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

2003 JAN 16 PM 1:21

FOR AGENCY USE ONLY 100161

Date Received	Repository ☐
12-NOV-2003	Reference No. 10047838

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	[redacted]	E-mail Address	[redacted]
Address	[redacted]	Evening Telephone Number	[redacted]		
City	TAMPA	State	FL	Zip Code	[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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
KMHJF25F5X[redacted]	HYUNDAI	ELANTRA	1999

Date Purchased	Dealer's Name and Telephone Number			Engine: No. Cylinders	Fuel Type:
July, 1999	Mit/Hyundai on West Hillsborough			4	Unleaded
Original Owner ☒	Dealer's City Tampa	State FL	Zip Code 33615		

Transmission Type			Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain —	071100 FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY
			Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
10/2003 to current	65000	Constant	

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: DOTHAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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).

WHEN FUELING, THE PUMP SHUTS OFF APPROXIMATELY EVERY FIFTY CENTS OF GASOLINE. AN INDEPENDENT MECHANIC AT A REPAIR SHOP DETERMINED THAT THE FUEL TANK MUST BE REPLACED. PLEASE PROVIDE FURTHER DETAILS. *PH

Check Engine light came on. Car would not allow me to pump gas normally. Since car was just over 60K miles, I took car to Firestone to evaluate. They found an Article (copy attached) identifying the problem with my car which also notes this issue being commonly known to occur in my type of vehicle. As a result, the car jerks upon acceleration and stalls frequently. I strongly feel that a recall on my vehicle is necessary & justified. (jerks)

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

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

I did nothing to cause my car to act up. The issues have been increasing since the onset of the incident of the check engine light coming on triggered by the ABS/Trunk issue. The car is not old, is just outside 60K miles and has already had the window motors replaced within the past 2 months. Since the manufacturer is aware of this happening with their cars - correcting the problem should be covered at their expense.

Note: This is my second Hyndai Elantra and my other one never had this problem, nor any other car I've owned.

Please feel free to contact me if you have any questions or would like to know more.

Thx

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

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

VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

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.nhtsa.dot.gov/cars/problems

Entire Article
2000 HYUNDAI Elantra

ARTICLE BEGINNING

TECHNICAL SERVICE BULLETIN

GENERAL DIAGNOSTIC PROCEDURES: HARD-TO-FILL FUEL TANK

Model(s): 1999 Hyundai, All Models
Group: Fuel System
Bulletin No.: 99-30-002
Date: August, 1999

DESCRIPTION

All 1999 and later Hyundai vehicles incorporate a new emission control system known as On-Board Refueling Vapor Recovery (ORVR). A general schematic of the system is provided in Fig. 1 .

Some owners may experience difficulty filling their vehicle with gasoline and a premature shut off condition as a result of the gas pump nozzles installed at their gas stations. The nozzles at these stations are in the process of being retrofitted or replaced by the nozzle manufacturers. In the meantime, owners should follow instructions posted near the gas pump, and/or try filling the vehicle at a different gas station.

If the refueling difficulty continues, verify that the 1/2" vapor path from the fill vent valve on the gas tank to the air filter on the charcoal canister (see schematic below) is completely free and clear. To perform the procedure below, make sure the fuel tank is below 1/4 tank full.

To quickly determine the general location of a possible vapor path restriction:

1) Disconnect the hose connected to the canister side of the liquid-vapor separator. See Fig. 1 .

2) Take the vehicle to a known "good" or major brand gas station.

A) If the vehicle readily accepts fuel, the restriction is located between the liquid-vapor separator and the air filter.

B) If the vehicle does not easily accept fuel, the restriction is located between the liquid-vapor separator and the fuel tank.

The following components are contained in the ORVR system:

- Vapor hoses
- Liquid-Vapor Separator(s)
- Fuel Fill Vent Valve

See reverse side for Warranty Information

* Fuel Cut Valve (anti-spitback)
* Canister Close Valve
* Air Filter
* Charcoal Canister

After the restriction has been isolated to either half of the system, inspect each component to make sure it is free and clear of any restrictions. See Figs. 2 and 3. Verify that no back pressure can be felt anywhere between the fill vent valve and the air filter at the canister.

