

FILE NUMBER	CUSTOMER FIRST NAME	CUSTOMER LAST NAME	CUSTOMER ADDRESS	CUSTOMER CITY
3429086				FARMINGTON

3434087		AN		SAN ANTONIO
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3269994				MAKAWAO
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3403183				LAKE PLACID
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3215498				LAS VEGAS
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3397338				LINDALE
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CUSTOMER STATE	CUSTOMER ZIP CODE	CUSTOMER TELEPHONE	VIN	VEHICLE MAKE	VEHICLE MODEL
AR			KM8NU73C07UXXXXXX	HYUNDAI	VERACRUZ

TX			KM8NU73C27UXXXXXX	HYUNDAI	VERACRUZ
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HI			KM8NU13CX7UXXXXXX	HYUNDAI	VERACRUZ
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FL			KM8NU13C97UXXXXXX	HYUNDAI	VERACRUZ
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NV			KM8NU13C27UXXXXXX	HYUNDAI	VERACRUZ
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GA			KM8NU13C07UXXXXXX	HYUNDAI	VERACRUZ
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VEHICLE MODEL YEAR	MILEAGE	REPORT OR CLAIM DATE	PRODUCTION DATE	DEALER NAME
2007	17000	20090123	20070314	KENT DOBBS HYUNDAI

2007	32000	20081105	20070416	WORLD CAR HYUNDAI
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2007	11000	20080416	20070423	TONY HYUNDAI
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2007	29542	20080929	20070503	O'BRIEN HYUNDAI
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2007	13000	20080620	20070515	TERMINATED...METRO HYUNDAI
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2007	14000	20080923	20070518	RIVERSIDE HYUNDAI
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DEALER STATE	NOTES
AR	<p>10/30/2008 CUST STATES;□</p> <ol style="list-style-type: none"> <li>1. VEH HAS BEEN IN 5 TIMES FOR THE AIRBAG.□</li> <li>2. IS SICK OF THE VEH.□</li> <li>3. THERE HAS A PROBLEM WITH THE GAS CAP NOT OPENING.□</li> <li>4. HAD THE VEH FOR A LITTLE OVER YEAR.□</li> <li>5. WANTS A NEW VEH.□</li> <li>6. THE VEH IS A LEMON.□</li> <li>7. ANY OTHER QUESTION DLR CAN BE CALLED. □</li> </ol> <p>--WRITER APOLOGIZED FOR THE FRUSTRATION. EXPLAINED THAT THE DLR WILL BE CALLED AND CUST WILL THEN BE CALLED BACK. GAVE FILE NUMBER AND EXT. UPDATED FILE. FOLLOW UP NEEDED.</p> <p>10/30/2008--WRITER CALLED AR018 SPOKE WITH TIM. □</p> <p>VEH HAS BEEN IN 4 TIMES.□</p> <p>-9/3/08 14.943 MILES. AIRBAG LIGHT DLR FOUND FAULTY SEAT TRACK SENSOR ON DRIVER SIDE.□</p> <p>-7/09/08 13.269 AIRBAG LIGHT. DLR FOUND THE SEAT SENSOR NEEDED TO BE REPLACED.□</p> <p>-3/5/08 8.124 AIRBAG</p> <p>10/30/2008 WRITER CALLED CUST AND EXPLAINED THAT THE INFO WILL BE SENT TO REGION.</p> <p>10/30/2008 INFO FOR OPEN FILE TO REGION.□</p> <ol style="list-style-type: none"> <li>1. CUST HAS A VEH THAT HAS BEEN IN FOR THE AIRBAG LIGHT DLR HAS NOT BEEN ABLE TO FIX. CUST FEELS VEH IS A LEMON. □</li> <li>2. VEH HAS BEEN IN 4 TIMES □</li> </ol> <p>DATES ARE AS FOLLOWS.□</p> <p>-9/3/08 14.943 MILES. AIRBAG LIGHT DLR FOUND FAULTY SEAT TRACK SENSOR ON DRIVER SIDE.□</p> <p>-7/09/08 13.269 AIRBAG LIGHT. DLR FOUND THE SEAT SENSOR NEEDED TO BE REPLACED.□</p> <p>-3/5/08 8.124 AIRBAG LIGHT. DLR REPLACED THE SENSOR FOR THE DRIVES SIDE.□</p> <p>-11/0807 3.720 MILES DLR ORDERED A PART. □</p>

TX	<p>11/5/2008</p> <ol style="list-style-type: none"> <li>1. ESC LIGHT IS ON AND UNABLE TO DRIVE FORWARD □</li> <li>2. BRAKE NOISE PROBLEM □</li> <li>3. VEH VIBRATES IMTERMITTENLY WHILE DRIVING □</li> <li>4. WENT TO DEALER A COUPLE OF TIMES FOR ABOVE CONCERNS BUT STILL HAVING SAME PROBLEMS □</li> <li>5. SEEKING RENTAL ASSISTANCE DURING REPAIR. CUST HAS ONLY ONE CAR AND HER CHILDREN NEEDS A RIDE AFTER SCHOOL. □</li> <li>6. SEEKING HMA ASSISTANCE □</li> </ol> <p>---INFORMED CUST THAT HIS COMMENTS WILL BE NOTED ON FILE AND FORWARDED TO REGION FOR TECH ASSISTANCE. ADVISED CUST TO CONTACT SVC MGR AT DLR FOR POSSIBLE RENTAL ASSISTANCE □</p> <p>**** PLEASE NOTE ABOVE COMMENTS. PLEASE CONTACT DPSM AS NEEDED FOR POSSIBLE RENTAL AND TECH ASSISTANCE. PLEASE CLOSE FILE WITH COMMENTS SO THAT NCA CAN SUPPORT. THANKS</p> <p>*****</p> <p>11/5/2008 Sent email to DPSM to advise of customer concern and request assistance with vehicle repair and rental if possible.</p> <p>11/10/2008 Customer dropped off vehicle today 11/10 at TX077 and rental vehicle provided. Repairs are underway.</p> <p>11/12/2008 DPSM requests FSE assistance - FSE request entd today.</p> <p>11/14/2008 AN PICKED UP HER CAR ON 11/12/08 THE MILEAGE WAS 32,975. □</p> <p>WE COMPLETED A REAR BRAKE JOB WHICH TOOK CARE OF THE BRAKE NOISE. □</p> <p>DAVE PUT PLASTIC WASHERS ON THE GLOVE BOX AND PADDING ON THE PASSENGER SIDE DASH AIR BAG COVER, WHICH TOOK CARE OF THE VIBRATION FROM THE A/C. □</p> <p>THE CLICKING NOISE IN THE STEERING WHEEL WAS COMING FROM THE PLASTIC FLOOR MAT SHE HAD RUBBING THE STEERING COLUMN WE MOVED IT. □</p> <p>DAVE REPLACED THE STOP LAMP SWITCH, WHICH TOOK CARE OF THE ESC LIGHT COMING ON AND THE DIFFICULTY WITH GETTING THE VEHICLE OUT OF</p>
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HI

4/16/2008CUST STATES:□  
1. THE DLR ON THE ISLAND HAS CLOSED. □  
2. THE ESC LIGHT IS ON.□  
3. THE VEH IS AT A KIA DLR. □  
---WRITER VERIFIED THE CUST INFORMATION. WRITER ADVISED THAT THE FILE IS GOING TO BE ESCALATED THE FILE TO REGIONAL REP. CUST UNDERSTANDS. WRITER PROVIDED THE CASE NUMBER, NAME AND EXT. WRITER THANKED THE CUST FOR CALLING.□  
CASE FORWARDED TO REGION.  
4/16/2008--OPEN TO REGION NOTES:□  
□  
1. WRITER IS SUBMITTING THIS CASE TO REGION DUE TO THE CUST HAVING A WARRANTY CONCERN WITH THE ESC LIGHT COMING ON. □  
□  
2. THE VEH HAS NOT BEEN DIAGNOSED. THE VEH IS A THE KIA DLR FOR AN OIL CHANGE.□  
□  
3. THERE ARE NO PRIOR REPA  
4/16/2008 Attention Region:□  
Customer is in Hawaii and no Hyundai dealer near customer.□  
---□  
The customer states:□  
The dealer on the island has closed. □  
The ESC light is on.□  
The vehicle is at a Kia dlr.□  
□  
The customer is seeking resolution□  
---□  
Troy Gordon□  
Regional Liaison□  
Hyundai Consumer Affairs□  
801-736-3665□

FL

9/29/2008 CUSTOMER STATES:

1. ESC LIGHT IS ON
2. AIR BAG LIGHT JUST CAME ON TWO DAYS AGO
3. VEH HAS BEEN TO DLRSH 6 TIMES
4. SOMETHING ELECTRICAL IS GOING ON IN THE VEH.
5. WANTS TO CLAIM LEMON LAW IF VEH DOES NOT GET FIXED.

--WRITER VERIFIED CUSTOMER INFORMATION. WRITER PLACED CUSTOMER ON HOLD , WRITER CONTACTED SVC MGR DLRSH FL088 (SEE DLRSH NOTES). WRITER ADVISED CUSTOMER DLRSH COULD GET CUSTOMER IN TOMORROW TO HAVE DIAGNOSTIC DONE, CUSTOMER DID NOT WANT APPOINTMENT FOR TOMORROW WANTS TO KEEP APPOINTMENT FOR 10/04/2008 AS CUSTOMER CAN NOT MAKE ANY APPOINTMENTS BEFORE SATURDAY. WRITER ADVISED CUSTOMER WRITER WOULD CONTACT CUSTOMER BACK AFTER APPOINTMENT ON 10/04/2008. CUSTOMER UNDERSTOOD. WRITER PROVIDED NAME, EXT, AND CASE NUMBER. WRITER THANKED CUSTOMER FOR CALLING HYUNDAI CALL ENDED.

9/29/2008 DLRSH FL088 SVC MGR JIM STATES:

1. CUSTOMER HAS APPOINTMENT FOR DIAGNOSTIC ON OCTOBER 4 2008
2. VEH HAS BEEN TO DLRSH SEVERAL TIMES , NOT FOR THE SAME ISSUES.
3. IF CUSTOMER WANTS TO BRING IN VEH TOMORROW WOULD BE ABLE TO GET VEH IN
4. CALL AFTER DIAGNOSTIC

--WRITER THANKED JIM SVC MGR FOR INFORMATION CALL ENDED.

10/1/2008--WRITER LEFT MESSAGE FOR SVC MGR TO CALL BACK .

10/1/2008--WRITER LEFT CUSTOMER A MESSAGE TO CALL BACK ,

10/3/2008 DLRSH FL088 SVC MGR STATES:

--WRITER LEFT MESSAGE FOR SVC MGR TO CALL BACK.

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PLEASE IF CM/DP IS NOT AVAILABLE WHEN SVC MGR CALLS BACK CAN WHO

NV

2/4/2008 CUST STATES: □  
1. VEH SURGES AND LOSES POWER. □  
2. CEL IS ON AGAIN. □  
3. HAS HAD THE FUEL PUMP REPLACED TWICE. □  
4. VEH IS BEING TAKEN INTO DLR, AGAIN. □  
--WRITER VERIFIED CUST INFO AND UPDATED. WRITER INFORMED CUST THAT WRITER WILL HAVE TO CONTACT DLR. □  
-----□  
PLEASE SEE DLR NOTES. □  
-----□  
--CUST WAS DISCONNECTED. WRITER WAS GOING TO OPEN TO REGION. □  
-----□  
--WRITER NEEDS DIAGNOSTIC INFO FOR REGION.  
2/4/2008 WRITER CALLED NV022: □  
JOHN/ SERV MGR: □  
1. WRITER LEFT VOICE MAIL REQUESTING DIAGNOSTIC INFO, DATE/ MILEAGE, AND REPAIRS ON VEH. □  
2. LEFT CONTACT INFO. □  
3. SERV MGR OFF ON MONDAYS. □  
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2/4/2008 cust stated: □  
1. The writer put him on hold so a call could be made to the dlr and the call was lost. □  
---The writer put the cust on hold to ck the status of Arlis. Arlis told the writer to transfer the cust over. The writer warm transferred the cust to Arlis. The writer thanked the cust for calling Hyundai.  
2/5/2008 WRITER CALLED NV022: □  
JOHN/ SERV MGR □  
1. WRITER LEFT VM INFORMING CUST THAT WRITER NEEDS DIAGNOSTIC INFO REGARDING CUST'S CONCERN. □  
--WRITER LEFT CONTACT INFO, AND THAT WRITER NEEDS INFO TO OPEN TO HIGHER PERSONNEL TO ASSIST CUST. □  
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GA

9/22/2008 CUST STATES:□

1. VEH IS A LEMON.□
2. VEH HAS BEEN TO DLR 6 TIMES IN LAST SIX MONTHS.□
3. DOESN'T WANT VEH ANYMORE.□
4. THE HATCHBACK DOES NOT GO UP AUTOMATICALLY.□
5. THE GAS LIGHT WAS NOT WORKING.□
6. HAS HAD MULTIPLE CONCERNS.□

□

--WRITER VERIFIED CUSTOMER INFORMATION. WRITER ADVISED CUSTOMER THAT WRITER WOULD CONTACT DLR TO GET SOME ADDITIONAL INFORMATION. WRITER ADVISED CUSTOMER THAT AFTER THE INFO IS GATHERED WRITER WOULD SEND TO APPROPRIATE PERSONNEL AND SOMEONE WOULD CONTACT THEM WITHIN 5-7 BUSINESS DAYS. WRITER PROVIDED NAME, EXTENSION, AND CASE NUMBER. WRITER THANKED CUSTOMER FOR CALLING.□

□

--CASE BEING OPENED TO REGION.--

9/22/2008 WRITER CONTACTED DLR GA054 AND SPOKE TO SERVICE MANAGER VICKIE WHO STATED:□

1. VEH HAS BEEN TO DLR FOUR TIMES FOR CONCERNS.□
2. FIRST TIME VEH WAS SEEN BY DLR WAS ON 5/13/2008 @ 5624 MILES. REPAIRED SEAT COVER. TRIM WAS LOOSE.□
3. VEH WAS AT DLR AGAIN ON 5/28/08 @ 6198 MILES. AIR BAG LIGHT COMING ON. LEFT FRONT SEAT RACK SENSOR FAULTY. REPLACED THE SENSOR.□
4. VEH AT DLR AGAIN ON 6/19/2008 @ 8925 MILES. AIR BAG LIGHT ON. NO TROUBLE CODES COULDN'T DUPLICATE. □
5. GAS DOOR WOULD NOT OPEN UNLESS GIGGLED. TRIED AND COULDN'T DUPLICATE CONCERN.□
6. AUTOMATIC OPENING ON HATCH BACK NOT WORKING. COULDN'T DUPLICATE CONCERN.□
- 6.VEH AT DLR AGAIN ON 8/27/08 @ 12916 MILES. GAS TANK DOOR HARD TO OPEN MANUALLY. HAD TO ADJUST LOCK TABS ON THE DOOR.□

FILE NUMBER	CUSTOMER FIRST NAME	CUSTOMER LAST NAME	CUSTOMER ADDRESS	CUSTOMER CITY
3152993				N LAS VEGAS

3229535				MAKAWAO
3344446				BOURBONNAIS

3373478				OMAHA
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3244418				RIVERSIDE
3344889				MEAD

3470602				ORANGE
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3358538				GLENOLDEN
3438096				LEVITTOWN

CUSTOMER STATE	CUSTOMER ZIP CODE	CUSTOMER TELEPHONE	VIN	VEHICLE MAKE	VEHICLE MODEL
NV		702 419 9829	KMHCN46C96UXXXXXX	HYUNDAI	ACCENT

HI		808 280 1322	KMHCH46C86UXXXXXX	HYUNDAI	ACCENT
IL			KMHCH46C26UXXXXXX	HYUNDAI	ACCENT

NE			KMHCN46C26UXXXXXX	HYUNDAI	ACCENT
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CA			KMHCN46C86UXXXXXX	HYUNDAI	ACCENT
OK			KMHCN46C57UXXXXXX	HYUNDAI	ACCENT

CA			KMHCN46C47UXXXXXX	HYUNDAI	ACCENT
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PA			KMHCH46C37UXXXXXX	HYUNDAI	ACCENT
NY			KMHCH46C48UXXXXXX	HYUNDAI	ACCENT

VEHICLE MODEL YEAR	MILEAGE	REPORT OR CLAIM DATE	PRODUCTION DATE	DEALER NAME
2006	36423	20080421	20051104	HENDERSON HYUNDAI SUPERSTORE

2006		20080221	20051107	TERMINATED...CUTTER HYUNDAI
2006	33900	20080721	20051220	BROWN + BROWN HYUNDAI

2006	23000	20080822	20060112	JENKINS HYUNDAI OF BRADENTON
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2006	29000	20080313	20060331	TERMINATED...QUALITY HYUNDAI
2007	36313	20080721	20060821	TEXOMA HYUNDAI

2007	20100	20081226	20060822	VICTORVILLE HYUNDAI
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2007	12000	20080805	20070313	SPRINGFIELD HYUNDAI
2008	23888	20081111	20070702	ATLANTIC HYUNDAI

DEALER STATE	NOTES
NV	<p>11/7/2007 CUST STATES:☐</p> <ol style="list-style-type: none"> <li>1. VEHICLE IS AT DLR NV022 UNTIL NEXT WEEK.☐</li> <li>2. PARTS HAD TO BE ORDERED.☐</li> <li>3. 2ND TIME CUST HAS TAKEN VEHICLE IN FOR STEERING CONCERN.☐</li> <li>4. NOISE IN THE STEERING COLUMN.☐</li> <li>5. WOULD LIKE A RENTAL CAR.☐</li> <li>6. DLR DOES NOT HAVE LOANER CAR.☐</li> <li>7. CUST IS SECOND OWNER.☐</li> <li>8. BOUGHT AN EXTENDED WARRANTY WHICH INCLUDES VEHICLE RENTAL.☐</li> </ol> <p>-----WRITER ASKS IF CUST HAS HPP. CUST SAYS IT IS SOME OTHER PLAN. WRITER EXPLAINS THAT IF CUST DOESN'T HAVE HPP, VEHICLE RENTAL IS NOT PROVISION OF WARRANTY. WRITER EXPLAINS THAT IF CUST DOESN'T HAVE INFORMATION TO GET IN TOUCH WITH THE CARRIER OF THE WARRANTY PLAN TO CONTACT SELLING DLR FOR MORE INFORMATION. WRITER APOLOGIZES THAT WRITER CAN'T ASSIST FURTHER. WRITER GIVES NAME, EXTENSION, AND CASE NUMBER. CASE IS CLOSED.☐</p> <p>-----</p> <p>4/21/2008 Customer states:☐</p> <ol style="list-style-type: none"> <li>1. Received a warning ticket from police advising rear brake lights are not working.☐</li> <li>2. Was given 24 hours to have brake lights repaired.☐</li> <li>3. Has taken veh to independent shop near home for repairs.☐</li> <li>4. Would like to know if this could be covered under warranty.☐</li> </ol> <p>--Writer confirmed owner info and advised warranty work should be done by Hyundai dlr for warr coverage. Customer states only has 24 hours to correct brake light concern and local shop can repair veh within 24 hours. Writer advised cust may wish to contact dlr NV022 to see if an appointment can be made within 24 hours if dlr can not service veh writer can submit for good will reimbursement but can not guarantee cust would be reimbursed Customer understood. Provided cust with case number and writer's ext number.</p> <p>4/22/2008 cust states☐</p> <ol style="list-style-type: none"> <li>1. Would like to speak to PDodge☐</li> </ol> <p>--writer thanked cust for calling HCA. Confirmed cust info. transferred to Cm</p>

<p>HI</p>	<p>2/21/2008 CUST STATES: *****FEELS SAFETY ISSUE*****<input type="checkbox"/></p> <p>1. BRAKE LIGHTS ARE OUT AND IT IS NOT THE FUSE NOR THE BULBS, CUST THINKS THIS IS A SENSOR ISSUE AND WANTS TO KNOW IF THIS IS UNDER WARR.<input type="checkbox"/></p> <p>WRITER EXPLAINED THE WAY THAT HCA WORKS AND THAT SOMEONE WOULD CONTACT CUST WITHIN ABOUT THREE OR FOUR BUSINESS DAYS.<input type="checkbox"/></p> <p>2. THIS IS NOT ACCEPTABLE AND WANTED A SUPERVISOR, OFFERED A 24-HOUR CALL BACK. DID NOT WANT THAT. CUST ASKED FOR CORPORATE OFFICE TELEPHONE NUMBER AND WRITER STATED THAT HCA IS A PART OF CORPORATE AND WRITER DOES NOT HAVE A PHONE NUMBER, BUT I COULD GIVE CUST A ADDRESS. CUST ARGUED THIS WITH WRITER FOR QUITE SOMETIME STATING THAT WRITER HAS A PHONE NUMBER FOR CORPORATE WRITER JUST WON'T GIVE IT TO CUST.<input type="checkbox"/></p> <p>WRITER EXPLAINED THAT THIS WAS THE WAY IT WORKED AND WRITER TRIED TO EMPATHIZE. CUST DID APOLOGIZE FOR GETTING ANGRY WITH WRITER. <input type="checkbox"/></p> <p>WRITER TOLD CUST THAT CUST COULD TAKE TO A MECHANIC NEARBY SINCE CUST FEELS THIS IS A SAFETY ISSUE AND GAVE CUST WRITER'S FAX NUMBER, NAME AND EXT AND ALSO THE CASE # AND STATED IF CUST HAS MECHANIC DO THE WORK PLEASE FAX THE RECEIPT TO WRITER AND WRITER WILL DO VERY BEST TO HAVE A REIMBURSEMENT DONE. I AM STILL GOING TO SEND THIS TO THE PROPER PERSONNEL. CUST THANKED ME AND WILL FAX IF CUST GOES TO INDEPENDENT MECHANIC.</p> <p>2/22/2008 This file should probably go to a sup call before being escalated to another department to talk to someone.</p> <p>2/22/2008 Cust was quite upset, but writer de-escalated where it does not need to be a supervisor call. Writer asked cust if writer should go ahead with the Hyundai process and cust stated yes. Writer not sure if cust will take it to someone else, but wanted me to use the process. Sorry writer was not a little more clear. No dlrsp on Maui and cust has no brake lights and wants to see if the sensor is covered under warr.<input type="checkbox"/></p> <p>Thanks.</p> <p>2/25/2008 Attention Region:<input type="checkbox"/></p> <p><input type="checkbox"/>Customer is in Hawaii.<input type="checkbox"/></p>
<p>IL</p>	<p>7/21/2008 Cust States: <input type="checkbox"/></p> <p>1. Brake light switch is shorting out<input type="checkbox"/></p> <p>2. need to know if this will be covered under warranty<input type="checkbox"/></p> <p>3. Does repair have to be done at purchasing DLR or can it be done at a different Hyundai Dlr?<input type="checkbox"/></p> <p>== Writer thanked Cust for calling and verified Cust information, Cust did not provided email address. Writer explained to Cust repair will possibly be covered under if caused by manufacturer defect. Cust can use any Hyundai Dlr for warranty issues. Cust understood and thanked Writer for time. <input type="checkbox"/></p> <p>== Case Closed</p>

FL

8/22/2008 CUST STATES:□

1. BRAKE LIGHTS NOT WORKING CORRECTLY □

2. BEEN IN DLRSHIP ABOUT 2 TIMES□

3. HAS HAD ELECTRIC PROBLEMS SINCE CUST BOUGHT VEHICLE.□

----WRITER VERIFIED CUST INFO. CUST EXPLAINS THAT THE BRAKE LIGHTS DO NOT WORK, OR DO NOT SHUT OFF. CUST HAS BEEN INTO THE DLRSHIP ABOUT 2 TIMES FOR THIS ISSUE. CUST HAS RECENTLY MOVED AND CALLED CUST LOCAL DLRSHIP AND WAS DIRECTED TO CALL HCA. CUST EXPLAINS THAT WHEN CUST CALLED THE DLRSHIP CUST TALKED TO THE SALES MANAGER AND SALES MANAGER OFFERED TO GET CUST OUT OF VEH AND IN TO A NEW ONE. WRITER APOLOGIZED ABOUT THIS ON GOING ISSUE. WRITER INFORMED CUST THAT AS OF NOW WRITER WILL NEED CUST TO GET A CURRENT DIAGNOSIS OF THE VEH. WRITER EXPLAINED ONCE A CURRENT DIAGNOSIS HAS BEEN DONE WRITER CAN MOVE FORWARD WITH CUST CASE. CUST UNDERSTOOD AND THANKED WRITER FOR ASSISTANCE. WRITER GAVE NAME, EXT, AND CASE #. CALL ENDED. CASE CLOSED PENDING CALL FROM CUST.----

