010 08:20:51 AM	CWICKLUND	Wicklund-012512	Cassandra	General	General	General	CASE CLOSED AS THE WRITER IS UNABLE TO REACH THE CUST TO ADVISE THE CUST THAT THE REIMBURSEMENT HAS BEEN DECLINED. IF CUST CALLS BACK ANY CM CAN PROVIDE THE INFO OF THE INFO FROM TL/WB.	<input checked="" type="checkbox"/>	4201492	CC Team7	Call Center
12/20/2010 10:19:37 AM	CWICKLUND	Wicklund-012512	Cassandra	Outbound	Customer	Telephone	WRITER CONTACTING CUSTOMER TO ADVISE THE CUSTOMER THAT THE REQUEST HAD BEEN DECLINED AND WAS UNABLE TO	<input checked="" type="checkbox"/>	4201492	CC Team7	Call Center

							REACH THE CUSTOMER AND LEFT CASE INFORMATION AND WRITER INFORMATION.				
12/16/2010 07:21:00 AM	CWICKLUND	Wicklund-012512	Cassandra	Outbound	Customer	Telephone	WRITER CONTACTING CUSTOMER TO ADVISE THE CUSTOMER THAT THE REQUEST HAD BEEN DECLINED AND WAS UNABLE TO REACH THE CUSTOMER AND LEFT CASE INFORMATION AND WRITER INFORMATION.	<input checked="" type="checkbox"/>	4201492	CC Team7	Call Center
12/10/2010 02:54:11 PM	WBURRELL	Burrell-083011	Walter	General	General	General	AS CUSTOMER CHOOSE TO GO TO INDEPENDENT SHOP THERE IS NO WAY TO DETERMINE IF THIS IS A DEFTECT IN FACTORY WORKMANSHIP OR MATERIALS. IT DOES NOT LOOK LIKE HYUNDAI PARTS WERE USED IN THE REPAIR SO GOODWILL IS DENIED.	<input checked="" type="checkbox"/>	4201492	CC Team5	Call Center
							GOODWILL 1. WHY IS THIS CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION? THE CUSTOMER FEELS THAT THE CUSTOMER SHOULD NOT HAVE TO PAY FOR THE PASSENGER SEAT BELT REPLACEMENT AS THE				

12/10/2010 05:39:44 AM	CWICKLUND	Wicklund- 012512	Cassandra	General	General	General	PASSENGER SEAT IS NEVER USED. 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? REIMBURSEMENT FOR THE REPAIR OF THE PASSENGER SEAT BELT. 3. WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? THE CUSTOMER IS OUT OF THE WARRANTY BY THREE MONTHS. 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? ORIGINAL OWNER. 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? BELLI AUTOMITIVE SMOG & REPAIR. 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? THE REPAIR WAS COMPLETED AT AN IO&O REPAIR SHOP 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR	<input checked="" type="checkbox"/>	4201492	CC Team7	Call Center
------------------------------	-----------	---------------------	-----------	---------	---------	---------	--	-------------------------------------	---------	----------	-------------

							OTHER? 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? THE VEHICLE IS MAINTAINED AT AN IO&O SHOPS. 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? NO PART NUMBERS PROVIDED AS ITS AN IO&O REPAIR SHOP 10. WHAT WAS THE COST FOR PARTS? \$218.96 11. WHAT WAS THE COST FOR LABOR? \$212.50 12. WHAT IS TOTAL COST OF REPAIR? \$431.46			
12/9/2010 12:55:59 PM	RWATTS	Watts-062612	Ruth	Inbound	Customer	Letter	CORRESPONDENCE LETTER RECEIVED FROM CUSTOMER. FORWARDING CASE BACK TO CM/CW FOR PROCESSING. <input checked="" type="checkbox"/>	4201492	CC Team6	Call Center
11/30/2010							CUSTOMER STATES: 1. THE PASSENGER SEAT BELT TENSIONER NEEDED TO BE REPLACED. 2. THE CUST IS A LOYAL HYUNDAI OWNER AND IS THINKING OF PURCHASING ANOTHER HYUNDAI. 3. THE PASSENGER SEAT IS NEVER USED AND THE CUST DOES NOT UNDERSTAND WHY THE			

07:58:59 AM	CWICKLUND	Wicklund- 012512	Cassandra	Inbound	Customer	Telephone	PASSENGER SEATBELT HAS GONE OUT SINCE THE SEAT IS NOT USED. WRITER ADVISED THE CUST TO SEND IN ALL THE DOCUMENTS FOR THE REPAIR AND THE PROOF OF PAYMENT AND PROOF OF OWNERSHIP AND WRITER WILL SUBMIT FOR POSSIBLE REIMBURSEMENT. CASE CLOSED PENDING DOCUMENTS BEING RECEIVED.	4201492	CC Team7	Call Center
----------------	-----------	---------------------	-----------	---------	----------	-----------	---	---------	----------	-------------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 6121778	SEAT BELT CONCERNS WITH TENSIONER. WARRANT INQUIRY	SEAT BELTS ARE OUT OF WARRANTY.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 10/17/2013 03:17:08 PM		
Email: [REDACTED]	Closed: 10/18/2013 01:52:51 PM		
Address: [REDACTED]	Status: Closed		
City: DICKSON	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Black-011714	Contact Reason	Resolution
State: TN	Creator First Name: Letissa	* Sentiment: Complaint	* Resolution: Documented Concern
IQS :	Owner Last Name: [REDACTED]	* Category: Campaign	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: 083 Sonata OCS	* Resolution Satisfaction: Neutral
CSI :	SSI :	System: Body Electrical	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: OCS	Trans. To:
Dealer		Symptom:	Trans. Team:
* Servicing Dealer: HYUNDAI OF COOL SPRINGS TN046 Active		Method : Telephone	Trans. Dealer:
Service District: South Central District C	Sales District: South Central District 1		Trans. Type: Standard
Vehicle			Trans. Reason: Case Handling
VIN: 5NPEU46F66H-[REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 01	eMail notification when case is closed:
* Mileage: 90,000	Date of First Use: 12/15/2005	Production Date: 12/3/2005	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer

Last Name

First Name

Phon

Emai

Address

City: WEBSTER

ZIP:

State:: NY

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Case Information

Case Number: 6125877

Type: CA

Opened: 10/19/2013 12:29:35 PM

Closed: 12/27/2013 07:21:33 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Yanez-030514

Creator First Name: Martin

Owner Last Name: 4

Owner First Name:

★Urgency: Low

★Contact Reason Summary

DEALER SERVICE COMPLAINT -
INSTALLED SEAT BELT BUCKLE
INCORRECTLY ; CAMPAIGN 113 -
ELIGIBILITY - OCS CLASS ACTION -
CAMPAIGN 083 STILL OPEN

Contact Reason

★Sentiment: Complaint

★Category: Service - Dealer

★Sub-Category: Workmanship

System: Body

Component: Seatbelt

Symptom: Other

* Resolution Summary

INFORMED CUSTOMER SEAT BELT
COMPONENTS ARE COVERED
UNDER THE 5/60 NVLW. ONCE
OUTSIDE WARRANTY, VEHICLE
REPAIRS ARE THE RESPONSIBILITY
OF THE CUSTOMER. ADVISED
CUSTOMER TO BRING VEHICLE IN
TO SERVICING DEALER FOR
CAMPAIGNS 083 AND 113. CASE

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Negative

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

★Servicing Dealer: VISION HYUNDAI

NY083 Active

Service District: Eastern District C

Sales District: Eastern District C

Vehicle

VIN: 5NPEU46F66H

Model Year: 2006

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 01

★Mileage: 29,000

Date of First Use: 7/15/2006

Production Date: 2/10/2006

Blue Link Equipped : No

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name First Name Phone Email Address City: NORTH BRUNSWICK ZIP: State:: NJ IQS : VDS : CSI : SSI :	Case Number: 4588089 Type: CA Opened: 10/19/2011 10:24:23 AM Closed: 10/19/2011 10:40:14 AM Status: Closed Sub Status: Closed Creator Last Name: Chappuies-012512 Creator First Name: Amanda Owner Last Name: Owner First Name: *Urgency: Low	DEALERSHIP SAID SEATBELT REPAIR WOULD NOT BE COVERED UNDER WARRANTY. WANTS TO KNOW WHAT THE WARRANTY IS FOR THE SEATBELT. AIRBAG WAS ON, BUT THE AIRBAG LIGHT IS CURRENTLY OFF Contact Reason *Sentiment: *Category: Warranty Issues *Sub-Category: Coverage System: Component: Symptom: Method : Telephone	ADVISED CUSTOMER THAT WARRANTY ON SEATBELTS IS 5/60000 WHICH EVER COMES FIRST, AND BASED ON THE INFORMATION GIVEN, CUSTOMER IS OUT OF WARRANTY BY MILES. REFERRED CUSTOMER TO DEALERSHIP FOR REPAIR STATUS AND REPAIR OF VEHICLE. Resolution * Resolution: Referred to Dealer * 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:
Contact Language : ENGLISH			
Dealer	* Servicing Dealer: BRAD BENSON HYUNDAI NJ029 Active Service District: Eastern District 7 Sales District: Eastern District 7		
Vehicle	VIN: 5NPEU46F66H Model: Sonata (NF) V-6 * Mileage: 75,212	Model Year: 2006 Short Model: 25452F65 Date of First Use: 6/27/2006	Engine: F Accessory: 01 Production Date: 2/28/2006 Case in Arbitration : No
Blue Link Equipped : No			

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/19/2011 10:37:28 AM	ACHAPPUIES	Chappuies-	Amanda	Inbound	Customer	Telephone	CUSTOMER STATED: 1. DEALERSHIP SAID SEATBELT REPAIR WOULD NOT BE COVERED UNDER WARRANTY 2. WANTS TO KNOW WHAT THE WARRANTY IS FOR THE SEATBELT 3. AIRBAG WAS ON, BUT THE AIRBAG LIGHT IS CURRENTLY OFF WRITER INFORMED CUSTOMER THAT THE WARRANTY ON SEATBELTS IS 5/60000 WHICH EVER COMES FIRST, AND THAT BASED ON INFORMATION GIVEN, CUSTOMER IS OUT OF WARRANTY BY MILES. REFERRED CUSTOMER TO DEALERSHIP FOR REPAIR STATUS AND REPAIR OF VEHICLE. CASE CLOSED.		4588089	CC Training Team	Call Center

Cases

Customer		Case Information		Contact Reason Summary	Resolution Summary
Last Name:	[REDACTED]	Case Number:	4815801	CUST CALLED SEAT BELT BUCKLE NOT WORKING	WRITER CALLED CUST LEFT V/M CHECK MAILING OUT 07/06/12
First Name:	[REDACTED]	Type:	CA		
Phone:	[REDACTED]	Opened:	4/30/2012 09:36:20 AM		
Email:	[REDACTED]	Closed:	6/29/2012 06:17:19 AM		
Address:	[REDACTED]	Status:	Closed		
City:	BARTLETT	Sub Status:	Closed	Contact Reason	Resolution
ZIP:	[REDACTED]	Creator Last Name:	Pelayo-051513	* Sentiment:	* Resolution: Provided Information
State:	IL	Creator First Name:	Ricardo	* Category: Warranty Issues	* Remedy: N/A
IQS :	VDS :	Owner Last Name:	[REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
CSI :	SSI :	Owner First Name:	[REDACTED]	System:	Transfer
Contact Language :		* Urgency:	Low	Component:	Trans. To:
Dealer				Symptom:	Trans. Team:
* Servicing Dealer:	ELGIN HYUNDAI	IL068	Active		Trans. Dealer:
Service District:	Central District 2	Sales District:	Central District 1		Trans. Type: Standard
Vehicle					Trans. Reason: Case Handling
VIN:	5NPEU46F66H-[REDACTED]	Model Year:	2006	Engine:	F
Model:	Sonata (NF) V-6	Short Model:	25452F65	Accessory:	02
* Mileage:	54,000	Date of First Use:	7/24/2006	Production Date:	3/6/2006
Blue Link Equipped :	No			Case in Arbitration :	No
					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
6/29/2012 06:15:06 AM	RPELAYO	Pelayo-051513	Ricardo	Outbound	Customer	Telephone	WRITER CALLED CUST LEFT V/M CHECK MAILING OUT 07/06/12	<input checked="" type="checkbox"/>	4815801	HCCC Tier2 Team1	HCCC
6/28/2012 01:36:00 PM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 7/6/12		4815801	NCA HCR	NCA
6/19/2012 11:18:11 AM	HMA02255	Thompson	Tamiko	General	General	General	REVISION REQUIRED. PLEASE CORRECT PAYEE'S NAME TO: SAMIR DESAI		4815801	NCA HCR	NCA
6/17/2012 11:07:18 AM	ADUGALL	Dugall	Aaron	General	General	General	1. CUSTOMER REQUEST GOODWILL REIMBURSEMENT FOR REPLACEMENT OF SEAT BELT BUCKLE ASSEMBLY. FRONT LEFT SEAT BELT BUCKLE WAS REPLACED 12/10/10 AT 42,735 MILES UNDER NVLW. CUSTOMER PAID FOR DIAGNOSIS (4/30/12 AT 54,297 MILES) AND REPLACEMENT (5/4/12 AT 54,376 MILES) FOR LEFT FRONT SEAT BELT BUCKLE. NVLW EXPIRED FOR ROUGHLY 9 MONTHS AND PARTS WARRANTY HAD EXPIRED AS WELL. GOODWILL REQUEST PARTS \$166.95 LABOR \$156.00 MISC \$15.93 TOTAL \$338.88 2. PROOF OF OWNERSHIP (CURRENT	<input checked="" type="checkbox"/>	4815801	HCCC General Team1 Supervisor	HCCC

01:58:58 PM	ADUGALL	Dugall	Aaron	General	General	General	<p>(5/4/12 AT 54,376 MILES) FOR LEFT FRONT SEAT BELT BUCKLE. NVLW EXPIRED FOR ROUGHLY 9 MONTHS AND PARTS WARRANTY HAD EXPIRED AS WELL. GOODWILL REQUEST PARTS \$166.95 LABOR \$156.00 MISC \$15.93 TOTAL \$338.88 2. PROOF OF OWNERSHIP (CURRENT REGISTRATION), PROOF OF PAYMENT (IL068 R/O# 164427 AND 164618 MARKED PAID) AND REPAIR ORDERS (IL068 R/O# 164427 AND 164618) ARE ATTACHED.</p>	<input checked="" type="checkbox"/>	4815801	General Team1 Supervisor	HCCC
							<p>*****GOODWILL CONSIDERATION***** 1. WHY IS THIS CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION? THE CASE IS BEING SUBMITTED AS A RESULT OF A MULTIPLE REPAIR ON SEAT BELT BUCKLE. 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? THE CUST IS REQUESTING THAT HMA REIMBURSE THE TOTAL REPAIR BILL OF \$266.95 3. WHICH WARRANTY IS IN</p>				

6/16/2012 05:01:11 AM	RPELAYO	Pelayo-051513	Ricardo	General	General	General	<p>QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? 5/60 9 MONTHS OUT OF WARRANTY. 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? OG OWNER 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? ELGIN HYUNDAI (IL068) 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? JIM SELIG 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? THE REPAIRS ARE A RESULT OF DEFECT IN WORKMANSHIP 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? N/A 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? BUCKLE ASM - 88830-0A000-QS 10. WHAT WAS THE COST FOR PARTS? \$176.95 11. WHAT WAS</p>	<input checked="" type="checkbox"/>	4815801	HCCC Tier2 Team1	HCCC
-----------------------------	---------	---------------	---------	---------	---------	---------	--	-------------------------------------	---------	------------------------	------

							THE COST FOR LABOR? \$120.00 12. OTHER \$-30.00 12. WHAT IS TOTAL COST OF REPAIR? \$266.95				
6/14/2012 12:23:39 PM	WZERVAKO	Zervakos	William	General	General	Fax	FAX RECEIVED: COVER LETTER, REGISTRATION	<input checked="" type="checkbox"/>	4815801	HCCC General Team1 Agent	HCCC
6/8/2012 10:05:05 AM	SBROOKS	Brooks-011413	Stephen	Inbound	Customer	Telephone	CUSTOMER STATED: 1.CALLING TO CHECK STATUS OF HIS CASE WRITER INFORMED HIM THAT WE STILL NEED POO TO COMPLETE THIS AND WILL LET CM/RP KNOW TO FOLLOW UP ON HIS CASE	<input checked="" type="checkbox"/>	4815801	HCCC Tier2 Team1	HCCC
5/10/2012 05:12:41 AM	RPELAYO	Pelayo-051513	Ricardo	Outbound	Customer	Telephone	WRITER CALLED CUST LEFT V/M NEED POO, POP	<input checked="" type="checkbox"/>	4815801	HCCC Tier2 Team1	HCCC
5/8/2012 11:47:28 AM	NPERRY	Perry-011513	Nia	General	General	Fax	INVOICE RECEIVED	<input checked="" type="checkbox"/>	4815801	PCCC Team1 Agent	PCCC
4/30/2012 09:39:23 AM	RPELAYO	Pelayo-051513	Ricardo	Inbound	Customer	Telephone	CUST STATES: 1. WARNING LIGHT ON 2. HAD SEAT BELT BUCKLE CHANGED 12/10/10 3. WARNING LIGHT CAME BACK ON NEED SEAT BELT BUCKLE REPLACED AGAIN 4. OUT OF WARRANTY 5. \$355 TO HAVE IT REPLACED WRITER EXPLAINED: POSSIBLE GW CASE BY CASE BASES RO, POO, POP CASE CLOSED PENDING DOCUMENTS	<input checked="" type="checkbox"/>	4815801	HCCC Tier2 Team1	HCCC

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 6478483	* Contact Reason Summary OPENING TO REGION FOR ASSISTANCE IN OBTAINING INFORMATION FROM IL068. ONGOING SEAT BELT CONCERN. GOODWILL REIMBURSEMENT REQUEST FOR SEATBELT REPLACEMENT; OCS CLASS ACTION	* Resolution Summary CASE RE-OPENED FOR HCR
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 3/18/2014 09:27:06 AM		
Email: [REDACTED]	Closed: 4/11/2014 06:44:27 AM		
Address: [REDACTED]	Status: Closed	* Contact Reason * Sentiment: Inquiry/Suggestion * Category: Settlement * Sub-Category: OCS - Eligibility System: Body Electrical Component: OCS Symptom: Other Method: Telephone	* Resolution * Resolution: Assist HMA 100% GW * Remedy: N/A * Resolution Satisfaction: Neutral
City: BARTLETT	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Ames		
State: IL	Creator First Name: Anne		
IQS: VDS:	Owner Last Name: [REDACTED]		
CSI: SSI:	Owner First Name: [REDACTED]		
Contact Language:	* Urgency: Low	* Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Case Handling Check Request Pending Approval : 0 eMail notification when case is closed:	
Dealer			
* Servicing Dealer: ELGIN HYUNDAI IL068 Active	Sales District: Central District 1		
Service District: Central District 2			
Vehicle			
VIN: 5NPEU46F66[REDACTED]	Model Year: 2006	Engine: F	
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 02	
* Mileage: 67,000	Date of First Use: 7/24/2006	Production Date: 3/6/2006	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: NAPERVILLE

ZIP:

State:: IL

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Case Information

Case Number: 6113313

Type: CA

Opened: 10/15/2013 09:39:03 AM

Closed: 10/16/2013 11:05:35 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Gonzalez

Creator First Name: Heather

Owner Last Name:

Owner First Name

★Urgency: Low

★ Contact Reason Summary

SHORT CIRCUIT IN SEATBELT
BUCKLE INQUIRY

Contact Reason

★Sentiment: Inquiry/Suggestion

★Category: Product

★Sub-Category: No Code

System: Body Electrical

Component: OCS

Symptom: Seat Belt Light

Method : Telephone

* Resolution Summary

TRANSFERRED TO A CASE
MANAGER.

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

★ Servicing Dealer: GARTNER HYUNDAI

IL042 Inactive

Service District: National

Sales District: Central District 2

Vehicle

VIN: 5NPEU46F66H

Model Year: 2006

Engine: F

Model: Sonata (NF) V-6

Short Model: 25462F65

Accessory: 03

★Mileage: 62,000

Date of First Use: 5/20/2006

Production Date: 3/8/2006

Blue Link Equipped : No

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Nam First Nam Phon Emai Address City: BALDWIN ZIP: [REDACTED] State:: NY IQS : VDS : CSI : SSI :	Case Number: 6405583 Type: CA Opened: 2/12/2014 07:51:57 AM Closed: 2/14/2014 07:39:53 AM Status: Closed Sub Status: Closed Creator Last Name: Secretan Creator First Name: Chloe Owner Last Name: [REDACTED] Owner First Name: [REDACTED] Urgency: Low	INQUIRY HMA HPP COVERAGE; GOODWILL REIMBURSEMENT REQUEST FOR SEATBELT SENSOR REPAIR. Contact Reason Sentiment: Inquiry/Suggestion Category: HPP Sub-Category: Coverage System: Component: Symptom: Method : Telephone	INFORMED CUSTOMER SEAT BELTS ARE WEAR RELATED ITEMS NOT COVERED UNDER 4B ADVANTAGE PLUS HYUNDAI PROTECTION PLAN. CUSTOMER WILL BE RESPONSIBLE FOR THE COST OR REPAIRS. Resolution Resolution: Provided Information Remedy: N/A Resolution Satisfaction: Positive Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Case Handling Check Request Pending Approval : 0 eMail notification when case is closed:
Dealer Servicing Dealer: MILLENNIUM HYUNDAI NY126 Active Service District: Eastern District 5 Sales District: Eastern District 5			
Vehicle VIN: 5NPEU46F67H [REDACTED] Model: Sonata (NF) V-6 Mileage: 63,926	Model Year: 2007 Short Model: 25452F65 Date of First Use: 1/15/2007	Engine: F Accessory: 05 Production Date: 4/6/2006 Case in Arbitration : No	
Blue Link Equipped : No			

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: PORT CHARLOTTE

ZIP

State: FL

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: PALM HYUNDAI

FL077 Active

Service District: Southern District B

Sales District: Southern District A

Vehicle

VIN: 5NPEU46F67H

Model Year: 2007

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 15

★ Mileage: 109,000

Date of First Use: 5/18/2006

Production Date: 4/10/2006

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 5376543

Type: CA

Opened: 3/10/2013 06:52:29 AM

Closed: 4/30/2013 12:16:29 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Gamble-082914

Creator First Name: Perry

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

WARRANTY INQUIRY. CUST HAS AIR BAG LIGHTS COMING ON AND OFF IN THE CAR. TOLD THIS WAS THE SEAT BELT BUCKLES AND WIRING.

Contact Reason

★ Sentiment: Inquiry/Suggestion

★ Category: Warranty Issues

★ Sub-Category: Coverage

System:

Component:

Symptom:

Method : Telephone

* Resolution Summary

DPSM RULED SEAT BUCKLE REPAIR WILL NOT BE UNDER WARRANTY. ONCE THIS HAS BEEN REPAIRED DEALERSHIP CAN LOOK AT OCS AGAIN.

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Negative

Transfer

Trans. To: Gunter, Jennifer

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

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
4/30/2013 12:13:09 PM	JGUNTER	Gunter	Jennifer	Outbound	Customer	Telephone	WRITER INFORMED CUST THAT DPSM HAD BEEN CONTACTED. THAT DPSM RULED WORK WOULD NOT BE UNDER WARRANTY. WRITER ADVISED CUST TO HAVE BUCKLES FIXED SO OCS COULD BE CHECKED. SO CUST WOULD FEEL SAFE IN THE CAR. CASE CLOSED.	<input checked="" type="checkbox"/>	5376543	HCCC Lead Agent Team1 Agent	HCCC
4/30/2013 11:24:57 AM	BSTEVENS	Stevens-121013	Brett	Inbound	Dealer	Telephone	SM MATT STATES 1. COMPLETE SEPERATE ISSUE FROM THE OCS 2. DPSM SAYS WE ARE NOT DOING ANYTHING AS TO GOODWILL FOR CUST 3. NOTICED SHE MIGHT HAVE SOMETHING DONE WITH SEATBELT BUCKLES IN 2010 AND WHAT HAPPENING IS THERE SPILLING STUFF ON THEM WRITER THANKED MATT FOR CLARIFYING ISSUE	<input checked="" type="checkbox"/>	5376543	HCCC Tier2 Team2 Agent	HCCC
4/30/2013 09:41:03 AM	JGUNTER	Gunter	Jennifer	Outbound	Dealer	Telephone	LEFT DEALER FL077, SM MATT VOICEMAIL. LEFT CASE NUMBER, HCCC NUMBER, CUST NAME, CUST VIN. ASKED IF SM HAD CONTACTED DPSM	<input checked="" type="checkbox"/>	5376543	HCCC Lead Agent Team1 Agent	HCCC

							REGARDING CASE.				
4/29/2013 11:05:35 AM	JGUNTER	Gunter	Jennifer	General	General	General	***ANY TIER 2*** IF SM MATT FROM FL077 CALLS. GET DPSPM RULING FROM SM ON REPAIRS NEEDED. CM WILL CALL CUST.	<input checked="" type="checkbox"/>	5376543	HCCC Lead Agent Team1 Agent	HCCC
4/29/2013 11:04:55 AM	JGUNTER	Gunter	Jennifer	Outbound	Dealer	Telephone	LEFT DEALER FL077, SM MATT A VOICEMAIL. LEFT CUST NAME, CUST VIN, CASE NUMBER AND HCCC NUMBER.	<input checked="" type="checkbox"/>	5376543	HCCC Lead Agent Team1 Agent	HCCC
4/29/2013 10:52:00 AM	JGUNTER	Gunter	Jennifer	Outbound	Dealer	Telephone	DEALER FLETCHER HYUNDAI, MO036, SM ED. DEALER STATES: THAT CAR WAS LAST HERE BACK IN 2010. MILEAGE AT TIME WAS 54,727. THE AIR BAG WAS LOOKED AT. IT SHOWS THAT THERE WAS SOMETHING UNDER THE SEAT. WE DID A CAMPAIGN ON STOP LAMP SWITCH RECALL. THE OBJECT UNDER THE SEAT THREW AN OCS CODE. WE HAD A BULLETIN AT THE TIME AND DID A RECALIBRATION. OUR SYSTEM HAS CHANGED AND WE LOST A LOT OF INFORMATION ON PAST CASES. WE REPLACED A BELT BUCKLE BACK IN 9/2008 ON THE PASSENGER SIDE. THAT WAS UNDER	<input checked="" type="checkbox"/>	5376543	HCCC Lead Agent Team1 Agent	HCCC

							WARRANTY. WRITER THANKED DEALER FOR HIS TIME.				
4/29/2013 10:40:15 AM	JGUNTER	Gunter	Jennifer	Outbound	Dealer	Telephone	DEALER FL077, SM MATT. DEALER STATES: BETWEEN US THE INTERIOR OF THE CAR IS TRASHED. SODA STAINS ON EVERYTHING. A NUMBER OF ITEMS NEED TO BE FIXED. ALL THE CODES ARE ACTIVE. THEY HAVE TO BE FIXED AND THEN WE CAN LOOK AT THE OCS. UNTIL THEN WE CAN'T FIX THE AIR BAG FOR HER. THE WIRING NEEDS TO BE REPAIRED. AND BOTH SEAT BELT BUCKLES. BUCKLES HAVE PRETENSIONERS. THIS PULLS THE SEAT BACK. THE LATCHES FOR THAT ARE BAD. THOSE ARE DAMAGED BY THE USER. LOOKS LIKE SOMETHING WAS SPILLED ON THEM. ONCE THAT HAPPENS THEY GO OUT. ABUSE TO CAR. WE WOULD BE HAPPY TO CHECK THE OCS BUT WE CAN'T TILL THIS IS FIXED. SHE CAME IN WITH 111,923. DO YOU HAVE A CASE NUMBER? I WILL CALL MY DPSPM SO WE HAVE A FINAL RULING. WRITER THANKED	<input checked="" type="checkbox"/>	5376543	HCCC Lead Agent Team1 Agent	HCCC

						SM FOR HIS TIME. WRITER ASKED SM TO CONTACT DPSM TO GET FINAL RULING. SEAT BELT WARRANTY IS 5/60. WRITER PROVIDED CASE NUMBER. WRITER WILL CALL FLETCHER FOR ADDITIONAL INFORMATION.			
						CUST STATES: 1. TOOK IT IN FOR REPAIRS AND IT IS STILL IN QUESTION. 2. STILL NOT WORKING. 3. I HAVE A SAFETY CONCERN FOR MY CHILDREN. 4. WE ARE GOING TO PALM HYUNDAI NOW. 5. I LEFT IT FOR 3 DAYS WITH FLETCHER HYUNDAI. 417-625-4500. 6. I JUST PICKED IT UP. 7. THE LIGHT FOR THE AIR BAG DOESN'T COME ON AT ALL NOW. 8. SEAT BUCKLE ON PASSENGER SIDE, COMES ON WITH BUCKLE DONE. 9. PASSENGER LIGHT DOESN'T COME ON AT ALL. 10. ANOTHER AIR BAG LIGHT BEHIND THE STEERING WHEEL ON SINCE I BOUGHT THE CAR. 11. THEY TOLD ME SOMETHING UN UNDER SEAT WAS HIT SO THEY			

10:19:48 AM	JGUNTER	Gunter	Jennifer	Inbound	Customer	Telephone	<p>DISCONNECTED IT AND NOT 5 MILES IT CAME BACK ON. ' 12. TOOK IT IN HERE. RAN CODE TEST AND SOMETHING WITH BUCKLE CODE. 13. WE DON'T FEEL SAFE IN THE CAR. 14. I LOVE MY CAR, BUT I WANT TO FEEL SAFE. 15. WHEN I HIT THE BRAKES IT SHUTS OFF. AND IT SHUTS OFF WHEN NO ONE IS IN THE SEAT. 16. IT DOES THE OPPOSITE OF WHAT IT NEEDS TO. REALLY ERRATIC. 17. I KEEP UP THE MAINTENANCE. 18. I MAY NOT TAKE IT BACK TO THE DEALERSHIP. WRITER VERIFIED CUST HAS CASE NUMBER. WRITER WILL CALL PALM HYUNDAI AND SPEAK WITH SM. WRITER WILL SPEAK WITH FLETCHER HYUNDAI IF NECESSARY. WRITER WILL KEEP CUST UPDATED.</p>	☑	5376543	Agent Team1 Agent	HCCC
						<p>CUST STS: 1. "THERE IS A RECALL ON MY CAR FOR THE AIRBAG." 2. "TOOK VEHICLE IN FOR REPAIRS AND IT IS NOT FIXED." 3. PALM HYUNDAI FIXED VEHICLE AND "SEATBELT IS</p>					

4/29/2013 10:02:46 AM	TBOHLER	Bohler-071813	Tamra	Inbound	Customer	Telephone	<p>BUCKLED LIGHT IS ON AND WHEN SEATBELT IS UNBUCKLED LIGHT IS OFF." 4. "AIRBAG LIGHT IS OFF ALL THE TIME." 5. "WHEN I HIT THE BRAKES THE LIGHT IS OFF." 6. "AIRBAG LIGHT BEHIND STEERING WHEEL HAVE BEEN OFF EVER SINCE VEHICLE PURCHASE." 7. "NOW LIGHT HAVE BEEN ON EVER SINCE." 8. "THAT DOES NOT MAKE ME FEEL SAFE IN MY CAR." 9. "THE SAD THING IS I LOVE MY CAR BUT ALL THE SAFETY FEATURES ARE NOT DOING WHAT THEY SUPPOSED TO DO." 10. "IS THERE SOMETHING ABOUT A BUY BACK PROGRAM, I WOULDN'T EVEN MIND ANOTHER USED VEHICLE WHERE I FEEL SAFER WITH MY KIDS IN THE CAR." 11. "I WOULDN'T EVEN MIND A SWAP OUT." 12. "I JUST WANT TO BE SURE MY KIDS ARE SAFE IN MY VEHICLE." WRITER VERIFIED AND DOCUMENTED INFORMATION. WRITER INFORMED CUSTOMER VEHICLE</p>	<input checked="" type="checkbox"/>	5376543	HCCC Tier1 Team1	HCCC
-----------------------------	---------	---------------	-------	---------	----------	-----------	---	-------------------------------------	---------	------------------------	------

							AFFECTED IN CAMPAIGN FOR OCS AND STOP LAMP SWITCH AND REFERRED CUSTOMER TO DEALERSHIP FOR REPAIRS. CUSTOMER PREVIOUSLY HAD REPAIRS ON VEHICLE COMPLETED BUT IS STILL EXPERIENCING SAFETY CONCERNS. WRITER TRANSFERRED CUSTOMER TO CM/JG				
3/10/2013 06:55:12 AM	PGAMBLE	Gamble- 082914	Perry	Inbound	Customer	Telephone	CUST STS: 1. WANTS TO KNOW IF INCLUDED IN THE CLASS ACTION. 2. WANTS TO KNOW ABOUT THE BUYBACK SETTLEMENT . WRITER ADVISED THAT THE SETTLEMENT NOTIFICATION SHOULD BE READ COMPLETELY. VEHICLE IS IN THE AFFECTED LIST AND BUYBACK IS DEPENDING UPON THE JUDGES APPROVAL OF THE SETTLEMENT AND THE MEETING OF CRITERIA SET BY HYUNDAI. CASE CLOSED.	<input checked="" type="checkbox"/>	5376543	HCCC Tier2 Team1 Agent	HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4350303	CUSTOMER STATED: SEAT BELT LIGHT STAYS ON. WANTS TO KNOW IF RECALL ON VEHICLE. DEALERSHIP ADVISED NEED NEW SEAT BELT ASSEMBLY. OUT OF WARRANTY.	WRITER ADVISED NO CAMPAIGN ON VEHICLE. SEAT BELT OUT OF WARRANTY. WILL DOCUMENT CUSTOMER'S CONCERN. UPDATED NEW OWNER INFORMATION IN FILE.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 4/1/2011 11:09:09 AM		
Email: [REDACTED]	Closed: 2/18/2013 08:18:35 AM		
Address: [REDACTED]	Status: Closed		
City: LEXINGTON	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: Mondale-083011	* Sentiment: Inquiry/Suggestion	* Resolution: Documented Concern
State: KY	Creator First Name: Sarah	* Category: Campaign	* Remedy: N/A
IQS: VDS:	Owner Last Name: [REDACTED]	* Sub-Category: Info/Eligibility	* Resolution Satisfaction: Neutral
CSI: SSI:	Owner First Name: [REDACTED]	System: Body Electrical	Transfer
Contact Language:	* Urgency: Low	Component: Other	Trans. To:
Dealer		Symptom: Seat Belt Light	Trans. Team:
* Servicing Dealer: GLENN HYUNDAI	KY005 Inactive		Trans. Dealer:
Service District: Central District 9	Sales District: Central District 4		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F67H [REDACTED]	Model Year: 2007	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 05	eMail notification when case is closed:
* Mileage: 64,000	Date of First Use: 6/14/2006	Production Date: 5/4/2006	
Blue Link Equipped : No		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
4/1/2011 11:27:05 AM	SMONDALE	Mondale- 083011	Sarah	Inbound	Customer	Telephone	CUSTOMER STATED: 1. SEAT BELT LIGHT STAYS ON. 2. WANTS TO KNOW IF RECALL ON VEHICLE. 3. HAS BEEN A CONCERN SINCE FALL OF 2010. 4. DEALERSHIP KY005 STATED NEEDS NEW SEAT BELT ASSEMBLY. WRITER ADVISED NO CAMPAIGN ON VEHICLE. SEAT BELT WOULD BE BEYOND WARRANTY. ADVISED WOULD DOCUMENT CONCERN. UPDATED NEW OWNER INFORMATION IN FILE. CASE CLOSED.		4350303	CC Training Team	Call Center

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 3814099	* Contact Reason Summary THE SEATBELT TENSION SENSOR IS BROKE AGAIN. THE AIR BAG LIGHT IS COMING ON.	* Resolution Summary
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 1/11/2010 12:12:45 PM		
Email: [REDACTED]	Closed: 1/12/2010 01:36:18 PM		
Address: [REDACTED]	Status: Closed	* Contact Reason	* Resolution
City: [REDACTED]	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Darling-083011	* Sentiment:	* Resolution: Provided Information
State: [REDACTED]	Creator First Name: Jacque	* Category: Product	* Remedy: N/A
IQS: [REDACTED] VDS: [REDACTED]	Owner Last Name: [REDACTED]	* Sub-Category: Operation	* Resolution Satisfaction: Positive
CSI: [REDACTED] SSI: [REDACTED]	Owner First Name: [REDACTED]	System: Body	* Transfer
Contact Language: [REDACTED]	* Urgency: Low	Component: Seatbelt	
Dealer		Symptom: Warning light	Trans. To:
* Servicing Dealer: MODERN HYUNDAI OF CONCORD	NC048 Active		Trans. Team:
Service District: Southern District 6	Sales District: Southern District 6		Trans. Dealer:
			Trans. Type:
			Trans. Reason:
Vehicle			Check Request Pending Approval : 0
VIN: 5NPEU46F67H-[REDACTED]	Model Year: 2007	Engine: F	eMail notification when case is closed:
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 05	
* Mileage: 61,000	Date of First Use: 7/4/2006	Production Date: 5/2/2006	
Blue Link Equipped : No		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
1/12/2010 01:33:32 PM	JDARLING	Darling-083011	Jacque	Outbound Contact			OUTBOUND CONTACT TO CUST. WRITER ADVISED CUST THAT THE PART IS A 5/60 WARRANTY AND THE CUST IS OUT OF WARRANTY. WRITER ADVISED CUST THAT THE EXTENDED WARRANTY DOES NOT COVER THE SPECIFIC PART. WRITER ADVISED CUST TO FIX REPAIRS AND SUBMIT PAPER WORK FOR POSSIBLE REIMBURSEMENT. CUST WILL CALL BACK AFTER PARTS ARE FIXED CASE CLOSED	<input checked="" type="checkbox"/>	3814099	CC Team4	Call Center
1/12/2010 01:14:55 PM	JDARLING	Darling-083011	Jacque	Call to Dealer			CALLED DLR NC048 SPOKE WITH SM/MATT STATES: 1. THE CUST PART IS A 5/60. 2. THE CUSTS EXTENDED WARRANTY DOES NOT COVER THAT SPECIFIC PART. -- WRITER NEEDED INFORMATION ON SEATBELT TENSION SENSOR. **ANY CM CAN ASSIST IF CUST CALLS BACK INFORM CUST THAT THE PART IS NOT COVERED UNDER WARRANTY VEH IS OUT OF WARRANTY BY	<input checked="" type="checkbox"/>	3814099	CC Team4	Call Center

							MILES. AND THE EXTENDED WARRANTY THE CUST HAS DOES NOT COVER THAT SPECIFIC PART.				
1/11/2010 12:18:02 PM	JDARLING	Darling-083011	Jacque	Contact from Customer			<p>CUST STATES: 1. REPLACED SEAT BELT TENSION SENSOR 2 YEARS AGO. 2. SEAT BELT TENSION SENSOR NEEDS TO BE REPLACED AGAIN. 3. DLR WILL NOT PAY FOR PART. 4. HAVE EXTENDED WARRANTY. 5. WHAT CAN BE DONE. 6. NO SECOND NUMBER. -- WRITER ADVISED CUST IN ORDER TO LOOK AT A WARRANTY FOR A SPECIFIC PART A PART NUMBER ID NEEDED. WRITER ADVISED CUST THAT WRITER WILL CALL THE DLR TO GET PART NUMBER. WRITER ADVISED CUST THAT WRITER WILL CALL CUST BACK IN 2-3 BUSINESS DAYS. WRITER GAVE CASE NUMBER, ID NUMBER AND NAME. CASE OPEN PENDING CALL TO DLR.</p>	<input checked="" type="checkbox"/>	3814099	CC Team4	Call Center

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name First Name Phone Email Address City: HOUSTON ZIP: [REDACTED] State: TX IQS : VDS : CSI : SSI :	Case Number: 3326767 Type: CA Opened: 6/26/2008 11:19:41 AM Closed: 7/10/2008 06:37:59 AM Status: Closed Sub Status: Closed Creator Last Name: Cableton-071108 Creator First Name: Lakieta Owner Last Name [REDACTED] Owner First Name: [REDACTED] *Urgency: Low	THE SEATBELT LIGHT WILL COME ON AND FLASH WHILE DRIVING Contact Reason * Sentiment: * Category: Warranty Issues * Sub-Category: Coverage System: Body Component: Seatbelt Symptom: Intermittent	* Resolution Summary Resolution * Resolution: Updated Information * Remedy: N/A * Resolution Satisfaction: Positive Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Trans. Reason: Check Request Pending Approval : 0 eMail notification when case is closed:
Dealer	* Servicing Dealer: HUMBLE HYUNDAI TX111 Active Service District: South Central District 6 Sales District: South Central District D		
Vehicle	VIN: 5NPEU46F67H [REDACTED] Model: Sonata (NF) V-6 * Mileage: 15,000 Model Year: 2007 Short Model: 25462F65 Date of First Use: 5/25/2007	Engine: F Accessory: 08 Production Date: 6/20/2006 Case in Arbitration : No	
Blue Link Equipped : No			

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
7/7/2008 01:12:34 PM	HMA03209	Fow kes	Terry	Contact from Customer			scrca received email from dpsm. dpsm states: dpsm was contacted by dealer service manager. s/m states that s/m and dealer principal have become aware of the customer's physical threats against the service advisor and that this customer is no longer welcome at either of the dealer principal's dealerships. (TX111 or TX104) and will not allow this customer on their premises for any reason.		3326767	Region South Central	Region
7/1/2008 12:40:25 PM	HMA03209	Fow kes	Terry	Contact from Customer			scrca sent email to dpsm asking dpsm how dpsm would like to proceed.		3326767	Region South Central	Region
7/1/2008 11:23:28 AM	SKATRIS	Katris-083011	Sandra	Call to Dealer			-----Writer called dlrsp Humble Hyundai TX111 and spoke with Serv Mgr Ellery who provided the following info: ** Cust complaint - Passenger seatbelt light flashes continually when driving veh. ** It is not the SRS or the OCS. ** The veh is on and running when cust reports this happens. ** Dlrsrp has test driven veh several times and cannot duplicate the cust's concern. ** Ellery adds that cust is no longer welcome to	<input checked="" type="checkbox"/>	3326767	CC Team2	Call Center

						do business at this dlrsp as well as another one close by due to cust making threats and physically accosting dlrsp employees. --- ----- -----				
7/1/2008 07:58:46 AM	TGORDON	Gordon-041310	Troy	General		Reviewed case with LCM/AB HCA will call TX111 to clarify details of cust complaint & dlr diagnose/inspect.	<input checked="" type="checkbox"/>	3326767	CC Team1	Call Center
6/30/2008 09:21:35 AM	LCABLETON	Cableton-071108	Lakieta	General		-*-*information for open to region 1. writer is submitting file to region due to customer having an issue with the seatbelt light flashing on and off when nobody is in the seat 2. veh has been to the dlr two times 3. dates and miles are as follows: 6/26/08 @ 15789 not able to duplicate 5/27/08 @ 14894 not able to duplicate 4. currently the customer has the veh 5. tech line and dpsm has not been involved 6. issue will occur anytime cust drives 7. there are no after market parts on the veh 8. dlr is requesting regional assistance ---forwarding to region	<input checked="" type="checkbox"/>	3326767	CC Training Team	Call Center
6/30/2008 09:16:48	LCABLETON	Cableton-071108	Lakieta	Call to Dealer		service manager states: 1. 6/26/08 @ 15789 not able to duplicate 2. 5/27/08 @ 14894 not able to duplicate 3. dlr can not get the seatbelt light to flash 4. no	<input checked="" type="checkbox"/>	3326767	CC Training	Call Center

AM							tech line or no dpsm 5. no after market parts 6. if needs be regional assistance is fine --- writer thanked dlr for the information			Team
6/26/2008 11:43:13 AM	LCABLETON	Cableton- 071108	Lakieta	Call to Dealer			SERVICE MANAGER ELLERY STATES: 1. DIDN'T TELL CUST THAT PART WAS GOING TO BE COVERED 2. DLR TOLD CUST THEY CAN NOT CHANGE ANY PART UNLESS COMPUTER PULLS CODES OR DLR CAN DUPLICATE 3. CUST IS NOT WELCOMED AT THE DLR ANY MORE DUE TO CUST CUSSED AT SERVICE MANAGER AND THREATENED THE SERVICE MANAGER 4. CUST WANTS DLR TO CHANGE THE SEAT AND THE SEATBELT EVEN IF THEY CAN NOT FIND THE PROBLEM --- WRITER THANKED DLR FOR THE INFORMATION	<input checked="" type="checkbox"/>	3326767	CC Training Team Call Center
							CUST STATES: 1. WHEN CUST IS DRIVING THE SEATBELT LIGHT COMES ON FLASHING 2. CUST BUCKLES THE PASSENGER SEATBELT AND THAN THE LIGHT WILL STOP 4. HAS TAKEN TO DLR THREE TIMES 5.			

