

Originally Processed With FOIA(s):  
1999-0277-F

FOIA Number:  
S

# FOIA MARKER

**This is not a textual record. This is used as an administrative marker by the George Bush Presidential Library Staff.**

---

**Record Group/Collection:** George H.W. Bush Presidential Records  
**Collection/Office of Origin:** Chief of Staff, White House Office of  
**Series:** Skinner, Sam, Files  
**Subseries:**

---

**OA/ID Number:** 40926  
**Folder ID Number:** 40926-004

---

**Folder Title:**  
Invitations 12/91

---

Stack:	Row:	Section:	Shelf:	Position:
<b>G</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

---

Chairman Robert M. Bass  
and  
The Board of Trustees  
of the National Trust  
for Historic Preservation  
request the pleasure of your company  
at a luncheon with  
President George Bush  
on the occasion of the  
200th anniversary of the  
Bill of Rights

7/1

File

orig. Jandy  
cc: 5-10  
12-1

Monday,  
the sixteenth of December  
Nineteen hundred and ninety-one  
eleven-thirty to two o'clock

Montpelier,  
James Madison's Estate  
Montpelier Station, Virginia

R.S.V.P. by December 9  
202-638-3003

Non-transferable



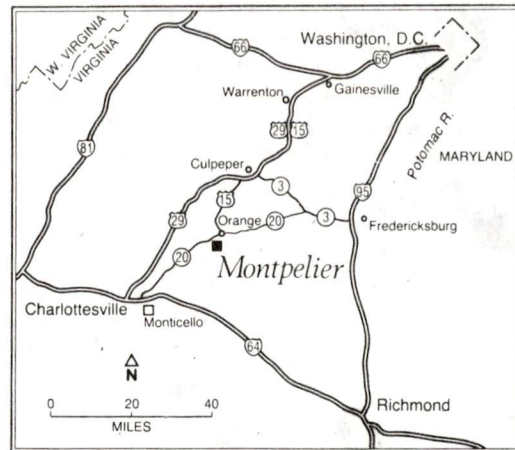
**MONTPELIER**  
A Property of the  
NATIONAL TRUST FOR HISTORIC PRESERVATION



MONTPELIER



A Property Of The  
NATIONAL TRUST FOR HISTORIC PRESERVATION



**LOCATION:**

Montpelier is four miles southwest of Orange, Va., on Route 20.  
**From Washington, D.C.:** west on U.S. 66 to U.S. 29 to Culpeper, Va., then south on U.S. 15 to Orange, Va. Also from Washington, south on I-95 to Fredericksburg; west on Route 3 to route 20 west to Orange, Va. **From Richmond:** west on I-64 to route 15 north to Orange. **From Charlottesville:** northeast on Route 20 to Montpelier Station four miles before Orange.

HONORARY CO-CHAIRMEN

THE HONORABLE ROBERT DOLE

THE HONORABLE ALAN K. SIMPSON

THE HONORABLE TED STEVENS

NATIONAL EVENT CHAIRMAN

LODWICK M. COOK  
CHAIRMAN & CHIEF EXECUTIVE OFFICER  
ARCO

THE PLEASURE OF YOUR COMPANY IS REQUESTED

AT A

SPECIAL HOLIDAY TRIBUTE TO  
SENATOR FRANK MURKOWSKI

WITH

PRESIDENT OF THE UNITED STATES

GEORGE BUSH

ON

WEDNESDAY, THE ELEVENTH OF DECEMBER

NINETEEN HUNDRED AND NINETY-ONE

ELEVEN-THIRTY IN THE MORNING

AT THE WILLARD INTER-CONTINENTAL HOTEL

1401 PENNSYLVANIA AVENUE, N.W.

WASHINGTON, D.C.

RSVP  
RETURN CARD ENCLOSED

BUSINESS ATTIRE

WASHINGTON CHAIRMEN

SENATOR HOWARD BAKER, JR.

SENATOR PAUL LAXALT

AMBASSADOR LANGHORNE A. MOTLEY

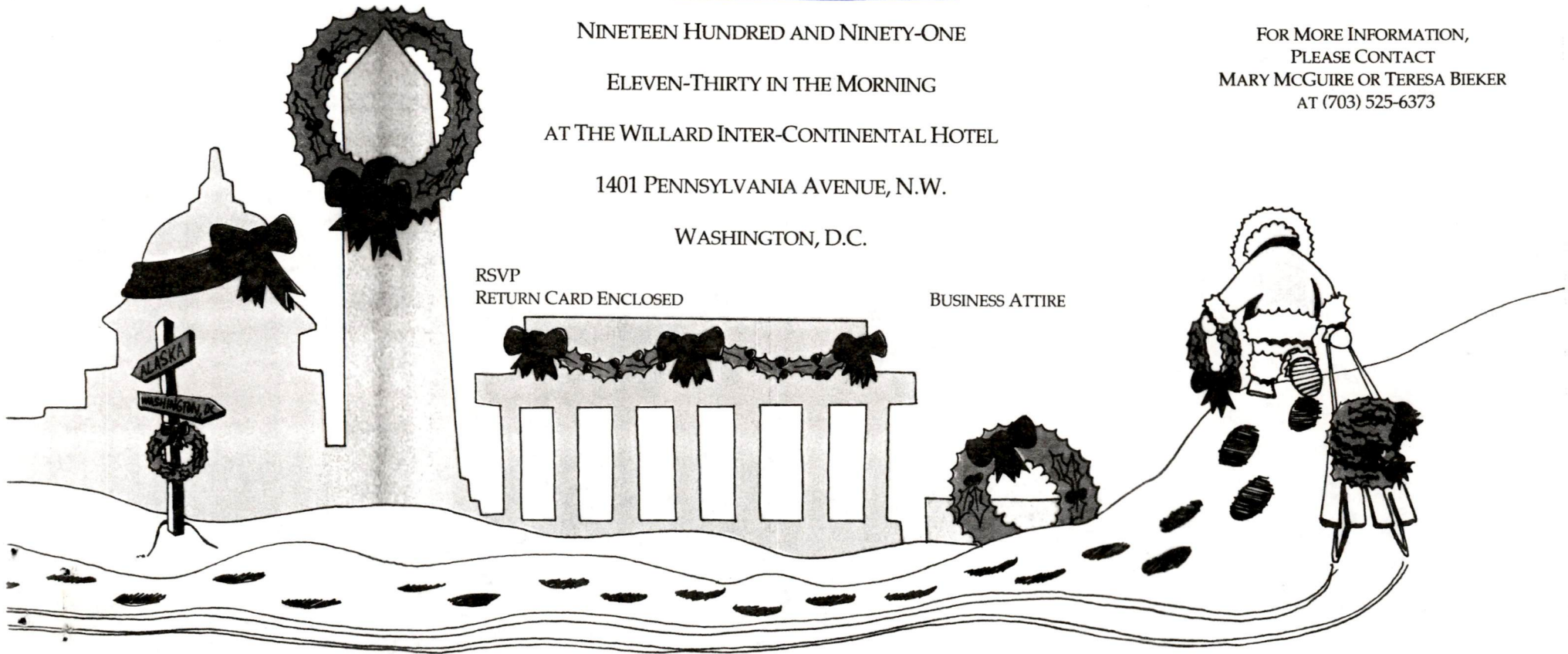
WILLIAM E. TIMMONS

DON V. COGMAN

FOR MORE INFORMATION,  
PLEASE CONTACT  
MARY MCGUIRE OR TERESA BIEKER  
AT (703) 525-6373

*orig. Sandy*  
*cc: 5-10*  
*12-5*

*797*



# A PRESIDENTIAL TRIBUTE TO SENATOR FRANK MURKOWSKI

I will attend and would like to reserve  Ticket(s)

I have enclosed my personal or political action committee check in  
the amount of \$ \_\_\_\_\_

I'm sorry, I will be unable to attend "A Presidential Tribute To Senator  
Frank Murkowski", but have enclosed my contribution of \$ \_\_\_\_\_

Please make all checks payable to "Re-elect Senator Frank Murkowski"

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone Number \_\_\_\_\_

Please list my name/company as follows \_\_\_\_\_

The Federal Election Commission requires the following information:

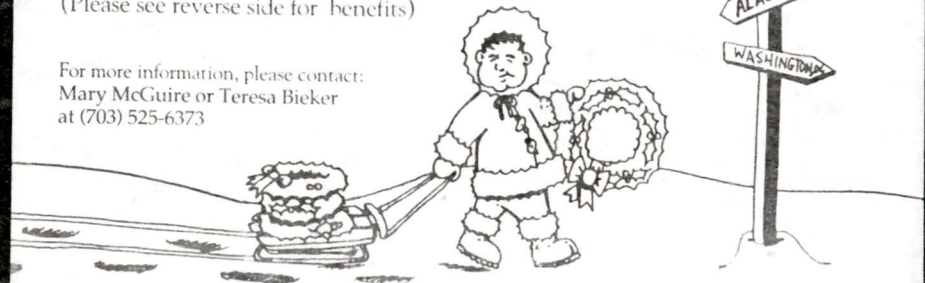
Occupation \_\_\_\_\_

Name of Employer \_\_\_\_\_

Please check if self-employed

(Please see reverse side for benefits)

For more information, please contact:  
Mary McGuire or Teresa Bieker  
at (703) 525-6373



A PRESIDENTIAL TRIBUTE TO  
SENATOR FRANK MURKOWSKI  
2300 CLARENDON BOULEVARD  
SUITE 1010  
ARLINGTON, VA 22201

**BENEFITS:**

**TICKET BUYERS:**

**PRESIDENTIAL LEVEL DONOR**

DONATION OF \$3000.00 PER PAC / \$2,000.00 PER INDIVIDUAL

- Invitation to Presidential Reception. Reception participants will have the opportunity to be photographed with President Bush.
- Priority Seating at the Presidential event.
- Commemorative gift

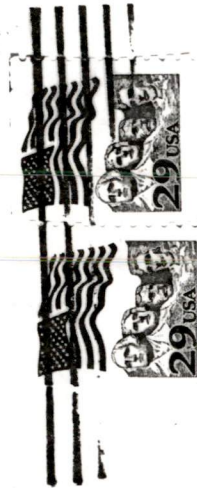
**SENATORIAL LEVEL DONOR**

DONATION OF \$1,000.00 PER PAC / \$500.00 PER INDIVIDUAL

- Invitation to special Senatorial Reception prior to Luncheon with members of the U.S. Senate and other special dignitaries. Informal photos will be taken.
- Senatorial seating at the Presidential event
- Commemorative gift.



A PRESIDENTIAL TRIBUTE TO  
SENATOR FRANK MURKOWSKI



The Honorable Sam Skinner  
Secretary of Transportation  
400 Seventh Street, SW  
Washington, DC 20590

**JOHN A. BROOKE**

OCEAN REEF CLUB  
22 BAKER ROAD  
KEY LARGO, FLORIDA 33037

*decline at  
DOT + thru phone  
pb. close out  
SKB  
12/19*

*copy  
set 1*

The Honorable Samuel K. Skinner  
Secretary of Transportation  
White House Chief of Staff Designee  
Department of Transportation  
Washington, D.C.

December 9, 1991

Dear Sam,

You can't imagine how broad my shoulders are to learn of you're becoming the Chief of Staff of The President of The United States of America. Gigi and I talked to Pat and Joyce DeBiase last night and they are equally proud of you.

I realize, as does the Hotel-Motel Association of Illinois that this puts you on 24 hour alert, however we hope that you can be present to speak to us in Chicago on Friday, March 6, 1992 barring an emergency that would prevent you from being present to speak and being our 1992 honoree.

In my typical Brooke fashion, I have written to President Bush and asked him to say ok, barring any unforeseen emergency.

Win, lose or draw, we are very proud of you and we hope you can accept with these understandings.

Cordially,



John A. Brooke, CHA

# HOTEL MOTEL™

ASSOCIATION OF ILLINOIS

Arnold F. Karr  
President

November 1, 1991

Mr. John A. Brooke  
Ocean Reef Club  
22 Baker Road  
Key Largo, FL 33037

Dear John:

The Hotel-Motel Association of Illinois Annual Dinner Gala Planning Committee recommended that Samuel K. Skinner be the 1992 Honoree.

All of us in the hospitality industry are aware of Secretary Skinner's illustrious career and proud that he is a native of Illinois. The U.S. Department of Transportation is a vital link to the economic well being of the lodging industry. We are fortunate to have Secretary Skinner serving in this important Cabinet position.

Secretary Skinner deserves the industry's recognition. The Hotel-Motel Association of Illinois would be extremely pleased to honor Secretary Skinner at their Annual Dinner Gala on Friday, March 6, 1992 at the Hyatt Regency Chicago. The program begins with a reception at 7:00 p.m., a program of tribute to the honoree, followed by dinner and dancing. More than 600 hoteliers and hospitality friends attend this black tie event annually.

John, we appreciate your assistance in conveying this invitation to Secretary Skinner. A tribute to Secretary Skinner in Chicago by the Association would be a distinguished event. We look forward to hearing from you and if you need any additional information, please contact me at 312-346-3135.

Sincerely yours,



Arnold F. Karr

mah

cc: Sarah R. Lea

27  
E. Monroe  
Suite 700  
Chicago  
Illinois 60603  
312.348.3135

# HOTEL MOTEL™

ASSOCIATION OF ILLINOIS

## PAST HOTEL-MOTEL ASSOCIATION OF ILLINOIS HONOREES

For the past three years, the Hotel-Motel Association of Illinois' Annual Dinner Gala has given the Illinois hotel industry the opportunity to pay tribute to our ourselves, our industry, tourism, and to very special individuals who have helped the hospitality industry flourish. It will be a tremendous honor for the Hotel-Motel Association of Illinois to salute Samuel K. Skinner, U.S. Secretary of Transportation, for his great contributions to the travel and tourism industries.

Our tribute in 1989 went to William L. Smith, the retiring general manager of the Chicago Hilton & Towers. Mr. Smith served as chairman and president of the Greater Chicago Hotel & Motel Association and as a director of the Hotel-Motel Association of Illinois. Mr. Smith was very active in the Chicago Convention & Visitors Bureau and a notable leader for several local organizations.

During his tenure as manager of the Conrad Hilton Hotel from 1968 to 1978 and later in 1984, Mr. Smith served on many association committees and community organizations.

\* \* \* \* \*

In 1990, the Association saluted former Governor James R. Thompson during his last year in office. The industry can accredit Gov. Thompson for putting Illinois on the map as a tourist destination state. Prior to Thompson's election in 1976, and subsequent 14-year term, Illinois was not a leader in tourism promotion. No statewide, coordinated promotions existed and the few convention & visitors bureaus were underfunded. Gov. Thompson created the Department of Commerce and Community Affairs, and the Illinois Bureau of Tourism, to oversee tourism advertising and promotion funds separate from the state's general fund. With encouragement from HMAI, the statewide advertising fund grew from \$850,000 to a \$10 million annual program. His \$1.5 million annual appropriation for international advertising positioned Illinois again as a leader in attracting international tourists.

\* \* \* \* \*

7  
FF 9  
S.M.G. Green

Sandy: The original of this went  
to Shirley M. Green...

Mike O  
12-8-91

**JOHN A. BROOKE**  
OCEAN REEF CLUB  
22 BAKER ROAD  
KEY LARGO, FLORIDA 33037

~~\_\_\_\_\_~~  
\_\_\_\_\_

President George F. Bush  
The White House  
1600 Pennsylvania Ave.  
Washington, D.C

December 9, 1991

Dear President Bush,

First of all, I would like to congratulate you on your selection of Sam Skinner to be your Chief of Staff. I do not believe there exists a more capable or dedicated individual in our great country. Secondly, I am prejudiced as Sam was my tennis partner for ten years in Lake Forest, IL, my friend, neighbor, personal and corporate attorney. I had the honor of hosting his fortieth birthday party a few years ago.

In early November I was asked to invite him on behalf of the Hotel-Motel Association of Illinois to be the 1992 Honoree of the Year. This award has only been given three previous times and the second winner was our then Governor Jim Thompson, who I consider a personal friend going back to when he was Sam's predecessor as U.S. Attorney.

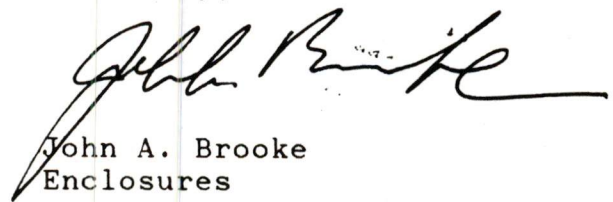
This dinner will be on Friday, March 6, 1992 at the Hyatt Regency in Chicago, and this being an election year, I believe that you are THE ONLY PERSON that can say whether Sam can be there ( barring an emergency) or cannot accept.

I hope the answer is yes !

A reply at your earliest convenience would be appreciated.

Thank you for considering our request.

Cordially,

  
John A. Brooke  
Enclosures

**JOHN A. BROOKE**

OCEAN REEF CLUB  
22 BAKER ROAD  
KEY LARGO, FLORIDA 33037

The Honorable Samuel K. Skinner  
Secretary of Transportation  
White House Chief of Staff Designee  
Department of Transportation  
Washington, D.C.

December 9, 1991

Dear Sam,

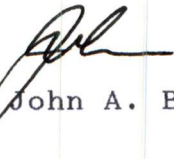
You can't imagine how broad my shoulders are to learn of you're becoming the Chief of Staff of The President of The United States of America. Gigi and I talked to Pat and Joyce DeBiase last night and they are equally proud of you.

I realize, as does the Hotel-Motel Association of Illinois that this puts you on 24 hour alert, however we hope that you can be present to speak to us in Chicago on Friday, March 6, 1992 barring an emergency that would prevent you from being present to speak and being our 1992 honoree.

In my typical Brooke fashion, I have written to President Bush and asked him to say ok, barring any unforeseen emergency.

Win, lose or draw, we are very proud of you and we hope you can accept with these understandings.

Cordially,



John A. Brooke, CHA

# HOTEL MOTEL™

ASSOCIATION OF ILLINOIS

Arnold F. Karr  
President

November 1, 1991

Mr. John A. Brooke  
Ocean Reef Club  
22 Baker Road  
Key Largo, FL 33037

Dear John:

The Hotel-Motel Association of Illinois Annual Dinner Gala Planning Committee recommended that Samuel K. Skinner be the 1992 Honoree.

All of us in the hospitality industry are aware of Secretary Skinner's illustrious career and proud that he is a native of Illinois. The U.S. Department of Transportation is a vital link to the economic well being of the lodging industry. We are fortunate to have Secretary Skinner serving in this important Cabinet position.

Secretary Skinner deserves the industry's recognition. The Hotel-Motel Association of Illinois would be extremely pleased to honor Secretary Skinner at their Annual Dinner Gala on Friday, March 6, 1992 at the Hyatt Regency Chicago. The program begins with a reception at 7:00 p.m., a program of tribute to the honoree, followed by dinner and dancing. More than 600 hoteliers and hospitality friends attend this black tie event annually.

