



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

28-JUL-2008

Repository ☐

Reference No.
10236112

OWNER INFORMATION (Type or Print)

Name

Address

City

HUNTLY

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

NONE

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 a signature, NHTSA will not provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 8/6/08

VEHICLE INFORMATION

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

5NPET46C98H

Make

HYUNDAI

Model

SONATA

Model Year

2008

Date Purchased

12-27-07

Dealer's Name and Telephone Number

HYUNDAI OF ELGIN 847 888 8222

Engine:

No: Cylinders

4

Fuel Type:

GAS

Original Owner

☒

Dealer's City

ELGIN ILL 60120

State

IL

Zip Code

60120

Transmission Type

AUT

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

140000 AIR BAGS

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-FEB-2008

Failure Mileage
100

Failure Speed
0

PASS AIR-BAG SYSTEM

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 2008 HYUNDAI SONATA. INTERMITTENTLY, WHEN THE CONTACT'S 106 POUND WIFE IS SEATED IN THE FRONT PASSENGER SEAT, THE AIR BAG LIGHT DIMS AND THEN ILLUMINATES AGAIN, AS IF NO ONE IS IN THE SEAT. THIS INCIDENT HAS OCCURRED THREE SEPARATE TIMES. THE VEHICLE HAS BEEN TAKEN TO THE DEALER TWICE, BUT WITH NO RESOLUTION. THE VEHICLE WAS REPAIRED ACCORDING TO NHTSA CAMPAIGN ID NUMBER 08V161000 (AIR BAGS); HOWEVER, THE FAILURE PERSISTS. THE CURRENT MILEAGE WAS 7,400 AND FAILURE MILEAGE WAS 100.

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.

19762

1 2 0 2 3 0

INVOICE



881 EAST CHICAGO STREET
ELGIN, IL 60120
(847) 888-8222 FAX (847) 888-8401

PAGE 1

HUNTLEY, IL
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 336 JORGE QUEVEDO

HOME: [REDACTED] B3D

SERVICE ADVISOR: 336 JORGE QUEVEDO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BEIGE	08	HYUNDAI SONATA	5NPET46C9 [REDACTED]	[REDACTED]	6721/6721	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27DEC07 IS			WAIT 02JUL08		0.00	CASH	02JUL08
R.O. OPENED	READY	OPTIONS: STK:H1816 DLR:IL068					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES PASS AIRBAG LITE WONT GO OUT WHEN A PASSENGER SEATS
PLEASE CHECK & ADVISE

IO ADVISOR VERIFIED FOLLOWING TSB#08-01-006 HAD
PERSON THAT SEATS ALL THE TIME LITE KEEPS
GOING OFF EVERY TIME. CUSTOMER AGREED THAT
SYSTEM OK

99 MISC TECH LIC#: 9146

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES PASSENGER IS HERE IF TECH WANTS TO TEST SEAT
IO PERFORMED TSB#08-01-006 CAN NOT DUPLICATE
PROBLEM

99 MISC TECH LIC#: 9146

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

THANK YOU FOR YOUR BUSINESS!!!
You may recieve a survey from Hyundai,
& we hope you can mark all areas
completly satisfied! Any questions please
contact service manager Jim Selig
jselig@blautogroup.com. NEW SERVICE HOURS!!
M-F 7:30 - 7:00 PM. SATURDAY 8:00 - 3:00!

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

19762

120878

881 EAST CHICAGO STREET
ELGIN, IL 60120

(847) 888-8222 FAX (847) 888-8401

INVOICE

PAGE 1

HUNTLEY, IL
HOME BUS:

SERVICE ADVISOR: 311 JIM SELIG

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
BEIGE	08	HYUNDAI SONATA		5NPET46C98E		7419/7419		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
27DEC07 IS			17:00 23JUL08		0.00	CASH	28JUL08	
R.O. OPENED		READY		OPTIONS: STK:H1816 DLR:IL068				
25DEC07		28JUL08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES PASS AIR BAG OFF LIGHT ON WITH WIFE IN FRONT SEAT-HMA

CASE#3224903 REFER TO TSB#083

CAUSE: REMOVED SEAT CUSHION SEND OUT FOR SUBLET REPROGRAMMING PER
CAMP#08381B012R0 EVALUATION, SEAT CUSHION REMOVED/SHIPPED
OUT/ REINSTALLED

68 BIRKNER, JUSTIN LIC#: 0316

WH

(N/C)

FC: 69 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CAMPAIGN#083 SUBLET SEAT REPROGRAMMING REINSTALL SEAT CUSHION