6/26/2008
11:43:09
AM

LCABLETON

Cableton-
071108

Lakieta

Contact
from
Customer

IT WAS AT THE
DLR THIS
MORNING AND
THE DLR TOLD
CUST THAT THEY
WERE NOT ABLE
TO FIND A
PROBLEM 6. CUST
IS VERY UPSET
THAT DLR WONT
FIX THE PROBLEM
BECAUSE THEY
DONT WANT BE
CHARGED 7.
FEELS DLR
SHOULD JUST
REPLACE THE
SEATBELT UNDER
WARRANTY 8.
FEELS CUST
WARRANTY IS
WORTHLESS
WANTS
SOMETHING
DONE 9. CUST
WAS TREATED
VERY POORLY ---
WRITER THANKED
CUST FOR
CALLING. WRITER
VERIFIED
INFORMATION.
WRITER ADVISED
CUST TO HOLD
WHILE WRITER
CALLS DLR (SEE
DLR NOTES).
WRITER ADVISED
CUST THAT THE
DLR CAN NOT
COVER ANYTHING
UNDER
WARRANTY IF
THEY CAN NOT
FIND THE
PROBLEM.
WRITER ADVISED
CUST THAT IT IS
THE DLRS
CHOICE IF THEY
DONT WANT TO
PAY FOR
SOMETHING.
WRITER ADVISED
CUST THAT
WRITER WILL



3326767

CC
Training Call Center
Team

						FORWARD FILE TO THE REGIONAL DEPARTMENT AND CUST SHOULD HEAR FROM SOMEONE IN ABOUT 3-4 BUSINESS DAYS. WRITER GAVE CUST CONTACT INFORMATION AND CASE NUMBER. CUST THANKED WRITER. WRITER THANKED CUST FOR CALLING HYUNDAI. --- FOLLOW UP				
--	--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information		Contact Reason Summary	Resolution Summary
Last Name: [REDACTED] First Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED] Address: [REDACTED] City: WACO ZIP: [REDACTED] State: TX IQS : VDS : CSI : SSI :	Case Number: 5534524 Type: CA Opened: 3/28/2013 01:50:57 PM Closed: 3/28/2013 02:11:15 PM Status: Closed Sub Status: Closed Creator Last Name: Hathaway Sr Creator First Name: Edward Owner Last Name: [REDACTED] Owner First Name: [REDACTED] Urgency: Low	Contact Reason Summary CUSTOMER INQUIRY ABOUT SEAT BELTS.	Resolution Summary WRTIER THANKED CUSTOMER FOR DEALERSHIP INQUIRY ABOUT SEAT BELTS BUT WHAT IS IT THAT THE CUSTOMER IS SAYING?	
Contact Language :	Urgency: Low	Contact Reason * Sentiment: Inquiry/Suggestion * Category: Warranty Issues * Sub-Category: Coverage System: Component: Symptom: Method : Telephone	Resolution * Resolution: Documented Concern * Remedy: N/A * Resolution Satisfaction: Neutral	
Dealer * Servicing Dealer: WIESNER HYUNDAI TX086 Active Service District: South Central District 6 Sales District: South Central District D		Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason:	Check Request Pending Approval : 0 eMail notification when case is closed:	
Vehicle VIN: 5NPEU46F67H [REDACTED] Model Year: 2007 Engine: F Model: Sonata (NF) V-6 Short Model: 25452F65 Accessory: 05 * Mileage: 34,737 Date of First Use: 8/31/2007 Production Date: 8/10/2006		Case in Arbitration : No		
Blue Link Equipped : No				

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
3/28/2013 01:56:37 PM	EHATHAWA	Hathaway Sr	Edward	Outbound	Customer	Email	WRTIER THANKED CUSTOMER FOR DEALERSHIP INQUIRY ABOUT SEAT BELTS BUT WHAT IS IT THAT THE CUSTOMER IS SAYING?	<input checked="" type="checkbox"/>	5534524	HCCC Tier2 Team11 Agent	HCCC
3/28/2013 01:56:16 PM	EHATHAWA	Hathaway Sr	Edward	General	General	General	ATTACHED INBOUND AND OUTBOUND EMAILS APPROVED BY CM/AD	<input checked="" type="checkbox"/>	5534524	HCCC Tier2 Team11 Agent	HCCC
3/28/2013 01:55:33 PM	EHATHAWA	Hathaway Sr	Edward	Inbound	Customer	Email	CUSTOMER STATES: 1. SEAT BELT DEALERSHIP SERVICE/PARTS	<input checked="" type="checkbox"/>	5534524	HCCC Tier2 Team11 Agent	HCCC

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: WACO

ZIP

State:: TX

IQS :

VDS :

CSI :

SSI :

Contact Language :

Dealer

★ Servicing Dealer: WACO HYUNDAI

Service District: South Central District 4

Vehicle

VIN: 5NPEU46F67H

Model: Sonata (NF) V-6

★ Mileage: 72,000

Blue Link Equipped : No

Case Information

Case Number: 4901095

Type: CA

Opened: 7/2/2012 08:54:23 AM

Closed: 7/2/2012 09:05:53 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Cody-120712

Creator First Name: Jacqueline

Owner Last Name:

Owner First Name:

★ Urgency: Low

Sales District: South Central District C

★ Contact Reason Summary

SEAT BELT WARRANTY, SEAT BELT WILL NOT LATCH

Contact Reason

★ Sentiment:

★ Category: Warranty Issues

★ Sub-Category: Coverage

System: Body

Component: Seatbelt

Symptom: Other

Method : Telephone

* Resolution Summary

CUSTOMER IS BEYOND WARRANTY FOR SEAT BELTS.

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:

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
7/2/2012 09:03:01 AM	JCODY	Cody-120712	Jacqueline	Inbound	Customer	Telephone	CUSTOMER STATES: 1. [REDACTED] 2. [REDACTED] SONATA 3. 2007, 70,000 MILES 4. [REDACTED] 7 PHONE NUMBER 5. ZIP CODE 76712 6. SEAT BELT WILL NOT LATCH, JUST STARTED HAPPENING 3 DAYS AGO. 7. UNABLE TO USE SEAT BELT, IT IS A SAFETY ISSUE. WRITER: CHECKED WARRANTY, SEAT BELT IS COVER 5 YEAR,60,000 MILES. CUSTOMER IS BEYOND WARRANTY CLOSED CALL	<input checked="" type="checkbox"/>	4901095	HCCC Tier2 Team1	HCCC

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: MURRIETA

ZIP:

State: CA

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Case Information

Case Number: 6015122

Type: CA

Opened: 9/6/2013 12:39:06 PM

Closed: 10/15/2013 03:00:57 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Sauer

Creator First Name: Thomas

Owner Last Name:

Owner First Name:

★Urgency: Low

★ Contact Reason Summary

SEAT BELT WARRANTY INQUIRY.

Contact Reason

★Sentiment: Inquiry/Suggestion

★Category: Warranty Issues

★Sub-Category: Coverage

System: Body

Component: Seatbelt

Symptom: Warning light

* Resolution Summary

ADVISED THAT HPP DOES NOT COVER SEATBELT COMPONENTS.

Resolution

* Resolution: Referred to Dealer

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

★ Servicing Dealer: TEMECULA HYUNDAI

CA327 Active

Service District: Western District 8

Sales District: Western District 8

Vehicle

VIN: 5NPEU46F67H

Model Year: 2007

Engine: F

Model: Sonata (NF) V-6

Short Model: 26452F65

Accessory: 01

★ Mileage: 80,198

Date of First Use: 4/10/2007

Production Date: 2/26/2007

Blue Link Equipped : No

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
10/8/2013 01:05:13 PM	LMSMITH	Smith	Linda	Inbound	Customer	Telephone	CUSTOMER STATES: 1. CHECKING ON MY CASE 2. DID NOT REALIZED KIA HYUNDAI WAS NOT A CERTIFIED REPAIR FACILITY 3.WAS TOLD SEAT BELT REPAIR WOULD BE REIMBURSABLE WRITER ADVISED CUSTOMER OF WARRANTY PROCESS AND CUSTOMER WILL PICK UP PART AND GO TO (CA 327) FOR DETERMINING IF REPAIR IS COVERED AND BRING PART IRF SAYS WAS DEFECTIVE. CASE CLOSED	<input checked="" type="checkbox"/>	6015122	HCCC Tier2 Team2 Agent	HCCC
10/8/2013 01:02:13 PM	LMSMITH	Smith	Linda	Outbound	IRF	Telephone	WRITER SPOKE TO ANTHONY AT KIA HYUNDAI AUTO REPAIR. DOES HAVE PART REPLACED AND WILL GIVE TO CUSTOMER TO HAVE (CA327) DETERMINE IF PART WAS DEFECTIVE. ANTHONY WAS UNDER THE ASSUMPTION IT WOULD BE COVERED UNDER WARRANTY AND CUSTOMER WOULD BE REIMBURSED. ADVISED ANTHONY HYUNDAI WOULD	<input checked="" type="checkbox"/>	6015122	HCCC Tier2 Team2 Agent	HCCC

							NEED TO DETERMINE IF WOULD BE A COVERED WARRANTY REPAIR				
10/4/2013 01:16:40 PM	TSTURMER	Sturmer-042314	Tiffany	Inbound	Customer	Telephone	CUST STS: 1. SEAT BELT IS CAUSING THE AIRBAG LIGHT TO COME ON. 2. THEY GOT THE PART IN THEY FIXED IT I PAID \$300.00. 3. THEY SAID THE WARRANTY WOULD REIMBURSED ME. 4. I STILL HAVE NOT HEARD ANYTHING BACK AS OF YET. 5. CAN I GET A COPY OF WHAT MY EXTENDED WARRANTY COVERS? WRITER INFORMED CUSTOMER THAT THEY COULD GET MORE DETAILED INFORMATION FROM THE EXTENDED WARRANTY COMPANY. WRITER PROVIDED CONTACT NUMBER FOR HPP.	<input checked="" type="checkbox"/>	6015122	HCCC Tier2 Team6 Agent	HCCC
10/4/2013 01:07:43 PM	JWOOD	Wood-120913	Jennifer	Inbound	Customer	Telephone	CUST STS: 1. WAS HUNG UP ON BEFORE WRITER TRANSFERRED TO TIER 2	<input checked="" type="checkbox"/>	6015122	HCCC Tier1 Team11 Agent	HCCC
10/4/2013 01:06:07	DMCCLINTON	McClinton	Dana	Inbound	Customer	Telephone	CUSTOMER STATES 1. PURCHASED EXTENDED WARRANTY. 2. SEAT BELT REPAIR. WRITER	<input checked="" type="checkbox"/>	6015122	PCCC Team2	PCCC

PM							UPDATED INFORMATION. CALL DISCONNECTED. CASE CLOSED.			Agent	
9/11/2013 11:35:16 AM	ASHUMAKE	Shumaker	Aubrey	General	General	General	***ANY TIER 2*** IF CUST CALLS BACK INQUIRING ABOUT REIMBURSEMENT ADVISE OF THE FOLLOWING: 1. HPP DOES NOT COVER COMPONENTS OF THE SEAT BELT(DOC 167347) 2. REIMBURSEMENT AT THIS TIME CANNOT BE SUBMITTED DUE TO HPP PLAN RESTRICTIONS. 3. REFER CUST TO DECLARATION PAGE OF HPP(ATTACHED TO CASE.) THANK YOU!	<input checked="" type="checkbox"/>	6015122	HCCC Tier2 Team2 Agent	HCCC
9/11/2013 11:23:48 AM	ASHUMAKE	Shumaker	Aubrey	Outbound	Customer	Telephone	WRITER ATTEMPTED TO CONTACT CUST TO INFORM THAT SEAT BELT TENSIONER IS NOT COVERED UNDER HPP EXTENDED WARRANTY. CUST'S NUMBER WAS OUT OF SERVICE, WITH THERE BEING NO ALTERNATIVE NUMBER OR EMAIL FOR CONTACT. CASE CLOSED.	<input checked="" type="checkbox"/>	6015122	HCCC Tier2 Team2 Agent	HCCC
							WRITER CONTACTED IRF KIA HYUNDAI AUTO REPAIR AND SPOKE WITH AMANDA .				

9/11/2013 11:23:38 AM	ASHUMAKE	Shumaker	Aubrey	Outbound	IRF	Telephone	WRITER CLARIFIED THAT COMPONENT REPLACED WAS ELECTRICAL. AMANDA STATED THAT IRF INFORMED CUST THAT REPAIR WOULD BE COVERED UNDER WARRANTY, BASED ON FIRST AGENT'S(TS) INFORMATION ADVISING THAT CUST HAS HPP EXTENDED COVERAGE. WRITER ADVISED THAT COMPONENT IS NOT COVERED AND THAT CUST HAS COPY OF DECLARATION PAGE OF HPP, WHICH STATES WHICH COMPONENTS WOULD BE COVERED UNDER HPP.	<input checked="" type="checkbox"/>	6015122	HCCC Tier2 Team2 Agent	HCCC
9/10/2013 04:41:38 PM	ADUENAS	Duenas	Alexander	General	General	General	TRANSFERRED TO CASE MANAGER. PLEASE COMPLETE CASE HANDLING.	<input checked="" type="checkbox"/>	6015122	HCCC Lead Agent Team1 Agent	HCCC
9/10/2013 04:15:19 PM	DSERMENO	Sermeno	David	General	General	General	WRITER ATTACHED DOCUMENTS TO CASED. TRANSFERRED CASE TO SPECIAL HANDLING.	<input checked="" type="checkbox"/>	6015122	HCCC Tier2 Team4 Agent	HCCC
							KIA HYUNDAI AUTO REPAIR REP (AMANDA) STS 1. CALLING FROM KIA HYUNDAI AUTO REPAIR. 2. SEAT BELT TENSIONER. 3. "CUSTOMER				

9/6/2013
12:41:47
PM

T TSAUER

Sauer

Thomas

Inbound

Customer

Telephone

SAYING IT'S COVERED". 4. PART # WOULD BE 888300A000CH. 5. IT IS DEFECTIVE, JUST MAKING SURE IT'S COVERED. 6. "THOUGHT CALL TO VERIFY INFO AND YOU PAY MY HOURLY RATE". 7. HANG ON A SECOND. MAN FROM KIA HYUNDAI AUTO REPAIR 1. WHO'S GOING TO PAY FOR REPAIR. 2. NORMALLY DO REPAIRS FOR CUSTOMERS THROUGH INSURANCE, AND RETRIEVE CARD INFO AND EVERYTHING. 3. OKAY WILL GIVE CASE NUMBER AND LET CUST KNOW WILL HAVE TO CALL BACK TO SUBMIT FOR REIMBURSEMENT. WRITER INFORMED AMANDA AND OTHER PERSON THAT CUST HAS HPP EXTENDED COVERAGE OF NEW VEHICLE LIMITED WARRANTY IN WHICH HAS THE COVERAGE BUT WOULD NEED A DLRSP TO DETERMINE IF DEFECTIVE IN FACTORY WORKMANSHIP OR MATERIALS. INFORMED MAN THAT THE CUST WOULD NEED TO



6015122

PCCC
Team1
Agent

PCCC

						PAY SINCE AT A NON HYUNDAI DLRSP AND WOULD HAVE TO CALL BACK TO SUBMIT FOR REIMBURSEMENT. INFORMED AMANDA AND MAN CAN CONTACT HYUNDAI DLRSP TO DOUBLE CHECK COVERAGE WITH PART NUMBER SINCE COULD NOT GET THROUGH TO AUTO SME. CASE CLOSED.			
--	--	--	--	--	--	---	--	--	--

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	4394740	AIR BAG LIGHT HAS COME ON AGAIN. DEALER HAS ADVISED CUSTOMER'S SEAT BELT BUCKLE IS IN NEED OF REPLACEMENT FOR THE THIRD TIME.		CONTACTED DEALER RI008 AND SPOKE WITH SERVICE MANAGER LANCE. DEALER ADVISED CUSTOMER'S VEHICLE SHOWS A DTC OF B1706 WITH PASSENGER'S SIDE SEAT BELT BUCKLE HAVING HIGH RESISTANCE AND SHOULD BE REPLACED. SEAT BELT BUCKLE HAS BEEN REPLACED 2 TIMES BEFORE.	
First Name	[REDACTED]	Type:	CA				
Phone:		Opened:	5/11/2011 12:15:01 PM				
Email:		Closed:	5/11/2011 01:54:03 PM				
Address:		Status:	Closed				
City:		Sub Status:	Closed				
ZIP:		Creator Last Name:	Dodge-033012				
State::		Creator First Name:	Paul				
IQS :	VDS :	Owner Last Name:	[REDACTED]				
CSI :	SSI :	Owner First Name:	[REDACTED]				
Contact Language : ENGLISH		*Urgency: Low		Contact Reason		Resolution	
Dealer		* Sentiment:		* Category: Product		* Resolution: Documented Concern	
* Servicing Dealer: TARBOX HYUNDAI		RI008 Active		* Sub-Category: Operation		* Remedy: N/A	
Service District: Eastern District 3		Sales District: Eastern District 3		System: Body Electrical		* Resolution Satisfaction: Negative	
Vehicle		Component: Airbag Warning Light		Symptom: No Shut Off		Transfer	
VIN: 5NPEU46F76H [REDACTED]		Model Year: 2006		Engine: F		Trans. To:	
Model: Sonata (NF) V-6		Short Model: 25462F65		Accessory: 01		Trans. Team:	
* Mileage: 78,000		Date of First Use: 9/21/2005		Production Date: 6/11/2005		Trans. Dealer:	
Blue Link Equipped : No		Case in Arbitration : No				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
5/11/2011 12:31:44 PM	PDODGE	Dodge- 033012	Paul	Inbound	Customer	Telephone	CUSTOMER STATES: 1. AIR BAG LIGHT HAS COME ON AGAIN. 2. DEALER RI008 HAS ADVISED CUSTOMER'S SEAT BELT BUCKLE IS IN NEED OF REPLACEMENT FOR THE THIRD TIME. 3. FEELS THIS IS A SAFETY CONCERN AND SHOULD BE COVERED BY HYUNDAI. 4. HAVE OPENED CASE WITH NHTSA. -- WRITER ADVISED: CONTACTED DEALER RI008 AND SPOKE WITH SERVICE MANAGER LANCE. DEALER ADVISED CUSTOMER'S VEHICLE SHOWS A DTC OF B1706 WITH PASSENGER'S SIDE SEAT BELT BUCKLE HAVING HIGH RESISTANCE AND SHOULD BE REPLACED. SEAT BELT BUCKLE HAS BEEN REPLACED 2 TIMES BEFORE. WRITER ADVISED CUSTOMER IS OUTSIDE OF WARRANTY COVERAGE AND THERE ARE NO RECALLS ON THE VEHICLE. CLOSING CASE.	<input checked="" type="checkbox"/>	4394740	CC Team4	Call Center

Cases

Customer		Case Information		* Contact Reason Summary	* Resolution Summary
Last Name	[REDACTED]	Case Number:	4219773	CUSTOMER REQUESTS WARRANTY COVERAGE BE EXTENDED FOR SEAT BELT RETRACTOR OR BUCKLE BECAUSE PART IS OUT OF WARRANTY AND CUSTOMER THINKS THE PART SHOULD LAST.	This has been authorized by DPSM. Customer has NOT returned the phone calls from the dealership to schedule an appointment.
First Name	[REDACTED]	Type:	CA		
Phone	[REDACTED]	Opened:	12/14/2010 09:36:25 AM		
Email	[REDACTED]	Closed:	1/31/2011 11:12:40 AM		
Address:		Status:	Closed		
City:		Sub Status:	Closed		
ZIP:		Creator Last Name:	Ontiveros-083011		
State::		Creator First Name:	Brenda		
IQS :	VDS :	Owner Last Name:	[REDACTED]		
CSI :	SSI :	Owner First Name	[REDACTED]		
Contact Language :	ENGLISH	*Urgency:	Low		
Dealer				Contact Reason	Resolution
*Servicing Dealer:	LEN STOLER HYUNDAI	MD026	Active	*Sentiment:	* Resolution: Assist Dealer 100% GW
Service District:	Southern District 1	Sales District:	Southern District 1	*Category:	Warranty Issues
				*Sub-Category:	Coverage
				System:	
				Component:	
				Symptom:	
Vehicle				Transfer	
VIN:	5NPEU46F76H [REDACTED]	Model Year:	2006	Trans. To:	
Model:	Sonata (NF) V-6	Short Model:	25452F65	Trans. Team:	
*Mileage:	67,000	Date of First Use:	2/3/2006	Trans. Dealer:	
				Trans. Type:	Standard
				Trans. Reason:	
Blue Link Equipped :	No			Check Request Pending Approval :	0
				eMail notification when case is closed:	
				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
1/11/2011 12:46:18 PM	ABROWN	Brown-033012	Alyssia	General	General	General	SENT MESSAGE TO REGION STATING: • THE CUSTOMER CONTACTED CONSUMER AFFAIRS ON 1/10/2011. • THE CASE IS OPENED AND OWNED BY MAURA DOWD AT SRCA. LAST NOTES IN CASE FROM REGION ARE ON 12/17/2010 STATING: CASE TRANSFERRED TO DPSM • THE CUSTOMER WOULD LIKE TO BE CONTACTED WITH AN UPDATE.	<input checked="" type="checkbox"/>	4219773	CC Team2	Call Center
1/10/2011 09:16:08 AM	BONTIVEROS	Ontiveros-083011	Brenda	General	General	General	MESSAGE TO REGION. CUSTOMER WANTS UPDATE IN CASE. HAS NOT HEARD SINCE 12/17/10 STATUS OF CASE.	<input checked="" type="checkbox"/>	4219773	CC Training Team	Call Center
1/10/2011 09:15:08 AM	BONTIVEROS	Ontiveros-083011	Brenda	Inbound	Customer	Email	SUMMARY OF EMAIL RECEIVED 1/9/11 CUSTOMER STATES: 1. HAS NOT HAD AN UPDATE IN CASE SINCE 12/17/10. 2. IS DISAPPOINTED AND WANTS AN UPDATE IN CASE. WRITER DID NOT REPLY. WRITER ATTACHED DOCS. CASE REMAINS AS IS.	<input checked="" type="checkbox"/>	4219773	CC Training Team	Call Center
12/17/2010 12:06:39 PM	HMA02739	Carway	Dianna	General	General	General	CASE TRANSFERRED TO DPSM		4219773	Region Southern	Region
12/17/2010							PLEASE				

11:46:18 AM	TWARD	Ward-083011	Tessa	General	General	General	DISREGARD NOTE.	<input checked="" type="checkbox"/>	4219773	CC Team4	Call Center
							<p>ATTN REGION: -- FWD TO REGION FOR GOODWILL CONSIDERATION AS VEH HAS NOT YET BEEN REPAIRED. --- GOODWILL CONSIDERATION, REPAIRS NOT COMPLETE YET***** 1. WHY IS THIS CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION? CUSTOMER WAS OUTSIDE WARRANTY BY 2,629 MILES AT DIAGNOSIS. CUSTOMER RARELY USES PASSENGER SEAT. PASSENGER SEATBELT BUCKLE PART IS DEEMED DEFECTIVE BY DEALERSHIP. 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? REPLACEMENT OF SEATBELT BUCKLE. 3. WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? NVLW - 2,629 AT DIAGNOSIS. 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? ORIGINAL OWNER</p>				

12/17/2010 11:45:43 AM	ABROWN	Brown-033012	Alyssia	General	General	General	<p>5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? <input checked="" type="checkbox"/></p> <p>LEN STOLER HYUNDAI, MD026.</p> <p>6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? TONY 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? DEFECT IN MATERIALS. 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? NOT FROM DEALERSHIP. 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? NOT AVAILABLE FROM DEALERSHIP. 10. WHAT WAS THE COST FOR PARTS? NOT AVAILABLE FROM DEALERSHIP. 11. WHAT WAS THE COST FOR LABOR? NOT AVAILABLE FROM DEALERSHIP. 12. WHAT IS TOTAL COST OF REPAIR? DEALERSHIP STATES APPROXIMATELY \$400. Please let me know if you have</p>	4219773	CC Team2	Call Center
------------------------------	--------	--------------	---------	---------	---------	---------	---	---------	----------	-------------

							any questions or need additional information. Alyssia Brown Minaya Regional Liaison				
							[REDACTED]				
12/17/2010 11:38:01 AM	TWARD	Ward-083011	Tessa	Inbound	Customer	Telephone	<p>CUSTOMER STATED: 1. WOULD LIKE AN UPDATE ON CASE 4219773. 2. WILL BE GOING OUT OF TOWN OVER CHRISTMAS SO IS ANXIOUS TO GET CONCERNS RESOLVED. 3. WENT BY HYUNDAI DEALERSHIP THIS MORNING AND DEALER HAS NOT HEARD ANYTHING YET FROM HYUNDAI. 4. WOULD PREFER TO BE CONTACTED BY EMAIL, BUT IF NOT THEN CUSTOMER WOULD PREFER TO BE CONTACTED ON CELL PHONE, [REDACTED]. 5. WOULD ALSO LIKE TO UPDATE RECORDS AS THE EMAIL WAS ADDRESSED TO JOANNA AND STEVEN, THERE IS NO JOANNA AND DOES NOT KNOW WHERE THAT NAME CAME FROM. WRITER INFORMED CUSTOMER CASE WAS SENT TO HIGHER PERSONNEL FOR REVIEW TO SEE IF THERE WAS ANY ASSISTANCE</p>	<input checked="" type="checkbox"/>	4219773	CC Team4	Call Center

HYUNDAI CAN
PROVIDE.
ADVISED
CUSTOMER WILL
BE CONTACTED
BACK WITHIN 3-4
BUSINESS DAYS.
CASE PENDING.

*****GOODWILL
CONSIDERATION,
REPAIRS NOT
COMPLETE
YET***** 1. WHY IS
THIS CASE BEING
SUBMITTED FOR
GOODWILL
CONSIDERATION?
CUSTOMER WAS
OUTSIDE
WARRANTY BY
2,629 MILES AT
DIAGNOSIS.
CUSTOMER
RARELY USES
PASSENGER
SEAT.
PASSENGER
SEATBELT
BUCKLE PART IS
DEEMED
DEFECTIVE BY
DEALERSHIP. 2.
WHAT IS THE
CUSTOMER
SEEKING IN THE
WAY OF
REIMBURSEMENT?
REPLACEMENT
OF SEATBELT
BUCKLE. 3.
WHICH
WARRANTY IS IN
QUESTION AND
HOW FAR OUT OF
WARRANTY IS
THE VEHICLE BY
TIME/MILEAGE?
NVLW - 2,629 AT
DIAGNOSIS. 4. IS
THE CUSTOMER
AN ORIGINAL OR
SUBSEQUENT
OWNER?
ORIGINAL OWNER
5. THE DEALER
NAME AND CODE

12/16/2010 11:55:43 AM	BONTIVEROS	Ontiveros- 083011	Brenda	General	General	General	<p>WHERE THE REPAIR WAS PERFORMED? <input checked="" type="checkbox"/> LEN STOLER HYUNDAI, MD026. 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? TONY 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? DEFECT IN MATERIALS. 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? NOT FROM DEALERSHIP. 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? NOT AVAILABLE FROM DEALERSHIP. 10. WHAT WAS THE COST FOR PARTS? NOT AVAILABLE FROM DEALERSHIP. 11. WHAT WAS THE COST FOR LABOR? NOT AVAILABLE FROM DEALERSHIP. 12. WHAT IS TOTAL COST OF REPAIR? DEALERSHIP STATES APPROXIMATELY \$400.</p>		4219773	CC Training Team	Call Center
							DEALERSHIP MD026 SERVICE MANAGER TONY				

12/14/2010 10:17:31 AM	BONTIVEROS	Ontiveros- 083011	Brenda	Outbound	Dealer	Telephone	<p>STATES: 1. VEHICLE LAST SEEN 8/31/10 - 62,629 MILES. REPLACED EXHAUST MANIFOLD. CUSTOMER WAS TOLD THEY NEEDED A NEW RIGHT FRONT SEAT BELT BUCKLE. 2. REPLACEMENT REQUIRED IS A RESULT OF DEFECTIVE OR FAILED BUCKLE. 3. REPAIR WILL COST \$400 - NO PART NUMBER AVAILABLE. RIGHT FRONT SEATBELT BUCKLE. 4. REPAIR IS NOT COVERED UNDER WARRANTY BECUASE CUSTOMER WAS OUTSIDE OF OF WARRANTY BY 2,629 NMILES AT TIME OF DIAGNOSIS. 3. MAINTENANCE HAS NOT BEEN KEPT UP TO DATE AT DEALERSHIP. LAST OIL CHANGE AND TIRE ROTATION PERFORMED AT DEALERSHIP WAS 12/07 WITH APPROXIMATELY 25,000 MILES. 4. COST FOR REPAIR IS APPROXIMATELY \$400 WHICH INCLUDES PARTS AND LABOR.</p>	<input checked="" type="checkbox"/>	4219773	CC Training Team	Call Center
							SUMMARY OF EMAIL RECEIVED 12/13/10				

12/14/2010 09:37:35 AM	BONTIVEROS	Ontiveros- 083011	Brenda	Inbound	Customer	Email	CUSTOMER STATES: 1. PROVIDED MILEAGE OF VEHICLE. 2. DEALERSHIP SAYS SIDE R/F BUCKLE NEEDS TO BE REPLACED AT A COST OF \$400. 3. CUSTOMER THINKS RETRACTOR SHOULD BE A PART THAT LASTS ESPECIALLY SINCE CUSTOMER RARELY HAS ANYONE USE THAT BUCKLE WRITER REPLIED VIA EMAIL AND STATED CASE IS UNDER REVIEW. WRITER ATTACHED DOCS. CASE CLOSED.	<input checked="" type="checkbox"/>	4219773	CC Training Team	Call Center
------------------------------	------------	----------------------	--------	---------	----------	-------	--	-------------------------------------	---------	------------------	-------------

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: CALUMET CITY

ZIP:

State: IL

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: NAPLETON'S HYUNDAI

IL071 Active

Service District: Central District C

Sales District: Central District 2

Vehicle

VIN: 5NPEU46F76H

Model Year: 2006

Engine: F

Model: Sonata (NF) V-6

Short Model: 25462F65

Accessory: 03

★ Mileage: 75,000

Date of First Use: 1/31/2006

Production Date: 8/30/2005

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 6148278

Type: CA

Opened: 10/28/2013 02:07:48 PM

Closed: 12/27/2013 07:50:12 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Mitchell-020314

Creator First Name: Kirsty

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

OCS CLASS ACTION; SEAT BELT
WARRANTY- 2006 SONATA

Contact Reason

★ Sentiment: Inquiry/Suggestion

★ Category: Settlement

★ Sub-Category: OCS - Eligibility

System:

Component:

Symptom:

* Resolution Summary

SCHEDULED APPOINTMENT.
10/30/2013 07:40AM X06MWZV1KG

Resolution

* Resolution: Referred to Dealer

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: WITTMANN

ZIP:

State:: AZ

IQS :

CSI :

VDS :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: LARRY MILLER HYUNDAI

NK446 Inactive

Service District: National

Sales District:

Vehicle

VIN: 5NPEU46F76H

Model: Sonata (NF) V-6

★ Mileage: 101,000

Model Year: 2006

Short Model: 25452F65

Date of First Use: 5/1/2006

Blue Link Equipped : No

Case Information

Case Number: 5721939

Type: CA

Opened: 5/8/2013 05:17:04 PM

Closed: 5/10/2013 10:51:12 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Lange-121313

Creator First Name: David

Owner Last Name

Owner First Name

★ Urgency: Low

★ Contact Reason Summary

VEHICLE COMPLAINT - THE SEATBELT BUCKLE NEEDS TO BE REPLACED FOR THE SECOND TIME

Contact Reason

★ Sentiment: Complaint

★ Category: Product

★ Sub-Category: Operation

System: Body Electrical

Component: Drivers Airbag

Symptom: Other

Method : Telephone

* Resolution Summary

WRITER INFORMED THE CUSTOMER THAT CUSTOMER HAS TO PAY FOR THE REPAIR OF THE VEHICLE.

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Research

Check Request Pending Approval : 0

eMail notification when case is closed:

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
5/10/2013 10:49:34 AM	CSTEWART	Stewart-060414	Calipso	Outbound	Customer	Telephone	WRITER INFORMED THE CUSTOMER THAT CUSTOMER HAS TO PAY FOR THE CONCERN WITH THE SEATBELT BUCKLE TO BE RESOLVED.	<input checked="" type="checkbox"/>	5721939	HCCC Tier2 Team5 Agent	HCCC
5/10/2013 10:47:29 AM	CSTEWART	Stewart-060414	Calipso	Outbound	Dealer	Telephone	WRITER SPOKE TO DAVID THE SRV MGR AT LARRY MILLER HYUNDAI,WHO INFORMED THE WRITER THAT THE CUSTOMER HAS TO PAY FOR THE REPLACEMENT OF THE AIRBAG BUCKLE.NO GOODWILL CONSIDERED,AS CUSTOMER IS NOT A LOYAL CUSTOMER.	<input checked="" type="checkbox"/>	5721939	HCCC Tier2 Team5 Agent	HCCC
5/9/2013 04:02:20 PM	CSTEWART	Stewart-060414	Calipso	Outbound	Dealer	Telephone	WRITER LEFT A MESSAGE (WITH DANIEL IN SRV) FOR THE SRV MANAGER REQUESTING A CALL BACK TO HCCC.	<input checked="" type="checkbox"/>	5721939	HCCC Tier2 Team5 Agent	HCCC
5/9/2013 11:34:57 AM	CSTEWART	Stewart-060414	Calipso	General	General	General	***ANY TIER 2 AGENT*** IF THE SRV MGR AT LARRY MILLER CALLS BACK,PLS ASK HIM IF ANY GOODWILL CONSIDERATION CAN BE GIVEN FOR THE VEHICLE REPAIR,AS THE CONCERN WITH THE SEATBELT BUCKLE HAPPENS FOR THE SECOND	<input checked="" type="checkbox"/>	5721939	HCCC Tier2 Team5 Agent	HCCC

							TIME AND THE CUSTOMER IS A LOYAL CUSTOMER FOR THIS DLRSP.			
5/9/2013 11:33:16 AM	CSTEWART	Stewart-060414	Calipso	Outbound	Dealer	Telephone	WRITER LEFT A VOICE MESSAGE FOR THE SRV MGR WITH DANIEL IN SRV AT THE DLRSP REQUESTING THE SRV MGR TO CALL HCCC BACK.	<input checked="" type="checkbox"/>	5721939	HCCC Tier2 Team5 Agent HCCC
5/8/2013 06:55:37 PM	CSTEWART	Stewart-060414	Calipso	Outbound	Dealer	Telephone	WRITER TRIED TO REACH THE SRV MGR AT LARRY MILLER HYUNDAI,BUT NOBODY ANSWERED THE PHONE.	<input checked="" type="checkbox"/>	5721939	HCCC Tier2 Team5 Agent HCCC
5/8/2013 05:28:41 PM	DAVIDLANGE	Lange-121313	David	Inbound	Customer	Telephone	CUST STS: 1. CAR HAS AIR BAG LIGHT ON AGAIN 2. WAS SERVICED AS PART OF PAST CAMPAIGN FOR THIS 3. DEALER SAYS SEAT BELT LATCH IS PROBLEM - SAME AS BEFORE. 4. IS THIS A CRONIC PROBLEM WRITER - DETERMINED THAT CAR WAS PART OF OCS CAMPAING/RECALL/SUIT AND CHAT WANTED IT REFERED TO CM.		5721939	HCCC Tier1 Team4 Agent HCCC

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	4029769	HAVING CONCERNS WITH AIRBAGS CUST WENT TO DLR WAS CHARGED DIOIGNOSIC SEAT BELT TENSIONER CODES FOUND ADVISED IF REPLACED AND NOT TAKEN CARE OF AIRBAG WOULD NEED TO REPLACE BOTTOM SEAT		CUST ADVISED TO HAVE VEHICLE INSPECTED BY DEALER	
First Name	[REDACTED]	Type:	CA				
Pho	[REDACTED]	Opened:	7/19/2010 12:37:18 PM				
Ema	[REDACTED]	Closed:	7/19/2010 01:08:17 PM				
Address:		Status:	Closed				
City:		Sub Status:	Closed				
ZIP:		Creator Last Name:	Webber-021612	Contact Reason		Resolution	
State::		Creator First Name:	Mathew	* Sentiment:		* Resolution: Provided Information	
IQS :	VDS :	Owner Last Name:	[REDACTED]	* Category: Campaign		* Remedy: N/A	
CSI :	SSI :	Owner First Name:	[REDACTED]	* Sub-Category: 083 Sonata OCS		* Resolution Satisfaction: Negative	
Contact Language :		* Urgency:	Low	System: Body Electrical		Transfer	
Dealer				Component: OCS		Trans. To:	
* Servicing Dealer: BRAD BENSON HYUNDAI		NJ029 Active		Symptom: Other		Trans. Team:	
Service District: Eastern District 7		Sales District: Eastern District 7				Trans. Dealer:	
Vehicle						Trans. Type: Standard	
VIN: 5NPEU46F76H [REDACTED]		Model Year: 2006		Engine: F		Trans. Reason:	
Model: Sonata (NF) V-6		Short Model: 25452F65		Accessory: 01		Check Request Pending Approval : 0	
* Mileage: 119,000		Date of First Use: 6/27/2006		Production Date: 9/29/2005		eMail notification when case is closed:	
Blue Link Equipped : No				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
7/19/2010 01:04:36 PM	MWEBBER	Webber-021612	Mathew	Inbound	Customer	Telephone	CUST STATED 1. 1.TOOK VEHICLE TO DLR AIRBAG LIGHT IS ON AND THERE IS A CAMPAIGN 2. DLR IS TRYING TO CHARGE CUST FOR SEAT BELT TENSIONER CODE AND ANOTHER CODE 3. ITS UNDER RECALL SHOULD NOT BE CHARGED SHOULD NOT HAVE BEEN CHARGED FOR THE DIAGNOSTIC FE WRITER STATED ADVISED CUST WOULD NEED TO BRING BACK TO THE DLR TO HAVE LOOKED OVER AS IT HAS BEEN ALMOST A YEAR ADVISED CAN CONTACT BACK ONCE DIAGNOSTIC DONE WOULD ASSIST CASE CLOSED PENDING VISIT TO DLR	<input checked="" type="checkbox"/>	4029769	CC Team3	Call Center
7/19/2010 12:42:51 PM	MWEBBER	Webber-021612	Mathew	Outbound	Dealer	Telephone	CALL TO DLR NJ029 SHANNON 1. CUST CAME IN ON SEPT 18 111,2594 TECH FOUND CODES SEAT BUCKEL RECEMENDED REPLACED 2. THE SEAT BOTTOM MIGHT HAVE TO BE REPLACED 3. CUST WOULD NEED TO BRING IT BACK FOR US TO LOOK INTO	<input checked="" type="checkbox"/>	4029769	CC Team3	Call Center

						THE CAMPAIGN WRITER THANKED DLR FOR INFO				
--	--	--	--	--	--	--	--	--	--	--

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
4/1/2009 07:31:58 AM	JPORTER	Porter-041310	Jon	General			AFTER COMMUNICATING WITH SM AND CUST REDIRECTED TO PAY AND CM WILL PROCESS FOR REIMBURSEMENT BUT ALL FACTORS OF MAINTENANCE WILL BE FOCUSED ON. AFTER REVIEW WRITER CLOSES CASE	<input checked="" type="checkbox"/>	3548591	CC Team4	Call Center
4/1/2009 06:55:17 AM	MSTAR	Star-041310	Misty	Call from Dealer			SHELDON FROM OH060 STATES 1. WOULD LIKE TO TALK TO CM/JP - WRITER - PULLED UP CASE AND NO DLR NOTES ON CASE BUT WRITER CHECKED FOR CM AND WARM TRANSFERRED CUST TO CM.	<input checked="" type="checkbox"/>	3548591	CC Team2	Call Center
4/1/2009 06:50:28 AM	JPORTER	Porter-041310	Jon	Call to Dealer			SPOKE TO SHELDON A SERVICE MANAGER WHO HAS CONSIDERED DPSM INVOLVEMET BUT CUST HAS NOT COMPLIED WITH INSPECTIONS JULY 7 28437 SHORTED SEAT BELT BUCKLE REPLACED UNDER WARRANTY APPROX ESTIMATE \$390.00 AFTER TALKING AND CONSULTING WITH DPSM FOR POSSIBLE GOOD	<input checked="" type="checkbox"/>	3548591	CC Team4	Call Center

							WILL , NOT BEING CONSIDERED MILEAGE OUT OF WARANTY TOO FAR 64.700 MI				
4/1/2009 06:41:51 AM	JPORTER	Porter-041310	Jon	Contact from Customer			CUST STATES NOW INTO GREAT LAKES HYUNDAI OH060 1 AIR BAG LIGHT ON DRIVERS SIDE 2 HAD PROBLEMS BEFORE WITH THIS AND HAD IT FIXED UNDER WARRANTY 3 THIS TIME WARRANTY IS EXPIRED AND HAS CONSIDERED SUIING HYUNDAU, IN THE EVENT OF AN ACCIDENT,(IF AIR BAG DOES NOT DEPLOY) , IF ISSUE IS NOT RECKONED WITH BY HYUNDAI -- WRITER UPDATED CONTACT INFORMATION NO VIN PROVIDED NO EMAIL. --WRITER WILL CALL DLR FOR THEIR DIAGNOSIS OF THIS EVEN T	<input checked="" type="checkbox"/>	3548591	CC Team4	Call Center

Cases

Customer

Last Na

First Na

Pho

Em

Addre

City: ODESSA

ZIP: [REDACTED]

State: FL

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Case Information

Case Number: 5335649

Type: CA

Opened: 2/21/2013 04:14:02 PM

Closed: 2/22/2013 01:59:30 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Bassett

Creator First Name: Lacey

Owner Last Name: [REDACTED]

Owner First Name: [REDACTED]

Urgency: Low

Contact Reason Summary

CUSTOMER INQUIRY REGARDING WARRANTY COVERAGE ON A RECENT SEATBELT REPAIR.

Contact Reason

Sentiment: Complaint

Category: Warranty Issues

Sub-Category: Coverage

System: Body Electrical

Component: Airbag Warning Light

Symptom: Seat Belt Light

Method : Telephone

Resolution Summary

WRITER INFORMED CUSTOMER NOT A WARRANTABLE REPAIR OR PART OF ANY RECALL.

Resolution

Resolution: Provided Information

Remedy: N/A

Resolution Satisfaction: Negative

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason:

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

Servicing Dealer: HYUNDAI OF NEW PORT RICHEY FL108 Active

Service District: Southern District A

Sales District: Southern District A

Vehicle

VIN: 5NPEU46F76H [REDACTED]

Model Year: 2006

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 02

Mileage: 75,000

Date of First Use: 3/16/2006

Production Date: 2/15/2006

Blue Link Equipped : No

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
2/22/2013 01:53:26 PM	LBASSETT	Bassett	Lacey	Outbound	Customer	Telephone	<p>CUST STS: 1. FEELS THAT SOMETHING THIS CRITICAL SHOULD BE COVERED FOR THE LIFE OF THE CAR 2. IT'S A SAFETY CONCERN 3. VERY DISAPPOINTED AT THIS RESOLUTION WRITER ADVISED CUSTOMER PER SVC ADV AT HYUNDAI OF NEW PORT RICHEY/FL108 THAT REPAIRS WERE ALREADY DISCOUNTED. WRITER ADVISED NO FURTHER ACTION CAN BE TAKEN. WRITER ADVISED THE SEAT BELT MIGHT ONLY HAVE BEEN COVERED UNDER THE 5 YEAR / 60,000 NEW VEHICLE LIMITED WARRANTY BUT VEHICLE WAS PURCHASED AS USED. WRITER INFORMED CUSTOMER NOT A WARRANTABLE REPAIR OR PART OF ANY RECALL. CASE CLOSED.</p>	<input checked="" type="checkbox"/>	5335649	HCCC General Team1 Agent	HCCC
							<p>WRITER SPOKE WITH SERVICE ADVISOR JEFF /FL108 REGARDING SEAT BELT BUCKLE REPAIR. SVC ADV INFORMED</p>				

2/22/2013 11:18:46 AM	LBASSETT	Bassett	Lacey	Outbound	Dealer	Telephone	WRITER THAT REPAIR WAS DISCOUNTED FOR THE CUSTOMER, AMOUNT CHARGED WAS \$147 FOR LABOR AND \$150 FOR PARTS FOR A COMBINED \$297.00 BEFORE TAX. SVC ADV GAVE THE REPAIR ORDER #6337261 AS REFERENCE AND ADVISED HE HAS THE DAUGHTER'S NAME AS JANINE. WRITER THANKED SVC ADV FOR TIME AND ASSISTANCE.	<input checked="" type="checkbox"/>	5335649	HCCC General Team1 Agent	HCCC
2/22/2013 11:02:27 AM	KMLIM	Lim-080913	Kyung Mi	Inbound	Dealer	Telephone	DLR (JEFF FL108) STATES THAT DLR WILL WAIT CM TO CALL BACK.	<input checked="" type="checkbox"/>	5335649	HCCC Tier2 Team1	HCCC
2/22/2013 10:41:38 AM	LBASSETT	Bassett	Lacey	Outbound	Dealer	Telephone	WRITER LEFT A VOICEMAIL FOR SERVICE ADVISOR (JEFF BATEY / FL108) WHO SERVICED CAR REQUESTING CLARIFICATION ON AMOUNT CHARGED FOR SEAT BELT BUCKLE REPAIR AND ANY OTHER PERTINENT INFORMATION.	<input checked="" type="checkbox"/>	5335649	HCCC General Team1 Agent	HCCC
							CUST STS: 1. DAUGHTER DRIVES THE VEHICLE 2. KNOW HAD A RECALL FOR AIRBAG ISSUE 3. PROBLEM WAS THE SEAT BELT BUCKLE 4. ENDED UP PAYING 297 PLUS TAX 5.				

