

FAXED

6/2/06

Add to 10152345

Form Approved: OMB No. 2127-0088



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

FOR AGENCY USE ONLY 100148

Date Received

09-MAR-2006

Repository ☐

Reference No.
10152345

OWNER INFORMATION (Type or Print)

Name
Address
City NORFOLK State VA Zip Code

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 Date

VEHICLE INFORMATION

27 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KMHNDM5D63U
Make HYUNDAI Model ELANTRA Model Year 2003
Date Purchased 01-NOV-03 Dealer's Name and Telephone Number CHECKER FLAG HYUNDAI
Engine: No: Cylinders 4 Fuel Type: Gas
Original Owner ☒ Dealer's City VIRGINIA BEACH State VA Zip Code 23452
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain UNKNOWN
Vehicle Component Code 034200 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 09-MAR-2006 Failure Message 800000 Failure Speed

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: DOTM1B9C036) ☐ 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(es).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police

Narrative Description of 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).

DTA: THE CONTACT STATED WHEN THE BRAKE PEDAL WAS DEPRESSED AT ANY SPEED THERE WAS EXTENDED BRAKING DISTANCE. A SIGNIFICANT AMOUNT OF BRAKE FLUID WAS ADDED TO THE MASTER CYLINDER WHICH DID NOT CORRECT THE PROBLEM. THE VEHICLE WAS TAKEN TO THE DEALER HOWEVER; THE PROBLEM COULD NOT BE DUPLICATED AND NO REPAIRS HAVE BEEN MADE. THE MANUFACTURER WAS CONTACTED. THERE IS A NHTSA RECALL # 03V257000 CONCERNING THE SERVICE BRAKES: HYDRAULIC: HOSE, PIPES AND FITTINGS. THE VEHICLE HAS THE SAME PROBLEMS AS INDICATED IN THE RECALL; HOWEVER IT IS NOT INCLUDED IN THE RECALL DUE TO THE VIN.

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 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.



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

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

Dear Consumer:

(NEED VIN #)

NVS-216 saj

As a result of your recent report to the Vehicle Safety Hotline (VSH), 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 and on the driver's door or the drivers door jam. It may also be listed on the dealer's repair invoices. 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.

TIRE
BILL

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 the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez

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

Enclosure: VOQ



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

To: National Highway Traffic Safety Administration

From: [REDACTED]

Date: April 5, 2006

Re: My 2003 Hyundai Elantra; GLS

[REDACTED]
Norfolk, Virginia [REDACTED]

Tel [REDACTED]

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

Vehicle Compliant

Overview:

First, I would like to bring the immediate attention of National Highway Traffic Safety Administration that Hyundai checker flag where I purchased my vehicle on November of 2003 had given many problems. The car has gone into repair on numerous occasions and has been reported many of the same issues each time and most of which have exacerbated to the point to make the vehicle become completely unsafe to operate. This matter was brought to the immediate attention of Hyundai Consumer Affairs where I complained about many of the same existing issues that remained problematic. During my time of complaining to consumer affairs and to Hyundai I brought the Vehicle to Hall Hyundai of Chesapeake and they performed a diagnostic on the car and found the car to be more than completely inoperable.

Contract:

Next, the choice of picking a vehicle has many issues that leave the buyer unprotected, caveat emptor. The first issue when purchasing this car was being able to trust the dealer. How do I trust the company that sold me my vehicle? The response is that you can not trust anyone, how do I protect myself? Don't trust anyone. There are so many different issues that a customer must face, such in my case as the fly by night, done by unlicensed people, performing shabby workmanship, and by uninsured people. The contracts that they made me sign had so many exclusions for the buyer it never protects me. Basically, figure that the average vehicle was going to run me up near close to \$40,000 with gas, insurance, and maintenance expenses. The contract will only cover only up to so much, therefore, I, the buyer am left with the remaining expenses without again any protection.

Additionally, in order for the company to access that the damage or repair work necessary to complete is their responsibility it must be proven that this is a manufacturing defect which requires a general inspector to take a look at the car to prove this. The obstacle of undivided responsibility and direct service are not available for the consumer at Hyundai. This means that basically all the stars and planets must all be put in line first before anything can be done leaving me, the buyer, without a vehicle and no where to go.

I had complained to Hyundai on several occasions that when I came down to the shop that I have a spare car in my possession or that there shuttle service be provided for me when a lot of service work was going to be have to be done to the vehicle. Unfortunately, they refused to have the shuttle usable to me during any of my stay. The shuttle service that Hyundai provides ensures that costumers with extended wait time can utilize.

