



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
 206 NOV 21
 12-OCT-2006

Repository
 Reference No.
 10170655

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City WEST MIFFLIN 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
 In the absence of an authorized signature, NHTSA will not provide your name or address to the vehicle manufacturer.
 Signature of Owner [REDACTED] Date 10/27/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 5NPEU46FX6H [REDACTED]
 Make HYUNDAI Model SONATA Model Year 2005
 Date Purchased 01-SEP-05 Dealer's Name and Telephone Number BOWSER AUTOMOTIVE 412-469-2100 Engine: No: Cylinders 6 Fuel Type: Gas
 Original Owner Dealer's City PLEASANT HILLS State PA Zip Code 15236
 Transmission Type Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE
 Vehicle Component Code 141000 AIR BAGS:FRONTAL
 Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 12-OCT-2006 Failure Mileage 6000 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: 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 DRIVING VARIOUS SPEEDS, THE FRONT PASSENGER SIDE AIRBAG LIGHT INTERMITTENTLY ILLUMINATED INDICATING THE PASSENGER SIDE AIRBAG WAS INOPERATIVE. THE VEHICLE WAS INSPECTED BY A DEALER WHO DUPLICATED THE PROBLEM, BUT WAS UNABLE TO DETERMINE THE EXACT CAUSE OF THE AIR BAG LIGHT ILLUMINATION. THE PROBLEM PERSISTED, AND THE MANUFACTURER WAS ALERTED.

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.

10-27-06

[REDACTED]

After numerous phone calls to Hyundai, finally on 8-8-06 they sent a representative to Bowser who reiterated that there was nothing they could do to resolve this problem.

Also, attached are copies of the Repair Invoices when vehicle was taken to the dealership. When car was inspected per invoice dated 9-6-06, the air bag issue was ignored.

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Sent: Thursday, July 27, 2006 4:03 PM
Subject: Sonata

Since I purchased my 2006 Hyundai Sonata in 9/2005 I have been experiencing a problem with the sensor for the passenger air bag.

When a person sits in the passenger seat the air bag **DOES NOT** always activate as the light stays lit.

After a couple of visits to the dealer, they advised that they could not fix it and that Hyundai said to use a towel in the center of the seat. The service advisor manager of the dealer actually instructed me on how to use the towel (which does activate the air bag). I found this solution ridiculous.

I have contacted the dealer consistently as this is an on going problem, the salesman tells me it is out of his hands and that he has 500 satisfied customers. I contacted Hyundai twice and they have not responded.

Help !!!

[REDACTED]

7/27/2006

BOWSER SERVICE DEPARTMENT – 9/1/06

1. INSPECT – (NOVEMBER STICKER)
2. OIL CHANGE (NO CHARGE)
3. ESC LIGHT CAME ON TWICE
4. ROTATE TIRES – (CHARGE FOR 2)
5. DRIVER SIDE DOOR LOCK IS MALFUNCTIONING AS IT DOES NOT LOCK AUTOMATICALLY
6. PASSENGER AIR BAG LIGHT IS STILL STAYING LIT WHICH MEANS THAT AIR BAG IS NOT ALWAYS ACTIVATED. WHY CAN'T MORE PADDING BE INSTALLED IN SEAT TO ACTIVATE THE SENSOR TO AVOID USING THE TOWEL

Tow order

ded not address the problem



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).