



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 100192

Date Received
2004 APR 23 AM 8:31
22-MAR-2004

Repository
Reference No.
10064657

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City THE PLAINS State VA Zip Code [Redacted]

Daytime Telephone Number [Redacted]
Evening 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, your name or address to the vehicle manufacturer.
Signature of Owner [Redacted] Date 4/7/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KMHHNB5F13U021372
Make HYUNDAI Model TIBURON Model Year 2003
Date Purchased 04-22-2002 Dealer's Name and Telephone Number Fattish Hyundai
Engine: No. Cylinders
Original Owner Dealer's City Manassas State VA Zip Code 20110
Transmission Type Antilock Brakes Powertrain
 Cruise Control Vehicle Component Code 353000 EQUIPMENT:ELECTRICAL
Multiple Failure: 8

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 4-29-03 Failure Mileage 7 Failure Speed 45 Airbag other electrical components

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: DOTM1A9ABC036) 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).

CONSUMER COMPLAINED ABOUT ELECTRICAL PROBLEMS WHICH INCLUDED THE POWER WINDOWS, AND THE DRIVER SEAT BELT BUCKLE WIRING. CONSUMER RECEIVED A RECALL NOTICE ON THIS MATTER, HOWEVER, DEALER REFUSED TO ACCOMMODATE THE CONSUMER. *AK

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 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 responses 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)

Airbag failure in crash
sunroof motor malfunction possible fire hazard
and many other electrical problems

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 INTL. 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
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.dot.gov/dot.htm

HYUNDAI

Hyundai Motor America
30000 Tuller Avenue
P.O. Box 270000
Livonia, Ohio 44129-0001
Telephone: 1-800-999-9999

August 14, 2003

[REDACTED]
The Plains, VA [REDACTED]

Re: File# [REDACTED]

Dear [REDACTED]

Our inspection confirmed that your vehicle's airbag system operated according to its design in connection with your accident. Your Tiburon's frontal airbags are not intended to deploy during every impact that is generally directed against the vehicle's front end. Frontal airbags are designed to deploy when a vehicle has sustained a sufficient forward deceleration to trigger the airbag sensor. The airbag sensor reacts to extreme deceleration of the vehicle's forward movement. Based upon the information and photographs provided, it appears that this accident involved primarily an angular impact involving lateral forces. Our inspection found no malfunctions or defects in the airbag system. Because of the lateral forces involved, the frontal component to your collision simply was not sufficient to merit airbag deployment.

If you should have any other concerns that you wish to discuss with us, please feel free to write or call our Consumer Assistance Center at 1 (800) 633-5151.

Sincerely,



Christine Wein
National Consumer Affairs

December 21, 2003

Hyundai Motor America
10350 Talbot Avenue
P.O. Box 20050
Fountain Valley, CA 92728-0550
Telephone: 714 965-3100

To The Management at Hyundai

I have experienced multiple electrical problems and safety problems with my ~~????~~ ²⁰⁰³ Hyundai since the first day that I purchased my vehicle. This vehicle was purchased by me on April 2002 at Manassas, Va. in the amount of 28,000.

All attempts to have the vehicle repaired by the Dealer and Hyundai Customer Service have failed, even after I received a safety recall, notices and other letters from the Hyundai Company. Hyundai and the Dealer failed to repair most of the problems, including the safety problems ... even denying the existence of the problems after receiving complaints from myself.

Because both parties have ignored all attempts to meet with a factory representative, and after failing to repair my vehicle and ignoring my complaints, it is my opinion, due to the constant neglect by Hyundai Customer Assistance and The Dealer, that both parties are aware of the safety problems, and are neglecting all responsibilities under the law. It is also my opinion that my vehicle is unsafe and Hyundai is refusing and cannot repair it!

Therefore, I request that Hyundai repurchase my vehicle, due to safety reasons and neglect thereof.

If Hyundai disagrees with the evidence enclosed, and does not want to repurchase the vehicle, please notify me without delay. At that point, I will consult my attorney to protect my legal rights, including damages occurred in the accident, due to the failure of the air bag plus attorney fees and all other damages allowed by law.

