



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
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

17-DEC-2009

Repository ☐

Reference No.
10296212

OWNER INFORMATION (Type or Print)

Name

Address

City

EMPIRE

State

AL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

5NPET46C87H

Make

HYUNDAI

Model

SONATA

Model Year

2007

Date Purchased

May 13, 2009

Dealer's Name and Telephone Number

Serra Toyota (Jonathan Harris)

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Birmingham

State

AL

Zip Code

35215

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

16-JUN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 350000 EQUIPMENT

Failure Mileage

71000

Failure Speed

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: DOTMAL9ABC036)

☐ 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

Number of Deaths

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).

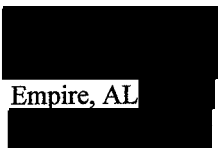
TL* THE CONTACT OWNS A 2007 HYUNDAI SONATA. WHILE DRIVING THE DRIVER-SIDE SUN VISOR HAD SUDDENLY FALLEN IN FRONT OF HER VIEW, AND WOULD NOT STAY IN THE UPWARD POSITION. THE VEHICLE WAS TAKEN TO THE DEALERSHIP AND THE SUN VISOR WAS REPLACED. THE CURRENT AND FAILURE MILEAGES WERE 71000.

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.

January 05, 2010


Empire, AL

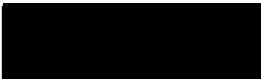
To: National Highway Traffic Safety Administration,

In December I received a letter regarding a recall on my Hyundai's brake light switch. The letter asked that I take my car to a Hyundai dealership service dept and have the recall taken care of. When I called the service dept I also asked the manager if he could fix the sun visors in my car. He knew exactly what I was talking about he said he has had numerous customers bring their cars in to have their sun visors fixed for the same problem. After bringing the car in and having it fixed I had to pay \$193.67 for the repairs. The gentleman said if I would just call Hyundai for a recall notice that they should cover the cost. When I called Hyundai they said there was no recall for that part and that my car had too many miles on it to be covered under warranty so the costs were on me. I let them know that around June or July my passenger side sun visor broke. Then again in September or October while driving my driver side sun visor just fell about half way down, when I pushed it back up it made a screeching noise as if something stripped and then it would not stay up at all. The visor was constantly in my view, I would try to tape it up or use other object to try and hold it up but eventually it would still fall. This was very dangerous for me because the visor was directly in my view I could not see around it I would always have to hold it up with my hand, slump down in my seat or just look around it to be able to see. There were a few instances when I almost wrecked because I was trying to move it or look around it. When I let the manufacturer know this they said still there is no recall on the visors and my warranty is up due to mileage. They also went on to say that I already had service done on the sun visors in May of 2008. I purchased my car on May 13, 2008, but I did not have any service done on the visors, only electrical work. I am assuming the dealership fixed the visors when the previous owner traded the car in. I will send you a copy of the invoice showing the work done I on my car when I purchased it.

Once I got off the phone with the Manufacturer the called back and said to fax a copy of service bill, proof of pymt, proof of insurance, proof of ownership and statement. I have done these things and have heard nothing from them regarding this manner.

I would just like the problem resolved with the sun visors in all of this models Hyundai so now has an accident because of something like this.

Thank You



SERRA
CHEVROLET-KIA
MITSUBISHI-HYUNDAI
 1170 CENTER POINT PARKWAY
BIRMINGHAM, ALABAMA 35215
 205-853-2906
 www.serrachevy.com



"Committed To You"



CUSTOMER NO. 230520	ADVISOR JULIAN WALL 601	TAG NO. 8380	INVOICE DATE 05/14/08	INVOICE NO. HYCS279289
SERRA TOYOTA 1490 CENTERPOINT PARKWAY BIRMINGHAM, AL 35215	LABOR RATE YEAR / MAKE / MODEL 07/HYUNDAI/SONATA	MILEAGE 33405	COLOR GREEN/	STOCK NO.
	VEHICLE I.D. NO. 5NPET46C87H		DELIVERY DATE 04/25/07	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE 856-6550	BUSINESS PHONE 379-3850	COMMENTS MO: 33405		

LABOR & PARTS-----**TECH(S):716**-----**WARRANTY**
J# 1 07CVZ **ELECTRICAL**
 CUSTOMER STATES THE DOME LIGHT IS NOT WORKING
 FOUND WIRE NOT CONNECTED IN HEADLINER
 REMOVE LAMP AND REPAIR WIRING

