



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 ☐

2007 MAR 19 AM 7:41
12-FEB-2007

Reference No.
10182335

OWNER INFORMATION (Type or Print)

Name

Address

City

SCOTTSDALE

State

AZ

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 address, name or address to the vehicle manufacturer.

Signature of Owner

Date 3/3/2

VEHICLE INFORMATION

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

5NPEU46F36H

Make

HYUNDAI

Model

SONATA

Model Year

2006

Date Purchased

29-MAR-06

Dealer's Name and Telephone Number

NOTH SCOTTSDALE HYUNDAI 480-355-8730

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

SCOTTSDALE

State

AZ

Zip Code

85260

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

AUTOMATIC

☒ Cruise Control

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

21-DEC-2006

Failure Mileage

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

Tire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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).

TL*- THE CONTACT STATED THAT THE 2006 HYUNDAI SONATA LX, HAD PROBLEMS WITH THE TRANSMISSION SLIPPING. WHILE DRIVING AT 10 MPH AND TRYING TO MAKE A RIGHT TURN THE VEHICLE STARTED TO MAKE A RACING ROARING NOISE. THIS HAS HAPPENED ON TWO OCCASIONS. THE VEHICLE CONTINUED TO GO 10 MPH, BUT HE COULDN'T STOP IT. HE APPLIED THE BRAKES, AND THE VEHICLE WOULDN'T STOP. THE CONTACT SAT ON THE SIDE OF THE ROAD FOR A FEW MINUTES, TURNED OFF THE VEHICLE LET IT SIT. HE STARTED THE VEHICLE, AND DROVE HOME WITHOUT ANY PROBLEMS. THE CONTACT DID TAKE THE VEHICLE TO DEALERSHIP AND THEY DID A DIAGNOSTIC AND FOUND NOTHING WRONG WITH THE VEHICLE. THE CONTACT STATED THAT THIS HAS HAPPENED ON 2 OCCASIONS AND THE DEALERSHIP DID CONTACT THE MANUFACTURER. THE MANUFACTURER TOLD THE DEALERSHIP TO MAKE SURE THE MOTOR MOUNTS WERE TIGHTENED, AND TO CHECK AND CLEAN ALL TERMINALS. THIS WAS DONE IN JANUARY 10, 2007. THE CONTACT HASN'T HAD ANY OTHER PROBLEMS SINCE. THE CONTACT WANTED NHTSA TO BE AWARE OF THIS PROBLEM, HE HAS SENT THE MANUFACTURER A LETTER REGARDING THIS PROBLEM ON 01/20/07 AND HADN'T GOTTEN ANY RESPONSE. THE CURRENT MILEAGE WAS 7050.*AK

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 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.

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

3-2-07 - AT 3:11 PM ON 2-12-07 I WAS STOPPED BEHIND A SCHOOL BUS WHEN THE CAR MADE A ROARING NOISE AND STARTED TO MOVE FORWARD. IT FELT THE CAR HAD SHIFTED GEARS AND STARTED TO MOVE FORWARD. I SHIFTED INTO PARK AND TURNED OFF THE ENGINE TO STOP THE CAR. I WAITED A FEW MOMENTS AND ~~STARTED~~ I STARTED THE CAR AGAIN AND DROVE TO WHERE I WAS GOING. ON 2-28-07 A HYUNDAI MECHANIC FROM THE HEAD OFFICE OF THE DISTRICT SAID THERE WAS NOTHING WRONG WITH THE CAR.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL
TRAFFIC
400 7TH ST
WASHINGTON DC 20591

OFFICIAL BUSINESS

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



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

www.nhtsa.gov
NHTSA

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



[REDACTED]
[REDACTED]
Scottsdale, Arizona [REDACTED]
[REDACTED]

Hyundai Motor America
10550 Talbert Ave
Fountain Valley, California 92708-6031

January 20, 2007

To The President and CEO:

On March 29, 2006 I purchased a '06 Hyundai Sonata 4 Door Sedan from North Scottsdale Hyundai, 15500 North Scottsdale Road, Scottsdale Arizona. Since the day of the purchase all the routine maintenance, repair work, and warranty work on this car has been done at the service department of the dealership where I purchased the car. I am writing this letter to notify you of two separate instances that occurred when I was driving my car.

First occurrence: In December of 2006 before Christmas Day, in the evening on my way home I was driving my car and as I slowed down to make a turn, the engine started to race and made a very loud roaring sound. It felt like the engine shifted gears although the shift stick was in the drive position. I applied the brake but the car would not stop. I then shifted the car into the park position and turned off the engine. It drove normally after that on the rest of the way home. The next morning I took the car to the dealer's service department and told them about what happened. They took the car into the service area and checked it. After some time, Mr. Bill Honold came out and told me they had checked everything but could find nothing wrong with the car. They had taken it for a test drive and the car ran very well and that I could continue to drive it.

Second occurrence: On January 10, 2007 at about 3PM I was driving my car and again as I was slowing down to make a turn, the car seemed to shift gears and behave as it did in the first occurrence. The next morning I went back to the service department and spoke to Mr. Honold. He took the car and checked it out. He told me that their diagnostic computers told them that there was nothing wrong with the car. I asked him to take a test drive with me and he did. When we got back I asked him for the address of the main office of the Hyundai Company so I could write them a letter and tell them of what was happening. He told me that he would call them on the phone while I was there with him. He proceeded to make the call and spoke to someone for an extended period of time. When he was finished he said that they had told him of a few things he could check out. Mr. Honold went back into the service department. After some time, he came back and said that he had tightened the engine bolts and cleaned all the computer terminals in the car. He had done this because he had been told that sometimes if either or both of these conditions existed the computer would send false or erroneous directions to the engine. He hoped this would cure the problem, but could not be certain because they could not duplicate the situation in the shop. He said I could run the car because their diagnostic computer could find nothing wrong with it.

Before I complete this letter I must say a word about Mr. Bill Honold. I have this

car serviced for all its needs at the dealer's service department and have dealt with Mr. Honold on every occasion. I find him to be very professional, courteous, patient, and very knowledgeable about his job. I am very pleased to be able to work with him when I need my car serviced.

I would appreciate it if when you receive this letter you alert me about knowledge of any similar occurrence in any other car. I would like to know if you have any solution to this problem. If there is any work or research on this and the problem is solved I would like to be notified and have my car corrected.

If I do not hear from you within fifteen days of the date of this letter I am going to send a copy of this letter to the National Transportation Safety Board.

Yours truly,

A solid black rectangular box used to redact the signature of the sender.

SERVICE

SHOPPING CART

WARRANTY VEHICLE INFORMATION

VEHICLE CLAIM HISTORY

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
AZ029	244233	244233	8/23/2006	1,465	TENSIONER ASSY-TIMING CHAIN (BO
AZ017	81335P	P81335	2/24/2006	10	PRE-DELIVERY INSPECTION/SERVICE

■ Vin # 5NPEU46F36 [REDACTED] Sonata (NF) V-6 2006
■ Wrtty Start Date 3/30/2006
■ Original Owner [REDACTED]
■ DMV Trnsfr DT
■ Transmission Automatic
■ Selling Dealer AZ029 NORTH SCOTTSDALE HYUNDAI

Backward

Forward

Campaigns

Claim History

■ Message WSM0002 You have reached the bottom of the list.

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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).