



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 100148

Date Received

Repository

2006 OCT 11 PM 2:15
22-AUG-2006

Reference No.
10166240

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City JOHNSTOWN State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO *JP*
In the absence of an authorized signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 09/15/2006

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KMHDN46D45U [REDACTED]
Make: HYUNDAI Model: ELANTRA Model Year: 2005
Date Purchased: 23-JUN-05 Dealer's Name and Telephone Number: *HYUNDAI LAUREL CHRYSLER JEEP 814 2662345* Engine: No: Cylinders: 4 Fuel Type: Gas
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Transmission Type: AUTOMATIC Antilock Brakes: Cruise Control: Powertrain: FRONT WHEEL DRIVE Vehicle Component Code: 180000 VEHICLE SPEED CONTROL Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 16-AUG-2006 Failure Mileage: *UNDER 5000 MI* Failure Speed: *10-15 MI* *I WAS PULLING INTO A LOT TO TURN AROUND WHEN VEHICLE ACCELERATED TO DANGEROUS SPEED. I ALMOST WENT INTO A TREE.*

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTMAL9ABC036): [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

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 injury (ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] 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).

DT*: THE CONTACT STATED THE VEHICLE ACCELERATED ON ITS OWN AND CAUSED AN ACCIDENT. THE CONTACT WAS UNSURE HOW FAST THE VEHICLE WAS GOING OR IF THE PEDAL STUCK TO THE FLOOR. THE VEHICLE WAS TAKEN TO THE DEALER, BUT COULD NOT FIX THE PROBLEM. *AK
*ADDITIONS *there was NO CRASH. I WAS ABLE TO STOP THE VEHICLE AT TOP OF LOT BEFORE IT CAREENED INTO TREES AT LOWER LOT. BY APPLYING THE FOOT BRAKE AS HARD AS I CAN, I COULD NOT HAVE BEEN GOING MUCH OVER 15 MPH. I DID NOT HAVE TIME TO CHECK RPM'S - BUT VEHICLE'S ENGINE WAS REALLY ROARING. I WILL NEVER FEEL SAFE IN THIS CAR AGAIN!!!*

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.

*** WHEELS WERE SPINNING
COULD NOT TURN STEERING WHEEL @ ALL*

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

as a consumer, I feel I need to feel safe & know that I am driving a vehicle that will not injure or kill others around me or travelling with me. I was told by Mike @ Hyundai that after he questioned me via phone that a packet (just as this one) would be sent to me, but he could not guarantee that a factory Rep. would contact me or the dealer or even look @ the car. Dealer put car on computer 8-17 & 8-18 could not find the problem. Dealer told me they called manufacturer

ATTACH ADDITIONAL SHEETS IF NECESSARY

(Continued)

Johnstown PA

National Highway Traffic Safety Administration

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

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

Vehicle Safety Questionnaire (VQS)
U.S. Department of Transportation
National Highway Traffic Safety Administration



VIN #

KM HDN 46D452 [REDACTED]



ph [REDACTED] (A)
ph [REDACTED] (B)

(2)

CONTINUED FROM ORIGINAL FORM:

Hyundai Cust Service MIKE SAID - "NO CALL
PCD"

ON 9-9-06 @ APPROX 8:45PM, I RECEIVED A
CALL FROM JANE CONWAY @ MANUF., RETURNING MY
CALL TO MANUF, REQUESTING MY COMPLAINT PACKET.
JANE STATED "NO INFO PACKET WOULD BE SENT SINCE
HYUNDAI'S RULES ARE THAT, IF NO BODILY OR VEHICLE
INJURY WAS SUSTAINED - OR DEATH - NO PROCESSING
COULD BE DONE AS A PROBLEM. ALSO, I HAVE NO
RIGHT TO COPIES OF ANY COMPLAINT OR CONVERSATIONS.
REGARDING THIS OCCURENCE, I AM NOT HAPPY
WITH ANY OF THIS.

