



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) 2008 JUL 21 PM 1:28  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received  
Repository   
Reference No.  
10232549

**OWNER INFORMATION (Type or Print)**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City BENSENVILLE State IL 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 7/12/08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
KMHWF35V1YA \_\_\_\_\_  
Make HYUNDAI Model SONATA Model Year 2000  
Date Purchased \_\_\_\_\_ Dealer's Name and Telephone Number \_\_\_\_\_ Engine: \_\_\_\_\_ Fuel Type: \_\_\_\_\_  
No: Cylinders \_\_\_\_\_  
Original Owner  Dealer's City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Transmission Type  Antilock Brakes Powertrain \_\_\_\_\_  
 Cruise Control \_\_\_\_\_ Vehicle Component Code 161000 STRUCTURE:FRAME AND MEMBERS  
Multiple Failure: \_\_\_\_\_

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

Incident Date(s) 27-JUN-2008 Failure Mileage 148000 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 2000 HYUNDAI SONATA. THE CONTACT TOOK HIS VEHICLE TO A LOCAL MECHANIC DUE TO A NOISE CAUSED BY THE WHEEL BEARINGS. THE MECHANIC INFORMED HIM THAT THE FRAME OF THE VEHICLE, WHICH SUPPORTED THE ENGINE, WAS RUSTING. THE MECHANIC ALSO NOTICED A HOLE IN THE VEHICLE. THE FAILURES ARE NEARLY IDENTICAL TO THE ONES NOTED IN INVESTIGATION NUMBER PE08029. THE DEALER HAS NOT BEEN NOTIFIED AND THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 148,000.

**NOTE: I FILED THIS REPORT DUE TO THE POTENTIAL / PROBABILITY OF THE SUB-FRAME'S FAILURE DUE TO ITS RUSTED CONDITION. PLEASE NOTE THAT I HAVE FILED A COMPLAINT WITH HYUNDAI; THE CLAIM # IS 333,76 01.**

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in me pursuant to section 552 of the Title 5, Chapter 2 of the Code of Federal Regulations. You are under no obligation to respond to this questionnaire. Your response may be used to identify safety defects. 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.

**P.S. THE RUSTED-OUT SUB-FRAME AND ITS PROBABLE FAILURE IS A DANGEROUS SITUATION. PLEASE NOTE ATTACHED COMMENTS BY MANAGER OF NTB.**



# Howard

Buick • Pontiac • GMC • Hyundai

## AUTO GROUP

**BUICK • PONTIAC • GMC**  
 www.howardautogroup.com  
 364 WEST GRAND AVENUE  
 ELMHURST, IL 60126  
 TELEPHONE (630) 832-9500  
 FAX (630) 279-0680

**HYUNDAI**  
 www.howardautogroup.com  
 750 N. YORK ROAD  
 ELMHURST, IL 60126  
 TELEPHONE (630) 279-3000  
 FAX (630) 832-5175

CUSTOMER NO.	ADVISOR <b>ANGIE</b>	TAG NO. <b>360</b>	INVOICE DATE <b>07/11/08</b>	INVOICE NO. <b>HYCS297743</b>
RESIDENCE PHONE	LABOR RATE	LICENSE NO.	MILEAGE <b>148,417</b>	COLOR <b>/</b>
	YEAR / MAKE / MODEL <b>00/HYUNDAI/SONATA/4 DOOR SEDAN</b>			DELIVERY DATE <b>03/31/00</b>
	VEHICLE I.D. NO. <b>K M H W F 3 5 V 1 Y A</b>			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
BUSINESS PHONE	COMMENTS		P.O. NO.	R.O. DATE <b>07/11/08</b>
				<b>MO: 148417</b>

**JOB# 1 CHARGES**-----

**LABOR**-----  
**J# 1 10HZ06 STEERING/SUSPENSION TECH(S):179 INTERNAL**  
 CUST STATES HE WAS TOLD THE SUB FRAME OF THE VEH WAS SEVERLY RUSTED THROUGH. TECHNICIAN INSPECTED VEH-FOUND HOLE IN FRONT RIGHT SIDE OF SUBFRAME BEHIND THE RIGHT FRONT WHEEL. APPEARS TO BE CAUSED BY CORROSION.