I can be reached at 540-364 3274

Sincerely,



HYUNDAI

Hyundai Motor America
10000 Federal Avenue
P.O. Box 245000
Houston, Texas 77224-5000
Tel: (800) 338-8288

February 6, 2004

[REDACTED]
The Plains, VA [REDACTED]

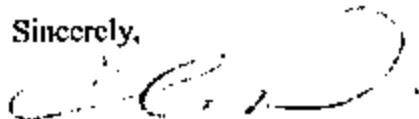
Re: HMA File# [REDACTED]

Dear [REDACTED]

We were sorry to learn of your recent accident. After carefully reviewing the materials you provided it appears that this accident involved primarily an angular impact involving lateral forces. Our inspection found no malfunction or defect in the airbag system. However, if you disagree with this conclusion, we recommend that you contact your insurance company in connection with the accident. Obviously, if your insurer believes that your accident stemmed from a defect, they will contact us directly.

We apologize for your inconvenience with regard to this matter. Please call our offices at (800) 633-5151 if you should have any additional questions.

Sincerely,



Christine Wein
National Consumer Affairs
Hyundai Motor America

[REDACTED]
THE PLAINS, Virginia [REDACTED]

Legal Department
Hyundai Motor America!

RE: File # [REDACTED]

To the Legal Department of Hyundai Motor America!

To whom it may concern, this letter is to inform you, that due to the neglect for my safety, and violations towards Virginia Lemon Laws by Hyundai Customer Assistance, legal action for all and any settlements will be taken against Hyundai Motor America, if not resolved immediately regarding file # [REDACTED]. I have taken every reasonable step that I could, to resolve safety defect problems concerning my vehicle.

It was my hope that Hyundai would want to resolve the matter of safety defects and other problems without legal action against Hyundai Motor America, but Hyundai Customer Assistance has informed me that the safety recall notices I was sent and safety defects were not Hyundai's responsibility, nor will they assist me in having the safety defects repaired!

My situation is as follows: At first I had a fire hazard in the sunroof motor and other electrical problems, which were all ignored by Hyundai. After I had complained, recall notices for other safety defects were sent to me.

After an accident occurred, Hyundai sent an independent inspector to look at my vehicle. Hyundai refused to repair the safety recall defects and fire hazard in the sunroof motor and many more electrical problems that I had complained about. They even denied the existence of any problems, even though the safety defect notices were sent to me. After I further complained to Hyundai and tried to resolve this matter, Hyundai Customer Assistance refused to talk to me, and still would not assist in repairs of the safety defects.

I then sent a letter, along with copies of the safety defect notices, the accident report, and repair orders. In the letter I requested a repurchase of my vehicle due to safety concerns. The documents I mailed clearly showed the safety defects were neglected by Hyundai, and a frontal collision not involving lateral forces, as Hyundai has claimed.

In response to my letter, Hyundai referred me to my insurance company. There was no mention by Hyundai of the safety issues.

After I received the letter from Hyundai, I phoned Better Business Bureau Auto Line to see if they could help me resolve this matter, but I was told safety defects were a legal matter, and they could not arbitrate the case.

Enclosed are copies of the Virginia Lemon Laws, safety recall notices and letters. I would appreciate your reviewing the enclosed documents and my entire file # [REDACTED]. The documents enclosed have previously been mailed to Hyundai. Therefore, I would ask that you notify me within 10 business days after receiving this letter, whether or not Hyundai still wants to settle this matter out of court.

Thank you for your immediate attention to this matter!

Sincerely

[REDACTED]

HYUNDAI

Hyundai Motor America
10000 Lakeside Avenue
P.O. Box 240000
Dallas, Texas 75224-0000
Tel: 972-266-0000

March 15, 2004

[REDACTED]
The Plains, VA [REDACTED]

Re: HMA File# [REDACTED]

Dear [REDACTED]

We are in receipt of your recent letter.

We sympathize with the inconvenience and frustration that can result from an auto accident such as yours. Please understand, however, that customer safety is a primary concern to Hyundai. Accordingly, we carefully investigated the airbag system concerns you raised and thoroughly inspected your vehicle. In response to your letter, and as a further courtesy, we have again reviewed our findings.

From our examination of the vehicle and the materials you provided, it is apparent that the frontal deceleration experienced by your vehicle in the accident did not warrant airbag deployment. Moreover, our inspection and retrieval of information from your Tiburon's electronic control module confirmed that its airbag system functioned in connection with your accident, and continues to function, without any malfunctions or other operational deficiencies. Thus, while we sympathize and share your concern for safety, because we can find no basis to conclude that your accident involved a product defect, we must respectfully deny your claim.

