



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 100145

Date Received
2004 JAN 12 AM 9:03
25-NOV-2003

Repository
Reference No.
10048674

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City LODI State WI 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 authorization, NHTSA will not provide your name or address to the vehicle manufacturer.
Signature of Owner [Redacted] Date 12/18/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
PLEASE FILL IN KMHC695C82 [Redacted]
Make HYUNDAI Model ACCENT Model Year 2002

Date Purchased 7-20-02 Dealer's Name and Telephone Number ARROW 414-329-3100
Original Owner Dealer's City West Allis State WI Zip Code 53227 Engine: No. Cylinders 4 Fuel Type:

Transmission Type Antilock Brakes Powertrain Vehicle Component Code 061000 ENGINE AND ENGINE COOLING:ENGINE
 Cruise Control Multiple Failure: 1 / 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 17-NOV-2003 Failure Mileage 22000 Failure Speed 5 turning corner

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM15ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code [Redacted] Tire Failure Type [Redacted]

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(es).)

Crash Yes No Fire Yes No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(es).
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 ENGINE FAILED WITHOUT WARNING AT 22,000 MILES. THE CAUSE HAS YET TO BE DETERMINED. PLEASE PROVIDE ANY ADDITIONAL INFORMATION.
Internet @ Transmission went they installed New one
Transmission
Differential @ 5+ repair check engine light ON + they replaced the relay system
May on 9 and 10 2003 1238 P.M.
Zimbeck repair shop Madison

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 reported 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)

Relay replaced Check Engine Light loss of power
Replaced CD
Replaced Rear Window relay unit
Internal failure in the transmission Differential
Replaced Transmission

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/vehicles>

HYUNDAI

Hyundai Motor America
10550 Talbert Avenue
P.O. Box 20650
Fountain Valley, CA 92728-0650
Telephone 714 985-3000

12/03/03

[REDACTED]
Lodi, WI [REDACTED]

RE: File Number 795520

Dear [REDACTED]

Thank you for your recent correspondence. We have thoroughly reviewed your comments and indeed regret the circumstances you have experienced.

We regret we are unable to provide any additional assistance regarding your 2002 Accent. The manufacturer's limited warranty repairs your vehicle for defects in material or workmanship. Your transmission was repaired/replaced under warranty at no charge to you.

The transmission is part of the Powertrain warranty, which is 10 years or 100,000 miles whichever occurs first starting on the date you purchased the car, July 20, 2002.

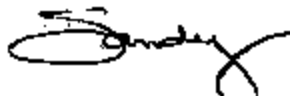
For information regarding your state's Lemon Law, refer to your Owner's Handbook Supplement or call the Better Business Bureau at 800-955-5100.

In the unexpected event you have another breakdown, our Hyundai Roadside Assistance program will tow your car to the nearest Hyundai dealer. This program is free to you, our customer.

We apologize for any inconvenience you may have experienced. We do need to advise you this is Hyundai's final decision in this matter. If you should have any other concerns that you want to discuss with us, please feel free to write or call our Consumer Assistance Center at 800-633-5151.

We have your comments on file in our office and appreciate your taking the time to write us.

Sincerely,



Sandy Calderon
National Consumer Affairs

Hyundai Motor Company

Hyundai Motor America

Consumer Assistance Center

10550 Talbert Avenue

P.O. Box 20850

Fountain Valley, CA 92728-0850

I am making a plea to your sense of PRIDE of your company and/or your compassion for my situation.

I purchased a New Hyundai Accent GS in August of 2002 and experienced a few problems. I purchased a new Hyundai Accent (vehicle #KMHC35C82 [REDACTED]) for the sense of security. I am a disabled individual with a limited income that desperately needs a reliable vehicle to get to my numerous Doctor Appointments and part time job.

I have had to get a new cd player installed. (small problem) Then, I had a problem with the Check engine light-relay component went. The vehicle would have died and I could have been stranded on my county road or highway at any given time or night. On November 17th with only 22,000 miles and little over a 1 year old, the transmission went.

What I am asking for is: that the warranty to start over on the mileage since the transmission is new or IF you find it in your heart to replace my vehicle with a brand new one. I believe my vehicle is what you would call a bad apple and will continue to experience more problem with this car.

[REDACTED]
Lodi, WI
[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).**