



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 ☐

Reference No.
10203589

2007 DEC 12 PM 1:49
20 SEP 2007

OWNER INFORMATION (Type or Print)

Name

Address

City

ST CHARLES

State

MO

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 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

KMHWF35V4X

Make

HYUNDAI

Model

SONATA

Model Year

1999

Date Purchased
16-AUG-00

Dealer's Name and Telephone Number

St. Charles Automotive 636-441-4481

Engine:

No: Cylinders 6

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

012000 STEERING: COLUMN

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
16-SEP-2007

Failure Mileage
95000

Failure Speed
60

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

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 1999 HYUNDAI SONATA. THE CONTACT WAS EXPERIENCING STEERING WHEEL FAILURE AND WAS INFORMED THAT THE AIR CONDITIONING UNIT LEAKED ~~ONTO~~ ONTO THE FRAME AND RUSTED OUT THE STEERING COLUMN. THE FAILURE COULD HAVE RESULTED IN A CRASH. HYUNDAI STATED THAT HER WARRANTY DOES NOT COVER THE FAILURE. WHILE DRIVING FORWARD AT 60 MPH, THE STEERING WHEEL VEERED TO THE LEFT. THE VEHICLE WAS BEING ALIGNED WHEN THE CAUSE OF FAILURE WAS DISCOVERED. THE CURRENT AND FAILURE MILEAGES WERE 95,000.

WAS ANGLED

I brought it in for alignment concerns and discovered the rusted out problem then.

water

The old part is not available as it was hauled to recycle before I picked up the car. New subframe was installed at owners expense of

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)

See the narrative description written on the attached invoice. I have also attached similar complaints by other owners I found on mycarstats.com

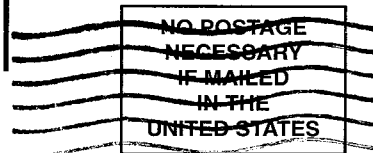
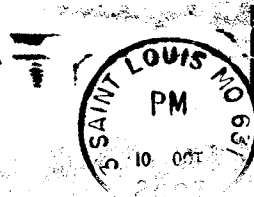
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



BUSINESS REPLY MAIL

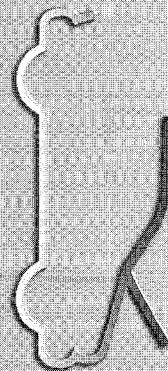
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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



October 6, 2007

Hyundai Motor America
Consumer Affairs
10550 Talbert Avenue
P. O. Box 20850
Fountain Valley, CA 92728-0850

In re: 1999 Hyundai Sonata
Vin #KMHWF35V48 [REDACTED]

Dear Sir or Madam:

I am writing this letter to report a serious and potentially life threatening defect in the model of the above mentioned automobile. While driving at highway speed, I noticed that my steering wheel was angled to the left and I was driving straight. I brought the car in with what I suspected was an alignment issue. They then discovered the right front camber was out of spec. by more than 3 degrees and the lower control arm was rusted away from the frame and barely holding on by one bolt. It is believed the problem lies in the design of the a/c drain in relation to where the frame rusted as the rest of it was in good condition. Please see the enclosed sales receipt for the full description by the mechanics that repaired the car and their major safety concerns.

We contacted the dealer, St. Charles Hyundai, before we repaired the car to see if this was covered and was informed that it was not covered even though the car is still below 100,000 miles and has the Hyundai protection plan to 100,000 miles.

I am enclosing the questionnaire I have submitted to the National Highway Traffic Safety Administration, a copy of the sales receipt from Cintech Automotive who repaired the damage, and copies of several other complaints of similar nature on the same model as reported to myCarStats.com.

What I would like to see done is have this model recalled so that no one in the future loses a life. I would like reimbursement of [REDACTED] as this was due to a poorly constructed design flaw that could have resulted in death and injuries.

Sincerely,

[REDACTED]

[REDACTED]

St. Charles, MO [REDACTED]

[REDACTED]

Custom Report on 1999 HYUNDAI SONATA



[close]

Created on: 9/24/2007
Report Type: COMPLAINTS
Prepared for: [REDACTED]
Warranty Expires On: Unknown
Sponsored in Part By: myCarStats Notification Service