NOTE: 1999 Accents have two (2) liquid-vapor separators: one located on top of the fuel tank, the other located along side the filler neck.

When checking the liquid-vapor separator, blow through one end of the pipe using lung pressure. See Fig. 4 . No back pressure should be felt.

Verify that the Fill Vent Valve is open by carefully removing the valve and confirming that the white plastic shut-off plunger moves freely inside its cage. See Fig. 5 .

If the fuel cut valve plunger is stuck closed, a hard-to-fill condition may result. Verify that the plunger moves up and down freely allowing fuel to enter the tank, but does not allow fuel to travel up the neck (under pressure). See Fig. 6 . The plunger should be "up" (closed) in its free state.

IMPORTANT:When working with the Fill Vent Valve and associated plumbing, be sure to replace the hoses into the proper hose clips to prevent fuel from getting trapped/puddled in the vapor hose. Return fuel from the liquid-vapor separator must have a clear path to drain back to the tank.

FOUR WAY VALVE

See Fig. 7 .

Purpose: The Four Way Valve provides an additional vapor path to the canister during refueling

NOTE: 1999 Sonatas have a Four Way Valve located between the liquid-vapor separator and fuel tank.

Proper operation of the valve is as follows:

Refer to Fig. 8 .

1).Air flows freely in either direction through the 1/2" ports.

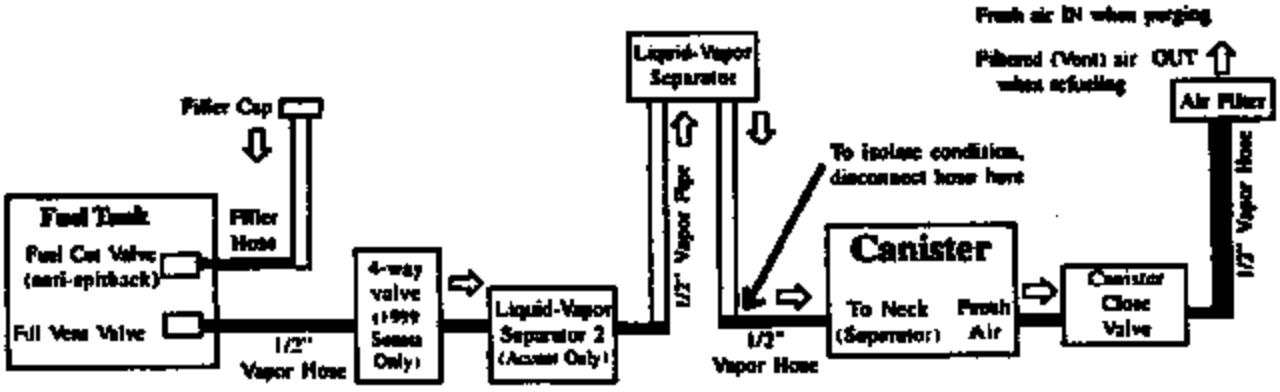
2) Air flows freely in either direction through the 1/4" ports.

3).Air flows from 1/2" port to the 1/4" port when blowing into one of the 1/2" ports while plugging the other 1/2" port.

4) Air does not flow from 1/4" port to the 1/2" port when blowing into one of the 1/4" ports while plugging the other 1/4" port.

WARRANTY INFORMATION

Normal warranty operation codes and times apply.



On-Board Refueling Vapor Recovery (ORVR) Schematic

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Fig. 1: On-Board Refueling Vapor Recovery (ORVR) Schematic