JANE ADVISED ME THAT IF THIS HAPPENED
AGAIN TO PULL OVER TO THE SIDE OF THE ROAD.
BELIEVE ME - THERE IS NO TIME + THE WHEELS
ARE SPINNING + YOU CAN NOT STEER THE CAR
THEY WOULD GIVE THEM, THE INJURY OR DEATH
THEY ARE LOOKING FOR + THEN THEY COULD SAY.
IT WAS MY FAULT!

I AM TRULY AMAZED THAT THEY PUT
SO LITTLE VALUE ON MY LIFE
I AM VERY STRESSED OUT OVER
THIS + NO, I HAVE NO PHYSICAL INJURIES,

(3)

but what about my emotional injuries
They are very real. I DO NOT NOR WILL I
EVER FEEL SAFE IN THIS CAR AGAIN.

I Am the PRIMARY DRIVER for my GRANDDAUGHTER
& I DO NOT WANT TO KILL her OR ANYONE ELSE

ON 9-11-06, I expressed These concerns
To Mike at Hyundai & he SAID "If You Don't
feel safe - Don't Drive it," I live alone &
UNFORTUNATELY DO NOT HAVE ANOTHER VEHICLE.

My Question is "Who cares"

DEALER WAS TO CALL MANUF., BUT
AS OF 9-11-06 - NO RECORD.

I WAS ALSO TOLD THAT "NO OTHER
Hyundai has ever done this by DEALER
& MANUF." I feel they have & were put
on computer check & TOLD "NO PROBLEM" OR
THAT IT WAS THEIR FAULT. If I even
Remotely thought it was MY FAULT - I
WOULD NOT be DOING ALL THIS. I WOULD
HAVE CORRECTED IT.

I Am a competent WORKING WOMAN
& I Need A SAFE CAR & CONSIDERATION
from Hyundai, my SALESMAN, & MY DEALER. The
SERVICE MANAGER can ONLY TAKE THIS AS FAR
AS DEALER & MANUF. WILL ALLOW.

VIN#

KMH DN46D452U [REDACTED]



(a)

(w)

(47)

ON 9-11- MIKE (MANUF CUST SERVICE)
CALLED + SAID he TALKED WITH DEALER
& A REGIONAL MANAGER WOULD CONTACT THEM
He WAS to be there 9-14-06 & WAS A NO SHOW
AS PER SERVICE MANAGER AT LAUREL.

THESE DAYS SINCE 8-16-06, I GO FROM
ANGER TO FEAR TO DISAPPOINTMENT

A LETTER & FORM HAVE ALSO BEEN
SENT TO PA ATTY GENERALS OFFICE

WILL SOMEONE PLEASE HELP.

I WAS TOLD BY ANOTHER DEALER THAT
THEY DID HAVE ~~a~~ "SUDDEN ACCELERATION"
PROBLEMS—BUT IT & ALL WERE THE DRIVERS
FAULT. I DO NOT BELIEVE THAT.

ON 9-15-06 I RECEIVED A CALL FROM
LEE @ 609-395-7308, A CONSUMER REP
FROM HYUNDAI WANTING TO KNOW HOW THE
CAR WAS DOING, SHE TALKED WITH DOUG
HENRY @ DEALER. I THEN CALLED DOUG
& HE IS WAITING FOR A REP. PLEASE HELP.

Sincerely,
[REDACTED]

(over)

addition

(5)

Mon - 9-18-06 - spoke with Doug Hebert
AT LAUREL & He stated that "I checked
LAUREL'S COMPUTER & Hyundai Web site &
could find no reports of sudden acceleration
problems in this vehicle. He assured me
that CAR WAS checked out & no problem could
be found or reproduced at that time.

THANK YOU

ADDITION - No occurrences on record at
Hyundai - due to rule that unless injury
to vehicle or persons or death - no report
is filed.