


 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

(1-888-327-4238)

INTERNET: www.nhtsa.dot.gov/hotline

2004 MAR 11 AM 10:33

FOR AGENCY USE ONLY

Date Received

 Od_ar _____
rt_dt _____
od_rt _____
up_itr _____

Reference No.

10063081

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City

CHICAGO

State

IL

Daytime 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 02.26.04

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) KMHACG35C41		Make Hyundai		Model Accent		Year '01	
Purchased Date 04/05/04		Dealer Name JACOBS TWIN		Engine Size (CID/CCL) No. Cylinders 4		<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used		Dealer City CHICAGO		State IL		Zip Code	
Manufacture Date (on driver's door or pillar) ?		Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic		Restraint System <input checked="" type="checkbox"/> Driver's Air Bag <input type="checkbox"/> Motorbell <input checked="" type="checkbox"/> Passenger's Air Bag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt		Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
		Drivetrain <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel		Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other		Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) GASLINE SUPPLIER / HEAT SHIELDS?		Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear		Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement		Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand		Tire Name		Complete Tire Size	
No. of Failures	Date(s) of Failure(s)		Failed Part(s) Available?		NHTSA Previously Contacted?
	Mileage at Failure(s)		<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)				

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fires <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Number of Persons Injured NONE		Number of Fatalities NONE		Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

THE ATTACHED LETTER BEST DESCRIBES THE SITUATION. I'M NOT SURE WHAT HAPPENED EXACTLY NOT SURE IF ONE OF RECALLS COULD HAVE CONTRIBUTED; BUT AN AUTOMOBILE SHOULD NOT MYSTERIOUSLY IGNITE INTO FLAMES NO IMPACT NO POOL FLAM DISCOVERED. HYUNDAI WAS NOT EVEN INTERESTED IN INVESTIGATING THE SITUATION. CARS TOTALED & SAWABED

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

February 18, 2004

Hyundai Motor America
National Consumer Assistance Center
10550 Talbert Avenue
P.O. Box 20850
Fountain Valley, CA 92728-0850

Dear Sirs:

I purchased a Hyundai Accent new in July 2001 from Jacobs Twin Hyundai. I put a \$5000 down payment and financed the remaining balance through Harris Bank Barrington. This was my first new car purchase, so the price and warranty were extremely appealing, and because I knew I would not be putting a lot of mileage on the car, that if properly maintained it would last me the duration of the warranty period. I was meticulous about scheduled maintenance every 3000 miles, and basically had no problems. At 27000 miles I had it serviced for an engine light and squeaky brakes. O'Connor Hyundai at 8900 S Cicero corrected the engine problem under warranty, and I paid for brake replacement. I wasn't crazy about having to replace brakes so early, but I was happy with the car, and after two and a half years hadn't had any problems. It was done.

This, however, is not my complaint.

On February 3, 2004 evening, I went to warm up my car to visit a friend. My next recollection is being pulled out of the car by a paramedic because it had caught fire.

The car never left the front of my house. It never was even put in gear. The car had not been hit by another on the street, nor involved in any collision in its history. A police and fire department report made no mention of foul play.

I filed an insurance claim, and their investigation with collision experts concluded that the muffler apparently had over heated and that perhaps faulty heat shields had caused an ignition in the interior of the car which had obviously been accelerated when my car door opened. The result is my interior is completely burnt down to the metal seat frames. Anything plastic has melted into something unrecognizable. \

Fortunately, I am alive to tell this story.

I called Customer Relations immediately and then again when I had gotten the investigators analysis. On Monday, February 9 after much run around from your relations department, I spoke to the Supervisor, Derek. He listened intently to my situation. I wanted to give Hyundai the opportunity to investigate the incident, especially since this fire had no exterior cause. I thought at the very least there was a potential safety issue, and since through my research, I had found that Hyundai had had a few other problems this might be cause for concern.

He promised to call me back that day but never did.

On Tuesday, I called back. Derek was in, but away from his desk. I left him a message, and

still a week later I have not received a call back. The car is now salvaged.

My concerns are many fold, but I will be keep them down to three which I feel group them into areas to which you should have responded.

- Obviously I have a financial loss. Even with the insurance settlement, I will not be compensated for losing an auto with 7+ years left on it, especially when my original down payment and remaining loan balance are taken into consideration.
- Though I am alright, the experience was traumatic. It is only now that I am able to put together the pieces of the evening. Had it not been for a neighbor calling the Fire Department, I would probably be dead now.
- Finally, this car is a potential hazard. I have read incidents with your brand about fuel lines leaking, transmissions failing, clutches breaking, and accelerators running out of control. Perhaps this is an isolated instance, perhaps it is a combination of several unrelated circumstances, or perhaps it is one new, big, hazardous defect.

My insurance has no desire to go through the expense of launching an investigation—they would rather just settle. Obviously Hyundai with its big warranties, stress on safety, and commitment to quality and excellence have no desire to go through that expense either.

I have made contact with other sources seeking resolution of this problem, and feel I have gone through the proper channels with you to no avail.

I guess you are more concerned with selling cars than standing behind them.

Sincerely,

Chicago, IL