



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 241

Date Received

Repository

27th SEP 14
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File # No.
10087075

OWNER INFORMATION (Type or Print)

Name _____ Daytime Telephone Number _____ E-mail Address _____
Address _____ Evening Telephone Number _____
City FISHKILL State NY Zip Code _____

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
KMHCG35C32U Make HYUNDAI Model ACCENT Model Year 2002
Date Purchased _____ Dealer's Name and Telephone Number _____ Engine: No: Cylinders 4 Fuel Type: Gas
Original Owner Dealer's City _____ State _____ Zip Code _____
Transmission Type Antilock Brakes Powertrain FRONT WHEEL DRIVE Vehicle Component Code 034200 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
AUTOMATIC Cruise Control

HYUNDAI

Tel: 845-831-1888
Fax: 845-831-2088

Fannelli@healeybrothers.com



JOSEPH FANNELLI
Service Consultant

HYUNDAI

409 Fishkill Avenue, P.O. Box 840, Beacon, NY 12508

James "Jay" Magretto
District Parts & Service Manager

Hyundai Motor America
1100 Cranbury South River Road
Jamesburg, NJ 08931
Telephone 809 395 7316
Fax 609 835 1131
E-mail: jmagretto@hmmausa.com

LEAD MANUFACTURER'S

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(es).)

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

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 PASSENGER'S SIDE WHILE DRIVING. DEALER WAS NOTIFIED. *AK
Hyundai, dealer, (Healey Brothers) replaced both front rotors and brake pads within the first 14,000 miles of Terio's new Accent but refused to check and lubricate both front caliper slides causing passage side brake pad to completely wear down to metal. Driver side caliper OK without pads wearing down within now 43,000.
However Mavis Discount Brake and Fire Co. resolved this issue of said passenger wear-down of brake pads, by correcting passenger side caliper bracket rusted. See Mavis billing 8/6/04. Request review and hearing for purposes of defecting parts.

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



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

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

✓ When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures: VOQ
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4238

HYUNDAI

Owner:
Vincent Terio

DATE	3/12/02	INVOICE NO.	EAO1071928
VEHICLE IDENTIFICATION NO.	KMHCG35C32U	YEAR	2002
BODY TYPE	3 DOOR	MAKE	HYUNDAI
N.P. (SAE.)	105	SHIPPING WEIGHT	2254
G.V.W.R.	3310	NO. CYLS.	4
		SERIES OR MODEL	ACCENT

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

DEALER NUMBER: NYC60

HEALEY HYUNDAI
409 FISHKILL AVE.
HEACON, NY 12508

... I hereby certify that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE IS *
* CERTIFIED TO MEET *
* EMISSION REQUIREMENTS *
* IN ALL 50 STATES *

3308165

Hyundai Motor America

BY: *Laoban J. Chinn* President
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

FOUNTAIN VALLEY, CA

CITY-STATE

ZZ497-00011 500

New York State
No. 1 1008897

2002 HYUNDAI KMHCG35C32U

HEALEY HYUNDAI HEACON, NY 12508

7674271

**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).**