



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 (DOT) 27 11:50 AM SEP 21 2004

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received

Repository

Reference No.

10089442

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: BOYNTON BEACH State: FL Zip Code: [Redacted]

Daytime Telephone Number

E-mail Address

Evening 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: [Redacted] Date: 9/9/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KMHWF25S94A [Redacted]
Make: HYUNDAI Model: SONATA Model Year: 2004
Date Purchased: April 5, 2004 Dealer's Name and Telephone Number: Delray Hyundai 1-617-265-0000
Original Owner: Dealer's City: Delray State: FL Zip Code: [Redacted] Engine: No. Cylinders: 4 Fuel Type: unleaded
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: [Redacted] Vehicle Component Code: 072200 FUEL SYSTEM, GASOLINE:DELIVERY:HOSES, LINES/PIPING, . Multiple Failure: 10

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 08-MAR-2004 Failure Mileage: 3200 Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE None

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC038): [Redacted] Original Equipment Prior Repair: Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE None

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 injuries.)

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).

WHILE PARKED FUEL FUMES ESCAPED FROM THE VEHICLE. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 - Public Law 93-579 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.

1 copy Attorney Gen
1 copy Hyundai
copy

August 24, 2004

To Whom It May Concern

Please be advised that on April 5, 2004 I purchased a new HYUNDAI, SONATA Vin # KMHWF 25S94A [REDACTED], one week after using the vehicle, I noticed a gasoline smell coming from the vehicle. I went to the Service Department a service manager came outside and I explained what was wrong. He looked at the car and said it was probably undercoating, when they ship the cars they shouldn't rust from the elements while being shipped. A week later I returned with the same complaint, he again just looked under the car and said the same thing, the smell would wear off. About 2 weeks or so later I returned to the Service Dept. they took the car and I received a loaner, again about 2 or 3 days later I received a call the car was ready. He explained to me, they put a pressure check on and everything was O.K. Again about 10 days later I returned with the same complaint, the Service Manager got under the car and then asked me if I topped off the gas when I filled up there was some gas residue on the tank, I told him no, and again I received a loaner. This time they replaced the TANK and SEALS. The parts were not available and I had to wait so I had to wait until about 10 days to pick up my car. I returned to the Service Dept, again about a week later, again they looked at the car and said it may the fuel injector, again I received a loaner. They replaced the parts and seals About two days later I took the car home and put it in my garage. The smell of gas again filled the garage and my home. I called the 800 number and Ann my contact said she would call the Service Manager in Delray Fla. My file # is 846898 On Monday August 23 2004 I went to the Service Center in Delray. Florida and the Service Manager had not heard from her


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superior.

Please be advised as of the above date I am sending forms re_LEMON LAW. I have no complaints on how the vehicle performs, at present I have about 3300 mile on the vehicle. I also have no complaint on the courtesy shown by all whom I spoke to, my only complaint is the smell of gasoline when the car is garaged, and comes into my home. I have made 7 trips to the Service Center for this complaint.

Thanking you in advance for rectifying this matter, I remain,

Respectfully yours,



**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).**