



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 DEC 08 12:48:50

Reference No.
10208394

OWNER INFORMATION (Type or Print)

Name

Address

City LEDYARD

State CT

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 11/17/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KNDMC233676

Make
HYUNDAI

Model
ENTOURAGE

Model Year
2007

Date Purchased
21-AUG-07

Dealer's Name and Telephone Number
MJ SULLIVAN HYUNDAI

Engine:
No: Cylinders 6

Fuel Type:
Gas

Original Owner

Dealer's City
NEW LONDON

State
CT

Zip Code

Transmission Type
AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
162300 STRUCTURE:BODY:DOOR
Multiple Failure: 18

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
10-SEP-2007

Failure Mileage
17050

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

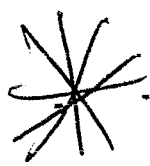
Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2007 HYUNDAI ENTOURAGE. THE CONTACT STATED THAT THE DRIVER SIDE SLIDING DOOR FAILS TO OPEN ONLY WHEN THE EXTERIOR HANDLE IS BEING PULLED. THE FAILURE OCCURS INTERMITTENTLY. THE VEHICLE WAS TAKEN TO THE DEALER TWO TIMES AND THEY STATED THAT THE FAILURE HAD TO BE DUPLICATED MORE THAN ONCE. THE CURRENT MILEAGE WAS 18,060 AND FAILURE MILEAGE WAS 17,050.

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.



Safety issue: need to get children out of the car quickly. Door does not always open.


Brought vehicle to md Sullivan:

11/6/07

11/8/07

- on 11/6/07 the problem was duplicated once in front to service manager Hugh and Hyundai ~~to~~ mechanic Angelo.

Hugh told me on 11/8/07 that the door needed to be broken all of the time for them to fix it. I spoke to John Spinnato ^(general manager) on both occasions he said there was nothing he could do.

Hyundai Reps case #  (ph 1800 633-5151)

Gary Ex 54348

Ruth Ex 54252

11/9 supervisor Jason M. consumer affairs
Ex 54308

Irene (Regional Manager)
(609) 395-7308

They all stated nothing could be done until it happened all of the time

Irene did say to bring it to the dealer when it was happening. I did on 11/15/07 1970 miles 3:20pm. Angelo the Hyundai tech saw that it was happening happened to him. But would give me no

documentation stating this. I went home and called Irene she told me that Angelo was ordering a part, should come in next week. Hopefully this will fix the problem but I am not certain it will.

video documentation of incidents

11/7

11/8

11/8

Also happened 11/10, 11/11, 2 times 11/15, 11/16, ? once today, 11/17/07.

Thank you!