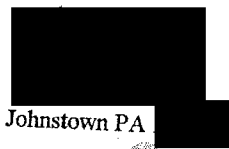


NVS-200



Johnstown PA



rd [Redacted] (w)

9-20-2006

CLERK-TYPING SECRETARIAT

Nicole Nason
US DEPT TRAFFIC SAFETY ADM,
400 7TH ST SW
WASHINGTON DC 20590

2006 SEP 25 P 3:42

TRAFFIC SAFETY ADM.

Call # 10/16/06 240

DEAR Nicole,

PLEASE ACCEPT MY APOLOGY FOR BEING SO BOLD
IN TRYING TO LOCATE YOU. I SAW YOUR NAME IN
THE LOCAL PAPER + I AM SO FRUSTRATED BY MY AUTO
PROBLEM + THE LACK OF CONCERN BY THE MANUFACTURE

I HAVE ENCLOSED COPIES OF LETTER SENT
TO OFFICE OF DEFECTS INVESTIGATIONS.

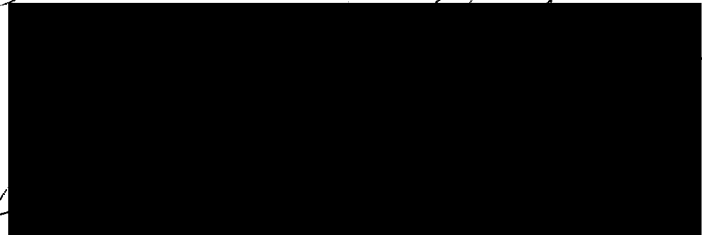
I APPRECIATE YOUR CONSIDERATION + ONCE
AGAIN, I DO APOLOGIZE FOR THE INTRUSION. Edinson 9/21/06

I JUST NEED SOMEONE TO HELP.

THANK YOU + MAY YOU BE RICHLY

BLESSED.

Sincerely,





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-5-4DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

22-AUG-2006

Repository

Reference No.
10166240

OWNER INFORMATION (Type or Print)

Name

Address

City JOHNSTOWN

State PA

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 *JP*
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date *09/15/2006*

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KMHDN46D45U _____

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

State

Zip Code

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 5000MI

Failure Speed 10-15 MI

F WAS PULLING INTO A LOT TO TURN AROUND WHEN VEHICLE ACCELERATED TO DANGEROUS SPEED. F ALMOST WENT INTO A TREE.

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: DOTM19ABC036)

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).

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 MI/HR. 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.

*AA 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 part (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 (Continued)

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

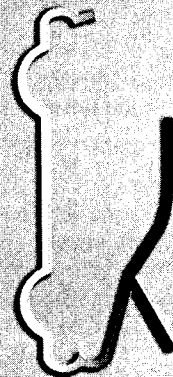
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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**



National Owners' Questionnaire (NOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

VIN #

KM HDN 46D45 2 [REDACTED]



Johnstown, PA

Ph [REDACTED]
Ph [REDACTED]

(A)
(W)

(2)

CONTINUED FROM ORIGINAL FORM.

Hyundai customer service MIKE SAID - "NO CALL
REC"

ON 9-9-06 @ APPROX 8:45 PM, 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
THIS 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 DON'T 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 DN46D452L



(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 NO BELIEVE THAT.

ON 9-13-06 I RECEIVED A CALL FROM LEE @ 609-395-7308, A CONSUMER REP FROM HYUNDAI WANTING TO KNOW HOW THE CAR WAS DONE, SHE TALKED WITH DOUG HENRY @ DEALER. I THEN CALLED DOUG + HE IS WAITING FOR A REP. PLEASE HELP.

Sincerely,

(over)

Addition

(5)

Mon - 9-18-06 - spoke with Doug Henry
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.

9-20-06
ADDITION - GAS MILEAGE HAS
gone down from 34 MPG to 24.5 MPG.
since occurrence.