9/2/2008 CUST STATED:□

1. REQUESTED TO SPEAK WITH CM/RS.□

--- WRITER VERIFIED CONTACT INFORMATION & ATTEMPTED TO CONTACT CM/RS.□

--- CM/RS NOT AVAILABLE.□

--- WRITER OFFERED ASSISTANCE TO CUST.□

--- CUST STATED:□

1. TOOK VEH TO DLR AND NOW BRAKE LIGHTS NOT WORKING AT ALL.□

--- WRITER UPDATED NOTES.□

--- WRITER REQUESTING THAT THE CM/RS CONTACT THE CUST. ---

9/2/2008 CUST STATES:□

1. REQUESTS TO SPEAK WITH CM/RS□

2. BREAK LIGHTS OUT COMPLETELY NOW AFTER A COUPLE OF HOURS OF LEAVING THE DLRSP□

□

WRITER STATES--□

CA	<p>3/13/2008 CUST STATES:□</p> <ol style="list-style-type: none"> <li>1. JUST AFTER CUST PURCHASED ACCENT THE VEH HAS HAD PROBLEMS WITH THE ELECTRICAL SYSTEM□</li> <li>2. JUST LAST SATURDAY THE VEH HAD TO GO IN AGAIN THIS TIME BECAUSE THE BRAKE LIGHTS WOULD NOT GO OFF.□</li> <li>3. BEFORE IT WAS AN AIRBAG LIGHT, AND BRAKE LIGHT CONNECTION.□</li> <li>4. SANTA ANA, DOUGLAS HYUNDAI AND RIVERSIDE HAVE BEEN THE DLRSP'S CUST HAS GONE TO.□</li> <li>5. CUST WAS TOLD BY CUST SAID HCA TO TAKE HER VEH INTO THE DLRSP AND GET THE ISSUE REPAIRED AND THEN CALL HCA BACK WITH THE DLRSP INFORMATION.□</li> <li>6. THIS IS CUST SECOND HYUNDAI VEH THE OTHER ONE'S VIN# IS:KMHCF35G82UXXXXXX THIS VEH WAS IN CUST MAIDEN NAME WHICH WAS FRANCIS ALDRICH.□</li> </ol> <p>--CM EMPATHIZED AND INFORMED CUST THAT CUST IS SHOWING AS THE SUBSEQUENT OWNER OF HER VEH, IF CUST WAS TOLD BY THE DLRSP THAT CUST IS THE ORIGINAL OWNER CUST WILL NEED TO SEND ( FAX ) OVER THE ORIGINAL SALES CONTRACT INTO ( 801-736-3561) THAT CM WILL CALL THE DLR TO GET THE SERVICE HISTORY VERIFIED, CM TRIED TO GET IN TOUCH WITH THE LAST DLR CUST WENT TO AND WAS UNABLE TO DO SO. CM EXPLAINED WHEN ONE OF HYUNDAI'S CUST IS HAVING MULTIPLE REPAIR ATTEMPTS FOR THE SAME ISSUE HCA DOES NOTIFY AFTER VERIFYING THIS INFORMATION WITH THE DLRSP. CM WILL CALL AGAIN TOMORROW. CM RESOLVED ALL FOR NOW. INFORMED NO OPEN RECALLS OR CAMPAIGNS. PROVIDED CASE #, CM NAME AND EXT. THANKED CUST FOR CALLING HCA.</p> <p>3/13/2008 CM ATTEMPTED TO CONTACT RIVERSIDE HYUNDAI TO GATHER INFORMATION ON CUST VEH, SERV WAS TOO BUSY TO BE ABLE TO ANSWER AT THIS TIME.</p> <p>3/13/2008 CM CALLED DLR CA197 TO GATHER THE NECESSARY INFORMATION WITH ELECTRICAL CONCERNS. CM SPOKE TO THE SERV MANG JIM. JIM INFORMED CM THAT CUST VEH HAS HAD SEVERAL ELECTRICAL REPAIRS: □ 11/10/07 @ 21,790 MILES. REPAIR: REPLACED BRAKE LAMP SWITCH.□</p>
TX	<p>7/21/2008---CUST STATED---□</p> <ol style="list-style-type: none"> <li>1. CUST WENT TO DLR TX076 HAD BRAKE LIGHT THAT WOULD NOT GO OUT.□</li> <li>2. CUST WAS TOLD BY DLR THAT THE BRAKE LIGHT SWITCH NEEDED TO BE ADJUSTED.□</li> <li>3. CUST WAS THEN TOLD THAT ADJUSTING SWITCH NOT UNDER WARRANTY, HOWEVER REPLACING SWITCH 7/21/2008---WRITER CALLED DEALER-----□</li> </ol> <ol style="list-style-type: none"> <li>1. WRITER CALLED DLR ,UNABLE TO CONTACT LEFT MESSAGE. WRITER IS EXPECTING CALL FROM DLR.</li> </ol> <p>7/23/2008---WRITER CALLED DLR TX076----□</p> <ol style="list-style-type: none"> <li>1. WRITER SPOKE TO CASEY ,CASEY ADVISED THAT DPSM ADVISED TO ADJUST SWITCH, DIDN'T NEED TO BE REPLACED.□</li> </ol> <p>---WRITER THANKED DLR CASEY FOR TIME.</p> <p>7/23/2008---WRITER CALLED CUST ----□</p> <p>WRITER CALLED CUST AND LEFT MESSAGE REGARDING BRAKE LIGHT SWITCH, THAT WAS ADJUSTED NOT REPLACED . WRITER ADVISED CUST THAT DLR DPSM ADVISED DLR TO ADJUST SWITCH NOT REPLACE. ADVISED CUST TO CONTACT DLR IF ANY FURTHER QUESTION</p>

CA	<p>12/26/2008 CUST STATES:□</p> <ol style="list-style-type: none"><li>1. ALREADY HAD TWO RSA USES THIS YEAR□</li><li>2. OLD VEH HAD UNLIMITED USAGE□</li><li>3. CUST NEEDS A JUMP TO GET TO THE DLRSP TO HAVE THE REPAIR DONE UNDER WARRANTY□</li><li>4. THE DLRSP PUT IN A DEFECTIVE BRAKE LIGHT SWITCH AND IT KILLED THE BATTERY, THAT'S NOT CUST'S FAULT□</li><li>5. CUST HAS NOT HAD VEH DIAGNOSED YET□</li><li>6. WANTS WRITER TO APPROVE ADDITIONAL SERVICE OR PUT IT ON NEXT YEAR'S USAGE BECAUSE WE'RE SO CLOSE TO THE NEW YEAR ANYWAY□</li></ol> <p>---WRITER STATES, VERIFIED/UPDATED CUST INFORMATION, FORGOT EMAIL AND PLACED CUST ON HOLD TO RESEARCH□</p> <p>REVIEWED RSA BENEFIT COVERAGE AND WAS REVIEWING WITH FLOOR SUPPORT WHEN CUST HUNG UP□</p> <p>ACCORDING TO OWNER'S HANDBOOK: VEH IS ELIGIBLE FOR TWO FREE RSA EVENTS. ANY SUBSEQUENT SERVICE WILL BE PAID FOR BY THE CUSTOMER. IF THE DLRSP DETERMINES THE RSA EVENT WAS CAUSED BY WARRANTABLE REPAIR, HMA WILL REIMBURSE CUST FOR THE OUT OF POCKER TOWING/ROADSIDE SERVICE EXPENSES□</p> <p>CUST CAN SEEK THIS REIMBURSEMENT EITHER THROUGH THE DLRSP DIRECTLY OR BY CALLING HMA FOR REIMBURSEMENT REQUEST PROCESS</p>
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PA	<p>8/5/2008 REC; D CUST. LTR WILL FORWARD TO CALL CENTER FOR PROPER CODING AND HANDLING</p> <p>8/7/2008 Correspondence: <input type="checkbox"/></p> <p>--Writer received file with letter attached and forward to Mcootey for handling</p> <p>8/7/2008 Correspondence: <input type="checkbox"/></p> <p>1st attempt to contact the cust. <input type="checkbox"/></p> <p>---Writer lvm with hca contact information, name, extension and file#.</p> <p>8/8/2008 Coorespondence: <input type="checkbox"/></p> <p>2nd attempt to contact the cust. <input type="checkbox"/></p> <p>-LVM with hca contact information, name, extension and file#.</p> <p>8/8/2008 U44</p> <p>8/21/2008 U45</p> <p>9/3/2008 <input type="checkbox"/></p> <p>7. Cust Cust states: <input type="checkbox"/></p> <p>1. called and updated Cust information <input type="checkbox"/></p> <p>2. Cust sent copy of invoice and payment method <input type="checkbox"/></p> <p>3. Cust seeking reimbursement for a brake light switch that was replaced <input type="checkbox"/></p> <p>4. Hyundai parts were used, ordered from a Hyundai DLRSP <input type="checkbox"/></p> <p>(Writer to contact Briarcliffe to find out which DLRSP and see what the opinion is of the brake light switch failure <input type="checkbox"/></p> <p>5. Cust didn't take to a DLRSP because Cust didn't want to drive without brake lights and felt brake lights was not a big enough concern to have veh towed in, so just popped into local shop that was right where Cust was <input type="checkbox"/></p> <p>6. suggested Cust call HMA to see if any assistance can be given because veh is 1 year old with only 13k miles on it <input type="checkbox"/></p> <p>--Writer updated/verified Cust information and advised will forward for further review with and then writer will get back to Cust with more information <input type="checkbox"/></p> <p>the fax includes letter of explanation, cop of invoice and copy of payment method (credit card receipt) <input type="checkbox"/></p> <p>Case pending-Writer to contact <input type="checkbox"/></p> <p>Briarcliffe Autogroup <input type="checkbox"/></p> <p>1062 W Ashland Ave <input type="checkbox"/></p>
NY	<p>11/11/2008 Cust states: <input type="checkbox"/></p> <p>-Accent 2008 <input type="checkbox"/></p> <p>-Took it to the dlrsp <input type="checkbox"/></p> <p>-Cust went to io&amp;o facility outside hyundai dlrsp for a state Inspection. <input type="checkbox"/></p> <p>-Brake light switch wasn't working. Failed inspection. Had to replace to pass. Had it replaced in order to pass inspection. <input type="checkbox"/></p> <p>-Replaced at, "we love to fix flats", NY. <input type="checkbox"/></p> <p>-It was a genuine hyundai part replaced with a genuine hyundai part. <input type="checkbox"/></p> <p>**** If the vehicle was repaired by an independent facility, we should be asking why the vehicle was not taken to a dealership. <input type="checkbox"/></p> <p>Cust states: <input type="checkbox"/></p> <p>-Just went in for an inspection and wanted the veh to pass inspection. Ordered the genuine hyundai part. Part arrived in about a half hour. <input type="checkbox"/></p> <p>---Writer notes the cust concern. Writer congratulated the cust, welcomed to hyundai and advised the reimbursement process. No guarantee. Writer advised on the pro's and con's of the review. If approved the reimbursement form will be sent, 4-6 weeks for processing. A review is done first. Provided mailing address for the cust to send the required documentation. Advised copies need to be sent. Hold on to the originals in case HMA needs those, but for now sending that information would assist the review. Asked the cust to call within 7-10 business days for writer to advise the documents have been</p>

FILE NUMBER	CUSTOMER FIRST NAME	CUSTOMER LAST NAME	CUSTOMER ADDRESS	CUSTOMER CITY	CUSTOMER STATE
1041637				NEWFIELD	NY

CUSTOMER ZIP CODE	CUSTOMER TELEPHONE	VIN	VEHICLE MAKE	VEHICLE MODEL	VEHICLE MODEL YEAR	MILEAGE
		KMHDN46D56UXXXXXX	HYUNDAI	ELANTRA	2006	6150

REPORT OR CLAIM DATE	PRODUCTION DATE	DEALER NAME	DEALER STATE
20070321	20060508	FUCCILLO HYUNDAI OF SYRACUSE	NY

## NOTES

3/21/2007 (KMILLER/CVG) CUST STATES:  
CALLED RSA 4 TIMES AND TWICE THEY SAID NO ONE WAS GOING TO HELP  
1ST WAS TOLD NO ONE WOULD HELP  
2ND TOWED TO DLR  
THIRD NO ONE WOULD COME BECAUSE OF WHETHER  
FORTH TIME SAID IT WOULD BE 20 MIN, TOOK THREE HOURS  
BRAKE LIGHT WOULDNT TURN OFF  
FRI ADJUSTED BRAKE AND SAID IT WAS FINE  
STILL HAPPENING  
---WRITER ASKED CUST TO HOLD WHILE CM DOES MORE RESEARCH. CUST  
AGREED.  
---WRITER CONTACTED DLR. DLR ADVISED THAT VEH HAS BEEN DIAGNOSED  
AND IT WAS  
DETERMINED THAT THE BRAKE LIGHT SWITCH WAS DEFECTIVE. DLR  
REPLACED SWITCH AND  
VEH IS NOW READY TO BE PICKED UP. WRITER THANKED DLR.  
---WRITER WENT BACK TO CUST AND ADVISED OF DLR COMMENTS. WRITER  
ADVISED THAT  
CM WILL LOOK INTO PROBLEMS WITH RSA AND FORWARD FILE TO THE  
PROPER PERSONNEL  
CUST UNDERSTOOD AND THANKED CM FOR INFO.

FILE NUMBER	CUSTOMER FIRST NAME	CUSTOMER LAST NAME	CUSTOMER ADDRESS	CUSTOMER CITY
3355219				JACKSONVILLE

3241220				LEVITTOWN
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3407523				SILVER SPRINGS
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CUSTOMER STATE	CUSTOMER ZIP CODE	CUSTOMER TELEPHONE	VIN	VEHICLE MAKE	VEHICLE MODEL
FL			KMH DU46D77UXXXXXX	HYUNDAI	ELANTRA

NY			KMH DU46D67UXXXXXX	HYUNDAI	ELANTRA
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NV			KMHDU46D08UXXXXXX	HYUNDAI	ELANTRA
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VEHICLE MODEL YEAR	MILEAGE	REPORT OR CLAIM DATE	PRODUCTION DATE	DEALER NAME
2007	23772	20080731	20061130	HYUNDAI OF NORTH JACKSONVILLE

2007	14700	20080310	20070305	GIUFFRE HYUNDAI
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2008	28000	20081003	20070723	LITHIA HYUNDAI OF RENO
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DEALER STATE	NOTES
FL	<p>7/31/2008CUST STATES:☐</p> <ol style="list-style-type: none"> <li>1. BRAKE LIGHT IS OUT.☐</li> <li>2. THE BRAKE LIGHT SWITCH NEEDS TO BE REPLACED.☐</li> <li>3. INQUIRING IF THE BRAKE LIGHT SWITCH IS COVERED UNDER WARR.☐</li> <li>4. CUST DOES NOT WANT TO DRIVE WITH THE BRAKE LIGHT OUT AS CUST DOES NOT☐ WANT TO BE PULLED OVER.☐</li> <li>5. VEH IS CURRENTLY AT A 3RD PARTY DLR.☐</li> <li>6. INQUIRING IF CUST CAN BE REIMBURSED FOR REPAIR IF CUST HAS 3RD PARTY REPLACE THE BRAKE LIGHT SWITCH.☐</li> <li>7. DLR IS CLOSED, INQUIRING IF RENTAL ASSISTANCE IS AVAILABLE.☐</li> </ol> <p>---WRITER UPDATED THE FILE. WRITER RETRIEVED PART NUMBER: 938103K000. WRITER ADVISED THE CUST THE PART STILL HAS COVERAGE UNDER THE 5/60 NVLW. ADVISED HOWEVER THAT THE WARR ONLY WORKS AT THE HYUNDAI DLR. ADVISED IF CUST DOES NOT WANT TO DRIVE THE VEH, CUST CAN HAVE THE VEH TOWED TO THE NEAREST DLR. WRITER ADVISED THAT VEH RENTAL IS NOT A PROVISION OF THE WARR. ADVISED THAT CUST CAN INQUIRE IF FL111 PROVIDES LOANER VEH'S. CUST UNDERSTOOD AND THANKED WRITER FOR ASSISTANCE.☐</p> <p>---THIS CASE IS CLOSED.☐</p> <p>-----</p>

<p>NY</p>	<p>1. THE ACCELERATOR CABLE WAS PUT ON IMPROPERLY, WHICH CAUSED OTHER PROBLEMS.□</p> <p>2.VEH WON'T SHIFT, THIS IS A WHOLE SEPARATE ISSUE.□</p> <p>3. CUST IS CONCERNED THAT THE LAST ISSUE LED TO THIS CURRENT ISSUE□</p> <p>4. ALSO CUST WOULD LIKE TO RECEIVE A LOANER VEH□</p> <p>5. CUST IS A LOYAL CUST, HAS OWNED 2 HYUNDAI VEH'S.□</p> <p>--CM VERIFIED CUST INFORMATION, AND UPDATED. CM INFORMED CUST THERE ARE NO RECALLS OR CAMPAIGNS. CUST HAVING ISSUES WITH HIS HYUNDAI IS VERY UNUSUAL, CUST ADVISED TO CALL CM BACK AT HCA AFTER CUST VEH GETS BACK INTO THE DLR FOR SERV. TO HAVE CM SEE ABOUT WHETHER OR NOT THERE ARE BACK ORDER PARTS, AND TO COLLECT THE NECESSARY INFORMATION SO THAT CM COULD FURTHER INVESTIGATE WHETHER OR NOT THE REGIONAL DEPT AT HYUNDAI WILL NEED TO BE INFORMED, AND TO CHECK INTO A 3 DAY RENTAL VEH. CM INFORMED CUST THAT LOANER OR RENTAL VEH'S ARE NOT A PROVISION OF WARRANTY, IN CERTAIN CASES A LOANER VEH MAY BE PROVIDED, BUT CM WILL NEED TO GATHER MORE INFORMATION AND SEE WHAT THE DLRSP DIAGNOSIS. PROVIDED CASE #, CM NAME AND EXT. RESOLVED ALL FOR NOW. THANKED CUST FOR CALLING HCA.□</p> <p>PENDING MORE INFORMATION AFTER DIAGNOSIS IS COMPLETED.</p> <p>3/11/2008 CM CALLED THE SERV MANG LATIMEER, CM WAS INFORMED THAT THIS CUST HAS ONLY BEEN TO THE DLR ONE TIME, WHICH WAS 3/9/08, THIS WAS ON A SUNDAY, THERE IS NO WARRANTY REPAIRS DONE ON SUNDAY'S SO CUST WAS SUPPOSE TO BRING HIS VEH BACK ON MONDAY AND STILL HAS NOT BROUGHT THE VEH BACK TO THE DLRSP.□</p> <p>CALL ENDED □</p> <p>CASE CLOSED UNLESS FURTHER CONTACT FROM CUST.</p> <p>3/11/2008 CM CALLED CUST TO INFORM CUST THAT CUST WILL NEED TO TAKE THE VEH BACK TO DLRSP SO HYUNDAI IS ABLE TO DIAGNOSE AND REPAIR CUST VEH.□</p> <p>CUST WAS NOT AVAILABLE, THE PERSON WHOM ANSWERED THE PHONE WAS INFORMED THAT HCA WILL WAIT TO HEAR BACK FROM CUST.□</p>
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<p>NV</p>	<p>1. ESC LIGHT KEEPS COMING ON , VEH HAS BEEN TO DLR FOR 5 TIMES FOR SAME CONCERN, THIS IS A SAFETY CONCERN AND HAS TO TAKE A WHOLE DAY OFF TO TAKE VEH TO DLR PER IS AN HOUR AWAY FROM CUST RESIDENCE.□</p> <p>2. FRUSTRATED DLR ORDER THE WRONG PART AND HAS PLACED ORDER AGAIN FOR THE PART THAT NEEDS TO BE REPLACED. CUST HAS VEH.□</p> <p>□</p> <p>--WRITER THANKED CUST FOR CALLING WRITER VERIFIED CUST INFORMATION, WRITER APOLOGIZED FOR INCONVENIENCE AND PUT CUST ON HOLD TO CALL DLR AND FIND OUT MORE INFORMATION ABOUT CUST VEH CONCERN SEE DLR NOTES. BASED ON WRITER'S CONVERSATION WITH DLR WRITER ADVISED CUST WILL BE OPENING CASE TO REGIONAL OFFICE FOR ASSISTANCE. WRITER INFORMED CUST SOMEONE FOR REGIONAL WILL BE CALLING CUST BACK WITHIN 3-4 BUSINESS DAYS. WRITER GAVE NAME CASE# AND EXTENSION.</p> <p>10/3/2008--WRITER CALLED DLR NV014 AND SPOKE TO SVC ADVISOR ANDREW PER SVC MANAGER WAS NOT AVAILABLE. ANDREW PROVIDED THE FOLLOWING INFORMATION.□</p> <p>□</p> <p>BRAKE LIGH ESC LIGHT COMING ON REPLACED SWITH TWICE HAS □ HAS BEEN TO DLR FOR 5 TIMES SAME ISSUE□</p> <p>□</p> <p>09/22/08 26,761</p> <p>10/3/2008---open to region---□</p> <p>1. writer is submitting file to region per cust is having issues with the brake system, cust has been to dlr NV014 5 times for same concern.□</p> <p>2. veh has been to dlr for same concern 5 times□</p> <p>3. dates and miles are as follow:□</p> <p>-09/22/</p> <p>10/6/2008 Attn Region:□</p> <p>----□</p> <p>The customer states the following:□</p>
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FILE NUMBER	CUSTOMER FIRST NAME	CUSTOMER LAST NAME	CUSTOMER ADDRESS	CUSTOMER CITY
1071438				TUCKERMAN
3266153				FREDERICKSBURG

1036837				FREDERICKSBURG
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CUSTOMER STATE	CUSTOMER ZIP CODE	CUSTOMER TELEPHONE	VIN	VEHICLE MAKE	VEHICLE MODEL
AR			KNDMC233176XXXXXX	HYUNDAI	ENTOURAGE
VA			KNDMC233X76XXXXXX	HYUNDAI	ENTOURAGE

VA			KNDMC233X76XXXXXX	HYUNDAI	ENTOURAGE
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VEHICLE MODEL YEAR	MILEAGE	REPORT OR CLAIM DATE	PRODUCTION DATE	DEALER NAME
2007	16000	20070820	20060305	TERMINATED...NORTH POINT HYUND
2007	21000	20080411	20060712	POHANKA HYUNDAI OF FRDRCKSBRG

2007	5008	20070226	20060712	POHANKA HYUNDAI OF FRDRCKSBURG
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DEALER STATE	NOTES
AR	<p>08/20/07 (DPOTT/CVG) CUST STATES:</p> <ol style="list-style-type: none"> <li>1. VEH WOULD NOT GO INTO REVERSE ON 08/17/07.</li> <li>2. DLR JUST CALLED THE CUST TO ADVISE THE CUST VEH WAS FIXED.</li> <li>3. DLR DID NOT OFFER A LOANER VEH AND WAS WITHOUT A VEH FOR 4 DAYS.</li> <li>4. DID NOT RENT VEH BUT WANT TO BE PAID FOR TIME WAS WITHOUT VEH.</li> <li>5. DLR WAS SUPPOSE TO SPEAK WITH THE REGIONAL TO GET SOME KIND OF COMPENSATION FOR CUST NOT HAVING VEH FOR 4 DAYS. CM CREATED FILE GAVE FILE# GAVE CUST FILE J# NAME AND EXT AND EXPLAINED THT HYUNDAI DOES NOT HAVE RENTAL VEH IN THE WARR CM CALLED DLR AR014 AND WAS TOLD BRAKE LIGHT SWITCH HAD GONE OUT VEH IS FIXED AND CUST CAN PICK UP VEH .DLR DID NOT HAVE A LOANER VEH TO OFFER CUST CM ASKED CUST IF SOMEONE FROM OFFICE TOLD CUST THAT A REP WOULD BE CALLING CUST .DLR STATES NO ONE FROM SERVICE DEPT WOULD HAVE TOLD CUST THIS CM THANKED SERVICE DEPT FOR TIME AND CALL ENDED. CM ASKED CUST WHAT PERSON TOLD CUST THIS AND CUST STATES WERE VEH WAS BOUGHT. CM APOLOGIZED FOR THE VEH BEING DOWN FOR 4 DAYS EXPLAINED THE WARR TO CUST AND THAT RENTAL AND LOANERS ARE NOT PART OF WARR AND AS CUST DID NOT GET A RENTAL THAT HCA CANNOT CREDIT FOR A VEH THAT CUST DID NOT RENT. CUST NOT HAPPY WITH INFO BUT THANKED CUST FOR INFO CM GAVE FILE# NAME AND EXT AND UPDATED FILE-----</li> </ol>
VA	<p>4/11/2008 THIS IS A DUPLICATE CASE SEE CASE 3260565 □  CUST STATES □</p> <ol style="list-style-type: none"> <li>1. OCT 6 06 PURCHASED VEH □</li> <li>2. 3 WKS LATER ESC LIGHT WENT ON NOV 4 THE BRAKE LIGHT SWITCHCH DIAGNOSED AND CHANGED OUT BY DLR VA 014 □</li> <li>3. NOV 6 BRAKE LIGHT STUCK ON BUT BY DEPRESSING BR</li> </ol>

