



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
2008 MAR -4 PM 2:33
26-SEP-2007

Repository
Reference No.
10204199

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City GOLESRING COLD SPRING State KY 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?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. YES NO
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KMHVF14N6 [REDACTED] 08/21/03
Date Purchased 08/21/03 Dealer's Name and Telephone Number _____
Original Owner Dealer's City _____ State _____ Zip Code _____
Make HYUNDAI Model ACCENT Model Year 1996
Engine: No: Cylinders 4 Fuel Type: Gas
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 021530 SUSPENSION:FRONT:CONTROL ARM:LOWER ARM
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 24-SEP-2007 Failure Mileage 109477 Failure Speed 15

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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 1996 HYUNDAI ACCENT. WHILE DRIVING 15 MPH, THE CONTACT LOST CONTROL OF THE VEHICLE AND IT STOPPED SUDDENLY. THE SUSPENSION SPLIT IN HALF DUE TO CORROSION AND THE LOWER CONTROL ARM COLLAPSED. HE WAS ABLE TO PLACE THE VEHICLE IN REVERSE AND DROVE BACK INTO HIS DRIVEWAY. THE MANUFACTURER STATED THAT THEY WERE UNAWARE OF NHTSA CAMPAIGN ID NUMBER 02V341000 (SUSPENSION:FRONT:CONTROL ARM:LOWER ARM). THE CONTACT STATED THAT HE WOULD REPLACE SOME OF THE PARTS AND WOULD TAKE THE VEHICLE TO THE DEALER FOR ADDITIONAL REPAIRS. THE CURRENT AND FAILURE MILEAGES WERE 109,477.

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.

**COMMONWEALTH OF KENTUCKY
TRANSPORTATION CABINET
CERTIFICATE OF TITLE**

TITLE NO.	YEAR	MAKE	MODEL NAME	VIN/HIN	TITLE TYPE	MODEL NO.
	96	HYUN	ACCENT	KMHVF14N6	TRANSFER	
BODY TYPE	COLOR	NO. CYL.	ODOMETER	MOTOR NO.	WEIGHT	PREV. TITLE NO./STATE
4D	RED	04	66950			9905601
KY NO.		BOAT TYPE	LENGTH	BEAM	CAPACITY	HULL MATERIAL
OWNER(S) NAME			DATE OF ISSUE	FUEL	USAGE TAX PAID	
COLD SPRING KY			08/21/03		132.00	

REMARKS

BRAND(S)

FIRST LIENHOLDER

SECOND LIENHOLDER

Notation No.	FIRST LIEN	County	Notation No.	SECOND LIEN	County
Filing Date			Filing Date		
Released By:			Released By:		
County Clerk's Use Only			County Clerk's Use Only		
		Date			Date

I certify that the Department of Vehicle Regulation has exercised due diligence in examining an application for a certificate of title for the above-described vehicle and to the best of our knowledge and belief the applicant whose name appears above is the lawful owner of the apparently legitimate vehicle described herein.

Commissioner, Department of Vehicle Regulation *William M. Beahm*  (STATE SEAL) CONTROL NO. C5277358

FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE, OR PROVIDING FALSE STATEMENT, MAY RESULT IN FINES AND/OR IMPRISONMENT.

FIRST DEALER ASSIGNMENT

The undersigned owner hereby certifies that the vehicle described in this title has been transferred to the following (print name and address of transferee):

DEALER ONLY

DEALER ONLY

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked.

****** CAUTION READ CAREFULLY BEFORE YOU CHECK A BLOCK ******

1. The mileage stated is in excess of its mechanical limits.
 2. The odometer reading is not the actual mileage. **WARNING-ODOMETER DISCREPANCY**

Odometer Reading _____ (no tenths)

Transferor(s) Signature(s) _____ (Seller) To be notarized Transferee(s) Signature(s) _____ (Owner)

Transferor(s) Printed Name(s) _____ (Seller) Transferee(s) Printed Name(s) _____ (Owner)

Date of Transfer _____ Seller Dealer No. _____ Purchasing Dealer No. _____

Attesting Official _____ Title _____

Subscribed and sworn before me this _____ day of _____, 20____ My commission expires _____

NOTARY PUBLIC

SECOND DEALER ASSIGNMENT

The undersigned owner hereby certifies that the vehicle described in this title has been transferred to the following (print name and address of transferee):

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked.