Incident of Summer of 2005:

Moreover, my vehicle broke down a lot of the time when I went on vacation leaving me and my girl friends stranded in Kill Devil Hills, N.C. out on an Island with no where to go. The tow company took two days before they decided to show up. I demanded that I get service and much of the time it never arrived. During my vacation with my girlfriends we were stranded without a car for two days on this island with no way out. We felt scared and unsafe at where we were. Finally, when the tow came two days later we got to the Hyundai dealer with a lot of damage done to the vehicle. I explained that this was unacceptable and that consumer affairs be contacted. This along with many other bad experiences that I had were noted to the company though unfortunately I can not say anything productive improved over the two and half years that I owned the vehicle...

The dealership claims along with the information that I am forwarding you claims that the replacement parts are guaranteed this and a lot other things, though clearly the parts were still breaking and was claimed at Hall Hyundai by Herb Pierce who claimed to be working their for over twenty years that there has been clear indication that the parts had been abused for along time. A lot longer than a few months, but looks like for years. I had paid a fee for his diagnostic to prove the matter was problematic as documented in the file.

Incident of January 2006:

Not to mention that the tow company had an individual who came to my house with alcohol under his breathe that was reported. He came to my house yelling that my car had been...After using excessive profanity he took my keys and through them at my home and drove off... I immediately contacted the my tow service who got them back to my home instantly. The guy did pick up the keys he through though was rude and very arrogant to be coming to somebody's home like...

Incident of November 2005:

There was \$500 that was spent on the vehicle for repair which was felt to have fixed a lot of the issues. Again this issue had been noted when I came in to the dealer on prior occasions as well. I spoke with Win the Manager of Hyundai about many of these issues and never was willing to listen claiming that he had an ear ache, putting me on speaker phone and being extremely disrespectful. During my visit I specifically requested that I be able to have the shuttle take me to and from my home though I never had any person drive me anywhere.

Resolution Compliant:

As a result, of the company not supplying me copies of the work done on the vehicle it has limited me to the number of receipts that I do have though the dealership off on Virginia Beach Boulevard where purchased the car and had it worked on in Virginia Beach, Virginia should have the remaining receipts.

Based upon much of the damage and safety issues that car had with the fuel gauge to the breaks, motor, engine, gasket, car turning over, tires, and other aggravating issues it has been an arduous time trying to get around and of course to and from work.

Much of these issues that occurred had to deal with how the company managed its hiring and training of its employees and supervisors. The care that was given when the car was being repaired was not effectively done. Many of the policies and procedures do need to be enhanced where many of these recalls that have been documented and people are exempt from paying are not being observed by the company. More progress needs to be met and results need to be drawn from an agreement that shall ensure that these issues shall be dealt with.

Promoting the recruitment and programs that are being sponsored shall be monitored and observed by a group of people within the company to enhance the quality of service and people that shall be employed. More supervision and oversight needs to be enforced to ensure the safety, security, workmanship and the fair and accurate pricing. In the agreement it needs to stipulate that the progress of this situation shall be monitored and results need to be reported.

Cordially,

[REDACTED]

Make Hyundai Model Elantra Year 03 Mileage 71,000 Home Phone
 Local Phone Business Phone
 VIN License



HYUNDAI MULTI-POINT INSPECTION REPORT



FLUID LEVELS	CHECKED	NEEDS ATTENTION	NEEDS IMMEDIATE ATTENTION
Engine Oil	☒	☐	☐
Transmission Fluid	☒	☐	☐
Coolant	☒	☐	☐
Brake Fluid	☒	☐	☐
Power Steering Fluid	☒	☐	☐
Chassis Fluid	☒	☐	☐
Window Washer Fluid	☒	☐	☐
Comments:			

BRAKES / CLUTCH	CHECKED	NEEDS ATTENTION	NEEDS IMMEDIATE ATTENTION
Brake System	☒	☐	☐
Lines and Hoses*	☒	☐	☐
Front Linings	☒	☐	☐
Rear Linings	☒	☐	☐
Brakes, Hoses	☒	☐	☐
Drums / Rotors, Shoes	☒	☐	☐
Parking Brake Operation	☒	☐	☐
Clutch Operation	☒	☐	☐
Comments:			

UNDER HOOD	CHECKED	NEEDS ATTENTION	NEEDS IMMEDIATE ATTENTION
Inspect Battery Terminals	☒	☐	☐
Engine Air Filter	☒	☐	☐
Accessory Drive Belts	☒	☐	☐
Cooling System	☒	☐	☐
Radiators, Hoses, A/C Hoses*	☒	☐	☐
Comments:			

UNDER VEHICLE	CHECKED	NEEDS ATTENTION	NEEDS IMMEDIATE ATTENTION
Shock, Struts, Suspension Components	☒	☒	☐
Steering Linkage	☒	☐	☐
Driveshaft, Shims in Axles, U-Joints, Sides / Linkage	☒	☐	☐
Springs	☒	☐	☐
Exhaust System**	☒	☐	☐
CV Boots / Axle	☒	☐	☐
Wheel Alignment (if avail)	☒	☐	☐
Comments:			

**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).**