John, we appreciate your assistance in conveying this invitation to Secretary Skinner. A tribute to Secretary Skinner in Chicago by the Association would be a distinguished event. We look forward to hearing from you and if you need any additional information, please contact me at 312-346-3135.

Sincerely yours,



Arnold F. Karr

mah

cc: Sarah R. Lea

27  
E. Monroe  
Suite 700  
Chicago  
Illinois 60603  
312.348.3135

# HOTEL MOTEL™

ASSOCIATION OF ILLINOIS

## PAST HOTEL-MOTEL ASSOCIATION OF ILLINOIS HONOREES

For the past three years, the Hotel-Motel Association of Illinois' Annual Dinner Gala has given the Illinois hotel industry the opportunity to pay tribute to our ourselves, our industry, tourism, and to very special individuals who have helped the hospitality industry flourish. It will be a tremendous honor for the Hotel-Motel Association of Illinois to salute Samuel K. Skinner, U.S. Secretary of Transportation, for his great contributions to the travel and tourism industries.

Our tribute in 1989 went to William L. Smith, the retiring general manager of the Chicago Hilton & Towers. Mr. Smith served as chairman and president of the Greater Chicago Hotel & Motel Association and as a director of the Hotel-Motel Association of Illinois. Mr. Smith was very active in the Chicago Convention & Visitors Bureau and a notable leader for several local organizations.

During his tenure as manager of the Conrad Hilton Hotel from 1968 to 1978 and later in 1984, Mr. Smith served on many association committees and community organizations.

\* \* \* \* \*

In 1990, the Association saluted former Governor James R. Thompson during his last year in office. The industry can accredit Gov. Thompson for putting Illinois on the map as a tourist destination state. Prior to Thompson's election in 1976, and subsequent 14-year term, Illinois was not a leader in tourism promotion. No statewide, coordinated promotions existed and the few convention & visitors bureaus were underfunded. Gov. Thompson created the Department of Commerce and Community Affairs, and the Illinois Bureau of Tourism, to oversee tourism advertising and promotion funds separate from the state's general fund. With encouragement from HMAI, the statewide advertising fund grew from \$850,000 to a \$10 million annual program. His \$1.5 million annual appropriation for international advertising positioned Illinois again as a leader in attracting international tourists.

\* \* \* \* \*

FF 9  
S.M. Green

Sandy: The original of this went to Shirley M. Green.....

Mike O  
12-8-91

**JOHN A. BROOKE**

OCEAN REEF CLUB  
22 BAKER ROAD  
KEY LARGO, FLORIDA 33037

~~Letter~~

President George F. Bush  
The White House  
1600 Pennsylvania Ave.  
Washington, D.C

December 9, 1991

Dear President Bush,

First of all, I would like to congratulate you on your selection of Sam Skinner to be your Chief of Staff. I do not believe there exists a more capable or dedicated individual in our great country. Secondly, I am prejudiced as Sam was my tennis partner for ten years in Lake Forest, IL, my friend, neighbor, personal and corporate attorney. I had the honor of hosting his fortieth birthday party a few years ago.

In early November I was asked to invite him on behalf of the Hotel-Motel Association of Illinois to be the 1992 Honoree of the Year. This award has only been given three previous times and the second winner was our then Governor Jim Thompson, who I consider a personal friend going back to when he was Sam's predecessor as U.S. Attorney.

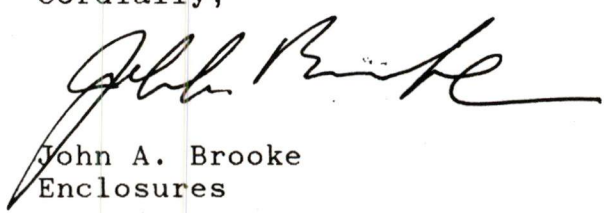
This dinner will be on Friday, March 6, 1992 at the Hyatt Regency in Chicago, and this being an election year, I believe that you are THE ONLY PERSON that can say whether Sam can be there ( barring an emergency) or cannot accept.

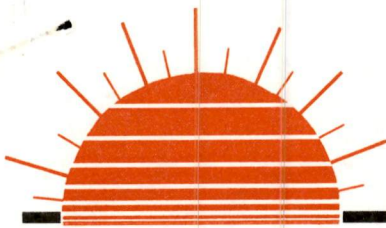
I hope the answer is yes !

A reply at your earliest convenience would be appreciated.

Thank you for considering our request.

Cordially,

  
John A. Brooke  
Enclosures



# NEW DAY COOPERATIVE INC.

Bishop William H. Graves  
Chairman of the Board

256 E. McLemore Ave.  
Memphis, Tennessee 38106  
(901) 774-1118

December 13, 1991

Mr. Samuel Skinner, C. S.  
The White House  
1600 Pennsylvania Avenue, N. W.  
Washington, DC 20500

*Christ*

Dear Mr. Skinner:

Today, in the City of Memphis we have reached a significant point in America's history. New Day Cooperative, Inc. is committed and prepared to bring about a new era in affordable housing for low and moderate income families.

As home-ownership is the American Dream, and in view of America's economic climate, New Day Cooperative, Inc. has structured a workable, attainable and replicable blueprint to enhance both home-ownership and economic development opportunities.

During the past six (6) years, in the face of Federal Government budget constraints, housing starts have proven to be the prime/leading indicator of America's economic solvency. As a result, New Day Cooperative, Inc., sponsored by the General Board of Personnel Services, Inc. of the Christian Methodist Episcopal (CME) Church, has developed, created and implemented an alternative means of developing and delivering affordable housing for low and moderate income families.

We commend the private sector partnership, which includes five (5) financial institutions, the CME Church, minority/small contractors, vendors and suppliers, and a minority entrepreneur that have come together to deliver critically needed affordable housing opportunities for the Memphis community. Integral in these efforts is the creation and expansion of needed jobs for area residents.

As Chairman of the Board of Directors of New Day Cooperative, Inc. and as Presiding Bishop of the First Episcopal District of the Christian Methodist Episcopal Church, we feel compelled to assume a primary leadership role in addressing these concerns. We are requesting your presence and support in this creative housing development project, as it is envisioned to be a process, developed in Memphis, which can be easily replicated to other cities and areas across America.

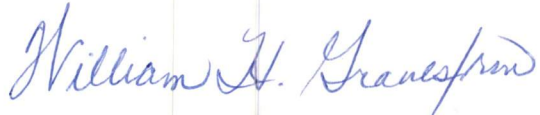
Page 2

General Ribbon Cutting Ceremony

It is expected that our efforts in Memphis can provide for an increase in the unemployment rate; a significant boost in economic development activities for small and minority business; and a critically needed expansion of the tax-base for local, state and Federal government.

We invite you to a model homes "ribbon cutting ceremony" at 10:00 a.m. on Thursday, December 19, 1991 at 2582 Wellons Drive in the St. Elmo Subdivision, directly across from the Davey Crockett State Park and Golf Course on Range Line Road (North Hollywood Street). Mayor-Elect Dr. Willie W. Herenton is expected to be the ceremonial ribbon cutter. A news conference will be held directly afterwards, where we will outline the plans, directives, incentives and details of this monumental undertaking.

Sincerely,


A handwritten signature in blue ink that reads "William H. Graves". The signature is written in a cursive style with a large initial 'W'.

Bishop William H. Graves  
Chairman, Board of Directors

/gh

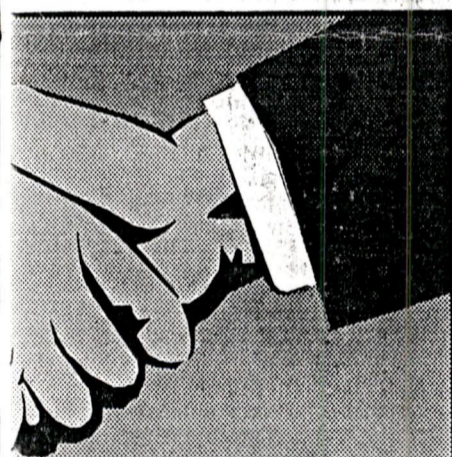
# UR ANCE RE OUR SINESS.

Business to know about insurance  
the power on a case by case basis.  
Specialized insurance personnel  
Casualty, Business, Auto, Spe-  
We will serve you well.



**RIGHT.**

INSURANCE SINCE 1910  
**L & HARRY**  
MEMPHIS, TENNESSEE 38104 • 901/725-1588



## BUSINESS September 30

Minority firms in Memphis?

Deals?

Who are you doing business with?  
Which are the most powerful companies?

Get this message out in an  
advertising campaign to be informative  
and account executive or  
call at **523-1000**.

Business Journal

## Co-op Gets Backing to Construct 335 Houses for Low-Income Buyers

By Linda Romine

NEW DAY COOPERATIVE, INC., A Memphis-based private sector partnership, has obtained backing for a \$16.7 million effort to provide affordable housing for low- and moderate-income families, says John Eddie 'J.J.' Jones, development and building consultant for the project.

The national sponsor is the General Board of Personnel (Pension) Services, Inc., of the Christian Methodist Episcopal Church.

Four financial institutions are involved: the People's Bank of Arlington, First American National Bank of Nashville/Memphis, Mid-America Mortgage Co. and Financial Services and Union Planters National Bank.

Other participants include minority firms Watson Anderson Auction and Realty Co., general contractor Cagebilt, Inc., and a black businessman, Michael Simon, of New York City.

The project began in 1985, when the E.H. Crump Insurance Co. made a land grant of the major portion of the seventh addition of the St. Elmo subdivision to the New Day Cooperative, Jones says.

The land, across from the Davy Crockett Golf Course, near Wellons and Range Line in the Raleigh-Frayer area, includes 245 fully developed lots and 22.5 undeveloped acres.

As a non-profit entity, New Day was formed to find ways to reduce developers' costs in providing housing for families of low and moderate income.

335 homes will be developed on the St. Elmo site. Phase One will consist of 245 single-family, three-bedroom brick homes to be constructed on lots that are developed with all city services.

Phase Two will consist of the infrastructure development of 22.5 adjacent acres and the subsequent construction of 90 additional homes.

The average cost of the homes is \$42,000. Cost of the project is estimated at \$16.7 million.

What makes the program unique is that no government funds are being used.

"We have to let the American capitalist system work," Jones says.

In constructing the homes, New Day also will strive to create opportunities for minority economic development,

Jones says.

"Minority business enterprise can be a key and component part to the American capitalist system."

Although no city, county or state funds are currently

being used, Jones says money from those sources or the U.S. Department of Housing and Urban Development are being sought in one area, to help low-income families make down payments for the homes.

"Most of these people can afford a monthly house note, they just can't get together a down payment," Jones says.

Under New Day's plan, a single parent with an income of \$12,000-\$15,000, or a two-income household with earnings of \$22,000-\$24,000 may qualify for a new home, Jones says.

Clyde Venson, a candidate for city court clerk, is the executive director of the New Day Cooperative. The organization's office is at 256 E. McLemore.

The People's Bank of Arlington is paying for three model homes, from which other homes will be assigned to pre-qualified/pre-sold home buyers.

First American National Bank of Nashville/Memphis is providing construction financing. Michael Simon, a former New York banking officer, is serving as the construction loan guarantor.

Minority business involvement will be a crucial element in New Day's success, Jones says.

Mid-America Mortgage Co. and Financial Services, a minority firm, is originating the mortgages and providing pre-qualifying services to potential buyers.

Through an agreement with the company, Union Planters National Bank will underwrite the permanent, 30-year loans.

The loans may be Federal Housing Administration, Veterans Administration or conventional.

For those who qualify for Tennessee Housing Development Agency and Home-Buyers Revolving Loan Funds, Union Planters will make mortgage loans at below-market interest rates, Jones adds.

Watson Anderson Auction and Realty Co., another minority firm, is the real estate listing agent for the project.

Cagebilt, also a minority company, has been active in building affordable housing for low- and moderate-income families throughout the Mid-South.

Cagebilt plans to use as many minority subcontractors, vendors and suppliers as possible, Jones says.

"Nobody is doing us any favors," he explains. "We're coming to the table fully collateralized and credit-worthy."

"All the participants, with the exception of the church, are for-profit companies, but they're cutting their prices to the bone to make these houses come in." §



Venson

A  
strong  
player  
on  
any team



Think what we can do for you

- TEXT
- GRAPHICS
- PRINTING
- COLOR

Desktop Publishers OF MEMPHIS  
276-DESK



AMERICAN BAR ASSOCIATION

Standing Committee on Law and National Security

1501 Trombone Court  
Vienna, VA 22182-1646  
703-242-0629  
703-938-1727 (Fax)

CHAIRMAN  
Robert F. Turner  
Center for  
National Security Law  
UVA School of Law  
Charlottesville, VA 22903  
804-924-4080

David R. Brink  
Minneapolis, MN  
Kathleen A. Buck  
Washington, DC

Mary Doyle  
Coral Gables, FL  
Michael S. Greco  
Boston, MA

Lucinda A. Low  
Denver, CO

Richard Schifter  
Washington, DC  
John H. Shenefield  
Washington, DC

J. Michael Shepherd  
New York, NY

Delbert L. Spurlock, Jr.  
Washington, DC

Diane P. Wood  
Chicago, IL

ADVISORY COMMITTEE  
CHAIRMAN

Richard E. Friedman  
Suite 4620  
55 E. Monroe Street  
Chicago, IL 60603

BOARD OF GOVERNORS  
LIAISON

Albert C. Harvey  
9th Floor  
44 N. 2nd Street  
Memphis, TN 38103

COUNSELORS TO THE  
COMMITTEE

William P. Clark  
Paso Robles, CA

Max M. Kampelman  
Washington, DC

Morris I. Leibman  
Chicago, IL

Edward H. Levi  
Chicago, IL

John O. Marsh, Jr.  
Washington, DC

Myres S. McDougal  
New Haven, CT

Lewis F. Powell, Jr.  
Washington, DC

William P. Rogers  
New York, NY

Eugene Rostow  
Washington, DC

William H. Webster  
Washington, DC

YOUNG LAWYERS  
DIVISION LIAISON

Jayson L. Spiegel  
Washington, DC

LAW STUDENT  
DIVISION LIAISON

Thomas K. Plofchan, Jr.  
Charlottesville, VA

STAFF DIRECTOR  
James Arnold Miller  
Vienna, VA

December 13, 1991

Dear Colleague:

It is my pleasure to invite you to our breakfast meeting on Thursday, January 16, 1992 (8 a.m. at the University Club, 1135 16th Street, NW, Washington, DC). Our speaker will be the Honorable Michael P. Galvin, the Assistant Secretary of Commerce for Export Administration since May 1990. Secretary Galvin directs and manages the Commerce Department's export administration operations in technology and policy analysis, export licensing, foreign availability assessment and the program that ensures industrial resources are available to meet national security requirements. At the breakfast he will address the strategic and legal rationale supporting policy renewal in the area of export controls and defense trade.

A former partner of the Chicago law firm of Winston and Strawn, Secretary Galvin also served as a five-term President of the National Strategy Forum in Chicago. This is a non-partisan organization which sponsors research and educational seminars on national security issues. He is a graduate of Boston College (B.S. Economics) and the Illinois Institute of Technology/Chicago-Kent College of Law.

The charge for the breakfast is \$10.00. Reservations must be made in advance.

Checks made payable to "ABA" should be enclosed with the acceptance card and returned by Friday, January 10. If you are bringing guests, please note their names on the response card. In the event you should find it necessary to cancel your reservation, a refund will be made provided notice of cancellation is received in our office by 5 p.m. on Monday, January 13. There is no charge for members of the press. When you arrive at the breakfast, please check in with Dalva Miller so she can check your name off the attendee list.

I look forward to seeing you.

Sincerely,

*Robert F. Turner*  
RFT

Robert F. Turner  
Chairman

Encl.

*Sandy -*  
*In M. Skinner*  
*Jan 12-18*  
*NAN 1423*

U.S. DEPT OF  
TRANSPORTATION

91 DEC 18 AM 11:49

OFFICE OF SECRETARY  
OF TRANSPORTATION  
EXECUTIVE SECRETARIAT

**American Bar Association**  
**Standing Committee on Law and National Security**

1501 Trombone Court, Vienna, VA 22182-1646

Name \_\_\_\_\_

Affiliation \_\_\_\_\_

Daytime Telephone \_\_\_\_\_ Fax No. \_\_\_\_\_

I will attend the \_\_\_\_\_ breakfast @ \$10.00

Date

I am bringing the following guest(s) @ \$10.00 each

\_\_\_\_\_

Enclosed is my check for \$ \_\_\_\_\_.

Please note data changes on reverse

**(Fill out this side ONLY if there are changes)**

Please change records to reflect:

Name \_\_\_\_\_

Title \_\_\_\_\_

Affiliation \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Daytime Telephone \_\_\_\_\_

Fax No. \_\_\_\_\_

December 26, 1991

Andrei Konchalovsky  
523 Avondale  
Los Angeles, CA 90049

The Honorable Sam Skinner  
The White House  
Washington, D.C. 20500

NAME  
FILE

Dear Mr. Skinner,

I am a Russian film director who has spent the last twelve years working in the United States directing, amongst others, films such as "Shy People," "Runaway Train" and "Tango & Cash."

The film I most recently completed, "The Inner Circle," (Columbia distribution) is the first major American feature film shot in Russia, behind the walls of the Kremlin and within the KGB headquarters. It depicts the life of Stalin's personal film projectionist, who is in his eighties and still lives in Moscow. Tom Hulce, Lolita Davidovich and Bob Hoskins (as Beria) star in the film.

The reason that I want to bring your attention to my film is not only the desire of an artist to attract attention to his work--that is rightly justifiable--but the desire of a man who spent forty years of his life in Russia to share with you his contemplations about the character of his nation. I am convinced that historically, culturally and socially, the Russian mentality and authoritarianism are interdependent. Not every nation equally embraces the idea of supremacy of political freedom over prosperity, and each nation has its own pace of growth.

We live in a time when the most seductive illusion that mankind has nourished, not only through the twentieth century but through the whole millenium--the Utopia of Communism--is coming to its end. It is extremely important for the world to not let Russians become discouraged with the ideas of free market economy and Capitalism, and fall back into the hands of Communist demagogues promising "equality and equal opportunity." In that sense, I would support a leader

**SCHIFF HARDIN & WAITE**

A Partnership Including Professional Corporations

7200 Sears Tower, Chicago, Illinois 60606-6473  
Telephone (312) 876-1000 Facsimile (312) 258-5600

Mr. Parkhurst's Direct Dial Phone: 312-258-5643

*Name  
File*

~~SKS-1~~  
*File*

WASHINGTON, D.C.  
NEW YORK  
PEORIA

9  
*SKS-1  
Dear Todd*

December 19, 1991

The Honorable Samuel K. Skinner  
White House Chief of Staff  
White House  
Washington, D.C. 20500

Dear Sam:

Congratulations -- or condolences -- on your new job!  
Are you the first Bonanza pilot to be Chief of Staff? General  
Alexander Haig just rode around in helicopters, right? And your  
immediate predecessor traveled -- oh, never mind.

