



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

12-AUG-2008

Repository

Reference No.
10237820

OWNER INFORMATION (Type or Print)

Name

Address

City TOMS RIVER

State NJ

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 ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KMHHM65D73

Make
HYUNDAI

Model
TIBURON

Model Year
2003

Date Purchased
0-5-03

Dealer's Name and Telephone Number
Lester Glenn Hyundai (732) 349-4200

Engine: 4cyl
No: Cylinders DOHC

Fuel Type:
Gas

Original Owner

Dealer's City
Toms River

State
NJ

Zip Code
08753

Transmission Type
Automatic
4-speed

Antilock Brakes
 Cruise Control

Powertrain
Yes

Vehicle Component Code
150000 SEAT BELTS

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
27-JUL-2008

Failure Mileage
63950

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 2003 HYUNDAI TIBURON. THE CONTACT STATED THAT THE AIR BAG LIGHT REMAINS ILLUMINATED. SHE TOOK THE VEHICLE TO THE DEALER AND WAS INFORMED THAT THE SEAT BELT BUCKLE ASSEMBLY FAILED. THE PART FOR THE REPAIR WAS ORDERED. THE MANUFACTURER STATED THAT HER VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 02V290000 (SEAT BELTS:FRONT:BUCKLE ASSEMBLY). THE FAILURE MILEAGE WAS 63,950 AND CURRENT MILEAGE WAS 64,010.

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.

INVOICE

LESTER GLENN

AUTO GROUP

E# 1975CC_D0HC

CELL: 732-773-8201

JOB# 1 CHARGES-----

LABOR-----

J# 1 60HZ INTERIOR TRIM HOURS: 1.00 TECH(S):318 95.00
 CUST STATES AIRBAG LIGHT STAYS ON-INSTALL SOP
 DRVR SIDE SEATBELT BUCKLE
 DRVR SIDE FRT SEATBELT BUCKLE OPEN CIRCUIT
 REPLACE DRVR FRT SEATBELT BUCKLE/CLEAR CODES

JOB# 1 TOTALS-----

LABOR 95.00

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 95.00

COMMENTS-----

DROP

TOTALS-----

*****IMPORTANT*****IMPORTANT*****
 *YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY. IF FOR *
 *ANY REASON YOU CANNOT ANSWER "10" WHICH MEANS "COMPLETELY *
 *SATISFIED" ON ALL QUESTIONS. "PLEASE" CALL OUR SERVICE *
 *DEPT. AS SOON AS POSSIBLE. YOUR SATISFACTION IS OUR #1 *
 *CONCERN. *
 * *
 *FROM ALL OF US HERE AT LESTER GLENN, THANK YOU!!!!!! *

TOTAL LABOR.... 95.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET.... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 6.65

TOTAL INVOICE \$ 101.65

CUSTOMER SIGNATURE



ICE NUMBER

HYCS53318

OWNER NUMBER

OMS RIVER, NJ

HOME PHONE

BUSINESS PHONE

SOR

TAG NO.

DR RATE

LICENSE NO.

MILEAGE

YR MAKE / MODEL

03/HYUNDAI/TIBURON/TIBURON

CLE ID NO.

K M H H M 6 5 D 7 3

E. NO.

DR

BLUE/

STOCK NO.

MENTS

MO: 64983

VERY MILES

SELLING DEALER NO.

DATE

8/23/08

INVOICE DATE

08/23/08

RINT NUMBER

DELIVERY DATE

06/05/03

PRODUCTION DATE

SALE

LESTER GLENN AUTO GROU
101 RT 37 EAST
TOMS RIVER, NJ 08753
TID: 00001057421

GLENN
GROUP

TIME: 05:00 PM DATE: 08/23/08

MERCHANT #: 179187010998

INVOICE: 0000053318
APPROVAL CODE: 00504B
SEQ: 031

TOTAL AMOUNT \$101.65

CUSTOMER COPY

E# 1975CC_DOHC		CELL: [REDACTED]
JOB# 1 CHARGES		
LABOR		
J# 1 60HZ	INTERIOR TRIM	HOURS: 1.00 TECH(S):318 95.00
	CUST STATES AIRBAG LIGHT STAYS ON-INSTALL SOP	
	DRVR SIDE SEATBELT BUCKLE	
	DRVR SIDE FRT SEATBELT BUCKLE OPEN CIRCUIT	
	REPLACE DRVR FRT SEATBELT BUCKLE/CLEAR CODES	
JOB# 1 TOTALS		
	LABOR	95.00
	JOB# 1 JOURNAL PREFIX HYCS	JOB# 1 TOTAL 95.00
COMMENTS		

LESTER GLENN

AUTO GROUP

E# 1975CC_DOHC

CELL: [REDACTED]