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	
	JOB # 1 TOTAL PARTS 0.00
	JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 83CVZ **MECHANICAL REPAIR** **TECH(S):617**-----**WARRANTY**
 CUSTOMER STATES HIGH MOUNT BRAKE LIGHT IS NOT WORKING
 FOUND BULB IS BLOWN
 REPLACE BULB

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	
JOB # 2 1 12450313 BULB 8.991	JOB # 2 TOTAL PARTS 0.00
	JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 15CVZ ***BRAKE SYS DIAG** **TECH(S):617**-----**WARRANTY**
 CUSTOMER STATES TPMS LIGHT IS ON
 TIRE PRESSURE MONITORS ARE NOT LEARNED
 RELEARN TPMS SYSTEM

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	
	JOB # 3 TOTAL PARTS 0.00
	JOB # 3 TOTAL LABOR & PARTS 0.00

DISCLAIMER OF WARRANTIES
 The only warranties, if any applying to these parts, and for services are those offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties 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 these parts and/or services. Buyer shall not be entitled to recover from seller any consequential damages, damages to property, damages for loss of use, loss of profits or income, or any other incidental damages.

ARBITRATION AGREEMENT
 Customer and Dealership agree that any and all disputes or claims arising from or relating to this purchase and/or these repairs shall be settled in accordance with the commercial rules of the American Arbitration Association and judgement upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Customer and Dealership agree that the parts involved in this purchase and/or these repairs traveled in interstate commerce. Customer and Dealership agree that arbitration proceedings shall be conducted in Birmingham, Alabama.

***** PAY METHODS *****	TOTAL LABOR....	0.00
* () CASH () CHECK # () AMEX *	TOTAL PARTS....	0.00
* () MC/VSA () DISC () INTERSTATE # *	TOTAL SUBLET....	0.00
*****	TOTAL G.O.G....	0.00
	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

*****MR. GOODWRENCH SERVICE PLUS*****
 * PARTS IDENTIFIED BY A "*" NEXT TO THE PART *
 * NUMBER ARE COVERED BY A LIFETIME WARRANTY *
 * LABOR AND PART. THIS WARRANTY APPLIES TO GM *
 * VEHICLES ONLY. *

CUSTOMER SIGNATURE



**LIFETIME
 SERVICE
 GUARANTEE**

The Reynolds and Reynolds Company ERAL28NWE G024597 0 (01/08)

SERRA**CHEVROLET-KIA****MITSUBISHI-HYUNDAI****1170 CENTER POINT PARKWAY
BIRMINGHAM, ALABAMA 35215****205-853-2906****www.serrachevy.com***"Committed To You"*

CUSTOMER NO. 119467	ADVISOR JULIAN WALL	601 TAG NO. 81	INVOICE DATE 12/11/09	INVOICE NO. HYCS296946
BIRMINGHAM, AL	LABOR RATE	LICENSE NO.	MILEAGE 71,308	COLOR GREEN/
	YEAR/MAKE/MODEL 07/HYUNDAI/SONATA			DELIVERY DATE 04/25/07
	VEHICLE I.D. NO. 5NPE T46C87H			SELLING DEALER NO.
	F.T.E. NO.			P.O. NO.
BUSINESS PHONE	COMMENTS			MO: 71308

LABOR & PARTS

J# 1 97CVZ
 RECALL
 RECALL 092
 RECALL COMPLETED

TECH(S):760

WARRANTY

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1		93810-3K000-QQH	SWITCH ASSY-STOP		

JOB # 1 TOTAL PARTS

WARRANTY 0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 21CVZ
 BODY HARDWARE
 C/S BOTH SUNVISORS FALLING DOWN
 REPLACED BOTH SUNVISORS

TECH(S):760

15.00

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1		85202-0A750-QD	SUNVISOR ASSY,RH	81.21	81.21
JOB # 2	1		85201-0A750-QD	SUNVISOR ASSY,LH	81.21	81.21

JOB # 2 TOTAL PARTS

162.42

JOB # 2 TOTAL LABOR & PARTS

177.42

COMMENTS
WAITING

TOTALS

***** PAY METHODS *****
 * () CASH () CHECK # () AMEX *
 * () MC/VSA () DISC () INTERSTATE # *

TOTAL LABOR....	15.00
TOTAL PARTS....	162.42
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	16.25

TOTAL INVOICE \$ 193.67

"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."

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

DISCLAIMER OF WARRANTIES

The only warranties, if any applying to these parts, and for services are those offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties 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 these parts and/or services. Buyer shall not be entitled to recover from seller any consequential damages, damages to property, damages for loss of use, loss of profits or income, or any other incidental damages.

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