If Beverly or I can assist you, George, Barbara or Millie  
in any way, please don't hesitate to call on us.

Best regards.

Yours truly,

*Todd*

Todd S. Parkhurst

TSP/ct

cc: Beverly S. Parkhurst

*⊕ wife Beverly  
received reply SKS-1  
dated 12/16  
OKB*

Name File

December 26, 1991

Charles E. Perez  
106 Windmill Way  
Longwood, Fl. 32750  
Residence Phone: 407-260-0323  
Business Phone: 407-660-0343

1/9  
EH called  
SKS can not  
involve himself  
in this  
matter

The White House  
Secretary of Transportation  
Samuel K. Skinner  
1600 Pennsylvania Ave.  
Washington, DC 20500

Dear Mr. Skinner,

I am writing to you because of your position and your ability to look at individual situations, while developing the larger picture. I feel that I am part of a class of people that is being victimized by an unscrupulous car dealer in collusion with an unscrupulous foreign car manufacture.

Enclosed you will find a chronology of the events that have happened to me relative to a 1989 Hyundai Sonata that I purchased. It will become very apparent from what you read and the supporting documentation that the dealer had violated the law but goes unpunished and the car manufacturer as well as the dealer have lied and tried to deceive me. Frankly they are just not concerned with the consumer except to extract more dollars out of them.

I become a victim because the dealer violated the Florida Lemon Law. I had all the requirements necessary to resolve the issue through the use of the Lemon Law. However, when the dealer violated the law by:

1. Not providing the Lemon Law Rights booklet at purchase, as required by law.  
and:
2. Misinformation given out by the dealers sales agent.

The issue is that the Lemon Law requires that documentation provided to the dealer of any defect must take place within the first 12,000 miles or the first 12 months whichever comes first. In my situation I was not given the booklet at the time of purchase and therefore my only knowledge of the law was that I had twelve months to report defects for relief under the law. This latter information was provided to me by the dealers sales agent. I reported the defect to the dealer 9 months after the purchase date but the mileage on the vehicle was 12,800. This I have been told by the administrators of the Lemon Law makes me ineligible for relief under this statute.

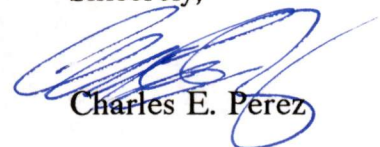
My only outlet becomes one of filing a lawsuit in which I will have no recourse for attorney, court cost or damages. What this really translates itself to is that even if I was successful in a lawsuit I still lose monetarily. If you have followed me to this point I think you will understand that the dealer has committed an illegal act but I must pay for it and the dealer escapes with a slap on the wrist.

I have taken extreme measures to resolve the situation, with the dealer and the manufacturer. The only responses I get are condescending in nature or no response at all. The type of behavior that has been exhibited by both the dealer and manufacturer is unconscionable and other consumers should be warned, the laws and penalties, for their violation, should be strengthened and foreign companies should be held more responsible for their actions and misdeeds done to the American Consumer. It is a terrible thing when we are in a recession and thousands of auto workers are losing their jobs, yet we allow foreign manufacturers to treat our citizens with absolutely no respect or honesty. This must stop.

Given the opportunity to make this purchase over again I would definitely buy an American product and continue to do so in the future.

I sincerely hope that you will use the information I have provided to help me but more importantly to exert pressure on the appropriate people to put a stop to the type of abuse that our citizenry is exposed to.

Sincerely,



Charles E. Perez

December 12, 1991

Charles E. Perez  
106 Windmill Way  
Longwood, Fl 32750  
Residence Phone 407-260-0323  
Business Phone 407-660-0343

Hyundai Corporation  
Chairman Chung  
140-2, Key Dong Chongro-Ku  
Seoul, Korea 110-793 Korea

Dear Mr. Chairman,

I am writing to you to enlighten you as to the situation regarding my vehicle and the state of your organization in general. I implore you to read the attached chronology and review the service bills and exhibits that are attached.

I am an executive for a company that deals with financial institutions and retailers on an international level. I have learned that no matter where you are in the world good customer service and the delivery of a good product is the key to retaining customers and getting new customers. Regardless of how much you invest in advertising word of mouth is still going to be your most effective or most damaging sales tool. This means satisfied customers.

If you read the attached information you will determine very quickly that I am not a satisfied customer and that customer service is virtually non existent in your organization. Consequently I am going to give you the opportunity to prove to me that the Hyundai Corporation knows what customer service is and is committed to it.

My situation is somewhat unique as I have placed my trust continually in the Hyundai Organization and have been continually disappointed. As a business man it becomes very difficult for me to understand how a man in your position can allow these situations to occur unless you don't know about them. Thus another purpose of my letter.

I have a Hyundai vehicle which I have owned for approximately 24 months. At approximately the ninth month of ownership the problems began and I took the vehicle into the dealership for service. In the ensuing 15 months the vehicle has been to the dealership 14 times for a total in downtime of approximately 91 days. The total of dollars billed in service have exceeded \$10,000.00.

Common sense would tell the reasonably prudent man that there is a major problem with the vehicle, the dealer and your support organization, when the cost of servicing the vehicle for the last 15 months has exceeded the retail cost of the vehicle, however no one has considered this a pertinent fact. It appears to be a simple exercise in economics.

From my perspective this vehicle has an engineering defect and this problem is definitely going to affect the resale value of this vehicle. This is of vital importance because I do not feel that I can maintain ownership of this vehicle with a service record as cited above and the outlook for the future not much better, from a service and safety aspect. Your organization appears to go to great a extent to try to convince me to buy another Hyundai product as evidenced by the advertisements that are sent tto my home. At this point these letters are received with contempt.

It appears now that in order for me to dispose of this vehicle and buy a reliable competitors vehicle I will take a considerable loss. I am asking you to attempt to keep me as a customer. I felt that the Sonata provided value and good features for the money but not when the service and reliability aspects are what I have experienced to date.

I will extend to you the same offer that everyone else in your organization claims they have no authority to deal with. That is provide me with a new replacement vehicle. If in fact you choose to ignore this opportunity and I am forced to take a large loss, I will do everything in my power to insure that as many people as possible know of my plight and do not buy Hyundai products. This is not a threat but a fact. At the end of this letter you will find a list of all the entities that I will send my story to.

I sincerely hope that I will not have to go to that extent but I am tenacious when I feel that I am being taken advantage of. I ask you to put yourself in my situation would you stand for the way I have been treated. I think not!

I will hold the letters that I have prepared for the entities cited and I will wait until December 26th for your response. I hope this situation can be resolved to our mutual satisfaction.

Sincerely,

Charles E. Perez

C.C. Hyundai Motor America  
Hyo Whi Baik President  
10550 Talbert Ave  
Fountain Valley, Ca. 92708

Attachments

## Entities To Be Advised

The State of Florida  
Office of the Governor  
Hon. Lawton Chiles  
The Capital  
Tallahassee, Fl. 32399

Agriculture and Consumer Services  
Commissioner Bob Crawford  
The Capital  
Tallahassee, Fl. 32399

Consumer Services Division  
Director Karen MacFarland  
Mayo Building  
Tallahassee, Fl. 32399

Highway Safety and Motor Vehicle Dpt.  
Executive Director Leonard Mellon  
Neil Kirkman Building  
Tallahassee, Fl. 32399

Federal Trade Commission  
Chairman Jacqueline Jones Smith  
Pennsylvania & 6th NW  
Washington, DC 20580

Department of Transportation  
Public Affairs  
Assistant Secretary David P. Proseri  
400 7th St. SW  
Washington, DC 20590

Department of Transportation  
National Highway Traffic Safety Admin.  
Administrator Jerry R. Curry  
400 7th St. SW  
Washington, DC 20590

Hispanic Affairs Office  
Bill Guteres  
The Capital  
Tallahassee, Fl. 32399

Consumer Services  
Deputy Commissioner Craig A. Meyer  
The Capital  
Tallahassee, Fl. 32399

Commerce Department  
Secretary Greg Farmer  
Collins Building, Ste 536  
Tallahassee, Fl. 32399

Legal Affairs Department  
Attorney General Robert A. Butterworth  
The Capital  
Tallahassee, Fl. 32399

Consumer Product Safety Commission  
Chairman Janet D Steiger  
5401 Westbard Ave  
Bethesda, Md. 20207

Department of Transportation  
Federal Highway Administration  
Administrator Thomas Larson  
400 7th St. SW  
Washington, DC 20590

Department of Commerce  
Undersecretary for International Trade  
J. Michael Farren  
Herbert C. Hoover Building  
14th and Constitution Ave NW  
Washington, DC 20590

Department of Commerce  
Asst. Secretary Import Administration  
Eric Garfinkel  
Herbert C. Hoover Building  
14th and Constitution Ave NW  
Washington, DC 20590

The White House  
Secretary of Transportation  
Samuel K. Skinner  
1600 Pennsylvania Ave.  
Washington, DC 20500

The White House  
Secretary of Commerce  
Robert A. Mosbacher  
1600 Pennsylvania Ave.  
Washington, DC 20500

Office of the U.S. Trade Representative  
Amb. Carla Hills  
Winder Building  
600 17th St. NW  
Washington, DC 20506

The White House  
Office of Communications  
David F. Demarest Jr.  
1600 Pennsylvania Ave.  
Washington, DC 20500

The White House  
Office of Federal Procurement Policy  
Administrator Jay Plager  
Washington, DC 20500

General Motors Corp.  
Office of the Chairman  
Roger B. Smith  
3044 W. Grand Blvd.  
Detroit, Mi. 48202

Department of Commerce  
International Economic Policy  
Asst. Secretary Thomas S. Duesterberg  
Herbert C. Hoover Building  
14th and Constitution Ave NW  
Washington, DC 20590

The White House  
Attorney General  
Richard L. Thornburgh  
1600 Pennsylvania Ave.  
Washington, DC 20500

The White House  
Assistant to the President  
Press Secretary Marlin Fitzwater  
1600 Pennsylvania Ave.  
Washington, DC 20500

Council of Economic Advisers  
Chairman Michael J. Boskin Ph.D.  
Old Executive Office Building  
Washington, DC 20506

The White House  
Office of Economic and Domestic Policy  
Roger B. Porter  
1600 Pennsylvania Ave.  
Washington, DC 20500

Chrysler Motor Co.  
Chairman and CEO  
Lee A. Iacocca  
12000 Chrysler Dr.  
Detroit, Mi. 48288

Nissan Motor Corp.  
Office of the President  
Kazutoshi Hagiwara  
18501 S. Figueroa St.  
Carson, Ca. 90745

Toyota Motor Corp.  
Office of the President  
Y. Togo  
19001 S. Western Ave  
Torrance, Ca.90501

The Chase Manhattan Corporation  
William C. Butcher Chairman  
One Chase Manhattan Plaza  
New York, N.Y. 10081

Money  
Frank Lalli Managing Editor  
Time & Life Building  
Rockefeller Center  
New York, N.Y. 10020

The Wall Street Journal  
Editorial and Publication Headquarters  
200 Liberty St.  
New York, N.Y. 10281

WCPX TV 6 Orlando (CBS)  
Ellen MacFarlane  
P.O. Box 606000  
Orlando, Fl. 32860

WMFE TV (PBS)  
News Department  
11510 E. Colonial  
Orlando, Fl. 32817

WESH TV (NBC)  
News Department  
P.O. Box 547697  
Orlando, Fl. 32854

WABC Television  
Attn. 20/20  
157 Columbus Ave.  
New York, N.Y. 10023

CBS Television  
Attn. 60 Minutes  
51 W. 52 St  
New York, N.Y. 10019

Ford Motor Corp.  
Office of the Chairman  
Harold Poling  
American Rd. P.O. Box 1899  
Dearborn, Mi. 48121

Consumer Reports  
Rhoda H. Karpatkin Executive Director  
101 Truman Ave  
Yonkers, N.Y. 10703

AAA World  
William F. Dodd Executive Editor  
1000 AAA Drive  
Heathrow, Fl. 32746

The Orlando Sentinel  
Managing Editor  
633 N. Orange Ave.  
Orlando, Fl. 32801

WKCF TV  
News Department  
602 Colonial Dr.  
Orlando, Fl. 32804

WOFL TV  
News Department  
35 Skyline Dr.  
Lake Mary, Fl. 32746

WFTV (ABC)  
T. Ulrich  
P.O. Box 999  
Orlando, Fl. 32802

NBC Television  
Attn. Betty Furness  
30 Rockefeller Plaza  
New York, N.Y. 10112

Turner Broadcasting System  
The Larry King Live Show  
820 1st St. NE  
Washington, DC 20002

**CHRONOLOGY OF EVENTS COMBINED**  
**WITH THE INITIAL LETTER TO HYUNDAI CUSTOMER SERVICE**

May 6, 1991

Charles E. Perez  
106 Windmill Way  
Longwood, Fl 32750  
Ph. Home 407-260-0323  
Ph. Bus. 407-660-0343

Hyundai Motor America  
Mr. Rod Hayden  
10550 Talbert Ave  
Fountain Valley, Ca. 92728

Dear Mr. Hayden,

I purchased a 1989 Hyundai Sonata on 11/3/89 from Jimmy Bryan Hyundai ( Note: the dealer did not provide me with The Lemon Law Booklet as required by law at the time of sale), since August 26,1990 I have been attempting to have numerous defects repaired. To this date the car has had total out of service days in excess of 30 days and some of the defects have continued. Additionally some new defects have occurred as a direct result of the attempted repair of the previously reported defects. To say the least the repair history of this automobile is abominable, and the level of customer service that I have experienced from the dealer and you, the manufacturer, is at a shamefully low level. I will give you a chronological history of the events in hopes that this insight will give you and hence your organization the impetus to provide some positive and resolving action.

I began to experience a rumbling noise which I thought was coming from the transmission in the mid part of 1990. The rumbling noise only manifested itself right after a cold start. As the noise became more pronounced I decided that there was definitely a problem and on August 29, 1990 I delivered the car to the dealer, Jimmy Bryan, for the problems stated in EXHIBIT 1, attached. Some were minor and explained, however the air conditioning problems cited as points 1, 3, and 4 as well as the rumbling sound I considered serious. The dealers Invoice with their diagnosis is attached EXHIBIT 2. Please note that no one from the dealership ever contacted me to discuss the problems or the resolution. There was no indication as to whether the car was test driven, it appears that assumptions were made and the course of expediency taken.

As time wore on the rumbling continued to grow in duration until it was evident all the time. On September 12, 1990 the vehicle was again take to the dealership, this time it was towed because the battery had abruptly died and I was advised by the service writer Mr. Queen that this was not unusual as the batteries were of poor quality and had be known to die abruptly. At that time I advised Mr. Queen that the problems with the air conditioner and the rumbling noise were still apparent and had gotten worse. See EXHIBIT 3 for the

dealers invoice and their actions to resolve the problem. Please note at this point no one had asked me any questions about the problems or suggested we take a test drive. When I picked up the vehicle the air conditioning appeared to be functioning properly but the rumbling noise was still apparent. I advised Mr. Queen at this time that I wanted someone to ride in the car with me so they could understand the problem. Mr Queen offered to do this and he immediately heard the rumbling. He asked me to let the technician do the same. I did so and the technician identified the problem as a possible counter balance bearing problem. I asked if it was serious and he advised that it was not and would take approximately one day to correct. I advised that the car would be coming up for its 15,000 mile service and would it be safe to wait for that. The reply was affirmative and that I should schedule an appointment.

On October 24, 1990 I called the service department and set up an appointment for approximately 7:30 AM on October 26,1990. I advised the service personnel when making the appointment that I was bringing the vehicle in for the counter balance bearing problem and the 15,000 mile service. I arrived at the dealership at 7:30 AM on October 26, 1990 and there were two cars ahead of me, waiting in line. While I was waiting for the two cars ahead of me to be written up Mr. Queen approached me and stated that they could not take my car today that the two in front of me were that last they could accommodate. I explained to Mr. Queen that I had made an appointment, He stated to me that they did not take appointments. I stated to him that I had gone through a great deal of trouble to get the car there and someone in the service area had accepted my appointment and that yes indeed he would take my car, especially since at our last meeting he specifically instructed me to make an appointment. I must make a point here that this situation shows the poor customer service levels that the dealer demonstrates, as well as on the prior two occasions no one ever called me to discuss the condition of my car or to state that it was ready. To continue on, at approximately 2PM on 10/26/90 I called Mr. Queen to check on the status of the vehicle. He advised me that the 15,000 mile service would be completed shortly but the counter balance problem would take several days. I thought at that time that it seemed a bit odd that the service would be completed prior to a procedure that might mean tearing down the engine. I asked how much more time he required to insure that the job would be done properly. He stated that by 10/31/90 the following wendnesday that all should be taken care of. I advised him to keep the vehicle and effect the repairs. He said they would tear the engine down on Monday 10/29/90 to fully ascertain the problem. On 10/29/90 approximately 3PM I called to find out what they had discovered. Mr. Queen advised that the vehicle was in the shop and they were about to begin tearing it down, I advised I would call back tomorrow. On 10/30/90 I called Mr. Queen and he advised that nothing had been done to the car. I asked him did that mean that the engine had not been torn down yet. He replied that was correct. I asked why that had happened , he replied that the technician did a job that they could bill because he makes more money that way.

I was totally exasperated and asked to speak to the service manager. I spoke to Don Pernell, I inquired how this situation could come about and that I was initially told that this would be a one day job. He was totally unconcerned about the situation and the inconvenience that

he was causing me and my family. I asked about a loaner car the answer was a flat no, I asked about a rental car the answer was a flat no. I asked what was going to happen to my vehicle, he said that he would do his best to get to it tomorrow. On 10/31/90 I called again and was advised by Mr. Pernell that the vehicle would require a new short block, I asked how long that would take he had no idea, but they would order it right away. I again inquired as to a loaner or a rental the answer was still no. At that point I called the General Manager of the dealership a Mr. Jim Galusha. He was not in so I left a message. Mr. Galusha did not return my call. On 11/1/90 I called Mr Galusha and explained the situation again. He apologized for the situation and claimed that they were shorthanded on technicians. He authorized a rental car ( see EXHIBIT 4 ) for me and advised Mr. Pernell to arrange it. I asked Mr. Galusha why Mr. Pernell didn't comply with my request to start with, he stated that Mr. Pernell did not have that authority. I asked further, that if it was the right thing to do, why he didn't he refer it to someone who did have the authority, Mr. Galusha had no answer.

