



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

21-JAN-2009

Repository ☐

Reference No.
10255868

OWNER INFORMATION (Type or Print)

Name

Address

City NORTHFIELD

State VT

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 2/16/09

VEHICLE INFORMATION

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

KMHNDN45D01U

Make

HYUNDAI

Model

ELANTRA

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

☐ Cruise Control

16-MAR-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Failure Mileage
94000

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: Northfield VT

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 2001 HYUNDAI ELANTRA. THE CONTACT STATED THAT THE VEHICLE WILL EITHER NOT ACCELERATE OR NOT ACCELERATE AS EXPECTED WHEN THE ACCELERATOR PEDAL IS DEPRESSED. HE TOOK THE VEHICLE TO THE DEALER AND THEY STATED THAT THE TRANSMISSION PRESSURE CONTROL SOLENOID VALVE SEALS FAILED. THEY REPLACED THE TRANSMISSION AND SEVERAL MONTHS LATER THE FAILURE RECURRED. THE MANUFACTURER STATED THAT BECAUSE THE VEHICLE EXCEEDED ITS WARRANTY, THEY WOULD NOT ASSIST. THE FAILURE MILEAGE WAS 94,000 AND CURRENT MILEAGE WAS 97,000.

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.

NORTHFIELD VT [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		KMHDN45D01U [REDACTED]		91030	09/23/08	66864 B EOD - C	
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		01	HYUNDAI	ELANTRA GL	SILVER	05742	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
		[REDACTED]	[REDACTED]		00/00/00	003 8767RR	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
75.00	00/00/00		91030	08/26/08	00/00/00		

PARTS USED ON THIS REPAIR WHERE THE PART NUMBER STARTS WITH A LETTER MAY NOT HAVE BEEN SUPPLIED BY YOUR VEHICLE MANUFACTURER, AND AS SUCH ARE NOT WARRANTED BY THEM

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER STATES THAT MIL LIGHT IS ON USE SCAN TOOL CHECK CODES ROAD TEST VEHICLE NO 3RD OR 4TH GEAR INCORRECT GEAR RATIO ERROR CODES DUE TO DAMAGED INTERNAL TRANS COMPONENTS MIL AJL 7051				C	109.35
Line Total.....						109.35
B	FREE 34 POINT CHECK A 34 PT INSP WAS DONE ON YOUR VEHICLE ASK YOUR WRITER FOR DETAILS 16PT ARS 6389					
Line Total.....						
C	TRANSMISSION TRANSPLANT R&R AUTOMATIC TRANSMISSION ARS 6389				C	344.82
	USEDTRANS USED TRANSMISS				1 C	560.00
	51752-36000 BOLT-HUB				2 C	8.64
	52950-17000 NUT-HUB				2 C	12.58
Line Total.....						926.04

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

HYUNDAI CUSTOMERS : YOU WILL BE RECEIVING A PHONE SURVEY FROM HYUNDAI MOTORS AMERICA ON THE SERVICE WORK WE JUST PERFORMED. THIS PHONE SURVEY WILL BE RECORDED AND SHARED WITH BOTH HYUNDAI MOTORS AND THE EMPLOYEES OF MIDSTATE HYUNDAI. IF FOR ANY REASON YOU CAN NOT RATE US A 10 PLEASE LET US KNOW.

THANK YOU

CUSTOMER SIGNATURE

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

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75.00	00/00/00		91030	08/26/08	00/00/00

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D	FOUND WIPER INOP WIPER LINKAGE FROZE UP REPLACED FROZEN WIPER LINKAGE					
			ARS 6389		C	80.19
			98110-2D200 MOTOR ASSY-WIN	1	C	184.68
			Line Total.....			264.87

Parts	765.90
SalesTax	45.95
Labor	534.36
TOTAL-CASH	1346.21

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CHRYSLER ■ DODGE ■ HYUNDAI
1365 US ROUTE 302
BARRE, VT 05641
802-476-4724
www.midstatedodge.com



SERVICE

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69277PAY

NORTHFIELD VT		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		KMHDN45D01U		97169	02/07/09	69277 B	
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		01	HYUNDAI	ELANTRA GL	SILVER	08767	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
					00/00/00	003 8767RR	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
75.00	00/00/00		97169	01/26/09	00/00/00		

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER STATES TRANS IS NOT DOWN SHIFTING PROPERLY					
	ECM CHECK ENGINE LIGHT ON P0422 MAIN CATALYST EFFIC BELOW B1					
	P1529 TCM REQUEST ON TCM CODE P0734 4TH GEAR INCORRECT RATIO					
	P0733 3RD GEAR INCORRECT RATIO P0732 2ND GEAR INCORRECT RATIO					
	FREEZE DATA CODE1529 2258 RPM 28 MPH 27.1% LOAD 183.2*					
**	CLOSE LOOP SET -0.8% LFT 0% INPUT AND OUTPUT SPEED SENSOR SHOW PROPER					
	RPM CLEARED DTC'S TRANS SHIFT TEST ON LIFT SHIFT INPUT ON GDS SHOWS					
	SHIFTING BUT SEVERE SLIPPAGE IN TRANS STALL TEST 2600 RPM P0733					
	RETURNED ATM TSB03-40005 ATM TESTER CORRECTED DELAY REPOSE IN LOW A					
	ND IN 2ND NO 4TH GEAR REMOVED TRANS INSTALLED USED UNIT FLUSHED COO					
	LER LINES REINSTALLED SUB FRAME FILED WITH TRAMS FLUID 6 QRT ROAD					
	TESTED GOOD					
			AVP 1053		C	322.50
			00232-19012 ATF-SP III	6	C	38.82
			00232-19021 TRANSMISSION C	1	C	10.47
			NPN USED TRANS.#2-	1	C	
Line Total.....						371.79

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75.00	00/00/00		97169	01/26/09	00/00/00		

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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
					Parts	49.29
					SalesTax	2.96
					Labor	322.50
					Coupon/Credit	15.00-
					Disc. Labor	64.50-
					TOTAL-CASH	295.25

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