



U.S. Department
of Transportation
2010 FEB 17 AM 11:55
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

05-JAN-2010

Repository ☐

Reference No.
10298258

OWNER INFORMATION (Type or Print)

Name

Address

City

COVINGTON

State

IN

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

KMHDN45D03U

Make

HYUNDAI

Model

ELANTRA

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number

217-443-6803

CARMACK CAR CAPITAL

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

DANVILLE

State

IL

Zip Code

61832

4

GAS

Transmission Type

☐

Antilock Brakes

Powertrain

☐

Cruise Control

Multiple Failure:

Incident Date(s)

31-DEC-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 021000 SUSPENSION: FRONT

Failure Mileage

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: 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

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 2003 HYUNDAI ELANTRA. THE CONTACT RECEIVED RECALL NOTICE CAMPAIGN ID NUMBER 09V125000, SUSPENSION, FRONT CONTROL ARM. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR THE RECALL REPAIR AND WAS DISPLEASED THAT HE INCURRED A SERVICE FEE IN THE AMOUNT OF \$83.43. THERE WAS A CONCERN OF THE RECALL NOTIFICATION NOT INDICATING THE COST ASSOCIATED WITH THE REMEDY REPAIR.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I think that if it said no charge to you. There shouldn't be a charge if they break something, performing the repair.

It should read Motor Vehicle Recall you will be charged.

ATTACH ADDITIONAL SHEETS IF NECESSARY



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

Richard D. Perkins
943 W 350 N
Covington, IN 47932



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

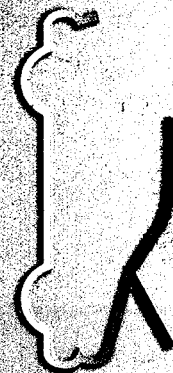
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

MOTOR VEHICLE RECALL

Both procedures will be performed at ~~no charge to you~~. You should plan to leave your vehicle at your Hyundai dealer to have this service performed. Repair times will vary and depend on your dealer's appointment schedule.

What should you do?

- We urge you to call your Hyundai dealer to schedule an appointment to have this work performed as soon as possible.

What if you have other questions?

- If you have any difficulty having this repair performed, we recommend that you call the Hyundai Customer Assistance Center at 1-800-633-5151. If you are still not satisfied that we have ~~remedied this situation without charge~~, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Reimbursement Notification

- Hyundai has a program for reimbursing owners of 2001 through 2003 Elantras and 2003 Tiburons produced through January 13, 2003 who paid to have the front lower control arms replaced after April 14, 2008 and prior to receiving this recall notification letter.

To obtain information about reimbursement from Hyundai, please call the Hyundai Customer Assistance Center at 1-800-633-5151. Ask about reimbursement information for campaign 091.

We urge your prompt attention to this important safety matter.

Hyundai Motor America

CUSTOMER #: 23175

217471

INVOICE

PAGE 1


Carmack
Car
Capitol

 3722-3724 N. Vermilion
 Danville, IL 61832
 217-443-6803

COVINGTON, IN

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 67 JAMES GLITHERO

BUS:		CELL:		SERVICE ADVISORY:		DATE:		
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT	TAG
SILVER	03	HYUNDAI ELANTRA GLS		KMHDN45D03U			119581/119581	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
23APR03 DD			16:30 04DEC09			0.00	VMC	31DEC09
R.O. OPENED		READY		OPTIONS: STK:43026				

04DEC09

31DEC09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER REQUESTS COMPLETION OF CAMPAIGN 091

CAUSE: PER CAMPAIGN BULLETIN

91B021R2 SUBFRM REPL/LWR ARM INSP/REPL CAMP

09-01-022

65WHY94

1 62405-2D011-QQH CROSSMEMBE

(N/C)

1 54505-2D002-QQH ARM COMPLE

(N/C)

340 REPLACESWAY BAR LINKS DURING REPAIR

(N/C)

65 CHD

1 28679-21000 NUT

0.00

0.00

2 54830-2D000 LINK ASSY-

0.67

0.67

0.67

PARTS:

77.43

LABOR:

0.00

OTHER:

0.00

TOTAL LINE A:

38.38

38.38

76.76

77.43

WE AT CARMACK CAR CAPITOL KNOW THAT OUR WORK IS NOT FINISHED UNTIL OUR CUSTOMER IS COMPLETELY SATISFIED. IF FOR ANY REASON, YOU ARE NOT COMPLETELY SATISFIED WITH ANY SERVICES WE HAVE PROVIDED, PLEASE CONTACT YOUR SERVICE ADVISOR AT 443-6803 THANK YOU.

www.carmackhonda.com

www.carmackhyundai.com

TOLL FREE 800-369-6803

DIRECT 217-709-0622

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.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	77.43
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	77.43
LESS DISCOUNTS	0.00
SALES TAX	6.00

PLEASE PAY THIS AMOUNT

83.43