I received my vehicle back on 11/21/90, twenty seven days after bringing it in. As soon as I started that car I knew it was not right. The engine vibrated terribly. I told the service writer about it and he advised that I needed to drive it for awhile and then bring it back for adjustments. See EXHIBIT 5 for the dealers invoice. I again questioned how a 15,000 mile service, the main part being an oil change, could have been done first when the engine was replaced. I was basically told that there were other things done like tire rotation, this was false as the tires had not been rotated. I was then told that I would have had to pay for the replacement oil anyway. I was incredulous at this statement and called the regional consumer affairs office. They advised me that the statement was totally incorrect. I called Mr Pernell again and stated that point, his manner was rather hostile that I had questioned him but after extensive argument he offered to refund my money which I accepted.

On 12/15/90 I returned the car for adjustments. I sincerely hoped that this would solve the problems ( see EXHIBIT 6 ). However I was mistaken and the car was returned running more erratic than before. I had no time to argue my case with the dealership and was convinced that no one was concerned if a customer was satisfied or not. At my next opportunity on 1/9/91 I took the vehicle to the Bob Dance dealership. They were appalled at the way the adjustments had been made, additionally at this time the air conditioner was exhibiting the same problems as before. They made as many adjustments as they could but stated that they were limited because the other dealership had done the work and I would have to take it back to them. I accepted what they did gratefully for here at least someone acknowledged a problem and attempted to fix it. See EXHIBIT 7.

As time progressed the problems with the vehicle progressed and finally on 2/5/91 I called Jerry Hood explained the problems and set up an appointment for him to meet me. The appointment was set for 2/15/91. As the date approached he was unable to keep that appointment. The appointment was reset for 3/19/91. The condition of the car had deteriorated and the problem of the rumbling had returned at the point of cold starts, which is how this whole situation started. Additionally the idle was all over the board, the

transmission appeared to be slipping and there was now what appeared to be wheel vibrations that could not be corrected by alignments or wheel balancing, and the air conditioner was leaking again which accounted for the continuous on off cycling of the compressor. Which I was told initially by Mr. Hood that it was normal.

At the test drive Mr. Hood acknowledged each problem that I had cited and as stated previously cited a condition as normal with the air conditioner which was proven defective later. Mr. Hood arranged for a rental car for me and the car was returned to me on 3/26/91. See EXHIBIT 8.

It did not take long for me to ascertain that the engine was still rumbling at cold start, the transmission was still slipping, the wheel vibrations were still there, and now an acrid odor was coming out of the air conditioning vents. Another appointment was set up with Mr. Hood and as previously I left the car at the dealership the night before. The appointment was for 4/24/91. Unfortunately, I am employed at an executive level with an international company and could not be in attendance for the test drive. I had a suspicion that if I was not there for the test drive no problems would be found. As expected this was the case, see EXHIBIT 9, and true to form no one bothered to call me to say come get your car, there is nothing wrong with your car, nothing! I called the dealership approximately 4PM to find out the status of the vehicle, all I was told was that Mr. Hood had looked at it and had left a note and that I could read it when I picked up the car. I had them read me the note and was incensed by its contents.

I called your national office specifically to speak to Rod Hayden, I was not allowed to get to him but was given to Susan Moffatt who said she was a special assistant to Mr. Hayden. I went through the litany of what had happened and advised her that I was at the point of desperation and that some very quick and positive action was needed here or I would start the process of complying with the formalities for remedies afforded by the State of Florida and baring that I would proceed with independent remedies. She stated that she would look into the case, get with Mr. Hood and see what could be done. I advised her that I was done taking time off from work to address this situation, and anyone who wanted to look at the vehicle would have to do it at my convenience.

Susan called on 4/25/91 to see if Mr. Hood had been in touch with me. I advised her that no one had been in touch, she said she would check. On 4/26/91 I received a call from Gina at the dealership who was calling to see if I was satisfied after my last visit to the dealership. This was a grimly amusing call and I advised Gina to check with Susan Moffatt.

Since that call on 4/26/91 I have heard from no one. I called Susan on 5/6/91 and was only able to leave a message on her voice mail and as of the writing of this letter have not heard from her..

We come now to the summary. I have an automobile which I have made an investment in, you have also made an investment in this automobile that is rapidly approaching the retail

price of the vehicle. The problems are real not imagined. Your reputation as an auto maker of reliable vehicles is greatly suspect, the dealership as your agent has given you a black eye not only with me but with every Hyundai owner I've spoken with who has had any contact with this dealer. The conclusions are that I will not allow my investment to be whittled away, I will not allow my family to be exposed to a vehicle which may be unsafe, and I will seek all remedies available to resolve the problem.

The answers; I want what I paid for, I am reasonable and would like to get this situation settled. The ball is in your court now. I will wait five days for your response.

Sincerely,

Charles E. Perez

Continuation of events from letter of 5/6/91

5/18/91 Received a six sentence response to my letter to Rod Hayden, written and signed by Susie Moffett. The letter basically stated that there was nothing wrong with my car and that was that. Needless to say this letter served no purpose but to incense me even further because it implied that I was merely a crank and did not know what I was talking about.

6/11/91 I brought the vehicle to Bob Dance Hyundai and had the Service Manager, Syd, go for a ride in the car. It took no more that a few second after starting the car for Syd to acknowledge the rumbling noise and only about five minutes on the road to become cognizant of the other problems which Jerry Hood and the Jimmy Bryan staff said didn't exist. The vehicle was left at Bob Dance and the attempted repairs took over a month to complete. The vehicle was turned over to me on saturday 7/13/91.

The car did show some improvement but that was shortlived. The rumbling returned within a day, the transmission still slipped, the vibration was worse than before and the air conditioning was still not cooling properly. Several conversations with Syd at Bob Dance indicated that they really did not know what the problem was and what to do next. They claimed that they had reviewed the repairs with Jack Pearson. I spoke with Jack Pearson by phone at Bob Dance Hyundai and suggested that I would be willing to negotiate a replacement and not have this drag on, however he stated that he had no authority to do so and suggested that I talk to one of the salesmen. I said I had no intention of paying retail price for the replacement of a defective vehicle.

I called Susie Moffett at the national office again and explained what had happened and that there truly were problems however much she chose to ignore them. I explained that I was ready to initiate the Lemon Law procedure. I stated that before going through all this red tape that I would give the company one more opportunity to negotiate a settlement with me before it became official. As usual she was not interested in listening to what I had to say or put me in touch with someone who had the authority to negotiate with me. She closed the conversation by saying to go ahead and file the papers.

I filed the Motor Vehicle Defect Notice and the period for response by the manufacturer expired on 8/21/91. I received a letter, sent regular mail post marked 8/22/91 on 8/24/91. As you can see even when faced with clear cut state regulations the company could not respond in a timely manner. The letter instructed me to deliver the car to Jimmy Bryan Hyundai on tuesday 8/26/91 at 10:00 AM. You will probably notice there was no effort made on the part of the dealer or the Company to ascertain if this time was suitable or convenient just another showing of the "WE DON'T CARE " attitude.

I delivered the car as requested and had a meeting with Jack Pearson. At this meeting all the problems were documented. Mr. Pearson stated that his goal was to resolve the problems to my satisfaction and realized that most of the problems were created by the dealership since the engine had been replaced. He also gave me his card and told me to call him if I

had any problems after these were resolved. This was a pure example of the cliché that, "talk is cheap."

On 8/28/91 I picked up the car the transmission problem had been fixed, the vibrations were still there, the air conditioner seem to work somewhat better and the rumbling seem to be better as the sound was less noticeable at the time. I told the service manager that I would advise them after I had driven the car for a few weeks.

On 9/14/91 the car was returned to Jimmy Bryan Hyundai for an oil change. I advised that the rumbling and the vibrations were still apparent and that it had now developed an erratic idle. ( See letter of instruction dated 9/13/91).

The car was picked up on 9/21/91 as soon as I started the car the rumbling was apparent although the service ticket said there was no problem. I had the service manager come out and sit in the car and listen to the rumbling. His first reaction was that they had ordered a part to fix this. I challenged him asking what the part was and he said it was a motor mount. I said are you sure that this is for the rumbling and not for the vibration. He said he was not and then he had the gall to try to tell me that all these cars sounded this way. At that point I asked him to let me start another car and see for myself but I was not allowed to do so. At that point I said to him to have Jack Pearson call me.

I did not hear from Mr. Pearson so I called his office on 9/24/91 and 9/26/91 leaving messages to call me. I left both my home and business numbers. As of the writing of this letter he has not seen fit to return my call.

On 10/18/91 I received a postcard in the mail stating that my part was in and that I should bring the car in. On 10/18/91 I visited my attorney to determine the alternatives that I had in pursuing this issue which had now become a personal attack on my intelligence by the service manager at the dealership. The results of that meeting will be discussed with any interested party but not in this chronology. It should suffice to say that I am exercising one of my alternatives by the production and distribution of this chronology.

On 10/22/91 I brought the car to the dealer to have the part installed which would supposedly take care of the vibration. I also restated the problems of the rumbling and the air conditioner. On 10/23/91 I picked up the car. The air conditioner seem to be working properly however the rumbling was still quite apparent and I did not have time to check on the vibrations because of what occurred next.

After hearing the rumbling again I called the service manager out and asked about it again he began again to tell me that all these cars sounded this way. I told him that I had enough of this situation and that I wanted to see the general manager of the dealership. The service manager hesitated for a while and then I was taken to see a Mr. Ellis. I explained the situation to Mr. Ellis and that I had already retained council. At this time the service manager began the same old story that all these cars sounded this way. I told Mr. Ellis that

the purpose of my visit to him was to give him an opportunity to either correct the situation or negotiate a replacement vehicle based on the Lemon Law Guidelines. He began to say that we would have to deal with Mr. Pearson and I told him that we had already been down that road with little success. I concluded that the conversation was at an end and left. As I approached my car I felt that if nothing else I would prove to Mr. Ellis that I was not a crack pot, so I returned to his office without the service manager and asked him to accompany me to my vehicle and to just listen. He complied with my request and upon starting the car immediately noted the rumbling. The service manager hurried out and immediately began the story that all of these cars sounded this way. Mr. Ellis asked that the service manager go get the keys to another vehicle and let him start it. When Mr. Ellis started the other car there was no rumbling and he immediately asked to keep the car and let them work on it.

On 10/31/91 I picked up the automobile and the rumbling had been fixed. However after taking delivery of the vehicle the vibration was still there and problems were beginning to be noted relative to the air conditioner.

On 11/20/91 I again brought the car to the dealership. The vibration and the air conditioner were problems. However the service department was not able to duplicate any of the problems. When I picked up the vehicle on 11/22/91 I immediately was able to show the service department the problem with the air conditioner, and a new switch was ordered. This switch had been replaced numerous times. The vibrations were still apparent and getting worse.

On 12/12/91 I returned to the dealership to have the switch for the air conditioner replaced again.

On 12/12/91 packages were sent to the chairman of Hyundai in Korea and the president of Hyundai Motor America in California. This was done at no small expense and required hours of preparation in order to present all the facts. The packages were sent by DHL express. See letter Ddated 12/12/91.

The summary is quite clear this is a defective vehicle that has had problems compounded by the dealer. The air conditioning is still suspect, the vibrations are to the point that I feel that there is definitely a safety consideration. It should be noted that throughout this entire ordeal the dealer never called to tell me the status of my vehicle, it was always incumbent upon me to call and find out what the status of the vehicle was.

**NO ONE IN THE HYUNDAI HAS AN ANSWER OR IS INTERESTED IN PROVIDING ANYTHING OTHER THAN TALK.** The dealer has found a gold mine in servicing this automobile and I the consumer have been on the revolving door, totally inconvenienced and possibly have the lives of myself and my family at stake.

Continuation of events from letter of 12/12/91

12/16/91 At 5:20PM I received a call from a Jim Schmitt who claimed to be at the Hyundai National Office. He said he had received my binder and it appeared as if I do have some problems. He stated that Mr. Jerry Hood will be contacting me to discuss the situation. I told him that I had dealt with Mr. Hood before and that he was the one who said that there was nothing wrong with my car. Mr Schmitt said that Mr. Hood had been promoted to a regional level, an obvious promotion of incompetence, and that he would be looking at the resolution to my situation. I said that I would wait to hear from him but was not very hopeful in dealing with Mr. Hood.

12/18/91 Telephoned Jim Schmitt at 11:35AM my time to advise that I have not heard from Mr. Hood and feel that I should be hearing from The President and Chairman of Hyundai. My reasoning is that my dealings with Mr. Hood have not been satisfactory and that I have gone through a great deal of effort and expense to communicate with the parties addressed. This information was left on Mr. Schmitts phone mail.

12/19/91 Verified with DHL that my correspondence was received in Korea at Hyundai and signed for by a B.W. Shim on 12/16/91.

12/26/91 There has been no contact from anyone at the Hyundai or Jimmy Bryan organizations. This is not surprising and merely falls into their pattern of not caring and taking advantage of the customer. As was stated in the letter to the Hyundai chairman and president the letters to the entities cited will be sent.

On 12/30/91 prior to sending out the letters to the entities I decided to visit Mr. Jimmy Bryan, the owner of the dealership, in order to give him the opportunity to become aware of the situation and produce a possible solution. I visited the corporate offices and asked for Mr. Bryan and was told that he was not in and additionally I could not see him without an appointment. I was turned over to Ms. Judy Ellis who is supposedly in charge of handling customer complaints for Mr. Bryan. When she appeared in the lobby she seemed intent on dismissing me right then and there. It was not until I told her that I was not here to be interviewed in a lobby and requested that we go somewhere to speak that I was invited to her office. In her office I gave her a brief rundown of the situation and the requested solution. I presented her with a complete package of all correspondence and attachments for her review.

She stated that she would review the files and discuss the situation with Mr. Bryan and would call me on 1/3/92. Needless to say the date has passed and there has been absolutely no contact from the dealer, Ms. Ellis, Mr. Bryan or anyone in the Hyundai organization.

This again shows their utter indifference to the consumer and me personally. This post script was written on 1/4/92.

Warranty work to be addressed:

- 1) Air Conditioner is not in operating condition. Cold air is intermittent and the AC switch goes off or will not come on when engaged. Additionally even when engaged there is a repetitive click of a switch coming on and off that relates to the compressor.
- 2) The air vents do not work properly. Outer vents cannot be shut off and it appears that outside air flows through the vents no matter what position they are in.
- 3) There is a smell of something burning when the car is turned off after the AC has been on.
- 4) There appears to be some kind of engine fluid accumulating on the pressure hoses of the AC.
- 5) When the Turn signals are turned on and the AM radio is on they interfere with the sound.
- 6) When the engine is first started it ~~transmission~~ makes an erratic rumbling sound as if there was no lubrication there.

You may call me at 660-2343 for a further description of these problems

"Exhibit I"

# JIMMY B BRYAN

THE ONLY WARRANTY APPLIES TO THE PARTS AND LABOR WHICH MAY BE OFFERED BY THE SELLING DEALER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS. THE SELLING DEALER SHALL BE ENTITLED TO BE HELD RESPONSIBLE FOR LOSS OF PROFITS, INCIDENTAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

## DISCLAIMER OF WARRANTIES

## I ACKNOWLEDGE RECEIPT

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X

PEREZ, CHARLES E. KMHBF22S1KU068848 CC W P RO W42748  
 106 WINDMILL WAY 89 HYUNDAI SONATA DL ADV 135 TAB 8222  
 MILES IN 12907 DATE IN 08/29/90  
 LONGWOOD FL 32750 LIC FL SVC 11/04/89 DATE DONE 08/29/90  
 HOME 407-2600323 DEL 11/03/89 INVOICED 08-29-90  
 WORK: 407-6600343 388001 17144:43

LN 51 INSP AC NOT COOLING PROPERLY? : TECH 163 LAB HRS .3 12.30  
 ADVISE : TECH 163 LAB HRS .7 28.70  
 REPLACED O-RINGS AT DISCHARGE : JOHNSON, JOHNSON,  
 HOSE & RECHARGE : OP-97762R00 FC-89  
 : FP-8769035212 CC-38  
 : 09760L00  
 PARTS HYU FREON CAN QTY 4B 4.75 19.00  
 HYU 97690-83212 O-RING 8 2.04 16.32  
 PARTS COUNT 12  
 PARTS AMOUNT 39.40  
 LABOR AMOUNT 41.00  
 LINE TOTAL - DEPT D 80.40

LN 52 INSP HOOD LATCH STICKING? : TECH 163 LAB HRS .2 8.20  
 ADVISE : JOHNSON,  
 DONE : OP-010004R1 FC-86  
 DONE : FP-8111033000 CC-06  
 PARTS HYU 81110-33000 STRIKER & QTY 1 13.03 13.03  
 PARTS COUNT 1  
 PARTS AMOUNT 16.29  
 LABOR AMOUNT 8.20  
 LINE TOTAL - DEPT D 24.49

LN 53 INSP NOISE FROM TRANS WHEN FIRST : TECH 163 LAB HRS .2 8.20  
 STARTED? (LIKE LOW ON FLUID?) : JOHNSON,  
 REPLACED TRANSMISSION FLUID : OP-00437R00 FC-29  
 DONE : FP-ATF/PLUS CC-26  
 DG PAGE 1 OF 2

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

83140

"Exhibit #"

CUSTOMER COPY

# JIMMY B BRYAN

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS. CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

## DISCLAIMER OF WARRANTIES

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

## I ACKNOWLEDGE RECEIPT

OF THE PARTS AND EQUIPMENT LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET.