2/21/2013 04:26:28 PM	LBASSETT	Bassett	Lacey	Inbound	Customer	Telephone	<p>BROUGHT VEHICLE IN AS AIRBAG LIGHT WAS ON 6. SPOKE TO JOHN LITTLE AT NEW PORT RICHEY / FL108 7. WAS TOLD BY JOHN THAT REPAIR WAS NOT RECALL RELATED 8. ITS A SAFETY ISSUE SO HYUNDAI SHOULD TAKE OF IT 9. WAS TOLD BY JOHN LITTLE THAT I COULD TALK TILL BLUE IN FACE BUT WONT CHANGE IT WRITER ADVISED CUSTOMER WOULD CALL TO DEALERSHIP AND GATHER FURTHER INFORMATION. WRITER SCHEDULED FOLLOW-UP ACTIVITY.</p>	<input checked="" type="checkbox"/>	5335649	HCCC General Team1 Agent	HCCC
-----------------------------	----------	---------	-------	---------	----------	-----------	---	-------------------------------------	---------	-----------------------------------	------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name First Name Phon Emai Address City: HUNTLEY ZIP State: IL IQS : VDS : CSI : SSI :	Case Number: 4439115 Type: CA Opened: 6/18/2011 08:43:58 AM Closed: 6/18/2011 09:07:39 AM Status: Closed Sub Status: Closed Creator Last Name: Wicklund-012512 Creator First Name: Cassandra Owner Last Name: Owner First Name: Urgency: Low	Contact Reason Sentiment: Category: Product Sub-Category: Operation System: Body Electrical Component: Airbag Warning Light Symptom: Display Message	Resolution Resolution: Referred to Dealer 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:
Dealer Servicing Dealer: ROSEN HYUNDAI Service District: Central District 2	IL061 Active Sales District: Central District 1		
Vehicle VIN: 5NPEU46F76H Model: Sonata (NF) V-6 Mileage: 62,447 Blue Link Equipped : No	Model Year: 2006 Short Model: 25452F65 Date of First Use: 7/25/2006	Engine: F Accessory: 02 Production Date: 3/3/2006 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
6/18/2011 09:05:53 AM	CWICKLUND	Wicklund-	Cassandra	Outbound	Dealer	Telephone	<p>WRITER CONTACTED DLR IL061 SPOKE WITH SERVICE ADVISOR JOE AND WAS ADVISED THAT THE SEAT BELT BUCKLE WAS COVERED UNDER THE FACTORY WARRANTY AND THE CUST HAD 35,000 ON THE VEH. JOE ALSO STATED THAT THE SERVICE MANAGER IS GOING TO CONTACT THE DPSM TO SEE ABOUT ANY ASSISTANCE WITH THE REPAIR AS THE CUST IS A GOOD CUST WITH THE DEALERSHIP. WRITER THANKED JOE FOR THE INFORMATION.</p>	<input checked="" type="checkbox"/>	4439115	CC Team7	Call Center
							<p>CUSTOMER STATED: 1. THE AIR BAG LIGHT THAT WAS ON IN 2009 THAT WAS REPLACED UNDER A RECALL. 2. THE DLR HAD REPLACED THE SEAT BELT BUCKLE UNDER A RECALL. 3. THE DLR TOLD THE CUST THAT SINCE THE SEAT BELT BUCKLE WAS REPLACED UNDER THE RECALL IN 2009 THE REPAIR WOULD BE A</p>				

6/18/2011 09:05:03 AM	CWICKLUND	Wicklund-012512	Cassandra	Inbound	Customer	Telephone	<p>CUST PAY. 4. THE CUST FEELS THAT THE SINCE ITS THE SAME CONCERN THAT IT SHOULD BE COVERED AGAIN UNDER THE RECALL. WRITER ADVISED THE CUST THAT THE WRITER WOULD NEED TO DO SOME RESEARCH TO SEE IF THERE IS ANYTHING THAT CAN BE DONE WITH THE REPAIR OF THE SEAT BELT BUCKLE AND THE AIR BAG LIGHT THAT THE CUST IS HAVING THE CONCERN ABOUT. WRITER EXPLAINED TO THE CUST THAT THE SERVICE ADVISOR HAD STATED THAT THE SERVICE MANAGER WILL BE CONTACTING THE HYUNDAI REP TO SEE IF THERE IS ANY POSSIBLE CHANCE FOR ASSISTANCE FOR THE REPAIR AS THE CUST IS A LOYAL CUST WITH THE DEALERSHIP. CASE CLOSED.</p>	<input checked="" type="checkbox"/>	4439115	CC Team7	Call Center
-----------------------------	-----------	-----------------	-----------	---------	----------	-----------	---	-------------------------------------	---------	----------	-------------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 5874534	DRIVER SIDE SEAT BELT LIGHT COMING ON.	REFERRED TO DEALERSHIP.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 7/10/2013 10:13:16 AM		
Email: [REDACTED]	Closed: 7/10/2013 10:24:16 AM		
Address: [REDACTED]	Status: Closed		
City: WEIRTON	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Henderson	Contact Reason	Resolution
State: WV	Creator First Name: Yvette	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
IQS :	Owner Last Name: [REDACTED]	* Category: Product	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Operation	* Resolution Satisfaction: Positive
CSI :	Urgency: Low	System: Body Electrical	Transfer
Contact Language : ENGLISH		Component: Other	Trans. To:
Dealer		Symptom: Display Message	Trans. Team:
* Servicing Dealer: MOON TOWNSHIP HYUNDAI PA012 Active			Trans. Dealer:
Service District: Eastern District B	Sales District: Eastern District B		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F76H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 01	eMail notification when case is closed:
* Mileage:	Date of First Use: 6/29/2006	Production Date: 3/7/2006	
Blue Link Equipped : No		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
7/10/2013 10:22:07 AM	YVETTEHENDERSON	Henderson	Yvette	Inbound	Customer	Telephone	CST STS: 1.DRIVER'S SIDE SEATBELT LIGHT COMING ON. 2. TOOK IT TO DEALER AND HAD IT REPAIRED. 3. DOING IT AGAIN. WRITER CHECKED RECALL CAMPAIGN HISTORY TAB AND FOUND NO INCOMPLETE CAMPAIGNS. REFERRED TO DEALERSHIP. CASE CLOSED.	<input checked="" type="checkbox"/>	5874534	HCCC Tier1 Team3 Agent	HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 5018755	CUST ASKED ABOUT WARRANTY ON SEAT BELT TENSIONER CUST WOULD LIKE TO GET REIMBURSE	HMA TO REIMBURSE CUSTOMER FOR REPAIRS TO SEAT BELT BUCKLE AND FUEL PUMP. CUST THANKED WRITER AND IS VERY HAPPY
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 9/19/2012 01:16:32 PM		
Email: [REDACTED]	Closed: 10/12/2012 06:25:11 AM		
Address: [REDACTED]	Status: Closed		
City: BARTLETT	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Pribula-050613	Contact Reason	Resolution
State: IL	Creator First Name: John	* Sentiment: Inquiry/Suggestion	* Resolution: Assist HMA 100% GW
IQS :	Owner Last Name: [REDACTED]	* Category: Warranty Issues	* Remedy: Replaced
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Positive
CSI :	SSI :	System: Body	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: Seatbelt	Trans. To:
		Symptom: Other	Trans. Team:
Dealer			Trans. Dealer:
* Servicing Dealer: NIELSEN HYUNDAI	IN035 Active		Trans. Type: Standard
Service District: Central District 8	Sales District: Central District E		Trans. Reason: Case Handling
Vehicle			Check Request Pending Approval : 0
VIN: 5NPEU46F76H [REDACTED]	Model Year: 2006	Engine: F	eMail notification when case is closed:
Model: Sonata (NF) V-6	Short Model: 25462F65	Accessory: 01	
* Mileage: 54,000	Date of First Use: 5/1/2006	Production Date: 3/13/2006	
Blue Link Equipped : No		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
10/11/2012 11:27:18 AM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 10/19/2012		5018755	NCA HCR	NCA
10/11/2012 08:04:09 AM	HMA02628	Baltazar	George	General	General	General	PROCESSING HCR FOR REPAIRS TO THE SEAT BELT AND FUEL PUMP AS GOODWILL.		5018755	Region Central	Region
10/4/2012 10:34:47 AM	HMA90723	Connell	John	Outbound	Customer	Telephone	WRITER SPOKE W/CUST HMA TO REIMBURSE CUSTOMER FOR REPAIRS TO SEAT BELT BUCKLE AND FUEL PUMP. CUST THANKED WRITER AND IS VERY HAPPY		5018755	Region Central	Region
10/3/2012 04:26:27 PM	MBIGGIO	Biggio-102113	Michael	General	General	General	ESCALATING TO REGION - AMOUNT OVER \$500	<input checked="" type="checkbox"/>	5018755	HCCC Tier2 Team3	HCCC
							GOODWILL CONSIDERATION - 1. WHY IS THIS CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION? CUST PAID FOR REPAIRS ON 9/18/2012 AND 9/19/2012 WARRANTY EXPIRE 5/1/2011 CUST INSISTAND KEPT STATING "ANYTHING HYUNDAI CAN HELP ME WITH" 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? FULL REIMBURSEMENT FOR BOTH RO# 42306 AND				

10/3/2012 04:09:35 PM	JOLIVAS	Olivas	Julio	General	General	General	RO#42342 3. WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? 16 MONTHS AND 17 DAYS AND 16 MONTHS AND 18 DAYS 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? ORIGINAL OWNER 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? IN035 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? MICHAEL 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? DEFECT 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? N/A 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? 31110-0A600 COMPLETE-FUEL, 31323-0A100 HOSE ASSY-QUIC,31115-3K600 PACKING-FUEL, 88840-0A000-QS BUCKLE	<input checked="" type="checkbox"/>	5018755	HCCC READ ONLY	HCCC
-----------------------------	---------	--------	-------	---------	---------	---------	---	-------------------------------------	---------	----------------------	------

							ASSY 10. WHAT WAS THE COST FOR PARTS? 759.99 11. WHAT WAS THE COST FOR LABOR? 267.00 12. WHAT IS TOTAL COST OF REPAIR? 1026.99				
10/3/2012 03:53:30 PM	ADUGALL	Dugall	Aaron	General	General	General	CM/JO- PLEASE REVIEW GOODWILL CONSIDERATION AND DETERMINE IF THE CASE IS GOING TO BE SENT TO REGION FOR CONSIDERATION. CORRECT GOODWILL NOTES IF NECESSARY. NVLW EXPIRED 5/1/11. THE VEHICLE WAS 16 MONTHS EXPIRED AT THE TIME OF THE REPAIR.	<input checked="" type="checkbox"/>	5018755	HCCC General Team1 Supervisor	HCCC
							GOODWILL CONSIDERATION - 1. WHY IS THIS CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION? CUST PAID FOR REPAIRS ON 9/18/2012 AND 9/19/2012 WARRANTY EXPIRE 5/1/2012 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? FULL REIMBURSEMENT FOR BOTH RO# 42306 AND RO#42342 3. WHICH WARRANTY IS IN				

10/3/2012
03:25:52
PM

JOLIVAS

Olivas

Julio

General

General

General

QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? 4 MONTHS AND 17 DAYS AND 4 MONTHS AND 18 DAYS 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? ORIGINAL OWNER 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? IN035 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? MICHAEL 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? DEFECT 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? N/A 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? 31110-0A600 COMPLETE-FUEL, 31323-0A100 HOSE ASSY-QUIC,31115-3K600 PACKING-FUEL, 88840-0A000-QS BUCKLE ASSY 10. WHAT WAS THE COST FOR PARTS?



5018755

HCCC
READ
ONLY

HCCC

							759.99 11. WHAT WAS THE COST FOR LABOR? 267.00 12. WHAT IS TOTAL COST OF REPAIR? 1026.99				
10/3/2012 11:16:02 AM	JOLIVAS	Olivas	Julio	Outbound	Dealer	Telephone	WRITER CONTACT DLRSP TO VERIFY CONCERN CUST MICHAEL STATED: 1. RO#42306 HE HAD 0 FUEL PRESSURE WE REPLACED THE FUEL PUMP IS 435 AND THE HOSE WAS 101.75 AND THE PACKING KIT WAS 21.91 MILEAGE WAS 54,000 IT WOULD HAVE BEEN COVERED IT WAS A DEFECT PART 2.RO#42342 IT NEEDED A BUCKLE ASSEMBLY ITS POSSIBLE BUT WE SEE ALOT OF CONTAMINATION OF A LIQUID OR SOMETHING SPILLED IN THE CONSOLE BUT NOT IN EVERY CASE 3. THE CODE WAS B1706 WHICH WAS FOR A TENSIONER WE DON'T SEE THAT CODE WHEN ITS CAUSE BY CONTAMINATION 4. YES WE WOULD HAVE HANDLE IT IF IT WAS IN WARRANTY WRITER EXPLAINED DTO CUST THANK YOU FOR THE INFORMATION	<input checked="" type="checkbox"/>	5018755	HCCC READ ONLY	HCCC

10/2/2012 07:30:02 AM	IWOODGAT	Woodgate- 012914	Ian	General	General	General	WRITER ATTACHED INBOUND DOCUMENTS. FWD TO CM/JO FOR FURTHER HANDLING.	<input checked="" type="checkbox"/>	5018755	HCCC Tier2 Team10 Agent	HCCC
9/19/2012 01:28:30 PM	JOLIVAS	Olivas	Julio	Inbound	Customer	Telephone	CUST STATED: 1. WE TOOK IT TO IN035 FOR A INSPECTION AND IT WAS THE FUEL PUMP AND THAT WAS 800 DOLLARS 2. THEN THERE WAS A AIRBAG LIGHT ON AND THEY SAID IT WAS A SEAT 3. I ALSO HAVE A SANTA FE THAT SHUT DOWN ON ME AND THE MONEY IS PILING UP 4. I AM GOING TO HAVE TO PAY FOR IT 5. OK IM GOING TO SEND THE DOCS 6. THEY TOLD ME THE SEAT BELT PRETENSION WAS BAD AND THE FUEL PUMP 7. ANYTHING YOU CAN DO TO HELP ME IS GREAT 8. I BEEN A GOOD HYUNDAI CUSTOMER FOR AWHILE WRITER EXPLAINED TO CUST WE DO APOLOGIZE AND UNDERSTAND YOUR FRUSTRATION WRITER EXPLAINED TO CUST WARRANTY ON FUEL PUMP AND SEAT BELT TENSIONER WRITER EXPLAINED TO	<input checked="" type="checkbox"/>	5018755	HCCC READ ONLY	HCCC

						CUST REIMBURSEMENT PROCESS AND EXPLAINED TO CUST REIMBURSEMENT IS NOT A GUARANTEE WRITER EXPLAINED TO CUST TO PLEASE SUBMIT RO,POO, AND POP WRITER EXPLAINED TO CUST 30 DAY DEADLINE AND MADE IT CLEAR WITH CUST REIMBURSEMENT IS NOT A GUARANTEE, WRITER PROVIDE CUST WITH MAIL AND EMAIL ADDRESS CASE CLOSE PENDING ON DOCS			
--	--	--	--	--	--	---	--	--	--

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
6/19/2012 12:20:39 PM	BGIBBONS	Gibbons	Brett	Inbound	Customer	Telephone	CUST STS: 1. HAS A 2007 SONATA. 2. TOOK THE CAR TO DLR BECAUSE THE AIR BAG LIGHT KEPT COMING ON. 3. DLR SAID THAT THE CAUSE OF THIS IS BECAUSE OF THE SEAT BELT SENSOR, AND THAT THEY NEED TO BE REPLACED. 4. WANTS TO KNOW THE WARRANTY OF THE SEAT BELTS. WRITER CREATED CONTACT FOR CUST. INFORMED CUST THAT THE WARRANTY FOR THIS ITEM IS COVERED UNDER THE 5 YEAR/60,000 MILES NEW VEHICLE LIMITED WARRANTY AND THAT SHE IS OUTSIDE OF THE WARRANTY. CASE CLOSED.	<input checked="" type="checkbox"/>	4883938	PCCC Team1 Agent	PCCC

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
7/26/2010 07:53:06 AM	SLOWMAN	Lowman-120810	Sarah	Outbound	Dealer	Telephone	WRITER CONTACTED VIRGL ESQUIVEL, PARTS AND SERVICE DIRECTOR AT TX100. 1. PART # HY88840-0A000-QS. 2. VIN 5NPEU46F86H [REDACTED] 60,599 3. REPAIR WAS PERFORMED AS GOODWILL. 4. 7/24/10 GOODWILL. 5. 5/60 WARRANTY ON PART. WRITER THANKED SERVICE DIRECTOR. CASE AS IS.	<input checked="" type="checkbox"/>	4037945	CC Team2	Call Center
7/26/2010 07:52:45 AM	SLOWMAN	Lowman-120810	Sarah	Inbound	Customer	Telephone	CUSTOMER STATED: 1. REQUEST WARRANTY ON SEAT BELT. 2. 2006 SONATA. 3. SEAT BELT TENSIONER WAS REPLACED. 4. THOUGHT SAFETY RESTRAINT WAS COVERED FOR LIFE OF VEHICLE. WRITER INFORMED THAT THE PART CUSTOMER HAD REPLACED HAD A WARRANTY OF 5/60. INFORMED THAT CUSTOMER IS OUT ON MILEAGE. INFORMED PART WOULD NOT BE COVERED UNDER WARRANTY. CUSTOMER IS AWARE THAT THE	<input checked="" type="checkbox"/>	4037945	CC Team2	Call Center

						REPAIR WAS COMPLETED FREE OF CHARGE AT DEALER. CLOSING CASE.				
--	--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Nam [REDACTED]	Case Number: 3962999	CUSTOMERS AIRBAG LIGHT IS ON AND PASSENGER SEAT BELT LIGHT IS ILLUMINATED. CUSTOMER WANTS TO KNOW IF THERE IS ANOTHER FIX FOR THE CONCERN AS DEALER WANTS TO CHARGE \$1,700 FOR REPAIRS.	ADVISED THAT THERE ARE NO RECORDS THAT INDICATE THE PROBLEM CUSTOMER IS HAPPENING HAS AFFECTED MANY HYUNDAI VEH. ADVISED CUST THAT DEALER IS IN THE BEST POSITION TO DETERMINE WHAT REPAIRS ARE NEEDED.
First Nam [REDACTED]	Type: CA		
Phon [REDACTED]	Opened: 5/25/2010 10:54:09 AM		
Emai [REDACTED]	Closed: 5/25/2010 11:25:30 AM		
Address [REDACTED]	Status: Closed		
City: OLATHE	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: Lefthandbull-083011	* Sentiment:	* Resolution: Referred to Dealer
State: KS	Creator First Name: Kayla	* Category: Product	* Remedy: N/A
IQS : VDS :	Owner Last Name: [REDACTED]	* Sub-Category: Operation	* Resolution Satisfaction: Negative
CSI : SSI :	Owner First Name [REDACTED]	System: Body Electrical	Transfer
Contact Language :	* Urgency: Low	Component: Airbag Warning Light	Trans. To:
Dealer		Symptom: Display Message	Trans. Team:
* Servicing Dealer: SHAWNEE MISSION HYUNDAI	KS012 Inactive		Trans. Dealer:
Service District: National	Sales District: Central District B		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F86H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 02	eMail notification when case is closed:
* Mileage:	Date of First Use: 8/19/2005	Production Date: 8/9/2005	
Blue Link Equipped : No		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
5/25/2010 10:56:18 AM	KLEFTHANDBULL	Lefthandbull-083011	Kayla	Inbound	Customer	Email	SUMMARY OF EMAIL RECEIVED ON 5/24/10: 1. CUST VEH HAS HAD AIRBAG LIGHT ON FOR MONTHS. 2. THE PASSENGER SEAT BELT IS ALSO ILLUMINATED EVEN WITH NO PASSENGER 3. DEALER TOLD CUST REPAIRS WILL BE \$1700 4. CUST WANTS TO KNOW IF THE PROBLEM IS WITH ALOT OF VEHICLES AND IF THERE IS ANOTHER FIX. WRITER RESPONDED TO CUST BY EMAIL AND ADVISED THAT THERE ARE NO RECORDS THAT INDICATE THE PROBLEM CUSTOMER IS HAPPENING HAS AFFECTED MANY HYUNDAI VEH. ADVISED CUST THAT DEALER IS IN THE BEST POSITION TO DETERMINE WHAT REPAIRS ARE NEEDED. WRITER ATTACHED DOCS CASE CLOSED.	<input checked="" type="checkbox"/>	3962999	CC Team3	Call Center

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: MIDDLETOWN

ZIP:

State: MD

IQS :

CSI :

VDS :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: IDEAL HYUNDAI

MD013 Active

Service District: Southern District 1

Sales District: Southern District 1

Vehicle

VIN: 5NPEU46F86H

Model: Sonata (NF) V-6

★ Mileage: 127,000

Model Year: 2006

Short Model: 25452F65

Date of First Use: 5/16/2006

Engine: F

Accessory: 01

Production Date: 3/7/2006

Blue Link Equipped : No

Case Information

Case Number: 6160735

Type: CA

Opened: 11/1/2013 10:32:18 AM

Closed: 12/26/2013 04:52:21 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Roney-062014

Creator First Name: Cody

Owner Last Name: Roney-062014

Owner First Name: Cody

★ Urgency: Low

★ Contact Reason Summary

OCS CLASS ACTION; INQUIRY WARRANTY COVERAGE FOR SEAT BELTS ON 2006 SONATA-FRONT RIGHT AND FRONT LEFT.

Contact Reason

★ Sentiment: Inquiry/Suggestion

★ Category: Warranty Issues

★ Sub-Category: Coverage

System: Body

Component: Seatbelt

Symptom: Warning light

Method : Telephone

* Resolution Summary

RESEARCHED CORRECT PART NUMBERS AND FOUND PARTS NOT TO BE COVERED UNDER CUST 4B PLAN EXTENDED WARRANTY OR ANY CAMPAIGNS, INFORMED CUST THAT THE REPAIR FOR THE VEHICLE WOULD BE AN OUT OF POCKET COST.

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:

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	3430963	PROBLEM WITH THE AIR BAG LIGHT, SEAT BELT BUCKLE. WANTS TO GET RID OF THE VEH.			
First Name	[REDACTED]	Type:	CA				
Phon	[REDACTED]	Opened:	11/3/2008 06:08:38 AM				
Ema	[REDACTED]	Closed:	11/3/2008 06:26:16 AM				
Address	[REDACTED]	Status:	Closed				
City:	BRAZIL	Sub Status:	Closed				
ZIP:	[REDACTED]	Creator Last Name:	Barron-041310	Contact Reason		Resolution	
State::	IN	Creator First Name:	Judie	* Sentiment:		* Resolution: Referred to Dealer	
IQS :	VDS :	Owner Last Name:	[REDACTED]	* Category: Product		* Remedy: N/A	
CSI :	SSI :	Owner First Name:	[REDACTED]	* Sub-Category: Operation		* Resolution Satisfaction: Positive	
Contact Language :	ENGLISH	* Urgency:	Low	System: Body Electrical		Transfer	
Dealer				Component: Drivers Airbag		Trans. To:	
* Servicing Dealer: CAVENAUGH HYUNDAI		AR014 Active		Symptom: Non-Deployment		Trans. Team:	
Service District: South Central District A		Sales District: South Central District 4				Trans. Dealer:	
Vehicle						Trans. Type:	
VIN: 5NPEU46F86H [REDACTED]		Model Year: 2006		Engine: F		Trans. Reason:	
Model: Sonata (NF) V-6		Short Model: 25452F65		Accessory: 02		Check Request Pending Approval : 0	
* Mileage: 46,825		Date of First Use: 9/8/2006		Production Date: 3/22/2006		eMail notification when case is closed:	
Blue Link Equipped : No				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
11/3/2008 06:21:56 AM	JBARRON	Barron-041310	Judie	Contact from Customer			**WRITER STATED TO CUST. 1. CALLED DLR 2. DLR WILL CONTACT HIS DPSM TODAY FOR ASSISTANCE. 3. GIVE THE DLRSP TIME TO WORK ON THE PROBLEMS. CUST WANTED ARBATRATION PHONE #. WRITER SUGGESTED CUST LET THE DLR WORK THROUGH THE PROBLEMS. PROVIDED CUST WITH CASE # NAME & EXT. THANKED CUST FOR CALLING HYUNDAI. WRITER CLOSING CASE FOR NOW.	<input checked="" type="checkbox"/>	3430963	CC Team4	Call Center
11/3/2008 06:20:03 AM	JBARRON	Barron-041310	Judie	Initiate O/B Contact			**WRITER CALLED AR014 MIKE SM STATED 1. CUST HAS HAD IN MANY TIMES 2. WILL CONTACT HIS DPSM TODAY. **WRITER STATED THANKED SM FOR THE INFORMATION.	<input checked="" type="checkbox"/>	3430963	CC Team4	Call Center
							**CUST STATED 1. HAVE 06 SONATA 2. HAVE HAD PROBLEMS WITH AIR BAG LIGHT, SEAT BELT BUCKLE, VISOR. 3. WILL BE DRIVING DOWN THE STREET AND THINGS WILL FALL OFF 4. WANT TO DO				

11/3/2008 06:17:59 AM	JBARRON	Barron- 041310	Judie	Contact from Customer		SOMETHING WITH VEH **WRITER STATED GREETED CUST. VERIFIED INFORMATION. EXPLAINED THAT THERE ARE SEVERAL OPTIONS WE HAVE WITH WORKING WITH CUST. WRITER WILL CALL DLR. PUT CUST ON HOLD AND CALLED DLR.	<input checked="" type="checkbox"/>	3430963	CC Team4	Call Center
-----------------------------	---------	-------------------	-------	-----------------------------	--	--	-------------------------------------	---------	----------	-------------

Cases

Customer

Last Name

First Name

Phon

Ema

Address

City: MANASSAS

ZIP:

State:: VA

IQS :

CSI :

VDS :

SSI :

Contact Language : ENGLISH

Case Information

Case Number: 5849473

Type: CA

Opened: 6/28/2013 05:36:22 AM

Closed: 6/28/2013 10:34:59 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Rendon

Creator First Name: Jeruselem

Owner Last Name:

Owner First Name:

★Urgency: Low

★ Contact Reason Summary

CUST WARRANTY CONCERN
REGARDING SEATBELT ASSEMBLY.

Contact Reason

★Sentiment: Inquiry/Suggestion

★Category: Warranty Issues

★Sub-Category: Coverage

System: Body

Component: Seatbelt

Symptom: Warning light

Method : Telephone

* Resolution Summary

WAITING FOR THE DEALERHSIP TO
CALL BACK

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

★Servicing Dealer: BROWN'S MANASSAS HYUNDAI VA039 Active

Service District: Southern District 2

Sales District: Southern District 2

Vehicle

VIN: 5NPEU46F86H

Model Year: 2006

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 02

★Mileage: 94,000

Date of First Use: 7/27/2006

Production Date: 4/3/2006

Blue Link Equipped : No

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
7/12/2013 11:05:10 AM	JPALMERI	Palmeri	John	Outbound	Customer	Telephone	WRITER CALLED THE CUSTOMER NO AN LM	<input checked="" type="checkbox"/>	5849473	HCCC Tier2 Team2 Agent	HCCC
7/12/2013 11:02:30 AM	JPALMERI	Palmeri	John	Outbound	Dealer	Telephone	WRITER CONTACTED BROWN'S MANASSAS HYUNDAI SPOKE WITH BOB SM HE DID ADVISED THAT THE CUSTOMER HAS HAD ALOT OF PROBLEMS WITH SEAT BELT PRETENSIONER , SM ADVISED THAT THEY DID GET APPROVAL BY THERE HYUNDAI REP TO GOOD WILL THE COST OF THE REPAIR CASE CLOSED	<input checked="" type="checkbox"/>	5849473	HCCC Tier2 Team2 Agent	HCCC
7/5/2013 12:36:17 PM	JPALMERI	Palmeri	John	Outbound	Dealer	Telephone	WRITER CONTACTED BROWNS MANASSAS HYUNDAI SPOKE WITH A SERVICE WRITER HE DID ADVISE ME THE SM WAS NOT IN LM ON SM VM, ALSO CONFIRMED LAST TIME THE CUSTOMER WAS IN 6/25/2013 CUSTOMER HAD THE DRIVERS SIDE PRETENSIONER ASSEMBLY REPLACED .	<input checked="" type="checkbox"/>	5849473	HCCC Tier2 Team2 Agent	HCCC
							CUST STS: 1. WHAT IS THE STATUS OF THE CASE? 2. IS JOHN AVAILABLE?				

7/1/2013 08:06:51 AM	STHOMAS	Thomas	Sharon	Inbound	Customer	Telephone	WRITER INFORMED CUST THAT CM/JP IS WAITING FOR A CALL FROM THE SVR MANAGER. CUST STATED: 1. PART OF THE ROOF AT THE DEALERSHIP CAVED IN. 2. THE DEALERSHIP SERVICE DEPT IS CLOSED. 3. PLEASE RETURN MY CALL WITH MY CELL NUMBER 703-963-4308. WRITER INFORMED CUST THAT CM WOULD BE INFORMED OF LATEST CONCERNS.		5849473	HCCC Tier2 Team6 Agent	HCCC
6/28/2013 10:27:28 AM	JPALMERI	Palmeri	John	Outbound	Customer	Telephone	WRITER CONTACTED THE CUSTOMER ADVISED LM FOR SM WAITING FOR A CALL BACK	<input checked="" type="checkbox"/>	5849473	HCCC Tier2 Team2 Agent	HCCC
6/28/2013 10:26:17 AM	JPALMERI	Palmeri	John	Outbound	Customer	Telephone	WRITER CONTACTED VA039 NO LM FOR SM ABOUT CUSTOMERS CONCERNS	<input checked="" type="checkbox"/>	5849473	HCCC Tier2 Team2 Agent	HCCC
							CUST STS : 1.I TOOK IT THERE ONLY FOR INSPECTION PURPOSES THE LIGHT WASN'T ON AND THEN WHEN I LEFT THE LIGHT CAME ON. 2.THIS IS THE FOURTH TIME THE SEAT BELT ASSY HAS GONE BAD AND THEY HAD TO REPLACE IT FOR A SAFETY ISSUE 3.THEY SAID IT WASN'T COVERED UNDER MY				

6/28/2013 05:47:15 AM	JPALMERI	Palmeri	John	Inbound	Customer	Telephone	<p>EXTENDED WARRANTY BECAUSE ITS A SAFETY FEATURE 4.I HAVE BEEN DEALING WITH THE TECH WILLIAM 5.THE PEOPLE AT THE DEALERSHIP HAVE BEEN GREAT THEY ARE VERY NICE IM NOT SAYING THAT THEY ARE DOING ANYTHING WRONG 6.I THINK ITS JUST A DEFECTIVE PART 7.I THINK THERE NEEDS TO BE A RECALL ON THIS PART 8.THE TECH TOLD ME THAT THEY HAVE HAD LOTS OF PROBLEMS WITH THIS PART WRITER DOCUMENTED THE CUSTOMERS CONCERNS , WRITER ADVISED THAT I WOULD CONTACT THE DEALERSHIP TO SEE WHAT HAS BEEN DIAGNOSED FOR THE VEHICLE.</p>	<input checked="" type="checkbox"/>	5849473	HCCC Tier2 Team2 Agent	HCCC
							<p>CUST STS: 1. MY NAME IS CHERYL MCOMICK NOW. I HAVE HAD THIS REPAIR DONE SO MANY TIMES. I LOVE HYUNDAI AND I'VE OWNED FOUR BUT THIS ONE HAS HAD THE SAME PROBLEM FOR AWHILE NOW. 2. THE SEAT BELT ASSEMBLY IS FAULTY WHICH</p>				

6/28/2013 05:40:32 AM	JRENDON	Rendon	Jeruselem	Inbound	Customer	Telephone	<p>CAUSES THE AIRBAG LIGHT TO COME ON. 3. I HAVE HAD THIS DONE MANY TIMES UNDER WARRANTY BEFORE. LAST TIME, THOUGH, I HAD TO PAY. 4. I WENT TO THE DEALER FOR AN INSPECTION ONLY AND RIGHT AFTER I LEFT THE AIRBAG LIGHT CAME ON AGAIN SO I HAVEN'T BEEN ABLE TO GO BACK YET. I AM JUST OUTSIDE THE YEAR (1/12) GUARANTEE FOR THAT LAST REPAIR TOO. 5. I NEED HELP BECAUSE I AM REALLY FRUSTRATED THAT THIS KEEPS HAPPENING. WRITER DOCUMENTED INFO AND CONCERN. TRANSFERRED TO CM.</p>	<input checked="" type="checkbox"/>	5849473	HCCC Tier2 Team6 Agent	HCCC
-----------------------------	---------	--------	-----------	---------	----------	-----------	---	-------------------------------------	---------	---------------------------------	------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4423052	CUSTOMER WOULD LIKE TO FILE COMPLAINT ABOUT SEATBELT TENSIONER, FEELS PROBLEM IS A SAFETY ISSUE	DOCUMENTED DETAILS OF COMPLAINT AND REFERRED CUSTOMER TO DEALERSHIP FOR DIAGNOSTIC AND REPAIR OF ISSUE
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 6/6/2011 10:13:54 AM		
Email: [REDACTED]	Closed: 6/6/2011 10:23:04 AM		
Address: [REDACTED]	Status: Closed		
City: FREDERICKSBURG	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: Schulz-021612	* Sentiment:	* Resolution: Referred to Dealer
State: VA	Creator First Name: Shantel	* Category: Product	* Remedy: N/A
IQS :	Owner Last Name: [REDACTED]	* Sub-Category: Operation	* Resolution Satisfaction: Neutral
CSI :	Owner First Name: [REDACTED]	System: Body Electrical	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: Airbag Warning Light	Trans. To:
Dealer		Symptom: Display Message	Trans. Team:
* Servicing Dealer: POHANKA HYUNDAI OF FRDRCKSBRG	VA014 Active	Method : Telephone	Trans. Dealer:
Service District: Southern District 3	Sales District: Southern District 2		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F86H-[REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 01	eMail notification when case is closed:
* Mileage: 70,000	Date of First Use: 6/28/2006	Production Date: 4/4/2006	
Blue Link Equipped : No		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
6/6/2011 10:20:58 AM	SSCHULZ	Schulz- 021612	Shantel	Inbound	Customer	Telephone	***NOTES BY CM/TWRI*** CUSTOMER STATED: 1. SEATBELT COMPLAINT 2. SENSOR BAD, \$500 REPAIR 3. FOUND IS COMMON ISSUE ONLINE 4. CONCERNED BECAUSE IS A SAFETY ISSUE WRITER STATED COMPLAINT HAS BEEN DOCUMENTED, REFERRED TO DEALERSHIP FOR DIAGNOSTIC AND REPAIR CASE CLOSED		4423052	CC Team4	Call Center

Cases

Customer		Case Information		Contact Reason Summary	Resolution Summary
Last Name	[REDACTED]	Case Number:	4499434	SALES MAN JASON FROM DEALERSHIP IL078 INQUIRING WHAT THE SEAT BELT WARRANTY IS. THE SEAT BELT WILL NOT LATCH.	ADVISED THE WARRANTY FOR SEAT BELT IS 5 YEARS 60,000 MILES WHICH EVER IS TO COME FIRST
First Name	[REDACTED]	Type:	CA		
Phone	[REDACTED]	Opened:	8/8/2011 01:55:09 PM		
Email	[REDACTED]	Closed:	8/8/2011 01:58:17 PM		
Address	[REDACTED]	Status:	Closed		
City:	NEWARK	Sub Status:	Closed	Contact Reason	Resolution
ZIP:	[REDACTED]	Creator Last Name:	Haws-012512	* Sentiment:	* Resolution: Provided Information
State:	NJ	Creator First Name:	Tasha	* Category: Warranty Issues	* Remedy: N/A
IQS :	VDS :	Owner Last Name:	[REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
CSI :	SSI :	Owner First Name:	[REDACTED]	System: Body	Transfer
Contact Language :		* Urgency:	Low	Component: Seatbelt	Trans. To:
Dealer				Symptom: Other	Trans. Team:
* Servicing Dealer: HAPPY HYUNDAI			IL078 Inactive		Trans. Dealer:
Service District: National			Sales District: Central District 2		Trans. Type: Standard
Vehicle					Trans. Reason:
VIN:	5NPEU46F87H-[REDACTED]	Model Year:	2007	Engine:	F
Model:	Sonata (NF) V-6	Short Model:	25452F65	Accessory:	15
* Mileage:	72,443	Date of First Use:	5/24/2006	Production Date:	4/20/2006
Blue Link Equipped :	No			Case in Arbitration :	No
					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
8/8/2011 01:56:25 PM	THAWS	Haws-012512	Tasha	Inbound	Customer	Telephone	SALESMAN AN JASON FROM DLRSP IL078 STATED: 1. SALESMAN JASON FROM DEALERSHIP IL078 INQUIRING WHAT THE SEAT BELT WARRANTY IS. THE SEAT BELT WILL NOT LATCH. WRITER ADVISED ADVISED THE WARRANTY FOR SEAT BELT IS 5 YEARS 60,000 MILES WHICH EVER IS TO COME FIRST CASE CLOSED	<input checked="" type="checkbox"/>	4499434	CC Team1	Call Center

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Nam	[REDACTED]	Case Number:	3995235	AIRBAG LIGHT FOR DRIVERS AIRBAG ILLUMINATED, HAS REPALCED SEAT BELT TWICE.		REFERRED TO DEALER IL054 TO HAVE VEHICLE INSPECTED.	
First Nam	[REDACTED]	Type:	CA				
Phon	[REDACTED]	Opened:	6/21/2010 05:36:00 PM				
Emai	[REDACTED]	Closed:	6/21/2010 05:46:23 PM				
Address:		Status:	Closed				
City:		Sub Status:	Closed				
ZIP:		Creator Last Name:	Hansen-083011				
State::		Creator First Name:	Jessica				
IQS :	VDS :	Owner Last Name:	[REDACTED]				
CSI :	SSI :	Owner First Name:	[REDACTED]				
Contact Language :		*Urgency:	Low				
Dealer				Contact Reason		Resolution	
* Servicing Dealer:	GURNEE HYUNDAI	IL054	Active	* Sentiment:		* Resolution:	Referred to Dealer
Service District:	Central District 2	Sales District:	Central District 1	* Category:	Warranty Issues	* Remedy:	N/A
Vehicle				* Sub-Category:	Coverage	* Resolution Satisfaction:	Positive
VIN:	5NPEU46F87H [REDACTED]	Model Year:	2007	System:	Body Electrical	Transfer	
Model:	Sonata (NF) V-6	Short Model:	25452F65	Component:	Airbag Warning Light	Trans. To:	
* Mileage:	34,000	Date of First Use:	12/4/2006	Symptom:	Display Message	Trans. Team:	
Blue Link Equipped :	No	Production Date:	6/1/2006	Method :	Telephone	Trans. Dealer:	
		Case in Arbitration :	No			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
6/21/2010 05:36:52 PM	JHANSEN	Hansen-083011	Jessica	Inbound	Customer	Telephone	CUST STATED: 1. DISSATISFIED WITH CUSTOMER SERVICE FROM DEALER IL054. VEHICLE RETURNED 2. AIRBAG LIGHT FOR DRIVERS AIRBAG ILLUMINATED, HAS REPLACED SEAT BELT TWICE. WRITER ADVISED CUSTOMER HAVE VEHICLE INSPECTED BY DEALER IL054 AND CONTACT DEALER HCA SO REGIONAL OFFICES CAN BE CONTACTED. WRITER CLOSED CASE	<input checked="" type="checkbox"/>	3995235	CC Team3	Call Center

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 4939126	WARRANTY INQUIRY FOR AIR BAG/SEAT BELT FOR 2006 SONATA.	REFERRED CUST TO DEALERSHIP FOR FURTHER ASSISTANCE.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 7/29/2012 07:40:52 PM		
Email: [REDACTED]	Closed: 8/13/2012 10:47:58 AM		
Address:	Status: Closed		
City:	Sub Status: Closed	Contact Reason	Resolution
ZIP:	Creator Last Name: Michitsch-030813	* Sentiment:	* Resolution: Referred to Dealer
State:	Creator First Name: Richard	* Category: Warranty Issues	* Remedy: Normal Condition
IQS:	Owner Last Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
CSI:	Owner First Name: [REDACTED]	System: Body Electrical	Transfer
Contact Language: ENGLISH	* Urgency: Low	Component: Passenger Airbag	Trans. To:
Dealer		Symptom: Stuck	Trans. Team:
* Servicing Dealer: NASSIEF HYUNDAI	OH024 Active	Method: Telephone	Trans. Dealer:
Service District: Central District 5	Sales District: Central District E		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: 5NPEU46F96H [REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25462F65	Accessory: 03	eMail notification when case is closed:
* Mileage: 50,000	Date of First Use: 1/27/2006	Production Date: 6/6/2005	
Blue Link Equipped : No		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
8/13/2012 10:46:47 AM	KJOHNSON	Johnson- 042213	Kenneth	Outbound	Customer	Email	WRITER DOCUMENTED CUST COMMENTS AND REFERRED CUST TO DEALERSHIP FOR FURTHER ASSISTANCE.	<input checked="" type="checkbox"/>	4939126	HCCC Tier2 Team1	HCCC
8/13/2012 10:46:30 AM	KJOHNSON	Johnson- 042213	Kenneth	General	General	General	WRITER ATTACHED INBOUND AND OUTBOUND EMAILS.	<input checked="" type="checkbox"/>	4939126	HCCC Tier2 Team1	HCCC
8/13/2012 10:44:40 AM	KJOHNSON	Johnson- 042213	Kenneth	Inbound	Customer	Email	CUST STATES: 1- HAS A CONCERN WITH AIRBAG. 2- TAKING GRANDCHILDREN ON A TRIP AT THE END OF THE MONTH. 3- WANTS AIR BAG AND SEAT BELT CONCERN REPAIRED BEFORE TRIP.	<input checked="" type="checkbox"/>	4939126	HCCC Tier2 Team1	HCCC
7/30/2012 05:38:00 AM	DXJOHNSO	Johnson	David	Outbound	Customer	Email	WRITER ADVISED INFORMATION WAS RECEIVED. CASE IS UNDER REVIEW.	<input checked="" type="checkbox"/>	4939126	HCCC Lead Agent Team1 Agent	HCCC
7/30/2012 05:36:26 AM	DXJOHNSO	Johnson	David	General	General	General	WRITER ATTACHED INBOUND AND OUTBOUND EMAIL. CASE AS IS LA/JZ	<input checked="" type="checkbox"/>	4939126	HCCC Lead Agent Team1 Agent	HCCC
7/30/2012 05:34:51 AM	DXJOHNSO	Johnson	David	Inbound	Customer	Email	CUST STATES: 1. HERE IS THE ADDRESS YOU ASKED FOR 2. 6003 N. WRIGHT ST. KINGSVILLE OH 44048.	<input checked="" type="checkbox"/>	4939126	HCCC Lead Agent Team1 Agent	HCCC
							WRITER INFORMED CUST THAT WE NEED CONDUCT FURTHER RESEARCH				

7/29/2012 08:15:44 PM	RMICHITSCH	Michitsch-030813	Richard	Outbound	Customer	Email	REGARDING HER AIR BAG/SEAT BELT CONCERN. INFORMED THAT WE NEED TO CONTACT DEALER IN ORDER TO VERIFY IF REPAIR DONE LESS THAN TWELVE MONTHS AGO HAS ANY GUARANTEE ON PARTS OR LABOR. INFORMED CUST THAT WE WILL CONTACT HER AGAIN ONCE THERE IS AN UPDATE TO HER CASE. REQUESTED CUST REPLY TO EMAIL WITH CURRENT MAILING ADDRESS SO THAT WE CAN UPDATE OUR RECORDS.	<input checked="" type="checkbox"/>	4939126	HCCC Tier2 Team1	HCCC
7/29/2012 08:00:10 PM	RMICHITSCH	Michitsch-030813	Richard	General	General	General	ATTACHED INBOUND EMAIL. ATTACHED OUTBOUND EMAIL. CASE CLOSED.	<input checked="" type="checkbox"/>	4939126	HCCC Tier2 Team1	HCCC
							CUST STATES: 1. I OWN A 2006 SONATA, I HAVE ALREADY HAD THE PASSENGER SIDE AIR BAG/SEATBELT PART REPLACED ONCE LAST OCTOBER, 2011. 2. NOW I AM HAVING THE SAME PROBLEM AGAIN. 3. MY WARRANTY IS OVER, I HAVE 50,000 MILES ON MY CAR. 4. THE				