VA	<p>2/26/07 (MMART/CVG) CUST STATES:</p> <ol style="list-style-type: none"><li>1. CUST SENT AN EMAIL LAST WEEK REGARDING CONCERN.</li><li>2. CUST IS SUPPOSED TO CALL HCA WITH CONCERN.</li><li>3. CUST HAS HAD MANY PROBLEMS WITH BRAKE LIGHT SWITCH IN VEH.</li><li>4. BATTERY HAS BEEN DRAINED.</li><li>5. CUST MET UP WITH HYUNDAI REP STEVE HICKMAN NOT TOO LONG AGO.</li></ol> <p>-----CM UPDATED FILE AND WARM TRANSFER TO IQS MEMBER (TGORD/CVG/IQS). -----</p> <p>2/26/07 (TGORD/CVG/IQS) CUST STATES:</p> <ol style="list-style-type: none"><li>1. FEELS THIS IS A SAFETY ISSUE WITH VEH. THAT VEH BRAKE LIGHT SWITCH NOT FUNTIONING PROPERLY COULD LEAD TO A COLLISON.</li><li>2. VEH DID NOT HAVE WORKING BRAKE LIGHTS ON AN OCCASION WHEN BRAKE LIGHT SWITCH FAILED.</li><li>3. SVC MGR @ DLR HAS BEEN VERY HELPFUL IN THIS SITUATION. HAVE NO ISSUES WITH HOW DLR HAS HANDLED THIS CONCERN.</li><li>4. BRAKE LIGHT SWITCH HAS BEEN REPLACED TWICE. CONCERNED THAT THIS MAY BE A RECURRENT ISSUE WITH VEH.</li><li>5. ASKS IF THIS IS A KNOWN PROBLEM WITH THIS MODEL OF VEH.</li><li>6. ASKS HOW THIS INFORMATION WILL BE HANDLED. WILL CUST BE CONTACTED REGARDING THIS CONCERN.</li><li>7. THAT PREVIOUS CONCERN WITH AUDIO SYSTEM WAS AN INCONVENIENCE. THAT DLR REPLACED AUDIO SYSTEM TWICE BEFORE CONCERN RESOLVED.</li></ol> <p>---WRITER THANKED CUST FOR CONTACTING HCA &amp; PROVIDING DETAILS OF CONCERN. TO ALLOW HCA TO RESEARCH &amp; FORWARD INFO TO HMA FOR REVIEW. THAT WRITER WILL CALL DLR FOR DETAILS OF VEH @ DLR. THAT CUST CONCERNS ARE BEING NOTED IN FILE @ THIS TIME. NO GUARANTEE THAT FILE WILL BE REVIEWED OR CUST WILL BE CONTACTED. WRITER OFFERED GOODWILL REIMBURSEMENT TO CUST FOR SVC/MAINT @DLR FOR LUBE/OIL/FILTER. THIS IS A GIFT FROM HMA TO ASSURE CUST THAT HMA APPRECIATES CUST. THAT NO INFO REGARDING THIS CONDITION BEING A KNOWN PROBLEM WITH THIS MODEL OF VEH.</p>
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FILE NUMBER	CUSTOMER FIRST NAME	CUSTOMER LAST NAME	CUSTOMER ADDRESS	CUSTOMER CITY
1015171				CHICAGO

1039195				RICHMOND
3454770				FRAMINGHAM

3365579				LAKEWOOD
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3451772				JOHNSON CITY
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3166254				HEMET
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CUSTOMER STATE	CUSTOMER ZIP CODE	CUSTOMER TELEPHONE	VIN	VEHICLE MAKE	VEHICLE MODEL
IL			5NMSH13E77HXXXXXX	HYUNDAI	SANTA FE

TX			5NMSH13E07HXXXXXX	HYUNDAI	SANTA FE
MA			5NMSH73E37HXXXXXX	HYUNDAI	SANTA FE

CA			5NMSH13EX7HXXXXXX	HYUNDAI	SANTA FE
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NY		5NMSG13DX7HXXXXXX	HYUNDAI	SANTA FE
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CA			5NMSH73E27HXXXXXX	HYUNDAI	SANTA FE
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VEHICLE MODEL YEAR	MILEAGE	REPORT OR CLAIM DATE	PRODUCTION DATE	DEALER NAME
2007	6500	20061016	20060531	LOREN HYUNDAI

2007	3000	20070308	20060824	ERNIE GUZMAN HYUNDAI OF ROSENB
2007	23000	20081203	20061005	HERB CONNOLLY HYUNDAI

2007	22700	20080813	20070104	LAMAR HYUNDAI
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2007	18000	20081201	20070116	LOREN HYUNDAI
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2007	3400	20071127	20070619	FINDLAY HYUNDAI
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DEALER STATE	NOTES
IL	<p>10/16/06 (JKIRBY/CVG) CUST STATED:</p> <ol style="list-style-type: none"> <li>1. HAVING PROBLEMS WITH THE VEH, CUST DOES NOT LIKE THE VEH AFTER ONE WEEK OF HAVING THE VEH.</li> <li>2. WANTS TO EXCHANGE THE VEH.</li> <li>3. FIRST PROBLEM IT WAS RAINING AND THE WATER LEAKS IN FROM THE ROOF, PURCHASED THE VEH ABOUT 1 MONTH A FEW DAYS AGO. SECOND PROBLEMS THE GEAR WAS STUCK AND THE VEH WOULDNT MOVE SO THE VEH WAS TOWED INTO THE DLR FOR REPAIRS.</li> <li>4. THINKS THIS PROBLEM SHOULD BE REASON ENOUGH TO EXCHANGE THE VEH.</li> <li>5. VEH IS LETTING WATER IN FROM THE TOP OF THE WINDSHIELD, CENTER AREA OF THE DRIVER SIDE WHERE THE WINDSHIELD MEETS THE FRAME.-- WRITER ADVISED CUST THAT DLRS ARE INDEPENDENTLY OWNED AND THAT THE WRITER WILL CONTACT DLR TO GET MORE INFORMATION ON THE VEH REPAIRS. CUST STATED THAT THE VEH IS AT THE DLR/IL003, WRITER CONTACTED DLR/IL003/847-729-0300, SPOKE WITH BRIAN/SERVICE ADVISOR, FIRST TIME SEEN WAS 10/3/06 MILES: 2810 WAS FOR WINDSHIELD LEAKING, REPAIRED WINDSHIELD, SECOND TIME SEEN: WOULDNT COME OUT OF GEAR, 10/10/06 MILES: 3295, REPLACED BRAKE LIGHT SWITCH IN THE VEH, REPAIRS ARE NOW FINISHED. WRITER ADVISED CUST OF THE INFORMATION GIVEN BY THE DLR. CUST SPEAKS KOREAN, WRITER DID GET AN INTERPRETER ON THE LINE, WRITER DID ADVISE THE CUST OF THE FILE NUMBER AND THE CONTACT INFORMATION TO THEWRITER.</li> </ol> <p>-----INFORMATION FOR OPENING FILE TO REGION-----</p> <ol style="list-style-type: none"> <li>1. WRITER IS SUBMITTING FILE TO REGION DUE TO THE CUSTOMER HAVING AN ISSUE WITH THE VEH. CUST WANTS TO HAVE THE VEH REPLACED DUE TO THE PROBLEMS THE CUST IS HAVING WITH THE VEH. THE VEH HAS AT THE DLR 2 TIMES NOW FOR 2 DIFFERENT PROBLEMS WITH THE VEH.</li> <li>2. THE VEH HAS BEEN TO THE DLR 2 TIMES FOR 2 DIFFERENT PROBLEMS. 10/3/06, 2810 MILES, WINDSHIELD WAS LEAKING WATER FROM THE OUTSIDE IN, DLR REPAIRED THE LEAK IN THE WINDSHIELD. 10/10/06, 3295 MILES, VEH WOULDNT COME OUT OF PARK - VEH WAS TOWED IN TO THE DLR, DLR</li> </ol>

TX	<p>03/08/07 (LTAYLOR/CVG) CUST STATES :</p> <ol style="list-style-type: none"> <li>1. BRAKE LIGHTS NOT WORKING</li> <li>2. HEAD LIGHTS NOT WORKING</li> <li>3. WHERE IS THE NEAREST DLR--WRITER TOLD CUST THAT THE NEAREST DLR WAS JENKINS HYUNDAI AND GAVE ADDRESS AND PH #. CUST THANKED WRITER.</li> </ol> <p>-----</p> <p>03/08/07 (ABOSC/CVG/IQS) WRITER UPDATED FILE FOR IQS/NOW OB FOLLOW UP.</p> <p>-----</p> <p>3/9/07 (TGORD/CVG/IQS) WRITER CALLED CUST FOR IQS FOLLOW UP - INBOUND CALLED HOME# &amp; CALL ANSWERED BY BUSINESS ANSWERING SVC. CALL FWD TO VMAIL.VMSG LEFT. GAVE NAME, HCA#, FILE# &amp; IVR INFO.CALLED WORK# &amp; VMSG LEFT. GAVE NAME, HCA#, FILE# &amp; IVR INFO.</p> <p>-----</p> <p>3/12/07 (TGORD/CVG/IQS) WRITER CALLED FL089 &amp; SVC ADV BOB STATES:</p> <ol style="list-style-type: none"> <li>1. VEH @ DLR FOR CEL ON CONDITION. DLR DIAGNOSIS = BRAKE LAMP SWITCH REQUIRED REPLACEMENT. DLR REPLACED BRAKE LAMP SWITCH.</li> <li>2. VEH TOWING TRAILER. DLR ADVISED CUST THAT TRAILER WIRING MAY BE AFFECTING CAUSING CONCERN.</li> <li>3. GIVES CUST CELL# TO ALLOW HCA TO CONTACT FOR FOLLOW UP.</li> <li>4. ASKS WRITER TO CALL BACK TO SVC MGR FOR FURTHER INFO IF REQUIRED. SVC MGR IS UNAVAILABLE @ THIS TIME.--WRITER THANKED BOB FOR INFO &amp; ASSIST TO CUST.--WRITER CALLED CUST CELL#(REDACT) &amp; VMSG LEFT.</li> </ol> <p>WRITER GAVE NAME, EXT#, FILE# &amp; HCA#. SECOND MSG LEFT.</p> <p>-----</p> <p>03/13/07 (KJACK/CVG) CUST STATES:</p> <ol style="list-style-type: none"> <li>1. DLR WAS ABLE TO RESOLVE ISSUE AND CUST WAS ABLE TO CONTINUE ON TRIP.</li> </ol>
MA	<p>12/3/2008CUST STATES □</p> <p>1 STOP LIGHT SWITCH DOES NOT WORK 1/2 X 1/2 INCH SHIFT INTERLOCK OVERRIDE WAS REMOVED TO BE ABLE TO GO INTO REVERSE. AND SUBSEQUENTLY LOST THE HALFF INCH COVER PIECE AND IS AFRAID CONTAMINATES WILL GET IN AND CORRUPT MECHANICS □</p> <p>--WRITER STATES THAT PROBABALY IS A LEGITIMATE ASSUMPTION BUT UNSURE AND WILL CALL DLR □</p> <p>--WRITER VERIFIED CONTACT INFORMATION AND CONTACTED □ SERVICE MANAGER</p> <p>12/3/2008 SPOKE TO SERVICE MANAGER TAMMY BAKER IF THIS PIECE WAS NOT AVAILABLE AS PART NUMBER WITH OUT REPLACING CONSOLE BUT IF CUST WOULD LIKE TO GET ASSISTANCE IN LOCATING MISSING PIECE THAT WOULD BE HAPPY TO OBLIGE WITH FEE INVOLVED TO PREVENT FURTHER DAMAGE</p> <p>12/4/2008---CUST STATED: □</p> <p>1.CUST REQUESTING TO SPEAK WITH CM/JP □</p> <p>--WRITER STATED: □</p> <p>WRITER ADVISED THE CUST THAT THE CM WAS NOT AVAILABLE AND THE WRITER TRIED TO ASSIST AND THE CUST WAS WANTING TO SPEAK WITH CM FOR FURTHER ASSIST. □</p> <p>WRITER ENDED THE CALL AND LEFT C12/4/2008C</p>

CA	<p>8/13/2008 CUST STATES:□</p> <ol style="list-style-type: none"> <li>1. DLR CANNOT FIGURE OUT WHAT IS WRONG WITH VEH□</li> <li>2. THIS IS THE 4TH TIME DLR HAS HAD VEH□</li> <li>3. ENGINEER IS COMING OUT FROM HYUNDAI TO ASSIST DLR□</li> </ol> <p>---WRITER VERIFIED CUST INFO. WRITER INFORMED CUST THAT CONCERN HAD BEEN DOCUMENTED, AND WOULD BE SEEN BY THE APPROPRIATE PERSONNEL WITHIN HYUNDAI.□</p> <p>---WRITER CLO CASE</p> <p>9/5/2008 CUST STATES:□</p> <ol style="list-style-type: none"> <li>1. WOULD LIKE TO FILE LEMON LAW COMPLAINT□</li> <li>2. THIS IS THE FOURTH TIME THE VEHICLE HAS BEEN TO DEALER FOR SAME CONCERN □</li> <li>3. ENGINEERING FROM HYUNDAI WENT OUT AND TOOK COMPUTER BOX OUT AND REPLACED IT□</li> <li>4. CHECK ENGINE LIGHT CAME BACK ON□</li> <li>5. VEHICLE IS AT DEALER NOW FOR REPAIRS □</li> <li>6. DEALER HAS STATED LIGHT IS OFF NOW□</li> </ol> <p>--WRITER VERIFIED CUST. WRITER ADVISED CUST WILL PLACE ON HOLD TO CONTACT DEALER FOR MORE INFORMATION ON THIS CONCERN. CUST AGREED. CALL GOT DISCONNECTED BEFORE WRITER TO INFORM CUST OF WHAT DEALER STATED (SEE DEALER NOTES). □</p> <p>--CASE FORWARDED TO CA REGIONAL LIAISON--</p> <p>9/5/2008 WRITER CONTACTED DEALER CA076 AND SPOKE TO SERVICE ADVISOR BRANDON WHO STATED:□</p> <ol style="list-style-type: none"> <li>1. VEHICLE HAS BEEN TO DEALER 4 TIMES FOR THIS CONCERN□</li> <li>2. THE DATES, MILEAGE AND REPAIR ATTEMPTS ARE AS FOLLOWS□</li> </ol> <p>--FEBRUARY 20, 2008 @ 12,320 MILES VEHICLE WAS STUTTERING AND CHECK ENGINE LIGHT WAS FLASHING □</p> <p>--JUNE 10, 2008 @ 18,533 MILES CHECK ENGINE LIGHT ON, CAUSE A RANDOM MISFIRE, PERFORM TSB REPROGRAM□</p> <p>--AUGUST 27, 2008 @ 21,804 MILES PCM WAS REMOVED AND SENT IT OUT TO HMA HEADQUARTERS FOR RE PROGRAMMING: HYUNDAI REP WAS CALLED □</p>
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NL	<p>12/1/2008 CUST STATED:□</p> <ol style="list-style-type: none"> <li>1. CUST HAS HAD MULTIPLE PROBLEMS WITH VEH□</li> <li>2. CUST HAS SPOKEN WITH DLR TRYING TO MAKE ARRANGEMENTS FOR A TRADE OF VEH, HOWEVER CUST OWES MORE ON VEH THAN CUST WANTS TO PAY□</li> <li>3. CUST HAS BEEN INFORMED OF LEMON LAW AND IS LOOKING FILE AS NEXT STEP□</li> </ol> <p>--WRITER THANKED CUST FOR CALLING. WRITER LISTENED TO CUST CONCERN. WRITER VERIFIED CUST INFO. WRITER INFORMED CUST THAT WRITER NEEDS TO CONTACT DLR FOR MORE INFO. CUST UNDERSTOOD AND AGREED TO HOLD.□</p> <p>---WRITER THANKED CUST FOR HOLDING. WRITER INFORMED CUST THAT VEH CONCERN MAY BE ADDRESSED BY REGIONAL OFFICE. WRITER INFORMED CUST OF NAME, NUMBER, EXTENTION, AND CASE NUMBER. CUST UNDERSTOOD.□</p> <p>WRITER WILL FORWARD CASE TO REGION</p> <p>12/1/2008 WRITER CONTACTED SERVICE MANAGER GEORGE AT DLR NY024□</p> <p>DLR NY024 STATED:□</p> <ol style="list-style-type: none"> <li>1. VEH WAS AT DLR MULTIPLE TIMES□</li> <li>2. DATES AND MILEAGE ARE AS FOLLOWS:□ <ul style="list-style-type: none"> <li>11/18/08 20,322 MILES ESC LIGHT ILLUMINATED. REPLACED INNER LOCK MODULE AND BRAKE LIGHT SWITCH.□</li> <li>08/08/08 18,000 MILES REPLACED PARK LOCK INSIDE IGNITION□</li> <li>08/03/08 17,900 MILES REPLACED IGNITION SWITCH□</li> <li>11/26/07 10,000 MILES CHECK ENGINE LIGHT ILLUMINATED. REPLACED BRAKE LIGHT SWITCH□</li> </ul> </li> <li>3. DLR HAS USED TECH LINE□</li> </ol> <p>--WRITER THANKED DLR FOR TIME AND INFO</p> <p>12/1/2008 CUST STATES □</p> <ol style="list-style-type: none"> <li>1. WOULD LIKE TO SPEAK WITH CM MM□</li> </ol> <p>□</p> <p>---WRITER VERIFED CUST INFO. WRITER PLACED CUST ON HOLD AND WHEN</p>
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ID	<p>11/27/2007 Cust states: □</p> <p>1. Just bought veh the end of October. Took trip 1044 miles and the esc light and CEL went on halfway through the trip. Cust looked in OM and it stated the CEL light meant it was an exhaust problem. Cust then went to exhaust in OM and it stated it could cause asphixiation or death. □</p> <p>2. Cust drove 200 miles to Casper Wyoming. It was very cold and cust had windows rolled down and did not go above 50 mph. Got pulled over by state trooper as he was going so slow. Trooper stated brake lights were not working either. Cust told trooper that this was a brand new veh and cust would get it repaired. As trooper walked away stated: "I'm not giving you a ticket, but you should have bought a Honda". □</p> <p>3. Monday morning took to dlr fixed it up in two minutes and said all problems were related to the brake light switch. □</p> <p>a faulty brake light switch. □</p> <p>4. Cust also wants to know why cust is getting 19 mph on the city and 20.5 mph in the highway. Cust would like writer to contact cust with some sort of explanation □</p> <p>Writer empathized with cust and talked for a little while with cust. Told cust everything would be documented and gave case # to cust. Also, gave writer's name and ext. and stated writer would see what could find out and call cust back today or tomorrow.</p> <p>11/28/2007 Writer found out. Cust needs to go to dlrsp for MPG in city and highway and have a fuel consumption test and diagnosis. □</p> <p>Writer and cust was unavailable but spoke with lady and told her to let cust know to just take veh to dlrsp to have a fuel consumption test and diagnosis to make sure it is running correctly. Case is closed.</p> <p>11/29/2007-CUST STATES: □</p> <p>1. WOULD LIKE TO SPEAK TO RHIECHTLE. □</p>
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FILE NUMBER	CUSTOMER FIRST NAME	CUSTOMER LAST NAME	CUSTOMER ADDRESS
3186759	[REDACTED]	[REDACTED]	[REDACTED]

1067068	[REDACTED]	[REDACTED]	[REDACTED]
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3361544	[REDACTED]	[REDACTED]	[REDACTED]
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1061311	[REDACTED]	[REDACTED]	[REDACTED]
3379223	[REDACTED]	[REDACTED]	[REDACTED]

1015459	[REDACTED]	[REDACTED]	[REDACTED]
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3220064	[REDACTED]	[REDACTED]	[REDACTED]
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3333398			
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3215360	[REDACTED]	[REDACTED]	[REDACTED]
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3305196	[REDACTED]	[REDACTED]	[REDACTED]
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3130499	[REDACTED]	[REDACTED]	[REDACTED]
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1060206	[REDACTED]	[REDACTED]	[REDACTED]
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3323648	[REDACTED]	[REDACTED]	[REDACTED]
3280257	[REDACTED]	[REDACTED]	[REDACTED]

3389225	[REDACTED]	[REDACTED]	[REDACTED]
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3504233			
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3349790	[REDACTED]	[REDACTED]	[REDACTED]
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3488647	[REDACTED]	[REDACTED]	[REDACTED]
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3359480	[REDACTED]	[REDACTED]	[REDACTED]
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3488060	[REDACTED]	[REDACTED]	[REDACTED]
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1029042	[REDACTED]	[REDACTED]	[REDACTED]
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1068308			
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3224250	[REDACTED]	[REDACTED]	[REDACTED]
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3377536	[REDACTED]	[REDACTED]	[REDACTED]
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3354595	[REDACTED]	[REDACTED]	[REDACTED]
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1062845	[REDACTED]	[REDACTED]	[REDACTED]
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3221177	[REDACTED]	[REDACTED]	[REDACTED]
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3416161	[REDACTED]	[REDACTED]	[REDACTED]
3368415	[REDACTED]	[REDACTED]	[REDACTED]

3255259	[REDACTED]	[REDACTED]	[REDACTED]
1071100	[REDACTED]	[REDACTED]	[REDACTED]

3233302	[REDACTED]	[REDACTED]	[REDACTED]
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3179938	[REDACTED]	[REDACTED]	[REDACTED]
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3504382	[REDACTED]	[REDACTED]	[REDACTED]
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3188220	[REDACTED]	[REDACTED]	[REDACTED]
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3246873	[REDACTED]	[REDACTED]	[REDACTED]
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3319297	[REDACTED]	[REDACTED]	[REDACTED]
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3420532	[REDACTED]	[REDACTED]	[REDACTED]
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3392858	[REDACTED]	[REDACTED]	[REDACTED]
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3491950	[REDACTED]	[REDACTED]	[REDACTED]
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CUSTOMER CITY	CUSTOMER STATE	CUSTOMER ZIP CODE	CUSTOMER TELEPHONE	VIN	VEHICLE MAKE
[REDACTED]	CA	[REDACTED]	[REDACTED]	KMHET46C36A [REDACTED]	HYUNDAI

WESTERVILLE	OH	██████████	XXXXXXXXXX	KMHET46C26A	██████████	HYUNDAI
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CANTON	MI	████	██████████	5NPEU46F66H █████	HYUNDAI
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MEXICO	MO	████	██████████	5NPEU46F06H████	HYUNDAI
GLENDALE	AZ			5NPEU46F46H████	HYUNDAI

NASHVILLE

TN

[REDACTED]

[REDACTED]

5NPEU46FX6H

[REDACTED]