PEREZ, CHARLES E. KMHPF22S1KU068848 CC W P RD W42748  
 106 WINDYBUSH DRIVE THE WOODLANDS FL 32750 LIC FL  
 LONGWOOD FL 32750 LIC FL  
 HOME 407-2600323  
 WORK 407-6600343  
 MILES IN 12907 DATE IN 08/29/90  
 VVO 11/04/95 DATE DONE 08/28/90  
 DEL 11V03789 INVOICED 08-29-90  
 388001 17144143

PARTS HYUNDAI PANTS NO MATCH  
 PARTS AMOUNT 5.78  
 LABOR AMOUNT 8.20  
 LINE TOTAL DEPT D 13.98

PARTS 61.47  
 LABOR-MECHANICAL 57.40  
 TOTAL CHARGES 118.87  
 FAC WARRANTY 118.87

LABOR RATES MECH \* 41.00 - 41.00  
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE CHRISTOPHER QUEEN  
 THANK YOU FOR YOUR BUSINESS

PAGE 2 OF 2

Exhibit 4

83141

CUSTOMER COPY

# JIMMY B BRYAN

THE ONLY WARRANTY APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS. CONsequential DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES WILL NOT BE ENTITLED TO RECOVER FROM THE SELLER. BUYER SHALL ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

## DISCLAIMER OF WARRANTIES

## I ACKNOWLEDGE RECEIPT

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X

PEREZ, CHARLES E. KMHBF22S1KU068848 CC W P RO W43088  
 106 WINDMILL WAY HYUNDAI 30047A01 ADV 11/35/89 TAG 8366  
 MILES IN 13587 DATE IN 09/12/90  
 LONGWOOD FL 32750 LIC FL SVC 11/04/89 DATE DONE 09/12/90  
 HOME 407-2800323 DEL 11/03/89 INVOICED 09-12-90  
 WORK 407-5600348 388001 14156144  
 90255

LN 51 INSP CAR DIED WILU NOT RESTART 2 TECH 163 LAB HRS 2 8.20  
 ADVISE JOHNSON  
 REPLACED BATTERY 1 OF 27110R00 FC-66  
 DONE FF-0095500010 CC-21  
 PARTS HYU 00298-00010 BATTERY A QTY 1 44.90 44.90  
 PARTS COUNT 1  
 PARTS AMOUNT 58.37  
 LABOR AMOUNT 8.20  
 LINE TOTAL DEPT D 66.57

LN 52 INSP AC NOT COOLING WELL? 1 TECH 163 LAB HRS 3 12.30  
 ADVISE JOHNSON  
 REPLACED A/C HOSE SWITCH & RECHARGED SYSTEM 1 OF 97762R00 AUTH-BG FC-89  
 FF-9776233004 CC-38  
 PARTS HYU FREDON CAN QTY 4 3.80 15.20  
 HYU 97762-33004 HOSE - DI 1 72.91 72.91  
 HYU 93720-38000 SWITCH AS 1 11.12 11.12  
 HYU 35981 COUPLER 1 11.02 11.02  
 PARTS COUNT 7  
 PARTS AMOUNT 143.33  
 LABOR AMOUNT 49.20  
 LINE TOTAL - DEPT D 192.53

LN DG INSP RUMBLING NOISE FROM TRANS? 1 TECH 163 LAB HRS 2 8.20  
 PAGE 1 OF 2

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

83763

" Exhibit III "

CUSTOMER COPY

# JIMMY B BRYAN

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

## DISCLAIMER OF WARRANTIES

## I ACKNOWLEDGE RECEIPT

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X

Perez, Charles E. KMHF22S1KU068848 CC W P RO W43088  
 106 WINDMILL WAY BY HYUNDAI SONATA GLT ADV 135 TAG 6388  
 MILES IN 12587 DATE IN 09/12/90  
 LONGWOOD FL 32750 LIC FL SVC 11/04/89 DATE DONE 09/12/90  
 HOME 407-2600323 DEL 11/03/89 INVOICED 09-12-90  
 WORK 407-6600340 38800 161561.44

53 ADVISE SLOW SPEEDS COMPTON JOHNSTON FC-29  
 REPLACED TRANSMISSION FLUID BY OP-0043700 WITH BO  
 DONE : FP-ATF/PLUS CC-26  
 PARTS HYU ATF/PLUS NO MATCH PTY 3 1.54 4.62  
 PARTS AMOUNT 6.01  
 LABOR AMOUNT 8.20  
 LINE TOTAL - DEPT D 14.21

LN INSP FOR ANY TYPE OF FLUID LEAKS? TECH 163 LAB MRS JOHNSTON FC-87  
 54 ADVISE : OP-222TT00  
 TIGHTENED VALVE COVER : CC-38  
 DONE :  
 LABOR AMOUNT 8.20  
 LINE TOTAL - DEPT D 8.20

PARTS 207.71  
 LABOR-MECHANICAL 73.80  
 TOTAL CHARGES 281.51  
 LABOR RATES! MECH 41.00  
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE CHRISTOPHER QUEEN  
 THANK YOU FOR YOUR BUSINESS!!

83764

Exhibit III  
 CUSTOMER COPY

BUDGET RENT CAR 407 658 0123  
418 N. ORLANDO AVE  
WINTER PARK, FL 32789

MCONS N SEMORAN RETAL WPKOR7842028  
STATION: WPKO

CREDIT IDENTIFICATION OR BILLING INSTRUCTIONS

DS6011004206510869 230,00N 798 1983  
ARRIVAL DATE/METHOD/TIME/MP/CAR TYPE/C.A. OR U/RETURN DATE

RENTER CHARLES PEREZ  
RESIDENCE 114 SLADE DR  
CITY/STATE/ZIP LONGWOOD FL 32750

HOME PHONE 407 2600323 DATE/STATE 01/31/98

LICENSE NO./EXP. DATE/STATE 01/31/98 FL

COMPANY 01/31/98 FL

CREDIT CARD SOFTWARE TAX #3333333

LOCAL CONTACT/PHONE NO. 660 0343

ADDITIONAL DRIVER/D.O.B. NONE

MARKS

JIMMY BRYAN HUNDAI DIRECT BILL TO  
JIMM BRY PER CHRIS UNTIL ATLEAST 112690

DUE BACK 11/26/90 AUTHORIZED RETURN MCONS N SEMORAN RETAL

LOSS DAMAGE WAIVER (LDW) - Renter initials below to accept or decline the optional LDW of the rate shown for each day or fraction thereof.

FULL VALUE PROVIDED FOR PERSONAL INJURY AND LOSS OF OR DAMAGE TO THE VEHICLE DUE TO THEFT, VANDALISM OR COLLISION DAMAGE.

LDW 5.95/DY DECLINES  
SLI 5.95/DY DECLINES  
PAI 3.00/DY DECLINES  
PEC 1.25/DY DECLINES

RENTAL AGREEMENT NO. WPKOR7842028

BILLING TYPE/AMOUNT 577.65

NET DUE RENTER 577.65

COMM. PERSONAL OWNING 5. LOC. MC021

VEHICLE NO. 524768 FCAR

LICENSE NO. YQB26E FL

MAKE/MODEL MAX PAYLOAD 6.3 SPIRT

MLS IN 27310

MLS OUT 2171

RENTAL TIME WK=5DAY MIN 5MLWK

MIN/MAX RENTAL 21 2395 50295

HR 2000 HR 1200

MILEAGE ALLOWANCE WK 28000 WK 18165

PREPAID VOUCHER OR COUPON VALUE

ATTENTION ONLY AUTHORIZED DRIVERS MAY OPERATE THIS VEHICLE

STATE SURCHARGE 2.00 PER DAY TAX @ 6.000% ON 544.95

RETURN LOCATION CHARGE NONE

TOTAL TIME/MILEAGE 50295

DISCOUNT TOTAL

SUB TOTAL 57765

NET DUE 57765

I AGREE TO ALL TERMS AND CONDITIONS OF THIS AGREEMENT. I WILL RETURN THE VEHICLE TO THE RENTING OR SPECIFIED LOCATION ON OR BEFORE THE DUE BACK DATE OR A DROP CHARGE AND RATE CHANGE MAY APPLY. I UNDERSTAND ONLY AUTHORIZED DRIVERS MAY OPERATE THIS VEHICLE. IF I USE MY SEARS CHARGE CARD FOR THIS PURCHASE (SUBJECT TO CREDIT APPROVAL BY SEARS), MY SEARS CHARGE ACCOUNT AGREEMENT IS INCORPORATED HERIN BY REFERENCE FOR THE CREDIT SALE PRICE CONSISTING OF THE CASH PRICE PLUS THE FINANCE CHARGE.

PREPARED BY 57 CLOSED BY 223

# JIMMY B BRYAN

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

### DISCLAIMER OF WARRANTIES

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

### I ACKNOWLEDGE RECEIPT

OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET.

FEREZ, CHARLES  
 106 WINDMILL WAY  
 LONGWOOD FL 32750  
 HOME 407-2600323  
 WORK 407-6600348

SONATA GL ADV 135  
 MILES IN 15275  
 DATE IN 10/28/90  
 SVC 11/04/89 DATE DONE 11/21/90  
 DEL 11/03/89 INVOICED 11-21-90

388001 16107147

LN 51 15K SERVICE 103.00 TAX  
 PERFORMED SERVICE  
 PARTS HYU 150003  
 HYU 2441 152000  
 HYU 26300-21A00  
 HYU 21512-21A00  
 HYU MOTOR OIL

TECH 147 LAB HRS 210.00  
 MORRISSE

SONATA 15275  
 BASKET PRO 6.48  
 FILTER AS 6.00  
 GASKET OIL 78

LABOR AMOUNT 21:70  
 LINE TOTAL - DEPT D 103.70

LN 53 INSP CAR BURNING SMELL AFTER SHUT OFF WHEN HOT? ADVISE  
 SEE LINE 51  
 NO CHARGE

TECH 147 LAB HRS 0  
 MORRISSE

OP-NC

LINE TOTAL - DEPT D

LN 54 INSP DE NOATION ON ACCEL ADVISE  
 SEE LINE 52  
 NO CHARGE

TECH 147 LAB HRS 0  
 MORRISSE

OP-NC

LINE TOTAL - DEPT D

LN 57 INSP CAR RUNNING ROUGH?  
 SEE LINE 52? ADVISE  
 SEE LINE 52  
 NO CHARGE

TECH 147 LAB HRS 0  
 MORRISSE

OP-NC

141999

Exhibit 3  
 CUSTOMER COPY

# JIMMY B BRYAN

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

### DISCLAIMER OF WARRANTIES

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

### I ACKNOWLEDGE RECEIPT

OF THE PARTS AND LABORS LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X

PEREZ, CHARLES  
 106 WINDMILL WAY  
 LONGWOOD FL 32750 LIC FL  
 HOME 407-2600323  
 WORK 407-6600343

89 HYUNDAI SONATA GL ADV 135 TAG 6914  
 MILES IN 15270 DATE IN 10/26/90  
 SVC 11/04/89 DATE DONE 11/21/90  
 DEL 11/03/89 INVOICED 11-21-90  
 388001 16107147

LN	KEYS	TECH 147 LAB HRS	.00
58	NO CHARGE	MORRISSE	.00
	LINE TOTAL - DEPT D	OP-NC	
		CHG TO 711c	
		AUTH-BG	
		PARTS	13.26
		GAS-OIL-GREASE	8.44
		LABOR-MECHANICAL	82.00
		SUB-TOTAL	103.70
		TAX	6.23
		TOTAL CHARGES	109.93
		CASH DUE	109.93

ATTENTION-- SECOND RD 44598 MUST BE PRINTED  
 LABOR RATES MECH \$41.00 - \$41.00  
 ATTENTION-- WARRANTY MUST BE PRINTED ALSO

IF YOU HAVE ANY QUESTIONS - PLEASE SEE CHRISTOPHER QUEEN.  
 THANK YOU FOR YOUR BUSINESS.  
 DO PAGE 2 OF 2

*PAID*  
*U.S.A.*  
*am*

ONLINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

Exhibit  
 CUSTOMER COPY

142000.

# JIMMY B BRYAN

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

## DISCLAIMER OF WARRANTIES

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

## I ACKNOWLEDGE RECEIPT

OF THE PARTS AND LABORS LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET.

PEREZ, CHARLES  
 106 WINDMILL WAY  
 LONGWOOD FL 32750 LIC FL  
 HOME 407-2600323  
 WORK 407-2600343

KNIBF 226 KU048848  
 89 HYUNDAI SONATA GL ADV 135 TAG 6914  
 MILES IN 15270 DATE IN 10/26/90  
 SVC 11/04/89 DATE DONE 11/21/90  
 DEL 11/03/89 INVOICED 11-21-90  
 388001 16:16:20  
 W 90325

LN 52. INSP RUMBLING NOISE ABOUT 2000 RPM (CAM BELT?) ADVISE 163 TECH 147 LAB HRS 9.8 401.80  
 REPLACED SHORT BLOCK & NEEDED MORRISSE 24.60  
 PARTS (SEE LIST) OP-21100R00 MORRISSE FC-29  
 DONE FP-2110232C00 CC-09  
 21100R00  
 21100R00

PARTS	HYU	QTY	PRICE	TOTAL
SHAFT COU	23311-32604	1	56.49	56.49
SHAFT COU	23321-32604	1	61.00	61.00
BELT-TIMI	23356-32020	1	10.38	10.38
BELT-TIMI	24312-32610	1	18.58	18.58
ENGINE AS	21102-32C00	1	852.79	852.79
GASKET-OI	20917-32B00	1	58.13	58.13
GALLONS	HYU COOLANT	1	7.00	7.00
OILNG	HYU KIT3000	1	**	**
FILTER AS	HYU 26300-21A00	1	6.00	6.00
GASKET-OI	HYU 21513-21000	1	7.84	7.84
***** GOG	HYU MOTOROIL	4B	1.96	7.84
RINOLAB	HYU 21390-32010	1	7.38	7.38
GASKET-LT	HYU 21451-03A00	1	7.50	7.50
GASKET-EX	HYU 28765-06000	1	2.87	2.87
BEARING S	HYU 23060-32030	1	26.20	26.20
CAN	HYU FREON	3	3.80	11.40
PARTS COUNT		16		

NET AMOUNT 7.84  
 PARTS AMOUNT 1451.06  
 LABOR AMOUNT 426.40

Exhibit "E"  
 CUSTOMER COPY

91003

# JIMMY B BRYAN

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

## DISCLAIMER OF WARRANTIES

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

## I ACKNOWLEDGE RECEIPT

OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X

PEREZ, CHARLES  
 106 WINDMILL WAY  
 LONGWOOD FL 32750 LIC FL  
 HOME 407-2600323  
 WORK 407-2600343  
 89 HYUNDAI SONATA GL  
 MILES IN 15270  
 ADV 135A TAG 6914  
 DATE IN 10/26/90  
 DATE DONE 11/21/90  
 DEL 11/03/89 INVOICED 11-21-90  
 388001 16:16:20  
 W 90325

LINE TOTAL - DEPT D 1885.30

LN 55 INSP HEADLINER TRIMS COMING OFF TECH 147 LAB HRS 3 12.30  
 ADVISE MORRISSE  
 REPLACED TRIM CLIPS FOR HEADLINER OF 853TT00 FC-86  
 DONE FP-8533236000 CC-06  
 PARTS HYU 85332-36000 CLIP HEAD QTY 10 5.90  
 PARTS COUNA 10 7.67  
 LABOR AMOUNT 12.30  
 LINE TOTAL - DEPT D 19.97

LN 56 INSP BRAKES SQUEALING TECH 147 LAB HRS 3 12.30  
 ADVISE MORRISSE  
 DEGLAZED BRAKE PADS AS NEEDED OP-58TT00 FC-29  
 DONE CC-32  
 LABOR AMOUNT 12.30  
 LINE TOTAL - DEPT D 12.30

PARTS 1458.73  
 GAS OIL GREASE 7.84  
 LABOR-MECHANICAL 451.00  
 TOTAL CHARGES 1917.57  
 FAC WARRANTY 1917.57

ATTENTION--SECOND RO 44598 MUST BE PRINTED

LABOR RATES: MECH 41.00 - 41.00

ATTENTION--CUST-PAY MUST BE PRINTED ALSO

DO

PAGE 2 OF 3

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

Exhibit  
 CUSTOMER COPY

91004

# JIMMY B BRYAN

THE SELLER ASSUMES NO LIABILITY FOR LOSS OF USE OR LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE OR LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. THE BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY OTHER INCIDENTAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE OR LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

## DISCLAIMER OF WARRANTIES

THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

## I ACKNOWLEDGE RECEIPT

OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X

PEREZ, CHARLES E. 89 HYUNDAI SONATA GL ADV 135 TAG 6914  
 106 WINDMILL WAY MILES IN 15270 DATE IN 10/26/90  
 LONGWOOD FL 32750 LIC FL SVC 11/04/89 DATE DONE 11/21/90  
 HOME 407-2600323 DEL 11/03/89 INVOICED 11-21-90  
 WORK 407-2800539 10000 1816120

IF YOU HAVE ANY QUESTIONS, PLEASE SEE CHRISTOPHER OUSLEY  
 THANK YOU FOR YOUR BUSINESS!

PAGE 3 OF 3

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

"Exhibit B-4" CUSTOMER COPY

91005

# JIMMY B BRYAN

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

BUYER SHALL NOT BE ENTITLED TO RECEIVE FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

### DISCLAIMER OF WARRANTIES

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

### I ACKNOWLEDGE RECEIPT

OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X

Without further notice to Purchaser, Florida Fair Trade Practices Rule

PEREZ, CHARLES  
106 WINDMILL WAY  
LONGWOOD FL 32750 LIC FL  
HOME 407-2600323  
WORK 407-6600313

89 HYUNDAI SONATA GL ADV 135 TAG 6914  
MILES IN 15270 DATE IN 10/28/90  
SVC 11/04/89 DATE DONE 11/21/90  
DEL 11/03/89 INVOICED 11-21-90  
W 90325

LN 52 INSP. RUMBLING NOISE ABOUT 2000 RPM (CAM BELT?) ADVISE 163 TECH 147 LAB HRS  
REPLACED SHORT BLOCK & NEEDED PARTS (SEE LIST)  
MORRISSE MORRISSE  
21100RA0

PARTS HYU 23321-32260	SHAFT	56.49	56.49
PARTS HYU 23321-32260	SHAFT	56.49	56.49
PARTS HYU 23356-32020	BELT-TIMI	18.58	18.58
PARTS HYU 24312-32610	BELT-TIMI	18.58	18.58
PARTS HYU 21102-32C00	ENGINE WAS	552.79	552.79
PARTS HYU 20510-32B00	GASKET	58.13	58.13
PARTS HYU COOLANT	GASKET	7.00	7.00
PARTS HYU KIT 2000	GASKET	7.00	7.00
PARTS HYU 26900-21A00	FILTER AS	6.00	6.00
PARTS HYU 21513-21000	GASKET-GL	7.84	7.84
PARTS HYU MOTOROIL	***** GOG	4B	1.96
PARTS HYU 21513-21000	GASKET	7.50	7.50
PARTS HYU 21513-21000	GASKET	7.50	7.50
PARTS HYU 28765-36000	GASKET-EX	2.87	2.87
PARTS HYU 23060-32030	BEARING S	26.20	26.20
PARTS HYU FREDN	CAN	3	3.80
	PARTS COUNT	16	11.40

NET AMOUNT 7.84  
PARTS AMOUNT 1451.06  
LABOR AMOUNT 426.40

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

Exhibit V CUSTOMER COPY

141981

# JIMMY B BRYAN

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

## DISCLAIMER OF WARRANTIES

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

## I ACKNOWLEDGE RECEIPT

OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET.