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

Sincerely,



Christine Wein
National Consumer Affairs
(714) 965-3942

HYUNDAI

Hyundai Motor America
10550 Talbert Avenue
P.O. Box 20839
Fountain Valley, CA 92728-9937

MOTOR VEHICLE RECALL

Dear 2003 Tiburon Owner:

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

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Hyundai has determined that a defect, which relates to motor vehicle safety, exists in certain 2003 model year Tiburon vehicles.

What is the problem?

- The driver seat belt buckle wiring may be damaged by interference with the driver seat cushion height adjuster mechanism. Damaged driver seat belt buckle wiring may cause the seat belt warning lamp or the Supplemental Restraint System (SRS) airbag warning lamp to illuminate. It may also cause the airbag fuse (cavity number 5) to open, preventing airbag deployment.

Non-deployment of an SRS airbag in an accident where airbag deployment is warranted may increase the risk or severity of injury.

What will Hyundai do?

- To ensure that your vehicle's driver seat belt buckle wiring is not damaged and to protect it against damage that may occur in the future, we are asking you to schedule an appointment as soon as possible to take your vehicle to your Hyundai dealer. The Hyundai dealer will install a new driver seat belt buckle, if necessary, and will place a protective cover over the driver seat belt buckle wiring to prevent damage from occurring. The procedure will be performed at no charge to you. You should plan to leave your vehicle at your Hyundai dealer for a half day to have this service performed.

What should you do?

- We urge you to call your Hyundai dealer to schedule an appointment to have this work performed as soon as possible. If the SRS airbag warning light illuminates, take your vehicle to your Hyundai dealer for service as soon as possible.

What if you have other questions?

- If you have any difficulty having this repair performed, we recommend that you call the Hyundai Customer Assistance Center at 1-800-633-5151. 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 1-888-327-4236.

We urge your prompt attention to this important safety matter.

HYUNDAI MOTOR AMERICA

HYUNDAI

Hyundai Motor America
10550 Talbott Avenue
P.O. Box 20839
Fountain Valley, CA 92728-0837

MOTOR VEHICLE RECALL

Dear 2003 Tiburon Owner:

Hyundai has determined that your vehicle's emission control system may be diagnosed with a Hyundai proprietary electronic scan tool, but may not be diagnosed with non-proprietary electronic scan tools.

What is the problem?

- Federal law requires that non-proprietary electronic scan tools can diagnose vehicle emission control systems.

Your vehicle's onboard diagnostic connector does not contain a ground circuit necessary for non-proprietary electronic scan tools to be used to diagnose your vehicle's emission control system. The inability to use non-proprietary electronic scan tools to diagnose your vehicle's emission control system may cause the vehicle to fail an emission inspection or smog test.

What will Hyundai do?

- In order to make your vehicle capable of diagnosis by non-proprietary electronic scan tools, we are asking you to schedule an appointment as soon as possible to take your vehicle to your Hyundai dealer. The Hyundai dealer will install a ground wire in the vehicle's onboard diagnostic connector. You should plan to leave your vehicle at your Hyundai dealer for a half day to have this service performed. This operation will be performed at no charge to you.

What should you do?

- We urge you to call your Hyundai dealer to schedule an appointment to have this work performed as soon as possible. In order to ensure your full protection under the emission warranty provisions, it is recommended that you have your Tiburon serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your Tiburon.

What if you have other questions?

- If you have any difficulty having this procedure performed, we recommend that you call the Hyundai Customer Assistance Center at 1-800-633-5151.

We urge your prompt attention to this important emission control matter.

HYUNDAI MOTOR AMERICA

HYUNDAI

Hyundai Motor America

10550 Talbert Avenue
P.O. Box 20839
Fountain Valley, CA 92728-9937

MOTOR VEHICLE RECALL

Dear 2001, 2002 or 2003 Elantra Owner or 2002 or 2003 Tiburon Owner:

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

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2001, 2002 and 2003 Hyundai Elantra vehicles produced beginning June 30, 2000 through December 15, 2002 and model year 2002 and 2003 Hyundai Tiburon vehicles produced beginning August 10, 2001 through February 15, 2003.

What is the problem?