HYUNDAI

VANCOUVER	WA	[REDACTED]	[REDACTED]	5NPEU46F36H [REDACTED]	HYUNDAI
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GREENSBORO	NC	[REDACTED]	[REDACTED]	5NPEU46F76H [REDACTED]	HYUNDAI
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BELLEVUE	WA	[REDACTED]	[REDACTED]	5NPEU46F36H [REDACTED]	HYUNDAI
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NORWALK	CT	[REDACTED]	[REDACTED]	5NPEU46F36H [REDACTED]	HYUNDAI
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LOS FRESNOS	TX	████	██████████	5NPEU46F56H █████	HYUNDAI
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ZACHARY	LA	████	██████████	5NPEU46F36H █████	HYUNDAI
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TAMPA	FL	████	██████████	5NPET46C06H ██████	HYUNDAI
MADISON	AL			5NPEU46FX6H ██████	HYUNDAI

NAPLES	FL	[REDACTED]	[REDACTED]	5NPET46CX6H [REDACTED]	HYUNDAI
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KANSAS CITY	MO	[REDACTED]	[REDACTED]	5NPEU46F46H [REDACTED]	HYUNDAI
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VAN BUREN	AR	[REDACTED]	[REDACTED]	5NPEU46F46H [REDACTED]	HYUNDAI
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SWEDESBRO	NJ	[REDACTED]	[REDACTED]	5NPEU46F86H [REDACTED]	HYUNDAI
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BEAR	DE	████		5NPEU46F66H █████	HYUNDAI
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SLIDELL	LA	████	██████████	5NPEU46F86H █████	HYUNDAI
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DUMFRIES	VA	[REDACTED]	[REDACTED]	5NPEU46F16H [REDACTED]	HYUNDAI
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PORT RICHEY	FL	████	██████████	5NPEU46F16H████	HYUNDAI
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JERSEY CITY	NJ	[REDACTED]	[REDACTED]	5NPEU46F76H [REDACTED]	HYUNDAI
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PRATTVILLE	AL
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██████████

5NPEU46F56H

████

HYUNDAI

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GLENDALE	AZ	██████		5NPEU46F96H ██████	HYUNDAI
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JUNCTION CITY	KS	[REDACTED]	[REDACTED]	5NPEU46F16H [REDACTED]	HYUNDAI
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FRUITLAND PARK	FL	[REDACTED]	[REDACTED]	5NPEU46F36H [REDACTED]	HYUNDAI
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MAPLE GROVE	MN			5NPEU46FX6H [REDACTED]	HYUNDAI
MIAMI	FL	[REDACTED]	[REDACTED]	5NPEU46F27H [REDACTED]	HYUNDAI

ASHBURN	VA	[REDACTED]	[REDACTED]	5NPET46C47H [REDACTED]	HYUNDAI
KENNA	WV	[REDACTED]	[REDACTED]	5NPET46C97H [REDACTED]	HYUNDAI

YONKERS	NY	[REDACTED]	[REDACTED]	5NPET46C97H [REDACTED]	HYUNDAI
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SALEM	NH	[REDACTED]	[REDACTED]	5NPET46CX7H [REDACTED]	HYUNDAI
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KISSIMMEE	FL	████	██████████	5NPET46C07H █████	HYUNDAI
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MAYNE ISLAND		████████	████████	5NPET46C87H ██████████	HYUNDAI
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OREGON CITY	OR	████	██████████	5NPEU46C78H████	HYUNDAI
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BROOKLYN	MS	[REDACTED]	[REDACTED]	5NPEU46C48H [REDACTED]	HYUNDAI
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BROOKLYN	MS	[REDACTED]	[REDACTED]	5NPEU46C48H [REDACTED]	HYUNDAI
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CAMILLUS	NY	[REDACTED]	[REDACTED]	5NPET46C78H [REDACTED]	HYUNDAI
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WILLIAMSVILLE	NY	[REDACTED]	[REDACTED]	5NPEU46C58H [REDACTED]	HYUNDAI
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VEHICLE MODEL	VEHICLE MODEL YEAR	MILEAGE	REPORT OR CLAIM DATE	PRODUCTION DATE
SONATA	2006	11000	20071226	20050418

SONATA	2006	31984	20070730	20050503
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SONATA	2006	67684	20080808	20050822
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SONATA	2006	20000	20070629	20050830
SONATA	2006	714	20080829	20050908

SONATA	2006	4200	20061017	20050915
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SONATA	2006	32784	20080208	20050927
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SONATA	2006	66000	20080707	20051004
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SONATA	2006	20000	20080604	20051005
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SONATA	2006	52000	20080530	20051006
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SONATA	2006	71000	20071009	20051008
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SONATA	2006	31000	20070625	20051114
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SONATA	2006	31222	20080623	20051116
SONATA	2006		20080429	20051201

SONATA	2006	29000	20080911	20051209
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SONATA	2006	50295	20090206	20060109
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SONATA	2006	52000	20080725	20060112
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SONATA	2006	41000	20090120	20060117
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SONATA	2006	64000	20080806	20060124
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SONATA	2006	38000	20090120	20060127
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SONATA	2006	9000	20070116	20060127
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SONATA	2006	34000	20070803	20060130
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SONATA	2006	29994	20080214	20060207
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SONATA	2006	25872	20080828	20060221
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SONATA	2006	41000	20080731	20060224
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SONATA	2006	24415	20070904	20060320
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SONATA	2006	55989	20080211	20060403
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SONATA	2006	28000	20081014	20060404
SONATA	2007		20080818	20060407

SONATA	2007	40000	20080327	20061026
SONATA	2007	52029	20070817	20061109

SONATA	2007	1066	20080227	20061117
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SONATA	2007	18000	20071213	20061205
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SONATA	2007	24500	20090209	20061205
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SONATA	2007	17000	20080402	20070102
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SONATA	2008	6000	20080318	20070514
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SONATA	2008	7000	20080917	20070514
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SONATA	2008	10000	20081020	20070514
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SONATA	2008	6000	20080917	20070613
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SONATA	2008	8000	20090123	20070813
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DEALER NAME	DEALER STATE
TERMINATED...NORM REEVES HYUND	CA

DENNIS HYUNDAI

OH

TERMINATED...STORY HYUNDAI

MI

COLUMBIA HYUNDAI

MO

LARRY MILLER HYUNDAI

AZ

TERMINATED...SOUTHEAST HYUNDAI	TN
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TERMINATED...THOMASON HYUNDAI

OR

TERMINATED...EASTERN CAROLINA	NC
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CAR PROS HYUNDAI

WA

TERMINATED...KEY HYUNDAI OF BR	CT
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DON JOHNSON HYUNDAI

TX

PACIFICO HYUNDAI (CORP.)	NL
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COURTESY HYUNDAI	FL
BENTLEY HYUNDAI	AL

TERMINATED...NAPLES HYUNDAI

FL

LOREN HYUNDAI

NL

BILL WHITE HYUNDAI

AR

PACIFICO HYUNDAI (CORP.)	NL
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PACIFICO HYUNDAI (CORP.)	NL
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EDDIE TOURELLE'S NORTHPARK HYU

LA

POHANKA HYUNDAI OF FRDRCKSBRG

VA

HYUNDAI OF NEW PORT RICHEY

FL

TERMINATED...HUDSON HYUNDAI

NJ

CAPITOL HYUNDAI

AL

LARRY MILLER HYUNDAI

AZ

HYUNDAI OF FAIRFIELD

NL

JENKINS HYUNDAI

FL

TERMINATED...MORRIE'S HYUNDAI	MN
RICK CASE HYUNDAI	FL

EASTERNS HYUNDAI OF LEESBURG	VA
JOE HOLLAND HYUNDAI	WV

TERMINATED...HYUNDAI OF WESTCH

NY

SALEM HYUNDAI

NH

ORLANDO HYUNDAI

FL

NORTHEAST HYUNDAI

NL

BEAVERTON HYUNDAI

OR

CHUCK STEVENS AUTOMOTIVE

MS

CHUCK STEVENS AUTOMOTIVE

MS

FUCCILLO HYUNDAI OF SYRACUSE	NY
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NORTHTOWN HYUNDAI

NY

## NOTES

12/26/2007 Cust stated:□

1. Feels that the LL is the only coarse to take□
2. Been in dlrsp more times than can be remembered.□
3. Wanted to know who the expert's name is that dlr called.□

---Writer explained that this issue needs to be escalated to region and info is being faxed by dlrsp with the long list of visits.□

Gave cust case, name and ext.

12/26/2007 Writer called dlr and spoke to serv rep working on cust veh. There are too many visits to go through over the phone so the records are being faxed to CM

12/27/2007 WRITER RECEIVED A FAX AND FORWARD A COPY TO (PBAILEY).

12/28/2007 Cust States:□

1. Would like to speak with PBAILEY.□
- Writer indicated that PBAILEY is unavailable, □  
-Cust got upset and hung up.□

---caller hung up---

12/28/2007 CUST STATES□

1. I NEED TO SPEAK TO PATRICIA AT EXT 54295 CASE 3186759□
2. I WANT TO TALK TO HER OR I WILL BE GOING HIGHER UP □  
WRITER WILL GIVE MESSAGE TO PATRICIA TO OPEN TO REGION DUE TO DEALER WAS NOT ABLE TO FIXED VEH AND HAD CUST PICK IT UP AND TOLD CUST TO LEAVE VEH THERE PLEASE GIVE CUST A CALL VERY RUDE AND UPSET □

THANK CUST FOR CALLING DO NOT FEEL SAFE IN VEH WHAT A DIFFERENT VEH THANK CUST FOR CALLING □

FORWARD TO CM

12/28/2007 OPEN TO REGION NOTES□

1. Customer expects veh to be replaced since dlrsp can not seem to fix problem. (LL has been mentioned since there are so many things wrong with veh)□
2. Customer states that veh has been in more times than can count; DLRSP has 6 RO's for different issues.□
3. 01-24-06 (01-26-06) 3345 Campaign 072 replaced front seat recliner handle□  
04-28-06 (05-04-06) 4250 after 75 miles eng noise loss of power - possible loose

07/30/2007 (KNULTY/CVG) CUST STATES:

1. ABS SENSOR LIGHT KEEPS COMING ON.
2. FIFTH TIME IN ONE YEAR.
3. IS FRUSTRATED WITH HAVING SO MANY REPAIRS.
4. WOULD LIKE ASSISTANCE IN GETTING THIS RESOLVED.
5. LIGHT HAS COME BACK ON
6. WILL BE TAKING INTO DLR TOMORROW.

--WRITER THANKED CUST FOR CALLING AND EXPLAINED THAT WRITER WILL NEED TO CALL DLR OH027 AND FIND OUT REPAIR DATES. CUST WOULD LIKE A CALL BACK.

----OPEN TO REGION NOTES:

1. WRITER IS SUBMITTING FILE TO REGION DUE TO THE CUSTOMER HAVING AN ISSUE WITH ESC AND ABS SENSOR LIGHTS.
2. CUST HAS HAD VEH INTO DEALERSHIP OH027 4 TIMES IN THE LAST YEAR.
3. THE DATES AND MILEAGE IS AS FOLLOWS: 5/22/07 28302 MILES REPLACED NEW SWITCH FOR BRAKE LIGHT 5/04/2007 27500 ESC LIGHT BRAKE LIGHT ADJUSTMENT 3/1/2007 24594 ADJUSTED BRAKE LIGHT 3/31/2006 8505 BRAKE LIGHT SWITCH SHORTED OUT AND WAS REPLACED.
4. VEH IS WITH THE CUST CURRENTLY, HOWEVER HAS AN APPOINTMENT ON 7/31/2007
5. DLR TECHLINE OR DPSM HAS NOT BEEN INVOLVED
6. THE ISSUE IS INTERMITTENT AND HAPPENS EVERY FEW MONTHS. THERE IS A SHORT IN THE SWITCH.
7. THERE ARE NO AFTER MARKET PARTS AFFECTING THIS SITUATION.
8. DLR IS NOT REQUESTING REGIONAL ASSISTANCE.

-----07/30/2007 (KNULTY/CVG) WRITER CALLED CUST BACK AT 6144708684 AND EXPLAINED CUST INFORMATION HAS BEEN FORWARDED AND THAT THE TIME FRAME WOULD BE 7-10 BUSINESS DAYS BEFORE CONTACTED. CUST UNDERSTOOD AND THANKED WRITER. WRITER ALSO PROVIDED NAME AND FILE NUMBER TO CUST.

-----  
7/30/07 (ABROWN/CVG/LCM) WRITER REVIEWED FILE AND WILL OPEN FILE TO

8/8/2008 CUST STATES:□

1. HAS A REOCCURRING ISSUE□

2. DLRSHIP HAS FOUND THE PROBLEM AND NOW VEH IS OUT OF WARRANTY□

----WRITER VERIFIED CUST INFO. CUST EXPLAINED TO WRITER THAT THIS IS THE SECOND TIME IN A YEAR THAT CUST VEH HAS HAD THIS PROBLEM. CUST EXPLAINS THAT IT IS A CODE C1513-BRAKE SWITCH MALFUNCTION WHICH CAUSED THE ABS WARNING LIGHT ESC LIGHT TO COME ON PERIODICALLY. CUST SAYS FIRST TOOK VEH IN FOR THIS WAS SEP OF 2007. CUST HAD TO PAY A TOTAL OF \$112.71 FOR REPAIRS THIS TIME. WRITER ASKED CUST TO HOLD SO WRITER COULD CALL DLRSHIP. CUST AGREED.----SEE DLR NOTES----. WRITER ASKED CUST FOR PATIENCE WITH WRITER AND GIVE WRITER 3-5 BUSINESS DAYS TO LOOK AT OPTIONS AND SEE WHAT WRITER CAN DO FOR CUST. CUST AGREED AND THANKED WRITER FOR ASSISTANCE. WRITER GAVE NAME, EXT, AND CASE #. CALL ENDED. CASE FORWARDED TO CA GOODWILL.---

8/8/2008 CALL TO DLRSHIP MI027:□

1. TALKED TO SVC MANAGER JIM ROSS□

2. WOULD HAVE BEEN A WARRANTABLE REPAIR□

3. FIRST TIME VEH WAS BROUGHT IN FOR THIS ISSUE: 08/08/07- PART ORDERED @ 48252MILES, 09/06/07 PUT ON.□

----WRITER THANKED SVC MANAGER FOR TIME. CALL ENDED.----

8/8/2008 CALL TO DLRSHIP MI027:□

TALKED TO WARRANTY ADVISOR STACY□

----WRITER ASKED FOLLOWING QUESTION'S FOR GOODWILL:□

6. DOES THE DLRSHIP FEEL GOOD ABOUT GOOD WILL, YES□

10. WHAT IS THE BREAK DOWN OF PARTS AND LABOR:□

PART: BRAKE LIGHT SWITCH ; PART # 938103K000.□

PART COST: \$14.22.□

LABOR COST: \$90.00.□

TOTAL COST: \$112.71.□

----WRITER THANKED STACY FOR TIME. CALL ENDED.----

8/8/2008----GOODWILL REQUEST----□

1. CUSTOMERS VEHICLE HAS BEEN IN THE DEALERSHIP FOR THIS □□

06/29/07 (VRUBI/CVG) CUSTOMER STATES:

1. HAS OWNED VEH FOR ONE YEAR AND A HALF AND THE VEH HAS BEEN IN THE SHOP 7 TIMES FOR 7 DIFFERENT ISSUES.
2. CUST IS TIRED OF CONSTANTLY BRINGING VEH IN TO SHOP AND DIFFERENT ISSUES CONSTANTLY OCCURRING.
3. IS VERY HAPPY WITH THE SERVICE AT MO023, ESPECIALLY WITH THE LOANER VEH.

---WRITER CALLED DLR MO023, ; LARRY SERVICE MANAGER STATES:

1. VEH IS BEING TOWED TO DLR TODAY BY RSA AND VEH HAS NOT ARRIVED YET.
2. THE REASON VEH IS BEING TOWED TODAY IS BECAUSE VEH WON'T GO OUT OF PARK.
3. STATES THE FOLLOWING TIMES VEH WAS IN: 05/2/06 @ 4,352 MILES, ROLLING LOCKS DID NOT WORK FOR THE DOOR LOCKS. DLR ACTIVATED THE DOOR LOCKS. CUST COMPLAINED OF POOR GAS MILEAGE OF 20 CITY OR 30 HIGHWAY. DLR CHECKED MILEAGE AND FOUND MILEAGE FELL WITHIN NORMAL RANGE OF 25 CITY AND 36 HIGHWAY: ON 06/27/06 @ 6064 MILES THE FUEL GAGE WAS NOT WORKING RIGHT AND VEH NEEDED THE T19 CAMPAIGN COMPLETED. ON 7/14/06 @ 6,589 MILES DLR REPLACED THE PARTS ORDERED FROM 06/27/06: ON 02/06/07 @ 15,355 MILES, CHECK ENGINE LIGHT WAS ON AND DLR REPLACED IGNITION COIL AND SPARK PLUG: ON 05/31/07 @ 19,700 MILES THE WINDSHIELD WASHER PUMP WOULD NOT WORK. VEH RAN ROUGH AND NOISEY. DLR REPLACED WASHER PUMP AND THE TIMING CHAIN TENSIONER: 06/28/07 @ 20,000 MILES KEY WOULD NOT COME OUT OF IGNITION AND VEH WOULD NOT GO INTO PARK. REPLACED A BLOWN FUSE BECAUSE WIRE SHORTED OUT IN FUSE BLOCK: TODAY 06/29/07 @ 20,000 MILES, VEH WON'T GET OUT OF PARK, THE OPPOSITE OF YESTERDAY. DLR HAS NOT DIAGNOSED VEH YET.

---WRITER THANKED SERV MANAGER LARRY FOR TIME AND CONSIDERATION.

---WRITER ADVISED CUST WILL RESEARCH AND CALL CUST BACK ON THURS, JUL 5, 2007. ADVISED FILE NBR, CM NAME AND EXTENSION.

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8/29/2008---CUSTOMER STATED: □

1. EVER SINCE VEHICLE HAS BEEN PURCHASED THERE HAVE BEEN MULTIPLE CONCERNS HAPPENING WITH THE VEHICLE. PLEASE REFERENCE CASE \*960855\* FOR FURTHER INFORMATION. □

---WRITER STATED: THAT FURTHER INFORMATION IS NEEDED FROM THE DEALER. WRIT

8/29/2008--- PLEASE USE CASE \*960855\* NOTES WHEN RESEARCHING THIS CASE.---

8/29/2008cust states. □

1. the cust has had the brake light switch replaced. □
2. the cust feels that the cust is spending more time in the dlr for little things then cust should. □
3. cust is upset that to replace the high mounted rear stopping lamp dlr charging the cust \$85. □
5. cust loves the fact that the engine has no problems. □

--writer thanked cust for calling HCA, writer verified and located case. writer documented the cust's concerns.-- □

--writer will close case--

10/17/2006 (LROBL/CVG) CUST STATES:

1. THE ABS AND ESC LIGHTS ARE ON IN CUST'S VEH AND DLR TN037 HAS DIAGNOSED THE VEH AS NEEDING A BRAKE LIGHT SWITCH.
2. THE PART WAS ORDERED 10/12/2006 AND CUST WOULD LIKE TO KNOW WHEN THE PART WILL BE AT DLR TN037.
3. WOULD LIKE TO KNOW IF THERE IS ANY WAY WRITER CAN GET THE PART IN AT A FASTER PACE.

--WRITER ADVISED CUST THAT WRITER WOULD NEED TO CONTACT DLR TN037 TO GATHER MORE INFO ON WHEN THE BRAKE LIGHT SWITCH WILL BE AT DLR TN037. WRITER THEN ADVISED CUST THAT WRITER CAN DO FURTHER RESEARCH BY CONTACTING OUR PART EXPEDITOR TO SEE IF THE PART NEEDS TO BE EXPEDITED. WRITER CREATED CUST FILE AND PROVIDED CUST FILE #.

--WRITER CONTACTED DLR TN037 AND SPOKE TO WELDON/SVC MGR WHO STATED THAT THE PARTS MGR RECEIVED AN INVOICE FOR THE PART WITHOUT THE PART. USUALLY IF DLR TN037 RECEIVES AN INVOICE FROM HYUNDAI PARTS WITHOUT THE PART IT COMES IN THE NEXT DAY. WELDON/SVC MGR ADVISED WRITER TO NOT CONTACT THE PART EXPEDITOR UNTIL TOMORROW WHEN THE PARTS COME IN. WRITER THANKED WELDON/SVC MGR AND WILL CONTACT DLR TN037 IN THE MIDDLE OF THE DAY 10/18/2006 FOR UPDATE ON PART.

--WRITER ATTEMPTED TO CONTACT CUST ON HOME AND CELL #S BUT BOTH DID NOT PROVIDE VM. WRITER WILL CONTACT CUST BACK 10/18/2006 WITH UPDATED INFO ON WHETHER OR NOT THE PARTS ARE AT DLR TN037.

-----  
10/18/2006 (LROBL/CVG)--WRITER CONTACTED DLR TN037 AND SPOKE TO JERRY/PARTS MGR WHO STATED THAT THE PART CAME IN TODAY SO PART EXPEDITING IS NOT NECESSARY. WRITER THANKED JERRY/PARTS MGR FOR INFO PROVIDED.

-----  
10/18/2006 (LROBL/CVG)

--WRITER CONTACTED CUST ON HOME NUMBER AND SPOKE TO CUST'S WIFE.

2/8/2008-SEEKING HELP. □

-THE VEH HAS BEEN TO THE DLRSP 3 TIMES FOR THE SAME CONCERN. □

-HAS OWNED HYUNDAI'S BEFORE. WHY ISN'T HYUNDAI IMPROVING THE VEH  
ABS. PREVIOUS VEH OWNED HAD THE SAME CONCERN. □

---WRITER ADVISED THE CUST WRITER WILL NEED TO CREATE A FILE AND

2/8/2008 DLRSP'S: □

Premiere Hyundai □

TOMASON hYUNDAI □

J LEE HYUNDAI

2/11/2008 02/09/08 @ 32790 □

Cust states: □

-TCS/ABS light is on when driving □

DLRSP: □

-Verified concern 1513 code □

Replaced brake Lamp Switch □

under warr. □

VEH traded in after repair.

2/11/2008 U198

2/21/2008 Customer states: □

1. Purchased 2008 Sonata and needs to have veh serviced for seat popping when being  
adjusted. □

2. Has had difficulty getting a loaner veh. □

3. Will be taking veh back and would like assistance if no loaner veh is available. □

--Writer advised cust to contact writer if no loaner veh is available, and writer would see  
about rental vehicle reimbursement. Customer understood. Customer did not have VIN  
for new veh. Writer provided cust with phone number if additional assistance is needed.

Writer is closing case.

7/7/2008 CUST STATES:□

1. HAS ABS LIGHT ON, NEEDS A SENSOR REPLACED□
2. IS ABOUT 2,000 OVER ON MILEAGE□
3. THE PART NUMBER IS 9381038110□
4. BRAKE LIGHT WAS OUT, AND IT MADE THE ABS COME ON□
5. REPAIR IS DONE, VEH IS AT DEALER□
6. CUST WANTS TO KNOW IF SOME KIND OF REIMBURSEMENT IS POSSIBLE□

---WRITER STATES:□

VERIFIED CUST INFORMATION. INFORMED CUST THAT WRITER WILL TRY TO FURTHER INVESTIGATE THE SITUATION. TOLD CUST THAT WRITER WILL NEED TO CALL THE DEALER TO GET FURTHER INFORMATION. WRITER PUT CUST ON HOLD WHILE CALLING THE DEALER.□

---CASE PENDING

7/7/2008---SERVICE MANAGER FROM DEALER NC024 3362759761 WAS NOT IN AND WRITER LEFT THE FOLLOWING MESSAGE:□

1. WANTED TO SPEAK TO SERVICE MANAGER REGARDING CUST□
2. LEFT NUMBER CASE NUMBER AND NAME□

---WRITER WILL CALL DEALER AGAIN TOMORROW IF NO CALL BACK HAS BEE

7/7/2008---WRITER UPDATED CUST, INFORMED CUST THAT WRITER WILL CALL DEALER BACK AGAIN TOMORROW AND LET THE CUST KNOW WHAT IS GOING ON AND WHERE WRITER IS GOING TO TAKE CASE. WRITER EXPLAINED REIMBURSEMENT TO CUST BUT TOLD CUST THAT IT IS NOT A DEFINITE THING. CUS

7/8/2008---WRITER SECOND ATTEMPT TO CONTACT SERVICE MANAGER DALE AT DEALERSHIP NC024 3362759761 LEFT THE FOLLOWING MESSAGE:□

1. WANTED TO SPEAK ABOUT CUST, LEFT PHONE NUMBER, CASE NUMBER, AND NAME□

---WRITER WILL ATTEMPT AGAIN LATER TODAY IF NOT HEARD BACK FROM D

7/8/2008---WRITER CONTACTED SERVICE MANAGER CHAD AT DEALER NC024 WHO STATES:□

1. JULY 7 2008 FAULTY BRAKE LIGHT SWITCH □
2. PART FAILED NOTHING CUST CAUSED□

2/4/2008 Cust states: □

1. should average 24 mpg but is getting 18 □
2. brake light has been replaced before, went out again. □

□

--Writer Greeted and thanked Cust for calling HCA, updated info. Told Cust that 24 mpg is an estimated Range for gas mileage. Writer asked Cust when last time Cust had been into DLR, Oct 2007 more than 30 days. Writer referred Cust to DLR for Diagnoses. □

Thanked Cust for calling HCA, Gave name, Case # and Ext. □

Close case.