PEREZ, CHARLES E. KMHBF2251K008894800 CWP R W44170  
 106 WINDMILL WAY 89 HYUNDAI SONATA GL ADV 135 TAG 6914  
 MILES IN 15270 DATE IN 10/26/90  
 LONGWOOD FL 32750 LIC FL SVC 11/04/89 DATE DONE 11/21/90  
 HOME 407-2600323 DEL 11/03/89 INVOICED 11-21-90  
 WORK 407-6600313 CS 388001 15:08:30  
 W 90325

LINE/TOTAL DEPT 1885.80

LN INSP BRAKES SQUEALING? TECH 147 LAB HRS .3 12.30  
 56 ADVISE WORKSHEET  
 DEPLETED BRAKE PADS AS NEEDED. L. 0115811100 FC-29  
 DONE CC-32  
 LABOR AMOUNT 12.30  
 LINE TOTAL DEPT 12.30

PARTS 1451.06  
 GAS-OIL-GREASE 7.84  
 LABOR MECHANIC 438.70  
 TOTAL CHARGES 1897.60  
 FAC WARRANTY 1897.60

ATTENTION SECOND BO 54598 MUST BE PRINTED  
 LABOR RATES MECH 41.00  
 ATTENTION - CUST-PAY MUST BE PRINTED ALSO

IF YOU HAVE ANY QUESTIONS - PLEASE SEE CHRISTOPHER QUEEN  
 THANK YOU FOR YOUR BUSINESS  
 DO

Exhibit #  
 CUSTOMER COPY V



# JIMMY BRYAN

# JIMMY BRYAN

THE ONLY WARRANTY AS TO THE PARTS AND LABOR IS THAT THE PARTS AND LABOR WILL BE AS SUPPLIED BY THE MANUFACTURER. THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

THE BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES OR PROFITS FOR LOSS OF BUSINESS OR OTHER ECONOMIC LOSS.

### DISCLAIMER OF WARRANTIES

### I ACKNOWLEDGE RECEIPT

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET.

PEREZ, CHARLES H. 89 HYUNDAI SONATA GL ADV 135 TAG 6914  
 106 WINDHILL LANE  
 LONGWOOD FL 32750 LIC FL SVC 11/04/89 DATE DONE 11/21/90  
 HOME 407-2400323 DEL 11/03/89 INVOICED 11-21-90  
 WORK 407-2400323

LN 51 OIL SEAL WARRY REPLACED FRONT ENGINE SEAL OF 21421R00 FC-87  
 DONE 11/21/90 CC-38  
 PARTS AMOUNT 2.51  
 LABOR AMOUNT 57.40  
 WARRY TOTAL 59.91

LN 52 TEARDOWN ENGINE FOR INSPECTION TECH 147 LAB HRS 4.0 164.00  
 WARRY ESTIMATE FC-04  
 LABOR AMOUNT 164.00  
 WARRY TOTAL 164.00

PARTS AMOUNT 2.51  
 LABOR MECHANICAL 221.40  
 WARRY TOTAL 223.91

ATTENTION - PREVIOUS RO 44170 MUST BE PRINTED  
 ATTENTION - SECOND RO 44707 MUST BE PRINTED

LABOR RATES: MECH \$ 41.00 - 41.00  
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE CHRISTOPHER QUEEN  
 THANK YOU FOR YOUR BUSINESS!  
 DO PAGE 1 OF 1

Exhibit II  
 CUSTOMER COPY



# JIMMY B BRYAN

TOY

HYU

HON

**DISCLAIMER OF WARRANTIES**

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET.

*[Handwritten Signature]*

PEREZ, CHARLES E.  
106 WINDMILL WAY

KMHBF22S1KU068848 CC

W P RO W44707

89 HYUNDAI SONATA GL

ADV 135 TAG 6914

MILES IN 15271

DATE IN 11/19/90

LONGWOOD FL 32750 LIC FL

SVC 11/04/89

DATE DONE 11/21/90

HOME 407-2600323

DEL 11/03/89

INVOICED 11-21-90

WORK 407-6600343

CST

38B001 15:46:18

W 90325

LN	DESCRIPTION	TECH	LAB HRS	LAB RATE	TOTAL
51	PARTS WARRANTY REPAIR	147	3.0	41.00	123.00
	REPLACED CONNECTING ROD BEARINGS & OIL PUMP ASSY (GEARS) DONE	147	3.0	41.00	123.00
		MORRISSE			MORRISSE
		OP-23060R00			FC-29
		FP-2306032030			CC-03
		26100R00			
	PARTS HYU 21411-32010				
	GASKET-FR	QTY 1	2.70		2.70
	HYU 26112-32040				
	GEAR-OIL	1	18.72		18.72
	HYU 26113-32030				
	GEAR-OIL	1	14.18		14.18
	HYU 23060-32030				
	BEARING S	1	26.20		26.20
	HYU COOLANT				
	GALLONS	1	7.00		7.00
	HYU 20W50MOTOROIL				
	***** GOG	4B	1.50		6.00
	PARTS COUNT	5			

NET AMOUNT 6.00  
 PARTS AMOUNT 89.44  
 LABOR AMOUNT 246.00  
 LINE TOTAL - DEPT D 341.44

PARTS 89.44  
 GAS-OIL-GREASE 6.00  
 LABOR-MECHANICAL 246.00  
 TOTAL-CHARGES 341.44  
 FAC WARRANTY 341.44

ATTENTION--PREVIOUS RO 44598 MUST BE PRINTED

LABOR RATES: MECH \$ 41.00 - 41.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE CHRISTOPHER QUEEN

THANK YOU FOR YOUR BUSINESS!

DO

PAGE 1 OF 1

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

Exhibit V  
 CUSTOMER COPY

141992



# JIMMY B BRYAN

THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET.

## DISCLAIMER OF WARRANTIES

## I ACKNOWLEDGE RECEIPT

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET.

PEREZ, CHARLES E.      KMHBF2261KU068848 CC      C W P RO W45326  
 106 WINDMILL WAY      89 HYUNDAI SONATA GL      ADV 123 TAG 7266  
 MILES IN 16162      DATE IN 12/15/90  
 LONGWOOD FL 32750 LIC FL      SVC 11/04/89      DATE DONE 12/15/90  
 HOME 407-2600323      DEL 11/03/89      INVOICED 12-15-90  
 WORK 407-6600343      CST      38B001      09:45:48  
 W 90349

LN 53	WINDSHIELD GARNISH MOULDING	TECH 152 LAB HRS	.2	8.20
	REPLACED HEADLINER TRIM MOULDING	OP-85330R00		FC-86
	DONE	FP-8533033000AVD		CC-06
	PARTS HYU 85330-33000-AV-D	STRIP ASS	QTY 15.10	15.10
	PARTS AMOUNT	PARTS COUNT	1	
	LABOR AMOUNT			19.63
	LINE TOTAL	DEPT D		8.20
				27.83

PARTS	19.63
LABOR-MECHANICAL	8.20
TOTAL-CHARGES	27.83
FAC WARRANTY	27.83

LABOR RATES: MECH \$ 41.00 - 41.00

ATTENTION-- CUST-PAY MUST BE PRINTED ALSO  
 IF YOU HAVE ANY QUESTIONS -- PLEASE SEE ISMAEL MELENDEZ  
 THANK YOU FOR YOUR BUSINESS!

PAGE 1 OF 1

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

CUSTOMER COPY *Exhibit II*

113228

1985. 1 - **WHY** 896 **SONATA** 17352 MILEAGE LICENSE NO. PHONE FINISH DATE R.O. DATE R.O. NO.  
 1/9/91

QTY.	PART NO.	DESCRIPTION	SALE
1	93720-33100	AC SW	1484
1	22441-32000	VC Gask	586
E: VC			
L: VC			
MATERIALS & LAB			
SUBLET REPAIRS			
P.O.			
P.O.			
P.O.			
GALS GAS @			
QTS. OIL @			
LBS GREASE @			
TOTAL GAS, OIL, GREASE			

VIN: **KMHBF22S1K0068248**  
 NAME: **MC. POIZ.**  
 SELLING DEALER: **JERRY BYAN.**  
 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

POLICY DATE: \_\_\_\_\_  
 POLICY # \_\_\_\_\_  
 AUTH. # \_\_\_\_\_

**A. CONDITION**  
**On Engine Tapping noise at Idle.**

CAUSE: \_\_\_\_\_  
 REMEDY: **Loose.**  
**Adjust Jet valves**

TECH. NO. \_\_\_\_\_  
 I MECHANIC I HAVE MADE

**B. CONDITION**  
**On engine vibration at Idle**

CAUSE: \_\_\_\_\_  
 REMEDY: **Adjust engine Idle.**

TECH. NO. \_\_\_\_\_

**C. CONDITION**  
**Clutch Starts A/C Bottom Trip At Times**

CAUSE: \_\_\_\_\_  
 REMEDY: **swbd.**  
**Replace A/C Bottom**

TECH. NO. \_\_\_\_\_

**D. CONDITION**  
 CAUSE: \_\_\_\_\_  
 REMEDY: \_\_\_\_\_  
 TECH. NO. \_\_\_\_\_

INTERNAL SALES			FACTORY CLAIMS			
ACCT. NO.	SALE	K	DESC.	ACCT. NO.	SALE	K
			LABOR SERVICE			
			PARTS			
			SUBLET REPAIRS			
			GAS, OIL, GREASE			
			CLAIM NO.	ACCT. NO.	FACTORY CLAIMS TOTAL	

010 035 13  
 BOB DANCE HYUNDAI, INC. (407) 290-9999 Ex. bit 7  
 3776 W. COLONIAL DR. • ORLANDO, FLORIDA 32808  
 Reynolds • Reynolds UNICORP USA

**WARRANTY**

# JIMMY B BRYAN

TOY   
  HYU   
  HON   
  \_\_\_\_\_   
  \_\_\_\_\_   
  \_\_\_\_\_

**DISCLAIMER OF WARRANTIES**

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X

Perez, Charles E.  
106 Windmill Way

KMHBF22S1KU068848 CC  
 89 HYUNDAI SONATA GL  
 MILES IN 19600  
 LIC FL    SVC 11/04/89  
           DEL 11/03/89  
           CST

C W P NO W47461  
 ADV 538 TAG 8468  
 DATE IN 03/19/91  
 DATE DONE 03/26/91  
 INVOICED 03-26-91  
 38B001 11:45:19

LONGWOOD FL 32750  
 HOME 407-2600323  
 WORK 407-6600343

W 91085

LN 51	INSP RUMBLING NOISE IN ENGINE AT COLD START	:	TECH 163 LAB HRS	5	20.50	
	MOTOR MOUNT BROKE	:	TECH 163 LAB HRS	4	16.40	
	REPLACE	:	JOHNSON,			JOHNSON,
	REPAIR GROUND CABLE	:	OP-21680R00			FC-34
		:	FP-2164033410			CC-06
PARTS	HYU 21640-33410		BRACKET A	QTY 1	20.59	20.59
	HYU 21630-33410		BRACKET A	1	25.43	25.43
	HYU 21830-33010		BRACKET A	1	36.22	36.22
	HYU 21860-33410		BRACKET A	1	33.18	33.18
			PARTS COUNT	4		
	PARTS AMOUNT					150.05
	LABOR AMOUNT					36.90
	LINE TOTAL - DEPT D					186.95

LN 52	INSP IDLE FLUCUATES UP/DOWN COLD OR HOT	:	TECH 163 LAB HRS	.3	12.30	
	SERVO KIT	:	TECH 163 LAB HRS	5.9	241.90	
	CHECK OVER MAKE ALL ADJUSTMENTS PER JERRY HOOD	:	JOHNSON,			JOHNSON,
		:	OP-35104R00			FC-66
		:	FP-3510432570			CC-21
PARTS	HYU 35104-32570		SERVO KIT	QTY 1	158.55	158.55
			PARTS COUNT	1		
	PARTS AMOUNT					206.12
	LABOR AMOUNT					254.20
	LINE TOTAL - DEPT D					460.32

LN 53	INSP TRANSMISSION SLIPPING WITH OFF ON ACCEL	:	TECH 163 LAB HRS	.2	8.20	
		:	JOHNSON,			

PAGE 1 OF 3

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

Exhibit VIII  
CUSTOMER COPY

101109



# JIMMY B BRYAN

TOY     HYU     HON     \_\_\_\_\_     \_\_\_\_\_     \_\_\_\_\_

**DISCLAIMER OF WARRANTIES**

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X \_\_\_\_\_

Perez, Charles E. 106 Windmill Way Longwood FL 32750 Home 407-2600323 Work 407-6600343	KMHBF22S1KU068848 CC 89 HYUNDAI SONATA GL MILES IN 19600 LIC FL SVC 11/04/89 DEL 11/03/89 CST	C W P RD W47461 ADV 538 TAG 8468 DATE IN 03/19/91 DATE DONE 03/26/91 INVOICED 03-26-91 38B001 11:45:19 W 91085
--	---	--

LABOR AMOUNT	21830R00	CC-06	
LINE TOTAL - DEPT D			24.60

LN 57	RENTAL CAR PER JERRY HOOD	:	TECH 164 LAB HRS	.0 C	.00
	RENTAL CAR	:	FREEMAN,		
	CAR D/KED BY JERRY HOOD	:	OP-SUBLET	FC-99	
	PARTS HYU ENTERPRISE#751878		008024 QTY 1B	176.00	176.00
	NET AMOUNT				176.00
	LINE TOTAL - DEPT D				176.00

PARTS	447.72
SUBLET REPAIRS	176.00
LABOR-MECHANICAL	352.60
TOTAL-CHARGES	976.32
FAC WARRANTY	976.32

LABOR RATES: MECH \$ 41.00 - 41.00

ATTENTION--- CUST-PAY MUST BE PRINTED ALSO  
IF YOU HAVE ANY QUESTIONS - PLEASE SEE WILLIAM M. GRAVES JR  
THANK YOU FOR YOUR BUSINESS!

*Exhibit VIII*  
CUSTOMER COPY

101111

7-23-91

Charles Perez  
106 Niadmill Way  
Longwood, FL 32750

Dear Mr. Hood,

The car is still having problems!

- 1) The rumbling at cold start, hold Idle at 1500 RPM
- 2) Transmission shifting not smooth especially Down shift as before. with A/C on and sometimes with A/C off.
- 3) When A/C is turned on high and run for about 5 min. then set to Low speed there is an acrid odor coming out of the vents.
- 4) The vibration of the wheels has subsided somewhat. I had the wheels balanced again a week ago but that has not cured the problem.

This situation is becoming extremely stressful. I would like this resolved once and for all!

Sincerely  
Chap Perez

# CUSTOMER'S REQUEST FOR REVIEW

CUSTOMER

CUSTOMER NAME: Charles Perez VIN: KMHBF22S1KU068848  
 ADDRESS: 106 WINDMILL WAY MILEAGE: 20615 SELLING DEALER: J. Bryan  
 CITY: LONGWOOD, FL ZIP: \_\_\_\_\_ DEL. DATE: 11/04/89 DEALER CODE: FLO18  
 PHONE: HOME (407) 260-0323 WORK (407) 660-0343 SALES  PARTS  SERVICE  R.O.# \_\_\_\_\_  
 MY PROBLEM IS 1) RUMBLING SOUND AT 1500 RPM 2) TRANS. SHIFTING - DOWNSHIFT  
ABNORMAL 3) A/C SMELL 4) VIBRATION IN WHEELS

I AM REQUESTING Items resolved

CUSTOMER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

DEALER

SALES/PARTS/SERVICE MANAGER: I HAVE EXPLAINED THE FOLLOWING TO THE CUSTOMER:  
check out vehicle, car performs satisfactory on road test

SIGNATURE: \_\_\_\_\_ TITLE: Z DATE: \_\_\_\_\_

DEALER CUSTOMER AFFAIRS MANAGER: I HAVE EXPLAINED THE FOLLOWING TO THE CUSTOMER:

SIGNATURE: \_\_\_\_\_ TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

HMA

HYUNDAI MOTOR AMERICA REPRESENTATIVE  
 ANALYSIS: TEST DROVE VEHICLE, DID NOT HEAR ANY ABNORMAL NOISES @ 1500 RPM / SHIFTING  
OF TRANSMISSION IS NORMAL - TRANS FLUID CHANGE CORRECTED PREVIOUS COMPLAINT.  
 RESOLUTION: A/C SMELL CAN BE REPAIRED BY DEALER DEODORIZING EVAPORATOR  
VENTS/DUCTS - DID NOT FEEL ANY EXCESSIVE VIBRATION

SIGNATURE: \_\_\_\_\_ TITLE: DISTRICT PARTS/SERVICE MGR DATE: 4/24/91

# JIMMY BRYAN

TOY     HYU     HON     \_\_\_\_\_     \_\_\_\_\_     \_\_\_\_\_

### DISCLAIMER OF WARRANTIES

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X

PEREZ, CHARLES E. 106 WINDMILL WAY LONGWOOD FL 32750 HOME 407-2600323 WORK 407-6600343	KMHBF22S1KU068848 CC 89 HYUNDAI SONATA GL MILES IN 20615 LIC FL SVG 11/04/89 CST DEL 11/03/89	C P RO C48317 ADV 123 TAG 9774 DATE IN 04/24/91 DATE DONE 04/25/91 INVOICED 04-25-91 38B001 08:12:33
--	---	---

LN 51 CUST. SAYS RUMBLING ON COLD START: TECH 193 LAB HRS .0 C .00  
 ADVISE-SEE NOTE : RIVERA  
 CAR STARTED BY JERRY HOOD, DRIVEN : OP-CP  
 BY HIM & JACK PEARSON-CAR DROVE  
 GOOD NO PROBLEMS FOUND  
 LINE TOTAL - DEPT D

### TOTAL-CHARGES

LABOR RATES: MECH \$ 41.00 - 41.00  
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE ISMAEL MELENDEZ  
 THANK YOU FOR YOUR BUSINESS!  
 DO

PAGE 1 OF 1



**HYUNDAI**

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

May 17, 1991

Mr. Charles E. Perez  
106 Windmill Way  
Longwood, Fl 32750

Dear Mr. Perez:

Thank you for your recent correspondence, which was forwarded to my attention by Rod Hayden.

A thorough review of your case shows numerous and repeated attempts have been made to resolve your concerns. Our top field staff and dealer personnel have driven the car and repairs have been made. The car has been found to perform within the manufacturer's specifications.

If you have any further concerns, you may contact this office at 1-800-633-5151.

Thank you for allowing us the opportunity to clarify our position.

