



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
 30 AUG 2007 AM 9:10

Repository
 Reference No.
 10201208

2007 SEP 20

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City GRASS LAKE State MI 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 9/14/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KMHC645C0 [REDACTED]
 Make HYUNDAI Model ACCENT Model Year 2002

Date Purchased 01-DEC-02 Dealer's Name and Telephone Number HYUNDAI of Ann Arbor Engine: No: Cylinders 4 Fuel Type: Gas

Original Owner Dealer's City Ann Arbor, MI State MI Zip Code [REDACTED]

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 103000 POWER TRAIN:AUTOMATIC TRANSMISSION Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 18-JUN-2007 Failure Mileage 96000 Failure Speed 45-50

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: DOTM19ABC036) 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 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 OWNS A 2002 HYUNDAI ACCENT. THE CONTACT STATED THAT THE CHECK ENGINE WARNING LIGHT ILLUMINATED. THE DEALER REPLACED THE TRANSMISSION DUE TO INTERNAL FAILURE. WHILE ATTEMPTING TO ACCELERATE FROM A STOP, THE VEHICLE WOULD NOT MOVE BUT THE ENGINE WAS STILL ON. THE VEHICLE WOULD ONLY DRIVE IN REVERSE. THERE WERE NO WARNING INDICATOR LIGHTS. THE VEHICLE WAS TOWED TO THE DEALER AND THEY STATED THAT THE TRANSMISSION NEEDED TO BE REPLACED AGAIN. THE SPEED WAS UNKNOWN. THE FAILURE MILEAGE WAS 96,000 AND CURRENT MILEAGE WAS 100,407.

Read back page

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)

On June 26.07, Extreme Hyundai (Jackson, MI) told me that Hyundai doesn't want to rebuild transmission instead to give me a brand new transmission. The 2nd time my car will not make on stop sign. Car got towed back to same place. Accdg to technician internal transmission failure. The transmission that they gave me was a ~~rebuild~~ not "REMANUFACTURED" not brand new. They told me that "HYUNDAI LIASON" refuse to fit due to out of warranty. The technician told them it was defective. After 2 wks of fighting back they replaced the

ATTACH ADDITIONAL SHEETS IF NECESSARY

Transmission and Charged me [REDACTED] for labor cost.

U.S. Department of Transportation

National Highway Traffic Safety Administration

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



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



10 Year/100,000 Mile Powertrain Limited Warranty Original Owner Verification Affidavit

CURRENT OWNER/CUSTOMER CERTIFICATION – TO BE COMPLETED BY THE CUSTOMER

I hereby certify that I am the original owner or an immediate family member of the original owner. (See below for definitions.) I further certify that the vehicle is not being used for commercial purposes:


Current Owner Signature


Name (print or type)

9-6-07
Date

Check one of the following relationships to the Original Owner:

Self Husband/Wife* Son/Daughter* Stepson/Stepdaughter*

***1999–2003 MODELS ONLY:** Current Owner must be the Original Owner or an Immediate Family Member of the Original Owner. **Immediate Family Member of the Original Owner is identified as:** Husband/Wife, Son/Daughter, or Stepson/Stepdaughter.


2004 & NEWER MODELS: Current Owner must be the Original Owner.

DEALERSHIP VERIFICATION – TO BE COMPLETED BY THE DEALER

Dealer Code: M1032

Repair Order (RO) Number: 184929

Repair Date: 9-6-07

17-Digit Vehicle Identification Number (VIN): KMHCG45C02 

I have reviewed Hyundai Motor America's (HMA) current Warranty Policy & Procedures Manual and/or 10 Year/100,000 Mile Powertrain Warranty Original Owner Verification Guidelines. I certify that the Hyundai vehicle identified above is eligible for the 10 Year/100,000 Mile Powertrain Warranty under HMA published warranty coverage guidelines.