6/4/2008 CUST STATES: □

1. WARNING ABS AND ESC ARE INDICATING THERE IS A PROBLEM □
2. CUST VEH HAS HAD MANY ONGOING PROBLEMS AND CUST THINKS THE VEH NEEDS TO BE REPLACED. □
3. THERE IS NO PEACE OF MIND. □
4. CUST VEH WOULD NOT ACCELERATE ALL OF A SUDDEN □
5. CUST NOW STATES THERE HAVE NOT BEEN REPAIRS MADE FOR THE SAME PROBLEMS ALL DIFFERENT. □

--CM VERIFIED , UPDATED EMAIL AND ANOTHER PHONE, CM EMPATHIZED, AND CALLED SRV DLR, LEFT A MESSAGE FOR PAUL THE SRV MNG TO CALL BACK WITH MORE INFORMATION, INFORMED CUST THAT ONCE MORE INFORMATION IS GATHERED CM WILL BE ABLE TO DETERMINE MORE INFORMATION TO PROVIDE CUST, PROVIDED CUST CASE#, CM NAME AND EXT, INFORMED CUST THAT AFTER THE CUST DIAGNOSIS THE VEH ON FRIDAY, AND AFTER CM TALKS TO SRV MNG, CM WILL CALL CUST BACK BY NEXT TUESDAY JUNE 10TH, THANKED CUST FOR CALLING HCA, ALSO INFORMED CUST THERE ARE NO RECALLS OR CAMPAIGNS, CUST ALSO PROVIDED THE NUMBER TO BBB. □  
PENDING MORE INFORMATION FROM DLRSP WA032

6/4/2008 CM CONTACTED CUST SRV DLR WA032 TO GET INFORMATION ON WHAT CUST SAYS IS ONGOING ISSUES. □

SRV MNG

6/5/2008 CM CALLED CUST SRV DLR TO GET UPDATED INFORMATION REGARDING CUST VEH CONCERNS. CM HAD TO LEAVE A VM AGAIN, DUE TO

5/30/2008 CUST STATES:□

1. SO FAR THIS VEH IS ONLY 2 YRS OLD AND THE VEH HAS HAD TO BE TOWED TO THE DLRSP 3 TIMES.□
  2. FINALLY THE THIRD TIME REPAIRS WERE DONE ON THE ELECTRICAL SYSTEM.□
  3. NOW THE PROBLEM IS STARTING AGAIN□
  4. THE ESC CONTROL LIGHT COMES ON.□
  5. THE VEH WILL SLOW DOWN SUDDENLY FROM 60 MLS PER HR DOWN TO 20 MLS PER HR IN AN INSTANT.□
  6. CUST DOES NO LONGER WANT THE VEH□
  7. FEELS THE VEH IS VERY UNSAFE.□
  8. THIS IS A SAFETY ISSUE.□
  9. WANTS TO KNOW WHAT HYUNDAI IS GOING TO DO RESOLVE THIS , BESIDES TRYING TO FIX THE PROBLEM THAT NEVER GETS FIXED.□
  10. CUST VEH IS SCHEDULED TO GO BACK TO THE DLRSP ON MONDAY 6/2/08□
  11. CUST IS ALSO CUST IS A NANNY□
  12. CUST HAS PURCHASED 3 HYUNDAI VEH'S, VERY LOYAL CUST, LOVES HYUNDAI. ALSO OWNED A TIBURON, AND JUST PURCHASED AN ELANTRA.□
- CM VERIFIED AND UPDATED, CM EMPATHIZED AND INFORMED CUST THAT THE CUST CONCERNS ARE VERY UNDERSTANDABLE, AND CALLED THE SRV DLR TO COLLECT THE NECESSARY INFORMATION TO FORWARD THIS ON TO REGION, CM WENT BACK TO THE CUST PHONE LINE AND CUST WAS NOT THERE. CM PLANNING TO GET A CURRENT DIAGNOSIS ON TUES. JUNE 3RD, AND FORWARD TO REGION.□
- CUST CALLED BACK AND CM INFORMED CUST THAT CUST VEH'S ISSUES WILL BE FORWARDED ON TO THE REGIONAL DEPT, ONCE THE VEH GETS A CURRENT DIAGNOSIS, CM WILL CALL CUST,AND AT THAT TIME THE CASE HERE WILL BE FORWARDED AND THERE WILL BE SOMEONE CONTACTING CUST FROM THE APPROPRIATE DEPT. MADE SURE CUST HAS CASE #, CM NAME AND EXT. RESOLVED ALL QUESTIONS FOR NOW AND THANKED CUST FOR CALLING HCA.

5/30/2008 DLR CT031 CONTACTED ABOUT THIS VEH, CM SPOKE TO NORMA,

10/9/2007 Cust states:□

1. electronic stability control and anti lock brake light have had to be replaced numerous times.□
2. light bulbs had to be replaced 4 times and cust was upset that they were not covered under warr and felt cust should not have to replace them so many times.□
3. Drove veh to dlrsp TX050 and when cust stopped veh would not go out of the drive position. Cust is worried that this is an ongoing problem and wants HMA to extend warr on these specific issues.□

Writer empathized with cust and stated this would be sent to a higher personnel so that someone could come out and look at the veh and decide what should be done. Writer contacted dlrsp but service was closed and writer will call tomorrow and get dealer info.□

Writer gave cust case number and writers name and ext. Will finish tomorrow when speak to dlrsp

10/9/2007\*\*\*\*\*Notes for Regional

Assistance\*\*\*\*\*□

1. Electronic stability control and anti lock brake lights have had to be replaced numerous times. Light bulbs had to be replaced 4 times and cust was upset that they were not covered under warr and felt cust should not have to replace them so many times. Drove veh to dlrsp TX050 and when cust stopped veh would not go out of the drive position. Cust is worried that this is an ongoing problem and wants HMA to extend warr on these specific issues/parts.□
2. dlrsp has new computers and some history is gone. dlrsp gave me two times for issue, but it may be more.□
3. Dates and mileage on veh when in dlrsp are as follows:□
  - 05/26/07 47,296 brake switch replaced□
  - 08/31/08 54,315 oil change left brake light not working. Bulb was corrected□
4. Customer has veh at home.□
5. The tech line or DPSM has not been involved.□
6. Electronic stability control and anti lock brake lights have to be repaired about every three months. Goes on and off and cust just does not know when to expect it.□
7. There are no after-market parts affecting/raising this concern□
8. Dealer is not requesting regional assistance.

6/25/2007 (SJAME/CVG) CUST STATES:

1. IS VERY UPSET.
2. BOUGHT THE VEHICLE 1 TO 2 MONTHS AGO.
3. EVER SINCE THEN THE CEL/ESC HAS BEEN ON.
4. THE VEHICLE IS BEING TOWED INTO LA026 NOW FOR THE ESC LIGHT BEING ON.
5. WANTS TO KNOW WHY THIS IS HAPPENING AND WANTS HYUNDAI TO FIX THE PROBLEM.

---WRITER VERIFIED CUST INFORMATION AND CONGRATULATE CUST ON PURCHASE. WRITER IS SORRY THAT CUST IS HAVING PROBLEMS. WRITER WILL CALL OVER TO LA026 TO SEE WHAT IS GOING ON.

---WRITER CALLED OVER TO LA026 SERVICE.LA026 STATES:

1. CUST HAS PROBLEM'S WITH THE ESC/CEL COMMING ON.
2. HAS BEEN IN TWICE BEFORE AND THE VEHICLE IS BEING TOWED IN TODAY.
3. THE DATES ARE AS FOLLOW'S:- 6/2/2007 ESC LIGHT IS ON. THE BRAKE LAMP SWITCH WAS REPLACED.- 6/5/2007 FOR THE ESC LIGHT IS ON. HAD THE PEDAL ASSEMBLY REPLACED.- 6/25/2007. THE ESC LIGHT IS ON AGAIN AND THE VEHICLE IS BEINGTOWED IN TODAY.

---WRITER THANKED LA026 FOR THE INFORMATION.

---WRITER TOLD CUST WHAT WRITER FOUND OUT FROM LA026. WRITER ADVISED CUSTTHAT WRITER IS GOING TO GO AHEAD AND ESCALATE THE FILE TO THE HIGHER PERSONEL WITHIN HYUNDAI TO GET INVOLVED. SOMEONE WILL BE IN CONTACT WITH CUST IN 7 BUSINESS DAYS. CUST UNDERSTOOD. WRITER GAVE CUST FILE # AND EXTENSION AND ENDED CALL.

---REQUEST TO OPEN TO REGION.

1. CUST JUST BOUGHT THE VEHICLE A MONTH OR SO AGO. CUST IS VERY UPSET. SINCE CUST BOUGHT THE VEHICLE CUST HAS BEEN TOWING THE VEHICLE TO LA026 FOR A ESC LIGHT THAT TURNS ON. CUST ONLY GOT TO DRIVE VEHICLE FOR A WEEK. THE VEHICLE IS BEING TOWED TODAY FOR THE ESC LIGHT BEING ON AND THIS IS THE THIRD TIME.CUST WANTS THIS FIXED.
2. THE VEHICLE HAS BEEN DIAGNOSE AT LA026.
3. THE DATES ARE AS FOLLOW'S:- 6/2/2007. THE ESC LIGHT IS ON. REPLACED

6/23/2008 RECEIVED CUST EMAIL:□

1. I love my Hyundai Sonata but Since the first week that I have had this vehicle I am having to bring it in for the ABS and ESC lights illuminating and I kindof wish that I would have stuck with my original plan and bought a Nissan.□
2. At least 5 times they have changed the brake switch out and one time they changed out the battery. □
3. I am worried about this I purchased a Hyundai because I believed that it was a great buy.□
4. I am not happy about these lights that continue to come on. □
5. Just today the lights came on again.□
6. I am tired of taking my vehicle in for this to be taken care of and a few weeks later it happens again.□
7. Please let me know what I can do to correct this issue..□
8. I purchased my Sonata from Courtesy Hyundai in tampa on Jan 30, 2006. What can I do is this vehicle a lemon. □
9. What happens if I decide to keep this car and the warrantee expires and I still have this problem Please help □

---WRITER RESPONSE IS WE APPRECIATE CUST CONTACT & APOLOGIZE FOR THE CIRCUMSTANCES THAT PROMPTED CUST EMAIL. WRITER ADVISED CUST TO BETTER ASSIST REQUESTING CUST TO CALL HCA. WRITER CREATED/PROVIDED FILE #. CUST COMMENTS ARE NOTED.□

WRITER CLOSING CASE

6/30/2008 CUST STATES:□

1. IS GETTING FRUSTRATED DUE TO THE ABS LIGHT AND THE ESC LIGHT COMING ON. □
2. HAS BEEN TO THE DLR 8 TIMES FOR THE CONCERN. □
3. DOES NOT KNOW WHAT TO DO. □

----WRITER VERIFIED AND UPDATED THE CUST INFORMATION. WRITER ADVISED THAT WRITER WOULD NEED TO CONTACT THE DLR AND GATHER INFORMATION. CUST UNDERSTANDS. WRITER ADVISED OF THE DLR NOTES. □

---CUST STATES:□

1. THE LIGHT WAS ON AND THE CUST TURNED THE VEH OF AND THE LIGHTS

4/29/2008 cust states□

1. Would like additional info on warranty□
2. Dlr states paint not covered under warranty□
3. brake lamp switch also out□
4. Dlr states nothing will be covered under warranty□
5. Cust feels this is unacceptable□

--writer thanked cust for calling HCA. Confirmed cust info. Advised cust that dlrs are IO&O. Advised cust that cust has option to take veh to separate Hyundai dlr. Provided dlr info. Cust will take there for assistance. Call ended case closed

9/11/2008 REC'D MVDN SCANNED & ATTACHED ELECTRONICALLY TO FILE.  
NOTIFICATION EMAIL

9/12/2008 RCVD MVDN LTR FROM CUSTOMER COMPLAINING OF: BRAKE LIGHT  
SWITH REPEATEDLY FAILS.□

□

PER DPSM, CAN MEET WITH CUSTOMER ON 10/15 AT 11:00AM. LTRS OUT TO  
CUSTOMER TODAY AND TO DLR.

9/18/2008 9/18/08 DPSM accepted case file transfer.

10/15/2008 Cust states:□

-Veh was repaired due to a representative involvement.□

-Same part that has failed multiple times before.□

-Claiming LL.□

---Writer notes the situation, cust Claiming LL. Writer advised since there is no concern  
with the veh at this time HMA considers the veh repaired, fixed. If the issue happens  
again then HCA can get involved once its diagnosed being the same concern. Writer will  
research to see if writer will have to forward the file to a regional representative. No  
contact information to provide. HCA mediation only.□

case closed. Referred cust to the dlrsp or rsa when the issue happens.

11/17/2008 RCVD MVDN REPAIR ORDER #115745. VEHICLE HAS BEEN REPAIRED.  
NO FURTHER ACTION NECESSARY AT THIS TIME.

1/29/2009 CUST STATES:□

1) WANTS TO SPEAK TO CM/MC (54290)□

2) THE BRAKE LIGHT SWITCH HAS FAILED AGAIN□

3) IS CONCERNED THIS IS A SAFETY ISSUE□

4) HAS NOT TAKEN THE VEH TO THE DLRSP SINCE OCTOBER□

5) THE PROBLEM HAPPENS INTERMITTENTLY, AND THE SWITCH MORE-OFTEN-  
THAN-NOT WORKS□

---WRITER TOOK CASE # AND INFORMED CUST THAT CM/MC IS NOT AVAILABLE.  
WRITER OFFERED ASSISTANCE. WRITER STATED WILL CONTACT THE DLRSP  
FOR FURTHER INFO, BUT THE CUST SHOULD PREPARE FOR THE FACT THAT  
THE CUST WILL BE ADVISED TO TAKE THE VEH BACK TO THE DLRSP, AS THE  
MOST UP-TO-DATE DIAGNOSIS IS NOT CURRENT ENOUGH. CUST

2/6/2009 CUST STATES:□

1. GOT DISCONNECTED FROM CM MM□

□

WRITER UPDATED INFO. WRITER INFORMED CM CAN CALL CUST BACK. CUST THANKED WRITER AND ENDED CALL□

□

CASE NOTED

2/6/2009 CUST STATED:□

1. CUST CONCERNED ABOUT VEH BRAKES NOT WORKING PROPERLY□

2. CUST CLAIMS TO HAVE GONE THROUGH A LIGHT WHEN TRYING TO STOP THE VEH WITH THE BRAKES□

3. CUST REQUESTING FURTHER ASSISTANCE□

--WRITER THANKED CUST FOR CALLING. WRITER LISTENED TO CUST CONCERN. WRITER WAS NOT ABLE TO VERIFY CUST INFO. WRITER ADVISED CUST THAT WRITER WILL CONTACT DLR FOR MORE INFO AND CUST INFO. CUST UNDERSTOOD AND AGREED TO HOLD. □

---WHILE WRITER WAS SPEAKING WITH DLR CUST DISCONNECTED CALL.

2/6/2009 WRITER CONTACTED SERVICE ADVISOR RICK AT DLR MO029. DLR PROVIDED WRITER WITH CUST CONTACT INFO.□

DLR MO029 STATED:□

1. CUST HAS BROUGHT VEH TO DLR TWICE WITH CONCERN□

2. DATES AND MILEAGE ARE AS FOLLOWS:□

07/14/08 41,269 MILES. CUST CLAIMS THAT BRAKE PEDAL GOES TO THE FLOOR AND VEH DOES NOT SEEM TO STOP. CUST CLAIMS THAT CHECK ENGINE LIGHT IS ON. DLR TEST DROVE VEH AND VEH WILL STOP. DLR DID NOT FIND A CODE. CUST CLAIMS ESC LIGHT TURNS ON WHEN DRIVING. DLR FOUND CODE C-1611. DLR SCAN SYSTEM AND CLEARED CODE. DLR TEST DROVE AND CODE DID NOT RESET.□

02/05/09 50,295 MILES. CUST CLAIMS THAT ABS AND ESC LIGHT CAME ON WHEN DRIVING. DLR TESTED VEH AND FOUND CODE C-1513. DLR REPLACED THE BRAKE LIGHT SWITCH. CUST CLAIMS THAT VEH WILL NOT STOP WHEN LIGHTS ARE ON. DLR TEST DROVE VEH AND FOUND VEH OPERATING

7/25/2008 Cust states:□

1. has been in 5-6 times for ABS/ESC light coming on□
  2. At least 3 times they've replaced the brake switch □
  3. Cust has also had a paint complaint on the bumper, Cust believes the damage was accrued when the DLRSP drove Cust's veh from Oklahoma City to Fort Smith. Cust purchased veh with 200 miles on it□
  4. Cust has been complaining of really poor mileage since the veh was purchased, DLRSP assures Cust there's nothing wrong □
  5. Cust wants this to be the LAST time Cust picks the veh up for the ABS/ESC if Cust has to bring veh back, Cust wants to return it□
- Writer states: verified Cust information and empathized with frustration, Writer advised Cust will contact DLRSP for further information on the repair attempts and see what can be done □

See DLR notes□

Writer to call Cust back

7/25/2008 Dealer States (Don)□

1. Abs light aug 27 2007r 34,148 replaced the brake switch □  
53830 7/25/08 (today) replaced the brake switch □
2. that's the only two times he's been there for the abs/esc light□
3. There is no record of Cust complaining of poor gas mileage □
4. there was a paint concern on the bumper but was resolved□
5. Cust also has had three oil changes there□

--Writer thanked DLRSP for information

7/25/2008 Writer called Cust back:□

1. left message □
2. current ABS/ESC issue is resolved (there are only two incidents for the ABS/ESC light coming on)□
3. for the fuel consumption, writer suggested Cust talk to DLRSP about doing a fuel consumption test, but Cust would need to arrange that and authorize the DLRSP to do so □
4. writer advised if the ABS/ESC comes on again to please call Writer back with the case number, Writer understands Cust wants to return veh if it happens again, however

1/20/2009 CUST STATES:□

1. CUST HAS AN ISSUE WITH CUST VEH BRAKE LIGHT.□
2. CUST HAD TO HAVE THE INSPECTION DONE.□
3. CUST DID NOT KNOW THAT THE BRAKE LIGHTS WERE NOT WORKING AND  
□

THE INSPECTION IO&O MADE THE CUST HAVE REPAIRS DONE BECAUSE OF THE SAFETY □  
ISSUE THAT CAN BE CAUSED.□

4. CUST WAS NOT ABLE TO GO TO A HYUNDAI DLRS FOR REPAIRS.□
5. CUST SPOKE WITH BURNS HYUNDAI AND WAS ADVISED THAT IT WOULD'VE BEEN COVERED HAD THE VEH BEEN BROUGHT TO THE DLRS.□
6. CUST WAS CHARGED 99.00 DOLLARS FOR THE REPAIR AND CUST WOULD LIKE TO BE REIMBURSED.□

□  
WRITER VERIFIED CUST INFORMATION, WRITER INFORMED CUST THAT THE CUST WOULD NEED TO FAX RO, RECEIPT, AND REGISTRATION. WRITER ADVISED CUST WOULD THEN DO RESEARCH ON CUST REIMBURSEMENT WRITER MADE NO PROMISES. CUST UNDERSTOOD. WRITER GAVE NAME, EXT, AND CASE #. WRITER THANKED CUST FOR CALLING HCA. CALL ENDED.□  
CASE OPEN PENDING CUST FAX.

1/22/2009 WRITER RECEIVED A FAX AND ATTACHED, SEE ATTACHMENT TAB.  
1/23/2009

1. WRITER OPENING TO REGION BECAUSE CUST IS LOOKING FOR A REIMBURSEMENT ON A BRAKE LIGHT SWITCH THAT CUST HAD TO HAVE REPLACED BECAUSE IT WAS DISCOVERED WHILE THE VEH WAS GOING IN FOR A SAFETY INSPECTION AND CUST WAS NOT ALLOWED TO LEAVE WITH THE VEH UNTIL THE REPAIRS WERE COMPLETE BECAUSE OF THE SAFETY ISSUE IO&O BELIEVED IT WOULD CAUSE. CUST IS LOOKING FOR ASSISTANCE IN THE REPAIR THAT CUST HAD TO PAY FOR.□
2. VEH HAS NOT BEEN DIAGNOSED BY A HYUNDAI DLRS.□
3. 1-12-2009 MILEAGE 41043□  
PART #: HY 10262954□

8/6/2008 CUST STATES:□

1. HAS BEEN TO DEALER 3 TIMES FOR SAME CONCERN□
2. WOULD LIKE HYUNDAI TO PAY FOR REPAIR □
3. HAS A 2006 SONATA□

--WRITER UPDATED INFORMATION. WRITER ADVISED CUST WILL CONTACT DEALER TO GET REPAIR INFORMATION. WRITER ADVISED CUST WILL TRY TO CONTACT CUST BACK IN 24 BUSINESS HOURS WITH NEW INFORMATION. WRITER ADVISED CUST WILL FORWARD TO PROPER PERSONNEL. WRITER PROVIDED NAME, EXT, AND CASE NUMBER IN CASE CUST NEEDS TO CALL BACK WITH ANY QUESTIONS AND CONCERNS. CUST THANKED WRITER. WRITER THANKED CUST FOR CALLING HYUNDAI.□

--CASE OPEN PENDING CALL TO DEALER--

8/6/2008

1.WRITER IS SUBMITTING FILE TO REGION DUE TO CUSTOMER IS HAVING ONGOING CONCERN WITH SERVICES DONE TO VEHICLE AT DEALER DE006. CUSTOMER FRUSTRATED THAT HE HAS TAKEN VEHICLE INTO DEALER DE006 THREE TIMES FOR THIS SAME CONCERN WITH CHECK ENGINE LIGHT AND ESC LIGHT COMING ON INCONSISTANTLY. CUSTOMER IS NOT THREATENING LEGAL ACTION. □

CUSTOMER IS ASKING ASSISTANCE FOR REPAIR OF VEHICLE DUE TO DEALER INCONSISTANT WITH REPAIRS.□

2. VEHICLE HAS BEEN TO DEALER DE006 THREE TIMES FOR THIS SAME CONCERN□

3. THE DATES AND MILEAGE THE VEHICLE HAS BEEN TO HYUNDAI DEALER DE006 FOR REPAIRS ARE AS FOLLOWS:□

4. CUSTOMERS VEHICLE IS CURRENTLY IN CUSTOMERS POSSESSION□

5. □

6. CONCERN WITH ESC LIGHT AND CHECK ENGINE LIGHT COMING ON EVERY MORNING WITH THE VEHICLE IS FIRST STARTED, VEHICLE WILL NOT ACCELERATE UNTIL ESC LIGHT GOES OFF. □

7. THERE ARE --- AFTER MARKET PARTS CAUSING OR AFFECTING THIS CONCERN□

1/20/2009 CUST STATES □

KEEPS GETTING CALLS THAT ADVISES CUST THAT CUST NEEDS TO BUY EXTENDED WARR □

CUST ALSO HAVING CONCERNS WITH DEFROSTER WHEN CUST USES DEFROSTER THE RADIO HAS STATIC AND THE REAR TAIL LIGHT HAS BAD TO BE REPLACED 3 TIMES ALREADY □

CHARGED FOR IPOD DOES NOT WORK □

DLR CANNOT FIND PROBLEM □

LA031 AND LA024 NO HAPPY WITH DLRS □

VEH HAS ALREADY HAD TIMING BELT CHANGED AND NO HAS ELECTRICAL CONCERNS. □

CUST IS VERY CONCERNED FEELS VEH MIGHT BE A LEMON. □

IS AFRAID THAT DLR WILL NOT FIND CONCERN UNTIL AFTER VEH IS OUT OF WARR □

VEH HAS HAD ELECTRICAL CONCERNS AND TIMING BELT FEELS THIS VEH IS TO NEW TO HAVE THESE CONCERNS

1/20/2009 WRITER CALLED DLR LA031 □

CONCERNING CUST ELECTRICAL CONCERN □

DLR STATES □

VEH WAS IN ONE TIME FOR ELECTRICAL CONCERN □

12-4-08 @ 37127 □

DLR REPLACED A BRAKE LAMP AND A BRAKE LAMP SWITCH □

DLR WAS NOT AWARE OF THE CONCERN WITH RADIO FADING WHEN DEFROSTER WAS ON OR AUX PORT NOT WORKING □

DLR ADVISED WRITER TO PLEASE HAVE CUST CALL TO MAKE APPT

1/20/2009 WRITER STATES □

CALLED CUST ADVISED CUST WHAT DLR STATES □

VEH NEEDS TO COME IN FOR DIAGNOSTIC AND DLR WILL BE HAPPY TO DIAGNOSE VEH □

DLR BELIEVES THAT THERE IS A TSB ON CONCERN WITH RADIO □

WRITER EXPLAINED TO CUST THAT DLR WOULD NEED TO CALL DLR TO MAKE APPT TO HAVE VEH DIAGNOSED □

01/16/07 (LTAYLOR/CVG) CUST STATES :

1. BRAKE LIGHT KEEPS GOING OUT
2. DLR VA014 HAS REPLACED THE BRAKE LIGHT SWITCH ASSEMBLY 2 TIMES UNDER WARAND DLR VA018 HAS REPLACED IT ONCE ALSO UNDER WAR ON 01/10/07
3. WANTED TO DOCUMENT THE PROBLEM AND FIND OUT THE NEXT STEP
4. DLR VA014 HAS CALLED TECH LINE

--WRITER TOLD CUST THAT ALL CONCERNS AND COMMENTS WOULD BE DOCUMENTED. WRITER EXPLAINED THAT THE NEXT STEP IF THE PROBLEM RE-OCCURS WOULD BE ESCALATION AND INVOLVING THE APPROPRIATE PERSONEL. WRITER TOLD CUST THAT IF THE BRAKE LIGHTS GO OUT AGAIN TO TAKE VEH TO DLR AND LEAVE IT AND GET A LOANER FROM DLR AND THEN TO CALL HCA AND HCA WOULD ESCALATE THE FILE AT THAT TIME. CUST UNDERSTOOD AND THANKED WRITER FOR EXPLAINING THE PROCESS TO CUST. WRITER UPDATED INFO/MILES.