****** CAUTION READ CAREFULLY BEFORE YOU CHECK A BLOCK ******

1. The mileage stated is in excess of its mechanical limits.
 2. The odometer reading is not the actual mileage. **WARNING-ODOMETER DISCREPANCY**

Odometer Reading _____ (no tenths)

Transferor(s) Signature(s) _____ (Seller) To be notarized Transferee(s) Signature(s) _____ (Owner)

Transferor(s) Printed Name(s) _____ (Seller) Transferee(s) Printed Name(s) _____ (Owner)

Date of Transfer _____ Seller Dealer No. _____ Purchasing Dealer No. _____

Attesting Official _____ Title _____

Subscribed and sworn before me this _____ day of _____, 20____ My commission expires _____

NOTARY PUBLIC

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS, OR MUTILATIONS. MUST BE COMPLETED IN BLUE OR BLACK INK. FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE, OR PROVIDING FALSE STATEMENT, MAY RESULT IN FINES AND/OR IMPRISONMENT.

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS

Dear Sir,

Currently I am the owner of a 1996 Hyundai Accent, On September 24, 2007 the lower control arm on the passenger side, buckled and collapsed. This happened at a low speed just outside my home. Had this part failed on the Interstate I believe it would have resulted in a crash. The car was not steerable in a forward motion. The collapsed arm was rubbing/grinding on the inside of the rim however I was able to move the car in reverse, down my driveway where I later repaired the vehicle.

Upon inspection I discovered that the lower control arm had failed due to rust. The control arm appears to be made from thin wall sheet metal, stamped and welded at the seams. The arm that failed was corrugated and pitted throughout. Upon looking for a replacement part, I called several wrecking yards most of them wished me luck on finding a good one as they informed me this part was notorious for rotting out. I Also visited several auto parts stores with no luck, finally I located a Hyundai dealer around 25 miles away that had a part in stock. After talking to the clerk at one of auto parts store I visited, he stated a control arm should have never failed, and if it was his car he would contact the manufacture.

I then contacted Hyundai through its Consumer Hotline, I talked to an associate named James at extension 54331, case/incident _____ And I informed him of my problem, and he stated that the vehicle was not under warranty, a fact I was already aware of. I informed him of a recall that I found online Campaign 02V341000 of Dec.20, 2002; He stated that Hyundai showed no recall concerning the lower control arm. He kept referring me to Hyundai's HMA.service.com site, stating that all recalls were listed there, I finally gave him the address to the sites were I found the recall campaign. And he said he would note that in my file. I then contacted DOT safety hotline and filed a complaint.

The Regional recall campaign number 02V341000 Defect summary indicates Certain States that large quantities of salt are used to de-ice roads. And that this road salt could result in corrosion of the front lower control arms. This car is currently operated in Northern Kentucky approximately 15 miles from Cincinnati Ohio. We do use salt to de-ice roads however I don't believe its use is excessive. I have two other vehicles of similar age and mileage and the lower control arms on these vehicles are not rusted out. I believe that the thin metal arms needs to be thicker or coated better to protect from winter driving. I am realistic, I know this is an older car and that things wear out. This to me is a know manufactures defect and a safety issue. The manufacture boasts about there 10yr warranty and having safe vehicles this problem was discovered in 2002 a year before I purchased it. I don't know what region it came from maybe it was operated within the salt-belt which includes Ohio.

Currently I have only replaced the passenger side lower control arm, this is due to the cost and time that it takes, I will replace the driver's side when time and money allow. I try to limit the vehicles use and I do not feel safe driving it especially at interstate speeds I am enclosing photos of the car showing the lack of rust on the body and undercarriage however the pictures show excessive rust on the lower control arms. I would think salt would corrode all metal not just control arms. I have kept the old arm for reference, also I will enclose a copy of my receipts, and title and VOQ form.