TOTALS

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 *DEPT. AS SOON AS POSSIBLE. YOUR SATISFACTION IS OUR #1 *
 *CONCERN. *
 *FROM ALL OF US HERE AT LESTER GLENN. THANK YOU!!!!!! *

TOTAL LABOR....	108.40
TOTAL PARTS....	156.08
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.00
TOTAL MISC DISC	-5.26
TOTAL TAX.....	18.22
TOTAL INVOICE \$	278.44

INVOICE NUMBER HYCS52383	
CUSTOMER NUMBER	
[REDACTED]	
TOMS RIVER, NJ [REDACTED]	
RESIDENCE PHONE	BUSINESS PHONE
[REDACTED]	[REDACTED]
ADVISOR ROBERT LEONE	TAG NO. 266
LABOR RATE	MILEAGE 64,010
LICENSE NO. [REDACTED]	
YEAR / MAKE / MODEL 03/HYUNDAI/TIBURON/TIBURON	
VEHICLE ID NO. K M H H M 6 5 D 7 3 U	
F.F.E. NO.	P.O. NO.
COLOR BLUE/	STOCK NO.
COMMENTS	MO: 64011
DELIVERY MILES	SELLING DEALER NO.
R.O. DATE 08/09/08	INVOICE DATE 08/09/08
REPAIR NUMBER	DELIVERY DATE 06/05/03
	PRODUCTION DATE

CUSTOMER SIGNATURE

Schedule your next appointment at lesterglenn.com

IMPORTANT
 You may receive a customer satisfaction phone call from Hyundai in the next few weeks. If for any reason you cannot grade us 10 please contact our Service Manager Zina Approvato 732-349-4200 Ext. 312 Thank You Lester Glenn Auto Group

SALE

LESTER GLENN AUTO GROU
 101 RT 37 EAST
 TOMS RIVER, NJ 08753
 TID: 00001057421

DATE: 08/09/08
 TIME: 05:13 PM

MERCHANT #: 179187010998

INVOICE: 0000052383
 APPROVAL CODE: 09517B
 SEQ: 036

TOTAL AMOUNT **\$278.44**

CUSTOMER COPY

The Reynolds and Reynolds Company EPRANTIN/YLE C0660283 0 (05/06)

LESTER GLENN

AUTO GROUP

E# 1975CC_D0HC

CELL: [REDACTED]

INVOICE NUMBER HYCS52383	
CUSTOMER NUMBER [REDACTED] TOMS RIVER, NJ [REDACTED]	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]
ADVISOR ROBERT LEONE	TAG NO. 266
LABOR RATE	MILEAGE
LICENSE NO. NZZ34N	64,010
YEAR / MAKE / MODEL 03/HYUNDAI/TIBURON/TIBURON	
VEHICLE ID NO. K M H H M 6 5 D 7 3	
F.T.E. NO. [REDACTED]	
COLOR BLUE/	STOCK NO.
COMMENTS MO: 64011	
DELIVERY MILES	SELLING DEALER NO.
R. O. DATE 08/09/08	INVOICE DATE 08/09/08
REPRINT NUMBER	DELIVERY DATE 06/05/03
PRODUCTION DATE	

JOB# 1 CHARGES

LABOR
J# 1 00HZL0F BASIC OIL CHANGE SER HOURS: TECH(S):318 13.40
CUSTOMER REQUEST TO HAVE OIL AND FILTER CHANGED, SET TIRE PRESSURE, CHECK AND TOP OFF FLUIDS, PERFORM SAFETY INSPECTION (\$24.95 - \$42) PERFORM AS NEEDED
? PERFORMED LUBE, OIL, AND FILTER CHANGE, AND SET TIRE PRESSURE.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK1	OIL CHANGE	16.81	16.81
	1	21513-23001	GASKET-OIL PLUG	****	****
	1	26300-35503	FILTER ASSY-ENGIN	****	****
	5	OIL	OIL	****	****
TOTAL - PARTS					16.81

MISC	CODE	DESCRIPTION	CONTROL NO	
	SS	SHOP SUPPLIES		1.00
	OC0	OIL CHANGE DISCOUNT		-5.26
TOTAL - MISC				-4.26

JOB# 1 TOTALS

LABOR	13.40
PARTS	16.81
MISC	-4.26

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 25.95

JOB# 2 CHARGES

LABOR
J# 2 60HZY19 AIRBAG HOURS: 1.00 TECH(S):318 95.00
CUST STATES AIRBAG LIGHT STAYS ON DTC B1511 STORED/L/FRT SEATBELT BUCKLE SHORT NEEDS L/FRT SEATBELT BUCKLE-PART HAS BEEN ORDERED LABOR TO INSTALL \$95.00+TAX

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	88830-2C501-LK	BUCKLE ASSY-FRONT	139.27	139.27
TOTAL - PARTS					139.27

JOB# 2 TOTALS

LABOR	95.00
PARTS	139.27

JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 234.27

COMMENTS
DROP