



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: 2006 OCT 02 PM 2:15

Repository

02-OCT-2006

Reference No.  
10169768

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: NORWAY State: ME Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]  
Evening Telephone Number: [REDACTED]

E-mail Address: [REDACTED]

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: 5NPEU46F86H [REDACTED]  
Make: HYUNDAI Model: SONATA Model Year: 2006  
Date Purchased: 18-FEB-06 Dealer's Name and Telephone Number: ROW AUBURN MOTORS Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner: [X] Dealer's City: AUBURN State: ME Zip Code: [REDACTED]  
Transmission Type: AUTOMATIC Antilock Brakes: [X] Cruise Control: [X] Powertrain: FRONT WHEEL DRIVE Vehicle Component Code: 140000 AIR BAGS Multiple Failure: 2

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 02-OCT-2006 Failure Mileage: 21000 Failure Speed: N/A  
31 MAR 2006 4954

**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 WHILE A PASSENGER WEIGHING BETWEEN 100 AND 250 POUNDS SAT IN THE PASSENGER SEAT, THE AIRBAG LIGHT THAT STATED THE AIRBAG WAS ACTIVATED DID NOT ILLUMINATE. THE VEHICLE WAS TAKEN TO THE DEALERSHIP WHERE THE LIGHT WAS RESET, BUT THE PROBLEM PERSISTED.

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.

Shortly after purchasing this vehicle (less than 5,000 miles) we started noticing that the dashboard light warning that the passenger side airbag was not activated would stay on or come on intermittently while someone was actually in the seat. All passengers were above 100 pounds in weight.

We had the vehicle at Rowe Auburn Motor Sales in Auburn, ME for this problem on the following dates:

31 Mar 2006, 24 Apr 2006, 23 May 2006, and 22 Aug 2006

The last time, the service manager informed me that the problem we were experiencing was unfixable. After that I began contact with the Hyundai consumer affairs office and they assigned us the case # 1005336.

Later, person at consumer affairs said that something had been authorized on 30 Aug 2006. I guess this was approval for the regional engineer/repair specialist to look into our problem. Nobody had informed us of anything until I called and inquired about our status and it seemed as if nobody was really sure about what the next step was. Then on Mon, Sept 25<sup>th</sup> we returned home from work and there was a message on our answering machine telling us that the regional rep would be in Auburn on Wed Sept 27<sup>th</sup>, and could we please bring our car in sometime that afternoon. We could not rearrange our schedules on such a short notice, and we were also told that they could not accommodate us after normal business hours. The service department also told us that it would be the same way the next time the regional rep was in town.

The service department has asked us to be patient and try to work with them. I feel that at this point we have gone above and beyond what would be considered reasonable and patient as this has been going on now for more than six months and has been an area of great concern and worry while a passenger has been riding in the seat.

We are greatly concerned for the safety of anyone riding in the passenger seat of this car and fear that someone could die during an accident because the airbag failed to activate when a passenger was present.

The dealer service department tried several times without success to recreate the problem by doing load tests. They even pulled the seat out of the car on one occasion and actually caused some damage to the passenger side door area while removing the seat. I asked about replacing the whole seat and associated mechanisms, but the service person said that they have little success in performing such replacements.

Repair invoices are attached.

**MAINE LEMON LAW**  
**NOTICE OF FINAL OPPORTUNITY TO REPAIR**  
 Pursuant to 10 M.R.S.A. § 1163 (3-A)

Consumer [REDACTED]	Manufacturer HYUNDAI EASTERN REGION
Address NORWAY, ME [REDACTED]	Address 1100 CRANBURY SOUTH RIVER ROAD JAMESBURG, NJ 08831
Home telephone [REDACTED]	
Work telephone [REDACTED]	[REDACTED]

HYUNDAI CASE NUMBER 1005336

**Vehicle Information**

Make HYUNDAI	Model SONATA (GLS)	Year 2006	Vehicle Identification Number SNPEU46F86H [REDACTED]
Date of Purchase 18 FEB 2006	Dealer Purchased from ROWE OF AUBURN		

I request either a replacement vehicle or the refund of the purchase price. The above-named vehicle is seriously defective and you have not been able to repair it.

You now have one final opportunity to repair the following problems with my vehicle:

PASSENGER SIDE AIRBAG ACTIVATION. SEAT FAILS TO DETECT PASSENGERS WHILE OCCUPYING THE SEAT. PROBLEM WAS INTERMITTENT AT FIRST BUT HAS BECOME MORE PREVALENT OF LATE.
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If these repairs are not successfully completed within seven business days following receipt of this letter, I will seek full Lemon Law remedies.

Signature of Customer [REDACTED]	10/8/2006 10/8/2006 Date
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Send original to manufacturer

Submit a copy with your Lemon Law application

Keep a copy for your records

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).