-----

2/22/2007 (SJAME/CVG) CUST STATES:

1. BEING HAVING ISSUE'S WITH THE BRAKE LIGHT
2. ALREADY TOOK THE VEHICLE IN 2 TIMES TO VA014 AND 1 TIME TO VA018.
3. THE BRAKE LIGHT IS OUT AGAIN AND WANTS TO KNOW WHAT TO DO AT THIS POINT
4. CALLED VA014 TO SEE WHAT TO DO AND VA014 TOLD CUST TO CONTACT HCA.

---WRITER VERIFIED CUST INFORMATION. WRITER APOLOGIZED THAT CUST IS HAVING BRAKE LIGHT ISSUE'S. WRITER TOLD CUST THAT WRITER WILL NEED TO DO SOME TO FIND OUT WHAT IS GOING. WRITER WILL GO AHEAD AND ESCALATE THE ISSUE TO THE CORRECT HYUNDAI PERSONEL TO GET INVOLVED. WRITER TOLD CUST TO KEEP IN CONTACT WITH THE SERVICE MANAGER AT VA014 FOR UPDATES. WRITER GAVE CUST FILE # AND EXTENSION.

---WRITER CALLED VA018 SERVICE AND LEFT A MESSAGE TO HAVE SOMEONE CALL WRITER BACK ABOUT CUST BRAKE LIGHT.

8/03/07 (RCALDERON/NCA) REC'D MVDN, SCANNED, EMAILED AND ORIGINAL TO(D.CARWAY) COPY TO (RCALDERON) FOR REC. RET.

--8-6-07 SRCA RCVD MVDN LTR. CUSTOMER COMPLAINT: TRANS SHUTTERS ABS & ESC LIGHTS COME ON. BRAKE KEEP BURNING OUT. BRAKE LIGHT SWITCH HAS BEEN REPLACED 3X'S.EMAIL TO DPSM FOR DAY/TIME OF REPAIR/INSPECT ATTEMPT. DC/SRCA

\*\*\*\*LTRS OUT TODAY FOR 8-14-07 AT 10:30AM.\*\*\*\*

---8/14/07 DPSM TEST DROVE CAR WITH CUSTOMER. LIGHTS WERE NOT ON AND SHUDDERING DID NOT OCCUR. ADVISED DEALER TO CHECK FOR CODES AND ENSURE TECHNICIAN ASSISTANCE WAS INVOLVED. DPSM WILL CONTACT FTS FOR ADDITIONAL DIAGNOSTIC ASSISTANCEFOR DEALER. JS/DPSM

---8/23/07 SRCAM RECEIVED CALL FRO DAVID FRAIZER AT FL108. STATED CUSTOMER IS NOTSATISFIED WITH VEHICLE AND CONCERN IS PRESENT. DPSM AND FSE HAVE BEEN INVOLVED SRCAM EXPLAINED HMA HAS NOT BEEN NOTIFIED BY THE CUSTOMER AT ANY POINT OTHER THEN THE MVDN NOTICE THAT THERE IS A PROBLEM. SRCAM WILL REVIEW WITH THE DPSM.DFRAZIER STATED HE WOULD CONTACT THE CUSTOMER BACK TO ENSURE THE PROBLEM IS STILL CURRENT AND WHAT ELSE CAN BE DONE TO SATISFY THE CUSTOMER. DB/SRCAM

-----  
08/24/07 (LHARR/CVG) CUST STATES:

1. AM CALLING TO START LL.

--WRITER EMPATHIZED, VERIFIED INFO AND PROVIDED FILE NUMBER. WRITER ASKED WHATWAS GOING ON. CUST SAID:

2. HAVE BEEN BACK TO DLR MANY TIMES.

3. CAN'T GET VEH FIXED.

4. LAST TIME DIDN'T EVEN GET HOME, WHEN NEEDED TO GO BACK.

--WRITER EMPATHIZED & ADVISED THAT WOULD FORWARD TO THE APPROPRIATE DEPT.WRITER ASKED CUST TO HOLD SO CAN CALL DLR FL108 AND GET THE NEEDED INFO.

-- WRITER CALLED DLR FL108 AND SPOKE WITH SVC ADV CHARLIE WHO SAID THAT VEH WAS IN AS FOLLOWS:- 11/03/06 @ 16,722 FOR 7,500 SERVICE, CEL ON

2/14/2008 CUST STATES □

1. BRAKES GO DOWN TO THE FLOOR AND THE ABS LIGHT AND ECS LIGHT □  
ARE INTERMITTENT □

DIAGNOSIS □

BRAKE SWITCH MALFUNCTION □

--WRITER EXPLAINED PROCESS TO BE ABLE TO CONFIRM DLR HISTORY OF  
REPAIR IN ALL FAIRNESS AND HOPEFULLY LET DEALER NJ046 FOLLOW  
THROUGH OR EXPLAIN TO CUST THE ATTEMPTS THEY HAVE MADE TO  
RECTIFY THE SITUATION □

WRITER LEAVES CASE OPEN

2/14/2008 CALL TO DANNY BARROWS A SERVICE MANAGER TO DISCUSS  
SEVERAL ATTEMPTS THAT HAVE BEEN MADE WITH CUST TO RESOLVE BRAKE  
ISSUE □

1. REPAIR ATTEMPTS MADE ARE SAID TO BE OVER FIVE TIMES BY CUST  
INVOLVING ABS LIGHT AND ECS LIGHT □

□

HAD TO LEAVE MESSAGE FOR DANNY BARROWS □

CUST PHONE CUT OUT.

2/14/2008 Cust States: □

1. Would like to speak with CM/JP □

2. Was on the line with CM/JP □

3. Cell signal faded and call was disconnected □

4. Feels that CM/JP did not really care what was going on with veh □

Writer offered to assist Cust Cust stated would like to speak to CM/JP □

Writer placed Cust on hold to contact CM/JP □

Writer went back to cust and line had been disconnected. □

Writer informed CM/JP of contact. □

Call ended

2/14/2008 Cust States: □

1. would like to speak with CM JP. □

--Writer warm transferred call the CM JP. □

---Transferred.---

8/28/2008 CUST FATHER MR SLOCUMB STATES: □  
VEH IS AT AL015. □  
VEH IS A DEFECTIVE VEH (LEMON) AS MODULES HAVE BEEN REPLACED MANY  
TIMES □  
VEH HAS PROBLEM WITH TRANSMISSION MODULE . □  
VEH HAS BEEN TO DLR 6 TIMES TO HAVE MODULE REPLACED. □  
DAUGHTER HAS TO MISS WORK TO GET VEH FIXED WHEN VEH GOES TO  
DLR. □  
----- □  
CM CALLED DLR TO GET DATES AND TIMES VEH WAS IN. □  
CM GAVE CUST FILE # NAME AND EXT UPDATED FILE NO EMAIL □  
CM PLACED CUST ON HOLD TO GET INFO FROM DLR □  
CM EXPLAINED TO CUST WILL HAVE TO CONTACT DLR AND THEN WILL SEE  
ABOUT OPENING FILE TO HIGHER PERSONEL □  
CM GAVE CUST FILE # NAME EXT UPDATED FILE □  
CUST THANKED CM AND CALL ENDED  
8/28/2008 DLR AL015 SERVICE MANAGER GREG STATES: □  
VEH HAS BEEN IN 6 TIMES AS VEH IS IN TODAY FOR MODULE CONCERNS. □  
DLR STATES THAT HYUNDAI SHOULD BE AWARE THAT MODULES WERE  
DEFECTIVE FROM VENDOR. □  
CM GOT DATES AND TIMES VEH HAS BEEN AT DLR □  
8/28/08 @25900 VEH IS IN FOR MODULE. □  
CUST WILL NEED SWITCH ASSY-STOP LAMP □  
8-11-08 @ 25872 VEH WAS AT DLR □  
DLR REPLACED THE SWITCH ASSY STOP LAMP □  
5-16-08 @ 20984 VEH WAS AT DLR FOR MODULE CONCERNS □  
DLR REPLACED THE SWITCH ASSY STOP LAMP □  
3-17-08 VEH WAS IN FOR MODULE CONCERNS □  
DLR REPLACED THE SWITCH ASSY STOP LAMP □  
1-5-08 @ 14603 VEH WAS IN FOR MODULE CONCERNS □  
DLR REPLACED THE SWITCH ASSY STOP LAMP □  
4-5-07 VEH WAS IN FOR MODULE CONCERNS □

7/31/2008 CUST STATES

1. 40,000
2. REPLACING STOP LAMP SWITCH
3. OCCURS MORE FREQUENTLY HAPPENS IN HOT WEATHER THEN IN COLD WEATHER
4. HAS BEEN TO THE DLRSP
5. BEEN TO DLR 5 TIMES
6. SERVICE HAS BEEN WONDERFUL

---WRITER VERIFIED INFORMATION. WRITER ADVISES CUST WRITER CONTACTING DLRSP. WRITER STATES NAME, PHONE EXT., AND CASE NUMBER. WRITER ASKED CUST IF THERE WAS ANYTHING ELSE WRITER COULD BE OF ASSISTANCE. CALL ENDED

7/31/2008 DLR AZ019 RICK STATED:

1. REQUESTED TO SPEAK WITH CM/TH.

--- WRITER VERIFIED CONTACT INFORMATION & CONTACTED CM/TH AND UPDATED NOTES.

--- WRITER TRANSFERRED CUST TO CM/TH. ---

7/31/2008 DLR STATES

1. TECH LINE STATES PUT ANOTHER SWITCH IN IT
2. NO WAY TO TELL IF NEW OR OLD
3. JUNE 9 08 REPLACED SWITCH
- MAY 7 08 REPLACED SWITCH
- OCT 3 06 ADJUSTED, NOTHING REPLACED
4. HAVE CUST BRING IN VEH

---WRITER THANKED SVC MGR (RICK) FOR ALL THE INFORMATION. WRITER THANKED RICK FOR CALLING BACK. CALL ENDED

7/31/2008 WRITER ATTEMPTED TO CONTACT CUST. WRITER LEFT VOICE MESSAGE. WRITER VERIFIED NAME, PHONE EXT., AND CASE NUMBER.8/1/2008 CUST STATED

1. WILL FAX CUST DIAGNOSIS

07/09/07(TCAMP/CVG) CUST STATES

1. ENGINE BROKE DOWN A WEEK AFTER PURCHASED.
2. TOOK TO DLR KS005 FOR REPAIR.
3. REPLACED PART BUT VEH IS STALLING AGAIN AFTER 3 WEEKS.

----WRITER CALLED DLR DLR STATES:

1. JUNE 18/07 20,789 VEH CRANK WONT START, INSTALLED NEW POWERTRAIN CONTROL MODULE.

----WRITER ADVISED CUST TO TAKE TO DLR FOR CURRENT DIAGNOSIS. CUST MAY CALLBACK.

-----  
07/09/07(DPOTT/CVG) DLR KS005 STEVE LYNDSEY STATES

1. VEH WAS IN TODAY VEH DID NOT HAVE ANY CODES AND STARTED FOR DLR
  2. DLR OFFERED TO KEEP VEH CUST DECLINED AND TOOK VEH
  3. DLR WAS UNABLE TO KEEP VEH TO TRY TO START LATER TO SEE IF DLR COULD DUPLICATE PROBLEM.
  4. VEH WAS NOT BOUGHT FROM THIS DLR AND CUST IS SECOND OWNER
  5. DOES NOT KNOW WHAT CUST WANTS AS CUST WILL NOT LIVE VEH AT DLR SO DLR CAN TRY TO DUPLICATE THE PROBLEM.
  6. DLR DID NOT FIND PROBLEM WHEN VEH WAS IN THE DLR NO CODES AND VEH STARTED WHEN THE DLR TRIED TO START IT NO HESITATION OR STALLING. CM TAHNKED DLR FOR TIME AND INFO AND CALL ENDED.
- IF CUST CALLS PLEASE TRY TO GET PHONE AND EMAIL ADDRESS

-----  
07/17/07 (BMATT/CVG) CUST STATES:

1. CUST STATES THAT THERE IS SOMETHING WRONG WITH THE VEH.
  2. THE VEH IS STILL STALLING AND JUST GO DEAD AND WOULD NOT START FOR 15 TO 20 MIN.
  3. CUST WOULD JUST LIKE TO FIND A RESONABLE SOLUTION TO THIS PROBLEMAND OR WOULD LIKE TO VEH FIXED.
  4. CUST WOULD JUST LIKE THIS VEH FIXED.
- CM ADVISED TO CUST THAT CM WOULD CONTACT THE DLR ABOUT THE CONCERN.AND GET THE DATES AND MILEAGE.

2/11/2008-The Cust does not want to lodge a complaint toward's the DLRSP.□  
-Been 7 times to the DLRSP for the esc off light concern.□  
-A technical bulletin had been done where the harness was replaced but the VEH is doing it again.□  
-Need's help with resolution.□  
2/12/2008 SVC Adviser/Rick□  
States:□  
03/27/07 @ 24231□  
Cust states:□  
ESC light will come on when driving□  
DLRSP:□  
Replaced brake light switch□  
code 1513□  
-□  
07/10/07 @ 34393 □  
Cust states:□  
ESC light coming on□  
DLRSP:□  
Brake light switch shorted and then replaced.□  
-□  
09/22/07 @ 42238□  
Cust states:□  
ESC Light is on□  
DLRSP:□  
code 1513□  
Replaced BRake light switch.□  
-□  
12/15/07 @ 49650□  
Cust states:□  
ESC light on but now off□  
DLRSP:□  
found no codes□

10/14/2008 CUST STATES:□

1. WANTS TO ADDRESS A WARRANTY CONCERNS. □
2. THE BRAKE LIGHTS DO NOT WORK. □
3. THE DLRSHIP DIAGNOSED TODAY, AND IT WAS THE BRAKE PEDAL SENSOR.□  
REPLACED THAT, AND FOUND THAT ALL THREE BULBS WERE BURNED OUT.□
4. AND THE CENTER BRAKE LIGHT NEEDED TO BE REPLACED, AND THAT IT WAS NOT COVERED UNDER THE□  
WARR. □
5. WANTS TO KNOW IF IT SHOULD HAVE BEEN COVERED. THREE BULBS NORMALLY SHOULD NOT BURN OUT AT THE SAME TIME, AND IT NOT BE RELATED TO THE SENSOR THAT CONTROLS THEM. □
6. THE SRV ADVISOR WAS REALLY NICE, AND WAS GREAT. JUST IS UPSET THAT THEY THINK IT IS UNRELATED.□

---WRITER VERIFIED CUST INFORMATION, AND ADVISED CUST THAT WOULD CONTACT THE DLRSHIP TO REQUEST A CALL IN THE MORNING FROM THEM, CUST UNDERSTOOD.□

WRITER CAME BACK. AND EXPLAINED THAT WOULD FOLLOW UP WITH CUST IN THE MORNING WHEN HAD OBTAINED THE NEEDED INFORMATION. WRITER GAVE NAME, EXT., AND CASE NUMBER. WRITER THANKED CUST FOR CALLING, AND ENDED THE CALL.□

---CASE PENDING---

10/14/2008 WRITER OUTBOUND TO DLRSHIP SRV MGR, TO FIND OUT IF THE BRAKE PEDAL SENSOR COULD□

HAVE CAUSED THE BRAKE LIGHTS TO BURN OUT, BY A SURGE OR SOMETHING. □

DLR DID NOT ANSWER, AND WRITER LEFT A VM FOR RETURN CONTACT, AND ENDED THE CALL.□

---CASE PENDING---

10/15/2008 The svc mgr returned the call from cm/AC.□

---The writer put the svc mgr on hold to ck the status of cm/AC. Cm/AC was not in the office yet so the writer took the notes from the svc mgr.□

Loren, svc mgr, stated that the brake light sw did not cause the brake lights to fail. In the

8/18/2008 CUST STATES.□

1. TRYING TO GET READY FOR A HURRICANE.□
2. JUST GOT HOME, NOW THE BRAKE LIGHTS WILL NOT GO OFF.□
3. DLRSHIP'S IN THE AREA ARE CLOSED.□
4. AFRAID THAT THE BATTERY WILL DIE AND CUST WILL NEED TO LEAVE IN A HURRY.□

--WRITER THANKED CUST FOR CALLING, VERIFIED INFORMATION, EMPATHIZED. CONTACTED UT015 SINCE CUST'S LOCAL DLR WAS CLOSED. SEE DLR NOTE. ATTEMPTED TO WALK CUST THROUGH REMOVING THE FUSE. CUST WAS UNABLE TO REMOVE IT. CUST WILL TRY AGAIN IF THE RAIN LETS UP.

GAVE NAME, EXTENSION, AND CASE NUMBER.□

CASE CLOSED

8/18/2008 JUSTIN, SERVICE ADVISOR AT UT015 STATES.□

1. MOST LIKELY PROBLEM IS A BRAKE LAMP SWITCH.□
2. NOT LIKELY THE CUST COULD FIX IT.□
3. WRITER MAY TRY WALKING CUST THROUGH REMOVING THE FUSE.□
4. THE BRAKE LAMPS LEFT ON WILL DRAIN THE BATTERY WITH IN 24 HOURS, PROBABLY LESS.□

--WRITER THANKED DLR FOR INFORMATION.

3/27/2008 cust states □

1. cust driving home and veh pulled along side of cust and said you brake lights are out □  
2. cust checked veh's brake light's when cust got home. cust verified that the brake lights don't work. □

3. cust believes that concern is brake light switch □

--writer thanked cust for calling HCA, writer verified and created case for the cust. writer informed the cust that cust would need to have the veh diagnosed by a Hyundai dlr. cust agreed. writer explained if this part is a part of the NVLW this part should be covered if fault is defect cust understood. ==□

--writer will close case--

8/17/07 (JMILLS/CVG) CUST STATES:

1. THE TPMS LIGHT COMES.

2. CUST TAKES VEH TO WV006 TO HAVE VEH LOOKED AT. WV006 HOOKED VEH UP TO COMPUTER AND NOTHING WAS WRONG WITH VEH.

3. CUST THEN WENT ON VACATION TO MYRTLE BEACH. THE TPMS LIGHT AS WELL AS THE ESC LIGHT COMES ON.

4. CUST TOOK VEH TO SC018 TO HAVE VEH LOOKED AT. SC018 SAID THAT THE SENSOR WAS BAD AND THEY REPLACED THE BRAKE LIGHT SWITCH WITH THE ESC LIGHT COMING ON. THEY ALSO FIXED THE RIGHT FRONT TPMS SHORT THAT VEH WAS HAVING.

5. NOW THE TPMS LIGHT IS ON AGAIN.

----WRITER VERIFIED CUST INFORMATION. WRITER ADVISED TO CUST TO TAKE VEH BACK TO WV006 TO HAVE VEH LOOKED AT AGAIN. ALSO TAKE ALL OF CUST'S INVOICE TO THE DLR TO HAVE THEM SEE THAT DLR DID FIX THE PROBLEM. WRITER ALSO ADVISED TO CUST TO EXPLAIN TO THE DLR WHAT IS HAPPENING WITH THE VEH. CUST UNDERSTOOD. WRITER GAVE FILE NUMBER AND EXT.