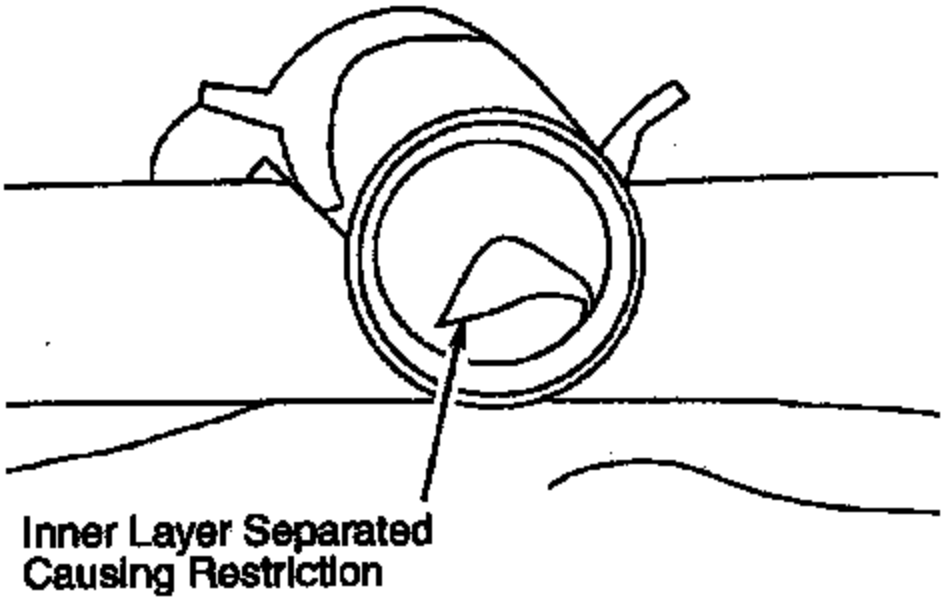

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Fig. 2: Inner Layer Separation Causing Restriction

