



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 252

Date Received: **PM 2:34 05-JAN-2004**  
Repository:   
Reference No.: **10053388**

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: **LINCOLNTON** State: **NC** Zip Code: [Redacted]

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

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of a signature, NHTSA will not provide your name or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: **1/12/04**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: **KMFHB47A [Redacted]**  
Make: **HYUNDAI/Beiring** Model: **WASHODA 6D15** Model Year: **2002 2000**  
Date Purchased: **Feb 01** Dealer's Name and Telephone Number: **Enterprise Truck & Trailer** Engine: **No: Cylinders 6** Fuel Type: **Diesel**  
Original Owner:  Dealer's City: **Charlotte** State: **NC** Zip Code: **28**  
Transmission Type: **AT**  Antilock Brakes  Cruise Control Powertrain: [Redacted]  
Vehicle Component Code: **184000 TIRES-VALVE**  
Multiple Failure: **1 2 Then replaced balance of 4, Total 6**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): **05-JAN-2004 07 March** Failure Mileage: **~29,000** Failure Speed: **~75 MPH**  
**2 FAILED AT DIFFERENT TIME, DAY, LOCATIONS. Replaced each of those the same failure way. Then brought truck in to be checked & replace remaining 4.**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: **HANCOCK** Tire Model (Name or Number): **P** Tire Size (Example: P215/65R15): **LT 235/85R16**  
DOT No. (Example: DOTM1A9ABC099): [Redacted]  Original Equipment  Prior Repair Failure Location: **NC**  
Tire Component Code: [Redacted] Tire Failure Type: **SEE BACK SHEET**

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: **0** Number of Deaths: **0** 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).

**ALL FOUR TIRES WERE FLAT AND WIRE WAS STICKING OUT FROM THE SIDEWALL. DRIVER HAD THE VEHICLE TOWED TO DEALER FOR ANALYSIS, AND MECHANIC REPLACED ALL FOUR TIRES DUE TO BROKEN VALVE STEMS. \*AK**  
**invoiced. RM see next page**

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

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

Fire Stern Valves: 1st Failed with a loaded truck, 2nd Failed different time  
 was in empty truck-replaced. Then I brought truck in to Phoenix Truck  
 see receipt and replaced balance at 4 to be safe. Broken for 1 week  
 no store accepted total cost. Dealer at that time for 4000 to  
 take the chance to drive to home had it done locally. Dealer  
 sent a recall letter there after. I contacted them w.t. Division and  
 they said send in repair receipt for refund. That's all - I never received  
 a refund. I recently sent another letter. Please see attached form by  
 Fire Failure: 1st time went flat. Repair center removed & replaced with a  
 new tire (June 07). Repair center showed me the tire showing signs of  
 severe insides. Finally called nearby Fire & Police at 1stst. I brought  
 maintenance to me. I brought to dealer. They said tire was in such  
 condition they couldn't identify why it failed. ATTACH ADDITIONAL SHEETS IF NECESSARY  
 See 2nd sheet.

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

Seventh St.  
Washington, D.C.

Business  
Reply for Private Use Only



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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National Highway Traffic Safety  
Administration  
Washington, D.C. 20590



DOT Auto Safety Hotline  
(DASH) & DOT

**1-888-DASH-2-DOT**  
**1-888-327-4236**

**DASH2DOT**  
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DOT AUTO SAFETY HOTLINE**

**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

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January 12, 2004

Re:

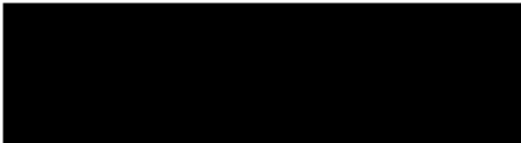
Page 2 of letter to Dept of Transportation, NHTSA.

...The second tire failure showed signs of extreme center tire wear. When I brought it to a dealer, upon removal they seen inside wear- material was soft and degrading. I replaced all tires at that point (Sept. 03). The dealer told me they would take pictures and send this information to manufacturer. They did do this and a few months later I found out, upon my follow up, the manufacture would only issue a \$100.00 credit! The tire mileage was approx. 25,000. They said even though the tires only had that much mileage (they were 1999 models) they prorated them based on the age and mileage. I questioned that deduction as I purchased the vehicle new in February 2001. So as far as I seen it I only used those tires for approximately 2 1/2 years, having the failures that soon I should get a larger refund. This fell on deaf ears. Once again the consumer gets shafted! They would not even reimbursement any monies for the 'odd' tire I had to buy to replace (approx. \$140.00) the first failed unit. I will never buy this brand again or recommend this brand to anyone be it for autos or trucks. RM 1/12/04

RS.  
I never recorded tire models or DOT numbers  
Tires given to dealer for [REDACTED]



Hyundai Truck America  
1100 Century S. River Road  
Jamaica, NJ 08831  
Tel: (609) 395-2300



VIN: 

Dear 2000 Bering Truck owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Hyundai has determined that a defect, which relates to motor vehicle safety exists in certain 2000 model year Bering Trucks that were originally manufactured by Hyundai Motor Co.

**What is the problem?**

The snap-in type tire valve stems in the wheels of your Bering truck can leak air. This can cause a loss of tire air pressure and lead to a rupture of the tire and cause you to lose control of your vehicle.

**What will Hyundai do?**

To insure that you do not experience a tire failure due to the failure of the tire valve stems, we are asking that you schedule an appointment with your Hyundai Truck dealer as soon as possible. The Hyundai dealer, or its agent, will replace free of charge the tire valve stems on the wheels of your Bering truck.

**What should you do?**

We urge you to call your Hyundai truck dealer to schedule an appointment to have this work performed as soon as possible. To prevent tire damage prior to replacement of the valve stems in your wheels, please regularly check the air pressure in your tires.

**What if you have any other questions?**

If you have any difficulty having this repair performed, we recommend that you call the Hyundai Truck America headquarters at (609) 395-2300. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call their toll-free Auto Safety Hotline at (888) 327-4236.

January 7, 2004

Dear Hyundai Corp.

Below is the original letter I sent per Mr. Rodger Johnson's request. Since then I spoke with Mr. Harrison Coe, both told me I would be reimbursed for the valve stems on the Bering Truck VID #KMFHB47A4 [REDACTED] I have included another copy of the charges for this recall problem, which by the way almost caused me an accident, certainly lost of time and money when a valve failed with a truckload of goods on board. Please take care of this matter. I have called numerous times since July 2003. If you want any future business with your products you need to take care of this matter now.

Sincerely

[REDACTED]

July 18, 2003

Dear Rodger,

Per our conversation on July 17<sup>th</sup> I've enclosed the original receipt for tire valve replacements done locally. Hyundai can make out check to RM M& S or Hunter Office Furniture. Thanks for your help.

Sincerely,

[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).**