



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 10083

Date Received  
2003 MAR 18 AM 11:50  
25-FEB-2003

Repository   
Reference No.  
10009253

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City RANCHO SANTA MARGARITA State CA Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
Evening Telephone Number [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized signature, NHTSA will NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner [Redacted] Date 1/1

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KH4CG35C42U1169314  
Make: HYUNDAI Model: ACCENT Model Year: 2002  
Date Purchased: 13-NOV-01 Dealer's Name and Telephone Number: TUTTLE CLICK HYUNDAI Engine: 1.6 LITERS Fuel Type: Gas  
Original Owner:  Dealer's City: IRVINE State: CA Zip Code: 92618 Valves: DOHC 4 CY.  
Transmission Type: AUTOMATIC  Antilock Brakes Powertrain: [Redacted] Vehicle Component Code: 012000 STEERING: COLUMN  
 Cruise Control Multiple Failure: more than one

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 20-FEB-2003 Failure Mileage: 16,000 Failure Speed: DID NOT NOTICE WITH TRAFFIC

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: HAN KOOK (Kamotto) Tire Model (Name or Number): H 206 Tire Size (Example P215/65R15): P175-70-18  
DOT No. (Example: DOTMALSABC036)  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code: do not know Tire Failure Type: NOT AT ALL

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No Number of Persons Injured: [Redacted] Number of Deaths: [Redacted] Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure(s), parts repaired or replaced (and if old part is available).

CONSUMER LOST CONTROL OF THE STEERING. VEHICLE WAS TAKEN TO THE DEALER, AND IT WAS DISCOVERED THE SPINDLES WAS BROKEN, THE BRAKE LINE FAILS AND THERE WAS AN OIL LEAK, BUT WAS UNABLE TO LOCATE WHERE THE LEAK WAS COMING FROM. \*JB

THIS IS NOT A COMPLETE DESCRIPTION. PLEASE SEE REVERSE SIDE FOR A FULL DESCRIPTION.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 - Public Law 93-502 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

I was driving Hyundai Accent 2002 (vin #KMHCG35C42U189314) on 2/22 on 101 north bound at @9 AM. After passing Thousand Oaks near Borchard (@9 AM) some thing failed in my steering mechanism. As a result car start getting left to right and went out of control. Car has 18,000 miles and 15 months since I purchased and it is paid off.

The CHP was behind (not right behind) me. Came within seconds to help me. He called Tow truck and car was towed away to nearest the Hyundai dealer in Thousand Oaks.

Hyundai has refused to honor warranty. The refusal is based on Hyundai dealer service manager's opinion that I hit something on the road and there are no defective parts. I wonder how can you tell Instantaneously by observation because I was told within minutes. However, the CHP (officer Meechka # 13674) told me that I did not hit any thing but some thing in steering mechanism is broken.

Bunch of meaningless word without ~~any~~ <sup>substance</sup> serves no purpose. The fact is I was not told by any one what went wrong first and I got the feeling that it was decided what to-tell well before. I was told that it is "my fault".

I want Hyundai comply with its warranty and pay for all repairs and rental car Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



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TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM ON

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and dial toll free at

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