See reverse side for Warranty Information

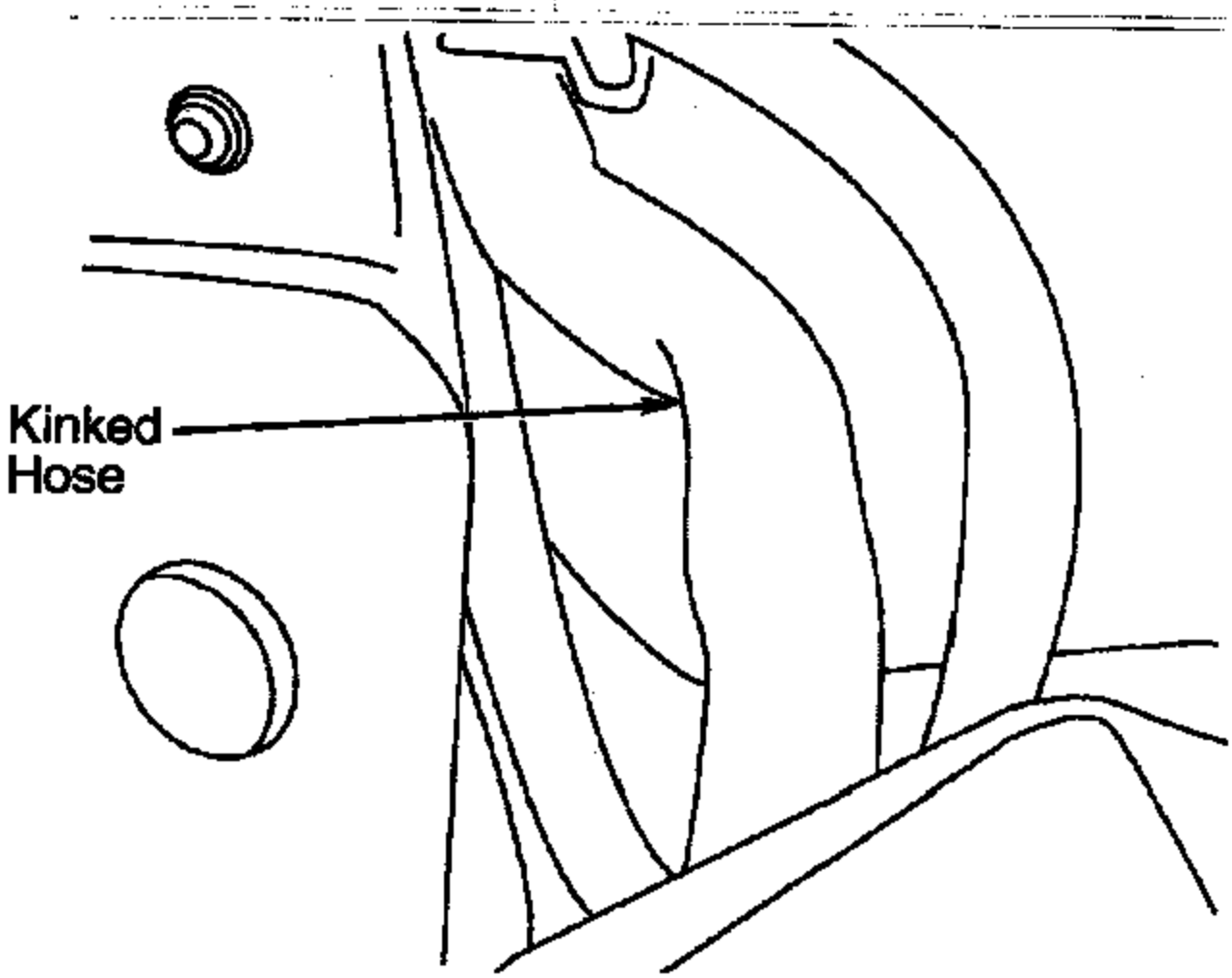

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Fig. 3: Kinked Hose Causing Restriction

