



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 1373

Date Received

Repository ☐

Reference No.
10015489

2003 MAY - 7 - PM - 200329

OWNER INFORMATION (Print or Type)

Name ☐ Daytime Telephone Number ☐ E-mail Address ☐
Address ☐
City HOPEWELL JUNCTION State NY Zip Code ☐ Evening Telephone Number ☐

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 4/21/03

VEHICLE INFORMATION

17 dot Vehicle Identification Number Located at bottom of windshield on driver's side
10015489001
Make HYUNDAI Model TIBURON Model Year 1999
Date Purchased Aug. 1999 Dealer's Name and Telephone Number Healy Hyundai #845-831-1990
Original Owner ☒ Dealer's City Beacon State NY Zip Code 12508
Transmission Type Automatic ☒ Antilock Brakes ☒ Cruise Control Powertrain
Vehicle Component Code 100000 POWER TRAIN
Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) Failure Mileage Failure Speed Multiple dates, please see enclosed documents

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: DOTM19ABC036) ☐ 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 Number of Deaths 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;
i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING AT VARIOUS SPEEDS THE TRANSMISSION WOULD DOWN SHIFT FROM HIGH GEAR TO LOWER GEAR AND THEN LOCK UP. THE VEHICLE WOULD JERK FORWARD AND REMAIN IN THE LOWEST GEAR WHEN THIS HAPPENED. THE WHEEL WOULD LOCK UP JUST PRIOR TO BEING RELEASE. THE VEHICLE HAS BEEN TOT HE DEALER WHO CHANGED THE SPEED SENSORS 3 MONTHS BEFORE THE TRANSMISSION WAS REPLACED. *NIM

I have enclosed copies of the repair work that has been done on my vehicle due to these problems

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The 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.

April 22, 2003

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

To Whom it May Concern,

I purchased a new 1999 Hyundai Tiburon (VIN # KMHJG24F3XU139001) on August 26, 1999 from Healey Hyundai in Beacon, NY. The car was mechanically excellent until I started having transmission problems (starting at approx. 12,000 miles). The car has since been in over a half a dozen time for the same problem. Every time I brought my car in for these problems I was told that the problem was either the Pulse Generators had gone bad or the Speed Sensors had gone bad. The parts get replaced and I take the car home, only to have the same problems re-occur in 3 months or less.

The reason I contacted the NHTSB is because of the unsafe drivability of this vehicle when the Speed Sensors or Pulse Generators go bad. Basically these parts are all somewhat related to the transmission and when they go bad the car will violently drop gears forcing the driver to be jerked forward and become temporarily unable to control the vehicle. After the initial drop in gears the car then gets stuck in 2nd gear and will not shift any higher or lower. There are no warning signs, and the driver is always taken by surprise when it happens. I commute on a highway to work and on many occasions it has happened to me at highway speeds (55Mph) which is highly unsafe and a few times I almost went off the road due to slick road conditions.

I have brought all of my concerns to the Dealer (Healey Hyundai) and also to Hyundai, Inc. Only to be told that they will replace the parts and "it should be fine now." I have even filed a case with Hyundai, Inc. and they were supposed to be sending a Hyundai Field Tech to Healey Hyundai to look at my vehicle in early April, they said they would call me to schedule the date.... it is now the end of April and I have not heard anything from them.

Most recently (April 2, 2003) my car was towed back to the dealer because of the same problems. The dealer has since replaced the entire transmission stating " Internal Problems." So far the car has been running properly. I do however want the NHTSB to please look into these problems, I am quite sure that there are numerous Hyundai owners with the same problems and I would hate to see any of them injured due to this problem.

I have enclosed my Vehicle Claim History (vehicle delivery to March 19, 2003) along with the most recent R.O. from Healey Hyundai showing the new transmission details. If you require any further information please feel free to give me a call.

Thank you for your assistance in this matter.

Best Regards,

[REDACTED]
Hopewell Jct, NY [REDACTED]
[REDACTED]

VEHICLE CLAIM HISTORY					
Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
NY060	33194A	433164	3/19/2003	50,704	SPEED SENSOR ASS'Y
NY060	10884A	410984	12/12/2002	50,000	PULSE GENERATOR ASS'Y (ALL)
NY060	83341A	383341	8/19/2002	43,952	THERMOSTAT ASS'Y
NY060	68026A	368026	6/18/2002	41,822	SPEED SENSOR ASS'Y
NY060	68026C	368026	6/18/2002	41,822	INSTALL STOPPER AND ELR SEAT BE
NY060	167700	367700	6/17/2002	41,822	SERVICE LOAN CAR CLAIM
NY060	39989A	339989	2/22/2002	37,888	PULSE GENERATOR ASS'Y (ALL)
NY060	15580A	315580	11/03/2001	33,825	PULSE GENERATOR ASS'Y (ALL)
Vin # : KMHJG24F3XU13001 Tiburon					1999 Wty Start DT: 8/23/1999

Original Owner: [REDACTED]
Transmission : Automatic
Selling Dealer: NY060 HEALEY HYUNDAI

Customer- [REDACTED] 6/ 75/4A -08/25/2005 [REDACTED]

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
NY060	61820A	261820	3/08/2001	22,794	BLADE TUNE (ONE OR ALL)
NY060	14252A	214252	6/09/2000	13,032	PULSE GENERATOR ASS'Y (ALL) ~
NY060	59292A	209292	5/12/2000	11,899	WIRE REPAIR TIME (MAJOR)
NY060	700608	144771	4/05/1999	12	PRE-DELIVERY INSPECTION/SERVICE
NJ523	002351	139001	3/19/1999	1	ELANTRA/TIBURON HOOD LATCH CLEA
NJ523	002376	139001	3/17/1999	1	TIBURON TIRE LABEL REPLACEMENT

Vin # : KMHJG24F3XU13001 Tiburon 1999 Wty Start DT: 8/23/1999
Original Owner: [REDACTED]
Transmission : Automatic
Selling Dealer: NY060 HEALEY HYUNDAI

Customer- [REDACTED] 6/ 75/4A -08/23/2005 [REDACTED]

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**