-----

2/27/2008 Cust states:□

1. Purchased August 1st, 2007 48 miles when purchased, now 1,066 miles. Cust stating car is a lemon and does not want it□

When cust first saw car it had 5 miles on it and did not think it should have an extra 43 miles on it, but cust let this slide.□

2. Salesman was told cust would be back to decide. Went to bank and got money and went to drive it off the property the gear would not move. Within 5 minutes. Cust went back in and said I don't want this veh as cust cannot even drive it off the property. Someone came out and showed how to fix, by taking a nail and jiggle this little thing. This did not correct it.□

3. Had to contact dlrsp 3 times to come get veh at cust's home because the shift would not release. Third time sales man never showed up and salesman was let go.□

4. Sales man convinced cust to give another \$200.00. Very High pressured as cust's land lord was loaning this cust money. In the middle of the sale the salesman got \$200.00. When sales manager found out cust got cust's \$200.00 back. Very hard with all pressure for cust to see things clearly and just not get the veh.□

5. Cust kept going to the Svc at the dlrsp Doug is the svc mgr and the dlrsp did not seem to be doing anything. Was then pressured at 300 miles to do an oil change or warr would be affected. Cust did not want this, but they pressured and said the warranty would be affected.□

6. Svc at dlrsp gave cust a little itsy bitsy screw driver so cust could open and juggle to make the gears move herself.□

Cust has been needing to use this every other day. Also, complaint about a horrendous sound in the back of the veh and the dlrsp is stating every new veh makes noises. Cust paid \$18,252.12 for this. John Muser supervised the mechanics and now left dlrsp. □

7. Radio is "haunted". As your driving you will here another station, keeps changing station. Took next door to have it programmed and cust cannot program radio. Dlrsp stated they would change the radio. Cust's nieghbor told cust to just get rid of this car. This neighbor specializes in radio's. Cust never had radio changed. Cust has now been calling the dlrsp and no one will call cust back at dlrsp. Cust is going in for free inspection. Svc mgr doug was on vacation and cust had been told by Doug that the mechanic were young and did not know what they were doing yet. Cust would not leave

12/13/2007 CUST STATES:□

1. THE VEH HAS BEEN TO NH014 12-13 TIMES FOR EITHER THE ECS LIGHT OR AIR BAG□  
LIGHT.□
2. THE TPSM LIGHT KEEPS COMING ON.□
3. ON 10/15 NH014 CHANGED THE MODULE.□
4. TPSM LIGHT ON AND OFF RANDOMLY.□
5. 12/10 SVC ADV COREY FOUND 5 CODES THAT SVC ADV COULD NOT DETERMINE WHAT WAS GOING ON.□
6. NH014 LEFT GOUGE MARKS ON SIDE PANEL AND LEFT GREASE MARKS INSIDE□  
THE VEH.□
7. CUST IS FRUSTRATED AND WANT'S THE VEH FIXED IF IT CAN BE FIXED OR A NEW□  
VEH.□
8. CUST WAS TO BRING THE VEH IN TODAY, BUT BY THE TIME THE CUST GOT TO □  
NH014, IT WAS CLOSED.□

---WRITER UPDATED THE FILE AND GAVE CASE NUMBER. WRITER ADVISED WOULD LIKE TO INVOLVE THE APPROPRIATE DEPT IN RESOLVING CUST CASE. ADVISED AS NH014 IS NOW CLOSED, WRITER WILL ATTEMPT TO CALL THE DLR TOMORROW. ADVISED WILL FORWARD THE CASE ONCE CONTACT WITH NH014. CUST □

THANKED WRITER FOR ASSISTANCE.□

---WRITER WILL OPEN TO REGION WHEN NH014 CAN BE CONTACTED.□

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12/19/2007 DLR CALL:□

1. WRITER CALLED NH014 TO GET HISTORY ON AIR BAG LIGHT CONCERN.□
2. NH014 SVC DEPT WAS NOT AVAILABLE SO A MESSAGE WAS LEFT□  
FOR A CALL BACK.□
3. THIS IS THE FIRST ATTEMPT AT CONTACTING NH014.□

---WRITER WILL MAKE ONE MORE ATTEMPT AT CONTACTING NH014. IF NO

2/9/2009CUST STATES:□

1. ABL COMES ON INTERMITTENTLY 2-3 TIMES A WEEK EVEN AFTER REPAIR. DLR CAN'T DUPLICATE.□

2. ESC LIGHT ON INTERMITTENTLY 2-3 TIMES A WEEK. DLR CAN'T DUPLICATE.□

3. GAS GAUGE STUCK AFTER REPAIR ON 2/7/09.□

4. CUST THREATENING LL.□

5. CUST FIRST USED ORLANDO HYUNDAI FL124. 2/6/09 AND 2/7/09 CUST TOOK VEH TO UNIVERSAL HYUNDAI FL103.□

--WRITER EMPATHIZED WITH CUST. WRITER ADVISED CUST TO CALL RSA AND HAVE VEH TOWED TO DLRSP IF EITHER OF THE WARNING LIGHTS COME ON. CUST UNDERSTOOD. WRITER ADVISED WRITER WILL CALL BOTH DLRSPS FOR MORE INFO. WRITER WILL THEN ESCALATE CASE TO HIGHER PERSONNEL FOR REVIEW. CUST SHOULD HEAR FROM SOMEONE IN 3-4 BUSINESS DAYS FOR CONTACT INFO AND THE NEXT STEPS IN RESOLVING CUST'S CONCERN. WRITER ADVISED CUST TO CALL WRITER IF CUST DOES NOT HEAR FROM ANYONE. CUST UNDERSTOOD.□

--WRITER VERIFIED AND UPDATED CUST INFO, PROVIDED CASE #, WRITER'S NAME AND ID #. THERE ARE NO OPEN CAMS OR RECALLS ON VEH. WRITER INVITED CUST TO CALL WITH ANY FURTHER QUESTIONS OR CONCERNS.□ CASE PENDING CALL TO DLRSPS AND OPENING TO REGION.

2/11/2009 WRITER CALLED DLRSP ORLANDO HYUNDAI FL124 AND SPOKE WITH SERV MGR CHUCK WHO PROVIDED THE FOLLOWING INFO:□

\*\*10/16/08 @20,332 MILES AIRBAG RECALL AND DRIVER'S SEAT BELT NOT LOCKING. DLR DID RECALL REPAIR AND ADDED CLIPS TO REPAIR SEAT BELT.□

\*\*2/6/08 @24,563 MILES SOMETIMES THE GAS GAUGE STICKS ON EMPTY / CEL / ESC. DLR COULDN'T DUPLICATE. DLR HAD NO LOANER, SO CUST DECLINED WORK / DIAGNOSIS.□

CHUCK WILL BE HAPPY TO SET AN APPT FOR CUST TO GET LOANER AND DIAGNOSE THE VEH AGAIN.

2/12/2009 WRITER CALLED UNIVERSAL HYUNDAI AND SPOKE WITH SERV MGR KIRBY WHO PROVIDED FOLLOWING INFO:□

12/28/2007 Cust states:□

1. would like to have a letter of compliance fax and mailed to him at his Canadian address.□

--Writer advised cust that the letter will be faxed within 48 business hours, the mailed letter will take approx. 7-10 business days. Cust understood.

12/28/2007

\*\*\*\*\*ATTN NCA\*\*\*\*\*□

FORWARDING TO NCA FOR COMPLIANCE LETTER MAILING TO THE ADDRESS ON FILE AND COMPLIANCE LETTER FAX□

FAX #:250-539-5040□

THANKS VERY MUCH□

\*\*\*\*\*

12/28/2007 WRITER REVIEWED FILE AND FORWARDING TO LITERATURE FOR REVIEW AND MAILING/FAX.

1/2/2008 Writer successfully faxed compliance/no recall letter.

4/2/2008 CUST STATES: □

1. HAD REPAIR COMPLETED FOR ESC LIGHT AT VICTORIA HYUNDAI IN CANADA.

□

2. REQUESTING REIMBURSEMENT FOR REPAIR DUE TO THE FACT REPAIR WOULD BE COVERED IF WARRANTY WAS ACCEPTED.□

--WRITER PROVIDED CUST MAILING ADDRESS TO SUBMIT CUST'S REQUEST FOR CONSIDERATION FOR REIMBURSEMENT REQUEST. WRITER ADVISED CUST THAT CUST WILL NEED TO SUBMIT PROOF OF OWNERSHIP, REPAIR ORDER, ETC. WRITER PROVIDED CASE NUMBER AND WRITERS CONTACT INFO FOR ANY FURTHER ASSISTANCE. CASE CLOSED.

4/14/2008 REC; D CUST. LTR WILL FORWARD TO CALL CENTER FOR PROPER CODING AND HANDLING ON 4/17/08

4/22/2008 Correspondence:□

---LCM received letter and forward to Nmcewan for handling.

4/22/2008 CORRESPONDENCE:□

---WRITER RECEIVED LETTER. LETTER STATES:□

1. PURCHASED VEH WITH THE ASSURANCE WARR WOULD BE EFFECTIVE IN

3/18/2008 cust states □

1. would like resolution to issues with veh □
2. tpms light and esb off light keeps coming on □
3. cust to dlr a total of 6 times for these issues □
4. feels as if veh is lemon □
5. very disappointed with dlr and the way dlr does business □

--writer thanked cust for calling HCA. Confirmed cust info. Advised cust that additional info would need to be gathered from dlrshp. Cust unable to hold due to cust being at work. Writer advised cust of CM's OB time and that CM will follow up with dlr and then call cust back. Cust understood. Cust can be reached at [REDACTED] Provided name case and extension. call ended

3/18/2008 Writer contacted dlr OR025. Service Manager in meeting. Spoke with Service Advisor Jeff. Dlr states dates and service attempts are as follows: □

- 10.7.07 ESB off light on. Brake light switch ordered □
  - 10.20.07 773 miles ESB off light on. Part in. Dlr replaced part. Solved issue □
  - 2.25.08 5228 miles TPMS light on. Front right wheel sensor replaced □
  - 3.4.08 5459 miles TPMS light back on. Tire sensor not holding programming. Dlr reprogrammed. Light now off. □
  - 3.18.08 6114 miles Cust brought veh back into dlr. Light not on. Dlr on 15 mile road test. Unable to duplicate at this time. Issue seems to be repaired □
- writer thanked dlr for time and info. call ended

3/18/2008 Writer contacted cust back at work number. Left message on VMS providing all info from dlr. Provided name case and extension for cust to call back if issue continues to occur. writer closing case pending additional call from cust

3/18/2008 CUST STATES: □

1. CUST WOULD LIKE EXT 54242 □
2. CUST IS COMPLAINING THE SERV DONE EVIDENTLY IS NOT RESOLVING THE VEH ISSUES. □

6/17/2008 cust grand daughter (driver of veh) states:

1. works minumn wage job
  2. \$620.00 car payment
  3. chrome trim fell off
  4. seat motor went out
  5. interior door handles
  6. dlr called cust a bad name
  7. feels that cust deserves to be treated better
  8. feel taken advantage of by dlr
  9. will contact attorney
  10. want assistance paying payments for all the trouble veh has caused or NEW VEH
- writer verified cust information and campaigns. writer empathized with cust concerns and explained dlr information. writer explained alternate arbitration. writer explained time frame for open to region and suggested cust contact writer if cust has not heard from regional rep by 6/24/08. writer thanked cust for calling hca and provided writer contact information and case for return contact. case forwarded to region

6/17/2008 Dlr MS029 Troy SVC MGR states

1. feels that cust doesn't want veh as payment is too high
2. dates and mileage of repairs

6/17/08 7,922 miles seat concern power switch replaced

5/12/08 6,325 miles chrome fell off replaced

2/25/08 3,084 miles oil change and keyless remote program

-- writer thanked dlr for information.6/17/2008Open to Region Notes:

1. Writer forwarding file to region as cust has had multiple veh concerns with veh and is not threatening legal action.

2. Veh has been to dlr three times for different concerns.

3. dates and mileage of repairs

6/17/08 7,922 miles seat concern power switch replaced

5/12/08 6,325 miles chrome fell off replaced

10/20/2008 CUST STATES:KAESHA □

1. THE VEH HAS BEEN TO THE DLR ALMOST EVERY MONTH FOR A PROBLEM ON THE VEH. □
2. DOES NOT WANT VEH ANYMORE. □
3. IS TIRED OF PAYING FOR VEH WHEN VEH HAS TO GO TO THE DLR ALL THE TIME. □
4. WILL NOT PAY ON VEH. □

--WRITER UPDATED CUST INFO. WRITER ADVISED CUST THAT WRITER CAN NOT ASSIST CUST WITH THE BANK. WRITER ADVISED CUST THAT WRITER WILL GET INFO ON SITUATION AND SEE WHAT WRITER CAN DO TO ASSIST WITH THE REPAIR OF THE VEH.

10/20/2008 DLR MS029: SVC MGR TROY □

1. CUST CAME IN ON 09/30/08 @ 11,664 MILES THE SPEAKERS ARE BLOWN. □  
DLR COULD NOT DUPLICATE. □
2. DLR WILL FAX IN THE REST OF THE REPAIR ORDERS. □
3. FEELS CUST HAS BUYERS REMORSE. □

--WRITER THANKED DLR FOR INFO.

10/21/2008 WRITER RECEIVED A FAX AND ATTACHED, SEE ATTACHMENT TAB.

10/21/2008 FROM DLR INFO MS029: □

1. CUST CAME IN ON 06/17/08 @ 10,120 MILES POWER SEAT WILL NOT MOVE BACKWARDS. DLR FOUND DEFECTIVE LH POWER SEAT SWITCH AND REPLACED. □
2. 08/18/08 @ 10,781 MILES ESC LIGHT IS ON . BRAKE LAMP SWITCH MALFUNCTION AND REPLACED SWITCH. GEAR SHIFT IS BINDING NOT WANTING TO SHIFT IN AND OUT OF GEAR PROPERLY. WILL TALK TO REP □
3. 09/17/08 @ 11,139 MILES SHIFTER IS STICKING. DLR FOUND INTERNAL FAILURE IN SHIFTER. REMOVED AND REPLACED DEFECTIVE GEAR SHIFTER. □  
TIRE PRESSURE LIGHT IS ON. DLR SET AIR PRESSURE IN TIRES. □
4. 09/30/08 @ 11,664 MILES SPEAKERS ARE BLOWN COULD NOT DUPLICATE. □

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10/21/2008--WRITER TRIED CONTACTING CUST BACK AND THERE WAS NO ANSWER OR ANSWERING MACHINE. □

9/17/2008 caller states ( [REDACTED] )

1. bought new in Jan
2. brake light keeps coming on
3. DLR replaced brake light switch twice
- 4 came on thrid time
5. DLR unable to duplicate
6. cust wants vehicle either fixed or replace vehicle
7. loves vehicle and just wants it to work correctly

==writer==

thanked cust for calling and verified all info, apologized to cust, informed cust that writer needs to talk to DLRSHIP(see notes) and will get back with caller, gave name case and ext.

9/17/2008 DLR states(Tim) ny086:

have replaced the part 2 times and cust says that there is still a problem, service manager has had the vehicle driven quite allot and can find no problems. states cust will not pick up vehicle until fixed. has not spoken to dspm regarding this problem. thanked service manager and gave name case and ext.

9/17/2008 writer== called cust and advised that DLR has not been able to duplicate problem, writer is sending to a higher authority (open to region), left name case and ext again.

9/17/20081. WRITER IS SUBMITTING FILE TO REGION DUE TO CUSTOMER HAVING AS ISSUE WITH THE SWITCH ASSY STO 938103K000 HAVING BEEN REPLACED 2 TIMES AND CUST STATES LIGHT IS ON AGAIN AND DLR CAN NOT FIND A PROBLEM. CUST WANTS VEHICLE REPAIRED, A BUY BACK WITH NEW VEHICLE, OR IS SAYING CUST WILL INVOKE LEMON LAW.

2. THE VEHICLE HAS BEEN IN TO THE DLR 3 TIMES FOR THIS PROBLEM NY086

3. THE VEHICLE WAS BROUGHT IN ON

2/11/08 WITH 760 MILES DLR REPLACED SWITCH PART # 938103K000

1/23/2009 CUST STATES:□

1. VEHICLE PURCHASED IS A LEMON, WITH ONGOING ISSUES. □
2. CUST KNOWS THIS VEH FOLLOWS UNDER THE LEMON LAW. CHECKED THE NY LAW THIS VEH DOES QUALIFY, CUST HAS THE PAPER WORK SENT FROM STATE OF NEW YORK , CALLING TO INFORM HYUNDAI. □

---CM EMPATHIZED, CM VERIFIED, UPDATED, AND INFORMED CUST CM WILL GATHER NECESSARY INFORMATION FROM SRV DLR , CM GATHERED 6 REPAIR DATES, INFORMED CUST THIS CASE WILL BE FORWARDED TO THE APPROPRIATE DEPARTMENT ( REGION ), THERE WILL BE AN INDIVIDUAL CONTACTING CUST WITHIN 3-5 BUSINESS DAYS, PROVIDED CASE #, CM NAME AND EXT. THANKED CUST FOR CALLING HCA□

FORWARDING TO REGION.

1/23/2009 NY013 BRAD CUST SRV DLR SRV MGR STATES:□

REPAIRS DATES AND MILES:□

4/17/08 @ 2,117 MILES. ESC WARNING LIGHT ON. REPAIRS: REPLACED SWITCH ASSEMBLY. □

4/25/08 @ 2,326 MILES. ESC WARNING LIGHT ON. REPAIRS: ADJUSTED BRAKE LAMP SWITCH.□

9/2/08 @ 4,410 MILES. ESC WARNING LIGHT ON. REPAIRS: REPLACED SWITCH ASSEMBLY.□

10/14/08 @ 4,915 MILES. ESC WARNING LIGHT ON. REPAIRS: DID TSB ON THE BRAKE LAMP SWITCH WIRING AND DID AN INSPECTION.□

12/2/08 @ 5,102 MILES. ISSUE WITH GETTING THE VEHICLE OUT OF PARK. □ REPAIR: ADJUSTED BRAKE SWITCH. □

DPSM AND TECH NOT INVOLVED.□

NO AFTERMARKET PARTS AFFECTING THE CONCERNS.

1/23/2009` REGION NOTES:□

1. CM IS SUBMITTING THE FILE TO REGION DUE TO CUST CALLED AND STATED THAT HE IS LETTING HYUNDAI KNOW THIS VEH DOES QUALIFY AS A LEMON, CUST RECEIVED ALL OF THE NECESSARY WORK TO FILE, HOWEVER HAS NOT YET FILLED, READ THROUGH LITERATURE, AND IS AWARE THIS VEH QUALIFIES FOR LEMON-LAW. □

FILE NUMBER	CUSTOMER FIRST NAME	CUSTOMER LAST NAME	CUSTOMER ADDRESS	CUSTOMER CITY
3193642				UNION CITY

3407010				CORPUS CHRISTI
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1016123				BASTROP
---------	--	--	--	---------

3377201				ROMEDEVILLE
---------	--	--	--	-------------

3424728				HIALEAH
---------	--	--	--	---------

3344316				FAIRBANKS
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3452149				BIDDEFORD
3481464				ARDEN

1071761				PORTLAND
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3312722				COLUMBIA
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3245546				LUGOFF
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CUSTOMER STATE	CUSTOMER ZIP CODE	CUSTOMER TELEPHONE	VIN	VEHICLE MAKE	VEHICLE MODEL
CA			KM8JN12D85UXXXXXX	HYUNDAI	TUCSON

TX			KM8JN12D25UXXXXXX	HYUNDAI	TUCSON
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LA			KM8JN12D25UXXXXXX	HYUNDAI	TUCSON
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IL			KM8JM12B26UXXXXXX	HYUNDAI	TUCSON
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FL			KM8JN72D06UXXXXXX	HYUNDAI	TUCSON
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AK			KM8JN72D36UXXXXXX	HYUNDAI	TUCSON
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ME			KM8JM12B06UXXXXXX	HYUNDAI	TUCSON
NC			KM8JN12D76UXXXXXX	HYUNDAI	TUCSON

OR			KM8JN72D86UXXXXXX	HYUNDAI	TUCSON
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SC			KM8JN12DX7UXXXXXX	HYUNDAI	TUCSON
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SC			KM8JN12DX7UXXXXXX	HYUNDAI	TUCSON
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VEHICLE MODEL YEAR	MILEAGE	REPORT OR CLAIM DATE	PRODUCTION DATE	DEALER NAME
2005	40000	20080415	20041021	SAN LEANDRO HYUNDAI

2005	64912	20081022	20050411	CHAMPION HYUNDAI OF CORPUS CHR
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2005	24120	20061020	20050527	HIXSON AUTOPLEX OF MONROE HYUN
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2006	57479	20080827	20050711	D'ARCY HYUNDAI
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2006	37494	20081024	20050727	PACIFICO HYUNDAI
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2006	30000	20080718	20051031	TEAM HYUNDAI
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2006	50000	20081201	20051101	PRIME HYUNDAI
2006	44000	2000112	20051121	KING HYUNDAI

2006	9000	20070821	20051205	HILLSBORO HYUNDAI
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2007	34000	20080610	20060818	JIM HUDSON HYUNDAI
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2007	7652	20080314	20061116	CAPITOL HYUNDAI
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DEALER STATE	NOTES
CA	<p>1/7/2008 CUST STATES:☐</p> <ol style="list-style-type: none"> <li>1. HAS BEEN HAVING PROBLEMS WITH THE VEH.☐</li> <li>2. THE VEH IS LEAKING WATER ON THE PASSENGERS SIDE.☐</li> <li>3. HAS HAD NUMEROUS REPAIRS AT A HYUNDAI DLR.☐</li> <li>4. WANTS TO KNOW WHAT ELSE TO DO, THE VEH STILL LEAKS.☐</li> </ol> <p>---WRITER VERIFIED/UPDATED CUST FILE. WRITER APOLOGIZED FOR CUST INCONVENIENCE. WRITER ADVISED CUST THAT SINCE THE VEH HAS BEEN REPAIRED NUMEROUS TIMES AND THE PROBLEM STILL EXISTS THAN WRITER WILL NEED TO CALL THE DLR AND VERIFY THE SERVICE DATES FOR THE LEAKING FLOOR. CUST UNDERSTOOD AND THANKED WRITER. WRITER'S DEALER NOTES ARE POSTED ABOVE THESE NOTES... WRITER GOT BACK WITH CUST AND ADVISED CUST THAT WRITER WILL FORWARD THE FILE TO THE APPROPRIATE PERSONNEL TO REVIEW THIS ISSUE AND HELP THE CUST GET THIS RESOLVED. WRITER ADVISED CUST TO WAIT 7-10 BUSINESS DAYS FOR A CALL BACK TO GET THIS ISSUE RESOLVED. CUST UNDERSTOOD AND THANKED WRITER.</p> <p>1/7/2008 WRITER CALLED DLR DLR CA220 SAN LEANDRO HYUNDAI AND SPOKE TO SRV. ADVISOR MIKE. MIKE ADVISED WRITER OF ALL OF THE CUST SERVICE DATES FOR THE FLOOR LEAKING ISSUE AND ANSWERED THE APPROPRIATE QUESTIONS FOR A REGION SUBMISSION. WRITER THANKED MIKE FOR THE INFORMATION AND DISCONNECTED THE CALL. WRITER WILL OPEN FILE TO REGION.</p> <p>1/7/2008 WRITER IS OPENING FILE TO REGION:☐</p> <ol style="list-style-type: none"> <li>1. WRITER SUBMITTING FILE TO REGION BECAUSE VEH HAS AN ONGOING LEAKING ☐ CONCERN ON THE PASSENGERS SIDE FLOOR OF THE VEH.☐</li> <li>2. WHENEVER IT RAINS OR STORMS THE FRONT RIGHT OF THE VEH WILL LEAK ☐ SEVERELY AND FLOOD THE PASSENGERS SIDE FLOOR.☐</li> <li>3. CONTACT AT DLR CA220 SAN LEANDRO HYUNDAI IS SRV. ADVISOR MIKE.☐</li> <li>4. VEH HAS BEEN TO DLR 4 TIMES FOR THIS CONCERN.☐</li> <li>5. 4/17/06 10,437 MI. WATER LEAKING INSIDE PASSENGER DASHBOARD AREA,</li> </ol>

TX	<p>10/2/2008 CUST STATES:□</p> <ol style="list-style-type: none"> <li>1. TOOK VEH IN TO DLR WHEN VEH WAS FIRST PURCHASED FOR ESP LIGHT GOING ON.□</li> <li>2. VEH HAS BEEN TO DLR 3 TIMES AND THEY CAN'T DUPLICATE CONCERNS.□</li> <li>3. HAS LOOKED ON INTERNET AND THIS MAKE OF VEH IS HAVING THE SAME CONCERNS AND NOT FINDING ANYTHING THAT IS WRONG.□</li> <li>4. WOULD LIKE TO KNOW IF THIS IS A RECALL.□</li> <li>5. VEH KEEPS STALLING.□</li> <li>6. EVERY TIME THE ESP OFF LIGHT COMES ON THE VEH NEXT TIME IS SLOWS DOWN STALL OUT.□</li> <li>7. HAS TAKEN TO DLR WITH THE LIGHT ON AND THEY STILL CAN'T PULL UP ANY CODES.□</li> </ol> <p>□</p> <p>--WRITER VERIFIED CUSTOMER INFORMATION. WRITER ADVISED CUSTOMER THAT THERE ARE NOT ANY RECALLS ON THE VEH. WRITER ADVISED CUST WRITER WOULD CONTACT DLR AND GET SOME MORE INFORMATION AND SEND TO APPROPRIATE PERSONNEL ABOUT REVIEWING THE CONCERN. WRITER PROVIDED NAME, EXTENSION, AND CASE NUMBER. WRITER THANKED CUSTOMER FOR CALLING.□</p> <p>□</p> <p>--CASE PENDING--</p> <p>10/3/2008 WRITER ATTEMPTED TO CONTACT DLR TX114 AND STATED:□</p> <ol style="list-style-type: none"> <li>1. CUST INFO.□</li> <li>2. NEEDS REPAIR ATTEMPTS FOR THE VEH STALLING OUT.□</li> <li>3. LEFT WRITER CONTACT INFO.□</li> </ol> <p>□</p> <p>--CASE PENDING--</p> <p>10/3/2008 Mike @ TX114 states:□</p> <ol style="list-style-type: none"> <li>1. would like to speak with CM/AC□</li> </ol> <p>---Writer warmed transferred TX114 over to cm</p> <p>10/3/2008 SERVICE MANAGER MIKE AT DLR TX114 CALLED AND STATED:□</p> <ol style="list-style-type: none"> <li>1. VEH HAS ONLY BEEN SEEN ONCE.□</li> </ol>
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LA	<p>10/20/2006 (BMART/CVG) CUST STATES:</p> <ol style="list-style-type: none"> <li>1. THEY ARE HAVING A PROBLEM IN THAT THE ELECTRONIC STABILITY PROGRAM (ESP) LIGHT COMES ON AND THE HANDLING OF THE CAR IS AFFECTED.</li> <li>2. THEY HAVE BEEN TO THE DLR THREE TIMES.</li> <li>3. THE DLR REPLACED THE ESP SWITCH AND THAT WORKED FOR AWHILE, THEN IT HAPPENED AGAIN.</li> <li>4. IT KEEPS HAPPENING BUT DOESN'T HAPPEN NOW WHEN THE DLR HAS IT.</li> <li>5. THE DLR SAYS THEY CANNOT DO ANYTHING TO HELP.</li> </ol> <p>--WRITER UPDATED CUST AND VEH RECORD. WRITER TOLD CUST THAT HE WOULD RESEARCH THE ISSUE WITH THE DLR AND GET BACK IN CONTACT WITH HER. CUST PREFERS TO BE CALLED ON HER CELL PHONE. WRITER IS CONCERNED BECAUSE CUST SAYS THE CAR "THROWS HER ALL OVER THE ROAD" WHEN THE LIGHT COMES ON.</p> <p>-----</p> <p>10/23/2006 (BMART/CVG) WRITER CALLED DLR SPOKE TO SVC MGR VINCE DISPENZA. VINCE SAID THE CUST WAS IN LAST FRIDAY BUT THEY WERE UNABLE TO DUPLICATE THE PROBLEM. VINCE SAID HE WOULD CALL THE CUST IMMEDIATELY AND MAKE ARRANGEMENTS TO GET THE CAR IN AND CHECK IT AGAIN. WRITER SAID HE WOULD DELAY CONTACTING THE CUST FOR A COUPLE OF DAYS TO ALLOW DLR AND CUST TO GET TOGETHER. WRITER TO CALL CUST TOMORROW TO ASK WHEN THEY WILL BE TAKING THE CAR TO THE DLR.</p> <p>-----</p> <p>10/24/2006 (BMART/CVG) WRITER CALLED CUST AND FOUND THAT DLR HAS NOT CALLED THEM YET. WRITER TO CALL DLR AGAIN AND ASK THEM TO CALL CUST.</p> <p>-----</p> <p>10/24/2006 (BMART/CVG) WRITER CALLED DLR AND ASKED FOR SVC MGR VINCE DISPENZA. WRITER GIVEN VINCE VOICE MAIL AND LEFT MSG REMINDING VINCE OF OUR CONVERSATION YESTERDAY IN WHICH HE WAS GOING TO CALL THE CUST AND HAVE THEM BRING THEIR CAR IN TO BE CHECKED. WRITER</p>
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IL