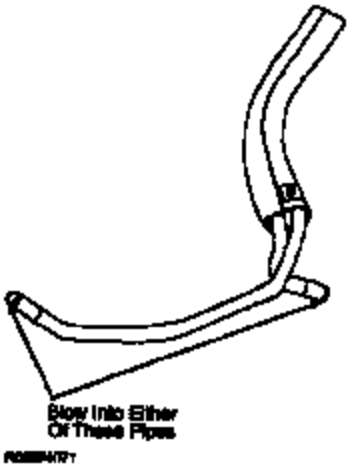

Fig. 4: Checking Liquid-Vapor Separator

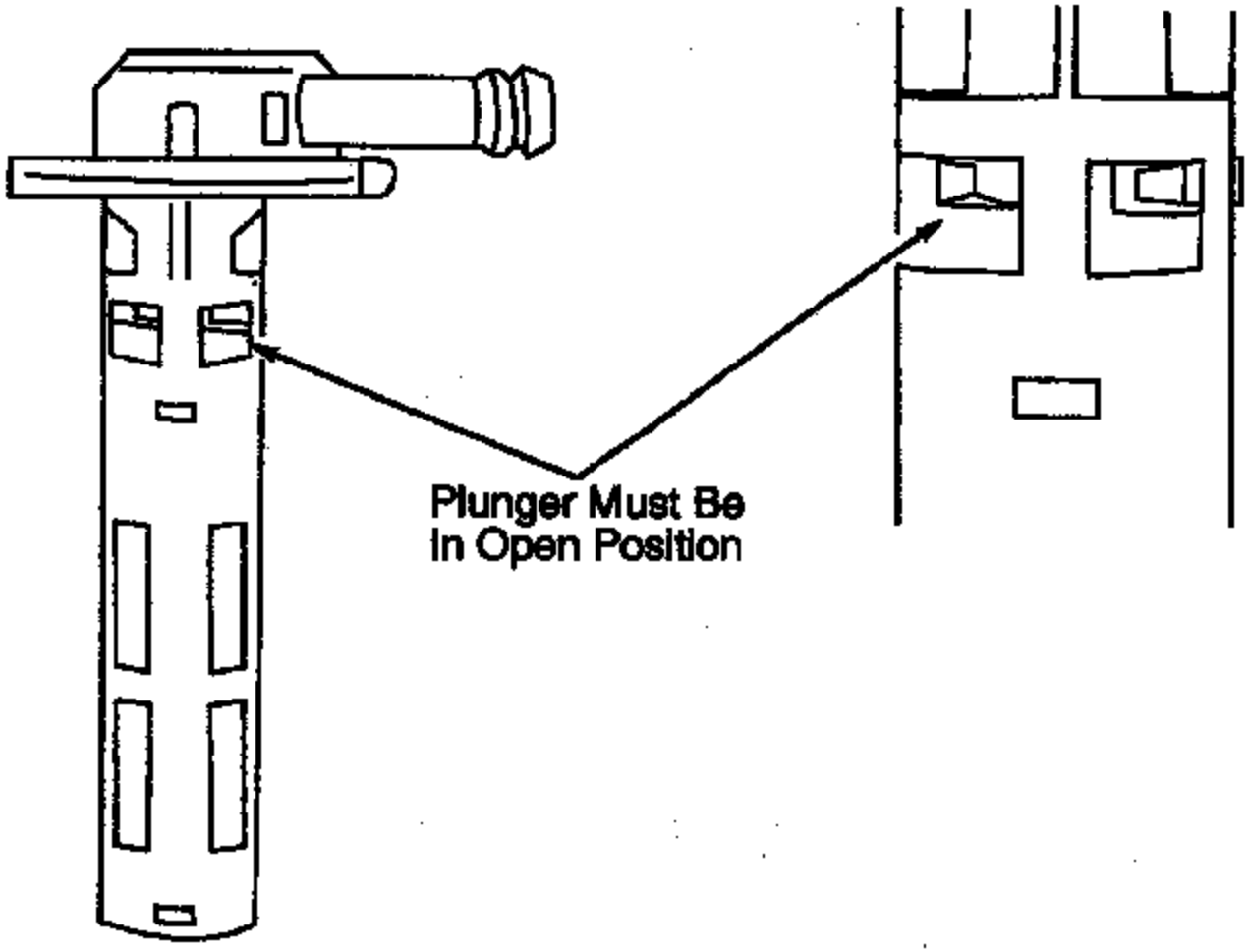

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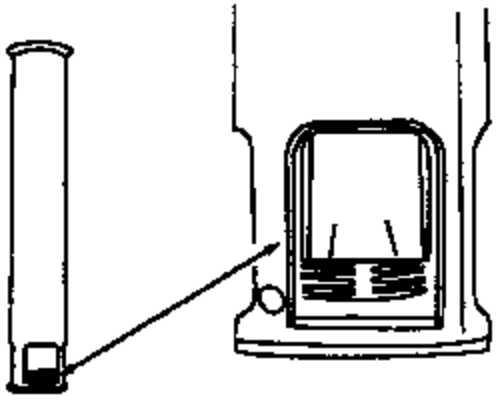
Fig. 5: Verifying Fill Vent Valve Is Open



Fuel cut valve and close up of shut-off plunger being pushed open.

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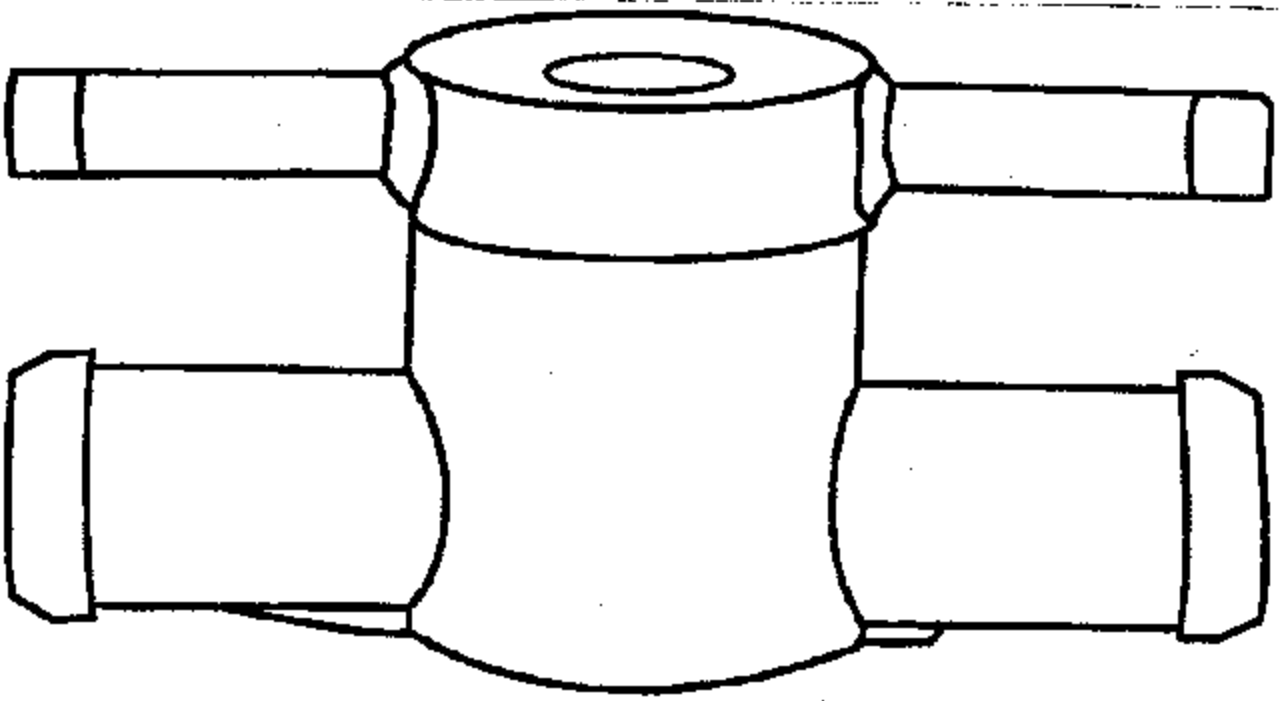
Fig. 6: Shut-Off Plunger Pushed Open