Sincerely,



Susie Moffett  
National Consumer Affairs



# Motor Vehicle Defect Notification

(Please print clearly in ink)

Pursuant to the Florida Lemon Law, notice is given of the need for repair of a continuing defect or condition:

- 3 or more attempts have been made to repair the same substantial defect or condition
- The vehicle has been out of service 20 days to repair one or more substantial defects

Description of Continuing Defect(s) or Condition(s): Cyclical Rumbling on cold starts and non performing  
locking Air Conditioner. Repair attempts on the former caused Transmission  
downshifting problems and Front end vibrations

Vehicle Make Hyundai Model Santa Year 1989 Identification No. KMHBF2251K4068848

Name and City/State Address of Selling Dealer or Leasing Company (if applicable): Jimmy Bryan Hyundai,  
305 N. Semoran Blvd, Winter Park, FL 32792

Date of Delivery 11-3-89 Odometer Reading at Date of Delivery 14

Today's Date 8-9-91 Current Odometer Reading 24,240

Name and City/State Address of Authorized Dealer(s) Attempting Previous Repairs: Jimmy Bryan Hyundai,  
305 N. Semoran Blvd, Winter Park, FL 32792 and Bob Dance Hyundai  
3870 W. Colonial Dr., Orlando, FL 32808

I am requesting that you make a final attempt to correct the above reported defect or defects. I can be contacted at:

Consumer Charles E. Perez

Home Phone 407-260-0323

Address 106 Windmill Way

Work Phone 407-660-0313

Longwood, FL 32750

Signature [Signature] 1/89

White — Manufacturer's Copy, send by certified, registered or express mail. Yellow — Consumer's Copy, keep for your records  
Pink — Attorney General's Copy, send by regular mail

back if space does not permit.

- Write "Return Receipt Requested" on the mailpiece, near the article number.
- 2.  Restricted Delivery
- Collect on delivery
- Collect postmaster for fee.

3. Article Addressed to:  
HYUNDAI MOTOR AMERICA  
10550 TALBERT AVE.  
FOUNTAIN VALLEY, CA  
92728

4a. Article Number

- 4b. Service Type
- Registered
  - Certified
  - Express Mail
  - Insured
  - COD
  - Return Receipt for Merchandise

7. Date of Delivery

8-14-91

Signature (Addressee)

Signature (Agent)

[Signature]

8. Addressee's Address (Only if requested and fee is paid)

**HYUNDAI**

Hyundai Motor America  
240 North Thornton Road  
Lithia Springs, GA 30057  
Telephone 404-739-9400

August 21, 1991

CERTIFIED MAIL

Mr. Charles E. Perez  
106 Windmill Way  
Longwood, Florida 32750

Dear Mr. Perez:

Please consider this Hyundai Motor America's response to the notice received from you, as required by the State of Florida, requesting a final repair attempt for the cold start and air conditioning concern with your vehicle.

This is to inform you that we are aware of your concern and have reviewed it with Jack Pearson, District Parts & Service Manager for Hyundai Motor America.

Please deliver your vehicle to Jimmy Bryan Hyundai located at 305 N. Semoran Boulevard, on August 26, 1991 at 10:00 o'clock am.

We regret that you have experienced this problem with your Hyundai and we appreciate your patience.

Sincerely,



Phyllis Wright  
Consumer Affairs Super

DW/sb

**INDAI**

Hyundai Motor Amei  
240 North Thornton Road  
Lithia Springs, GA 30057



Mr. Charles E. Perez  
106 Windmill Way  
Longwood, FL 32750

# JIMMY B BRYAN

TOY     
  HYU     
  HON     
 \_\_\_\_\_     
 \_\_\_\_\_     
 \_\_\_\_\_

**DISCLAIMER OF WARRANTIES**

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X \_\_\_\_\_

PEREZ, CHARLES E.  
 HOME: (407) 260-0323  
 WORK: (407) 660-0343  
 DATES: INVOICE: 08/28/91 12:23:30  
 106 WINDMILL WAY

LONGWOOD  
 STATE: FL ZIP CODE: 32750  
 SEMINOLE

ADV: 509 82 W P RO: H51497  
 KMHBF2261KU068848 HYUNDAI TAG: 1469  
 SONATA GL 4DR SDN CC 91240  
 BEGIN: 082691 DONE: 082691  
 INSV: 110489 SULD: 110389  
 LIC: FL FL STK#: KU068848  
 NJLEAGE IN: 25159 TAX: 6.1  
 UNITED STATES

LN 51	INSP. TRANS HARD KICK DOWN. INOP REPLACE KICK DOWN SERVO	:	TECH 109 LAB HRS	2	8.20
		:			HOFFMAN, RAY
		:	OP-45691R00		FC-21
		:	FP-4569137502		CC-10
PARTS HYU 45691-37502	SWITCH-KI	QTY	1	27.85	27.85
	PARTS COUNT		1		
	PARTS AMOUNT				36.21
	LABOR AMOUNT				8.20
	LINE TOTAL - DEPT D				44.41

LN 52	INSP. TRANS OIL LEAK LEAKING REPLACE SEAL	:	TECH 109 LAB HRS	2.4	98.40
		:			HOFFMAN, RAY
		:	OP-21443R00		FC-87
		:	FP-2144332000		CC-38
PARTS HYU 21443-32000	SEAL-OIL	QTY	1	5.38	5.38
	PARTS COUNT		1		
	PARTS AMOUNT				6.99
	LABOR AMOUNT				98.40
	LINE TOTAL - DEPT D				105.39

LN 53	INSP. DR. DOOR PANEL COMING APART: POROUS REPLACE DOOR PANEL	:	TECH 109 LAB HRS	.1	4.10
		:	TECH 305 LAB HRS	.1	4.10
		:			HOFFMAN, RAY
		:			CLAYTOR, JOHN
JT					PAGE 1 OF 4

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

166978

CUSTOMER COPY



# JIMMY B BRYAN

TOY     
  HYU     
  HON     
 \_\_\_\_\_     
 \_\_\_\_\_     
 \_\_\_\_\_

**DISCLAIMER OF WARRANTIES**

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X \_\_\_\_\_

PEREZ, CHARLES E.      ADV: 509 89      W P      RO: W51497  
 HOME: (407) 260-0323      KMHEF22S1KU068848 HYUNDAI      TAG: 1468  
 WORK: (407) 660-0343      SONATA GL 4DR SDN      CC      91240  
 DATES:      INVOICE: 08/28/91 12:23:30      BEGIN:082691 DONE: 082891

PARTS HYU 51712-33001	DISC-FR B	QTY	2	41.98	83.96
HYU 51750-33000	HUB ASSY-		2	49.27	98.54
HYU 58101-33000	PAD KIT-F		1	19.95	19.95
HYU 51714-36000	SEAL-OIL		2	2.36	4.72
	PARTS COUNT		7		
PARTS AMOUNT					269.30
LABOR AMOUNT					41.00
LINE TOTAL - DEPT D					310.33

LN 57	INSP ENGINE LIGHT ON OPEN CIRCUIT REPLACE O2 SENSOR	: TECH 109 LAB HRS	.3	12.30	
		:			HOFFMAN, RAY
		: OP-39210R00			FC-66
		FP-3921032510			CC-21
PARTS HYU 39210-32510	SENSOR AS	QTY	1	68.65	68.65
	PARTS COUNT		1		
PARTS AMOUNT					68.65
LABOR AMOUNT					12.30
LINE TOTAL - DEPT D					101.55

LN 58	INSP RUNS ROUGH CLOGGED REPLACE INJECTOR	: TECH 109 LAB HRS	.4	16.40	
		:			HOFFMAN, RAY
		: OP-35310R00			FC-15
		FP-3531032660			CC-31
PARTS HYU 35310-32660	INJECTOR	QTY	1	46.43	46.43
HYU 18922-11091	FLUG ASSY		4	1.03	4.12
	PARTS COUNT		5		
PARTS AMOUNT					65.72
LABOR AMOUNT					16.40
LINE TOTAL - DEPT D					82.12

# JIMMY BRYAN

TOY       HYU       HON       \_\_\_\_\_       \_\_\_\_\_       \_\_\_\_\_

### DISCLAIMER OF WARRANTIES

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X \_\_\_\_\_

PEREZ, CHARLES E.

HOME: (407) 260-0323

WORK: (407) 660-0343

DATES: INVOICE: 08/28/91 12:23:30

ADV: 509 89 W P

KMHBF22S1KU068848 HYUNDAI

SONATA GL 4DR SDN CC

RO: W51497

TAG: 1469

91240

BEGIN: 082691 DONE: 082691

PARTS	718.83
LABOR-MECHANICAL	192.70
TOTAL-CHARGES	911.53
FAC WARRANTY	911.53

LABOR RATES: MECH \$41.00 - 41.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE MARIO MAENZA

JT

PAGE 4 OF 4

166981

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

CUSTOMER COPY

To: Jimmy Bryan Hyundai, Service Dept.  
Attn: Mario

From: Charles Perez

Re: Service to 1989 Sonata

Date: 9/13/91

Pursuant to our conversation the vehicle will be lift at the dealership the morning of 9/14/91 by 7:30 AM. The problems with the car are listed below. I do have a suggestion before you get to the problem. If appropriate I would suggest that you take the car for the week drive it back and forth to work in order for you to experience the situations first hand and in real life driving situations as opposed to a ten or fifteen minute drive in the vicinity of the dealership. Getting the car on and off the highway will be helpful.

the problems seem to have increased as of the writing of this letter, they are as follows:

1. The rumbling at cold start is still apparent and can be heard at idle at 1500 RPMs and initially while driving at slow speed at 1500 RPMs.
2. The wheel vibration that was apparent during braking has now been replaced by a vibration that can be felt at highway speeds and sometimes while accelerating. The vibration ranges from a bouncing type of movement while accelerating to a genuine wheel shimmy that can be felt in the gas pedal and steering wheel.
3. The door panel that was installed does not fit properly and is buckling where the door frame meets the car body on the driver side. The plastic pins that are suppose to hold the panel in place do not hold.
4. After the car has been driven for awhile with the air conditioner on and the car is brought to a stop presumably to park the car the idle begins to rise and fall once the air is turned off and the transmission placed in park.
5. The transmission down-shifting that I complained about previously is starting to come back again additionally the shifting in general up and down does not appear as smooth as it did when I picked up the car. The condition seems to manifest itself when the air conditioner is on. This seem to be a usual situation where adjustments of some sort are made but do not hold and the condition begins to deteriorate after a couple of hundred miles.
6. There is a coupon attached for an oil change please see that this is accomplished.

In closing we don't seem to be making too much progress, however I am willing to give you another try. Please let Mr. Pearson know the situation. As I told you during our conversation you may keep the car for the week as I will be out of town. I will call you during the week to be updated on the progress that has been made. I will expect to pick the car up on 9/28/91 unless you advise me otherwise.

I sincerely hope this will be the last time we will have to broach these problems.

# JIMMY B BRYAN

TOY     
  HYU     
  HON     
  \_\_\_\_\_     
  \_\_\_\_\_     
  \_\_\_\_\_

**DISCLAIMER OF WARRANTIES**

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X

PEREZ, CHARLES E.  
 HOME: (407) 260-0323  
 WORK: (407) 660-0343  
 DATES: INVOICE: 09/21/91 10:48:22  
 106 WINDMILL WAY  
 LONGWOOD  
 STATE: FL ZIP CODE: 32750  
 SEMINOLE

ADV: 513 89 C W P RO: W51945  
 KMHBF22S1KU068848 HYUNDAI TAG: 1691  
 SONATA GL 4DR SDN CC 91264  
 BEGIN: 091491 DONE: 092191  
 INSVC: 110489 SOLD: 110389  
 LIC: FL FL STK#: KU068848  
 MILEAGE IN: 25818 38B001  
 UNITED STATES TAX: S J

LN 53 CUSTOMER SAYS THE DOOR PANEL : TECH 109 LAB HRS .3 12.30  
 THAT WAS INSTALLED DOES NOT : : HOFFMAN, RAY  
 FIT PROPERLY AND IS BUCKLING : OP-82315R0 FC-99  
 CLIPS MISSING : FP-8231521020 CC-99  
 REPLACED CLIPS AS NEEDED  
 PARTS HYU 82315-21020 FASTENER- QTY 16 .24 3.84  
 PARTS COUNT 16  
 PARTS AMOUNT 4.89  
 LABOR AMOUNT 12.30  
 LINE TOTAL - DEPT D 17.23

LN 56 INSP. OIL LEAK? : TECH 109 LAB HRS .3 12.30  
 V/C GASKET LEAKING : : HOFFMAN, RAY  
 REPLACED V/C GASKET AS NEEDED : OP-22410R0 FC-87  
 FP-2244132001 CC-29  
 PARTS HYU 22441-32001 GASKET-RO QTY 1 4.51 4.51  
 HYU 22442-32000 PACKING-S 1 .60 .60  
 PARTS COUNT 2  
 PARTS AMOUNT 6.64  
 LABOR AMOUNT 12.30  
 LINE TOTAL - DEPT D 18.94

TP

155013

# JIMMY B BRYAN

TOY

HYU

HON

### DISCLAIMER OF WARRANTIES

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X

PEREZ, CHARLES E.

HOME: (407) 260-0323

WORK: (407) 660-0343

DATES: INVOICE: 09/21/91 10:48:22

ADV: 513 89-0 W P

EO: 451945

EMHRE22S1KU068848 HYUNDAI

TAG: 1491

SONATA GL 4DR SDN CC

91264

BEGIN: 091491 DONE: 092191

PARTS	11.63
LABOR-MECHANICAL	24.60
TOTAL-CHARGES	36.23
FAC WARRANTY	36.23

LABOR RATES: MECH \$41.00 - 41.00

ATTENTION-- CUST-PAY MUST BE PRINTED ALSO

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TED SCIARA

IF

PAGE 2 OF 2

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

155014

CUSTOMER COPY

# JIMMY B BRYAN

TOY     
  HYU     
  HON     
  \_\_\_\_\_     
  \_\_\_\_\_     
  \_\_\_\_\_

**DISCLAIMER OF WARRANTIES**

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X \_\_\_\_\_

PEREZ, CHARLES E.  
 PHONE: (407) 240-0323  
 PHONE: (407) 440-0343  
 DATES: INVOICE: 02/21/91 10:48:15  
 106 WINDHILL WAY

ATW: 513 89 CWP RO: 051941  
 EQUIP: 2251110060848 HYUNDAI TAG: 1101  
 SONATA GL 4DR SDN CC  
 BECH: 021471 PHONE: 022101  
 INVC: 110480 CUL: 110381  
 LIC: FL FL STR#: H1048948  
 368001  
 RELEASE IN: 27318 TAX: S I  
 UNITED STATES

01 THE CAR IS BUBBLING AT LOCH STAR : TECH FOR LAB HRS 1.00 1.00  
 02 COULD NOT DUPLICATE PROBLEM : : HOFFMAN, RAY  
 : OP-CH  
 LINE TOTAL - DEPT D

03 CAR HAS CHECK V : TECH FOR LAB HRS 1.00 1.00  
 04 PARTS HAVE BEEN SPECIAL ORDERED : : HOFFMAN, RAY  
 : OP-SD  
 LINE TOTAL DEPT D

05 CAR HAS A PROBLEM WITH IDLE : TECH FOR LAB HRS 1.00 1.00  
 06 NOT TESTED : : HOFFMAN, RAY  
 NO PROBLEM FOUND : : OP-TR  
 NO CODES : :  
 LINE TOTAL - DEPT D

07 PLEASE DO NOT FOR 14.98 + TAX : TECH FOR LAB HRS 1.00 14.98  
 08 PLEASE SEE LATTER ATT : : HOFFMAN, RAY  
 09 JOB COMPLETED : : OP-LOF

QTY	DESCRIPTION	UNIT	PRICE	TOTAL
1	HYU KIT3000			
1	HYU 26300-21000		31.00	31.00
1	HYU 21513-21000		2.00	2.00
1	HYU MOTOR01		7.00	7.00
	PARTS AMOUNT			40.00
				14.98
				54.98

155011

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

OFFICE COPY

# JIMMY **B** BRYAN

TOY     
  HYU     
  HON     
 \_\_\_\_\_     
 \_\_\_\_\_     
 \_\_\_\_\_

**DISCLAIMER OF WARRANTIES**

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET.      X \_\_\_\_\_

FREEZ, CHARLES E.  
 HOME: (407) 240-0323  
 HOME: (407) 440-0342  
 DATES:      INVOICE: 09/21/91 10:49:15

ADV: 513 02 C W P      RU: 031295  
 FRI092281KUC018248 HYUNDAI      LOS: 1691  
 SONATA GL 4DR SDN CC  
 MCHH:091491 DEHE: 002171

LABOR AMOUNT      12.00  
 LINE TOTAL - DEPT D      26.92

PARTS      4.00  
 GAS-OIL-GREASE      7.04  
 SUPPLIES      .41  
 HAZ. WASTE & EPA      2.00  
 LABOR-MECHANICAL      12.00  
 POLICY ADJ      12.07  
 SUB-TOTAL      17.46  
 TAX      1.37  
 TOTAL-CHARGES      18.83  
 CASH DUE      18.83

LABOR RATES: MCHH \$41.00 - 41.00

ATTENTION - HARDHAT MUST BE PROVIDED ALSO

IF YOU HAVE ANY QUESTIONS PLEASE SEE TED SUTERA

PAGE 2 OF 2

155012

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

OFFICE COPY

# JIMMY B BRYAN

TOY

HYU

HON

### DISCLAIMER OF WARRANTIES

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X

PEREZ, CHARLES E.

PHONE: (407) 260-0323

PHONE: (407) 660-0343

DATES: INVOICE: 10/23/91 18:10:32  
106 WINDMILL WAY

LONGWOOD

STATE: FL ZIP CODE: 32750

SEBINGLE

ADV: 509 89 CWP RO: W52859

KMHBF22S1KU068848 HYUNDAI TAB: 1691

SONATA GL 4DR SDN CC 91296

BEGIN: 102291 DONE: 102391

INSVC: 110489 SOLU: 110389

LIC: FL FL STK#: KU068848

MILEAGE IN: 27070 TAX: \$ 1

UNITED STATES

LI	CUST. SAYS A/C NOT COOLING	: TECH 306 LAB HRS	1.4	57.40
51	PROPERLY. ADVISE	: SOTO, CESAR		
	LEAKING ORINGS	: OP-97763R00		FC-89
	REPLACED ORINGS/CLAMPS, EVACUATE	: FP-35981		CC-06
	RECHARGE SYSTEM			
PARTS	HYU 97690-33213	RING"0"	8	17.60
	HYU 97690-33259	RING"0"	4	8.80
	HYU 35981	COUPLER	4	46.20
	HYU 35982	COUPLER	2	23.10
	HYU FREON	CAN	3	10.92
		PARTS COUNT	21	
	PARTS AMOUNT			138.61
	LABOR AMOUNT			57.40
	LINE TOTAL - DEPT D			196.01

LI	CUST. SAYS CAR RUMBLES ON COLD	: TECH 304 LAB HRS	3.0	123.00
52	START AT 1500RPM.	: MARINO, ORLANDO		
	COUNTER BALANCE SHAFTS OUT OF POS:	: OP-23311TTT00		FC-01
	RESET SHAFTS AND REPLACED SEAL	: FP-2142132044		CC-13
PARTS	HYU 21421-32044	SEAL-OIL	1	2.11
		PARTS COUNT	1	
	PARTS AMOUNT			2.74
	LABOR AMOUNT			123.00
	LINE TOTAL - DEPT D			125.74

PAGE 1 OF 2

150463

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

CUSTOMER COPY

# JIMMY B BRYAN

TOY  HYU  HON

### DISCLAIMER OF WARRANTIES

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

### I ACKNOWLEDGE RECEIPT

OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X

PEREZ, CHARLES E.