Sincerely,





Recalls



HOME • BUY NEW • BUY USED • FINANCE • RESEARCH • ESPAÑOL

Recalls

1996 Hyundai Accent L

Select Different Vehicle

SEARCH SITE

4 Recall Notices

These recall notices may not apply to all vehicles. Please contact your dealer for more details or contact the National Highway Traffic Safety Administration's Auto Safety hotline at 1-888-DASH-2-DOT (1-888-327-4236).



- » Locate A Dealer
- » Build Your Own
- » Locate A Vehicle
- » Get Dealer Pricing

Campaign Number: 02V341000 Date: 2002-Dec-20
 Component: Suspension: Front Control Arm: Lower Arm

NEWSLETTER
 KEEP UP WITH AUTO NEWS

Defect Summary: ON CERTAIN PASSENGER VEHICLES ORIGINALLY SOLD IN OR CURRENTLY REGISTERED IN THE STATES OF CONNECTICUT, DELAWARE, ILLINOIS, INDIANA, IOWA, MAINE, MARYLAND, MASSACHUSETTS, MICHIGAN, MINNESOTA, MISSOURI, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, OHIO, PENNSYLVANIA, RHODE ISLAND, VERMONT, WEST VIRGINIA, WISCONSIN, AND THE DISTRICT OF COLUMBIA. DURING WINTER MONTHS, LARGE QUANTITIES OF SALT ARE USED TO DE-ICE ROADS. THIS ROAD SALT COULD RESULT IN CORROSION OF THE FRONT LOWER CONTROL ARMS.

SHOPPING TOOLS

- » Auto Insurance Quotes
- » Get Auto Financing
- » Free Credit Reports
- » Vehicle History Reports

Consequence Summary: SEVERE CORROSION COULD RESULT IN PERFORATION AND POTENTIAL FRACTURE OF THE FRONT LOWER CONTROL ARM. IF THIS FRACTURE OCCURS, THE TIRE AND WHEEL ASSEMBLY REMAINS CONNECTED TO THE CHASSIS THROUGH THE FORWARD LOWER CONTROL ARM PIVOT POINT AND THROUGH THE STRUT ATTACHMENT TO THE UPPER WHEELHOUSE. REDUCED CONTROL OF THE FRONT WHEEL LOCATION INCREASES THE RISK OF A CRASH.

Corrective Summary: DEALERS WILL INSPECT THE FRONT LOWER CONTROL ARMS AND, IF NECESSARY, WILL REPLACE ONE OR BOTH FRONT LOWER CONTROL ARMS IF STRUCTURAL DAMAGE HAS OCCURRED. OWNER NOTIFICATION WILL BEGIN ON JUNE 10, 2003. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT HYUNDAI AT 1-800-633-5151.

Campaign Number: 98V245000 Date: 1998-Oct-06
 Component: Suspension: Front Springs: Coil Springs

Defect Summary: VEHICLE DESCRIPTION: PASSENGER VEHICLES ORIGINALLY SOLD OR CURRENTLY REGISTERED IN THE FOLLOWING "SALT BELT" STATES: CONNECTICUT, DELAWARE, ILLINOIS, INDIANA, IOWA, MAINE, MARYLAND, MASSACHUSETTS, MICHIGAN, MINNESOTA, MISSOURI, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, OHIO, PENNSYLVANIA, RHODE ISLAND, VERMONT, WEST VIRGINIA, AND WISCONSIN. DURING WINTER MONTHS, THE ROAD SALT USED TO DE-ICE ROADS CAN RESULT IN CORROSION THAT CAUSES PITS TO FORM ON THE LOWER COIL OF THE FRONT SPRINGS ALLOWING CRACKS TO DEVELOP. THIS CAN RESULT IN BREAKAGE OF THE LOWER SPRING COIL.

Consequence Summary: IF THE FRONT COIL SPRING BREAKS, IT CAN BECOME DISPLACED FROM ITS SEATED POSITION, AND CAN CONTACT A TIRE. TIRE DAMAGE CAN RESULT.

Corrective Summary: DEALERS WILL INSTALL A SPRING GUIDE TO PREVENT A BROKEN COIL SPRING FROM CONTACTING AND DAMAGING A TIRE.

