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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
10-DEC-2008
Repository ☐
Reference No.
10251303

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City EAST LONGMEADOW State MA Zip Code [REDACTED]
Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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
5NPEU46F66 [REDACTED]
Make HYUNDAI Model SONATA Model Year 2006
Date Purchased 11-10-08 Dealer's Name and Telephone Number Balise Hyundai
Original Owner ☐ Dealer's City Springfield State MA Zip Code 01105
Engine: V6 Fuel Type: GAS
Transmission Type Automatic ☐ Antilock Brakes ☐ Cruise Control Powertrain Multiple Failure: Incident Date(s) 10-NOV-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 021000 SUSPENSION: FRONT
Failure Mileage 23000 Failure Speed 20

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 2006 HYUNDAI SONATA. WHILE DRIVING BETWEEN 20-30 MPH ON NORMAL ROAD CONDITIONS, THE CONTACT SLIGHTLY RELEASED THE STEERING WHEEL AND THE VEHICLE BEGAN TO DRIFT TO THE LEFT UNEXPECTEDLY. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION AND THEY PERFORMED A FRONT END ALIGNMENT. ON TWO SEPARATE OCCASIONS, THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR IDENTICAL FAILURES WITHOUT ANY RESOLUTION. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 23,000 AND CURRENT MILEAGE WAS 25,000.

This failure occurs driving on highways at speeds higher than 20-30 miles per hour.

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.

November 15, 2008

Hyundai Motor America
Customer Service
P. O. Box 20850
Fountain Valley, CA 92728-0850

Customer Service:

I purchased a 2006 Hyundai Sonata on Monday of this week from Balise Hyundai in Springfield, Mass. This vehicle at 60 miles an hour is pulling.

The dealer has done a front-end alignment followed by tire rotation. This vehicle is still pulling at 60 miles an hour. This is a serious problem! The dealer has no answers so I have turned directly to you requesting a Hyundai Technician be sent to look into this problem immediately before I become a highway fatality.

My Son recently purchased a 2007 Hyundai Sonata and his vehicle is doing this very same thing. This is not an isolated case.

I would appreciate your immediate response to this serious problem. Your reply may be sent to me at [REDACTED] East Longmeadow, MA
[REDACTED]

Very truly yours,

[REDACTED]

Additional Notes:

11/15/08 Letter sent to Hyundai Motor America Customer Service (a copy attached) Identifying the problem.

A return letter from Hyundai Motor America dated 11/25/08 received requesting me to contact them to discuss this matter.

12/4/08 A call was placed, spoke to Annie, Customer Service person. She advised me they would arrange an appointment at Balise Hyundai with a Technician from Hyundai present to assess this failure on my vehicle.

12/10/08 I called Hyundai Motor America to follow up on my conversation with Annie of 12/4/08. I spoke with Troy who informed me the notations in the file showed there was NO technician scheduled to meet with me at Balise Hyundai. I was NEVER notified of this decision on behalf of Hyundai Motor America.

My Son owns a '07 Hyundai Sonata and his vehicle has this same failure.

In addition I requested to test drive a Sonata off the car lot and it also drifted off the Road more severe than my vehicle prior to a front-end alignment. Please note that my vehicle drifted severely prior to the front-end alignment.

My quest is to have this failure addressed and fixed (my vehicle still drifts) with all hopes to save some ones life before they become or cause a fatality.

PLEASE HELP TO SAVE A LIFE!