7/29/2012 07:52:50 PM	RMICHITSCH	Michitsch- 030813	Richard	Inbound	Customer	Email	<p>DEALER WANTED TO CHARGE ME \$100 TO HAVE IT SCANNED AGAIN. 5. I THINK IS THE SAME PROBLEM. 6. THERE WAS NO WARRANTY ON THE WORK AS THE COMPANY PAID ONE THIRD, THE DEALER PAID ONE THIRD AND I PAID ONE THIRD. 7. WHAT IF I PAY THE FULL PRICE AND IT HAPPENS AGAIN?????? 8. I THINK IT IS A DEFECT. 9. I HAVE ALREADY PAID TO HAVE THE RADIO/CD REPLACED. 10. NOW THE BACK DOOR DOES NOT LOCK WITH THE REMOTE!!!! 11. VERY DISAPPOINTED.</p>	<input checked="" type="checkbox"/>	4939126	HCCC Tier2 Team1	HCCC
-----------------------------	------------	----------------------	---------	---------	----------	-------	--	-------------------------------------	---------	------------------------	------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last [REDACTED]	Case Number: 6127435	WARRANTY INQUIRY SEATBELT TENSIONER	ESCALATED TO MR T/L
First Name [REDACTED]	Type: CA		
Phone [REDACTED]	Opened: 10/21/2013 08:11:23 AM		
Email [REDACTED]	Closed: 10/25/2013 10:07:48 AM		
Address [REDACTED]	Status: Closed		
City: MINERAL WELLS	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: Yarbrough-021214	* Sentiment: Inquiry/Suggestion	* Resolution: Referred to Dealer
State: WV	Creator First Name: Tangela	* Category: Warranty Issues	* Remedy: N/A
IQS :	Owner Last Name: Dunn-070114	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
VDS :	Owner First Name: Katherine	System: Body Electrical	Transfer
CSI :	* Urgency: Low	Component: Airbag Warning Light	Trans. To:
Contact Language : ENGLISH		Symptom: No Shut Off	Trans. Team:
Dealer			Trans. Dealer:
* Servicing Dealer: SUPERIOR HYUNDAI	WV008 Active		Trans. Type: Standard
Service District: Southern District 4	Sales District: Southern District 4		Trans. Reason: Case Handling
Vehicle			Check Request Pending Approval : 0
VIN: 5NPEU46F96H [REDACTED]	Model Year: 2006	Engine: F	eMail notification when case is closed:
Model: Sonata (NF) V-6	Short Model: 25462F65	Accessory: 01	
* Mileage: 85,434	Date of First Use: 7/14/2005	Production Date: 6/21/2005	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4449148	CUSTOMER CALLING ABOUT A CONCERN REGARDING A SERVICE ISSUE. SHE JUST PICKED UP VEHICLE FROM DEALERSHIP. SEAT BELT SENSOR ON PASSENGER SIDE NEEDS TO BE REPLACED. AIR BAG LIGHT STAYS ON BECAUSE OF SEAT	LETTER MAILED TO CUSTOMER.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 6/27/2011 01:56:56 PM		
Email: [REDACTED]	Closed: 9/7/2011 12:56:15 PM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Sheldon-033012		
State:	Creator First Name: Vickie		
IQS : VDS :	Owner Last Name: [REDACTED]		
CSI : SSI :	Owner First Name: [REDACTED]		
Contact Language : ENGLISH	* Urgency: Low		
Dealer			
* Servicing Dealer: DESKINS HYUNDAI	KY014 Active		
Service District: Central District 9	Sales District: Central District E		
Vehicle			
VIN: 5NPEU46F96H [REDACTED]	Model Year: 2006	Engine: F	
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 02	
* Mileage: 75,148	Date of First Use: 6/20/2006	Production Date: 8/5/2005	
Blue Link Equipped : No		Case in Arbitration : No	
			* Resolution Summary
			Resolution
			* Resolution: Documented Concern
			* Remedy: N/A
			* Resolution Satisfaction: Neutral
			Transfer
			Trans. To:
			Trans. Team:
			Trans. Dealer:
			Trans. Type: Standard
			Trans. Reason: Case Handling
			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
9/7/2011 12:21:12 PM	RWATTS	Watts-062612	Ruth	General	General	General	OUTBOUND CORRESPONDENCE LETTER MAILED TO CUSTOMER.		4449148	CC Team6	Call Center
9/6/2011 12:23:39 PM	DWEINBENDER	Weinbender-033012	Debbie	General	General	General	PLEASE MAIL A LETTER TO CUSTOMER. CUSTOMER HAS BEEN CALLED 2 TIMES NO ANSWER. CASE SENT TO LITERATURE FOR MAILING.	<input checked="" type="checkbox"/>	4449148	CC Team2	Call Center
9/3/2011 08:26:35 AM	DWEINBENDER	Weinbender-033012	Debbie	General	General	General	WRITER WOULD LIKE CUSTOMER TO KNOW THE VEHICLE IS OUT OF WARRANTY. THERE WOULD BE NO ASSISTANCE.	<input checked="" type="checkbox"/>	4449148	CC Team2	Call Center
9/3/2011 08:23:45 AM	DWEINBENDER	Weinbender-033012	Debbie	Outbound	Customer	Telephone	CORRESPONDENCE WRITER CALLED CUSTOMER LEFT MESSAGE FOR THE CUSTOMER TO CALL. WRITER WOULD LIKE CUSTOMER TO KNOW THE PAPER WORK WAS RECEIVED. 2ND ATTEMPT	<input checked="" type="checkbox"/>	4449148	CC Team2	Call Center
9/2/2011 12:23:15 PM	DWEINBENDER	Weinbender-033012	Debbie	Outbound	Customer	Telephone	CORRESPONDENCE WRITER CALLED CUSTOMER LEFT MESSAGE FOR THE CUSTOMER TO CALL. WRITER WOULD LIKE CUSTOMER TO KNOW THE PAPER WORK WAS RECEIVED. FOLLOW UP NEEDED.	<input checked="" type="checkbox"/>	4449148	CC Team2	Call Center
9/2/2011		Weinbender-					CORRESPONDENCE SUMMARY OF LETTER. 1. SENT IN THE PAPER				

12:21:16 PM	DWEINBENDER	033012	Debbie	Inbound	Customer	Letter	WORK FOR GOODWILL 2. THE AIRBAG LIGHT HAD BEEN ON.	<input checked="" type="checkbox"/>	4449148	CC Team2	Call Center
9/2/2011 08:50:25 AM	ABOSCAN	Boscan-033012	Alfredo	General	General	General	NOTES IN ICC BY LAST CM/CN: HCCC ADVISED THAT DUE TO THE MILEAGE ON THE VEHICLE AT THE TIME OF THE REPAIR, HMA IS UNABLE TO OFFER ANY REIMBURSEMENT. EXPLAINED THE 5/60 WARRANTY AND THAT THE REPLACEMENT PART HAS A WARRANTY OF 1/12 WHICHEVER OCCURS FIRST. REFERRED TO DEALERSHIP IS CONCERN STILL PERSISTS FOR A RECENT DIAGNOSIS. INVITED CUSTOMER TO CONTACT HCCC BACK IF FURTHER ASSISTANCE IS NEEDED AFTER DIAGNOSIS.	<input checked="" type="checkbox"/>	4449148	CC Team2	Call Center
9/2/2011 08:49:28 AM	ABOSCAN	Boscan-033012	Alfredo	Inbound	Customer	Letter	CORR- WRITER FORWARDING CASE TO CM (DWEINBENDER) FOR HANDLING	<input checked="" type="checkbox"/>	4449148	CC Team2	Call Center
							CONTACTED CUSTOMER VIA EMAIL AND ADVISED THAT DUE TO THE MILEAGE ON THE VEHICLE AT THE TIME OF THE REPAIR, HMA IS UNABLE TO OFFER ANY REIMBURSEMENT. EXPLAINED THE				

8/23/2011 02:25:12 PM	CNICHOLS	Nichols-021612	Cameron	Outbound	Customer	Email	5/60 WARRANTY AND THAT THE REPLACEMENT PART HAS A WARRANTY OF 1/12 WHICHEVER OCCURS FIRST. REFERRED TO DEALERSHIP IS CONCERN STILL PERSISTS FOR A RECENT DIAGNOSIS. INVITED CUSTOMER TO CONTACT HCCC BACK IF FURTHER ASSISTANCE IS NEEDED AFTER DIAGNOSIS. WRITER ATTACHED DOC. CASE CLOSED.	<input checked="" type="checkbox"/>	4449148	CC Team7	Call Center
							WRITER CONTACTED DEALERSHIP KY014, AND SPOKE WITH BOB, SERVICE MANAGER WHO STATED: 1. HAS CAMPAIGN 083 ALREADY BEEN COMPLETED ON CUSTOMER'S VEHICLE? -- NOT SHOWING ANY HISTORY OF CAMPAIGN 083 REPAIR. -- CAN CHECK FOR CAMPAIGN 083. -- NOT SURE IF CONCERN IS RELATED. 2. LIST THE DATES, MILEAGE, DIAGNOSES, AND REPAIR ATTEMPTS FOR THE CUSTOMER'S CURRENT OR ANY PREVIOUS AIR BAG LIGHT/SEAT BELT SENSOR RELATED				

8/23/2011 01:09:31 PM	CNICHOLS	Nichols- 021612	Cameron	Outbound	Dealer	Telephone	<p>CONCERNS: -- 6/27/2011- 7/15/2011 AT 75,148 MILES REPLACED TORQUE CONVERTER, TRANSMISSION CYLENOID HARNES AND VALVE. AIR BAG LIGHT ON, REPLACED RIGHT FRONT SEAT BELT BUCKLE- CUSTOMER PAID FOR BUCKLE REPLACEMENT. -- 8/13/2010 AT 59,310 MILES AIRBAG LIGHT ON. REPLACED RIGHT SIDE SEATBELT BUCKLE. -- 11/17/2009 AT 49,000 MILES AIR BAG LIGHT ON. REPLACED CAP AS CAP WAS BROKEN ON PREVIOUS VISIT. - - 10/12/2009 AIR BAG LIGHT ON. FOUND BOTTLE UNDER SEAT WHICH CAUSED THE LIGHT TO ILLUMINATE. -- 4/2/2009 AT 41,934 MILES AIR BAG LIGHT ON. TSB 08-01-00 WAS PERFORMED. 3. ARE THERE ANY AFTERMARKET PARTS THAT MAY BE CAUSING THE CONCERN? -- NO AFTERMARKET PARTS INVOLVED. 4. HAS THE DEALERSHIP ALREADY INVOLVED TECHLINE, THE</p>	<input checked="" type="checkbox"/>	4449148	CC Team7	Call Center
-----------------------------	----------	--------------------	---------	----------	--------	-----------	--	-------------------------------------	---------	----------	-------------

DPSM, OR FSE IN RESOLVING THE CONCERN, AND IF SO, WHAT DID THEY SAY? -- COMPUTER RECORDS DO NOT SHOW TECHLINE, DPSM, OR FSE INVOLVEMENT, ONLY CUSTOMER'S CONCERN AND WHAT REPAIRS DEALERSHIP PERFORMED. 5. HAS HAD DISPUTE WITH ONE OF THE SERVICE ADVISORS. CUSTOMER CALLED IN LAST WEEK, BOB OFFERED TO ASSIST, CUSTOMER DECLINED AND ASKED BOB TO GIVE MESSAGE TO SERVICE ADVISOR.

ATTEMPT 2
WRITER CONTACTED DEALERSHIP KY014, AND LEFT MESSAGE WITH LISA, RECEPTIONIST TO GIVE TO BOB, SERVICE MANAGER. ***IF DEALERSHIP CALLS BACK PLEASE GATHER THE FOLLOWING:
1. HAS CAMPAIGN 083 ALREADY BEEN COMPLETED ON CUSTOMER'S VEHICLE? 2. LIST THE DATES, MILEAGE,

8/23/2011 07:32:46 AM	CNICHOLS	Nichols- 021612	Cameron	Outbound	Dealer	Telephone	<p>DIAGNOSES, AND REPAIR ATTEMPTS FOR THE CUSTOMER'S CURRENT OR ANY PREVIOUS AIR BAG LIGHT/SEAT BELT SENSOR RELATED CONCERNS. 3. ARE THERE ANY AFTERMARKET PARTS THAT MAY BE CAUSING THE CONCERN? 4. HAS THE DEALERSHIP ALREADY INVOLVED TECHLINE, THE DPSM, OR FSE IN RESOLVING THE CONCERN, AND IF SO, WHAT DID THEY SAY? PLEASE INFORM CM/CN OF ANY UPDATES. THANK YOU IN ADVANCE.</p>	<input checked="" type="checkbox"/>	4449148	CC Team7	Call Center
8/22/2011 12:12:54 PM	CNICHOLS	Nichols- 021612	Cameron	Outbound	Dealer	Telephone	<p>WRITER CONTACTED DEALERSHIP KY014, AND LEFT MESSAGE WITH LISA TO GIVE TO SERVICE MANAGER. ***IF DEALERSHIP CALLS BACK PLEASE GATHER THE FOLLOWING: 1. HAS CAMPAIGN 083 ALREADY BEEN COMPLETED ON CUSTOMER'S VEHICLE? 2. LIST THE DATES, MILEAGE, DIAGNOSES, AND REPAIR ATTEMPTS FOR THE CUSTOMER'S CURRENT OR ANY PREVIOUS AIR BAG LIGHT/SEAT</p>	<input checked="" type="checkbox"/>	4449148	CC Team7	Call Center

							BELT SENSOR RELATED CONCERNS. 3. ARE THERE ANY AFTERMARKET PARTS THAT MAY BE CAUSING THE CONCERN? 4. HAS THE DEALERSHIP ALREADY INVOLVED TECHLINE, THE DPSM, OR FSE IN RESOLVING THE CONCERN, AND IF SO, WHAT DID THEY SAY? PLEASE INFORM CM/CN OF ANY UPDATES. THANK YOU IN ADVANCE.				
8/22/2011 11:24:23 AM	CMOORE	Moore-012512	Christopher	General	General	General	WRITER FORWARDED CASE TO CM/CN FOR HANDLING.	<input checked="" type="checkbox"/>	4449148	CC Team5	Call Center
8/21/2011 12:55:02 PM	ILAM	Lam-021612	Ina	General	General	General	**EMAIL SENT AND ATTACHED**	<input checked="" type="checkbox"/>	4449148	CC Team5	Call Center
8/20/2011 12:09:31 PM	CMOORE	Moore-012512	Christopher	Inbound	Customer	Email	SUMMARY OF EMAIL RECEIVED 8/18/11: 1. CUST STATED FOLLOWING CONVERSATION WITH CM/VS, CUST WAS ADVISED TO SUBMIT DOCUMENTATION FOR POSSIBLE REIMBURSEMENT. WRITER REPLIED VIA EMAIL AND INFORMED CUSTOMER WRITER ATTACHED DOCS. CASE CLOSED.		4449148	CC Team5	Call Center
							CUSTOMER STATED: 1. CONCERN ABOUT A SERVICE ISSUE. 2. JUST PICKED UP VEHICLE				

6/27/2011 02:15:58 PM	VSHELDON	Sheldon- 033012	Vickie	Inbound	Customer	Telephone	<p>FROM DEALERSHIP. 3. SEAT BELT SENSOR PASSENGER SIDE NEEDS TO BE REPLACED. 4. AIR BAG LIGHT STAYS ON BECAUSE OF SEAT BELT SENSOR. 5. REPLACED SEAT BELT SENSOR BACK IN AUGUST 2010. THIS WILL BE THE SECOND REPAIR. REPAIR NOW NEEDS TO BE DONE ON PASSENGERS SIDE. WRITER EXPLAINED THE 5/60 WARRANTY AND THAT THEY ARE OUT BY MILES AND TIME. REFERRED TO DEALERSHIP FOR REPAIR. EXPLAINED WOULD BE RESPONSIBLE FOR COST OF REPAIR. ONCE REPAIR IS DONE COULD CALL CONSUMER AFFAIRS BACK FOR FURTHER REVIEW OF CASE. CLOSED CASE</p>	4449148	CC Training Team	Call Center
-----------------------------	----------	--------------------	--------	---------	----------	-----------	--	---------	---------------------	-------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name First Name Phon Ema Address City: HARTFORD ZIP: [REDACTED] State:: CT IQS : VDS : CSI : SSI :	Case Number: 6588319 Type: CA Opened: 5/8/2014 08:27:56 AM Closed: 5/8/2014 08:48:04 AM Status: Closed Sub Status: Closed Creator Last Name: Scott Creator First Name: Frances Owner Last Name [REDACTED] Owner First Name: [REDACTED] *Urgency: Low	SEAT BELT WARRANTY INQUIRY Contact Reason *Sentiment: Inquiry/Suggestion *Category: Warranty Issues *Sub-Category: Coverage System: Body Electrical Component: Other Symptom: Intermittent	ADVISED THE WARRANTY HAD EXPIRED 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:
Dealer * Servicing Dealer: LIA HYUNDAI Service District: Eastern District 4	CT020 Active Sales District: Eastern District 4		
Vehicle VIN: 5NPEU46F96H [REDACTED] Model: Sonata (NF) V-6 * Mileage: 106,000 Blue Link Equipped : No	Model Year: 2006 Short Model: 25452F65 Date of First Use: 3/9/2006	Engine: F Accessory: 01 Production Date: 9/15/2005 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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name [REDACTED] First Name [REDACTED] Phon [REDACTED] Email [REDACTED] Address [REDACTED] City: WASHINGTONVILLE ZIP: [REDACTED] State:: NY IQS : VDS : CSI : SSI :	Case Number: 4349925 Type: CA Opened: 4/1/2011 08:09:41 AM Closed: 1/9/2012 07:10:06 AM Status: Closed Sub Status: Closed Creator Last Name: Higley-083011 Creator First Name: Jerry Owner Last Name: [REDACTED] Owner First Name: [REDACTED] Urgency: Low	Contact Reason Summary CUSTOMER HAS HAD ISSUES WITH AIRBAG LIGHT. HAS HAD VEHICLE IN SEVERAL TIMES FOR REPAIR. REPAIRS HAVE BEEN DONE CORRECTLY. CUSTOMER HAS THE AIRBAG LIGHT ON AGAIN. CUSTOMER STATES THAT DEALER Contact Reason Sentiment: Category: Warranty Issues Sub-Category: Coverage System: Body Electrical Component: Drivers Airbag Symptom: ESC/ESP Light Method : Telephone	Resolution Summary CUSTOMER WAS INFORMED THAT THERE ARE NO RECALL ON SEAT BELT. CUSTOMER IS OUT OF WARRANTY BY TIME AND MILES. Resolution Resolution: Documented Concern 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:
Dealer	Servicing Dealer: SURESKY HYUNDAI NY025 Active Service District: Eastern District D Sales District: Eastern District D		
Vehicle	VIN: 5NPEU46F96H [REDACTED] Model: Sonata (NF) V-6 Mileage: 83,000 Blue Link Equipped : No	Model Year: 2006 Short Model: 25452F65 Date of First Use: 4/26/2006 Case in Arbitration : No	Engine: F Accessory: 01 Production Date: 9/26/2005

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
4/1/2011 12:01:38 PM	JHIGLEY	Higley- 083011	Jerry	Outbound	Customer	Telephone	WRITER STATED: 1. SEAT BELT BUCKLE NOT COVERED UNDER WARRANTY. 2. IS NOT ON RECALL/CAMPAIGN. CASE CLOSED.		4349925	CC Team1	Call Center
4/1/2011 08:15:12 AM	JHIGLEY	Higley- 083011	Jerry	Outbound	Dealer	Telephone	WRITER CONTACTED DEALER NY025 AND SPOKE WITH DOUG , SERVICE MANAGER AT DEALER NY025 WHO STATED: 1. 12/16/09, 59234 MILES, AIR BAG LIGHT ON, CODE B1706 ,AND B1448, DECLINED REPAIR AT THAT TIME. 4/20/10, 67466, SENT SEAT IN FOR RECALB. 3/31/11, 83199 MILES, AIR BAG LIGHT ON IT IS INTERNAL BUCKLE. 315.00 PARTS AND LABOR. 129214 WARRANTY 2. NO AFTERMARKET PARTS USED OR CAUSING PROBLEM 3. DPSM, TECHLINE OR FSE HAS BEEN USED.		4349925	CC Team1	Call Center
4/1/2011							CUSTOMER STATED: 1. AIR BAG LIGHT HAS COME ON SEVERAL TIMES. 2. SEAT HAS BEEN SENT IN BY DEALER NY025 FOR REPROGRAMING. 3. IS BEING TOLD				

08:15:06 AM	JHIGLEY	Higley- 083011	Jerry	Inbound	Customer	Telephone	THAT THE SEAT BUCKLE IS CAUSING LIGHT TO COME ON NOW. WRITER INFORMED CUSTOMER THAT WILL CHECK WITH DEALER. CASE OPEN PENDING CONTACT WITH CUSTOMER.	4349925	CC Team1	Call Center
----------------	---------	-------------------	-------	---------	----------	-----------	---	---------	----------	-------------

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: WASHINGTONVILLE

ZIP

State:: NY

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Case Information

Case Number: 5886701

Type: CA

Opened: 7/16/2013 06:55:40 AM

Closed: 8/2/2013 09:24:49 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Jackson-082613

Creator First Name: Bruce

Owner Last Name

Owner First Name

★Urgency: Low

★ Contact Reason Summary

REIMBURSEMENT REQUEST FOR DRIVER'S SIDE SEATBELT BUCKLE. PASSENGER'S SIDE BUCKLE HAS ALREADY BEEN REPLACED 3 TIMES.

Contact Reason

★Sentiment: Complaint

★Category: Warranty Issues

★Sub-Category: Coverage

System: Body Electrical

Component: Airbag Warning Light

Symptom: Other

* Resolution Summary

SPOKE WITH CUST AND ADVISED THAT AFTER FURTHER CONSIDERATION THE REIMBURSEMENT REQUEST HAS BEEN DECLINED.

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Negative

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

★ Servicing Dealer: SURESKY HYUNDAI

NY025 Active

Service District: Eastern District D

Sales District: Eastern District D

Vehicle

VIN: 5NPEU46F96H

Model Year: 2006

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 01

★Mileage: 127,128

Date of First Use: 4/26/2006

Production Date: 9/26/2005

Blue Link Equipped : No

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
8/2/2013 09:20:51 AM	CCMILLER	Miller	Cody	Outbound	Customer	Telephone	WRITER SPOKE WITH CUST AND ADVISED THAT AFTER FURTHER CONSIDERATION THE REIMBURSEMENT REQUEST HAS BEEN DECLINED. CUST STS: 1. DECLINED? 2. AFTER REPLACING THE BUCKLES FOUR TIMES IN TWO YEARS? 3. "I AM CALLING THE HIGHWAY SAFETY ADMINISTRATION!" 4. HYUNDAI HAS BEEN HAVING THIS PROBLEM FOR 7 YEARS AND THE NEW ONES ARE STILL HAVING PROBLEMS. 5. ALRIGHT, FINE, GOODBYE!	<input checked="" type="checkbox"/>	5886701	HCCC Tier2 Team1 Agent	HCCC
7/30/2013 12:14:46 PM	WZERVAKO	Zervakos	William	General	General	General	***ATTN CM/CM*** 1. REIMBURSEMENT IS BEING DENIED DUE TO VEHICLE BEING WELL OUTSIDE THE 5/60 WARRANTY PERIOD. 2. ALSO, CUST BOUGHT THE PART AND DID NOT WANT TO HAVE THE DEALERSHIP INSTALL.	<input checked="" type="checkbox"/>	5886701	HCCC General Team1 Agent	HCCC
							WRITER SPOKE WITH DOUG FROM DLR NY025 WHO ADVISED THAT THE CUSTOMER WAS CURRENTLY IN				

7/30/2013 11:32:46 AM	CCMILLER	Miller	Cody	Outbound	Dealer	Telephone	<p>ON JULY 18TH FOR THE AIRBAG LIGHT. CODES POINT TO SEATBELT BUCKLE. THIS CUSTOMER HAS BEEN HAVING AN ONGOING CONCERN WITH THE SEATBELT BUCKLES. "HE'S A REAL NICE OLD MAN." BUCKLES DO NOT SEEM TO BE FROM WEAR OR TEAR IT HAS ALWAYS SEEMED TO BE AN INTERNAL FAULT. CUSTOMER'S VEHICLE WAS DIAGNOSED FOR FREE ON THE 18TH OF JULY BY MYSELF CUSTOMER DECLINED TO HAVE WORK DONE. WE PROVIDED PART NUMBER AND CUSTOMER PURCHASED PART TO INSTALL OUTSIDE OF DEALERSHIP. CURRENT VEHICLE MILEAGE IS 127,128 MILES. WRITER THANKED DOUG FOR HIS TIME AND ASSISTANCE.</p>	<input checked="" type="checkbox"/>	5886701	HCCC Tier2 Team1 Agent	HCCC
							<p>***ATTN: CM/CM*** GOODWILL REQUEST HAS NOT BEEN APPROVED OR DENIED AT THIS TIME. PLEASE DO NOT INDICATE TO CUSTOMER THAT GOODWILL HAS BEEN APPROVED. 1. PLEASE</p>				

7/29/2013 02:13:16 PM	WZERVAKO	Zervakos	William	General	General	General	CONTACT DEALER AND ASK ABOUT SEAT BELT REPAIR IN APRIL OF 2012. 2. NEED TO GET CURRENT MILEAGE ON VEHICLE AND INFORM CUST THAT THE DEALER WILL HAVE TO DO THE WORK BEFORE REIMBURSEMENT CAN BE CONSIDERED.	<input checked="" type="checkbox"/>	5886701	HCCC General Team1 Agent	HCCC				
							<p>REIMBURSE FOR SEATBELT BUCKLE REPLACEMENT. IN THE AMOUNT OF \$155.55. THIS IS A ONE-TIME GOODWILL OFFER NOT TO EXCEED \$155.55.</p> <p>CONSIDERATION - 1. WHY IS THIS CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION? SEATBELT BUCKLES HAVE BEEN REPLACED 4 TIMES IN THE LAST TWO YEARS DUE TO THE AIRBAG LIGHT COMING ON. 2. WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? REIMBURSEMENT FOR THE SEATBELT BUCKLE. 3. WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF</p>						<p>PLEASE</p> <p>GOODWILL</p>		

7/26/2013
12:40:39
PM

CCMILLER

Miller

Cody

General

General

General

WARRANTY IS THE VEHICLE BY TIME/MILEAGE? NVLW. VEHICLE IS OUT OF WARRANTY BY 2 YEARS/40,000 MILES. 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? ORIGINAL OWNER 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? SURESKY HYUNDAI NY025. 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? N/A 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? DEFECTS IN MATERIALS. 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? YES 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? 10. WHAT WAS THE COST FOR PARTS? \$155.55 11. WHAT WAS THE COST FOR LABOR? N/A 12. WHAT IS THE TOTAL COST OF



5886701

HCCC
Tier2
Team1
Agent

HCCC

							REPAIR? \$155.55 13. (IRF REPAIRS ONLY) WHY DID THE CUSTOMER HAVE THE REPAIR DONE AT AN IRF INSTEAD OF A HYUNDAI DEALERSHIP? REPAIRS DONE BY CUSTOMER. VEHICLE WELL OUTSIDE OF WARRANTY.				
7/24/2013 09:55:22 AM	TEVANS	Evans Jr- 070314	Thomas	General	General	General	WRITER ATTACHED INBOUND FAX, SET ACTIVITY FOR CM/CM.	<input checked="" type="checkbox"/>	5886701	HCCC Tier2 Team4 Agent	HCCC
7/19/2013 01:06:55 PM	CCMILLER	Miller	Cody	Inbound	Customer	Telephone	CUST STS: 1. BEEN HAVING AIRBAG PROBLEMS SINCE INCEPTION OF THE VEHICLE. 2. SM AT SURESKY HYUNDAI SAID TO CALL YOU GUYS TO SEE WHAT CAN BE DONE. 3. LOOKING FOR COMPENSATION FOR THIS. 4. HAVE TO ORDER A DRIVER'S SIDE SEAT BELT BUCKLE. THE PASSENGER'S SIDE HAS ALREADY BEEN DONE 3 TIMES. 5. HYUNDAI VEHICLES ARE GREAT BUT THE AIRBAG SYSTEMS ARE NOT. 6. "WILL NOT HAVE THE DEALER INSTALL THE PART I WILL INSTALL IT MYSELF." WRITER ADVISED CUSTOMER OF THE DOCUMENTATION	<input checked="" type="checkbox"/>	5886701	HCCC Tier2 Team1 Agent	HCCC

							NEEDED FOR REIMBURSEMENT CONSIDERATION. ADVISED CUSTOMER THAT THERE IS NO GUARANTEE THAT IT WILL BE APPROVED. CASE CLOSED PENDING DOCUMENTATION.			
7/16/2013 06:58:59 AM	BRUCEJACKSON	Jackson-082613	Bruce	Inbound	Customer	Telephone	CUST STS: 1. AIRBAG LIGHT IS ON AGAIN. 2. HAD BEEN IN 2 PREVIOUS TIMES FOR SAME PROBLEM. 3. PROBLEM WAS DETERMINED TO BE PASSENGER SIDE SEATBELT BOTH TIMES AND CUST PAID COST OUT OF POCKET 4. HE WILL HAVE DIAGNOSTICS DONE ELSEWHERE AS DEALER CHARGES \$110 5. WILL HE HAVE TO PAY FOR REPAIR IF DETERMINED TO BE SEATBELT AGAIN? WRITER ADVISED CUST TO GO BACK TO DEALER TO DETERMINE PROBLEM AND TO SEE IF IT IS THE CAMPAIGN 083. INFORMED CUST THAT WE COULD NOT DETERMINE COST OR FAULT OVER PHONE WITHOUT DIAGNOSTICS AT THE DLR OR AUTHORIZED REPAIR CENTER.	5886701	HCCC Tier1 Team1	HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4302182	CUSTOMER STATES WANTS SEATBELT COVERED UNDER HPP. PAID EXTRA AND HAS PUT A LOT OF MONEY IN VEHICLE	CONSUMER AFFAIRS ADVISED AS STATED IN HPP CONTRACT SEAT BELTS ARE NOT COVERED. SEAT BELTS ARE COVERED FOR THE NVLW TIME PERIOD OF 5/60.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 2/21/2011 05:30:57 PM		
Email: [REDACTED]	Closed: 2/21/2011 05:53:04 PM		
Address: [REDACTED]	Status: Closed		
City: CHAMPLIN	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Fleming-083011	Contact Reason	Resolution
State: MN	Creator First Name: Chelsae	* Sentiment:	* Resolution: Provided Information
IQS :	Owner Last Name: [REDACTED]	* Category: Warranty Issues	* Remedy: N/A
CSI :	Owner First Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Negative
Contact Language :	* Urgency: Low	System: Body	Transfer
Dealer		Component: Seatbelt	Trans. To:
* Servicing Dealer: WALSER HYUNDAI	MN020 Active	Symptom: Inoperative	Trans. Team:
Service District: Central District 7	Sales District: Central District 7	Method : Telephone	Trans. Dealer:
Vehicle			Trans. Type: Standard
VIN: 5NPEU46F96H [REDACTED]	Model Year: 2006	Engine: F	Trans. Reason:
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 05	Check Request Pending Approval : 0
* Mileage: 90,000	Date of First Use: 10/21/2005	Production Date: 9/27/2005	eMail notification when case is closed:
Blue Link Equipped : No		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
2/21/2011 05:49:44 PM	CFLEM	Fleming-	Chelsae	Inbound	Customer	Telephone	CUSTOMER STATES: 1. HAVE FOLLOWED ALL HYUNDAI GUIDELINES IN TAKING CARE OF VEHICLE 2. OLD DEALERSHIP MOVED SO STARTED GOING TO WALSER 3. HAVE BEEN PUTTING A LOT OF MONEY IN VEHICLE 4. 90K CHECK UP COST 457.00 5. AIRBAG LIGHT HAS COME ON 6. 170.00 FOR DIAGNOSIS IF NOT A WARRANTABLE CONCERN 7. A PART ON SEATBELT IS NOT COVERED UNDER WARRANTY 8. WANTS COVERED UNDER HPP 9. WILL NOT BUY ANOTHER HYUNDAI 10. WILL ALSO BE CONTACTING NHTSA ABOUT CONCERN 11. PART NUMBER 888400A000QD WRITER ADVISED AS STATED IN HPP CONTRACT SEAT BELTS ARE NOT COVERED. SEAT BELTS ARE COVERED FOR THE NVLW TIME PERIOD OF 5/60. ADVISED OF ALTERNATE DISPUTE RESOLUTION SECTION IN OH.	<input checked="" type="checkbox"/>	4302182	CC Team1	Call Center

						CUSTOMER HUNG UP ONCE CASE NUMBER WAS GIVEN CASE CLOSED.				
--	--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Na First Na Pho Em Address: City: ZIP: State:: IQS : VDS : CSI : SSI :	Case Number: 3754493 Type: CA Opened: 11/6/2009 10:09:40 AM Closed: 4/26/2010 06:59:16 AM Status: Closed Sub Status: Closed Creator Last Name: Acuna-033012 Creator First Name: Eddy Owner Last Name: [REDACTED] Owner First Name: [REDACTED] *Urgency: High	THE SEAT BELT PRE TENSIONERS HAD TO BE REPLACED AND THE CUSTOMER IS OUT OF THE 5/60 SO THE CUSTOMER WOULD LIKE SOME ASSISTANCE. Contact Reason * Sentiment: * Category: Campaign * Sub-Category: 083 Sonata OCS System: Body Electrical Component: OCS Symptom: Other Method : Mail	PER LETTER FROM HYUNDAI MOTOR AMERICA THE 083 CAMPAIGN WILL BE COMPLETED AT CUSTOMER REQUEST AT NO CHARGE TO CUSTOMER. Resolution * Resolution: Provided Information * Remedy: N/A * Resolution Satisfaction: Positive Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Trans. Reason: Check Request Pending Approval : 0 eMail notification when case is closed:
Dealer * Servicing Dealer: ADVANTAGE HYUNDAI Service District: Eastern District 5	NY110 Active Sales District: Eastern District 5		
Vehicle VIN: 5NPEU46F96H [REDACTED] Model: Sonata (NF) V-6 * Mileage: 74,300 Blue Link Equipped : No	Model Year: 2006 Short Model: 25452F65 Date of First Use: 1/17/2006	Engine: F Accessory: 01 Production Date: 9/28/2005 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
4/26/2010 06:50:13 AM	SKATRIS	Katris-083011	Sandra	Inbound	Customer	Telephone	CUST STATES: 1. REFERRING TO THE LETTER THAT HYUNDAI SENT CUST REGARDING TAKING VEH INTO DLR FOR OCS CAMPAIGN, CUST WANTS TO KNOW IF THE REPAIR WILL BE CUST PAY. WRITER ADVISED: 1. ACCORDING TO THE LETTER THE REPAIR IS STATED TO BE UNDER THE CAM AND WILL BE COMPLETED WITHOUT CHARGE TO CUST. 2. VEH NOW HAS 82,000 MILES. 3. WRITER PROVIDED CASE #, WRITER'S NAME AND ID. CASE HAS BEEN CLOSED.		3754493	CC Team2	Call Center
3/16/2010 02:48:12 PM	KWHEELER	Wheeler-083011	Keith	Contact from Customer			CUST STATED: 1. COULD I HAVE THE CORPORATE ADDRESS? 2. COULD YOU GIVE ME AN EXPLANATION OF 094 RECALL? WRITER PROVIDED CUSTOMER WITH HMA MAILING ADDRESS. WRITER PROVIDED CUSTOMER WITH OVERVIEW OF CAMPAIGN 094. CASE REMAINS AS IS.	<input checked="" type="checkbox"/>	3754493	CC Team5	Call Center
							RESPONSE SENT				

3/10/2010 06:37:23 AM	HMA01537	Czachor- 072913	Debbie	General			TO THE CUSTOMER THIS DAY.	3754493	Region Eastern	Region
2/25/2010 09:24:29 AM	HMA03270	Harvey	Carolyn	Contact from Customer			NCA RECVD A LETTER FROM THE CUSTOMER DATED 02/15/2010 STATING IS HAVING A SAFETY SYSTEM PROBLEM WITH VEHICLE. CUSTOMER STATES HAS HAD A AIRBAG PROBLEM SINCE OWNING THE VEHICLE AND NOW THERE IS A RECALL ON THE 2006-2009 AZERA'S VEHICLE' AIRBAG SYSTEM JUST LIKE THE CUSTOMER HAS. CUSTOMER IS REQUESTING TO BE REIMBURSE FOR ONGOING CONCERNS WITH SAFETY CONCERNS AND GET A FINAL REPAIR. NCA IS FORWARDING A COPY OF THE LETTER TO THE REGION FOR FURTHER REVIEW AND TO CONTACT THE CUSTOMER. A COPY OF THE LETTER IS ATTACHED TO THE FILE.	3754493	Region Western	Region
							CUSTOMER STATED: 1.BASICALLY HYUNDAI WILL NOT BUDGE 2.VEHICLE NOT EVEN 4 YEARS OLD 3.THIS IS SEATBELT SAFETY ISSUE			

12/2/2009 03:14:42 PM	IROMERO	Romero- 083011	Isaac	Initiate O/B Contact		<p>4.WHAT BOTHERS CUSTOMER IS WITH PASSENGER AIRBAG LIGHT</p> <p>5.DLR SAID THAT IF PASSENGER LESS THAN 120 LBS PASSENGER NOT SITTING IN IT RIGHT</p> <p>6.WHY WASNT PROBLEM PICKED UP ON FIRST RECALL</p> <p>7.HAD RECALL FOR AIBAG PASSENGER SIDE</p> <p>8.THIS IS SEAT BELT TENSIONER THATS HAVING THE PROBLEM</p> <p>9.SEAT BELT WILL NOT GO OUT AT 75000 MILES</p> <p>10.CAR IS NOT EVEN 4 YRS OLD</p> <p>11.THE FIRST VEHICLE THE DLRSHIP TOOK BACK</p> <p>12.BOTHERS CUSTOMER THAT DLRSHIP DID NOT PICK UP ON THE AIRBAG LIGHT CONCERN AFTER RECALL WAS COMPLETED.</p> <p>13.NOW THAT REPAIR WAS COMPLETED FIANCE SITS IN SEAT AND LIGHT DOES NOT COME.THE REPAIR FIXED IT.</p> <p>WRITER STATED/DID: WRITER EXPLAINED TO CUSTOMER THAT SEATBELTS ARE OUTSIDE OF WARRANTY BY 15,000 MILES AND SO ANY REPAIRS</p>	3754493	CC Team2	Call Center
-----------------------------	---------	-------------------	-------	----------------------------	--	---	---------	----------	-------------

AT THIS POINT
WOULD BE
CUSTOMER PAID
AS NOW ITEMS
ARE CONSIDERED
NORMAL
MAINTENANCE. WRITER
CONSULTED
TL/LW WHO
ADVISED THAT
CASE BE SENT TO
REGION(REIMB
OVER \$500) AS
PER CUSTOMER
HAVING
PREVIOUS ISSUE
WITH VEHICLE
AND VEHICLE
NEEDED TO BE
REPLACED. WRITER
ADVISED
CUSTOMER TO
SEND IN
R.O., P/OO, AND
P/OP. WRITER
INFORMED THAT
CASE WILL BE
CLOSED UNTIL
MAILED DOCS
RECEIVED. WRITER
PROVIDED NAME
ID AND CASE
NUMBER. ---CASE
CLOSED---

CORRESPONDENCE:
WRITER STATES:
1. ATTEMPTED TO
CONTACT CUST 2.
WAS UNABLE TO
CONTACT CUST 3.
LEFT A VM WITH
WRITER'S
CONTACT INFO
AND CUST CASE#
FOR CUST TO
RETURN
WRITER'S CALL ---
1ST ATTEMPT---
****WRITER TO
APOLOGIZE ON
BEHALF OF
HYUNDAI
REGARDING
FRUSTRATION
SITUATION HAS
CAUSED

12/1/2009 03:17:22 PM	IROMERO	Romero- 083011	Isaac	Initiate O/B Contact		<p>****WRITER TO EXPLAIN TO CUSTOMER THAT BECAUSE VEHICLE IS OUTSIDE OF THE WARRANTY BY ABOUT 15000 MILES HYUNDAI WILL BE UNABLE TO ASSIST WITH REPAIRS.WRITER ALSO WANTS TO EXPLAIN THAT BECAUSE VEHICLE IS OUTSIDE OF WARRANTY ANY REPAIRS FOR SEATBELTS ARE NOW CONSIDERED REGULAR MAINTENANCE OF VEHICLE.</p>	3754493	CC Team2	Call Center
						<p>CORRESPONDENCE: CUSTOMERS LETTER STATED: 1.SPOKE TO CM/EA 11/6/2009 2.DISPLEASED THAT THERE IS NO SATISFACTORY RESOLUTION 3.CONCERN WITH SAFETY SYSTEM OF THE VEHICLE; AIRBAG LIGHT CONCERN 4.EXPLAINED TO ADVANTAGE HYUNDAI THAT INTERMITTENTLY THE AIRBAG OFF LIGHT WOULD COME ON WHEN ADULT SITTING NORMAL FASHION WAS IN THE FRONT SEAT 5.INFORMED THAT NOTHING COULD BE DONE BECAUSE LIGHT WAS NOT ON</p>			

11/30/2009 07:47:39 AM	IROMERO	Romero- 083011	Isaac	Letter/Fax		WHEN CUSTOMER TOOK VEHICLE INTO DLRSHIP 6.AT 64,000 MILES LIGHT CAME ON AND HUNTINGTON HYUNDAI SAID REPAIR NOT COVERED UNDER WARRANTY BECAUSE OVER 60,000 MILES 7.PAID TO HAVE SEAT BELTS REPLACED AT 74,353 MILES AT ADVANTAGE HYUNDAI 8.STILL HAVING PROBLEMS WITH THE AIRBAG LIGHT COMING ON 9.WANT RESPONSE TO BOTH ASPECTS OF CUSTOMER COMPLAINT;EXPENSE AND ONGOING PROBLEM 10.PURCHASED VEHICLE BECAUSE OF THE GREAT SAFETY CLAIMS 11.CAN BE REACHED AT [REDACTED]	3754493	CC Team2	Call Center
11/25/2009 10:17:05 AM	JCANNING	Canning- 021612	Jesie	General		WRITER RECEIVED CASE WITH LETTER ATTACHED. WRITER TRANSFERRED CASE TO (IROMERO) FOR CUST CONTACT.	3754493	CC Team3	Call Center
11/24/2009 03:08:59 PM	HMA90319	Man-021710	Linda	Contact from Customer		REC'D CUST. LTR WILL FORWARD TO CALL CENTER FOR PROPER CODING AND HANDLING	3754493	CC Correspondence	Call Center
						CUST STATES: 1. THE CUSTOMER OWNS A 2006			

<p>11/6/2009 10:12:03 AM</p>	<p>EACUNA</p>	<p>Acuna-033012</p>	<p>Eddy</p>	<p>Contact from Customer</p>		<p>SONATA WITH 72000 MILES. 2. THE CUSTOMER JUST CAME FROM THE DEALER AND THE AIR BAG LIGHT WAS ON. 3. THE CUSTOMER HAD TO HAVE THE SEATBELT TENSIONERS REPLACED. 4. THE CUSTOMER IS WONDERING IF THIS CAN BE COVERED AS THE SVC ADVISOR INFORMED THE CUSTOMER THAT THIS SHOULD NOT HAVE HAPPENED. 5. THIS REPAIR ALSO COST THE CUSTOMER 700 DOLLARS. 6. THE CUSTOMER WOULD LIKE TO KNOW WHAT CAN BE DONE FOR THIS PARTICULAR CONCERN. WRITER VERIFIED THE CUSTOMER INFORMATION. WRITER INFORMED THE CUSTOMER THAT THE CUSTOMER AT 74,000 MILES, THE CUSTOMER WOULD BE 14,000 MILES OUT OF THE WARR. WRITER INFORMED THE CUSTOMER THAT AT THIS TIME HYUNDAI CANNOT ASSIST WITH THE REPAIR OF THE VEHICLE DUE TO THE MILEAGE. CALL ENDED. CASE CLOSED.</p>	<p><input checked="" type="checkbox"/></p>	<p>3754493</p>	<p>CC Team3</p>	<p>Call Center</p>
--------------------------------------	---------------	---------------------	-------------	------------------------------	--	---	--	----------------	-----------------	--------------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4646600	CUSTOMER HAS HAD SEAT BELT BUCKLE REPAIRED BEFORE. CUSTOMER WANTS TO KNOW IF WARRANTY WILL COVER SENSOR AGAIN.	HCCC INFORMED CUSTOMER OUT OF WARRANTY BY TIME AND MILES.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 12/6/2011 08:54:25 AM		
Email: [REDACTED]	Closed: 12/6/2011 09:11:40 AM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Serridge-033012		
State:	Creator First Name: Samantha		
IQS :	Owner Last Name: [REDACTED]		
CSI :	Owner First Name: [REDACTED]		
VDS :			
SSI :			
Contact Language : ENGLISH	*Urgency: Low	Contact Reason	Resolution
Dealer		* Sentiment:	* Resolution: Provided Information
* Servicing Dealer: QUIRK HYUNDAI OF BANGOR	ME002 Active	* Category: Warranty Issues	* Remedy: N/A
Service District: Eastern District 1	Sales District: Eastern District 1	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
Vehicle		System: Body	Transfer
VIN: 5NPEU46F96H [REDACTED]	Model Year: 2006	Component: Seatbelt	Trans. To:
Model: Sonata (NF) V-6	Short Model: 25452F65	Symptom: Other	Trans. Team:
* Mileage: 80,000	Date of First Use: 1/2/2006		Trans. Dealer:
Blue Link Equipped : No			Trans. Type: Standard
			Trans. Reason:
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		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
12/6/2011 09:04:28 AM	SSERRIDGE	Serridge- 033012	Samantha	Inbound	Customer	Telephone	CUSTOMER STATED: 1. DRIVER SIDE AIRBAG LIGHT CAME ON, THEN SHUT OFF, THEN CAME BACK ON AND STAYED ON IN 2009. 2. CUST TOOK VEH TO DLRSP AND DLRSP DIAGNOSED PROBLEM AS SEATBELT SENSOR. 3. CUST HAD FRONT DRIVER SIDE SEATBELT SENSOR REPLACED. 2. SENSOR REPLACEMENT WAS COVERED UNDER WARRANTY AT 51,000 MILES IN 2009. 2. DRIVER SIDE AIRBAG LIGHT CAME BACK ON TWO YEARS LATER AT 79,000 MILES. 5. DLRSP DIAGNOSED AS SAME PROBLEM PREVIOUSLY REPAIRED. 6. DLRSP CHARGING CUST 150 DOLLARS FOR NEW SEATBELT BUCKLE SENSOR. 7. VEH EXPERIENCING NO OTHER MECHANICAL PROBLEMS. 11. VEH AIRBAG NEVER DEPLOYED AND VEH NEVER IN		4646600	CC Training Team	Call Center