Campaign Number: 97V026000 Date: 1997-Feb-26
 Component: Visibility: Windshield Wiper/washer: Motor

Defect Summary: THE WINDSHIELD WIPER MOTOR CIRCUIT BREAKER ELECTRICAL CONTACTS WERE CONTAMINATED DURING ASSEMBLY.

Consequence Summary: THIS CONTAMINATION INTERFERES WITH THE ELECTRICAL CIRCUIT CONTINUITY AND PREVENTS THE WINDSHIELD WIPER MOTOR FROM OPERATING. INOPERATIVE WINDSHIELD WIPERS CAN CONTRIBUTE TO REDUCED VISIBILITY DURING INCLEMENT WEATHER INCREASING THE RISK OF A VEHICLE CRASH.

Corrective Summary: DEALERS WILL REMOVE THE CONTAMINANTS FROM THE WINDSHIELD WIPER MOTOR CIRCUIT BREAKER CONTACTS.

Campaign Number: 96V113000 Date: 1996-Jul-01
 Component: Suspension: Front Control Arm: Lower Arm

Defect Summary: THROUGH CONTACT WITH ROAD HAZARDS AND CURBS THE LOWER CONTROL ARM ASSEMBLY CAN SHIFT FROM ITS ORIGINAL POSITION.

ADVERTISEMENT

Columbia Hyundai

"I-275 and MONTGOMERY ROAD"
 10981 MONTGOMERY ROAD
 CINCINNATI, OHIO 45249

HYUNDAI

Parts: 513-489-2000 Main: 489-2000

COLUMBIA MOBILE
 10981 MONTGOMERY ROAD
 1275 W. MONTGOMERY ROAD
 CINCINNATI, OH 45249
 513-489-2000
 MID 801092175
 MID 00173400008010921750

September 25, 2007 09:39
 Invoice #: 002 Batch #: 238

MASTERCARD SALE

Card Number: XXXXXXXXXXXX
 Approval Code: 197868
TOTAL: \$ 202.54

I AGREE TO PAY ABOVE TOTAL AMOUNT
 ACCORDING TO CARD ISSUER AGREEMENT
 (MERCHANT AGREEMENT IF CREDIT VOUCHER)

EXAMPLE PROVIDED BY RDM CORPORATION
 THANK YOU
 HAVE A NICE DAY
 CUSTOMER COPY

**BEST INVENTORY, BEST PRICE,
 BEST SERVICE**
 489-6333
FOR ACURA PARTS CALL
 530-0698

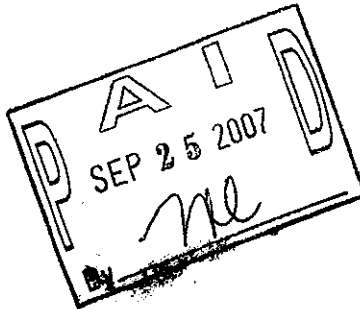
CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
6688		CRED CD	MIKE WEIL	09/25/07	146918 HYR

CASH

B
I
L
L
T
O

S
H
I
P
T
O

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	54815-22001 CUP-JOINT	3004	0.47	0.47	0.47
1	0	54825-22000 BOLT-STABILIZER B	3004	2.12	2.12	2.12
1	0	54828-22000 NUT-SELF LOCKING	4002	0.55	0.55	0.55
1	0	54501-22100 ARM & BALL JOINT	124	187.03	187.03	187.03



RECEIVED BY X _____ NO RETURNS WITHOUT THIS INVOICE NO REFUNDS AFTER 10 DAYS RESTOCKING CHARGE OF 15% ON RETURNED ITEMS. PARTS MUST BE RETURNED IN UNDAMAGED ORIGINAL CONTAINERS FOR REFUND OR CREDIT. NO REFUND ON ELECTRICAL PARTS OR SPECIAL ORDERED PARTS DISCLAIMER OF WARRANTIES ANY WARRANTIES ON THE ITEM/ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, COLUMBIA HYUNDAI, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND COLUMBIA HYUNDAI NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.	SUBTOTAL 190.17 TAX 12.37 FREIGHT 0.00 PAY THIS AMOUNT 202.54
--	---