CONSUMER COMPLAINT: ODI Case Number: 10135183

Component: STRUCTURE:FRAME AND MEMBERS

Details: WHILE DRIVING MY 1999 HYUNDAI SONATA(VIN# KMHWF35V5XA04162) ON SOUTH AVENUE IN STATEN ISLAND THE PASSENGER SIDE FRONT WHEEL FELL OFF.DEALER SAID THE CAUSE WAS CRACKED K FRAME, THEN LATER UPON ASKING FOR DAMAGE ESTIMAT SAID THAT IT WAS DUE TO BENT K FRAME. SINCE THERE WAS NO ACCIDENT INVOLVED DECIDED TO TAKE CAR TO MY OWN MECHANIC. UPON EXAMINATION HE SHOWED METHAT THE K FRAME WAS NEITHER CRACKE NOR BENT, IT WAS SIMPLY RUSTED THROUGHOUT AND THE WHEEL ASSEMBLY JUST FELL OFF WHEN THE RUST COULD NO LONGER HOLD IT TO THE FRAME.CALEED BACK BOTH DEALE AND CORPORATE HYUNDAI NOT ONLY FOR REDRESS BUT ALSO TO EXAMINE FOR DEFECT THAT COULD RESULTING INJURY TO OTHERS IN SIMILAR SITUATION. THEIR RESPONSE WAS THAT THE CAR WAS NOT UNDER WARRANT FOR THE K FRAME AND THAT ANY PROBLEM WHETHER DUE TO ROT, RUST, OR OTHERWISE WAS NOT THEIR RESPONSIBILITY. THEY WOULD NOT SEND ANY SERVICE REPRESENTATIVE TO EXAMINE THE CAR PERIOD.IF THIS INCIDENT HAD HAPPENED AT HIGHWAY SPEED IT COULD HAVE RESULTED IN INJURY OR DEATH, HYUNDAI'S REFUSAL TO EVEN TAKE A TIME OUT TO SEE IF THIS IS A REAL PROBLEM INDICATES A CALLOUS DISREGARD FOR THE SAFETY OF OTHERS WHO MAY BE DRIVING SAME MAKE AND MODEL. THE CAR IS ATILL INTACT AND AVAILABLE FOR WHATEVER YOU MIGHT ADVISE ME TO DO WITH IT. PLEASE RESPOND AS SOON AS POSSIBLE AS I CAN'T LEAVE IT WHERE IT IS FOREVER. THANK YOU VERY MUCH ANNETTE HYLAND

Occurrences: 1 **Injuries:** 0
Fail Date: 08/25/2005 **Deaths:** 0
Date added to database: 9/2/2005

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: 10168001

Component: STRUCTURE

Details: THE BARS, IN THE CONSUMER'S 1999 HYUNDAI SONATA, THAT HOLD THE MOTOR UP WERE RUSTED THROUGH ON ONE SIDE AND CRACKED AND RUSTED ON THE OTHER SIDE . *TS THE VEHICLE WOULD NOT PASS INSPECTION BECAUSE OF THE RUST PROBLEM. *NM

Occurrences: 1 **Injuries:** 0
Fail Date: 08/01/2006 **Deaths:** 0
Date added to database: 9/5/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: 10174152

Component: STRUCTURE:FRAME AND MEMBERS

Details: DT*: THE CONTACT STATED WHILE DRIVING 40 MPH, THERE WAS A NOISE COMING FROM THE FRONT RIGHT WHEEL AREA. UPON INSPECTION OF THE WHEEL, THE WHEEL WAS OBSERVED TO BE ANGLED SLIGHTLY INWARD. THE TREAD ON THE TIRE WAS ALSO WORN TO THE POINT OF PRESSING THE TREAD INWARD. THE VEHICLE WAS TOWED TO A SERVICE DEALER, WHERE IT WAS DETERMINED THAT THE SUB FRAME WAS RUSTED, AND HAD FRACTURED DUE TO THE RUST. THE MANUFACTURER WAS ALSO NOTIFIED.

Occurrences: 1 **Injuries:** 0
Fail Date: 11/14/2006 **Deaths:** 0
Date added to database: 11/24/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: 10174730

Component: STRUCTURE: FRAME AND MEMBERS:UNDERBODY SHIELDS

Details: DT*: THE CONTACT STATED WHILE DRIVING 60 MPH ON NORMAL ROAD CONDITIONS, THE RIGHT WHEEL PASSED OVER A SMALL DIP IN THE ROAD, AND THE VEHICLE BEGAN PULLING TO THE RIGHT. THE VEHICLE WAS LIFTED UP, AND IT WAS NOTICED THAT THE FRAME WHERE THE CONTROL ARM WAS ATTACHED HAD RUSTED. THE DEALERSHIP WAS CONTACTED, WHO SUGGESTED TO BRING THE VEHICLE TO A DEALER FOR REPAIRS. THE MANUFACTURER WAS ALSO CONTACTED, WHO INFORMED THE FRAME WAS NOT COVERED BY THE WARRANTY. THE VEHICLE REMAINED INOPERABLE AFTER THE INCIDENT. THE CONTACT EXPRESSED CONCERN BECAUSE THE FRAME SHOULD BE INCLUDED IN THE VEHICLE'S 100000 MILE WARRANTY.

Occurrences: 1 **Injuries:** 0

Fail Date: 11/20/2006 **Deaths:** 0

Date added to database: 11/29/2006

[FILE] your own complaint on this model car.

CONSUMER COMPLAINT: ODI Case Number: 10174897

Component: STRUCTURE:FRAME AND MEMBERS

Details: DT*: THE CONTACT STATED WHILE DRIVING 50 MPH, A SMALL BUMP IN THE ROAD WAS HIT AND THE STEERING MALFUNCTIONED, CAUSING THE STEERING WHEEL NOT TO WORK PROPERLY. THE VEHICLE WAS TOWED TO A SERVICE DEALER, WHO DETERMINED THAT THE SUB FRAME WAS ROTTING. THE MANUFACTURER WAS NOTIFIED.

Occurrences: 1 **Injuries:** 0

Fail Date: 11/22/2006 **Deaths:** 0

Date added to database: 12/1/2006

[FILE] your own complaint on this model car.

Manufacturer Contact Information

Hyundai Motor America
Consumer Affairs
10550 Talbert Avenue
P.O. Box 20850
Fountain Valley, CA 92728-0850
714-965-3000
Toll free: 1-800-633-5151
Fax: 714-965-3861
E-mail: cmd@hma.service.com
Web site: www.hyundai.usa.com

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THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).