						ACCIDENT. 12. CUST THOUGHT THAT BECAUSE NEVER IN ACCIDENT THAT REPAIR WOULD BE COVERED. 12. VEH CURRENTLY AT CUST RESIDENCE. 14. CUST THINKS HYUNDAI MAY WANT TO REALIZE THAT THINGS LIKE THIS OUGHT TO BETTER HANDLED. WRITER INFORMED CUSTOMER OUT OF SEATBELT WARRANTY 5/60 BY TIME AND MILES. INFORMED CUSTOMER THAT REPAIRS WILL BE CUSTOMER-PAID. CASE CLOSED.			
--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name First Name Phone Email Address City: PLAINFIELD ZIP State:: IL IQS : VDS : CSI : SSI :	Case Number: 5883003 Type: CA Opened: 7/14/2013 06:54:37 AM Closed: 7/14/2013 08:14:35 AM Status: Closed Sub Status: Closed Creator Last Name: Capps Creator First Name: Ronald Owner Last Name: Owner First Name: ★Urgency: Low	WARRANTY ISSUE - PASSENGER SEATBELT AND PASSENGER SUNVISOR - CAMPAIGN 083 PASSENGER AIRBAG LIGHT Contact Reason ★Sentiment: Inquiry/Suggestion ★Category: Product ★Sub-Category: Design/Feature System: Component: Symptom: Method : Telephone	REFERRED TO DEALERSHIP TO VERIFY IF VEHICLE IS AFFECTED BY CAMPAIGN 083 Resolution * Resolution: Referred to Dealer * 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:
Dealer	★ Servicing Dealer: ETTLESON HYUNDAI IL066 Active Service District: Central District C Sales District: Central District 2		
Vehicle	VIN: 5NPEU46F96H Model: Sonata (NF) V-6 ★Mileage: 79,673 Blue Link Equipped : No	Model Year: 2006 Short Model: 25452F65 Date of First Use: 4/15/2006	Engine: F Accessory: 02 Production Date: 3/7/2006 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
7/14/2013 07:09:43 AM	RCAPPS	Capps	Ronald	Outbound	Customer	Email	WRITER DOCUMENTED CUSTOMER'S CONCERNS. ADVISED THAT CUSTOMER'S VEHICLE IS OUT OF WARRANTY BY YEARS AND MILEAGE AND THEREFORE THE REPAIRS FOR THE PASSENGER SUNVISOR AND SEAT BELT BUCKLE WOULD NOT BE COVERED AND THERE IS NO RECALL FOR THESE ITEMS. REFERRED CUSTOMER TO DEALERSHIP TO VERIFY THAT VEHICLE IS COVERED BY CAMPAIGN 083 FOR THE PASSENGER AIR BAG LIGHT REMAINING ON. ADVISED THAT IF ALREADY REPAIRED TO ASK FOR A REFUND FROM THE DEALERSHIP FOR THOSE REPAIRS. CASE CLOSED.	<input checked="" type="checkbox"/>	5883003	HCCC Tier2 Team7 Agent	HCCC
7/14/2013 07:09:02 AM	RCAPPS	Capps	Ronald	General	General	General	INBOUND AND OUTBOUND EMAILS ATTACHED. OUTBOUND EMAIL APPROVED BY LA/JN.	<input checked="" type="checkbox"/>	5883003	HCCC Tier2 Team7 Agent	HCCC
							CUSTOMER STATES: 1. "THE TWO REPAIRS SHOULD HAVE				

7/14/2013
07:08:41
AM

RCAPPS

Capps

Ronald

Inbound

Customer

Email

BEEN RECALLED
OR WARRANTY
ITEMS" 2. "I FEEL
THAT BOTH
SHOULD HAVE
BEEN TAKEN
CARE OF DURING
THE FIRST TIME
BOTH THESE
ISSUES WERE
ADDRESSED
WHILE STILL
UNDER
WARRANTY AND
FEEL THAT IT
SHOULD HAVE
BEEN BROUGHT
TO MY
ATTENTION" 3.
"THE VISORS
WERE DEFECTIVE
PARTS AND
WHEN THE
DRIVERS SIDE
BROKE AND WAS
REPLACED
UNDER
WARRANTY THE
PASSENGER SIDE
SHOULD ALSO
BEEN REPLACED
KNOWING THEY
WERE
DEFECTIVE" 4.
"NOW I PAID \$100
DOLLARS TO
REPLACE WHEN
THERE WAS NO
NEGLIGENCE ON
MY PART" 5.
"SAME SCENARIO
WITH MY OTHER
REPAIR FOR THE
PASSENGER
SEAT BELT
BUCKLE AND AIR
BAG LIGHT" 6.
"THIS WAS
ALREADY
REPLACED LESS
THAN 3 YEARS
AGO UNDER
WARRANTY AND
NOW ONCE AGAIN
NEED TO
REPLACE FOR



5883003

HCCC
Tier2
Team7
Agent

HCCC

						\$300" 7. "IT BARELY EVEN GETS USED AND BELIEVE THIS ALSO IS A DEFECTIVE PART WITH NO NEGLIGENCE ON MY PART" 8. "I TRULY LOVE MY CAR AND HAVE HAD LITTLE TO NO PROBLEMS AND WOULD DEFINITELY BUY ANOTHER HYUNDAI" 9. "MY FAMILY IS NOW A HYUNDAI FAMILY WITH ABOUT 12 CARS WITH MUCH SUCCESS AND I WOULD LOVE TO CONTINUE TO RECOMMEND AND TALK SO HIGHLY ABOUT HYUNDAI CARS AND SERVICE" 10. "I WOULD APPRECIATE MY COMMENTS TO BE ADDRESSED AND RESOLVED IN A FAIR MANNER" 11. "THANK YOU SINCERELY."				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: CAMDEN

ZIP:

State: SC

IQS :

VDS :

CSI :

SSI :

Contact Language : FRENCH

Case Information

Case Number: 6184971

Type: CA

Opened: 11/12/2013 06:33:16 AM

Closed: 11/13/2013 07:24:54 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Crider

Creator First Name: Lorrie

Owner Last Name:

Owner First Name:

★Urgency: Low

★Contact Reason Summary

ADR DISCUSSED WITH CUSTOMER* OCS CLASS ACTION CAMPAIGN OPEN; WARRANTY-SEAT BELT TENSIONER-2006 SONATA

Contact Reason

★Sentiment: Inquiry/Suggestion

★Category: Settlement

★Sub-Category: OCS - Elig bility

System: Body Electrical

Component: OCS

Symptom: Other

* Resolution Summary

GOODWILLED SEAT BELT TENSIONER FOR OCS CONCERN

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

★Servicing Dealer: CAPITOL HYUNDAI

SC022 Active

Service District: Southern District 7

Sales District: Southern District 7

Vehicle

VIN: 5NPEU46F96H

Model Year: 2006

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 01

★Mileage: 111,000

Date of First Use: 5/31/2006

Production Date: 3/30/2006

Blue Link Equipped : No

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name	Case Number: 4896364	SEAT BELT WARRANTY COVERAGE	CUSTOMER OUT OF WARRANTY COVERAGE FOR THE SELT BELT
First Name	Type: CA		
Phone	Opened: 6/27/2012 02:27:40 PM		
Email	Closed: 6/27/2012 02:32:55 PM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Freedman-081613		
State:	Creator First Name: Amber		
IQS :	Owner Last Name: [REDACTED]		
CSI :	Owner First Name: [REDACTED]		
VDS :			
SSI :			
Contact Language : ENGLISH	* Urgency: Low		
Dealer		Contact Reason	Resolution
* Servicing Dealer: PETALUMA HYUNDAI CA299 Active		* Sentiment:	* Resolution: Provided Information
Service District: Western District D	Sales District: Western District D	* Category: Warranty Issues	* Remedy: N/A
Vehicle		* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
VIN: 5NPEU46F97H [REDACTED]	Model Year: 2007	System:	Transfer
Model: Sonata (NF) V-6	Short Model: 25452F65	Component:	Trans. To:
* Mileage: 72,960	Date of First Use: 6/1/2006	Symptom:	Trans. Team:
Blue Link Equipped : No			Trans. Dealer:
			Trans. Type: Standard
			Trans. Reason:
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		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
6/27/2012 02:29:34 PM	AFREEDMA	Freedman- 081613	Amber	Inbound	Customer	Telephone	CUST STATES: 1. TRYING TO FIND OUT WHAT MY SEAT BELT WARRANTY IS FOR MY 2007 SONATA SE? WRITER INFORMED THE CUSTOMER THAT THE WARRANTY FOR THE SET BELT IS USUALLY COVERED FOR 5YR/ 60,000 MILES WHICH EVER COMES FIRST.	<input checked="" type="checkbox"/>	4896364	HCCC Tier1 Team1	HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 3687213	WAITING ON A SEAT BELT PART AND IT IS TAKING SO LONG TO GET TO DEALERSHIP	
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 8/25/2009 02:59:24 PM		
Email: [REDACTED]	Closed: 8/27/2009 11:40:18 AM		
Address: [REDACTED]	Status: Closed		
City: ROCKFORD	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: Cableton-083011	* Sentiment:	* Resolution: Provided Information
State: IL	Creator First Name: Felice	* Category: Product	* Remedy: N/A
IQS :	VDS :	* Sub-Category: Operation	* Resolution Satisfaction: Negative
CSI :	SSI :	System: Body Electrical	Transfer
Owner Last Name: [REDACTED]	Owner First Name: [REDACTED]	Component: Airbag Warning Light	Trans. To:
Contact Language : ENGLISH	* Urgency: Low	Symptom: ABS Light	Trans. Team:
Dealer		Method : Telephone	Trans. Dealer:
* Servicing Dealer: HYUNDAI ON PERRYVILLE	IL062 Active		Trans. Type:
Service District: Central District 1	Sales District: Central District A		Trans. Reason:
Vehicle			Check Request Pending Approval : 0
VIN: 5NPEU46F97H [REDACTED]	Model Year: 2007	Engine: F	eMail notification when case is closed:
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 05	
* Mileage: 55,000	Date of First Use: 9/21/2006	Production Date: 5/17/2006	
Blue Link Equipped : No		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
8/27/2009 11:38:44 AM	FCABLETON	Cableton-083011	Felice	Outbound Contact			WRITER CALLED CUST CUST STATES 1. THANKS FOR ALL CM HELP BUT CUST WILL NO LONGER NEED CM ASSIST 2. CUST CALLED DEALERSHIP AND WAS GIVING A LOANER SO CUST IS HAPPY NOW WRITER TOLD CUST THAT THE PART WAS ON ITS WAS AND TO HAVE A GOOD DAY CLOSE CASE	<input checked="" type="checkbox"/>	3687213	CC Team1	Call Center
8/27/2009 11:37:47 AM	FCABLETON	Cableton-083011	Felice	Call to Dealer			WRITER CALLED DEALERSHIP PART MANGER LINDA TELL CM THAT THE PART IS ON ITS WAY AND THAT THE DPSM WAS IN DEALER TODAY AND WAS TRYING TO GET PART IN FASTER AND COULD NOT CM THANK PARTS MANGER FOR HIS TIME	<input checked="" type="checkbox"/>	3687213	CC Team1	Call Center
8/25/2009 03:13:05 PM	FCABLETON	Cableton-083011	Felice	Call to Dealer			WRITER CALLED DEALERSHIP IL062 SPOKE TO SERVICE ADVISOR BRANDON STATES 1. THAT THE PART THAT IS ORDER IS THE SEAT BELT BUCKLE 2. PART # 88840-0A000 QS 3 PARTS DEPARTMENT IS CLOSED SO CANT CHECK WITH	<input checked="" type="checkbox"/>	3687213	CC Team1	Call Center

						THEM CM THANK SERVICE ADVISOR FOR HIS TIME				
8/25/2009 03:07:58 PM	FCABLETON	Cableton-083011	Felice	Contact from Customer		CALLER STATES 1. CUST VERY UPSET DUE TO DEALERSHIP HAS ORDER PART AND IT IS TAKING SO LONG TO GET IT IN 2. IT IS A SAFETY ISSUE HAVING TO DO WITH THE SEAT BELT 3. THEY SAY IT IS GOING TO TAKE 2 WEEKS TO GET THE PART IN FROM STATE TO STATE TO STATE 4. CUST WOULD THINK THAT A SAFETY PART LIKE THE SEAT BELT BUCKLE WOULD BE IN THE DEALERSHIP ALL READY 5. CUST DOES NOT FEEL THAT THIS IS A WAY FOR A DEALERSHIP TO DO BUSINESS. 6. CUST TELLS CM DO WHAT CM WANTS TO DO WITH THIS INFO BUT IF THE SEAT BELT BUCKLE IS NOT HERE SOON CUST WILL TAKE FURTHER ACTION. WRITER INFORMED CUST THAT CM WOULD CALL DEALERSHIP AND SEE WHAT IS TAKING SO LONG CM INFORMED CUST THAT CM WILL HAVE TO CALL THE DEALERSHIP	<input checked="" type="checkbox"/>	3687213	CC Team1	Call Center

						BACK IN THE MORNING TO FIND OUT WHAT IS GOING ON DUE TO PARTS IS ALL READY CLOSED. CM THAN CAN OPEN TO REGION TO SEE IF REGION CAN GET THE PART ANY FASTER FOR CUST. CM THAN WILL CALL CUST BACK BY FRIDAY TO GIVE A UPDATE ON CASE. CASE PENDING				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 4970260	HPP EXTENDED WARRANTY INQUIRY- SEAT BELT WIRING AND BUCKLE PRETENSIONER	SEAT BELT PRETENSIONER 5 YEAR 60,000 MILES NOT COVERED UNDER 4B
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 8/17/2012 07:54:55 AM		
Email: [REDACTED]	Closed: 8/17/2012 02:31:32 PM		
Address: [REDACTED]	Status: Closed		
City: CUMBERLAND CENTER	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Garcia-021913	Contact Reason	Resolution
State: ME	Creator First Name: Josel	* Sentiment:	* Resolution: Provided Information
IQS :	Owner Last Name: [REDACTED]	* Category: Warranty Issues	* Remedy: Normal Condition
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
CSI :	SSI :	System: Body Electrical	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: Wiring/Connections	Trans. To:
Dealer		Symptom: Seat Belt Light	Trans. Team:
* Servicing Dealer: ROWE HYUNDAI WESTBROOK ME005 Active		Method : Telephone	Trans. Dealer:
Service District: Eastern District 1	Sales District: Eastern District 1		Trans. Type: Standard
Vehicle			Trans. Reason: Case Handling
VIN: 5NPEU46F97H [REDACTED]	Model Year: 2007	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25462F65	Accessory: 08	eMail notification when case is closed:
* Mileage: 65,000	Date of First Use: 12/6/2006	Production Date: 8/30/2006	
Blue Link Equipped : No		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
8/17/2012 02:30:53 PM	DKUEHNEM	Kuehneman	Douglas	General	General	General	ATTACHED INBOUND EMAIL, NO RESPONSE, CLOSED CASE. CUST LAST WORD.	<input checked="" type="checkbox"/>	4970260	HCCC Tier2 Team11 Agent	HCCC
8/17/2012 02:10:14 PM	DKUEHNEM	Kuehneman	Douglas	Inbound	Customer	Email	CUST STATES: 1. JUST SPENT HOURS TALKING TO HCCC ABOUT WARRANTY CLAIM DENIAL. 2. "I HAVE NEVER SPOKEN TO ANYONE THAT HAD NO ABILITY TO BE REASONABLE." 3. IF HYUNDAI SUPPORTS THIS ATTITUDE, THEY WILL TELL EVERYBODY NOT TO BUY HYUNDAI. 4. IF YOU WOULD LIKE TO SPEAK WITH ME TO TRY TO CHANGE MY MIND, YOU CAN. 5. OTHERWISE I WILL TELL EVERYBODY.	<input checked="" type="checkbox"/>	4970260	HCCC Tier2 Team11 Agent	HCCC
							CUST STATED: 1. THE PROBLEM IS THEY SHOULD HAVE FIX IT AT FIRST 2. I DON'T BELIEVE ANY OF THIS IM NO MECHANIC 3. THEY ARE ALL RELATED THEY SHOULD OF LOOKED DEEPER WHEN THEY FIXED 4. THEY SAME ISSUE IS CONCERNING 5. YOU GUYS ARE MAKING STUFF UP 6. THAT'S FINE 7. "ITS SO CLEAR				

8/17/2012 10:32:50 AM	JOLIVAS	Olivas	Julio	Inbound	Customer	Telephone	<p>YOUR MAKING SHIT UP" 8. I DON'T KNOW WHAT THEY DID TO PATCH IT TELL MY WARRANTY 9. I WILL TELL EVERYBODY I KNOW NOT TO BUY A HYUNDAI 10. THAT'S BULLSHIT YOUR BEING BLACK AND WHITE 11. SO YOUR TELLING ME YOU ARE THE DECISION AT HYUNDAI WRITER EXPLAINED TO CUST WE DO APOLOGIZE AND UNDERSTAND YOUR FRUSTRATION WRITER EXPLAINED TO CUST PART NOT COVERED UNDER WARRANTY, WRITER EXPLAINED TO CUST SEAT CONNECTOR AND SEAT BELT PRETENSIONER ARE NOT THE SAME COMPONENTS, WRITER EXPLAINED TO CUST THE REASON WHY BILL HYUNDAI DID NOT REPLACE THE SEAT BELT COMPONENTS AT FIRST IS BECAUSE THEY DID NOT NEED TO BE REPLACED, BILL DODGE HYUNDAI ONLY CLEANED THE SEAT CONNECTORS, WRITER</p>	4970260	HCCC READ ONLY	HCCC
-----------------------------	---------	--------	-------	---------	----------	-----------	--	---------	----------------------	------

							EXPLAINED TO CUST				
8/17/2012 10:09:44 AM	JOLIVAS	Olivas	Julio	General	General	General	** ANY TIER 2** IF CUST CALLS BACK PLEASE COME FIND ME THANK YOU	<input checked="" type="checkbox"/>	4970260	HCCC READ ONLY	HCCC
8/17/2012 10:08:09 AM	JOLIVAS	Olivas	Julio	Outbound	Customer	Telephone	WRITER CONTACT CUST AND LEFT A V/M FOR A CALL BACK	<input checked="" type="checkbox"/>	4970260	HCCC READ ONLY	HCCC
8/17/2012 10:02:14 AM	SBROOKS	Brooks-011413	Stephen	Inbound	Customer	Telephone	CUSTOMER STATED: 1. CALLING BACK TO SPEAK WITH CM/JO WRITER INFORMED HIM WHAT CM/JO HAD TO SAY AND CUSTOMER STATED: 1. HE KNOWS THIS AND WOULD LIKE TO DISPUTE THIS, 2.TOLD DEALER WHEN FIXED LAST TIME THAT THE PRETENSIONER WAS THE ISSUE AND THAT SHOULD BE COVER WRITER INFORMED CUSTOMER WILL DOCUMENT THIS IN CASE AND LET CM/JO KNOW THIS	<input checked="" type="checkbox"/>	4970260	HCCC Tier2 Team1	HCCC
							** ANY TIER 2 ** IF CUST CALLS BACK PLEASE EXPLAINED TO CUST SEAT BELT PRETENSIONER NOT COVERED UNDER HPP 4B, ALSO EXPLAINED TO CUST THE PART THAT WAS FIXED BACK IN DECEMBER 31 2010 AT BILL DODGE HYUNDAI IS NOT THE SAME				

8/17/2012 09:15:05 AM	JOLIVAS	Olivas	Julio	General	General	General	PART THAT NEEDS TO BE REPLACED NOW (SEAT BELT PRETENSIONER), BILL DODGE CLEANED THE CONNECTORS AND THE PROBLEM NOW IS VEH NEEDS A SEAT BELT PRETENSIONER SEAT BELT PRETENSIONER 5 YEAR 60,000 MILES NOT COVERED UNDER 4B THANK YOU	<input checked="" type="checkbox"/>	4970260	HCCC READ ONLY	HCCC
8/17/2012 09:13:10 AM	JOLIVAS	Olivas	Julio	Outbound	Customer	Telephone	WRITER CONTACT CUST AND LEFT A V/M FOR A CALL BACK	<input checked="" type="checkbox"/>	4970260	HCCC READ ONLY	HCCC
8/17/2012 09:11:30 AM	JOLIVAS	Olivas	Julio	General	General	General	** GENERAL** AFTER FURTHER RESEARCH WITH SME A/D PART NUMBER 88840-0A000QS IS NOT COVERED UNDER HPP 4B PART IS 5 YEAR 60,000 MILES	<input checked="" type="checkbox"/>	4970260	HCCC READ ONLY	HCCC
8/17/2012 08:56:41 AM	JOLIVAS	Olivas	Julio	Outbound	Dealer	Telephone	WRITER CONTACT DLRSP FOR MORE INFORMATION ON CUST PART CUST JESSICA STATED: 1. 88840-0A000-QS IS THE CORRECT ONE 2. I RAN IT THRU AND I CAME UP FINE NEW VEH LIMITED ONLY NOT COVERED UNDER 4B WRITER EXPLAINED TO CUST THANK YOU FOR THE INFORMATION	<input checked="" type="checkbox"/>	4970260	HCCC READ ONLY	HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 3983554	THERE ARE THREE DIFFERENT THINGS WRONG WITH THE VEHICLE. THE CALIPER NEEDS TO BE REPLACED. THE DOOR ACTUATOR NEEDS TO BE REPLACED AND THE BELT FOR THE AIR BAGS NEED TO BE REPLACED.	HMA to offer GW replacement for seat belt parts and labor.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 6/11/2010 09:14:21 AM		
Email: [REDACTED]	Closed: 6/17/2010 01:51:58 PM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Darling-083011		
State:	Creator First Name: Jacque		
IQS :	Owner Last Name: [REDACTED]		
CSI :	Owner First Name: [REDACTED]		
VDS :	*Urgency: Low		
SSI :			
Contact Language : ENGLISH		Contact Reason	Resolution
		* Sentiment:	* Resolution: Assist Dealer Partial GW
		* Category: Product	* Remedy: Repaired
		* Sub-Category: Operation	* Resolution Satisfaction: Positive
		System: Brakes	Transfer
		Component: Caliper	Trans. To:
		Symptom: Noise	Trans. Team:
			Trans. Dealer:
			Trans. Type: Standard
			Trans. Reason:
			Check Request Pending Approval : 0
			eMail notification when case is closed:
Dealer			
* Servicing Dealer: WAIKEM HYUNDAI	OH038 Active		
Service District: Central District 3	Sales District: Central District 5		
Vehicle			
VIN: 5NPEU46F97H [REDACTED]	Model Year: 2007	Engine: F	
Model: Sonata (NF) V-6	Short Model: 26452F65	Accessory: 01	
* Mileage: 68,000	Date of First Use: 4/26/2007	Production Date: 3/2/2007	
Blue Link Equipped : No		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
6/17/2010 01:46:39 PM	HMA02269	Vandenberg	Jeff	Inbound	Customer	Telephone	DPSM reviewed file with OH038 svc mgr Bill Stewart. Cust has little history with dlr. HMA to offer GW replacement of seatbelt buckle parts and labor. Cust has paid for brake repair. Latch weak due resulting in alarm not always arming. Window regulator squeaks. Brakes, latch and regulator are customer responsibility. Dlr to contact customer.		3983554	Region Central	Region
							ATTN REGION: --- THE CUSTOMER STATES THE FOLLOWING: - WHY IS THIS CASE BEING SUBMITTED FOR GOODWILL CONSIDERATION? THE CUSTOMER IS OUT OF WARRANTY BY MILES. CUSTOMER JUST GOT THE MAINTENANCE DONE ON THE VEH. CUSTOMER WOULD LIKE TO KNOW IF THERE CAN BE ANY ASSIST OFFERED AS THERE ARE 3 DIFFERENT CONCERNS WITH VEHICLE. - WHAT IS THE CUSTOMER SEEKING IN THE WAY OF REIMBURSEMENT? WOULD LIKE TO				

6/15/2010 09:28:37 AM	EACUNA	Acuna-033012	Eddy	General	General	General	<p>HAVE SOME ASSISTANCE WITH FIXING THE VEHICLE. - WHICH WARRANTY IS IN QUESTION AND HOW FAR OUT OF WARRANTY IS THE VEHICLE BY TIME/MILEAGE? THE NVLW CUSTOMER IS OUT BY 8000 MILES AND UNDER BY 2 YEARS. - IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? CUSTOMER IS THE ORIGINAL OWNER. - THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? WAIKEM HYUNDAI OH038. - THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? BILL - WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? AIR BAG LIGHT ON WITH NO PASSENGER IN SEAT NEEDS RIGHT HAND SEAT BELT BUCKLE TENSIONER IN WORKMANSHIP BREAK INSPECTION</p>	<input checked="" type="checkbox"/>	3983554	CC Team3	Call Center
-----------------------------	--------	--------------	------	---------	---------	---------	---	-------------------------------------	---------	----------	-------------

483.43 WITH TAX
BREAK CALIPER
NORMAL WEAR.
KEYLESS ENTRY
DOES NOT WORK
ALL THE TIME
CUSTOMER
NEEDS DOOR
ACTUATOR - IS
THE VEHICLE UP
TO DATE ON
SCHEDULED
MAINTENANCE?
VEH HAS NOT
BEEN INTO DLR. -
WHAT ARE THE
PART NAMES AND
NUMBERS
ASSOCIATED
WITH THE
REPAIR? - WHAT
WAS THE COST
FOR PARTS?
SEAT BELT
BUCKLE--88840-
0A000-QD 182.65
LATCH
ACTUATOR--
81310-3K020 96.71
WINDOW
REGULATOR--
82471-3K002 87.29
CALIPER KIT--
58310-3KA03
174.49 BREAK
PADS--58302-
3KA51 55.00 -
WHAT WAS THE
COST FOR
LABOR? SEAT
BELT BUCKLE--
67.20 LATCH
ACTUATOR--
108.80 WINDOW
REGULATOR--
108.80 CALIPER
KIT--168.00 -
WHAT IS TOTAL
COST OF
REPAIR? TOTAL
COST 1048.94 -- -
PLEASE NOTE
ANY UPDATES OR
DECISIONS IN THE
CRM CASE SO
HMA AND NCA

CAN SUPPORT.
Please let me know
if you have any
questions or need
additional
information. Eddy
Acuna Back Up
Regional Liaison
Hyundai Consumer
Affairs 801-736-
3665

GOODWILL
CONSIDERATION -
**VEHICLE NOT
REPAIRED** 1.
WHY IS THIS
CASE BEING
SUBMITTED FOR
GOODWILL
CONSIDERATION?
THE CUSTOMER
IS OUT OF
WARRANTY BY
MILES.
CUSTOMER JUST
GOT THE
MAINTENANCE
DONE ON THE
VEH. CUSTOMER
WOULD LIKE TO
KNOW IF THERE
CAN BE ANY
ASSIST OFFERED
AS THERE ARE 3
DIFFERENT
CONCERNS WITH
VEHICLE. 2. WHAT
IS THE
CUSTOMER
SEEKING IN THE
WAY OF
REIMBURSEMENT?
WOULD LIKE TO
HAVE SOME
ASSISTANCE
WITH FIXING THE
VEHICLE. 3.
WHICH
WARRANTY IS IN
QUESTION AND
HOW FAR OUT OF
WARRANTY IS
THE VEHICLE BY
TIME/MILEAGE?
THE NVLW
CUSTOMER IS

6/11/2010 01:56:19 PM	JDARLING	Darling-083011	Jacque	General	General	General	<p>OUT BY 800 MILES AND UNDER BY 2 YEARS. 4. IS THE CUSTOMER AN ORIGINAL OR SUBSEQUENT OWNER? CUSTOMER IS THE ORIGINAL OWNER. 5. THE DEALER NAME AND CODE WHERE THE REPAIR WAS PERFORMED? WAIKEM HYUNDAI OH038. 6. THE NAME OF THE SERVICE MANAGER WHO ANSWERED THE FOLLOWING QUESTIONS? BILL 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? AIR BAG LIGHT ON WITH NO PASSENGER IN SEAT NEEDS RIGHT HAND SEAT BELT BUCKLE TENSIONER IN WORKMANSHIP BREAK INSPECTION 483.43 WITH TAX BREAK CALIPER NORMAL WEAR. KEYLESS ENTRY DOES NOT WORK ALL THE TIME CUSTOMER NEEDS DOOR ACTUATOR 8. IS THE VEHICLE UP TO DATE ON SCHEDULED</p>	<input checked="" type="checkbox"/>	3983554	CC Team4	Call Center
-----------------------------	----------	----------------	--------	---------	---------	---------	--	-------------------------------------	---------	----------	-------------

							<p>MAINTENANCE? VEH HAS NOT BEEN INTO DLR. 9. WHAT ARE THE PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? 10. WHAT WAS THE COST FOR PARTS? --SEAT BELT BUCKLE-- 88840-0A000-QD 182.65 --LATCH ACTUATOR-- 81310-3K020 96.71 --WINDOW REGULATOR-- 82471-3K002 87.29 --CALIPER KIT-- 58310-3KA03 174.49 --BREAK PADS--58302-3KA51 55.00 11. WHAT WAS THE COST FOR LABOR? --SEAT BELT BUCKLE-- 67.20 --LATCH ACTUATOR-- 108.80 --WINDOW REGULATOR-- 108.80 --CALIPER KIT--168.00 12. WHAT IS TOTAL COST OF REPAIR? --SEAT BELT BUCKLE-- 249.85 --LATCH ACTUATOR-- 205.51 --WINDOW REGULATOR-- 196.09 --CALIPER AND BREAKS-- 397.49 **GRAND TOTAL** 1048.94</p>				
6/11/2010 01:55:19 PM	JDARLING	Darling-083011	Jacque	Inbound	Customer	Telephone	<p>WRITER SPOKE WITH BILL SERVICE MANAGER AT DLR OH038. --WRITER GATHERED ALL THE INFORMATION FOR GOODWILL</p> <input checked="" type="checkbox"/>	3983554	CC Team4	Call Center	

							NOTES. CASE AS IS.				
6/11/2010 01:24:23 PM	LWELTE	Welte-083011	Leslie	Inbound	Dealer	Telephone	BILL SRV MGR FROM OH038 STATES: 1. CALLING BACK FOR CM/JD 2. NEEDED TO GIVE HER MORE INFORMATION. -- CM WARM TRANSFERRED TO CM/JD.	<input checked="" type="checkbox"/>	3983554	CC Team1	Call Center
6/11/2010 01:17:19 PM	JDARLING	Darling-083011	Jacque	Outbound	Dealer	Telephone	WRITER CALLED DLR 0H038 SPOKE WITH SERVICE MANAGER/BILL STATES: 1. NOT NEAR A COMPUTER WILL CALL BACK. -- PLEASE GATHER THE FOLLOWING INFORMATION FROM THE SERVICE MANAGER PLEASE. INFORMATION REGARDING ALL THREE CONCERNS. 1. THE CALIPER NEEDING TO BE REPLACED. 2. THE DOOR ACTUATOR. 3. THE BELT THAT NEEDS TO BE REPLACED FOR THE AIR BAGS. 7. WAS THE REPAIR THE RESULT OF DEFECTS IN WORKMANSHIP OR MATERIALS, OR THE RESULT OF NORMAL WEAR, OR OTHER? 8. IS THE VEHICLE UP TO DATE ON SCHEDULED MAINTENANCE? 9. WHAT ARE THE	<input checked="" type="checkbox"/>	3983554	CC Team4	Call Center

PART NAMES AND NUMBERS ASSOCIATED WITH THE REPAIR? 10. WHAT WAS THE COST FOR PARTS? 11. WHAT WAS THE COST FOR LABOR? 12. WHAT IS TOTAL COST OF REPAIR?

CUST [REDACTED]) STATES: 1. JUST GOT THE BREAKS REPLACED AND DONE MAINTENANCE ON THE VEH. 2. THERE WAS STILL A NOISE COMING FROM THE BREAKS AFTER THE BREAKS WERE REPLACED. 3. TOOK VEH TO DLR OH038 AND FOUND THREE DIFFERENT THINGS WRONG WITH THE VEH. 4. ALL THREE THINGS ARE OUT OF WARRANTY. 5. THE CALIPER DRIVER SIDE LEFT NEEDS REPLACED, DRIVER SIDE DOOR THE ACTUATOR DEVICE FOR THE WINDOW AND DOOR NEEDS TO BE REPLACED AND THE AIR BAG SYSTEM LIGHT IS ON. THE BELT IS NOT WORKING PROPERLY FOR THE AIR BAGS ON THE PASSENGER SIDE THE BELT WILL PUT TO

6/11/2010 09:33:06 AM	JDARLING	Darling-083011	Jacque	Inbound	Customer	Telephone	<p>MUCH TENSION OR NOT ENOUGH TENSION. 5. THE VEH IS OUT OF WARRANTY BY 8000 MILES. 6. WOULD LIKE SOME KIND OF ASSISTANCE. -- WRITER ADVISED CUST THAT WRITER CAN OPEN THE CASE UP FOR A POSSIBLE REIMBURSEMENT AS VEH NOT REPAIRED. WRITER ADVISED CUST IF APPROVED THE WORK WILL HAVE TO BE PAID FOR OUT OF POCKET THEN THE PAPER WORK SUBMITTED FOR THE POSSIBLE REIMBURSEMENT. WRITER ADVISED CUST THAT IF DENIED THAT IS THE FINAL DECISION THERE WILL BE NOTHING FURTHER THAT WRITER CAN DO TO ASSIST. WRITER ADVISED CUST THAT WRITER WILL CALL CUST NO LATER THEN 6/18. WRITER ADVISED CUST IT TAKES ABOUT 3-4 BUSINESS DAYS. WRITER GAVE CASE NUMBER, ID NUMBER AND NAME. CASE PENDING CALL TO DLR.</p>	<input checked="" type="checkbox"/>	3983554	CC Team4	Call Center
-----------------------------	----------	----------------	--------	---------	----------	-----------	--	-------------------------------------	---------	----------	-------------

Cases

Customer

Last Name

First Name

Pho

Em

Addre

City: CHARLESTON

ZIP:

State:: WV

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: JOE HOLLAND HYUNDAI

WV006 Active

Service District: Southern District 4

Sales District: Southern District 4

Vehicle

VIN: 5NPEU46F98H

Model Year: 2008

Engine: F

Model: Sonata (NF) V-6

Short Model: 26462F65

Accessory: 01

★ Mileage: 31,000

Date of First Use: 7/9/2008

Production Date: 12/17/2007

Blue Link Equipped : No

Case Information

Case Number: 4039557

Type: CA

Opened: 7/26/2010 03:04:34 PM

Closed: 7/27/2010 03:50:19 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Zoani-083011

Creator First Name: Theresa

Owner Last Name:

Owner First Name:

★ Urgency: Low

★ Contact Reason Summary

THE DEALER BROKE THE WINDSHIELD WHILE THEY WERE TRYING TO REPAIR THE DASH. DEALER PUT TO MUCH SEALANT AROUND THE WINDSHIELD, SEALANT IS ON THE INSIDE. THE DEALER BROKE THE VISOR. WHILE

Contact Reason

★ Sentiment:

★ Category: Service - Dealer

★ Sub-Category: Timeliness of Repair

System: Body

Component: Seat, front

Symptom: Other

* Resolution Summary

PARTS ARE AT DEALER, CUSTOMER JUST NEEDS TO CALL AND SCHEDULE APPOINTMENT. CONSUMER AFFAIRS CALLED BOTH NUMBERS FOR CUSTOMER CELL NUMBER BELONGS TO SOMEONE ELSE. SECOND PHONE RINGS TWICE AND HANGS UP. CASE CLOSED PENDING FURTHER

Resolution

* Resolution: Other

* Remedy: N/A

* Resolution Satisfaction: Positive

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason:

Check Request Pending Approval : 0

eMail notification when case is closed:

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
7/27/2010 03:19:32 PM	TZOANI	Zoani-083011	Theresa	Inbound	Customer	Telephone	---- WRITER CALLED CUSTOMER SECOND PHONE NUMBER, PHONE RANG TWICE AND DISCONNECTED.	<input checked="" type="checkbox"/>	4039557	CC Team2	Call Center
7/27/2010 03:17:07 PM	TZOANI	Zoani-083011	Theresa	Outbound	Customer	Telephone	---WRITER CALLED CELL NUMBER PROVIDED BY CUSTOMER IT WAS ANSWERED BY SOMEONE ELSE WHO ADVISED WRONG NUMBER. --- WRITER THANKED FOR ASSISTANCE.	<input checked="" type="checkbox"/>	4039557	CC Team2	Call Center
7/27/2010 07:32:21 AM	TZOANI	Zoani-083011	Theresa	Outbound	Customer	Telephone	--- WRITER CALLED CUST, WRITER LEFT A VM FOR CUST WITH ALL PERTINENT INFORMATION TO RETURN CALL. --- ANY CM, IF CUST RETURNS CALL AND CM IS NOT AVAILABLE PLEASE ADVISED OF THE FOLLOWING: 1. HAS DEALER CONTACTED CUSTOMER. 2. PARTS HAVE ARRIVED. 3. NEED TO SPEAK TO LYNN AT DEALER TO SET UP APPOINTMENT. --- THANK YOU FOR YOUR ASSISTANCE IN ADVANCE.	<input checked="" type="checkbox"/>	4039557	CC Team2	Call Center
							--- WRITER CALLED DEALER WV006, SPOKE TO SHIRLEY, WHO				

7/27/2010 06:20:22 AM	TZOANI	Zoani-083011	Theresa	Outbound	Dealer	Telephone	ADVISED THE SERVICE ADVISOR IS WITH A CUSTOMER. WRITER WAITED 5 MINUTES FOR SERVICE ADVISOR. WRITER SPOKE TO SERVICE ADVISOR LYNN WHO STATES: 1. PARTS HAVE ARRIVED. 2. DID CALL AND LEAVE A VM FOR CUSTOMER. 3. WILL CALL CUSTOMER'S CELL PHONE RIGHT NOW. --- WRITER THANKED DEALER FOR ASSISTANCE.	<input checked="" type="checkbox"/>	4039557	CC Team2	Call Center
7/27/2010 06:14:20 AM	TZOANI	Zoani-083011	Theresa	Outbound	Dealer	Telephone	--- WRITER CALLED DEALER WV006, SPOKE TO SHIRLEY WHO TRANSFERRED TO JASON, JASON WAS TRANSFERRING TO SOMEONE ELSE PHONE WAS DISCONNECTED AFTER 3 RINGS.	<input checked="" type="checkbox"/>	4039557	CC Team2	Call Center
							CUST STATES: 1. VEHICLE HAS BEEN REPAIRS TWO DIFFERENT TIMES BY DEALER. 2. ONCE FOR INSURANCE CLAIM, GAZEBO WENT THROUGH THE WINDSHIELD. 3. THE PATCHED THE DASH, RATHER THAN REPLACING THE DASH. 4. THE DEALER BROKE THE WINDSHIELD WHILE THEY				

7/26/2010 03:05:12 PM	TZOANI	Zoani-083011	Theresa	Inbound	Customer	Telephone	<p>WERE TRYING TO REPAIR THE DASH. 5. DEALER PUT TO MUCH SEALANT AROUND THE WINDSHIELD, SEALANT IS ON THE INSIDE. 6. THE DEALER BROKE THE VISOR. 7. WHILE VEHICLE AT THE DEALER FOR REPAIRS DEALER FOUND AIR BAG LIGHT WAS ON, ADVISED WOULD NEED TO REPLACE SEAT BELT. 8. DEALER HAD TO PULL THE DRIVER'S SEAT COMPLETED TO REPLACE THE SEATBELT. 9. SOME HOW THERE ARE TWO CUT MARKS IN THE SEAT. 10. THE DEALER PUT THE SAME INSPECTION STICKER ON WINDSHIELD AND IT IS FALLING OFF. 11. CUSTOMER TALKED WITH SERVICE MANAGER, WHO ADVISED WOULD TAKE CARE OF ALL THE REPAIRS. 12. THE SERVICE MANAGER STATED NEEDED TO ORDER PARTS FOR REPAIR. 13. CALLED DEALER ON FRIDAY, TO CHECK ON PARTS ETA, WAS ADVISED THERE ARE NO PARTS ORDER FOR</p>	<input checked="" type="checkbox"/>	4039557	CC Team2	Call Center
-----------------------------	--------	--------------	---------	---------	----------	-----------	---	-------------------------------------	---------	----------	-------------

						VEHICLE. 14. DEALER ADVISED WOULD FIND OUT WHAT WAS GOING ON AND WOULD CALL CUSTOMER BACK. 15. CUSTOMER HAS NOT HEARD FROM DEALER. --- WRITER ADVISED WOULD NEED TO CALL DEALER FOR ADDITIONAL INFORMATION. WRITER ADVISED WILL CALL CUSTOMER WITH UPDATE ON WEDNESDAY. CASE IS OPEN				
--	--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4680481	CALLING INQUIRING ABOUT WARRANTY COVERAGE ON SEATBELT.	HCCC- CLOSING CASE DUE TO NO CUSTOMER CONTACT
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 1/5/2012 01:34:29 PM		
Email: [REDACTED]	Closed: 1/10/2012 10:12:00 AM		
Address: [REDACTED]	Status: Closed		
City: WINTER HAVEN	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Poll-033012	Contact Reason	Resolution
State: FL	Creator First Name: Nicholas	* Sentiment:	* Resolution: Other
IQS :	Owner Last Name: [REDACTED]	* Category: Warranty Issues	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
CSI :	Urgency: Low	System: Body	Transfer
SSI :	Contact Language : ENGLISH	Component: Seatbelt	Trans. To:
		Symptom: Other	Trans. Team:
		Method : Telephone	Trans. Dealer:
			Trans. Type: Standard
			Trans. Reason: Case Handling
			Check Request Pending Approval : 0
			eMail notification when case is closed:
Dealer			
* Servicing Dealer: RED HOAGLAND HYUNDAI FL126 Active			
Service District: Southern District A	Sales District: Southern District A		
Vehicle			
VIN: 5NPEU46FX6H [REDACTED]	Model Year: 2006	Engine: F	
Model: Sonata (NF) V-6	Short Model: 25462F65	Accessory: 03	
* Mileage:	Date of First Use: 5/8/2006	Production Date: 6/11/2005	
Blue Link Equipped : No		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
1/10/2012 10:10:57 AM	SRUSSON	Russon-033012	Skye	Outbound	Customer	Telephone	WRITER ATTEMPTED TO CONTACT CUSTOMER, PHONE NUMBER ON FILE IS NOT IN SERVICE. CLOSING CASE DUE TO NO CUSTOMER CONTACT	<input checked="" type="checkbox"/>	4680481	CC Training Team	Call Center
1/10/2012 10:09:34 AM	SRUSSON	Russon-033012	Skye	Inbound	Dealer	Telephone	CALLER LARRY, SERVICE MANAGER AT FL126 STATED: 1. HAS HEARD BACK FROM DISTRICT REP, AND REPAIR WILL BE COVERED 2. APP FOR THIS THURSDAY WRITER THANKED SERVICE MANAGER FOR THE INFORMATION CASE PENDING CUSTOMER CONTACT	<input checked="" type="checkbox"/>	4680481	CC Training Team	Call Center
1/10/2012 10:05:19 AM	KHOLSTEN	Holsten-033012	Kevin	Inbound	Customer	Telephone	CUSTOMER STATED: 1. LARRY THE SERVICE MANAGER. CUSTOMER IS RETURNING A CALL AND REQUESTING TO SPEAK TO A SKYE. WRITER INFORMED CUSTOMER THE CALL WILL BE TRANSFERRED TO THE SPECIALIST AGENT SKYE FOR FURTHER ASSISTANTS. CASE TRANSFERRED.		4680481	CC Training Team	Call Center

