



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
2007 DEC -6 AM 8:13
19-OCT-2007

Repository
Reference No.
10206345

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LINDENHURST State NY 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 _____ Date 1/1/

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KMHW25F5 [REDACTED] Make HYUNDAI Model ELANTRA Model Year 2002
Date Purchased 01-SEP-04 Dealer's Name and Telephone Number _____ Engine: No: Cylinders 4 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 121000 EXTERIOR LIGHTING; HEADLIGHTS
Multiple Failure: 50

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 19-OCT-2007 Failure Mileage 94500 Failure Speed 0

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 2002 HYUNDAI ELANTRA. THE CONTACT STATED THAT THE FRONT HEADLIGHTS WERE DISCOLORED AND VISIBILITY AT NIGHT WAS VERY LIMITED. THE HYUNDAI CORPORATE OFFICE WAS NOTIFIED AND THEY STATED THAT THE HEADLIGHTS WERE ONLY COVERED UNDER A FIVE YEAR WARRANTY. THE CURRENT AND FAILURE MILEAGES WERE 94,500.

1995 HYUNDAI

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.

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

HEADLIGHT LENSES HAVE BECOME FOGGED (DETERIORATED)
ON THE OUTSIDE OF THE LENSE CAUSING POOR VISIBILITY
DURING NIGHT OPERATIONAL. THIS IS AN UNWARRANTED DEFECT DUE TO
POOR PRODUCT QUALITY. SEE ATTACHED LETTER.

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

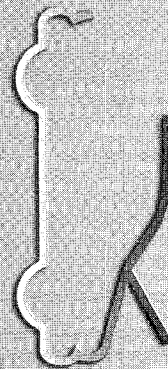
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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



Date: 11/29/07

To: National Highway Traffic Safety Administration

From:

[REDACTED]
Lindenhurst, N.Y. [REDACTED]
[REDACTED]

Subject: Reference No. 10206345

Dear Sir/Madam, thank you for responding to my complaint. I have spoken to Hyundai about this problem and they stand firm that this vehicle is out of warranty. I did purchase the vehicle used and the headlights were clear and in good working order. Please note that Atlantic Hyundai located in West Islip, N.Y. inspected my vehicle last year and it passed. The headlights are discolored due to poor product quality. I am a NYS Inspector and would consider these headlights to be unsafe @ the least. The vehicle is well maintained. Cleaned regularly. Again this is due to poor product quality. The vehicle is no longer driven @ night. I would welcome one of your inspectors to come to my home to view and discuss this matter. I have checked into several areas to purchase new lights. This is an inherent problem. Poor quality. The OEM headlights are [REDACTED] and [REDACTED] for replacements? Parts only. That price is grossly over charging! Hyundai does not consider Safety to be a priority. Headlights, when maintained, should well exceed the vehicle life. You will notice this problem on several Hyundai models. And why does it continue? Because it is allowed to! Please contact me. Thank you.

Sincerely, /
[REDACTED]
[REDACTED]