**JOB# 1 TOTALS**-----  
 JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00

**TOTALS**-----

*****	TOTAL LABOR....	0.00
** TO RECEIVE DISCOUNTS ON FUTURE SERVICES PLEASE **	TOTAL PARTS....	0.00
** VISIT OUR WEBSITE AND BOOK YOUR APPOINTMENT **	TOTAL SUBLET....	0.00
** DIRECTLY ON LINE: www.HOWARDAUTOGROUP.COM **	TOTAL G.O.G....	0.00
** GO TO SERVICE DROP DOWN BOX AND CLICK APPOINTMENTS. BOOKS IN REAL TIME!!!! **	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
** I AUTHORIZE HOWARD PONTIAC AS "POWER OF ATTORNEY" ON MY**	TOTAL TAX.....	0.00
** BEHALF TO SIGN ANY AND ALL PAYMENTS FOR THIS REPAIR **	<b>TOTAL INVOICE \$</b>	<b>0.00</b>
*****		
TO RECEIVE DEALER SPECIALS ON LINE PLEASE PROVIDE YOUR VISIT WWW.HOWARDAUTOGROUP.COM		

**DISCLAIMER OF WARRANTIES**  
 The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

**WE WANT YOU**

**COMPLETELY SATISFIED**

**THANK YOU FOR YOUR CONTINUED BUSINESS**

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME GUARANTEE, APPLIES TO CUSTOMER PAY REPAIRS.

MANUFACTURER PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FROM DATE OF REPAIR.

**SERVICE HOURS:**  
**MONDAY-FRIDAY: 7AM - 6PM**

**PARTS HOURS:**  
**MONDAY-FRIDAY: 7AM - 6PM**

**COLLISION REPAIR CENTER HOURS:**  
**MONDAY-FRIDAY: 8AM - 5PM**

**FREE ESTIMATES**

CUSTOMER SIGNATURE



Reynolds and Reynolds\_EPRINTS14E\_CC610483\_O\_(08/08)



COMMERCIAL TIRE KINGDOM, INC.  
 CUSTOMERS | PO Box 406010  
 REMIT TO: | ATLANTA, GA30384-6010

2000 HYUNDAI Sonata  
 License: IL  
 Mileage: 148394  
 Lug Torque 65-80  
 Tire Infl F/R 30 30

\* FINAL BILL - INVOICE\*

Cert#

NTB STORE 509  
 HOFFMAN ESTATES, IL STORE  
 2475 W GOLF ROAD  
 847 884-0171  
 Customer: 14957937

Invoice# 21574689 - RI  
 Order Num 84150564 - WI  
 Page - 1  
 Opening Salesperson 12925590  
 Date/Time In..... 07/11/08 08:40:39  
 Date/Time Out..... 07/11/08 10:05:18  
 Ship To:

BESSENVILLE IL

Home# \_\_\_\_\_ Work# \_\_\_\_\_  
 Addl Repairs may be authorized by  
 VIN# KMHWF35V1Y7 PO#:

Item Number	Item Description	Qty	Price Each	Extended
MSG	MESSAGE	1		
	COULD NOT ALIGN RF SUB FRAME IS SEVERLY RUSTED.VEHICLE IS VERY UNSAFE TO DRIVE. RF WHEEL COULD COLAPSE,			
	COULD NOT ALIGN RF SUB FRAME IS SEVERLY RUSTED.VEHICLE IS VERY UNSAFE TO DRIVE. RF WHEEL COULD COLAPSE,			

IF YOU HAVE A QUESTION OR CONCERN PLEASE TALK TO  
 OUR STORE MANAGER, ABEL MARTINEZ  
 AT (847) 884-0171

**PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN:**

**I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.**

- I REQUEST A WRITTEN ESTIMATE.
- I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED \_\_\_\_\_ DATE \_\_\_/\_\_\_/\_\_\_

Special Credit:  
 Total Charges..  
 Total Credits.. .00  
 Sub-Total..... .00  
 New Tire Fees\*\* .00  
 Shop Fees(\*) .00  
 All Taxes..... .00  
 Payments..... .00  
 Net Amount..... .00

PLEASE PAY ABOVE AMOUNT.  
 THANK YOU! Closer:12925590

I AUTHORIZE SERVICE TO BE PERFORMED, INCLUDING SUBLET WORK PER THE TERMS AND CONDITIONS ON THE REVERSE "CUSTOMER COPY" OF THIS FORM. TIRE KINGDOM USES BOTH FLAT RATE AND HOURLY RATE TO CALCULATE CHARGES.  
 I DO \_\_\_\_\_ DO NOT \_\_\_\_\_ WANT MY PARTS RETURNED

PROPOSED METHOD OF PAYMENT, CASH \_\_\_\_\_ CHECK \_\_\_\_\_ CREDIT CARD \_\_\_\_\_  
 CHARGES REPRESENT COST/PROFIT TO THE VEHICLE REPAIR FACILITY. MISC. SHOP SUPPLY OR WASTE DISPOSAL  
 PLEASE SEE REVERSE SIDE FOR WARRANTY, TERMS, CONDITIONS AND OTHER IMPORTANT INFORMATION

**CUSTOMER COPY**