4-WAY VALVE

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Fig. 7: Four Way Valve

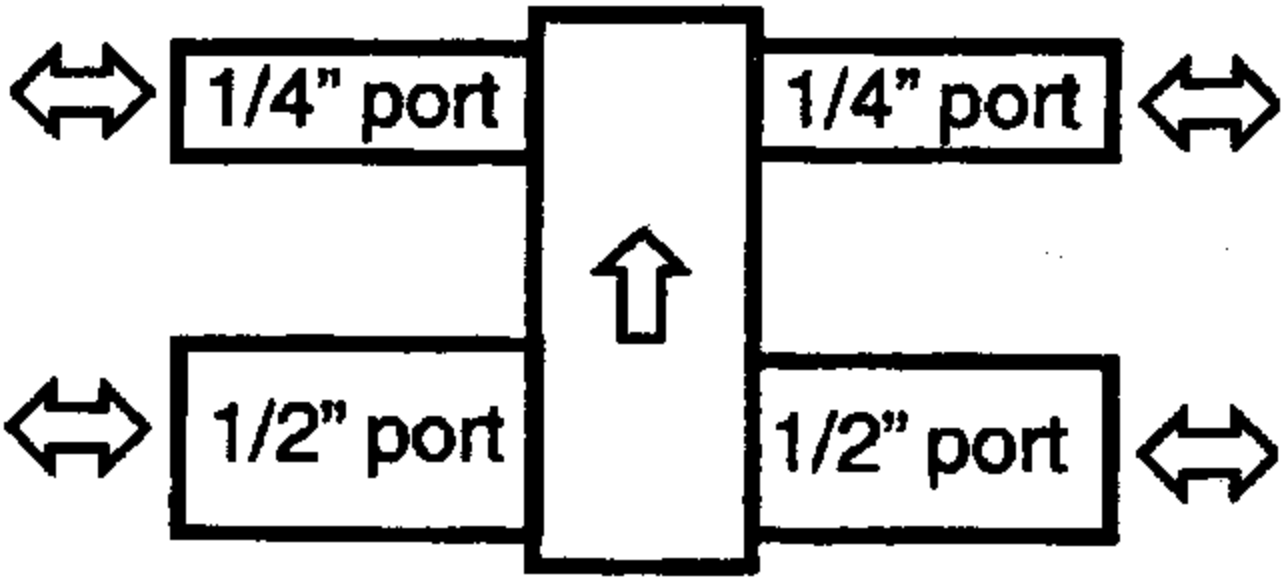

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Fig. 8: Proper Operation Of Four Way Valve

END OF ARTICLE

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).