B 2008 SONATA RENTAL CAR #5NPEU46F78H364427

H2121 2008 SONATA RENTAL CAR #5NPEU46F78H364427

99 MISC TECH LIC#: 9146

CH

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C NEXT SERVICE DUE

4 TIRE ROTATION

388 RAMOS, JOSEPH LIC#: 2136

CH

24.99

24.99

HM02 \$10.00 HYUNDAI DISCOUNT COUPON

388 RAMOS, JOSEPH LIC#: 2136

CH

0.00

0.00

MISC \$10.00 OFF

CH

-10.00

-10.00

PARTS: 0.00 LABOR: 24.99 OTHER: -10.00 TOTAL LINE C: 14.99

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

19762

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 881 EAST CHICAGO STREET
 ELGIN, IL 60120

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INVOICE

PAGE 1

 HUNTLEY, IL
 HOME: BUS:

SERVICE ADVISOR: 311 JIM SELIG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BEIGE	08	HYUNDAI SONATA	5NPET46C98H		7611/7612		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27DEC07 IS			WAIT 04AUG08		0.00	CASH	04AUG08
R.O. OPENED		READY	OPTIONS: STK:H1816 DLR:IL068				
04AUG08		04AUG08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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 A CUST STATES PASS AIR BAG LIGHT OFF IS ON AT TIMES WITH WIFE IN RT
 FRONT SEAT

CAUSE: OPEN CIRCUIT

95910R00 MODULE-AIR BAG CONTROL

326 RAYMOND, PETER LIC#: 9442

WH

(N/C)

1 95910-0A000 MODULE ASM

(N/C)

95910RQ0 MODULE-AIR BAG CONTROL ADD GDS OPERATION

326 RAYMOND, PETER LIC#: 9442

WH

(N/C)

FC: 69

PART#: 95910-0A000

COUNT: 1

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

TRACED CIRCUIT, CALLED FTS-REPLACED AIR BAG MODULE ASSEMBLY-OER FTS

THANK YOU FOR YOUR BUSINESS!!!

You may receive a survey from Hyundai,

& we hope you can mark all areas

completely satisfied! Any questions please

contact service manager Jim Selig

jselig@blautogroup.com. NEW SERVICE HOURS!!

M-F 7:30 - 7:00 PM. SATURDAY 8:00 - 3:00!

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		CUSTOMER SIGNATURE		LABOR AMOUNT	0.00
				PARTS AMOUNT	0.00
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
				MISC. CHARGES	0.00
				TOTAL CHARGES	0.00
				LESS INSURANCE	0.00
				SALES TAX	0.00
				PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

AUG 6 - 2008

I made 12 calls to
Hyundai recall Dept.
Phone # 1-800-633-5151
since January 10th of 2008.
Six calls to service dept.
on Feb 15th they gave
me a case # 3224903
Hyundai recall Dept.

In 1 month I had car
in 3 times for service
on passenger air bag system.
On Aug 4th they replaced
air bag module assembly.
I hoped this is fixed now.
I called your office on Aug 5th
and was told to send in
my 3 repair orders.

I talked to Anthony.

Thank you

CAR No. 10236112

QUICK TRIPS CHICAGO TRIBUNE
SUNDAY 4-20-08

Autos

■ **Toyota Motor Corp.** and **Fuji Heavy Industries**, parent of **Subaru**, will develop a compact, rear-wheel-drive sports car that will go on sale in 2011 using a Subaru engine. Toyota and Subaru will sell versions of the car. Both say they have not decided whether to offer it in the U.S., though neither offers a compact sports car. The agreement on the new car was announced in Tokyo at the same time Toyota said it would increase its stake in Fuji Heavy to 16.5 percent from 8.7 percent.

■ Prices on the **2009 Acura TSX** are \$28,960 for the base model and \$32,060 with the Technology Package. Freight adds \$715. Both have a 2.4-liter 4-cylinder engine and a choice of a 6-speed manual or 5-speed automatic transmission. The Technology Package in-

cludes voice-activated navigation system, satellite communication system, rearview camera. TSX on sale Thursday.

■ **Chrysler** reportedly drop the **Jeep Compass** sport-utility vehicle introduced in 2005, source. Production of the car, the slowest-selling of Jeep models, will end mid-2009, say people familiar with the decision. Chrysler asked not to be named.

Recalls

■ **Hyundai** is recalling 393,714 **2006-08 Sonata** sedans to fix a problem with the air-bag system in front passenger seat. Affected cars have an advanced system that disables the passenger front air bag when it detects a child restraint system or no child in the seat.

■ **Honda** is recalling 2003 **Accord** sedans to