



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

29-JAN-2008

Reference No.

10216402

2008 FEB 25 PM 3:02

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City WHITE TOWN State IN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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 [REDACTED] Date 2/11/08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KM8SC73DX2 [REDACTED]  
Make: HYUNDAI Model: SANTA FE Model Year: 2002  
Date Purchased: 01-NOV-02 03 Dealer's Name and Telephone Number: BUTLER HUYDAI (Purchased at Saturn Fishers)  
Engine: No: Cylinders 6 Fuel Type: Diesel Regular Gasoline  
Original Owner: [REDACTED] Dealer's City: INDIANAPOLIS State: IN Zip Code: [REDACTED]  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: ALL WHEEL DRIVE Vehicle Component Code: 152000 SEAT BELTS:REAR Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 01-DEC-2007 Failure Mileage: 89,000 1000 Failure Speed: 0

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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 SANTA FE. THE AUTOMATIC RETRACTION SYSTEM ON THE REAR-PASSENGER-SIDE SEAT BELT FAILED. AS A RESULT, THE CHILD SEAT IS NOT PROPERLY RESTRAINED. THE CONTACT SPOKE WITH THE MANUFACTURER AND THEY STATED THAT HER VEHICLE DOES NOT HAVE A RECALL ON THE SEAT BELT. THE DEALER STATED THAT THE REPAIR FOR THE SEAT BELT RETRACTION SYSTEM WOULD COST \$300. THE CURRENT MILEAGE WAS 90,700 AND FAILURE MILEAGE WAS 81,000. Plus \$89 to diagnose problem. I am second owner, 89,000 out of warranty.

• Auto-locking Seatbelt retractor does not remain locked to use with a child booster seat. However, the belt does lock when belt is pulled quickly, as in a sudden stop. Hyundai USA and dealer Butler Hyundai said I have to pay all repair costs.

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)**

On 2/2/08 I purchased a replacement seat belt system. The belt did not come with instructions. Butler Hyundai refused to give me copies of instructions from service center. See complaint #10216888, filed 2/4/08. On 2/7/08, a Hyundai rep called with instructions. New part is functioning properly.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

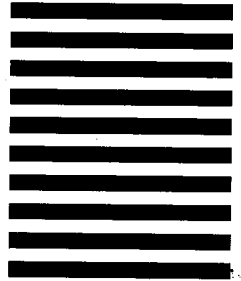
**National Highway Traffic Safety Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



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**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382**



**Think your vehicle  
has a safety defect?**



**If so:**

**Use the enclosed  
form to file a report.**

**or visit:**

**[www.safercar.gov](http://www.safercar.gov)**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



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U.S. Department of Transportation  
National Highway Traffic Safety Administration