8/27/2008 CUST STATES:□

- 1) WAS TOLD NEEDS NEW BRAKES, NEW LIGHTS, AND FRONT AND REAR BRAKES□
- 2) THERE ARE CRACKS IN THE DRIVING BELTS, AND THE BELTS NEED TO BE REPLACED□
- 3) HAS BEEN TOLD BY IL059 THAT CUST IS USING THE WRONG TRANSMISSION FLUID□
- 4) THE BRAKE PADS SEEM TO BE THE SPECIFIC PROBLEM□
- 5) HAS MAINTENANCE OF VEH DONE INDEPENDENTLY□

---WRITER VERIFIED AND UPDATED CUST INFO. WRITER ADVISED CUST THAT TRANSMISSION FLUID AND DRIVE BELTS ARE ALL MAINTENANCE ITEMS, AND NOT COVERED UNDER WARR. WRITER STATED THAT BRAKE PADS ARE WEAR ITEMS, AND ONLY HAVE A 12 MONTH/12,000 MILE WARR. WRITER STATED WOULD LIKE TO CONTACT DLRSP FOR FURTHER INFO, AS SOME ASPECT OF THE BRAKES ARE COVERED UNDER THE NVLW. CUST UNDERSTOOD. WRITER PROVIDED NAME, EXTENSION, AND CASE #.□

---CASE PENDING CALL TO DLRSP.

8/28/2008 WRITER CONTACTED DLRSP. SVC ADV WHO WORKED ON THE VEH STATED THE FOLLOWING:□

- 1) THERE WAS AN INTERNAL SHORT ON THE BRAKE SWITCH□
- 2) THE SWITCH WAS COVERED UNDER WARR□
- 3) THE REAR BRAKES WERE AT 0%, THE FRONT BRAKES WERE AT 10%□
- 4) THE BRAKE PADS NEED TO BE REPLACED□
- 5) THE WARR FOR THE PADS ARE 12 MONTHS/12,000 MILES□
- 6) THE WRONG BULBS WERE USED FOR THE MARKER LIGHTS□
- 7) THE DRIVING BELTS ARE CRACKED□
- 8) THE WRONG TRANSMISSION FLUID WAS USED□
- 9) THE CUST DOES NOT HAVE SERVICE DONE AT A HYUNDAI DLRSP□

---WRITER THANKED CUST FOR TIME AND INFO PROVIDED.□

---CASE PENDING CALL TO CUST.

8/28/2008 WRITER TRIED TO CONTACT CUST, BUT GOT VM. WRITER ADVISED THE CUST TO CONTACT THE WRITER, AND DID SUMMARIZE THAT THERE WILL

NL

1. PURCHASED USED VEH FROM FL008 □  
2. WAS ADVISED THAT VEH HAS 100,000 MILE WARRANTY□  
3. CHECK ENGINE LIGHT CAME ON, TOOK VEH TO FL008, PROBLEM WAS WITH THE SENSOR, FL008 FIXED IT□□  
4. CUST TOOK VEH HOME, CHECK ENGINE LIGHT CAME ON THE AGAIN THE SAME DAY□  
5. CUST WENT BACK TO FL008, WAS ADVISED THAT CUST PUT CONTAMINATED GAS IN THE VEH□  
6. CUST DISAGREES. WAS ADVISED THAT THERE IS A PROBLEM WITH THE INJECTOR IN THE MOTOR, FL008 WANTS TO CHARGE CUST \$400. □  
7. THIS IS CUST'S 2ND HMA□  
--WRITER THANKED CUST FOR CALLING HCA, UPDATED/VERIFIED INFO, EMPATHIZED WITH CUST, ADVISED THAT CUST HAS 5/60, THE VEH SHOULD BE COVERED. HOWEVER IF CUST PUT BAD GAS IN THE VEH THAT CAUSED A PROBLEM ITS NOT COVERED AS ITS NOT A MANUFACTURED DEFECT, THEN CUST WILL BE RESPONSIBLE FOR THE REPAIR. WRITER WILL OPEN CASE TO REGION FOR CONSIDERATION. ADVISED THAT WRITER SHOULD RECEIVE A RESPONSE IN 2-3 BUSINESS DAYS. WRITER WILL CALL FL008 TO GET SVC INFO. PROVIDED NAME, EXT, CASE NUMBER, THANKED CUST FOR CALLING HCA.  
CALL ENDED □  
□  
CASE PENDING  
10/24/2008 OPEN TO REGION QUESTIONS□  
□  
1. The file is being submitted to region because customer disagrees with the FL008's diagnosis of the gas being bad.□  
□  
2. The vehicle has been to Hyundai dealer once for the concern noted above. □  
□  
3. The dates, mileage, and diagnosis/repair attempts for each visit to dealership are as follows:□  
10/24/08 4□CHECK ENGINE LIGHT IS ON, VEH IS SHAKING & DOESN'T HAVE PW

CA	<p>7/18/2008 CUST STATES:□</p> <ol style="list-style-type: none"> <li>1. IS HAVING AN ONGOING CONCERN WITH THE ESC LIGHT COMING ON. □</li> <li>2. HAS BEEN TO THE DLR 3-4 TIMES FOR THE LIGHT COMING ON. □</li> <li>3. WOULD LIKE TO KNOW WHAT IS CAUSING THE ESC LIGHT TO COME ON. □</li> </ol> <p>----WRITER VERIFIED THE CUST INFORMATION. WRITER ADVISED THAT WRITER WOULD NEED TO CONTACT THE DLR AND GATHER INFORMATION CUST UNDERSTANDS. (SEE DLR NOTES). WRITER ADVISED THAT THE INFO FROM THE DLR WAS GATHERED AND THE CASE WOULD BE FORWARDED OVER TO REGION CUST UNDERSTANDS. WRITER PROVIDED THE CASE NUMBER, NAME AND EXT AND THANKED THE CUST FOR CALLING.□</p> <p>CASE OPEN TO REGION.</p> <p>7/18/2008 WRITER CONTACTED DLR (AK004).□</p> <p>---WRITER SPOKE WITH JON.□</p> <p>---JON STATES:□</p> <ol style="list-style-type: none"> <li>1. THE CUST HAS BEEN TO THE DLR 3 TIMES. □</li> <li>2. THE DATES AND THE MILEAGE AS FOLLOWS:□ <ol style="list-style-type: none"> <li>1. 11/16/07 @ 25,178 UNABLE TO DUPLICATE THE CONCERN.□</li> <li>2. 2/26/08 @ 27,960 UNABLE TO DUPLICATE. □</li> <li>3. 5/26/08 @ 33,076 MILES. FOUND THE BRAKE SWITCH TO BE UNTWINED WITH THE AUTO START THAT WAS INSTALLED IN THE VEH. NO REPAIR. □</li> </ol> </li> <li>4. THE VEH HAS AN AFTER MARKET STARTER. □</li> <li>5. NO TECH LINE NOR DPSM□</li> <li>6. NO REGIONAL ASSISTANCE. □</li> </ol> <p>----WRITER THANKED JON FOR THE ASSISTANCE. CALL ENDED.</p> <p>7/21/2008 OPEN TO REGION NOTES:□</p> <p>□</p> <ol style="list-style-type: none"> <li>1. WRITER IS SUBMITTING THIS FILE TO REGION DUE TO THE CUST HAVING AN ONGOING CONCERN WITH THE ESC LIGHT COMING ON. CUST HAS BECOME VERY FRUSTRATED. □</li> </ol> <p>□</p> <ol style="list-style-type: none"> <li>2. THE CUST HAS BEEN TO THE DLR 3 TIMES FOR THE CONCERN.□</li> </ol> <p>□</p>
----	--

ME	<p>12/1/2008 CUST STATES:□</p> <ol style="list-style-type: none"> <li>1. THE ESC LIGHT CONTINUES COMING ON AND CUST WILL TAKE TO DLRSP IT WILL TAKE ABOUT AN HOUR AND THEN IT WILL STAY OFF FOR ABOUT A MONTH.□</li> <li>2. CUST HAS BEEN BACK AND FORTH AT LEAST THREE TIMES FOR THIS□</li> <li>3. ASLO, HAD TO BRING TO DLRSP BECAUSE CEL LIGHT CAME ON□</li> <li>4. WANTS SOMEONE TO GET THIS TO SOMEONE WHO CAN FIX THESE PROBLEMS FOR GOOD.□</li> <li>5. WILL BE GOING TO DLRSP ME007 SOON FOR THE AIRBAG MODULE RECALL 079 THAT CUST'S HAVE NEVER BEEN MADE AWARE OF UNTIL TODAY.□</li> </ol> <p>□</p> <p>----WRITER WAS PUSHED A LITTLE AS CUST WAS ALMOST READY TO GO TO WORK AND HAD TO HURRY. HAD TO PULL UP BY NAME AS CUST DID NOT HAVE VIN#. DID GET CUST TO VERIFY ALL CONTACT INFO INCLUDING TWO TELEPHONE#'S AND AN EMAIL ADDRESS ADDED.□</p> <p>-----WRITER EXPLAINED AND ASKED THAT CUST BRING THE VEH IN ASAP FOR THIS RECALL/CAMPAIGN AS IT IS A SAFETY ISSUE AND IN THE MEANTIME WRITER WILL TRY TO GET THIS PROBLEM INFORMATION FORWARDED ON FOR REGIONAL ASSISTANCE SINCE IT IS A CONTINUOUS PROBLEM. --CUST UNDERSTOOD--. WRITER ALSO EXPLAINED THAT IF CUST HAS NOT BEEN TO THE DLRSP IN AT LEAST A MONTH THAN WRITER CANNOT SEND TO REGION UNTIL CUST GETS IN FOR THAT RECALL. --CUST UNDERSTOOD AND ASKED THAT WRITER TRY TO FORWARD NOW IF POSSIBLE. --CUST HAD TO GO TO WRITER QUICKLY PROVIDED CUST WITH CASE#, NAME AND EXT AS WELL AS USED PHRASE AND CUST WAS PLEASED. WRITER THANKED CUST FOR CALLING HYUNDAI AND THAT WRITER WOULD BE IN TOUCH. CALL ENDED. --CASE PENDING POSSIBLE FORWARD TO REGION--</p> <p>12/2/2008 CUST STATES:□</p> <ol style="list-style-type: none"> <li>1. ECS LIGHT IS ON AGAIN.□</li> <li>2. FEELS VEH IS A LEMON.□</li> <li>3. HAS BEEN ON LINE TO CHECK LEMON LAWS .□</li> <li>4. DOES NOT WANT VEH.□</li> </ol>
FL	<p>1/12/2009CUSTOMER STATES:□</p> <ol style="list-style-type: none"> <li>1. WOULD LIKE TO KNOW IF THERE IS RECALLS ON VEH. □</li> <li>2. HAS NOT BEEN TO DLR. □</li> <li>3. BRAKE LIGHT SWITCH PROBLEM □</li> <li>4. STILL GETS WARRANTY IF USED VEH?□</li> </ol> <p>--WRITER THA NKED CUSTOMER FOR CALLING HYUNDAI. EMPATHIZED WITH CUSTOMER FOR CONCERN. WRITER VERIFIED/UPDATED CUSTOMER INFORMATION AND ADVISED CUSTOMER THERE IS NO OPEN RECALLS ON VEH. WRITER ADVISED CUSTOMER SINCE VEH IS STILL UNDER 5/60 WARRANTY SHOULD TAKE TO DLR AND HAVE DIAGNOSED. WRITER ADVISED CUSTOMER WARRANTY ON VEH IS 5/60 NVLW AND POWERTRAIN, 5/UNLIMITED RSA, 8/80 EMISSION, AND 7/UNLIMITED ANTI PERFORATION WARRANTY. WRITER PROVIDED CONTACT INFO DLR NC021. CUSTOMER UNDERSTOOD WILL TAKE VEH TO DLR. CUSTOMER HAD NO ADDITIONAL QUESTIONS. WRITER THANKED CUSTOMER FOR CALLING HYUNDAI. PROVIDED NAME, EXT, AND CASE NUMBER. WRITER STATED PHRASE THAT PAYS.□</p> <p>CALL ENDED□</p> <p>*CASE CLOSED*</p>

OR

08/21/07 (LWELTE/CVG) CUST STATES:

1. CUST HAS TAKEN VEH IN FOR REPAIRS 5 TIMES SINCE PURCHASE.
2. CUST VEH WARNING LIGHTS KEEP COMING BACK ON.
3. CUST FEELS THERE MUST BE A REAL SERIOUS PROBLEM WITH THE VEH.
4. CUST WANTS COOPERATE TO GET INVOLVED.

---WRITER STATES: WRITER CREATED A FILE FOR CUST. WRITER EMPATHIZED WITH CUST FOR THE FRUSTRATION, TIME SPENT, AND FOR THE PROBLEMS AND ISSUE'S THAT KEEP REOCCURING TO THE VEH. WRITER INFORMED CUST OF THE FILE# AND WRITER'S EXT. IN CASE PHONE WAS DISCONNECTED WHILE WRITER CALLED SERV DLR. WRITER THEN CALLED SERV DLR AND SPOKE TO KIM. KIM INFORMED WRITER CUST VEH HAS BEEN IN SERV 5 TIMES. 3 OF THE 5 TIMES THE HYUNDAI TECH LINE INSRUCTED MECH TO CHANGE THE BRAKE LIGHT SWITCH. IN FACT THE VEH WAS BROUGHT IN AGAIN YESTERDAY 08/20/07 FOR THE ESC LIGHT AND TECH LINE INFORMED MECH TO ONCE AGAIN REPLACE THE BRAKE LIGHT SWITCH. WRITER THANKED KIM FOR THE INFORMATION AND TIME. WRITER EXPLAINED TO CUST THAT THE ISSUE'S VEH IS HAVING IS VERY ABNORMAL. WRITER INFORMED CUST THAT WRITER IS GOING TO INVOLVE HIGHER PERSONEL AT THE HYUNDAI COOPERATE OFFICE, AND THE BEST SOURCE OF CONTACT FOR CUST IS THE SERV DLR FROM THIS POINT ON, ALTHOUGHT THE CUST IS ABSOLUTELY MORE THAN WELCOME TO CALL HCA ANYTIME, HCA WILL UPDATE THE INFORMATION HCA HAS IN THE CUST FILE. WRITER ASKED CUST IF ALL QUESTIONS AND CONCERNS HAVE BEEN RESOLVED, CUST REPLIED "IT DEPENDS ON WHAT COOPERATE HYUNDAI WILL DO." WRITER REPEATED FILE AND EXT AND THANKED CUST FOR CALLING AND INFORMING HCA ABOUT THE SERIOUS ISSUE'S WITH CUST VEH. CALL ENDED.

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08/21/07 (LWELTE/CVG) OPEN TO REGION NOTES:

1. WRITER SUBMITTING THIS FILE 1071761 TO DUE TO THE CUSTOMER HAVING AN ONGOING PROBLEM WITH BRAKE LIGHT SWITCH. CUSTOMER'S VEHICLE IS CURRENTLY AT SERV DLR (OR024) AWAITING 3RD REPAIR TO REPLACE THE BRAKE LIGHT SWITCH ONCE AGAIN.

SC

6/10/2008 Cust states:□  
1. ESC light keeps coming on and off despite numerous repair attempts.□  
2. Dlrsp Jim Hudson SC034 provides excellent service and have worked very hard to assist cust with this problem. Cust has nothing but high praise for the dlrsp especially Brian who always takes care of cust.□  
---Writer empathized with cust and offered to call dlrsp with cust on hold and cust agreed.□  
-----□  
Please see Call to Dlr notes... Writer advised cust writer will be transferring case for review by the appropriate personnel. You can expect to hear from Consumer Affairs or a regional representative in 3 to 4 business days to confirm who your contact will be regarding your case and the next steps to resolving your concern. If you have not heard from someone within the next 4 business days, please give me a call. □  
---Writer verified and updated cust info. Writer advised cust they have an open campaign (079) that should be addressed the next time the cust is at the dlrsp. Cust understood. Writer provided case #, writer's name and ext.□  
□  
\*\*\*\*\*IMPORTANT! Cust's daughter has possession and is the primary driver of the car. Cust wants daughter contacted directly.□  
Daughter's info:□  
Name: (REDACTED) □  
daytime # (REDACTED) □  
home # (REDACTED) \*\*\*\*\*□  
-----□  
Writer will put together notes to Open to Region.  
6/10/2008---Writer called Jim Hudson Hyundai SC034 and spoke with Serv Mgr Jason who provided the following info:□  
\*\* 11/29/07 @ 24,376 miles ESC light on. Dlrsp replaced the stop/lamp switch.□  
\*\*1/8/08 @ 26,609 miles ESC Per techline case 3194521 the stop/  
6/10/2008\*\*\*\*\*INFO TO OPEN TO REGION\*\*\*\*\*□  
1. Writer is submitting file to Region due to cust is having issue with ESC light coming on intermittently after 5 repair attempts. The light is on more than it is off and dlrsp is at

<p>SC</p>	<p>3/14/2008CUST STATED:□</p> <ol style="list-style-type: none"> <li>1. HAS ONGOING CONCERN WITH ESC LIGHT ON HAS BEEN TO DLR SC022 5 TIMES WITH CONCERN□</li> <li>2. CUST STATES NO AFTER-MARKETS PARTS ON VEH EFFECTING THIS CONCERN□</li> <li>3. CUST IS VERY UPSET WITH DLR NOT BEING ABLE TO FIX CONCERN□</li> <li>4. CUST IS CONSIDERING L.L.□</li> <li>5. CUST IS THREATING BBB□</li> <li>6. CUST WOULD LIKE BUY BACK□</li> </ol> <p>□</p> <p>----WRITER-----□</p> <p>VERIFIED CUST INFORMATION ADVISED CUST THAT CM WILL CALL DLR ON 3/18/08 TO GET THE INFORMATION NEEDED TO OPEN CASE TO REGION□</p> <p>GAVE CUST CASE # NAME AND EXT # ENDED CALL SAVED CASE</p> <p>3/14/2008 CALL TO DLR SC022 DLR CLOSED FOR THE DAY WILL CALL DLR BACK ON 3/18/08</p> <p>3/18/2008 CALL TO DLR SC022 GERALD SVC MGR□</p> <ol style="list-style-type: none"> <li>1. WRITER ASKED HOW MANY TIMES CUST HAS BEEN IN ON ESC LIGHT ON□</li> </ol> <p>1st TIME 3/1/08 6574 miles ESC LIGHT ON BRAKE LIGHT SWITCH FAILED REPLACED SWITCH□</p> <p>2 nd TIME 3/5/08 6960 miles ESC LIGHT ON BRAKE LIGHT SWITCH PLUNGER STICKING REPLACED SWITCH□</p> <p>3 rd TIME 3/11/08 7161 miles ESC LIGHT ON PRIMARY PRESSURE SENSOR SHORT REPLACED PART□</p> <p>4 th TIME ESC LIGHT ON 3/14/08 BRAKE LIGHT CONNECTOR SWITCH LOOSE DID NOT RESET REPLACED SWITCH□</p> <p>5 th TIME ESC LIGHT ON 3/17/08 7652 miles RESET CODE LIGHT OFF□</p> <p>GERALD SVC MGR STATES NO AFTER-MARKET PARTS EFFECTING VEH THANKED GERALD ENDED CALL</p> <p>3/18/2008-----NOTES TO REGION-----□</p> <ol style="list-style-type: none"> <li>1. WRITER SUBMITTING FILE TO REGION BECAUSE VEH HAS ONGOING ESC LIGHT ON CUST IS THREATENING TO PURSUE LEMON LAW□</li> </ol>
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FILE NUMBER	CUSTOMER FIRST NAME	CUSTOMER LAST NAME	CUSTOMER ADDRESS
3321493			

CUSTOMER CITY	CUSTOMER STATE	CUSTOMER ZIP CODE	CUSTOMER TELEPHONE	VIN	VEHICLE MAKE
NORTH LITTLE ROCK	AR			KMHHM66D67UXXXXXX	HYUNDAI

VEHICLE MODEL	VEHICLE MODEL YEAR	MILEAGE	REPORT OR CLAIM DATE	PRODUCTION DATE
TIBURON	2007	9300	2080619	20061122

DEALER NAME	DEALER STATE
CRAIN HYUNDAI NORTH LITTLE ROC	AR

## NOTES

6/19/2008 Cust states:

1. is upset with the dealership.
  2. The vehicle has been in several times for the A/C motor failing and an electrical failure in the brake system causing either the brakes not work at all or stay on for long periods of time, draining the battery.
- Writer updated dealership and mileage info. Advised cust would have to contact dealership for service history to determine options for assistance.
- Writer consulted with TL regarding this case. Advised cust of the service history info got from the service manager. Advised cust to wait until this current repair attempt is complete. If there are any further problems, advised cust to call HCA back to revisit this issue, see what further steps can be taken to resolve this. Cust upset, stated that there had been more repairs attempts than that. Cust then stated would get an attorney today to pursue legal action, lemon law procedure. Cust apologized that this matter could not be resolved today to the cust's satisfaction. Cust asked to speak to a supervisor. Writer got permission for a 24 hr sup call, offered that to the cust. Cust agreed, ended call.
- Forwarding to region.

6/19/2008 Service manager, Chad, states:

1. the vehicle has been in to the dealership for the A/C and brake concerns as follows:
- 
- 07/12/2007 3324 miles. Cust complains of A/C intermittently failing to blow air. No problems detected, could not duplicate the concern.
- 
- 07/17/2007 3413 miles. Cust complains that the A/C no longer blows air. Diagnosis indicated the relay overheating, blower motor relay shorted. Replaced relay and motor resistor.
- 
- 04/14/2008 8070 miles. Cust complains of brake light failure. Replaced the brake lamp switch.
- 
- 06/19/2008 9363 miles. Cust complains the A/C not blowing air. Diagnosis indicates the blower motor shorted. SM is currently doing inventory search for replacement.
-