- A portion of the rear brake tubes passes behind the front suspension crossmember. Two steering gear box mounting brackets are welded to the crossmember. On vehicles equipped with Antilock Brakes (ABS), the rear brake tubes may contact both steering gear box mounting brackets. On vehicles that are not equipped with ABS, the rear brake tubes may contact only the left steering gear box mounting bracket. Contact between the rear brake tubes and the steering gear box mounting brackets may result in rear brake tube wear and corrosion.

Severe rear brake tube wear and corrosion may result in brake fluid leakage. Brake fluid leakage may result in reduced braking capability in the portion of the dual diagonal braking system that contains the leaking brake tube. Reduced braking capability may result in an accident.

What will Hyundai do?

- To ensure that your vehicle does not experience rear brake tube wear or corrosion as a result of contact between the rear brake tubes and the steering gear box mounting brackets, we are asking you to schedule an appointment as soon as possible to take your vehicle to your Hyundai dealer. The Hyundai dealer will reposition the rear brake tubes so they do not contact the steering gear box mounting brackets, install brake tube clips to control the location of the rear brake tubes, and apply anti-corrosion material to the rear brake tubes in the areas where contact with the steering gear box mounting brackets may have occurred. This procedure will be performed at no charge to you. You should plan to leave your vehicle at your Hyundai dealer for a half day to have this service performed.

What should you do?

- We urge you to call your Hyundai dealer to schedule an appointment to have this work performed as soon as possible.

What if you have other questions?

- If you have any difficulty having this repair performed, we recommend that you call the Hyundai Customer Assistance Center at 1-800-833-5151. 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 1-888-327-4236.

We urge your prompt attention to this important safety matter.

HYUNDAI MOTOR AMERICA

HYUNDAI

Hyundai Motor America
10550 Talbert Avenue
P.O. Box 20839
Fountain Valley, CA 92728-9937

VOLUNTARY SERVICE CAMPAIGN

Dear Hyundai Owner:

Hyundai has determined that the emission control system's front oxygen sensors in your Sonata, Santa Fe or Tiburon may malfunction. Therefore, Hyundai has initiated a voluntary program to update the Engine Control Module (ECM) software in your vehicle.

Affected models:

- 2002 model year Sonatas equipped with 2.7L V-6 engines
- 2002 model year Santa Fes equipped with 2.7L V-6 engines
- 2003 model year Tiburons equipped with 2.7L V-6 engines and produced through December 31, 2002.

What is the problem?

- The front oxygen sensors in your Hyundai equipped with a V-6 engine may malfunction and cause the "Check Engine" light to illuminate.

What will Hyundai do?

- To ensure that your vehicle's oxygen sensors operate properly, we will update the Engine Control Module (ECM) software during your next visit to a Hyundai dealer. We also encourage you to bring your vehicle to a Hyundai dealer if your "Check Engine" light illuminates during normal operation. You should plan on leaving your vehicle at the dealer for a half day to have this service performed. The service will be provided free of charge.

What if you have other questions?

- If you have any difficulty having this procedure performed, we recommend that you call the Hyundai Customer Assistance Center at 1-800-633-5151.

We regret any inconvenience this voluntary program may cause, but trust that you understand our interest in your continued satisfaction with our products.

Thank you for your understanding and cooperation in this matter.

HYUNDAI MOTOR AMERICA

ACCIDENT DATE: 7/27/03
 DAY OF WEEK: THURS
 TIME: 6:40 AM
 COUNTY OF ACCIDENT: Loudoun
 PARQUER
 MILE POST NUMBER: []
 RAILROAD CROSSING TO NO. OF WITHIN 150 FEET: []

CITY OR TOWN: []
 ROUTE NO. OR STREET NAME AT SCENE: RT 50 - JONAS MISTY HWY
 ROUTE NUMBER OR STREET NAME: RT 611 - ST. LOUIS RD.
 AT INTERSECTION WITH OR [] MILES [] FEET [] N [] S [] E [] W

VEHICLE NO. 1: []
 OCCUPATION: RETIRED
 VEHICLE NO. 2 (OR PEDESTRIAN): []

