



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 1368

Date Received

11-MAR-2003

Repository ☐

Reference No.
10011395

OWNER INFORMATION (Type or Print)

Name

Address

City

HOPEWELL JUNCTION

State

NY

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

Please provide Vehicle Identification Number located at bottom of windshield

PLEASE PROVIDE

KMHNDN45DOIU

Make

HYUNDAI

Model

ELANTRA

Model Year

2001

Date Purchased

Jan 20 2002

Dealer's Name and Telephone Number

Prestige (846) 339-3313

Engine:

No. Cylinders

4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

141000 AIR BAGS:FRONTAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

05-MAR-2003

Failure Mileage

16,000

Failure Speed

25-30 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ARC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

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

1

Number of Deaths

NO

Reported to Police

Y

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; i.e., parts repaired or replaced (and if old part is available).

THE VEHICLE WAS INVOLVED IN A FRONTAL COLLISION, AND THE AIR BAGS FAILED TO DEPLOY, CONSUMER WAS INJURED. *JB

① Icy road and narrow passage.

② Driver suffered back, neck, shoulder, and arms injured. Driver hit her chin on the steering wheel, as a result she bit her tongue and had a swollen face and pain on her nasal region.

③ Child Oliver nanetti suffered bruises on his knees and pain on back and neck (mild).

④ Car was declared total loss. Car was beyond repair.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

This Privacy Act of 1974-Public Law 93-579 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)

- (5) Hyundai was contacted on three occasions. Information regarding body shop where car was parked, name of the insurance Co. and description of the accident was provided.
- (6) Hyundai did not make any attempt to inspect the car to evaluate why air bags did not work in a frontal accident, despite constant request to do so.
- (7) Hyundai was alerted that car was about to be towed away to a salvage or dealer shop.
- (8) Hyundai requested photos to "investigate" within their time frame."

* Photos attached.

Hyundai letter attached.

* Same photos sent to Hyundai

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THE FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.safercar.gov/dot>

HYUNDAI

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

[REDACTED]
Hopewell JCT NY [REDACTED]

File Number 739724

Dear Ms. [REDACTED]

This notice is sent to you in response to your recent inquiry. To assist us in our investigation, you must forward the information and/or documents listed below within 30 days from the date of this letter.

- A. Color photographs of your damaged Hyundai, including:
 - 1. Front end, side and rear
 - 2. Engine compartment
 - 3. Front and rear interior
 - 4. Vehicle Identification Number (VIN) plate, top left side of dashboard, next to windshield
- B. Any documents reflecting payments made to you by your insurance company.
- C. An itemized list of damages you are claiming, including medical reports. Attach any supporting documents you may have in your possession.
- D. A description of the Hyundai vehicle, including the VIN and mileage.
- E. All reports indicating the cause of the incident.
- F. The date, location and details of the incident, including the usage of the vehicle prior to the incident.
- G. Purchase Agreement/Bill of Sale
- H. Repair/maintenance invoices in your possession.
- I. Signed Owner Authorization Request

Providing this information will expedite our investigation and ensure a prompt response to your claim. You will be contacted once the documents you submit have been received and reviewed.

If we do not receive all the information/documents requested within 30 days from the date of this letter, we will presume that you no longer wish to have Hyundai review your claim and we will close our file.

****Please direct all correspondence to Hyundai's National Consumer Affairs Department and reference your assigned file number along with a current daytime telephone number.****

Sincerely,

Sanaz Golban
National Consumer Affairs

*Photos and description of accident sent to
National Highway Traffic Safety. JM*