HOME: (407) 260-0323

WORK: (407) 660-0343

DATES: INVOICE: 10/23/91 18:10:32

ADV: 509 89 C W P RO: W52859  
 KMHBF22S1KU068848 HYUNDAI TAG: 1691  
 SONATA GL 4DR SDN CC 91296  
 BEGIN: 102291 DONE: 102391

LN 53	INSTALL SOP MOTOR MOUNT.. BROKEN MOUNT REPLACED	: TECH 306 LAB HRS .3 SOTO, CESAR : OP-21830R00 FP-2183033010	12.30
PARTS HYU 21830-33010		BRACKET A QTY 1	36.22
PARTS AMOUNT			47.09
LABOR AMOUNT			12.30
LINE TOTAL - DEPT D			59.39

PARTS	188.44
LABOR-MECHANICAL	192.70
TOTAL-CHARGES	381.14
FAC WARRANTY	381.14

### OTHER REPAIR ORDERS ON THIS VEHICLE:

DATE OPENED RO#

09/14/91 51945 C - 09/21/91(P) W - 10/03/91(\*) I -

LABOR RATES: MECH \$41.00 - 41.00

ATTENTION-- CUST-PAY MUST BE PRINTED ALSO

IF YOU HAVE ANY QUESTIONS - PLEASE SEE MARIO MAENZA

TC

PAGE 2 OF 2



# JIMMY B BRYAN

TOYOTA HYUNDAI HONDA

### DISCLAIMER OF WARRANTIES

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X

PEREZ, CHARLES E.

HOME: (407) 260-0323

WORK: (407) 660-0343

DATES: INVOICE: 10/31/91 16:41:42

ADV: 509 89 C W P

RO: W52859

KMHB22S1KU068848 HYUNDAI

TAG: 1691

SONATA GL 4DR SDN CC

91304

BEGIN: 102291 DONE: 103191

HYU ENTERPRSE754474

038995

1B 160.00 160.00

NET AMOUNT

PARTS COUNT

3

PARTS AMOUNT

160.00

LABOR AMOUNT

38.97

LINE TOTAL - DEPT D

123.00

321.97

LN 53 INSTALL SOP MOTOR MOUNT..  
BROKEN MOUNT  
REPLACED

: TECH 306 LAB HRS .3 12.30

: SOTO, CESAR

: OP-21830R00

FC-34

FP-2183033010

CC-06

PARTS HYU 21830-33010

BRACKET A

QTY 1

36.22

36.22

PARTS AMOUNT

PARTS COUNT

1

LABOR AMOUNT

47.09

LINE TOTAL - DEPT D

12.30

59.39

PARTS 224.67

SUBLET REPAIRS 160.00

LABOR-MECHANICAL 192.70

TOTAL CHARGES 577.37

FAC WARRANTY 577.37

OTHER REPAIR ORDERS ON THIS VEHICLE:

DATE OPENED

09/14/91

51945

C

09/21/91(P)

W

10/03/91(\*)

LABOR RATES: MECH \$41.00 - 41.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE MARIO MAENZA

PAGE 2 OF 2

150757

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

CUSTOMER COPY

# JIMMY B BRYAN

TOY  HYU  HON

### DISCLAIMER OF WARRANTIES

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X

PEREZ, CHARLES E.  
 106 WINDMILL WAY

LONGWOOD

DATES: BEGIN: 112091

ADV: 509 MFG: KMH

HOME: (407) 260-0323

WORK: (407) 660-0343

SEMINOLE

FL 32750

DONE: 112291

INSVC: 110489

LIC: FL FL

MILES IN: 27642

UNITED STATES

TAG: 1955

C

RO: C53456

KMHBF22S1KU068848 89 HYUNDAI

SONATA GL 4DR SDN CC

INVOICED AT: 11/22/91 13:04:43

SOLD: 110389

STK#: KU068848

38B001

TAX: \$1

LN 51 CUST. SAYS THERE IS A VIBRATION AT 60MPH? REAR TIRES NEED BALANCING NO CHARGE  
 : TECH 304 LAB HRS .0 B .00  
 MARINO, ORLANDO  
 OP-NC

LINE TOTAL - DEPT D

LN 52 CUST. SAYS GAS PEDAL SHAKES WHEN GOING UPHILL.. SEE MARIO COULD NOT DUPLICATE PROBLEM  
 : TECH 304 LAB HRS .0 B .00  
 MARINO, ORLANDO  
 OP-CN

LINE TOTAL - DEPT D

LN 53 CUST. SAYS FRONT END SHAKE WHEN BRAKES ARE APPLIED. COULD NOT DUPLICATE PROBLEM  
 : TECH 304 LAB HRS .0 B .00  
 MARINO, ORLANDO  
 OP-CN

LINE TOTAL - DEPT D

LN 54 CUST. SAYS A/C SWITCH SOMETIMES INOP... COULD NOT DUPLICATE PROBLEM  
 : TECH 304 LAB HRS .0 B .00  
 MARINO, ORLANDO  
 OP-CN

LINE TOTAL - DEPT D

LAB RATES: MECH \$41.00 - 41.00

TOTAL-CHARGES

PAGE 1 OF 2

175573

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

CUSTOMER COPY

# JIMMY B BRYAN

TOY HYU HON

### DISCLAIMER OF WARRANTIES

THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW AND ACKNOWLEDGE SPECIAL CONDITIONS ON THE BACK OF THIS TICKET. X

PEREZ, CHARLES E.  
106 WINDMILL WAY

LONGWOOD

FL 32750

TAG: 1955 C P RO: C53456  
KMHBF22S1KU068848 89 HYUNDAI  
SONATA GL 4DR SDN CC

INVOICED AT: 11/22/91 13:04:43

IF YOU HAVE ANY QUESTIONS - PLEASE SEE MARIO MAENZA

PAGE 2 OF 2

X

175574

ON LINE SERVICE INVOICING BY UNIVERSAL COMPUTER SYSTEMS, INC.

CUSTOMER COPY



With Elantra, Hyundai committed the resources of the world's largest automotive design and manufacturing center to achieve world-class quality. Beneath its distinctive, aerodynamic shape is a tremendously appealing interior, providing both comfort and convenience. Elantra's ride and handling has been designed to tune out vibration and noise ... and tune in driveability and control.

Your Hyundai dealer will provide all regularly scheduled maintenance, so virtually all you'll have to pay for is the gas you use for 2 years or 24,000 miles. What's more, the reliability and durability of every Hyundai is backed by comprehensive warranty coverage to ensure lasting value.

Enclosed is a copy of our 1992 Brochure, featuring the Elantra and ValueCare Ownership stories, as well as a look at the rest of the family of quality automobiles from Hyundai. Take a few moments to read about Hyundai value for 1992. Then, visit your Hyundai dealer ... test drive the all-new Elantra or one of our other fine cars ... make your best deal and present your \$1000 "1992 Introductory Offer Certificate" ... remember, this \$1,000 Certificate can be used to purchase any 1992 new Hyundai product. A trade-in is not required to use this \$1,000 Certificate.

With all it has going for it ... from breakthrough quality to an unmatched ownership experience, we believe THIS IS THE YEAR FOR ELANTRA.

With our quality lineup, SATISFACTION DRIVEN spirit and best-in-class value, we believe THIS IS THE YEAR FOR HYUNDAI. YES, HYUNDAI.

Sincerely,



Rod Hayden  
Chief Operating Officer

**SPECIAL INSTRUCTIONS TO PARTICIPATING DEALERS:**

This certificate must accompany the purchase agreement and dealer invoice. Upon completion of this certificate, make a copy for the customer and a copy for your dealership. Send original to Hyundai Program Headquarters, P.O. Box 2009, Bloomfield Hills, MI 48303-2009.

Customer must receive a copy of this coupon.  
Any inquiry regarding payment must reference this coupon.

**Dealership Validation (To be completed by authorized Hyundai Dealer)**

DEalership NAME \_\_\_\_\_

STREET ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

REGION \_\_\_\_\_ DEALER CODE \_\_\_\_\_

AREA CODE \_\_\_\_\_ PHONE NUMBER \_\_\_\_\_

I certify that the vehicle identified above is eligible for a Customer Cash Rebate under the current Official Program Rules and that all information shown above is true and correct. I also understand that before cash rebate payments are made, eligible vehicles must be delivered and reported via the New Vehicle Retail Delivery Reporting (NDR) system. Any payments made for vehicles later found to be ineligible will be charged back to the dealership.

AUTHORIZED DEALER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_ NAME (PRINT OR TYPE) \_\_\_\_\_ TITLE \_\_\_\_\_

**Cash Rebate Information (To be completed by Purchaser/Lessee)**

Check the  I have the cash rebate directly to me  I select to use the rebate toward the purchase lease and I therefore assign it to the dealer. I release Hyundai Motor America from any further claim or obligation for payment to me for this vehicle.

Do not sign this coupon unless it is completely filled in. Please read it thoroughly before signing.

CUSTOMER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

# HYUNDAI

Hyundai Motor America  
P.O. Box 2009  
Bloomfield Hills, MI 48303-2009

August 16, 1991

Mr. Charles E. Perez  
106 Windmill Way  
Longwood, FL 32750

23  
10D

Dear Mr. Perez:

I'm pleased to have this opportunity to extend to you a special incentive offer because you are a valued Hyundai owner.

Attached to this letter is your personalized Hyundai Valued Owner Certificate which entitles you to receive **\$1,000** toward the purchase of any new Hyundai Sonata, Excel, Scoupe or Elantra when you trade in your present model. Add your Valued Owner cash to other current Hyundai cash rebates and your savings could be as much as:

- \$2,000 on Sonata\*
- \$2,000 on Excel
- \$1,750 on Scoupe\*

It's a significant savings opportunity for you, but you must take action now because time is limited. This offer will expire on October 2, 1991, so act soon!

Jimmy Bryan Hyundai has the full line of quality Hyundai cars ready right now for your inspection. Visit them, and don't forget to take your \$1,000 Certificate with you.

In addition to this owner-exclusive financial offer, there are even more good reasons for you to remain a member of our Hyundai owner family.

Today, Hyundai sells a full line of quality automobiles.

Sonata: our roomy best-in-class family sedan with V-6 power  
Scoupe: our sporty new, fun-to-drive coupe  
Excel: our leader in value and dependability with electronic fuel injection  
Elantra: our newest, subcompact entry (available September 1991)

With high standard feature content, affordable options and advancements in overall quality, Hyundai continues to offer the most value for your money. A test drive in any new Hyundai will quickly convince you of that.

(over)

HYUNDAI VALUED OWNER CERTIFICATE	
<small>This document entitles you to receive \$1,000 cash toward the purchase of any new Hyundai Sonata, Excel, Scoupe or Elantra when you trade in your present model. Add your Valued Owner cash to other current Hyundai cash rebates and your savings could be as much as: \$2,000 on Sonata* \$2,000 on Excel \$1,750 on Scoupe* This offer will expire on October 2, 1991, so act soon! Visit Jimmy Bryan Hyundai at 106 Windmill Way, Longwood, FL 32750 for more information. *See complete specifications for model restrictions.</small>	1289S0180357
Jimmy Bryan Hyundai 106 Windmill Way, Longwood, FL 32750	Charles E. Perez 106 Windmill Way, Longwood, FL 32750
MODEL CODE	PHONE NUMBER
MODEL CODE	EXPIRES DATE
MODEL CODE	REBATE CLAIM #
MODEL CODE	THIS PROGRAM NUMBER

**\$1000** ONE THOUSAND DOLLARS **\$1000**

Limited-Time Offer  
Expires Oct. 2, 1991  
81077

The winter season can place added stress and strain on your Hyundai. This is especially true for your car's external body parts, which can be subjected to the wind, rain and snow of the season—not to mention the higher probability of accidents due to hazardous driving conditions. Should a fender or door panel need replacing, insist on genuine Hyundai body parts. They're designed to fit your car perfectly. And you'll be assured of maintaining the original integrity of your Hyundai.

We're also your best bet for maintaining the original performance of your Hyundai. For example, did you know that a severe drop in air temperature can significantly reduce the efficiency of your car's engine? We'll inspect the electrical system as well as the engine, brakes, tires, cooling system, lubricants, wipers and lights to make sure your Hyundai always gets you where you want to go.

At Hyundai, safety is always a primary concern—no matter what the weather holds in store. That includes built-in safety features such as reinforced body panels and crumple zones that help absorb impacts. Safety also includes steps you can take to ensure peace of mind, like driving defensively, always using your seatbelt and—if you have small children—buckling them in car seats designed for their weight and age.

## HYUNDAI

Preferred Owner Program

P.O. Box 1639, Taylor, MI 48180 6639

Bulk Rate  
U.S. Postage  
PAID  
Hyundai Motor  
America

P620WN106 C FL028  
081184  
MR. CHARLES E. PEREZ  
106 WINDMILL WAY  
LONGWOOD, FL 32750-4801  
|||||

Since 95% of all Hyundai's are still performing winter after winter... there must be some very good reasons.



You can't buy the kind of service a car like this receives.

Because every new Elantra is covered by Hyundai's exclusive ValueCare Ownership. A concept so innovative, and so comprehensive, it allows us to take care of virtually everything your new Elantra needs.

For two years or 24,000 miles, you won't pay a dime for regular service and maintenance.\* Not even for labor.

All this is over and above our 3 year/36,000 mile bumper-to-bumper limited warranty and our 5 year/60,000 mile powertrain limited warranty.

So test drive the all-new Elantra with ValueCare Ownership. It's one new car that can really take care of itself.

Hyundai. Yes, Hyundai.



\*See dealer for details.

NAME FILE

MCNAIR LAW FIRM, P. A.  
ATTORNEYS AND COUNSELORS AT LAW  
1155 15<sup>TH</sup> STREET, N. W.  
SUITE 400  
WASHINGTON, D. C. 20005

(202) 659-3900  
FAX (202) 659-5763

JIM J. MARQUEZ

December 27, 1991

Honorable Sam Skinner  
Chief of Staff  
White House  
1600 Pennsylvania Avenue, N.W.  
Washington, D.C.

JJM

Decline  1-3

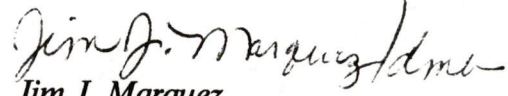
Dear Mr. Skinner:

The next former U.S. attorney luncheon is scheduled for  
Wednesday, January 8, 1992, at 12:15 p.m. at the Montpelier Dining  
Room, Library of Congress, Madison Building, 6th Floor.

Please call my secretary, Diane Barry at 202/659-3900 with your  
R.S.V.P. by Friday, January 3, 1992.

Best regards.

Sincerely,

  
Jim J. Marquez

JJM/dmb

LM of decline to Gwen Biscoe on  
1/3/92 via phone

No action needed.

MCNAIR LAW FIRM, P. A.  
ATTORNEYS AND COUNSELORS AT LAW

1155 15<sup>TH</sup> STREET, N. W.  
SUITE 400  
WASHINGTON, D. C. 20005

(202) 659-3900

FAX (202) 659-5763

JIM J. MARQUEZ

*December 27, 1991*

*Honorable Sam Skinner  
Chief of Staff  
White House  
1600 Pennsylvania Avenue, N.W.  
Washington, D.C.*

*Dear Mr. Skinner:*

*The next former U.S. attorney luncheon is scheduled for  
Wednesday, January 8, 1992, at 12:15 p.m. at the Montpelier Dining  
Room, Library of Congress, Madison Building, 6th Floor.*

*Please call my secretary, Diane Barry at 202/659-3900 with your  
R.S.V.P. by Friday, January 3, 1992.*

*Best regards.*

*Sincerely,*

*Jim J. Marquez/dmb*  
Jim J. Marquez

*JJM/dmb*

WASHINGTON REDSKINS

PRO-FOOTBALL INC

MIDDLEBURG VA 22117

(703) 687-4000

*name file*

JACK KENT COOKE  
CHAIRMAN OF THE BOARD

December 30 1991

The Honorable Samuel Skinner  
Chief of Staff  
The White House  
West Wing  
Washington DC 20500

Dear Mr Skinner

It's the Redskins' first play off game against  
the Atlanta Falcons on Saturday, January  
4 1992, at RFK.

Please identify yourself at the entrance to  
Parking Lot #5 and also when you enter the  
Office Entrance at Gate A.

The game starts at 12:30 pm; but come to  
the Lombardi Room, say, around 11:30 am.

Mr and Mrs Cooke look forward to seeing  
you and Mrs Skinner.

Kind regards

Yours very truly

*Debi Ramey*

(Mrs) Debi Ramey  
Executive Assistant  
to Mr Jack Kent Cooke

/dmr

(Sent via FAX)



Public Oversight Board

SEC Practice Section  
American Institute of Certified Public Accountants

540 Madison Avenue  
New York, NY 10022  
(212) 486-2448

Fax # (212) 758-5603

DATE 1-3-92  
TO J. Thomas  
FROM M. Brown / POB  
PHONE # 202-456-1121  
# OF PAGES INCLUDING THIS ONE 2

*MAN*

*NAME FILE*

*declined to Mr. Sommer at 467-7250 1/3/92-3:45pm*

December 31, 1991

*Any interest?  
go -  
no ~~X~~<sup>1-3</sup>*

The Honorable Samuel K. Skinner  
Chief of Staff to the President &  
Mrs. Samuel K. Skinner  
The White House  
Washington, DC 20500

Dear Mr. & Mrs. Skinner:

For the last three years the Public Oversight Board of the American Institute of Certified Public Accountants SEC Practice Section has made an award to an individual who has, in the estimation of the Board, contributed significantly to the advancement of sound financial reporting in the United States. It has been the policy of the Board to maintain the secrecy of the awardee until the night of the dinner at which the award is announced.

In view of recent events, the Board has determined to vary this policy this year and make known to those to whom invitations are extended to attend the dinner honoring the awardee the identity of that person in advance of the award. The awardee this year (whom I might add was selected several months ago) is Barbara Franklin, who as you know has recently been named as Secretary of Commerce by President Bush. We would be most pleased if you and your spouse would join us for dinner at the Metropolitan Club in Washington, DC at 6:30 p.m. on January 6, 1991 for the purpose of honoring Ms. Franklin. I might add you are also invited to attend the luncheon the following day held in conjunction with the Annual SEC-AICPA SEC Conference at the Grand Hyatt Hotel, 1000 H Street, NW, at which time the award itself is actually made.

I would very much appreciate it if you would let me know as soon as you can whether you will be able to join us for dinner on the 6th and/or the luncheon on the 7th. I can be reached at (202) 467-7250.

Best wishes to you for a very fulfilling New Year.

Sincerely,

A. A. Sommer, Jr.  
Chairman

AAS/mb