

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

U.S. Department  
of TransportationNational 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  
**JUN 28 2010**  
 01-APR-2010

 Repository ☐  
 Reference No.  
 10323286
**OWNER INFORMATION (Type or Print)**
 Name **[REDACTED]**  
 Address **[REDACTED]**  
 City **NEW DRIGHTON** State **PA** Zip Code **[REDACTED]**

 Daytime Telephone Number **[REDACTED]**  
 Evening Telephone Number **[REDACTED]**  
 E-mail Address **[REDACTED]**

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  
**KMHDN45D71U [REDACTED]** 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 ☐ Cruise Control Powertrain Multiple Failure: Incident Date(s)  
**10-JAN-2007**
**FAILED COMPONENT(S)/PART(S) INFORMATION**
 Vehicle Component Codes: 021000 SUSPENSION: FRONT, 021500 SUSPENSION: FRONT: CONTROL ARM  
 Failure Mileage **55000** Failure Speed **10**
**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 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 2001 HYUNDAI ELANTRA. WHILE DRIVING APPROXIMATELY 10 MPH AND PROCEEDING TO STOP SIGN, THE FRONT LEFT CONTROL ARM BROKE. ON A SEPARATE OCCASION, THE RIGHT FRONT CONTROL ARM BROKE AS WELL. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO STATED THAT THE FAILURE WAS CAUSED BY RUST. THE VEHICLE WAS REPAIRED BY AN AUTHORIZED DEALER. THE CURRENT MILEAGE WAS APPROXIMATELY 75,000. THE FAILURE MILEAGE WAS APPROXIMATELY 55,000.

**PLEASE SEE OTHER SIDE ->**

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)**

AFTER THE SECOND CONTROL ARM BROKE IN OCT 2009, MY GARAGE INFORMED ME THERE WAS A RECALL OF THE CONTROL ARM IN JULY, 2009. I WAS NEVER NOTIFIED OF THIS RECALL. HOWEVER, I DID RECEIVE A RECALL NOTICE ABOUT THE CONTROL ARMS RUSTING OUT IN MARH, 2010. AS FAR AS I AM CONCERNED, THERE IS NO EXCUSE FOR HYUNDAI TO NOT NOTIFY ALL THEIR CUSTOMERS AS SOON AS POSSIBLE ABOUT THIS PROBLEM. - I'M VERY LUCKY I WASN'T KILLED. AND - I WAS TOLD BY AN EMPLOYEE WHERE I BOUGHT MY CAR, THE 2001, 2002, 2003 HAVE SERIOUS RUST ISSUES, BECAUSE THEY DIDN'T HAVE DRAINE HOLES? BELIEVE ME - MY ENTIRE CAR IS RUSTING (THE BODY) + HYUNDAI IS DOING NOTHING ABOUT THAT. ATTACH ADDITIONAL SHEETS IF NECESSARY. THE LACK OF RECALL NOTIFICATION IS AN ISSUE!

U.S. Department  
of Transportation

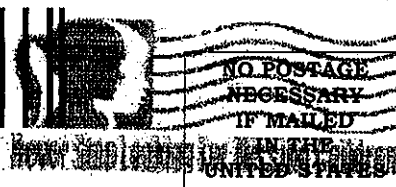
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Traffic Safety  
Administration

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**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 Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration