

It appears that you correctly applied the division process up until the last step. At that point you should have subtracted $-16x^2 + 0x + 24 - (-16x^2 - 64x - 96)$. You may have *added* the terms $-64x - 96$ to $0x + 24$. Make sure that you distribute the minus sign when you get to the steps involving subtraction.