1/10/2012 09:29:40 AM	SRUSSON	Russon-033012	Skye	General	General	General	**ANY TIER 2** IF LARRY, SERVICE MANAGER AT FL126 CALLS BACK, AND WRITER IS UNAVAILABLE, PLEASE INQUIRE IF DLRSH FL126 HAS HEARD BACK FROM DISTRICT REP IN REGARDS TO COVERING THE COST OF REPAIR TO SEAT BELT. IF SO WHAT WAS SAID? THANKS!	<input checked="" type="checkbox"/>	4680481	CC Training Team	Call Center
1/10/2012 09:28:34 AM	SRUSSON	Russon-033012	Skye	Outbound	Dealer	Telephone	WRITER ATTEMPTED TO CONTACT LARRY, SERVICE MANAGER AT FL126, LEFT VOICE MAIL.	<input checked="" type="checkbox"/>	4680481	CC Training Team	Call Center
1/6/2012 11:03:47 AM	SRUSSON	Russon-033012	Skye	Outbound	Dealer	Telephone	WRITER CONTACTED LARRY SERVICE MANAGER AT DLRSH FL126: 1. WOULD LIKE MORE INFORMATION ON CUSTOMER'S SEAT BELT BUCKLE CONCERN LARRY STATED ALREADY CONTACTED FACTORY REP IN REGARDS TO CUSTOMER'S CONCERN. - 2/16/09 32000 IN NY REPLACED RIGHT HAND SEAT BUCKLE - 5/25/10 48572 RIGHT HAND SIDE -9/27/10 LEFT HAND SIDE - 1/12/11 RIGHT HAND SIDE -NOW 64363 LEFT HAND SIDE SURE THAT	<input checked="" type="checkbox"/>	4680481	CC Training Team	Call Center

							HYUNDAI WILL TAKE CARE OF IT CASE PENDING CUSTOMER CONTACT				
1/6/2012 09:59:19 AM	MBRANTLEY	Brantley-033012	Matthew	Inbound	Customer	Telephone	CUSTOMER STATED: 1. INQUIRING ON CASE STATUS WRITER INFORMED CUSTOMER THAT HCCC IS CURRENTLY ATTEMPTING TO GET IN CONTACT WITH FL126 AND NY050. CASE AS IS.	<input checked="" type="checkbox"/>	4680481	CC Training Team	Call Center
1/5/2012 02:25:33 PM	ACARPENTER	Carpenter-033012	Anthony	General	General	General	WRITER TRANSFERRING CASE TO CM/SR FOR CASE HANDLING.	<input checked="" type="checkbox"/>	4680481	CC Team1	Call Center
1/5/2012 02:00:07 PM	NPOLL	Poll-033012	Nicholas	General	General	General	**ATTN TIER 2** PLEASE CONTACT DEALERSHIPS FL126 (CURRENT DEALERSHIP) & NY050 (SELLING DEALERSHIP) TO GET REPAIR HISTORY ON FRONT SEAT SEAT BELT ASSEMBLIES, DETERMINE NEXT STEPS FOR CASE AND CONTACT THE CUSTOMER BACK WITH GATHERED INFORMATION. (PRT/CN)	<input checked="" type="checkbox"/>	4680481	CC Training Team	Call Center
							SUP CALL - PRT/CN CUSTOMER STATED: 1. HAD SEAT BELT ASSEMBLY REPLACED MULTIPLE TIMES: - 7/2006 (DRIVER'S SIDE) - 10/2008 (DRIVER'S SIDE) -				

1/5/2012 01:49:01 PM	NPOLL	Poll-033012	Nicholas	Inbound	Customer	Telephone	<p>5/2010 (PASSENGER SIDE) - 9/2010 (PASSENGER SIDE) - 1/2011 (DRIVER'S SIDE) - 6/2011 (DRIVER'S SIDE) 2. ALL INSTANCES HAVE BEEN WITH THE FRONT SEAT BUCKLE ASSEMBLIES. 3. VEHICLE IS CURRENTLY IN NEED OF REPAIR. 4. CUSTOMER BELIEVES REPAIR SHOULD SHOULD BE COVERED UNDER WARRANTY OR HPP DUE TO THE MULTIPLE AND PAST REPAIR ATTEMPTS. 5. ALL PRIOR REPAIR ATTEMPTS WERE COVERED UNDER WARRANTY. 6. CUSTOMER HAS WORKED WITH TWO DEALERSHIPS REGARDING CONCERN FL126 (CURRENT DEALERSHIP) & NY050 (SELLING DEALERSHIP). ADVISED CUSTOMER THAT INFORMATION WILL BE FORWARDED TO A SPECIALIST TO CONDUCT FURTHER RESEARCH INTO CUSTOMER'S CONCERN AND TO FIND OUT WHAT THE AVAILABLE OPTIONS ARE AND WILL</p>	<input checked="" type="checkbox"/>	4680481	CC Training Team	Call Center
----------------------------	-------	-------------	----------	---------	----------	-----------	---	-------------------------------------	---------	------------------	-------------

							CONTACT CUSTOMER BACK IN 4 BUSINESS HOURS. CASE TRANSFERRED TO CC TIER 2 QUEUE.			
1/5/2012 01:48:59 PM	NPOLL	Poll-033012	Nicholas	Inbound	Customer	Telephone	CUSTOMER STATED: 1. HAVING A VEHICLE ISSUE UNDER AN EXTENDED WARRANTY 2. BUCKLE ASSEMBLY FOR FUN SEAT BELT 3. LAST DONE IN JUNE 2011 4. BEFORE THAT IN SEP 2010. 5. BEFORE THAT IN MAY 2010. 6. BEFORE THAT IN OCT 2008. 7. LOVES THE VEHICLE EXCEPT FOR SEAT BELT PROBLEM. 8. \$325 AT DEALERSHIP NUMBER FL126 (RED HOAGLAND). 9. DEALERSHIP NUMBER NY050 WAS THE SELLING DEALER. 10. CALL IS ABOUT WARRANTY COVERAGE. 11. DEALERSHIP SAYS ITS STRANGE. 12. PARTS HAVE BEEN TREATED WELL. WRITER TRANSFERRED CALL TO SUPERVISOR. CASE TRANSFERRED	4680481	CC Training Team	Call Center

Cases

Customer

Last Name: [REDACTED]

First Name: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Address: [REDACTED]

City: LAKEVIEW

ZIP: [REDACTED]

State: OH

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: TOM AHL HYUNDAI

OH022 Active

Service District: Central District 4

Sales District: Central District E

Vehicle

VIN: 5NPEU46FX6H [REDACTED]

Model Year: 2006

Engine: F

Model: Sonata (NF) V-6

Short Model: 25462F65

Accessory: 03

★ Mileage: 82,727

Date of First Use: 8/31/2005

Production Date: 6/11/2005

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 6608381

Type: CA

Opened: 5/19/2014 06:05:08 AM

Closed: 5/19/2014 08:25:32 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Morehouse

Creator First Name: Roxanne

Owner Last Name [REDACTED]

Owner First Name [REDACTED]

★ Urgency: Low

★ Contact Reason Summary

OCS CLASS ACTION; CAMPAIGN OPEN; SEATBELT CONCERN

Contact Reason

★ Sentiment: Inquiry/Suggestion

★ Category: Settlement

★ Sub-Category: OCS - Eligibility

System: Body Electrical

Component: Airbag Warning Light

Symptom:

* Resolution Summary

REFERRED TO DEALER

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Nam	Case Number: 3463591	CUST VEH HAD A NO START ISSUE, VEH TOWED TO DLR. ALTERNATOR, BATTERY, TENSIONER, BELTS WILL BE AT CUST COST \$2100.00	
First Nam	Type: CA		
Phon	Opened: 12/16/2008 07:04:33 AM		
Ema	Closed: 12/23/2008 09:55:58 AM		
Address	Status: Closed		
City: ELMONT	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: McGee-033012		
State: NY	Creator First Name: Kathleen		
IQS : VDS :	Owner Last Name [REDACTED]		
CSI : SSI :	Owner First Name: [REDACTED]		
Contact Language : ENGLISH	* Urgency: Low		
Dealer		Contact Reason	Resolution
* Servicing Dealer: TERMINATED...HYUNDAI OF VALLEY NY111 Inactive		* Sentiment:	* Resolution: Assist Dealer Partial GW
Service District: Eastern District 0	Sales District: Eastern District 5	* Category: Product	* Remedy: Repaired
Vehicle		* Sub-Category: Operation	* Resolution Satisfaction: Positive
VIN: 5NPEU46FX6H [REDACTED]	Model Year: 2006	System: Body Electrical	Transfer
Model: Sonata (NF) V-6	Short Model: 25462F65	Component: Wiring/Connections	Trans. To:
* Mileage: 69,000	Date of First Use: 1/1/2006	Symptom: Inoperative	Trans. Team:
Blue Link Equipped : No		Method : Telephone	Trans. Dealer:
			Trans. Type:
			Trans. Reason:
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		Production Date: 8/30/2005	
		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
12/23/2008 09:54:43 AM	KMCGEE	McGee-033012	Kathleen	Contact from Customer			CM CLOSING FILE DUE TO NOTES FROM REGION. CUST HAS BEEN GIVEN THE DISPUTE ARBITRATION INFORMATION.	<input checked="" type="checkbox"/>	3463591	CC Team1	Call Center
12/23/2008 08:58:11 AM	ABROWN	Brown-033012	Alyssia	General			FWD CASE BACK TO CM. SEE NOTES FROM ERCA.	<input checked="" type="checkbox"/>	3463591	CC Team2	Call Center
12/23/2008 08:28:21 AM	HMA02357	McKendrick-032813	Ron	Contact from Customer			12/23/08(RM)ERCA WRITER DECLINING FILE. WRITER CHECKED WITH THE DPSM/JH AND HE CONFIRMS HE MADE A GOODWILL DECISION TO ASSIST THE CUSTOMER WITH COVERAGE OF PARTS ONLY BY HMA AND HE SAYS THAT WAS DONE IN GOOD FAITH TO ASSIST. DPSM INFORMS THAT HE WILL NOT COVER ALL OF REPAIR, AND IN FACT NOTES THAT CUSTOMER ACCEPTED THE OFFER AND PAID FOR THE LABOR AND HAS ALREADY PICKED UP THE CAR.	<input checked="" type="checkbox"/>	3463591	Region Eastern	Region
							CUST STATES: 1. FEELS DLR DID NOT DO ENOUGH FOR CUST 2. WOULD LIKE AREA REP TO CONTACT CUST PERSONALLY 3.				

12/23/2008 07:13:47 AM	ADUTSON	Dutson-021612	Angela	Contact from Customer		<p>IS THERE A PHONE # CUST CAN CALL AREA REP WRITER STATES: 1. VERIFIED CUST CONTACT INFO 2. EXPLAINED TO CUST THAT WRITER DOES NOT HAVE PHONE #'S FOR AREA REPS 3. LET CUST KNOW THAT CUST CONCERN HAS BEEN SENT TO AREA REP AND THAT IT CAN TAKE 3-4 BUSINESS DAYS TO GET AN ANSWER. ---CUST WILL WAIT, BUT WOULD LIKE AREA REP TO CALL CUST. WRITER PROVIDED CUST WITH WRITER'S CONTACT INFO AND CUST CASE# FOR FUTURE CONCERNS. WRITER THANKED CUST FOR CALLING HCA.</p>	<input checked="" type="checkbox"/>	3463591	CC Team2	Call Center
						<p>Attn Region: ---- LEMON LAW AND LEGAL THREAT --- - The customer states the following: -THE CUSTOMER IS THREATENING OF LEGAL ACTION. -THE CUSTOMER FEELS THE VEHICLE IS A LEMON AND WILL PURSUE LEMON LAW. -THE CUSTOMER FEELS THE CUSTOMER SHOULD NOT HAVE TO PAY</p>				

12/23/2008
05:33:17
AM

ABROWN

Brown-033012

Alyssia

Open to
Region

ANYTHING FOR THIS REPAIR AND THE CUSTOMER DID NOTHING TO THE VEHICLE ENGINE TO CAUSE THE BOLT TO BREAK. THE CUSTOMER FEELS THIS IS DUE TO THE DEALER CHANGING THE TIMING BELT ON THE VEHICLE THAT HAS CAUSED THE DAMAGE TO THE VEHICLE. Dealer states the following: The vehicle has been to the dealer on the following dates: - 12/12/08 @ 69592 MILES BOLT SNAPPED IN THE BLOCK, CAUSED BELT PULLEY TO BREAK AND SNAP OFF, AS BELT WAS OFF BATTERY DRAINED AND BELT MELTED ONTO ALTERNATOR PULLEY, NEEDS TO REPLACE ALTERNATOR PULLEY TENSIONER, BATTERY AND REMOVE BOLT. - DP5M HAS BEEN INVOLVED WITH THIS REPAIR. This file is being opened to assist the dealer in resolving the vehicle concerns. Please let me know if you have any questions or need additional information. Alyssia Brown Regional



3463591

CC Team2

Call Center

Liaison Hyundai
Consumer Affairs
801-736-3665 ----
Writer reviewed file
and will FWD file to
Region.
*****ATTN
REGION*****
PLEASE NOTE
ABOVE
COMMENTS AND
INVOLVE
REGIONAL
PERSONNEL AS
NEEDED TO
ASSIST DLR IN
RESOLVING VEH
CONCERNS.
PLEASE CLOSE
FILE WITH
COMMENTS SO
THAT HMA NCA
CAN SUPPORT.
THANKS. ---- Fwd
file to region

OPENING FILE TO
REGION 1.
OPENING FILE TO
REGION DUE TO
CUST THREAT OF
LEGAL ACTION.
CUST FEELS THE
VEH IS A LEMON
AND WILL
PURSUE LEMON
LAW. CUST FEELS
THE CUST
SHOULD NOT
HAVE TO PAY
ANYTHING FOR
THIS REPAIR AND
THE CUST DID
NOTHING TO THE
VEH ENGINE TO
CAUSE THE BOLT
TO BREAK. CUST
FEELS THIS IS
DUE TO THE DLR
CHANGING THE
TIMING BELT ON
THE VEH THAT
HAS CAUSED THE
DAMAGE TO THE
VEH. 2. VEH HAS
BEEN TO DLR 1
TIME FOR THIS

12/22/2008 01:24:38 PM	KMCGEE	McGee-033012	Kathleen	General	<p>ISSUE. 3. DATES AND MILES ARE AS FOLLOWS: VEH IN ON 12/12/08 @ 69592 MILES BOLT SNAPPED IN THE BLOCK, CAUSED BELT PULLEY TO BREAK AND SNAP OFF, AS BELT WAS OFF BATTERY DRAINED AND BELT MELTED ONTO ALTERNATOR PULLEY, NEEDS TO REPLACE ALTERNATOR PULLEY TENSIONER, BATTERY AND REMOVE BOLT. 4. CUST WILL BE PICKING UP THE VEH TODAY 12/22/08 5. DPSM HAS BEEN INVOLVED WITH THIS REPAIR. 6. THERE ARE NO AFTER MARKET PARTS AFFECTING THIS ISSUE. THANK YOU</p>	<input checked="" type="checkbox"/>	3463591	CC Team1	Call Center
					<p>CONTACTED CUST AT NUMBER ON FILE: VEH HAS BEEN REPAIRED CUST PAY 1300.00 + CUST IS CONTACTING CUST LAWYER FOR LEMON LAW. CUST FEELS THE CUST SHOULD NOT HAVE TO PAY ANYTHING FOR THIS REPAIR. CUST IS VERY DISAPPOINTED WITH THE DLR AND THE WAY</p>				

12/22/2008 01:12:50 PM	KMCGEE	McGee-033012	Kathleen	Outbound Contact	<p>THE REPAIR WAS HANDLED. --- WRITER--- ADV CUST THAT THE INFORMATION FOR DISPUTE ARBITRATION IS LOCATED IN THE OH SECTION 4. ADV CUST THAT WRITER WOULD FORWARD FILE TO HIGHER PERSONNEL DUE TO THREAT OF LEMON LAW. ADV CUST THAT SOMEONE FROM HMA OR HCA WILL BE IN CONTACT WITH THE CUST WITH IN THE NEXT 4-5 BUSINESS DAYS. DUE TO HOLIDAY THAT WOULD BE THE FIRST OF THE NEW YEAR. CUST THANKED WRITER FOR TIME. CALL ENDED CASE IS OPEN TO REGION.</p>	<input checked="" type="checkbox"/>	3463591	CC Team1	Call Center
12/22/2008 12:27:14 PM	MSTAR	Star-041310	Misty	Contact from Customer	<p>CUST STATES 1.WOULD LIKE TO TALK TO CM/KMCGE - WRITER- PULLED UP CASE AND VERIFIED INFO AND CHECKED FOR CM AND CM UNAVAILABLE BUT CM ASKED WRITER GOT GET MESSAGE FOR CM TO CALL CUST BACK WRITER ADVISED CUST AND CUST STATES THE NUMBER CUST CAN BE REACHED AT IS 5163590508 WRITER ADVISED</p>	<input checked="" type="checkbox"/>	3463591	CC Team2	Call Center

							WRITER WILL GIVE INFO TO CM CUST THANKED WRITER AND CALL ENDED				
12/22/2008 06:43:13 AM	KMCGEE	McGee-033012	Kathleen	Call to Dealer			CONTACTED DLR NY 111 ERIC DPSM IS IN THE SHOP AT THIS TIME. HAS NOT MADE A FINAL DECISION REGARDING THIS VEH. WILL HAVE FINAL DECISION LATER TODAY. --- WRITER--- THANKED ERIC FOR TIME AND INFO. CALL ENDED CASE OPEN WITH WRITER.	<input checked="" type="checkbox"/>	3463591	CC Team1	Call Center
12/19/2008 11:40:45 AM	KMCGEE	McGee-033012	Kathleen	Contact from Customer			CONTACTED DLR NY 111 SVC MGR ERIC STATES NOT IN AT THIS TIME. ALEX STATES: NO DECISION HAS BEEN MADE AT THIS TIME. DPSM WILL BE IN THE SHOP ON MONDAY 12/22/08 WILL HAVE A DECISION AT THAT TIME. WRITER--- THANKED ALEX FOR TIME AND INFO. CALL ENDED CASE OPEN WITH WRITER.	<input checked="" type="checkbox"/>	3463591	CC Team1	Call Center

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4456856	HAD TO REPLACE THE SEAT BELT TENSION SENSOR. BELIEVE TO BE A DEFECT AND SHOULD BE RECALLED. WANT HYUNDAI TO REIMBURSE CUSTOMER FOR THE REPAIR.	WRITER OFFERED ONE TIME GOODWILL REIMBURSEMENT IN THE AMOUNT OF \$366.25 CUST ACCEPTED. WRITER REQUESTED PROOF OF PAYMENT AND COPY OF CURRENT VEH REG. CUST STS WILL EMAIL TOMORROW. CLOSING CASE PENDING CUST DOCS.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 7/5/2011 11:25:59 AM		
Email: [REDACTED]	Closed: 9/29/2011 09:28:09 AM		
Address: [REDACTED]	Status: Closed		
City: NEWTON	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Boscan-033012	Contact Reason	Resolution
State: NH	Creator First Name: Alfredo	* Sentiment:	* Resolution: Assist HMA 100% GW
IQS :	Owner Last Name: [REDACTED]	* Category: Warranty Issues	* Remedy: Repaired
VDS :	Owner First Name: [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Positive
CSI :	SSI :	System: Body Electrical	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: Airbag Warning Light	Trans. To:
Dealer		Symptom: Seat Belt Light	Trans. Team:
* Servicing Dealer: SALEM HYUNDAI	NH014 Active		Trans. Dealer:
Service District: Eastern District 2	Sales District: Eastern District 2		Trans. Type: Standard
Vehicle			
VIN: 5NPEU46FX6H [REDACTED]	Model Year: 2006	Engine: F	Trans. Reason: Case Handling
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 05	Check Request Pending Approval : 0
* Mileage: 77,559	Date of First Use: 2/8/2006	Production Date: 9/10/2005	eMail notification when case is closed:
Blue Link Equipped : No		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
9/29/2011 09:27:05 AM	HMA90653	Perez-032213	Abril	Outbound	Customer	Telephone	WRITER CALLED CUST LEFT MESSAGE ADV OF CHECK MAILING DATE OF 10/7	<input checked="" type="checkbox"/>	4456856	Tier3 Executive	Tier3
9/28/2011 10:49:29 AM	HMA02255	Thompson	Tam ko	General	General	General	CHECK MAILING 10/07/11.		4456856	NCA HCR	NCA
9/22/2011 03:58:51 PM	HMA03218	Lopez	Darla	General	General	General	HCR REVIEWED SENT FOR PROCESSING	<input checked="" type="checkbox"/>	4456856	NCA Manager	NCA
9/22/2011 02:06:48 PM	HMA90653	Perez-032213	Abril	General	General	General	TRANSFERRED TO DL FOR APPROVAL. MAILING ADDRESS HAS BEEN UPDATED.	<input checked="" type="checkbox"/>	4456856	Tier3 Executive	Tier3
9/22/2011 02:06:17 PM	HMA90653	Perez-032213	Abril	Outbound	Customer	Email	WRITER EMAILED CUSTOMER TO VERIFY MAILING ADDRESS. SEE ATTACHED.	<input checked="" type="checkbox"/>	4456856	Tier3 Executive	Tier3
9/22/2011 11:47:32 AM	HMA03218	Lopez	Darla	General	General	General	HCR REVISION REQUIRED - Address in HCR matches RO but not contact record or registration. PLEASE CONFIRM CUST CORRECT ADDRESS	<input checked="" type="checkbox"/>	4456856	NCA Manager	NCA
9/22/2011 10:39:48 AM	HMA90653	Perez-032213	Abril	Inbound	Customer	Email	WRITER REC EMAIL FROM CUST STS WRITER WAS ABLE TO RENEW HIS COMMITMENT AS A LOYAL HYUNDAI CUSTOMER. SEE ATTACHED.	<input checked="" type="checkbox"/>	4456856	Tier3 Executive	Tier3
9/22/2011 09:29:28 AM	HMA90653	Perez-032213	Abril	General	General	General	HCR TO DL FOR APPROVAL	<input checked="" type="checkbox"/>	4456856	Tier3 Executive	Tier3
9/22/2011 09:22:46	HMA90653	Perez-032213	Abril	Outbound	Customer	Email	WRITER SENT CUST EMAIL ACKNOWLEDGING RECEIPT OF DOC ADV WILL	<input checked="" type="checkbox"/>	4456856	Tier3 Executive	Tier3

AM							PROCEED WITH HCR. SEE ATTACHED.				
9/22/2011 09:19:12 AM	HMA90653	Perez-032213	Abril	Inbound	Customer	Email	WRITER REC DOCS FROM CUST TO PROCESS HCR SEE ATTACHED	<input checked="" type="checkbox"/>	4456856	Tier3 Executive	Tier3

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Na First Na Pho Em Adde City: DES MOINES ZIP State:: IA IQS : VDS : CSI : SSI :	Case Number: 5849514 Type: CA Opened: 6/28/2013 05:49:25 AM Closed: 7/2/2013 05:42:50 AM Status: Closed Sub Status: Closed Creator Last Name: Goodenl Creator First Name: Vanessa Owner Last Name: Owner First Name: Urgency: Low	SEAT BELT WARRANTY Contact Reason Sentiment: Inquiry/Suggestion Category: Warranty Issues Sub-Category: Coverage System: Component: Symptom: Method : Telephone	ADVISED THAT IT IS 5 YEAR 60000 MILE WARRANTY ON THE SEAT BELT WHICH EVER COMES FIRST. 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:
Dealer Servicing Dealer: STEW HANSEN HYUNDAI Service District: Central District 1	IA016 Active Sales District: Central District B		
Vehicle VIN: 5NPEU46FX6H Model: Sonata (NF) V-6 Mileage: 41,734 Blue Link Equipped : No	Model Year: 2006 Short Model: 25452F65 Date of First Use: 3/28/2006	Engine: F Accessory: 05 Production Date: 11/9/2005 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
7/2/2013 05:40:51 AM	CCRONK	Cronk	Chad	Inbound	Customer	Telephone	CUST STS: 1. DIAGNOSTIC RAN FOR AIRBAG LIGHT BEING ON. 2. IT WAS THE BELT BUCKLE THAT HAD TO BE REPLACED. 3. 469.00 FOR THE BUCKLE. WRITER ADVISED THAT IT IS 5 YEAR 60000 MILE WARRANTY ON THE SEAT BELT WHICH EVER COMES FIRST. CASE CLOSED.	<input checked="" type="checkbox"/>	5849514	HCCC General Team1 Agent	HCCC
6/28/2013 10:40:09 AM	VGOODEN	Goodenl	Vanessa	Outbound	Customer	Telephone	WRITER ATTEMPTED TO CONTACT THE CUSTOMER AND INFORMED THAT THE PART IS NOT APART OF THE OCS. THAT THE CHARGE WAS DO TO THE WARRANTY BEING OUT FOR THAT PART. ADVISED TO CONTACT HCCC FOR FURTHER ASSISTANCE. HOWEVER NOTHING CAN BE DONE BY HCCC AT THIS TIME. CASE CLOSED	<input checked="" type="checkbox"/>	5849514	PCCC Team1 Agent	PCCC
6/28/2013 06:22:43 AM	VGOODEN	Goodenl	Vanessa	Inbound	Customer	Telephone	WRITER ATTEMPTED TO CONTACT CUSTOMER LINE WAS BUSY AT THE TIME WILL TRY BACK AT A LATER TIME TO INFORM CUSTOMER THAT THE REPAIR WAS	<input checked="" type="checkbox"/>	5849514	PCCC Team1 Agent	PCCC

							NOT APART OF THE OCS AND BECAUSE THE REPAIR WAS NOT A COVERED PART THAT IT IS THE CUSTOMER RESPONSIBILITY.				
6/28/2013 06:14:05 AM	VGOODEN	Goodenl	Vanessa	Outbound	Dealer	Telephone	WRITER SPOKE WITH SVM RYAN IA016 WHO INFORMED CUSTOMER THAT IT WAS NOT APART OF THE OCS BECAUSE IT HAS A DIFFERENT CODE. THE REPAIR WAS DO TO THE SEATBELT BUCKLE NEEDING TO BE REPAIRED. THE PART WAS NOT COVERED UNDER WARRANTY.	<input checked="" type="checkbox"/>	5849514	PCCC Team1 Agent	PCCC
6/28/2013 06:06:22 AM	VGOODEN	Goodenl	Vanessa	Inbound	Customer	Telephone	CUSTOMER HUSBAND MIKE STATES: 1. HAVE AN ISSUE WITH A REPAIR. 2. ITS NOT FROM THE DEALERSHIP. 3. HAD AN AIRBAG LIGHT ON. 4. HAD TO REPLACE THE SEATBELT BUCKLE. 5. HAD TO PAY OUT OF POCKET. 6. THE CAR ONLY HAS 41000 MILES. 7. HAD TO CHANGE IT BEFORE AT 13000 MILES. 8. EXTENDED WARRANTY DOES NOT COVER IT. 9. 90 PERCENT OF THE TIME NO ONE SITS IN THAT SEAT. 10. DON'T THINK 456.00 SHOULD HAVE	<input checked="" type="checkbox"/>	5849514	PCCC Team1 Agent	PCCC

						BEEN MY RESPONSIBILITY, BEING THAT ITS ONLY 40000 MILES ON VEHICLE 11. I HAD TO REPLACE THIS PART BEFORE. WRITER INFORMED CUSTOMER WILL CONTACT CUSTOMER FOR FURTHER INFORMATION ON IF THE CONCERN HAS ANYTHING TO DO WITH THE OCS.			
--	--	--	--	--	--	---	--	--	--

Cases

Customer		Case Information		* Contact Reason Summary	* Resolution Summary
Last Name	[REDACTED]	Case Number:	3436490	HAD SEAT BELT BUCKEL REPLACED ABOUT 3 MONTHS AGO. NEEDS TO BE REPLACED AGAIN AND IS BEING CHARGED A DIAGNOSTIC FEE.	
First Name	[REDACTED]	Type:	CA		
Phone	[REDACTED]	Opened:	11/10/2008 06:45:15 AM		
Email	[REDACTED]	Closed:	11/10/2008 06:54:12 AM		
Address:		Status:	Closed		
City:		Sub Status:	Closed	Contact Reason	Resolution
ZIP:		Creator Last Name:	Aguirre-083011	* Sentiment:	* Resolution: Other
State:		Creator First Name:	Cristina	* Category: Warranty Issues	* Remedy: NORMAL CONDITION
IQS :	VDS :	Owner Last Name:	[REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Positive
CSI :	SSI :	Owner First Name:	[REDACTED]	System:	Transfer
Contact Language :		* Urgency:	Low	Component:	Trans. To:
Dealer				Symptom:	Trans. Team:
* Servicing Dealer:	HAMPTON HYUNDAI		FL087 Active	Method : Telephone	Trans. Dealer:
Service District:	South Central District B	Sales District:	South Central District 3		Trans. Type:
Vehicle					Trans. Reason:
VIN:	5NPEU46FX6H [REDACTED]	Model Year:	2006	Engine:	F
Model:	Sonata (NF) V-6	Short Model:	25452F65	Accessory:	01
* Mileage:	61,313	Date of First Use:	1/5/2006	Production Date:	12/20/2005
Blue Link Equipped :	No			Case in Arbitration :	No
					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
11/10/2008 06:52:41 AM	CAGUIRRE	Aguirre- 083011	Cristina	Contact from Customer			CUSTOMER STATES: 1. NEED TO MAKE A COMPLAINT ON HYUNDAI DLR. 2. TOOK VEH IN LESS THAN 3 MONTHS AGO TO SEE WHY AIRBAG LIGHT CAME ON. 3. WAS TOLD IT WAS SEAT BELT BUCKLE AND REPLACED IT. 4. 3 MONTHS LATER IS HAVING SAME CONCERN. 4. WAS OUT OF TOWN WHEN HIT 60,000 MILES. 5. DID CALL DLR AND WAS TOLD TO BRING VEH IN. DID NOT SAY THERE WOULD BE A CHARGE. 6. IS BEING CHARGED A DIAGNOSTIC FEE. 7. --WRITER THANKED CUSTOMER FOR CALLING HYUNDAI. EMPATHIZED WITH CUSTOMER FOR SITUATION. WRITER VERIFIED/UPDATED CUSTOMER INFORMATION AND ADVISED CUSTOMER SEAT BELT BUCKLE WOULD BE COVERED UNDER 1/12 WARRANTY. WRITER ADVISED CUSTOMER DLRSHPS ARE IO&O AND SET OWN FEES. WRITER ADVISED	<input checked="" type="checkbox"/>	3436490	CC Team1	Call Center

						CUSTOMER MOST DLRSHPS CHARGE A DIAGNOSTIC FEE AND THERE IS NOTHING WRITER CAN DO TO GET RID OF THAT. CUSTOMER UNDERSTOOD. CUSTOMER HAD NO ADDITIONAL QUESTIONS. WRITER THANKED CUSTOMER FOR CALLING HYUNDAI. WRITER PROVIDED NAME, EXTENSION AND CASE NUMBER. STATED PHRASE THAT PAYS. CALL ENDED *CASE CLOSED*			
--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 4675358	GOODWILL CONSIDERATION. ONGOING CONCERN WITH DRIVERS SIDE SEATBELT TENSIONERS AND AIRBAG LIGHT ILLUMINATING.	DLR NV014 COVERED COST OF REPAIR.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 1/2/2012 12:34:55 PM		
Email: [REDACTED]	Closed: 3/15/2012 08:05:37 AM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Godson-033012	Contact Reason	Resolution
State:	Creator First Name: Kimberly	* Sentiment:	* Resolution: Referred to Dealer
IQS:	Owner Last Name: [REDACTED]	* Category: Product	* Remedy: N/A
VDS:	Owner First Name: [REDACTED]	* Sub-Category: Operation	* Resolution Satisfaction: Positive
CSI:	SSI:	System: Body	Transfer
Contact Language: ENGLISH	* Urgency: Low	Component: Seatbelt	Trans. To:
Dealer		Symptom: Stuck	Trans. Team:
* Servicing Dealer: LITHIA HYUNDAI OF RENO	NV014 Active	Method: Telephone	Trans. Dealer:
Service District: Western District A	Sales District: Western District A		Trans. Type: Standard
Vehicle			Trans. Reason: Case Handling
VIN: 5NPEU46FX6H-[REDACTED]	Model Year: 2006	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 02	eMail notification when case is closed:
* Mileage: 80,000	Date of First Use: 3/20/2006	Production Date: 2/15/2006	
Blue Link Equipped : No		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
3/15/2012 08:02:39 AM	PROBERTS	Roberts-033012	Penni	Outbound	Customer	Telephone	WRITER SPOKE TO CUSTOMER WHO STATED: 1. WHILE AT DLR NV014 SPOKE TO SERVICE MANAGER AND ADVISED THEM THAT HCCC WAS LOOKING INTO GOODWILL FOR REPAIR. 2. DLR NV014 SPOKE TO DPSM AND GOT REPAIRS COVERED. UPDATED CASE NOTES. CASE CLOSED AS DLR COVERED REPAIR COST.	<input checked="" type="checkbox"/>	4675358	CC Training Team	Call Center
3/14/2012 07:26:51 AM	PROBERTS	Roberts-033012	Penni	Outbound	Customer	Telephone	WRITER CONTACTED CUSTOMER WHO STATED: 1. IS AT WORK. 2. UNABLE TO TALK ABOUT CASE NOW. 3. CALL AFTER 5 EASTERN TIME. UPDATED CASE NOTES. CASE OPEN PENDING CUSTOMER CONTACT.	<input checked="" type="checkbox"/>	4675358	CC Training Team	Call Center
							CUSTOMER STATED: 1. FL080 IS LAST DLR THAT PERFORMED REPAIR. 2. IS NOW STATIONED IN NEVADA, NEW DLR DOES NOT WARRANTY OTHER DLR REPAIR. 3. HAS TO RELOCATE EVERY 3 YEARS. 4. ONGOING ISSUE WITH DRIVERS SIDE				

2/27/2012 12:23:24 PM	PROBERTS	Roberts-033012	Penni	Inbound	Customer	Telephone	TENSIONERS AND SEATBELT LIGHT. 5. REQUESTING SOME ASSISTANCE WITH COST OF ONGOING REPAIR AS SAME ISSUE KEEPS REOCCURRING. 6. DLR HAD PART EXPEDITED BUT HAS NOT ARRIVED AS OF YET. 7. WILL FAX IN DOCUMENTS ONCE REPAIR IS COMPLETE. 8. WOULD LIKE TO HAVE VEHICLE FOREVER JUST FRUSTRATED WITH ONGOING CONCERN. WRITER REQUESTED CUSTOMER FAX IN COPIES OF RO, POP AND CURRENT REGISTRATION FOR GOODWILL CONSIDERATION. PROVIDED FAX#. CASE OPEN PENDING RECEIPT OF DOCUMENTS.	<input checked="" type="checkbox"/>	4675358	CC Training Team	Call Center
2/27/2012 12:19:19 PM	PBUBLITZ	Bublitz-033012	Peggy	General	General	General	TRANSFERRED THE CASE TO CM/PR FOR GOODWILL POSSIBILITY DUE TO DLRSP HAVING SEEN THE VEHICLE 3 TIMES AT DIFFERENT DLRSP FOR THE SAME ISSUE .	<input checked="" type="checkbox"/>	4675358	CC Training Team	Call Center
2/27/2012 12:18:51 PM	PBUBLITZ	Bublitz-033012	Peggy	Inbound	Customer	Telephone	WARM-TRANSFERRED THE CALL TO CM/PR FOR GOODWILL	<input checked="" type="checkbox"/>	4675358	CC Training Team	Call Center

							DISCUSSION.				
2/27/2012 12:12:10 PM	PBUBLITZ	Bublitz- 033012	Peggy	Inbound	Customer	Telephone	<p>CUSTOMER STATES: 1. CARSON CITY HYUNDAI, 3550 S. CARSON STREET CARSON CITY, NV, (775) 882-5353 WOULD NOT REPLACE THE SEAT BELT TENSIONER DUE TO BEING OUT OF WARRANTY AND THE CUST HAD THIS REPLACED 2 TIMES ON ONE SIDE AND ONE ON THE OTHER SIDE. 2. WIFE ON THE WAY TO THE DLRSP NOW TO REPLACE THE TENSION AND DLRSP WILL NOT FIX WITHOUT CHARGE. 3. THE TENSIONER WAS REPLACED IN FL AND THE AIRBAG LIGHT KEEPS COMING ON 4. CARSON HYUNDAI SAID THEY WOULD NOT COVER OTHER HYUNDAI WORK AND CHARGING FROM A DIFFERENT DLRSP AND THIS WAS DONE SIX MONTHS AGO. 5. CPO VEHICLE. DROVE 2 YEARS WITH THE AIRBAG LIGHT ON AND VERY WORRIED ABOUT SAFETY. 6. LAST THURSDAY TO LITHIA HYUNDAI IN RENO AND DIAGNOSED AS A SEAT BELT TENSIONER AND WOULD COST</p>	<input checked="" type="checkbox"/>	4675358	CC Training Team	Call Center

							\$364.00 AND PAID \$69.00 FOR THE DIAGNOSTIC. WRITER BELIEVES THIS SHOULD BE A GOODWILL CASE AND WILL REFER TO A SPECIALIST. WARM-TRANSFERRED CALL TO CM/				
1/2/2012 12:58:30 PM	KGODSON	Godson-033012	Kimberly	Inbound	Customer	Telephone	CUSTOMER STATED: 1. CUSTOMER R HAS THE AIR BAG LIGHT ON THE DRIVER SIDE ALL THE TIME. 2. CUSTOMER HAS THE PASSENGER AIR BAG ON SOME OF THE TIME. 3. CUSTOMER WANTED TO KNOW IF THE REPAIR IS COVERED UNDER WARRANTY OR RECALL. 4. CUSTOMER HAD THE SEAT BELT TENSIONER REPLACED 2 TIMES NOW. WRITER INFORMED THE CUSTOMER OF CAMPAIGN NUMBER 083 WHICH DOES NOT SHOW ON THE VEHICLE BUT IS AN OPEN RECALL FOR THE PASSENGER SIDE. ADVISED THE CUSTOMER TO TAKE THE VEHICLE TO A LOCAL DLR AND ASKED THE CUSTOMER IF CUSTOMER WANTED WRITER	<input checked="" type="checkbox"/>	4675358	CC Training Team	Call Center

						TO LOCATE A DLR. CUSTOMER STATED CUSTOMER WOULD FIND ONE WHILE OUT DRIVING AROUND THAT CUSTOMER DOES KNOW WHERE THE DLRS ARE. CASE CLOSED			
--	--	--	--	--	--	--	--	--	--

Cases

Customer

Last Name:

First Name:

Phone:

Email:

Address:

City:

ZIP:

State:

IQS :

CSI :

VDS :

SSI :

Contact Language : ENGLISH

Case Information

Case Number: 4674866

Type: CA

Opened: 12/31/2011 01:57:20 PM

Closed: 1/2/2012 12:13:46 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Yadon-033012

Creator First Name: Darrin

Owner Last Name:

Owner First Name:

★Urgency: Low

★ Contact Reason Summary

POSSIBLE GOODWILL ON A SEATBELT SENSOR CAUSING DRIVERS AIRBAG LIGHT TO COME ON

Contact Reason

★Sentiment:

★Category: Product

★Sub-Category: Operation

System: Body Electrical

Component: Drivers Airbag

Symptom: Display Message

* Resolution Summary

ADVISED THAT CUSTOMER CAN SUBMIT FOR POSSIBLE REIMBURSEMENT CONSIDERATION ONCE REPAIR IS COMPLETED.

Resolution

* Resolution: Referred to Dealer

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

★Servicing Dealer: RED MCCOMBS HYUNDAI NORTHWEST TX127 Active

Service District: South Central District 5

Sales District:

Vehicle

VIN: 5NPEU46FX6H

Model Year: 2006

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 01

★Mileage: 49,000

Date of First Use: 8/26/2006

Production Date: 2/17/2006

Blue Link Equipped : No

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
1/2/2012 12:09:23 PM	JARCHULETTA	Archuletta-033012	Jessica	Outbound	Customer	Telephone	WRITER CONTACTED CUSTOMER, WHO STATED: 1. IS WAITING FOR DEALERSHIP TO RECEIVE PARTS FOR REPAIR TO BE COMPLETED. WRITER INFORMED THAT ONCE REPAIR IS COMPLETED, CUSTOMER CAN SUBMIT FOR POSSIBLE REIMBURSEMENT. CASE CLOSED.	<input checked="" type="checkbox"/>	4674866	CC Training Team	Call Center
1/2/2012 06:24:38 AM	BPETERSEN	Petersen-033012	Braydee	General	General	General	LCM/BPETERSEN TRANSFERRING CASE TO CM/JA FOR TIER 2 FOLLOW UP.	<input checked="" type="checkbox"/>	4674866	CC Team3	Call Center
12/31/2011 02:10:52 PM	DYADON	Yadon-033012	Darrin	Inbound	Customer	Telephone	***ATTN TIER II*** CUSTOMER IS OUT BY FOUR MONTHS BUT WELL WITHIN ON MILES PLEASE CONSIDER PLEASE CALL WIFE AT [REDACTED] THANKS	<input checked="" type="checkbox"/>	4674866	CC Training Team	Call Center
12/31/2011 02:07:57 PM	DYADON	Yadon-033012	Darrin	Inbound	Customer	Telephone	CUSTOMER STATED 1. HAVING AND ISSUE WITH THE DRIVERS AIR BAG LIGHT BEING ON 2. CAUSE STATED BY DEALERSHIP TX127 IS THE SEAT BELT SENSOR GONE BAD 3. WAS NOT UNDER WARRANTY 4. GOING TO BE ALMOST 400 DOLLARS WRITER	<input checked="" type="checkbox"/>	4674866	CC Training Team	Call Center

						INFORMED THAT CASE WILL BE SENT FOR GOODWILL CASE TRANSFERRED				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 3832169	INQUIRING ABOUT WARRANTY COVERAGE FOR A ELECTRICAL CONCERN WITH VEHICLE. THE SEAT BELT WARNING LIGHT IS ILLUMINATED.	
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 1/27/2010 07:55:25 AM		
Email:	Closed: 1/27/2010 08:15:25 AM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Oliphant-041310		
State::	Creator First Name: Jessica		
IQS : VDS :	Owner Last Name: [REDACTED]		
CSI : SSI :	Owner First Name: [REDACTED]		
Contact Language : ENGLISH	* Urgency: Low		
Dealer		Contact Reason	Resolution
* Servicing Dealer: JOE HOLLAND HYUNDAI WV006 Active		* Sentiment:	* Resolution: Provided Information
Service District: Southern District 4 Sales District: Southern District 4		* Category: Warranty Issues	* Remedy: N/A
Vehicle		* Sub-Category: Coverage	* Resolution Satisfaction: Positive
VIN: 5NPEU46FX6H [REDACTED] Model Year: 2006 Engine: F		System: Body Electrical	Transfer
Model: Sonata (NF) V-6 Short Model: 25452F65 Accessory: 02		Component: Airbag Warning Light	Trans. To:
* Mileage: 85,000 Date of First Use: 5/11/2006 Production Date: 3/21/2006		Symptom: Display Message	Trans. Team:
Blue Link Equipped : No Case in Arbitration : No			Trans. Dealer:
			Trans. Type:
			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
1/27/2010 08:10:05 AM	JOLIPHANT	Oliphant-	Jessica	Call to Dealer			<p>WRITER CONTACTED JASON, SRV ADV AT DLR WV006 WHO STATED: 1. DRIVERS SIDE SEAT BELT BUCKLE NEEDS TO BE REPLACED @ 85,413 MILES UNDER CUSTOMER PAY 2. REPAIR HISTORY: - 12/15/09 @ 82,631 MILES DLR INSTALLED PASSENGER SIDE SEAT BELT BUCKLE UNDER CUSTOMER PAY - 02/15/08 @ 40,363 MILES DRIVERS SIDE BUCKLE REPLACED UNDER WARRANTY - 07/20/07 @ 31,540 MILES DRIVERS SIDE SEAT BELT BUCKLE WAS REPLACED UNDER WARRANTY - 05/11/07 @ 24,584 MILES DRIVERS SIDE SEAT BELT BUCKLE WAS REPLACED UNDER WARRANTY 3. NO AFTERMARKET PARTS ARE INVOLVED IN CONCERN 4. DPSM, TECHLINE AND FSE HAVE NOT BEEN INVOLVED WRITER UPDATED NOTES WRITER INFORMED CUST</p>	<input checked="" type="checkbox"/>	3832169	CC Training Team	Call Center

<p>1/27/2010 08:09:42 AM</p>	<p>JOLIPHANT</p>	<p>Oliphant-041310</p>	<p>Jessica</p>	<p>Contact from Customer</p>			<p>CALLER [REDACTED] S FATHER IN LAW) STATED: 1. OWNS AN 06 SONATA 2. STARTED HAVING CONCERNS WITH SEAT BELT AND AIR BAG LIGHT AT ABOUT 30,000 MILES 3. TOOK VEH TO DLR WV006 TO COMPLETE REPAIRS 4. DLR WV006 NOW STATING CUST IS OUT OF WARRANTY AND COST OF REPAIR WILL BE CUST RESPONSIBILITY 5. INQUIRING IF HYUNDAI COULD PROVIDE ANY ASSISTANCE IN COST FOR THE REPAIR OF THE SEAT BELT BUCKLE DUE TO THE ONGOING CONCERN WRITER INFORMED CALLER HYUNDAI WILL NOT ASSIST IN THE COST OF THE REPAIR FOR THE SEAT BELT BUCKLE DUE TO CUST BEING OUT OF WARRANTY BY 20,000 MILES AND THE LAST TIME SAME CONCERN WAS APPARENT WAS IN FEB OF 2008. WRITER PROVIDED NAME AND CASE ID NUMBER. WRITER CLOSED CASE</p>	<p><input checked="" type="checkbox"/></p>	<p>3832169</p>	<p>CC Training Team</p>	<p>Call Center</p>
----------------------------------	------------------	------------------------	----------------	------------------------------	--	--	--	--	----------------	-------------------------	--------------------

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name:	[REDACTED]	Case Number:	6780606	SEAT BELT WARRANTNY, ONGOING CONCERN FROM DAY ONE.		ADVISED CUSTOMER OF THE 5/60 WARRANTY; NO RECALL/ CAMPAIGNS.	
First Name:	[REDACTED]	Type:	CA				
Phone:	[REDACTED]	Opened:	8/4/2014 12:49:05 PM				
Email:	[REDACTED]	Closed:	8/4/2014 01:32:04 PM				
Address:	[REDACTED]	Status:	Closed				
City:	HILLSBORO	Sub Status:	Closed				
[REDACTED]	[REDACTED]	Creator Last Name:	Reeves				
State:	OR	Creator First Name:	Eli				
IQS :	VDS :	Owner Last Name:	[REDACTED]				
CSI :	SSI :	Owner First Name:	[REDACTED]				
Contact Language :	ENGLISH	*Urgency :	Low				
Dealer				Contact Reason		Resolution	
* Servicing Dealer:	DICK'S HILLSBORO HYUNDAI	OR035	Active	* Sentiment:	Inquiry/Suggestion	* Resolution: Documented Concern	
Service District:	Western District 5	Sales District:	Western District 5	* Category:	Warranty Issues	* Remedy: N/A	
Vehicle				* Sub-Category:	Coverage	* Resolution Satisfaction: Neutral	
VIN:	5NPEU46FX6H [REDACTED]	Model Year:	2006	System:	Body	Transfer	
Model:	Sonata (NF) V-6	Short Model:	25452F65	Component:	Seatbelt	Trans. To:	
* Mileage:	75,000	Date of First Use:	7/14/2006	Symptom:	Warning light	Trans. Team:	
Blue Link Equipped :	No	Production Date:	3/29/2006	Method :	Telephone	Trans. Dealer:	
		Case in Arbitration :	No			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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name First Name Phone Email Address City: PHILIDELPHIA ZIP: [REDACTED] State: PA IQS : VDS : CSI : SSI :	Case Number: 5138705 Type: CA Opened: 11/30/2012 08:58:47 AM Closed: 11/30/2012 09:18:01 AM Status: Closed Sub Status: Closed Creator Last Name: Vallejo Creator First Name: Samuel Owner Last Name: [REDACTED] Owner First Name: [REDACTED] *Urgency: Low	WARRANTY, AIRBAG LIGHT ILLUMINATED SEAT BELT BUCKLE NEEDS REPLACEMENT Contact Reason * Sentiment: Inquiry/Suggestion * Category: Warranty Issues * Sub-Category: Coverage System: Body Component: Seatbelt Symptom: Security Light	EXPLAINED SEATBELT BUCKLE IS OUTSIDE 5YR/60K MILE WARRANTY PURSUANT TO DFU, & CURRENT MILEAGE OF 78,152. REFERRED CUSTOMER TO DLRSP PA042 TO SEE, IF THERE ARE ANY EXTENDED WARRANTIES AVAILABLE TO CUSTOMER FOR PURCHASE. Resolution * Resolution: Documented Concern * Remedy: N/A * Resolution Satisfaction: Positive Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Check Request Pending Approval : 0 eMail notification when case is closed:
Dealer * Servicing Dealer: SUSSMAN HYUNDAI PA042 Active Service District: Eastern District 8 Sales District: Eastern District 8			
Vehicle VIN: 5NPEU46FX7H-[REDACTED] Model: Sonata (NF) V-6 * Mileage: 78,152 Blue Link Equipped : No	Model Year: 2007 Short Model: 25452F65 Date of First Use: 6/30/2006	Engine: F Accessory: 01 Production Date: 4/5/2006 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
11/30/2012 09:08:54 AM	SVALLEJO	Vallejo	Samuel	Inbound	Customer	Telephone	<p>CUSTOMER STATES: 1. AIRBAG LIGHT IS ILLUMINATED 2. DLRSP PA042 SAYS DRIVER'S SEATBELT BUCKLE NEEDS REPLACEMENT 3. DOES HMA OFFER ANY EXTENDED WARRANTIES? WRITER ADVISED: OBTAINED CURRENT MILEAGE OF 78,152. APOLOGIZED FOR EXPERIENCE. UPDATED CUSTOMER INFORMATION IN SYSTEM. TOLD CUSTOMER ABOUT MYHYUNDAI. GAVE CUSTOMER CASE NO.. EXPLAINED SEATBELT BUCKLE IS OUTSIDE 5YR/60K MILE WARRANTY PURSUANT TO DFU, & CURRENT MILEAGE OF 78,152. REFERRED CUSTOMER TO DLRSP PA042 TO SEE, IF THERE ARE ANY EXTENDED WARRANTIES AVAILABLE TO CUSTOMER FOR PURCHASE. CASE CLOSED.</p>	<input checked="" type="checkbox"/>	5138705	HCCC Tier2 Team11 Agent	HCCC

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: STONY BROOK

ZIP: [REDACTED]

State: NY

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Case Information

Case Number: 6334798

Type: CA

Opened: 1/14/2014 02:22:49 PM

Closed: 3/17/2014 12:46:57 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Groot

Creator First Name: Pamela

Owner Last Name: [REDACTED]

Owner First Name: [REDACTED]

★Urgency: Low

★Contact Reason Summary

2007 SONATA CUSTOMER REQUESTING GOODWILL FOR REPAIR FOR SEAT BELT PRE TENSIONER.

Contact Reason

★Sentiment: Complaint

★Category: Product

★Sub-Category: Operation

System: Body

Component: Seatbelt

Symptom: Other

* Resolution Summary

HCCC WILL NOT OFFER GOODWILL AT THIS TIME, BECAUSE THE PRETENSIONER IS NOT CONSIDERED AS PART OF THE OCS SETTLEMENT AND HCCC WILL NOT COVER THE COST OF THE PRETENSIONER...

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Positive

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

★Servicing Dealer: MID-ISLAND HYUNDAI

NY121 Active

Service District: Eastern District 5

Sales District: Eastern District 5

Vehicle

VIN: 5NPEU46FX7H-[REDACTED]

Model Year: 2007

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 01

★Mileage: 104,000

Date of First Use: 8/28/2006

Production Date: 4/8/2006

Blue Link Equipped : No

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 6756732	MULTIPLE REPAIRS DONE TO THE SEAT BELT BUCKLE. REPAIRED 2009, 2010, 2012, AND RECEIVED AN ESTIMATE 2014 FOR REPAIRS.	DPSM APPROVED ONE TIME GOODWILL GESTURE OF REPLACING FRONT SEATBELTS. CASE CLOSED.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 7/25/2014 04:10:38 AM		
Email: [REDACTED]	Closed: 8/15/2014 09:08:53 AM		
Address: [REDACTED]	Status: Closed		
City: GREER	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Rivadeneira	Contact Reason	Resolution
State: SC	Creator First Name: Cassandra	* Sentiment: Complaint	* Resolution: Referred to Dealer
IQS :	VDS :	* Category: Settlement	* Remedy: N/A
CSI :	SSI :	* Sub-Category: OCS - Eligibility	* Resolution Satisfaction: Neutral
Owner Last Name: [REDACTED]	Owner First Name: [REDACTED]	System:	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component:	Trans. To:
Dealer		Symptom:	Trans. Team:
* Servicing Dealer: DICK SMITH HYUNDAI SC027 Active		Method : Telephone	Trans. Dealer:
Service District: Southern District 7	Sales District: Southern District 7		Trans. Type: Standard
Vehicle			Trans. Reason: Case Handling
VIN: 5NPEU46FX7H [REDACTED]	Model Year: 2007	Engine: F	Check Request Pending Approval : 0
Model: Sonata (NF) V-6	Short Model: 25452F65	Accessory: 15	eMail notification when case is closed:
* Mileage: 90,593	Date of First Use: 6/12/2006	Production Date: 4/11/2006	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4490451	SEAT BELT HAS BEEN REPLACED TWICE. NOW NEEDS TO BE REPLACED AGAIN. AND VEHICLE IS OUT OF WARRANTY BY ONE MONTH.	INFORMED CUSTOMER GOODWILL IS REIMBURSEMENT NOT WARRANTY, INFORMED CUSTOMER MUST FIRST PAY FOR REPAIR OUT OF OWN POCKET, THEN FAX DOCUMENTS FOR REIMBURSEMENT, REGION WILL THEN GIVE DECISION IN 2-3 BUSINESS DAYS TO EITHER
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 8/1/2011 11:36:12 AM		
Email:	Closed: 8/9/2011 11:39:40 AM		
Address: [REDACTED]	Status: Closed		
City: BRISTOL	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Payne-021612		
State: VA	Creator First Name: Marissa		
IQS : VDS :	Owner Last Name: [REDACTED]		
CSI : SSI :	Owner First Name: [REDACTED]		
Contact Language : ENGLISH	*Urgency: Low		
Dealer		Contact Reason	Resolution
* Servicing Dealer: FRIENDSHIP HYUNDAI	TN032 Active	* Sentiment:	* Resolution: Other
Service District: South Central District C	Sales District: South Central District 1	* Category: Warranty Issues	* Remedy: N/A
Vehicle		* Sub-Category: Coverage	* Resolution Satisfaction: Neutral
VIN: 5NPEU46FX7H [REDACTED]	Model Year: 2007	System: Body	Transfer
Model: Sonata (NF) V-6	Short Model: 25452F65	Component: Seatbelt	Trans. To:
* Mileage: 60,052	Date of First Use: 6/27/2006	Symptom: Other	Trans. Team:
Blue Link Equipped : No		Method : Telephone	Trans. Dealer:
			Trans. Type: Standard
			Trans. Reason:
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		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
8/9/2011 11:22:03 AM	JKIM	Kim-021612	Jae	Inbound	Customer	Telephone	<p>CUSTOMER (MOTHER OF) STATED: 1. HAS VIN # 2. REQUESTS PRE- AUTHORIZED PAYMENT FOR REPAIRS 3. HAD SEAT BELT REPAIRED TWICE 4. REPAIRED THE FIRST TIME ON 5/1/2009 5. REPAIRED THE 2ND TIME ON 4/30/2010 WRITER INFORMED CUSTOMER GOODWILL IS REIMBURSEMENT NOT WARRANTY, INFORMED CUSTOMER MUST FIRST PAY FOR REPAIR OUT OF OWN POCKET, THEN FAX DOCUMENTS FOR REIMBURSEMENT, REGION WILL THEN GIVE DECISION IN 2-3 BUSINESS DAYS TO EITHER REIMBURSE FULL AMOUNT, PARTIAL AMOUNT, OR NO REIMBURSEMENT, THIS IS NOT A GUARANTEE, REFERRED TO ALTERNATE DISPUTE RESOLUTION BECAUSE CUSTOMER WAS NOT SATISFIED, INFORMED CASE WILL BE CLOSED BUT IF CUSTOMER</p>		4490451	CC Training Team	Call Center

							WISHES TO ATTEMPT GOODWILL, MAY CALL BACK TO REOPEN CASE CASE CLOSED				
8/1/2011 11:39:38 AM	MPAYNE	Payne-021612	Marissa	Inbound	Customer	Telephone	CUSTOMER'S MOTHER STATED: 1. CALLING FOR DAUGHTER 2. SOMETHING WRONG WITH THE SEAT BELT 3. HAD TO BE REPLACED TWICE SINCE HAD THE VEHICLE 4. ONCE MAY 1, 2009 AND AGAIN APRIL 30, 2010 5. SEAT BELT IS TORE UP AGAIN 6. THE LIGHT CAME BACK ON 7. CUSTOMER TOOK VEHICLE TO THE DEALER 8. TOLD HAD A TISSUE IN THE SEAT BELT 9. AS SOON AS CUSTOMER LEFT THE LIGHT CAME BACK ON 10. CUSTOMER WAS GOING OUT OF TOWN AND COULDN'T TAKE BACK IN 11. FATHER TOOK VEHICLE IN TO DEALER FOR THE SEAT BELT AND DEALER STATED IS OUT OF WARRANTY BY ONE MONTH WRITER EXPLAINED CUSTOMER CAN HAVE REPAIRS COMPLETED AND SUBMIT PAPERWORK FOR POSSIBLE GOODWILL. CUSTOMER	<input checked="" type="checkbox"/>	4490451	CC Team2	Call Center

						SHOULD CALL BACK WITH THE VIN, SERVICING DEALER, AND CUSTOMER'S ADDRESS. CASE CLOSED UNTIL CUSTOMER CALLS BACK				
--	--	--	--	--	--	--	--	--	--	--

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: WEYMOUTH

ZIP: [REDACTED]

State: MA

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

* Servicing Dealer: PRIME HYUNDAI SOUTH

MA061 Active

Service District: Eastern District 2

Sales District: Eastern District 2

Vehicle

VIN: 5NPEU46FX7H [REDACTED]

Model Year: 2007

Engine: F

Model: Sonata (NF) V-6

Short Model: 25452F65

Accessory: 05

* Mileage: 97,000

Date of First Use: 9/4/2006

Production Date: 8/1/2006

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 5131665

Type: CA

Opened: 11/27/2012 03:59:50 PM

Closed: 11/27/2012 04:22:55 PM

Status: Closed

Sub Status: Closed

Creator Last Name: Weeks-052113

Creator First Name: Natalia

Owner Last Name: [REDACTED]

Owner First Name: [REDACTED]

* Urgency: Low

* Contact Reason Summary

CUSTOMER CALLED IN WANTING TO KNOW IF THEIR WAS A RECALL ON THE PRETENSIONER ON THE BELT IN HIS 2007 SONATA.

Contact Reason

* Sentiment: Inquiry/Suggestion

* Category: Campaign

* Sub-Category: Info/Eligibility

System:

Component:

Symptom:

Method : Telephone

* Resolution Summary

WRITER VERIFIED AND UPDATED THE CUSTOMERS INFORMATION. WRITER ADVISED THE CUSTOMER THAT THERE WERE NO CURRENT CAMPAIGNS ON THEIR 2007 SONATA.

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
11/27/2012 04:18:43 PM	NWEEKS	Weeks-	Natalia	Inbound	Customer	Telephone	CUSTOMER STS: 1. I HAVE A QUESTION I HAVE A HYUNDAI SONATA 2007. 2. I HAVE HAD THE AIRBAG LIGHT ON . 3. I CALLED BEFORE AND THEY TOLD ME TO TAKE IT IN TO THE DEALER. 4. HE SAID IT WAS THE PRETENSIONER, AREN'T YOU HAVING A PROBLEMS WITH THIS. 5. THE DEALER SAID IT WOULD BE 370 DOLLARS. 6. I SAW ONLINE THAT A LOT OF PEOPLE COMPLAINED ABOUT THE SAME PROBLEM. 7. THEY SAID THEY HAVE HAD IT FIXED JUST FOR IT TO BRAKE AGAIN. 8. CAN YOU SEE IF THERE IS A RECALL ON THIS? WRITER VERIFIED AND UPDATED THE CUSTOMERS INFORMATION. WRITER ADVISED THE CUSTOMER THAT THERE WERE NO CURRENT CAMPAIGNS ON THEIR 2007 SONATA. CASE CLOSED	<input checked="" type="checkbox"/>	5131665	HCCC Tier2 Team1	HCCC

Cases

Customer	Case Information	Contact Reason Summary	Resolution Summary
Last Name: [REDACTED]	Case Number: 3746677	SEAT BELT LIGHT HAS COME ON AGAIN. HAS ADVISED DLR ABOUT THIS CONCERN THREE TIMES AND NOW DLR IS ADVISING CUST IS OUTSIDE OF COME BACK WARR COVERAGE.	
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 10/29/2009 08:08:33 AM		
Email: [REDACTED]	Closed: 10/29/2009 08:41:57 AM		
Address: [REDACTED]	Status: Closed		
City: SAN ANTONIO	Sub Status: Closed	Contact Reason	Resolution
ZIP: [REDACTED]	Creator Last Name: Dodge-033012	* Sentiment:	* Resolution: Provided Information
State: TX	Creator First Name: Paul	* Category: Product	* Remedy: N/A
IQS :	Owner Last Name: [REDACTED]	* Sub-Category: Operation	* Resolution Satisfaction: Negative
CSI :	Owner First Name: [REDACTED]	System: Body	Transfer
Contact Language : ENGLISH	* Urgency: Low	Component: Seatbelt	Trans. To:
Dealer		Symptom: SRS Light	Trans. Team:
* Servicing Dealer: RED MCCOMBS SUPERIOR HYUNDAI TX016 Active		Method : Telephone	Trans. Dealer:
Service District: South Central District 5	Sales District:		Trans. Type:
Vehicle			Trans. Reason:
VIN: KMHET46C06A [REDACTED]	Model Year: 2006	Engine: C	Check Request Pending Approval : 0
Model: Sonata (NF)	Short Model: 25412F45	Accessory: AA	eMail notification when case is closed:
* Mileage: 85,000	Date of First Use: 7/23/2005	Production Date: 5/9/2005	
Blue Link Equipped : No		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
10/29/2009 08:38:29 AM	PDODGE	Dodge-033012	Paul	Contact from Customer			WRITER ADVISES: CALLED DLR AND SPOKE WITH SRV MGR (STEVE) WAS ADVISED DLR WAS NOT ABLE TO COVER REPAIR UNDER COME BACK WARR DUE TO MILEAGE. MILEAGE WAS OVER 30,000 MILES SINCE CAMPAIGN (083) REPAIR WAS DONE. WRITER THANKED DLR FOR ASSISTANCE.	<input checked="" type="checkbox"/>	3746677	CC Team4	Call Center
10/29/2009 08:35:05 AM	PDODGE	Dodge-033012	Paul	Contact from Customer			CUSTOMER STATES: 1. SEAT BELT LIGHT HAS COME ON AGAIN. HAS ADVISED DLR ABOUT THIS CONCERN THREE TIMES AND NOW DLR IS ADVISING CUST IS OUTSIDE OF COME BACK WARR COVERAGE. 2. FEELS THIS HAS BEEN AN ONGOING CONCERN SINCE VEH WAS REPAIRED UNDER CAMPAIGN (083). - WRITER VERIFIED AND UPDATED OWNER INFORMATION WRITER REQUESTED TO CONTACT DLR TX016 FOR DIAGNOSES INFORMATION. WRITER THANKED CUST FOR	<input checked="" type="checkbox"/>	3746677	CC Team4	Call Center

						HOLDING AND ADVISED CUST IS OUTSIDE OF COMEBACK WARRANTY BY AT LEASE 30,000 MILES. WRITER ADVISED DLR WAS NOT ABLE TO COVER REPAIR UNDER 12/12 COME BACK WARR DUE TO MILEAGE. DLR DID OFFER A DISCOUNT, CUST DECLINED. WRITER IS CLOSING CASE.			
--	--	--	--	--	--	--	--	--	--

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 4173081	HMA HPP COVERAGE INQUIRY THE CUSTOMER FEELS THAT THE SEAT BELT IN THE CUSTOMERS 2006 SONATA SHOULD BE COVERED UNDER WARRANTY.	CONSUMER AFFAIRS EXPLAINED TO THE CUSTOMER THAT THE SEAT BELTS ARE NOT COVERED UNDER THE HYUNDAI PROTECTION PLAN THAT THE CUSTOMER PURCHASED. CUSTOMER NOT SATISFIED WITH THIS INFORMATION.
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 11/4/2010 08:42:29 AM		
Email: [REDACTED]	Closed: 11/4/2010 09:26:35 AM		
Address:	Status: Closed		
City:	Sub Status: Closed		
ZIP:	Creator Last Name: Clark-033012		
State:	Creator First Name: Crystal		
IQS :	Owner Last Name [REDACTED]		
CSI :	Owner First Name [REDACTED]		
VDS :			
SSI :			
Contact Language : ENGLISH	*Urgency: Low	Contact Reason	Resolution
Dealer		*Sentiment:	* Resolution: Provided Information
* Servicing Dealer: HYUNDAI OF TURNERSVILLE	NJ040 Active	* Category: HPP	* Remedy: N/A
Service District: Eastern District 7	Sales District: Eastern District 7	* Sub-Category: Coverage	* Resolution Satisfaction: Negative
Vehicle		System: Body	Transfer
VIN: KMHET46C16A [REDACTED]	Model Year: 2006	Component: Seatbelt	Trans. To:
Model: Sonata (NF)	Short Model: 25412F45	Symptom: Other	Trans. Team:
* Mileage: 76,325	Date of First Use: 9/19/2005		Trans. Dealer:
Blue Link Equipped : No			Trans. Type: Standard
			Trans. Reason:
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		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
11/4/2010 09:24:58 AM	CCLARK	Clark-033012	Crystal	Outbound	Dealer	Telephone	<p>WRITER CALLED DEALERSHIP (NJ040) AND SPOKE WITH (STEVE TITTI) SERVICE MANAGER WHO STATED: 1. SEAT BELTS ARE NOT COVERED COMPONENTS UNDER THE HPP. 2. THE AIR BAG LIGHT IS ON DUE TO THE SEAT BELTS MALFUNCTIONING. 3. DEALERSHIP PUNCHED THE PART NUMBER AND IT CAME UP AS BEEN NOT COVERED UNDER THIS PURCHASE PLAN 4. THE AIR BAGS WILL NOT DEPLOY IN AN ACCIDENT WITH THE AIR BAG LIGHT BEING ON. 5. THE AIR BAG LIGHT WILL SHUT OFF IF THE CUSTOMER AUTHORIZES THE REPAIR OF THE SEAT BELTS. WRITER THANKED DEALERSHIP FOR THIS INFORMATION</p>		4173081	CC Team6	Call Center
							<p>CUSTOMER STATED 1. THE AIR BAG LIGHT WILL IS ON. 2. THE ESTIMATED COST OF REPAIR ON THE SEAT BELTS IS \$602 DOLLARS 3. THE DEALERSHIP</p>				

11/4/2010 09:18:57 AM	CCLARK	Clark-033012	Crystal	Inbound	Customer	Telephone	TOLD THE CUSTOMER THAT THE AIR BAGS WILL NOT DEPLOY IF THE CUSTOMER IS IN AN ACCIDENT 4. WANTS TO KNOW HOW SEAT BELTS WEAR OUT. 5. VERY UNSATISFIED WITH HYUNDAI FOR THE HPP NOT COVERING THE SEAT BELTS. 6. FEELS THAT THE SEAT BELTS SHOULD LAST FOR THE LIFE OF THE VEHICLE. 7. WAS THINKING OF PURCHASING ANOTHER HYUNDAI BUT AFTER THIS CUSTOMER RETHINKING THAT DECISION. 8. WANTS HYUNDAI TO MAKE AN EXCEPTION FOR THIS CUSTOMER. WRITER EXPLAINED TO THE CUSTOMER THAT WITH THE HPP THAT THE CUSTOMER PURCHASED, THE SEAT BELTS ARE NOT COVERED. DOCUMENTED THE CUSTOMERS CONCERNS. CASE CLOSED PENDING CUSTOMERS CALL BACK.	4173081	CC Team6	Call Center
-----------------------------	--------	--------------	---------	---------	----------	-----------	--	---------	----------	-------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name [REDACTED]	Case Number: 3548413	CUSTOMER HAS AN AIR BAG LIGHT ILLUMINATED DLR STATES THAT THIS IS DUE TO PASSENGER SIDE SEAT BELT BUCKLE NEEDS TO BE REPLACED. NOT COVERED BY WARRANTY.	
First Name [REDACTED]	Type: CA		
Phone [REDACTED]	Opened: 3/31/2009 02:21:18 PM		
Email [REDACTED]	Closed: 4/7/2009 01:49:11 PM		
Address [REDACTED]	Status: Closed		
City: NORTH CHESTERFIELD	Sub Status: Closed		
ZIP [REDACTED]	Creator Last Name: McGee-033012	Contact Reason	Resolution
State: VA	Creator First Name: Kathleen	* Sentiment:	* Resolution: Referred to Dealer
IQS :	Owner Last Name [REDACTED]	* Category: Warranty Issues	* Remedy: N/A
CSI :	Owner First Name [REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Positive
VDS :	* Urgency: Low	System: Body	Transfer
SSI :		Component: Seatbelt	Trans. To:
Contact Language : ENGLISH		Symptom: Other	Trans. Team:
Dealer			Trans. Dealer:
* Servicing Dealer: KEITH HAWTHORNE HYU OF CHARLOT NC054 Inactive			Trans. Type:
Service District: Southern District 0	Sales District: Southern District 6		Trans. Reason:
Vehicle			Check Request Pending Approval : 0
VIN: KMHET46C16A [REDACTED]	Model Year: 2006	Engine: C	eMail notification when case is closed:
Model: Sonata (NF)	Short Model: 25412F45	Accessory: 01	
* Mileage: 61,000	Date of First Use: 9/5/2005	Production Date: 7/4/2005	
Blue Link Equipped : No		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
4/7/2009 01:46:38 PM	KMCGEE	McGee-033012	Kathleen	Outbound Contact			CONTACTED CUST AT NUMBER ON FILE. NO ANSWER LEFT VM' ADV THAT DLR WILL BE ABLE TO REPAIR THE VEH UNDER WARRANTY. ADV CUST THAT THE FILE IS BEING CLOSED AT THIS TIME. CALL ENDED CASE IS CLOSED	<input checked="" type="checkbox"/>	3548413	CC Team1	Call Center
4/7/2009 01:42:46 PM	KMCGEE	McGee-033012	Kathleen	Call to Dealer			CONTACTED DLR NC 054 TOM SVC MGR HAS DPSM BEEN CONTACTED REGARDING THE CUST ISSUE WITH THE SEAT BELT BUCKLE. TOM STATES: HAVE FINALLY GOTTEN OKAY TO REPAIR FROM DPSM. HAVE CONTACTED CUST TO BRING THE VEH AND CUST HAS SET APPOINTMENT FOR REPAIR. CALL ENDED CASE IS CLOSED.	<input checked="" type="checkbox"/>	3548413	CC Team1	Call Center
							TOM FROM DEALER NC054 STATED: 1. IS RETURNING A PHONE CALL 2. PART NUMBER: 888400A000 (SEAT BELT BUCKLE SWITCH) -- PART COST: \$190.00 -- LABOR COST: \$95.00 3. CUSTOMER DID NOT PAY FOR				

4/6/2009 02:27:21 PM	MLEIBOVITCH	Leibovitch- 041310	Michelle	Call from Dealer	<p>THE REPAIR 4. DEALER HAS NOT PERFORMED THE REPAIR ON THE VEHICLE -- WRITER THANKED DEALER. WRITER ADVISED DEALER THAT WRITER WILL UPDATE CASE NOTES AS WELL AS LET CM KNOW THAT DEALER CONTACTED BACK. DEALER UNDERSTOOD. WRITER ADVISED DEALER THAT IF CM/KM HAS ANY OTHER QUESTIONS OR CONCERNS THEN CM/KM WOULD CONTACT DEALER BACK. DEALER THANKED WRITER. WRITER THANKED DEALER FOR CALLING HYUNDAI. --CASE LEFT AS IS--</p>	<input checked="" type="checkbox"/>	3548413	CC Team4	Call Center
4/6/2009 02:20:39 PM	KMCGEE	McGee-033012	Kathleen	Call to Dealer	<p>CONTACTED DLR NC 041 SCV MGR TOM MARK HAWTHORNE STATES: ALL SERVICE PERSONNEL ARE ON ANOTHER CALL WILL WALK A MESSAGE BACK TO THE SERVICE DEPARTMENT FOR CALL RETURN CALL. WRITER--- THANKED MARK FOR TIME AND INFO, GAVE NAME ID AND CASE # WRITER NEEDS TO KNOW IF THE VEH HAS BEEN</p>	<input checked="" type="checkbox"/>	3548413	CC Team1	Call Center

							REPAIRED OR A BREAKDOWN OF PARTS AND LABOR IF CUST PAY. THANK YOU.				
4/2/2009 08:38:14 AM	KMCGEE	McGee-033012	Kathleen	Call to Dealer			CONTACTED DLR NC 041 SVC MGR IS NOT AVAIL TOM SVC ADV STATES: TRYING TO GET ANSWER TO DO WORK UNDER WARRANTY AT THE DLR WAITING ON ANSWER. IF ANSWER IS NEGATIVE WILL CALL BACK WITH BREAKDOWN FOR PARTS AND LABOR. WRITER THANKED TOM FOR TIME AND INFORMATION. CALL ENDED CASE IS OPEN WITH WRITER.	<input checked="" type="checkbox"/>	3548413	CC Team1	Call Center
4/1/2009 08:15:38 AM	KMCGEE	McGee-033012	Kathleen	General			IF DLR CALLS WRITER NEEDS BREAK DOWN OF PARTS AND LABOR AS WELL AS PART # TO ASSIST CUST WITH REPAIR. THANK YOU.	<input checked="" type="checkbox"/>	3548413	CC Team1	Call Center
							CONTACTED DLR NC 041 SVC MGR TOM SVC ADVISOR STATES: MGR IS OUT OF OFFICE TODAY OFFERED TO ASSIST --- WRITER--- THANKED TOM FOR INFORMATION, ADV THAT WRITER NEEDS TO HAVE A BREAKDOWN OF PARTS AND LABOR FOR THE				

4/1/2009 08:12:31 AM	KMGEE	McGee-033012	Kathleen	Call to Dealer		REPAIR OF THE SEAT BELT BUCKLE SWITCH FOR THE CUST VEH AIR BAG LIGHT ILLUMINATED. TOM STATES: WILL GATHER THIS INFORMATION TOGETHER AND CALL BACK TO GIVE INFO TO WRITER. WRITER- --' GAVE NAME ID AND CASE # AS WELL AS LAST 6 OF VIN AND 800 # FOR HCA. CALL ENDED CASE IS OPEN WITH WRITER.	<input checked="" type="checkbox"/>	3548413	CC Team1	Call Center
3/31/2009 02:27:22 PM	KMGEE	McGee-033012	Kathleen	Contact from Customer		CUSTOMER STATES: 1. CUSTOMER HAS AN AIR BAG LIGHT ILLUMINATED SINCE MONDAY 03/30/09 TOOK VEH TO DLR IN GASTONIA 2. DLR STATES THAT THIS IS DUE TO PASSENGER SIDE SEAT BELT BUCKLE NEEDS TO BE REPLACED. 3. CUST WAS TOLD THIS IS NOT COVERED BY WARRANTY AS THE CUST IS PAST THE 60,000 MILES. 4. DLR OFFERED NUMBER FOR CUST TO CONTACT HCA FOR ASSISTANCE. ---WRITER--- VERIFIED CUST INFORMATION. DOCUMENTED CUST CONCERNS.	<input checked="" type="checkbox"/>	3548413	CC Team1	Call Center

						EMPATHIZED WITH CUST FRUSTRATION AND CONFUSION. ADV CUST THAT WRITER WOULD CONTACT THE DLR TO GATHER NEEDED INFORMATION. ADV CUST THAT WRITER WOULD CALL CUST BACK ONCE WRITER HAS HAD A CHANCE TO GATHER INFORMATION AND OPTION FOR CUST. CUST UNDERSTOOD AND THANKED WRITER FOR TIME AND INFO. GAVE NAME ID AND CASE # CALL ENDED CASE IS OPEN WITH WRITER.				
--	--	--	--	--	--	---	--	--	--	--

Cases

Customer

Last Name

First Name

Phone

Email

Address

City: DARIEN

ZIP:

State: IL

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Case Information

Case Number: 6139847

Type: CA

Opened: 10/24/2013 02:28:40 PM

Closed: 10/24/2013 03:14:38 PM

Status: Closed

Sub Status: Closed

Creator Last Name: McClinton

Creator First Name: Dana

Owner Last Name:

Owner First Name:

★Urgency: Low

★ Contact Reason Summary

OCS CLASS ACTION, SEAT BELT SENSOR

Contact Reason

★Sentiment: Inquiry/Suggestion

★Category: Product

★Sub-Category: Model Information

System: Body

Component: Seatbelt

Symptom: SRS Light

Method : Telephone

* Resolution Summary

ADVISED TO HAVE CUSTOMER LIASON WITH DEALERSHIP AND SEE IF THEY CAN HELP CUSTOMER OUT WITH REPAIR COSTS.

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

Check Request Pending Approval : 0

eMail notification when case is closed:

Dealer

★ Servicing Dealer: PUGI HYUNDAI

IL052 Active

Service District: Central District 8

Sales District: Central District 2

Vehicle

VIN: KMHET46C16A

Model Year: 2006

Engine: C

Model: Sonata (NF)

Short Model: 25412F45

Accessory: AA

★Mileage: 147,000

Date of First Use: 10/29/2005

Production Date: 7/28/2005

Blue Link Equipped : No

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 3918791	WANTING TO KNOW IF THERE IS RECALL OR CAMPAIGN THE AIRBAG AND SEAT BELT. THE DIAGNOSTIC FEE IS A DEALER CHARGE NOT HYUNDAI	RNOT GOING TO BE COVERED UNDER WARRANTY AIRBAG WARRANTY IS 5/60 WHICH EVER COMES FIRST. ALSO NO OPEN RECALLS OR CAMPAIGN ON AIRBAG OR SEAT BELT OPEN RECALL 092
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 4/14/2010 09:46:07 AM		
Email: [REDACTED]	Closed: 4/14/2010 09:57:49 AM		
Address: [REDACTED]	Status: Closed		
City: HOLBROOK	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Cableton-083011		
State: NY	Creator First Name: Felice		
IQS: VDS:	Owner Last Name: [REDACTED]		
CSI: SSI:	Owner First Name: [REDACTED]		
Contact Language: ENGLISH	*Urgency: Low	Contact Reason	Resolution
Dealer		*Sentiment:	* Resolution: Provided Information
* Servicing Dealer: ADVANTAGE HYUNDAI	NY110 Active	*Category: Campaign	* Remedy: N/A
Service District: Eastern District 5	Sales District: Eastern District 5	*Sub-Category: Info/Eligibility	* Resolution Satisfaction: Positive
Vehicle		System: Body Electrical	Transfer
VIN: KMHET46C36A [REDACTED]	Model Year: 2006	Component: Drivers Airbag	Trans. To:
Model: Sonata (NF)	Short Model: 25412F45	Symptom: ABS Light	Trans. Team:
*Mileage: 66,000	Date of First Use: 8/27/2005	Method: Telephone	Trans. Dealer:
Blue Link Equipped: No			Trans. Type: Standard
			Trans. Reason:
			Check Request Pending Approval: 0
			eMail notification when case is closed:
		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
4/14/2010 09:54:06 AM	FCABLETON	Cableton- 083011	Felice	Inbound	Customer	Telephone	<p>CUST STATES 1. WANTING TO KNOW IF THERE IS A RECALL ON AIRBAG LIGHT OR SEAT BELT 2. HAD THIS REPAIR 13MO. AGO AND NOW DEALER SAY CUST WILL HAVE TO COVER THE COST 3. THE DIAGNOSTIC FEE IS OVER \$100 AND CUST SHOULD NOT HAVE TO PAY 4. IF THE REPAIR DOES BECOME A CAMPAIGN CAN CUST BE REIMBURSMENT FOR THE REPAIR. WRITER INFORMED CUST THAT CUST IS OUT OF WARRANTY FOR THE AIRBAG AND SEATBELT THAT WARRANTY IS 5/60 NLVW WHICH EVER COME FIRST. ALSO THAT THE DIAGNOSTIC FEE IS A DEALER CHANGE NOT HYUNDAI SO CUST WOULD HAVE TO COVER IT. YES IF THERE IS A RECALL DOWN THE ROAD CUST CAN CALL IN TO FIND OUT WHAT PAPERWORK CUST WOULD NEED TO SUBMIT FOR REVIEW FOR POSSIBLE REIMBURSMENT</p>	<input checked="" type="checkbox"/>	3918791	CC Team1	Call Center

							CLOSE CASE				
--	--	--	--	--	--	--	------------	--	--	--	--

Handwritten: *Wusuc*
2011-0103



KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN^{1*}
CRAIG THOR KIMMEL^{2*}

- ¹ Member, PA Bar
- ¹ Member, NJ Bar
- ² Member, DE Bar
- ¹ Member, NY Bar
- ¹ Member, MA Bar
- ¹ Member, MD Bar
- ¹ Member, OH Bar
- ¹ Member, MI Bar
- ¹ Member, NH Bar
- ¹ Member, CT Bar
- ¹ Member, TN Bar
- ¹ Member, WY Bar
- ¹ Member, DC Bar
- ¹ Member, CA Bar

- JACQUELINE C. HERRITT^{1*}
- ROBERT A. KAFKIN^{1*}
- ANGELA K. TROCCELI^{1*}
- FRED DAVIS^{1*}
- AMY L. BENNECOFF^{1*}
- CHRISTINA GILL ROSEMAN^{1*}
- RICHARD A. SCHOLER^{1*}
- TARA L. PATTERSON^{1*}
- W. CHRISTOPHER COMPONOVO^{2*}
- TIMOTHY J. ABEEL, JR.^{1*}

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817



WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005
 NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344
 DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
 CONNECTICUT OFFICE, 60 Hartford Pike, P.O. Box 325, Dayville, CT 06241, P (860) 866-4380, F (860) 263-0919
 NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515
 PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

August 24, 2011

VIA FAX ONLY
714-965-3815

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

Handwritten: *FC*

Re: Mr. [REDACTED] v. Hyundai Motor America
Vehicle: 2006 Hyundai Sonata
Date of Purchase: 02/20/2006
Place of Purchase: Hyundai City
VIN: KMHET46CX6A [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against Hyundai Motor America pursuant to the NJ Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Robert M. Silverman
KIMMEL & SILVERMAN, PC

RMSVTL

cc: [REDACTED]

Cases

Customer

Last Name: [REDACTED]
 First Name: [REDACTED]
 Phone: [REDACTED]
 Email: [REDACTED]
 Address: [REDACTED]
 City: CINNAMINSON
 ZIP: [REDACTED]
 State: NJ
 IQS: VDS:
 CSI: SSL:
 Contact Language: UNKNOWN

Case Information

Case Number: 4500422
 Type: CA
 Opened: 9/9/2011 09:29:44 AM
 Closed: 9/6/2011 08:46:52 AM
 Status: Closed
 Sub Status: Closed
 Creator Last Name: Christiansen-012512
 Creator First Name: Justine
 Owner Last Name: Mangeri-100512
 Owner First Name: Irene
 *Urgency: Low

Dealer

*Servicing Dealer: HYUNDAI CITY
 Sales District: Eastern District 7
 NJ041 Active

Vehicle

VIN: KMHET46CX6A [REDACTED]
 Model Year: 2006
 Model: Sonata (NF)
 Short Model: 25412F45
 *Mileage: 74,208
 Date of First Use: 1/20/2006

Blue Link Equipped : No

* Contact Reason Summary

CONTINUOUS REPAIR ATTEMPTS FOR AIR BAG LIGHT COMING ON. VEHICLE IS OUTSIDE WARRANTY BY TIME AND MILEAGE AND DEALERSHIP WAITING FOR DPSM DECISION TO COVER UNDER GOODWILL.

Contact Reason

*Sentiment:
 *Category: Warranty Issues
 *Sub-Category: Coverage

Resolution

* Resolution: Documented Concern
 * Remedy: N/A
 * Resolution Satisfaction: Negative

Transfer

Trans. To:
 Trans. Team:
 Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

Check Request Pending Approval : 0

eMail notification when case is closed:

Production Date: 9/27/2005

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
8/30/2011 10:45:51 AM	HMA01861	Perez	Angie	General	General	General	DEMAND LETTER RECEIVED FROM CUSTOMER'S ATTORNEY. THIS MATTER WILL BE HANDLED BY FIDELIA CHIENG.		4500422	NCA Legal	NCA
8/25/2011 06:15:05 AM	HMA90268	Mangeri-100512	Irene	Inbound	Customer	Telephone	8/25/2011 (IM)ERCA WRITER SENT INFO TO THE DPSMJH SEEKING ASSISTANCE FOR GOODWILL FOR REPAIRS TO BE MADE	<input checked="" type="checkbox"/>	4500422	Region Eastern	Region
							---ATTN REGION: - --- REOCCURRING AIRBAG CONCERN ----- THE CUSTOMER STATES THE FOLLOWING: - THE CUSTOMERS CURRENT CONCERN WITH VEHICLE IS MULTIPLE REPAIR ATTEMPTS FOR AIRBAG LIGHT COMING ON. DEALERSHIP IS WAITING FOR DPSM TO RETURN EMAIL IF GOODWILL CAN BE COVERED FOR THIS ONGOING CONCERN. - THE AIR BAG LIGHT HAS COME ON SINCE 7-23-2007. - THE CUSTOMERS SERVICING DEALER IS NJ041. - THE VEHICLE IS CURRENTLY WITH CUSTOMER THE DEALERSHIP STATES THE				

FOLLOW UP:
GREG, SERVICE
MANAGER AT
NJ041 STATED: -
8-9-11 @ 74208:
NEEDS RIGHT
SIDE SEAT BELT
BUCKLE HIGH
RESISTANCE. - 3-
12-2010 3 55166:
FOUND HISTORY
CODE AND RESET
FOR AIRBAG
LIGHT BEING ON.
- 9-2-2008 @
33536: REPLACED
BOTH FRONT
SEAT BELT
BUCKLES
REPLACED. - 8-
17-2007 @ 18565:
REPLACED
DRIVERS SIDE
SEAT BELT
BUCKLE - 7-2-07
@ 16973:
COMPLETE SEAT
BELT ASSY - 4-23-
07 2 14781:
HISTORY CODE:
REPOSITIONED
WIRE. - THERE
ARE NO
AFTERMARKET
PARTS
AFFECTING
VEHICLE. -
DEALER HAS
CONTACTED
TECHLINE AND
DPSM FOR
ASSISTANCE. -
PLEASE NOTE
ANY UPDATES OR
DECISIONS IN THE
CRM CASE SO
HMA AND NCA
CAN SUPPORT.
Please let me know
if you have any
questions or need
additional
information. Eddy
Acuna Back Up
Regional Liaison
Hyundai Consumer

8/24/2011
01:59:34
PM

EACUNA

Acuna-
033012

Eddy

General

General

General



4500422

CC Team3

Call Center

Affairs 801-736-3665	<p>NOTES TO REGION - 1. THE CUSTOMERS CURRENT CONCERN WITH VEHICLE IS MULTIPLE REPAIR ATTEMPTS FOR AIRBAG LIGHT COMING ON. DEALERSHIP IS WAITING FOR DPSM TO RETURN EMAIL IF GOODWILL CAN BE COVERED FOR THIS ONGOING CONCERN. 2. THE AIR BAG LIGHT HAS COME ON SINCE 7-23-2007. 3. THE CUSTOMERS SERVICING DEALER IS NJ041. 4. THE VEHICLE IS CURRENTLY WITH CUSTOMER GREG, SERVICE MANAGER AT NJ041 STATED: 5. THE DATES AND MILEAGE THE VEHICLE HAS BEEN AT THE DEALERS FOR AIR BAG LIGHT CONCERNS ARE AS FOLLOWS: 8-9-11 @ 74208; NEEDS RIGHT SIDE SEAT BELT BUCKLE HIGH RESISTANCE. 3-12-2010 3 55166; FOUND HISTORY CODE AND RESET FOR AIRBAG LIGHT BEING ON. 9-2-2008 @ 33536; REPLACED BOTH FRONT SEAT BELT BUCKLES REPLACED. 8-17-</p>	General	General	General	Holly	Murdock-012512	HMURDOCK	8/24/2011 01:25:19 PM	4500422	CC Team3	Call Center
----------------------	---	---------	---------	---------	-------	----------------	----------	-----------------------	---------	----------	-------------

<p>2007 @ 18565: REPLACED DRIVERS SIDE SEAT BELT BUCKLE 7-2-07 @ 16973: COMPLETE SEAT BELT ASSY 4-23-07 2 14781: HISTORY CODE: REPOSITIONED WIRE. 6. THERE ARE NO AFTERMARKET PARTS AFFECTING VEHICLE. 7. DEALER HAS CONTACTED TECHLINE AND DPSM FOR ASSISTANCE.</p>	<p>WRITER CONTACTED GREG, SERVICE MANAGER WITH DEALERSHIP, NJ041 WHO STATED: 1. HAS NOT HEARD BACK FROM DPSM ON DECISION YET. 2. REPAIR HISTORY: 8-9-11 @ 74208: NEEDS RIGHT SIDE SEAT BELT BUCKLE HIGH RESISTANCE. 3- 12-2010 3 55166: FOUND HISTORY CODE AND RESET FOR AIRBAG LIGHT BEING ON. 9-2-2008 @ 33536: REPLACED BOTH FRONT SEAT BELT BUCKLES REPLACED. 8-17- 2007 @ 18565: REPLACED DRIVERS SIDE SEAT BELT BUCKLE 7-2-07 @ 16973: COMPLETE SEAT BELT ASSY 4-23-07 2 14781: HISTORY CODE:</p>		<input checked="" type="checkbox"/>		General		General		General		Holly		Murdock- 012512	8/24/2011 01:24:43 PM	HMURDOCK		4500422		CC Team3		Call Center
--	---	--	-------------------------------------	--	---------	--	---------	--	---------	--	-------	--	--------------------	-----------------------------	----------	--	---------	--	----------	--	-------------

8/24/2011 01:18:23 PM	HMURDOCK	Murdock- 012512	Holly	Outbound	Customer	Telephone	<p>REPOSITIONED WIRE. 2. GOOD CUSTOMER 3. VEHICLE IS MAINTAINED ON REGULAR BASIS WITH DEALERSHIP. WRITER THANKED DEALERSHIP.</p> <p>WRITER ATTEMPTED TO CONTACT CUSTOMER BUT RECEIVED BUSY SIGNAL.</p>	<input checked="" type="checkbox"/>	4500422	CC Team3	Call Center
8/24/2011 12:58:40 PM	HMURDOCK	Murdock- 012512	Holly	Outbound	Dealer	Telephone	<p>WRITER CONTACTED GREG, SERVICE MANAGER WITH DEALERSHIP NJ041 AND STATED:</p>	<input checked="" type="checkbox"/>	4500422	CC Team3	Call Center
8/24/2011 12:57:07 PM	HMURDOCK	Murdock- 012512	Holly	Outbound	Dealer	Telephone	<p>WRITER ATTEMPTED TO CONTACT DEALERSHIP. WAS PLACED ON HOLD THEN DISCONNECTED.</p> <p>1. HAS NOT HEARD BACK FROM DPSM ON DECISION YET. 2. REPAIR HISTORY: 8-9-11 @ 74208: NEEDS RIGHT SIDE SEAT BELT BUCKLE HIGH RESISTANCE. 3-12-2010 3 55166: FOUND HISTORY CODE AND RESET FOR AIRBAG LIGHT BEING ON. 9-2-2008 @ 33536: REPLACED BOTH FRONT SEAT BELT BUCKLES REPLACED. 8-17-2007 @ 18565: REPLACED DRIVERS SIDE SEAT BELT BUCKLE 7-2-07 @</p>	<input checked="" type="checkbox"/>	4500422	CC Team3	Call Center

8/24/2011 08:19:40 AM	HMURDOCK	Murdock- 012512	Holly	General	General	16973: COMPLETE SEAT BELT ASSY 4-23-07 2 14781: HISTORY CODE: REPOSITIONED WIRE. 2. GOOD CUSTOMER 3. VEHICLE IS MAINTAINED ON REGULAR BASIS WITH DEALERSHIP. WRITER THANKED DEALERSHIP.					
8/24/2011 08:18:06 AM	HMURDOCK	Murdock- 012512	Holly	Dealer	Outbound	IF SERVICE MANAGER RETURNS CALL AND CM/HM IS NOT AVAILABLE PLEASE OBTAIN THE FOLLOWING INFORMATION: DECISION OF DPSM. THANK YOU IN ADVANCE WRITER LEFT MESSAGE FOR GREG, SERVICE MANAGER WITH DEALERSHIP NJ041 AND STATED: 1. HCA# 2. CASE# 3. NAME & ID# 4. LAST 8 OF VIN# 5. CUSTOMER'S NAME	4500422	CC Team3	Call Center		
8/24/2011 07:11:19 AM	HMURDOCK	Murdock- 012512	Holly	Dealer	Outbound	WRITER CONTACTED GREG, SERVICE MANAGER WITH DEALERSHIP NJ041 AND STATED: 1. HAS CONTACTED THE DPSM AND WILL NEED TO SEND ANOTHER EMAIL FOR HIS DECISION. 2. WILL CALL BACK WITHIN THE HOUR. 3. HAVING ISSUES WITH AIR BAG LIGHT AND IT	4500422	CC Team3	Call Center		

8/22/2011 10:16:27 AM	HMURDOCK	Murdock-012512	Holly	Outbound	Dealer	Telephone	<input checked="" type="checkbox"/> <p>IS NOT THE FIRST TIME WRITER THANKED DEALERSHIP. SECOND ATTEMPT - WRITER LEFT MESSAGE FOR GREG SERVICE MANAGER WITH DEALERSHIP NJ041 AND STATED: 1. HCA# 2. CASE# 3. NAME & ID# 4. LAST 8 OF VIN# 5. CUSTOMER'S NAME 6. LOOKING FOR DSPM ANSWER FOR AIR BAG LIGHT COVERAGE</p>	4500422	CC Team3	Call Center
8/22/2011 06:39:14 AM	HMURDOCK	Murdock-012512	Holly	General	General	General	<input checked="" type="checkbox"/> <p>IF SERVICE MANAGER RETURNS CALL AND CM/HM IS NOT AVAILABLE PLEASE OBTAIN THE FOLLOWING INFORMATION: WRITER SHOWS THE LAST DEALERSHIP NOTES STATE THE DSPM WAS BEING CONTACTED. SEEKING DSPM ANSWER REGARDING COVERAGE OF AIRBAG LIGHT BEING ON. IF DSPM HAS NOT BEEN CONTACTED PLEASE OBTAIN HISTORY FOR THE AIRBAG LIGHT AND INCLUDE THE MILEAGE. IS THE VEHICLE MAINTAINED ON A REGULAR BASIS</p>	4500422	CC Team3	Call Center

8/22/2011 06:37:53 AM	HMURDOCK	Murdock-012512	Holly	Outbound	Dealer	Telephone	WRITER LEFT MESSAGE FOR GREG SERVICE MANAGER WITH DEALERSHIP NJ041 AND STATED: 1. HCA# 2. CASE# 3. NAME & ID# 4. LAST 8 OF VIN# 5. CUSTOMER'S NAME	<input checked="" type="checkbox"/>	4500422	CC Team3	Call Center
8/22/2011 05:55:10 AM	JMILLS	Mills-062612	Jaleesa	General	General	General	TRANSFERRING CASE TO TIER 2 AGENT FOR HANDLING	<input checked="" type="checkbox"/>	4500422	CC Team2	Call Center
8/19/2011 04:00:38 PM	JCHRIST	Christiansen-012512	Justine	General	General	General	WRITER TRANSFERRING CASE TO TIER 2 CM FOR HANDLING - PER LCM/AB	<input checked="" type="checkbox"/>	4500422	CC Training Team	Call Center
8/13/2011 09:21:52 AM	JCHRIST	Christiansen-012512	Justine	Outbound	Dealer	Telephone	WRITER CONTACTED DEALERSHIP NJ041 SERVICE ADVISOR WHO STATED: 1. BUSY WITH A FEW THINGS. 2. 8/9/11, 74208 MILES, NOT COVERED UNDER WARRANTY, AIRBAG LIGHT WAS ON, NEEDS NEW SEAT BELT. WILL BE CONTACTING DPSM. WRITER THANKED SA FOR TIME AND INFORMATION.		4500422	CC Training Team	Call Center
8/9/2011 10:02:51 AM	JRICE	Rice-033012	Jennifer	Inbound	Customer	Telephone	CUSTOMER STATED: 1. TOOK VEH 2006 IN FOR REPAIR. 2. RECALL		4500422	CC Team2	Call Center

COMPLETED, OUT OF WARRANTY. AIR BAG LIGHT STILL ILLUMINATED. 3. CUSTOMER NOT PAYING FOR REPAIR. 4. DEALERSHIP PUT IN A CALL TO HYUNDAI AS WELL. 5. GOING ON A LONG TRIP, DON'T WANT TO HAVE AIR BAGS NOT WORKING. 6. BEEN TO DEALERSHIP SIX TIMES FOR REPAIR. 7. ONGOING SAFETY CONCERN. 8. WILL BE CONTACTING MEDIA WITH ISSUE. 9. HYUNDAI HAS A FAULTY PRODUCT. 10. REQUESTING TO SPEAK WITH A SUPERVISOR. 11. HAVE SUPERVISOR CALL CUSTOMERS CELL. WRITER EXPLAINED CUSTOMER WOULD HAVE TO SEND IN PROOF OF PAYMENT, REPAIR ORDER AND PROOF OF OWNERSHIP OF THE VEH. WRITER STATED CANNOT GUARANTEE REIMBURSEMENT FOR REPAIR. WRITER WILL CONTACT LCM TO GIVE CUSTOMER CALL BACK. CASE OPEN PENDING CALL TO

8/9/2011
09:48:25
AM

JCHRIST

Christiansen-
012512

Justine

Inbound

Customer

Telephone

4500422

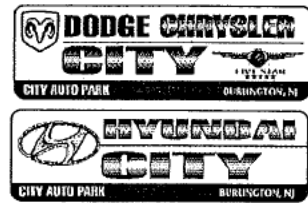
CC Training
Team

Call Center

CUSTOMER #: 58270
 UNIT# H60260

355087

ACCOUNTING



4395 RT. 130 SOUTH
 BURLINGTON, NJ 08016
 (609) 871-2800 (215) 236-8977
 TOLL FREE: (888) 52-DODGE
 FAX(609) 871-0178

CINNAMINSON, NJ

PAGE 1

SERVICE ADVISOR: 957 ANTHONY SACCO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	06	HYUNDAI SONATA	KMHET46CX6A		74208/74208	T155	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JAN06 DD			17:30 09AUG11			CASH	09AUG11
R.O. OPENED		READY	OPTIONS: STK:H60260 DLR:43272				
11:20 09AUG11		11:52 09AUG11					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A			CUST STATES AIR BAG LIGHT ON								
			TI SCAN SYSTEM B1706 PASSENGER SIDE BUCKLE								
			RESISTANCE HIGH AND B1102 LOW BATTERY								
			VOLTAGE WILL CONTACT REP FOR ANY ASSISTANCE								
			98 IZ 0.00 0.00 0 0							0.00	0.00

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
55400	0	0		34601	0	*****	

COST, SALE, & COMP TOTALS 0 0 0

"LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

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

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

SHOP COPY

UNIT# H60260
CUSTOMER #: 58270

WAP

355087



4395 RT. 130 SOUTH
BURLINGTON, NJ 08016
(609) 871-2800 (215) 236-8977
TOLL FREE: (888) 52-DODGE
FAX(609) 871-0178

WORKORDER

PAGE 2

CINNAMINSON, NJ

SERVICE ADVISOR: 957 SACCO, ANTHONY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	06	HYUNDAI SONATA	KMHET46CX6A		75000 / 74208	T155	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JAN06 DD			17:30 09AUG11			CASH	
R.O. OPENED	READY	OPTIONS: STK:H60260 DLR:43272					
09AUG2011 11:20							

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TI		CH	CUST STATES AIR BAG LIGHT ON

THERE WILL BE A MINIMUM
DIAGNOSTIC FEE OF \$57.00
FEE WILL BE WAIVED WHEN
RECOMMENDED WORK IS COMPLETED AT THIS FACILITY.

171¹⁷

No Email

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

PRELIMINARY ESTIMATE \$ _____

Authorized By _____

REVISED ESTIMATE	DATE	TIME	BY	PHONE #	NAME
REVISED ESTIMATE (1)					
REVISED ESTIMATE (2)					
REVISED ESTIMATE (3)					

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X
CUSTOMER SIGNATURE

SHOP COPY

Service >> Warranty Vehicle Information

Search by

Last Six

VIN Number

KMHET46CX6A144286

320801

Basic Information

VIN / Model	KMHET46CX6A / Sonata (NF) 2006 Automatic	Warranty Start Date	01/20/2006 (66 months, 20 days)
Original Owner	[REDACTED]	DMV Transfer Date	
Current Owner	[REDACTED]	Emission Type	ALL
Selling Dealer	NJ041 HYUNDAI CITY	Production Date	09/27/2005
IQS / CSI / VDS / others			
Branded Information			
Extra Warranty			
Bluelink Equipped	No	Bluelink Enrollment Status	N/A
Last Service Complete			

Service Contract (0 found)

Campaign not performed (0 found)

Warranty Claim History (14 found)

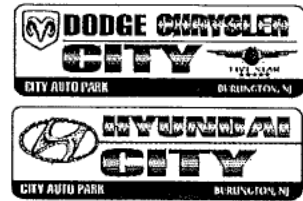
Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
NJ041	342511	342511	02/14/2011	67,487	MANIFOLD ASSY-INTAKE AND/OR GASKET
NJ041	08570F	308570	10/05/2009	48,946	FUSE-BLADE
NJ041	08570R	308570	10/05/2009	48,946	STOP LAMP SWITCH ASSY REPL.
NJ041	297473	297473	04/20/2009	42,921	HOLDER-DRINK
NJ041	97473X	297473	04/20/2009	42,924	SWITCH ASSY-STOP LAMP
NJ041	97473Y	297473	04/20/2009	42,924	SENSOR-ABS FRONT WHEEL SPEED (RH)
NJ041	97473Z	297473	04/20/2009	42,921	SENSOR ASSY-YAW RATE
NJ041	283183	283183	09/02/2008	33,535	BUCKLE ASSY-FRONT SEAT BELT (BOTH SIDES)
NJ041	257684	257684	08/15/2007	18,552	BUCKLE ASSY-FRONT SEAT BELT (LH)
NJ041	254590	254590	07/02/2007	16,961	SEAT BELT ASSY-FRONT (LH)
NJ041	253562	253562	06/18/2007	16,642	CRASH PAD ASSY-MAIN
NJ041	53562Z	253562	06/18/2007	16,642	GLASS-FR DR WINDOW RH
NJ041	227129	227129	05/01/2006	3,535	REPL. FRT O/S DOOR HANDLE COVER(0601002)
NJ041	16135A	216135	11/16/2005	6	PRE-DELIVERY INSPECTION/SERVICE

© Copyright 1998 ~ 2008 HYUNDAI MOTOR AMERICA. All rights reserved

CUSTOMER #: 58270
 UNIT# H60260

283183

ACCOUNTING



CINNAMINSON, NJ
 HOME [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL:

PAGE 1
 ** PRE-INVOICE **
 SERVICE ADVISOR: 258 GREGG LOZOWSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	06	HYUNDAI SONATA	KMHET46CX6A [REDACTED]		33535/33536	T498	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JAN06 DD			17:00 02SEP08			CASH	02SEP08
R.O. OPENED	READY	OPTIONS: STK:H60260 DLR:43272					
09:00 02SEP08	16:19 02SEP08						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CU/ST AIR BAG LIGHT STAYS ON

CAUSE: 15

88830R0B	BUCKLE ASSY-FRONT SEAT BELT (BOTH SIDES)	594	WH4	0.50	0.50	650	4650			46.50	46.50
1	88830-0A000-QS BUCKLE										
	ASM					11334	15868	0	182.80	158.68	158.68
1	88840-0A000-QS BUCKLE										
	ASM					11324	15854	0	182.64	158.54	158.54
FC: 69	PART#: COUNT:					22658	31722	TPARTS			
CLAIM TYPE:											
AUTH CODE:											

B CU/ST AT TIMES R/S AIR BAG LIGHT WILL NOT GO OFF WHEN SOMEONE SITTING IN SEAT

INCL INCLUDED IN REPAIR	594	WH4	0.00	0.00	0	0				0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			

C** SYNTHETIC OIL & FILTER CHANGE-TOP FLUIDS-SET PRESSURES
 SLOF SYNTHETIC OIL & FILTER CHANGE-TOP FLUIDS-SET PRESSURES

594	CH	0.30	0.30	390	1534					15.34	15.34
1	26300-35503	FILTER ASM				379	612	0	6.12	6.12	6.12
1	21513-23001	GASKET-OIL				65	104	0	1.04	1.04	1.04
5	HOIL2 5W20	SYN				955	1245	0	2.49	2.49	12.45

D** SERVICE TRANSMISSION COMPLETE - FLASH TRANS CONTROLLER.
 TS SERVICE TRANSMISSION COMPLETE - FLASH TRANS CONTROLLER.

594	CH	0.80	0.80	1040	6760					67.60	67.60
5	00230-11000	ATF - SP I				2005	3235	0	6.47	6.47	32.35

E** 906 COOLING SYSTEM FLUSH--INCLUDES PRESSURE TEST/TIGHTEN CLAMPS
 M013 906 COOLING SYSTEM FLUSH--INCLUDES PRESSURE TEST/TIGHTEN CLAMPS

594	CH	0.60	0.60	780	5300					53.00	53.00
-----	----	------	------	-----	------	--	--	--	--	-------	-------

"LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

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

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

CUSTOMER #: 58270

283183

WORKORDER

PAGE 2



4395 RT. 130 SOUTH
BURLINGTON, NJ 08016
(609) 871-2800 (215) 236-8977
TOLL FREE: (888) 62-DODGE
FAX (609) 871-0178

CINNAMINSON, NJ

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 258 LOZOWSKI, GREGG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	06	HYUNDAI SONATA	KMHET46CX6A [REDACTED]		33536 33500	T498	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JAN06 DD			17:00 02SEP08			CASH	
R.O. OPENED		READY	OPTIONS: STK:H60260 DLR:43272				

02SEP2008 09:00

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A WH4 CU/ST AIR BAG LIGHT STAYS ON

B WH4 CU/ST AT TIMES R/S AIR BAG LIGHT WILL NOT GO OFF WHEN SOMEONE SITTING IN SEAT

THERE WILL BE A MINIMUM
DIAGNOSTIC FEE OF \$47.00
FEE WILL BE WAIVED WHEN
RECOMMENDED WORK IS COM-
PLETED AT THIS FACILITY.

B1701 DS Buckle PT High Fas
B1706 PK Buckle ~~PT~~ High Fas

C) LOF

Trans
Coolant

88830
88840
COMPLETE
of Acc - AS
of Acc - AS

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

PRELIMINARY ESTIMATE \$ _____

Authorized By _____

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS.

REVISED ESTIMATE (1)	DATE	TIME	BY	PHONE #	NAME
REVISED ESTIMATE (2)					
REVISED ESTIMATE (3)					

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

SHOP COPY

Cust air bag light on

B1701 DS Buckle PT High Res

B1706 PLS Buckle PT High Res

Repl DS + PLS Buckles

O/F

Trans

Coconut

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
1.7		83183		2 SEP 17.8
		EMP. NO. OPER. NO.		ON
		514 SWEEPUS		2 SEP 13.0

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
0.5		83183		2 SEP 13.0
		EMP. NO. OPER. NO.		ON
		514 SWEEPUS		2 SEP 11.8

CITY AUTO PARK

BURLINGTON, NJ



Service Dept Hours:
 Mon.-Thurs.: 7:30AM-8:00PM
 Friday: 7:30AM-4:30PM
 Saturday: 9:00AM-1:00PM

4395 Route 130 South • Burlington, NJ 08016 • (609) 871-2800

TO OUR EARLY MORNING OR LATE EVENING SERVICE CUSTOMERS

1. WRITE YOUR ORDER ON THIS ENVELOPE.
2. LEAVE YOUR VEHICLE LOCKED ON OUR LOT.
3. PLACE YOUR KEYS IN THIS ENVELOPE.
4. DROP ENVELOPE IN EARLY BIRD/NITE OWL SLOT

NAME _____ Vehicle Lic. No. _____
 Address _____
 City Cinnaminson ZIP _____ Mileage 33,500
 Home Phone _____ Cell phone _____ Bus. Phone _____

What time would you like to pick up car? _____ AM
 _____ PM

VEHICLE PICK-UP: MON.-FRI.: 7:30AM-9:00PM; SAT. 9:00AM-5:00PM

YEAR 2006 MAKE & MODEL Hyundai Sonata COLOR Gray

Method of Payment Cash Credit Card Check (with proper identification)

I hereby authorize the above repair work hereinafter to be done along with the necessary materials, and 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 the above vehicle to secure the amount of repairs thereto. Dealer is not responsible for unavailability of parts or delays in parts shipments beyond dealer's control nor for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control.

WORK WILL NOT BE DONE WITHOUT SIGNATURE BELOW
 I authorize repairs up to a limit of (circle one)
 \$50 \$100 \$150 \$200 \$250 \$300 \$500

PLEASE SIGN X _____

USE THIS HANDY CHECKLIST

- Adjust Brakes
- Front End Alignment
- Balance Wheels Front Rear
- Flush Radiator-Add Anti-Freeze
- Engine Tune-up
- Lube, Oil and Filter
- Change Transmission Oil
- Check AC /Heating Systems
- Check Steering and Shocks
- _____ Mile Service

Other Work (Details-Please write clearly)
Recall Repair (Air Bag light, see explanation)
*Will need loaner car if you will keep beyond today.

FOR ADDITIONAL INFORMATION USE OTHER SIDE

HYUNDAI

Hyundai Motor America
10550 Talbert Avenue
P.O. Box 20839
Fountain Valley, CA 92728-9937

our "Air bag" light stays on
always. And, sometimes the "passenger
air bag off" light when adult in
passenger seat, we've had car in before to
repair this problem to no avail...

MOTOR VEHICLE RECALL

Dear 2006, 2007 or 2008 Sonata Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2006, 2007, and 2008 Hyundai Sonata vehicles.

What is the problem?

- Your Sonata is equipped with an advanced air bag system meeting all federal regulations, which features an Occupant Classification System (OCS) in the right front seat. The purpose of the OCS is to disable the right passenger seat front air bag when it detects the presence of a child restraint system or small child in the right front seat. The right front air bag is disabled to prevent injuries to a child that may result from right front air bag inflation during a crash.

The OCS installed in the right front seat of your vehicle may misclassify a small stature adult as a child. This would cause the "PASSENGER AIR BAG OFF" lamp to illuminate and would deactivate the passenger front air bag. Misclassification of a small stature adult as a child in the right front passenger seat may cause the right front air bag to not inflate in an accident that merits air bag deployment and may result in injury to the right front occupant.

What will Hyundai do?

- If your vehicle's "PASSENGER AIR BAG OFF" lamp illuminates while the right front seat is occupied by an adult ^{Sometimes} or if your vehicle's "AIR BAG" warning lamp is illuminated, ^{Always} we are asking you to schedule an appointment as soon as possible to take your vehicle to your Hyundai dealer. The Hyundai dealer will check your vehicle to confirm that the OCS is not properly recognizing an adult passenger. After confirmation, the Hyundai dealer will remove the right front seat cushion assembly and send it to an evaluation and repair station, which will inspect the right front seat cushion assembly OCS for proper operation and then will reprogram the OCS, if necessary, to provide a greater margin of recognition for adults seated in the right front seat. This procedure will be performed at no charge to you. You should plan to leave your vehicle at your Hyundai dealer to have this service performed. Hyundai will provide you with a vehicle at no cost for your use while your vehicle is being serviced.

This reprogramming is not recommended for most vehicles and is not an upgrade or enhancement. The reprogramming is only intended to improve the capability of the OCS to recognize a small segment of adult seated passengers.

My Cell phone



CUSTOMER #: 58270
 UNIT# H60260

283183

WARRANTY



4395 RT. 130 SOUTH
 BURLINGTON, NJ 08016
 (609) 871-2800 (215) 236-8977
 TOLL FREE: (888) 52-DODGE
 FAX (609) 871-0178

CINNAMINSON, NJ
 HOME CONT:N/A
 BUS: CELL:

PAGE 1

SERVICE ADVISOR: 258 GREGG LOZOWSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	06	HYUNDAI SONATA	KMHET46CX6A		33535/33536	T498	
DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JAN06 DD			17:00 02SEP08			CASH	02SEP08
R.O. OPENED	READY	OPTIONS: STK:H60260 DLR:43272					
09:00 02SEP08	16:19 02SEP08						

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

A CU/ST AIR BAG LIGHT STAYS ON

CAUSE: 15

88830R0B BUCKLE ASSY-FRONT SEAT BELT (BOTH SIDES)							
594 WH4 0.50					46.50	46.50	
1 88830-0A000-QS BUCKLE ASM					182.80	158.68	158.68
1 88840-0A000-QS BUCKLE ASM					182.64	158.54	158.54

FC: 69 PART#: COUNT: 22658 31722 TPARTS

CLAIM TYPE:

AUTH CODE:

650 4650 TLABOR

B CU/ST AT TIMES R/S AIR BAG LIGHT WILL NOT GO OFF WHEN SOMEONE SITTING IN SEAT

INCL INCLUDED IN REPAIR

594 WH4 0.00					0.00	0.00	
					0	0	0 TPARTS
					0	0	0 TLABOR

COST, SALE, & COMP TOTALS 23308 36372 0

"LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	46.50
PARTS AMOUNT	317.22
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	363.72
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	363.72

CUSTOMER #: 58270
 UNIT# H60260

283183



ACCOUNTING

CINNAMINSON, NJ

HOME [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL:

PAGE 2

** PRE-INVOICE **

SERVICE ADVISOR: 258 GREGG LOZOWSKI

4395 RT. 130 SOUTH
 BURLINGTON, NJ 08016
 (609) 871-2800 (216) 236-8977
 TOLL FREE: (888) 52-DODGE
 FAX(609) 871-0178

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	06	HYUNDAI SONATA	KMHET46CX6A [REDACTED]		33535/33536	T498	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JAN06 DD			17:00 02SEP08			CASH	02SEP08

R.O. OPENED: 09:00 02SEP08 READY: 16:19 02SEP08 OPTIONS: STK:H60260 DLR:43272

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1	AFZ		ANTIFREEZE			925	1695	0	16.95	16.95	16.95

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
55530	4650	650		57630	31722	22658	
55510	13594	2210		57610	5646	3374	
55800	1245	955		21500	1434	0	
11610	36372	*****		11700	21919	*****	

COST, SALE, & COMP TOTALS 29847 56857 0

"LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM—WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	135.94
PARTS AMOUNT	68.91
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	204.85
LESS INSURANCE	0.00
SALES TAX	14.34
PLEASE PAY THIS AMOUNT	219.19

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name	Case Number: 6082801	***LEGAL THREAT*** BBB***OCS REIMBURSEMENT REQUEST - REAPIR WAS FOUND AS SEAT BELT NOT OCS.	CAMPAIGN REIMBURSEMENT DENIED DUE TO REPAIR BEING DONE TO PASSANGER SEATBELT AND NOT OCS CAMPAIGN REPAIRS.
First Name	Type: CA		
Phone	Opened: 10/3/2013 03:20:56 PM		
Email	Closed: 12/19/2013 08:46:48 AM		
Address	Status: Closed		
City: FRAMINGHAM	Sub Status: Closed	Contact Reason	Resolution
ZIP	Creator Last Name: Dobson-011714	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
State: MA	Creator First Name: Angela	* Category: Campaign	* Remedy: N/A
IQS :	Owner Last Name	* Sub-Category: 083 Sonata OCS	* Resolution Satisfaction: Neutral
VDS :	Owner First Name:	System:	Transfer
CSI :	SSI :	Component:	Trans. To:
Contact Language : ENGLISH	* Urgency: Low	Symptom:	Trans. Team:
Dealer			Trans. Dealer:
* Servicing Dealer: MIRAK HYUNDAI	MA024 Active		Trans. Type: Standard
Service District: Eastern District 2	Sales District: Eastern District 2		Trans. Reason: Case Handling
Vehicle			Check Request Pending Approval : 0
VIN: KMHEU46C26A	Model Year: 2006	Engine: C	eMail notification when case is closed:
Model: Sonata (NF)	Short Model: 25432F45	Accessory: AA	
* Mileage: 100,599	Date of First Use: 10/7/2005	Production Date: 6/28/2005	
Blue Link Equipped : No		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
10/10/2013 04:34:59 PM	ADUENAS	Duenas	Alexander	General	General	General	THERE IS NO PROCESS IN PLACE RIGHT NOW FOR REIMBURSING OCS CONCERNS. CUST IS ONLY ENTITLED TO THE SETTLEMENT BENEFITS.	<input checked="" type="checkbox"/>	6082801	HCCC Lead Agent Team1 Agent	HCCC
10/10/2013 11:26:15 AM	EMCHOSTN	Chostner	Elsie-May	General	General	General	WRITER ATTACHED INBOUND FAX AND TRANSFERRED CASE TO SPECIAL HANDLING QUEUE.	<input checked="" type="checkbox"/>	6082801	HCCC Tier2 Team10 Agent	HCCC
10/3/2013 03:31:53 PM	ANGELADOBSON	Dobson-011714	Angela	Inbound	Customer	Telephone	CUSTOMER STATES: 1. HAVE PAID FOR THE OCS TO BE REPLACED ON MY VEHICLE I WANT TO BE REIMBURSED WRITER: ADVISED THE CUSTOMER OF THE DOCUMENTATION SHE NEED TO SEND IN TO BE CONSIDERED FOR REIMBURSEMENT CASE CLOSED	<input checked="" type="checkbox"/>	6082801	HCCC Tier1 Team4 Agent	HCCC

Cases

Customer		Case Information		Contact Reason Summary	Resolution Summary
Last Name	[REDACTED]	Case Number:	3903550	HAD TO HAVE PASSENGER SIDE SEAT BELT TENSIONER REPAIRED AT DEALER CA290. VEHICLE IS OUTSIDE WARRANTY BY 6,762 MILES, BUT INSIDE NVLW BY TIME. PAID \$331.00 FOR REPAIR. WHAT CAN BE DONE TO ASSIST.	NCA APPROVING CHECK REQUEST TAB. CHECK IS SCHEDULED TO BE MAILED ON 5/14/2010.
First Name	[REDACTED]	Type:	CA		
Phone	[REDACTED]	Opened:	3/31/2010 10:10:49 AM		
Email	[REDACTED]	Closed:	5/7/2010 04:22:48 PM		
Address:	[REDACTED]	Status:	Closed		
City:	[REDACTED]	Sub Status:	Closed	Contact Reason	Resolution
ZIP:	[REDACTED]	Creator Last Name:	Mayo-033012	* Sentiment:	* Resolution: Assist HMA 100% GW
State:	[REDACTED]	Creator First Name:	Jack	* Category: Warranty Issues	* Remedy: Repaired
IQS :	VDS :	Owner Last Name:	[REDACTED]	* Sub-Category: Coverage	* Resolution Satisfaction: Positive
CSI :	SSI :	Owner First Name:	[REDACTED]	System: Body	Transfer
Contact Language :	[REDACTED]	* Urgency:	Low	Component: Seatbelt	Trans. To:
Dealer				Symptom: Other	Trans. Team:
* Servicing Dealer: LADIN HYUNDAI		CA290 Active			Trans. Dealer:
Service District: Western District C		Sales District: Western District C			Trans. Type:
Vehicle					Trans. Reason:
VIN: KMHEU46C66A	[REDACTED]	Model Year:	2006	Engine: C	Check Request Pending Approval : 0
Model: Sonata (NF)	[REDACTED]	Short Model:	25432F45	Accessory: AA	eMail notification when case is closed:
* Mileage: 66,762	[REDACTED]	Date of First Use:	7/17/2005	Production Date: 6/2/2005	
Blue Link Equipped : No	[REDACTED]			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
5/7/2010 04:33:30 PM	HMA02255	Thompson	Tamiko	General	General	General	WRITER NCA APPROVED HCR. CHECK IS SCHEDULED TO BE MAILED ON 5/14/2010	<input checked="" type="checkbox"/>	3903550	NCA HCR	NCA
5/7/2010 04:21:43 PM	JMAYO	Mayo-033012	Jack	General	General	General	WRITER CLOSING CASE.	<input checked="" type="checkbox"/>	3903550	CC Team2	Call Center
5/7/2010 08:34:16 AM	JMILLS	Mills-062612	Jaleesa	General	General	General	HCR NOTES --- WRITER FWD CASE TO CM/JM TO CLOSE CASE DUE TO NCA APPROVING CHECK REQUEST TAB. CHECK IS SCHEDULED TO BE MAILED ON 5/14/2010. -- CASE CAN BE CLOSED.	<input checked="" type="checkbox"/>	3903550	CC Team2	Call Center
5/3/2010 11:11:02 AM	JMILLS	Mills-062612	Jaleesa	General	General	General	HCR NOTES --- CUSTOMER IS GETTING REIMB IN THE AMOUNT \$330.90 FOR 88810-0A000 / BUCKLE ASSY-FRONT REPAIR. THE CUSTOMER HAD THE REPAIR COMPLETED AT LADIN HYUNDAI, TO RESOLVE THE AIRBAG LIGHT COMING ON CONCERN, FOR REPAIR OUTSIDE OF THE 5/60 WARRANTY BY 6, 6762 MILES & UNDER BY TIME. - -- WRITER FORWARDING CASE TO TL/LWILLIAMS FOR REVIEW.	<input checked="" type="checkbox"/>	3903550	CC Team2	Call Center
4/30/2010							TRANSFERRING CASE BACK TO CM/AH. CASE				

12:57:28 PM	JMAYO	Mayo-033012	Jack	General	General	General	SHOULD BE SENT TO HCR TEAM FOR PROCESSING.	<input checked="" type="checkbox"/>	3903550	CC Team2	Call Center
4/29/2010 09:00:15 AM	AHOARD	Hoard-083011	Adam	General	General	General	REIMB LETTER SENT	<input checked="" type="checkbox"/>	3903550	CC Team2	Call Center
4/28/2010 04:20:08 PM	JMAYO	Mayo-033012	Jack	General	General	General	<p>PLEASE REIMBURSE FOR SEAT BELT TENSIONER REPAIR IN THE AMOUNT OF \$330.90. THIS IS A ONE-TIME GOODWILL OFFER NOT TO EXCEED \$330.90.</p> <p>REIMBURSEMENT REQUEST WRITER LEFT CASE AS IS</p>	<input checked="" type="checkbox"/>	3903550	CC Team2	Call Center
4/28/2010 03:30:22 PM	RNORTON	Norton-033012	Ronda	Inbound	Customer	Telephone	<p>CUST STATES: 1. CALLING CASE # 3903550 2. RETURNING CM / JM CALL 3. WANTING TO KNOW THE STATUS OF THE CASE WRITER INFORMED CUST THAT A ONE TIME GOOD WILL OFFER NOT TO EXCEED THE AMOUNT OF \$330.90. CUST ACCEPTED THIS OFFER. WRITER INFORMED CUST THAT WRITER WILL INFORMED CM /JM THAT CUST CALLED AND THAT THE CASE WILL BE FORWARDED TO THE NEXT STEPS IN PROCESSING THE CUST REIMBURSEMENT REQUEST WRITER LEFT CASE AS IS</p> <p>ATTEMPTED TO</p>	<input checked="" type="checkbox"/>	3903550	CC Team4	Call Center

4/28/2010 02:11:32 PM	JMAYO	Mayo-033012	Jack	Outbound	Customer	Telephone	REACH CUST AT: 8183881136 LEFT MESSAGE: 1. HAVE UPDATE ON CASE. 2. CONTACT WRITER AT HCA 3. LEFT NAME, CASE NUMBER AT NUMBER TO HCA. CASE REMAINS AS IS.	<input checked="" type="checkbox"/>	3903550	CC Team2	Call Center
4/28/2010 02:09:23 PM	JMAYO	Mayo-033012	Jack	Outbound	Customer	Telephone	ATTEMPTED TO REACH CUST AT: 8183475353 LEFT MESSAGE: 1. HAVE UPDATE ON CASE. 2. CONTACT WRITER AT HCA 3. LEFT NAME, CASE NUMBER AT NUMBER TO HCA. CASE REMAINS AS IS.	<input checked="" type="checkbox"/>	3903550	CC Team2	Call Center

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED]	Case Number: 6170245	WARRANTY COVERAGE - SEAT BELT REPLACEMENT DUE TO AIR BAG LIGHT ILLUMINATED	REFERRED CUSTOMER TO THE DEALERSHIP
First Name: [REDACTED]	Type: CA		
Phone: [REDACTED]	Opened: 11/5/2013 12:06:59 PM		
Email: [REDACTED]	Closed: 11/5/2013 01:01:05 PM		
Address: [REDACTED]	Status: Closed		
City: BROOKLYN	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Smith	Contact Reason	Resolution
State: NY	Creator First Name: Ethan	* Sentiment: Inquiry/Suggestion	* Resolution: Provided Information
IQS :	Owner Last Name: [REDACTED]	* Category: Campaign	* Remedy: N/A
VDS :	Owner First Name: [REDACTED]	* Sub-Category: 083 Sonata OCS	* Resolution Satisfaction: Neutral
CSI :	Urgency: Low	System:	Transfer
Contact Language : ENGLISH		Component:	Trans. To:
Dealer		Symptom:	Trans. Team:
* Servicing Dealer: PLAZA HYUNDAI NY058 Active			Trans. Dealer:
Service District: Eastern District 5	Sales District: Eastern District 5		Trans. Type: Standard
Vehicle			Trans. Reason:
VIN: KMHEU46C86A [REDACTED]	Model Year: 2006	Engine: C	Check Request Pending Approval : 0
Model: Sonata (NF)	Short Model: 25432F45	Accessory: AA	eMail notification when case is closed:
* Mileage: 115,863	Date of First Use: 7/14/2005	Production Date: 4/18/2005	
Blue Link Equipped : No		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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name:	[REDACTED]	Case Number:	4011152	AIR BAG LIGHT IS ILLUMINATED AND THE CUSTOMER HAS TAKEN THE VEHICLE TO THE DEALER THREE TIMES. WOULD LIKE TO KNOW IF THE WARRANTY CAN BE EXTENDED FOR THE SEAT BELT COVERAGE.		WRITER ADVISED THE CUSTOMER THAT HYUNDAI WILL NOT EXTEND THE WARRANTY COVERAGE AS THE WARRANTY FOR A SECOND OWNER IS 5/60 AND ONCE THE WARRANTY IS OUT THE VEHICLE IS OUT OF THE FACTORY WARRANTY. AND WRITER CONFIRMED INFORMATION WITH LCM/ADAV FOR CONFIRMATION.	
First Name:	[REDACTED]	Type:	CA				
Phone:	[REDACTED]	Opened:	7/6/2010 08:15:02 AM				
Email:	[REDACTED]	Closed:	7/9/2010 01:10:02 PM				
Address:	[REDACTED]	Status:	Closed				
City:	[REDACTED]	Sub Status:	Closed				
ZIP:	[REDACTED]	Creator Last Name:	Wicklund-012512				
State:	[REDACTED]	Creator First Name:	Cassandra				
IQS :	VDS :	Owner Last Name:	[REDACTED]				
CSI :	SSI :	Owner First Name:	[REDACTED]				
Contact Language :	[REDACTED]	*Urgency:	Low	Contact Reason		Resolution	
Dealer				*Sentiment:		* Resolution: Provided Information	
* Servicing Dealer: PRIME HYUNDAI		ME007 Active		*Category: Warranty Issues		* Remedy: N/A	
Service District: Eastern District 1		Sales District: Eastern District 1		*Sub-Category: Coverage		* Resolution Satisfaction: Negative	
Vehicle				System: Body Electrical		Transfer	
VIN: KMHEU46C86A [REDACTED]		Model Year: 2006		Component: Airbag Warning Light		Trans. To:	
Model: Sonata (NF)		Short Model: 25432F45		Symptom: Display Message		Trans. Team:	
*Mileage: 58,000		Date of First Use: 5/22/2006		Method : Telephone		Trans. Dealer:	
Blue Link Equipped : No		Case in Arbitration : No		Production Date: 7/16/2005		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
7/9/2010 01:08:49 PM	L VIAOMOUNGA	Viaomounga-	Lionel	Inbound	Customer	Telephone	<p>CUST STATED: 1. CALLING ON THE CONCERN WITH CASE 4011152. 2.1. WOULD LIKE TO SPEAK TO SOMEONE HIGHER THAN HCA. 3. WOULD LIKE TO SEE IF SOMEONE HIGHER THAN HCA CAN EXTEND THE WARRANTY ON THE VEHICLE. 4. WAS INFORMED BY DIFFERENT MECHANIC'S THAT THE VEHICLE IS GOING TO KEEP HAVING THE SAME CONCERNS AFTER THE WARRANTY RUNS OUT. WRITER INFORMED CUSTOMER WARRANTY CAN NOT BE EXTENDED. WRITER INFORMED CUSTOMER THERE MIGHT BE SOME ASSISTANCE HCA CAN PROVIDE SINCE THIS HAS BEEN AN ONGOING CONCERN IF THE CONCERN OCCURS AFTER THE WARRANTY RUNS OUT. WRITER INFORMED CUSTOMER SOME ASSISTANCE MAY BE PROVIDED</p>	<input checked="" type="checkbox"/>	4011152	CC Team4	Call Center

							ONLY IF THE CUSTOMER IS REALLY CLOSE TO THE WARRANTY RUNNING OUT. --- CASE CLOSED				
7/8/2010 10:10:51 AM	ABUCAN	Bucan- 033012	Anela	Inbound	Customer	Telephone	PETER CUSTOMER STATED: 1. WOULD LIKE TO SPEAK TO SOMEONE HIGHER THAN HCA. 2. WOULD LIKE TO SEE IF SOMEONE HIGHER THAN HCA CAN EXTEND THE WARRANTY ON THE VEHICLE. 3. WAS INFORMED BY DIFFERENT MECHANIC'S THAT THE VEHICLE IS GOING TO KEEP HAVING THE SAME CONCERNS AFTER THE WARRANTY RUNS OUT. WRITER INFORMED CUSTOMER THERE IS NO ONE THAT CAN EXTEND THE WARRANTY AS THAT IS AGAINST THE LAW. INFORMED CUSTOMER THERE MIGHT BE SOME ASSISTANCE HCA CAN PROVIDE SINCE THIS HAS BEEN AN ONGOING CONCERN IF THE CONCERN OCCURS AFTER THE WARRANTY RUNS OUT. INFORMED	<input checked="" type="checkbox"/>	4011152	CC Team5	Call Center

							CUSTOMER SOME ASSISTANCE MAY BE PROVIDED ONLY IF THE CUSTOMER IS REALLY CLOSE TO THE WARRANTY RUNNING OUT. CASE CLOSED.				
7/6/2010 08:22:58 AM	CWICKLUND	Wicklund-012512	Cassandra	Inbound	Customer	Telephone	CUSTOMER STATED: 1. THE CUSTOMER IS CALLING ABOUT THE AIRBAG LIGHT IS ON AND THE CUSTOMER HAS TAKEN THE VEHICLE TO THE DEALER THREE TIMES AND THE CUSTOMER IS WANTING TO KNOW IF THE CUSTOMER CAN GET THE WARRANTY EXTENDED FOR THE SEAT BELT COVERAGE. WRITER ADVISED THE CUSTOMER THAT HYUNDAI WILL NOT EXTEND THE WARRANTY COVERAGE AS THE WARRANTY FOR A SECOND OWNER IS 5/60 AND ONCE THE WARRANTY IS OUT THE VEHICLE IS OUT OF THE FACTORY WARRANTY. AND WRITER CONFIRMED INFORMATION WITH LCM/ADAV FOR CONFIRMATION. CASE NUMBER PROVIDED AND CASE CLOSED.	<input checked="" type="checkbox"/>	4011152	CC Team7	Call Center

Cases

Customer

Last Name: [REDACTED]

First Name: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Address: PO BOX 686

City: ENGLISHTOWN

ZIP: [REDACTED]

State: NJ

IQS :

VDS :

CSI :

SSI :

Contact Language : ENGLISH

Dealer

★ Servicing Dealer: FREEHOLD HYUNDAI

NJ011 Active

Service District: Eastern District 7

Sales District: Eastern District 7

Vehicle

VIN: KMHEU46C86A [REDACTED]

Model Year: 2006

Engine: C

Model: Sonata (NF)

Short Model: 25432F45

Accessory: 01

★ Mileage: 91,000

Date of First Use: 1/19/2006

Production Date: 10/12/2005

Blue Link Equipped : No

Case in Arbitration : No

Case Information

Case Number: 6566329

Type: CA

Opened: 4/28/2014 09:01:12 AM

Closed: 5/16/2014 09:27:51 AM

Status: Closed

Sub Status: Closed

Creator Last Name: Adame-052314

Creator First Name: Joshua

Owner Last Name: [REDACTED]

Owner First Name: [REDACTED]

★ Urgency: Low

★ Contact Reason Summary

[REDACTED] HUSBAND. GOODWILL REIMBURSEMENT REQUEST FOR SEAT BELT TENSIONER NEGATIVE FEEDBACK, REPAIR, DAMAGE, TIMELINESS 2006 SONATA .

Contact Reason

★ Sentiment: Complaint

★ Category: Warranty Issues

★ Sub-Category: Coverage

System: Body

Component: Seatbelt

Symptom: Worn

Method : Telephone

★ Resolution Summary

GOODWILL APPROVED CHECK MAILING 5/23/14 G/W AMOUNT \$384.34

Resolution

* Resolution: Provided Information

* Remedy: N/A

* Resolution Satisfaction: Neutral

Transfer

Trans. To:

Trans. Team:

Trans. Dealer:

Trans. Type: Standard

Trans. Reason: Case Handling

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
--------------	------------	-------------------	--------------------	-----------	---------	--------	------	------	-------------	------	------------