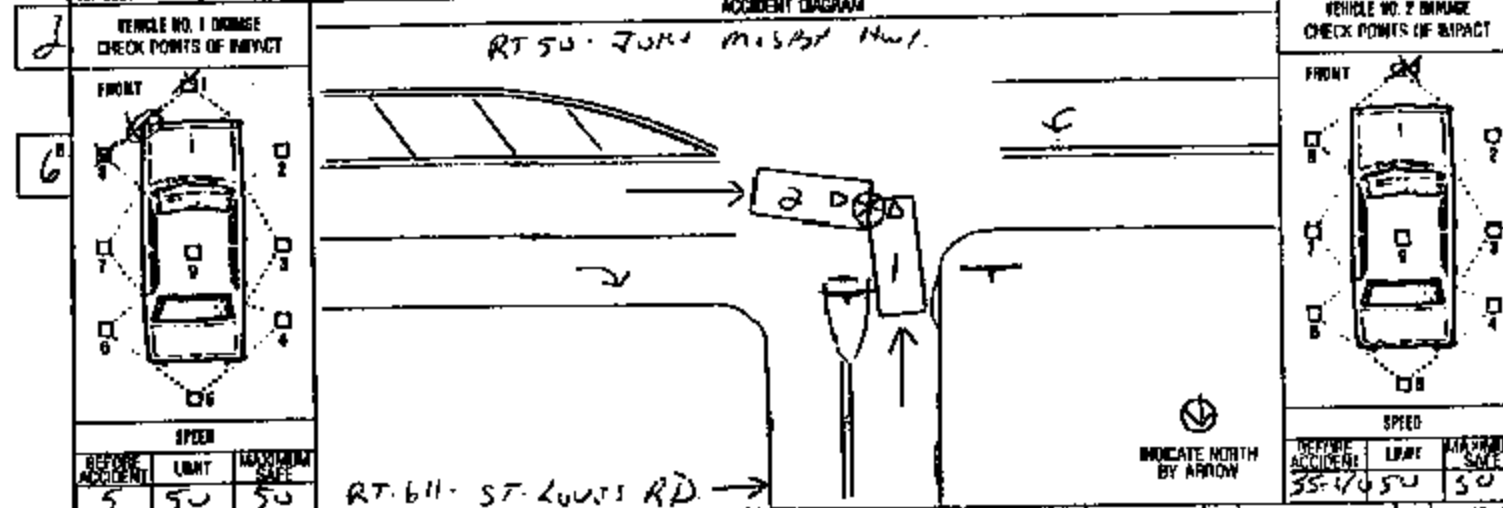
ADDRESS (STREET & NO.): []
 CITY: THE PLAINS
 STATE: VA

DATE OF BIRTH: 7/14/67
 SEX: M
 VEHICLE OWN: []

CITY: [] STATE: VA ZIP CODE: []

MAKE & TYPE OF VEHICLE (SICV MOPED, MOTORCYCLE, AMBULANCE, ETC.): JEEP CHRYSLER
 YEAR: 96
 REPAIR COST: 1500
 MAKE & TYPE OF VEHICLE (SICV MOPED, MOTORCYCLE, AMBULANCE, ETC.): HUNDAI JAP HB
 YEAR: 2003
 REPAIR COST: 3500

OBJECT STRUCK (TREE, FENCE, ETC.): SAFCO
 OWNER'S NAME (LAST, FIRST, MIDDLE): []
 ADDRESS: []



VEHICLE NO. 1 DAMAGES: []
 VEHICLE NO. 2 DAMAGES: []

ACCIDENT DESCRIPTION: VEH #2 WAS TRAVELING W/IN RT 50 AND AS HE APPROX 400'S ST. LOUIS RD. VEH #1 PULLED OUT FROM THE STOP SIGN ON S.B. ST. LOUIS RD TURNING LEFT. VEH #1 CAME TO A STOP IN THE W/3 EA. OF RT 50 AFTER SEEING VEH #2 AND WAS STRUCK IN THE L/F FRONT.

OFFENSES CHARGED: FAULT TO YIELD RIGHT OF WAY

	8	10	11	12	13	14	15	16	NAMES OF INJURED - IF DECEASED, INCLUDE DATE OF DEATH
A									
B									
C									
D									
E									

TROOPER/OFFICER'S NAME: JIM KENNA
 BADGE/ID NUMBER: 9925
 DEPARTMENT NAME AND CODE NUMBER: Loudoun Co So.
 REPORTING OFFICER: []
 DATE REPORT FILED: 7/31/03

2003-006044

11
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**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).**