



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 ☐

07-JAN-2008

Reference No.
10214040

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City PORT ORANGE

State FL

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of a signature, please print your name or address to the vehicle manufacturer.
Signature of Owner Date 1/13/08

VEHICLE INFORMATION

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

5NPEU46F07H

Make

HYUNDAI

Model

SONATA

Model Year

2007

Date Purchased
01-OCT-06

Dealer's Name and Telephone Number

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

140000 AIR BAGS

Multiple Failure: 30

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
18-SEP-2007

Failure Mileage
8000

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: DOTM9ABC036)

☐ 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 SONATA. WHEN A PASSENGER WAS SEATED IN THE FRONT PASSENGER SEAT, THE AIR BAG LIGHT INDICATED THAT THE AIR BAG WAS DEACTIVATED. THE NORMAL WEIGHT OF THE FRONT PASSENGER WAS 117 LBS. THE DEALER REPLACED THE FRONT PASSENGER SIDE SEAT, BUT THE FAILURE RECURRED. THE FAILURE MILEAGE WAS 8,000 AND CURRENT MILEAGE WAS 13,000.

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.

800-633-5151

dealer 54287

cell

Port Orange, FL

Hyundai Motors of America
270 Riverside Parkway Suite A.
Austell, Ga 30168

January 2, 2008

Att: Customer Service

Re: Case #

We own a 2007 Hyundai Sonata SE V6 This is our fourth Hyundai & probably our last.

We are greatly disappointed in the lack of response to what we consider a major safety problem.

Our dealer Jon Hall Hyundai in Daytona Beach, Fla. has done as much as they can mechanically, but in our opinion have not pursued your engineers to solve our problem. The on going problem is the passenger air bag is not activated 20 to 30 % of the time when someone is sitting in that seat.

We have been told by our dealer that all the necessary information has been faxed weeks ago. There has been no response to this date.

I am usually the passenger & travel with great distress when the light is on & we are traveling major inter-state highways & around town.

A response shall greatly be appreciated.

Very truly yours,

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).