Dealer Service Manager Signature

Name (print or type)

Date

POWERTRAIN WARRANTY CLAIM SUBMISSION CRITERIA TO HYUNDAI DEALERS

During the write-up process, prior to repair and warranty claim submission, dealer must execute the Hyundai 10 Year/100,000 Mile Powertrain Limited Warranty Original Owner Verification Affidavit. The completed affidavit form must be attached to the respective Repair Order (RO), along with the documents listed below, and retained in the dealer vehicle files. HMA reserves the right to request said documentation and, if the documents are not made available to HMA or are incomplete, a warranty claim debit may be issued at HMA's discretion.

Attach the following to this completed form and retain in the vehicle file:

1. A photocopy of the Current Owner/Customer's DMV registration form.
2. A printout of the Warranty Vehicle Information Screen

10 Year/100,000 Mile Powertrain Limited Warranty

ORIGINAL OWNER VERIFICATION (1999 - 2003 MODELS)

The 10 Year/100,000 Mile Powertrain Limited Warranty applies only to 1999 - 2003 vehicles for Powertrain Components

The 10 Year/100,000 Mile Powertrain Limited Warranty applies only to the:

- Original Owner, which is usually the first retail purchaser of the vehicle
- Immediate Family Members of the Original Owner — In order for the 10 year/100,000 mile Warranty to apply, the original owner may sell or transfer the vehicle to immediate family members, which are defined as follows:
 - Husband / Wife
 - Son / Daughter
 - Stepson / Stepdaughter

NOTE: Also applies to Original lessee or an immediate family member (i.e. Husband, Wife, Son, Daughter, Stepson, Stepdaughter) of Original lessee that purchases the vehicle at the end of the lease period.

10 Year/100,000 mile Powertrain Limited Warranty Applies to:

- New Vehicles (First Retail Purchaser)
- HMA Manager Demo Vehicles — never hard plated or DMV licensed (First Purchaser)
- Hyundai Service Loan Car Program Vehicles (First Purchaser)

Immediate Family Member Suggested Methods Of Verification

- Request driver's license to verify current owner's last name is same as original owner
- Verify original owner's city and state with current owner's/customer's city and state
- Verify address on driver's license versus DCS system information
- Request history of vehicle from current owner/customer:
 - Original Owner's Name
 - Relationship to Original Owner
 - Original Retail Dealer
- Ask current owner/customer if they are an immediate family member of the Original owner

How To Verify Original Owner Or Immediate Family Member

Dealerships are expected to make a reasonable attempt to verify that the current owner/customer is the Original owner or an immediate family member of the Original owner before performing repairs covered under the powertrain warranty. Following are a few suggested ways to verify the original owner of a vehicle. Certain methods may not be an option for your dealership and this list is not meant to be complete. Dealers may have other means of verification.

Original Owner Suggested Methods Of Verification

- Verify Original Owner via Sales Jacket if your dealership is selling dealer
- Verify Original Owner via Dealership's Service record if vehicle has previously been repaired at your dealership
- Review financing documentation (if readily available)
- Review title or DMV Registration (if readily available)
- Verify Original Owner via Hyundai DCS Interactive Screens with information provided directly by the customer. Information supplied by the current owner/customer should agree with information shown on the interactive screens, such as retail dealer and sales date.
 - Review Warranty Vehicle Information Screen (verify selling dealer and Warranty Start Date)
 - Review Customer Information Update Screen (verify customer information with current information listed) (NOTE: Customer name on this screen may not necessarily be the Original owner's name, since it is the name of the last owner of record.)
 - Review Vehicle Master Inquiry Screen (verify selling dealer & RDR date)
 - Ask customer if they are the Original owner or an immediate family member

All Powertrain Claims for 10 year/100,000 mile Powertrain Limited Warranty Coverage will be reviewed by your respective DPSM for Original Owner Verification.

ORIGINAL OWNER VERIFICATION (2004 & NEWER MODELS)

The 10 Year/100,000 Mile Powertrain Limited Warranty applies only to 2004 and newer vehicles for Powertrain Components

The 10 Year/100,000 Mile Powertrain Limited Warranty applies only to the:

- Original Owner, which is usually the first retail purchaser of the vehicle

NOTE: Also applies to Original lessee that purchases the vehicle at the end of the lease period.

10 Year/100,000 mile Powertrain Limited Warranty Applies to:

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THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).