

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



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:  Injury

SEP 15 2010  
12-JUL-2010

Reference No.  
10342595

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: LEWIS LEWES State: DE Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [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: SNPEU46F36H [REDACTED]  
Make: HYUNDAI Model: SONATA Model Year: 2006  
Date Purchased: 2006 Dealer's Name and Telephone Number: WINNER FORD Engine: No: Cylinders 6 Fuel Type:  
Original Owner:  Dealer's City: DOVER State: DE Zip Code: 19958  
Transmission Type:  Antilock Brakes  Cruise Control Powertrain: Multiple Failure: Incident Date(s): 06-JUL-2010

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage: 66000 Failure Speed: 35

**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: 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. THE CONTACT STATED THAT WHILE DRIVING 35 MPH OVER A PUDDLE OF WATER, THE BATTERY WARNING LIGHT ILLUMINATED AND SHE LOST THE ABILITY TO APPLY THE BRAKES AND THE POWER STEERING ASSIST MALFUNCTIONED. IN ADDITION, THERE WAS A SLIGHT HESITATION AS IF THE VEHICLE WAS ATTEMPTING TO STALL. THAT WAS THE SECOND TIME THE IDENTICAL FAILURE OCCURRED. THE DEALER ADVISED THE CONTACT THAT THE FAILURE COULD POTENTIALLY HAVE BEEN CAUSED BY THE BELT GETTING WET BUT WAS UNABLE TO DUPLICATE OR DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 66,000 AND THE CURRENT MILEAGE WAS 67,000.

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.

800655151

HYIS264584

CELL: [REDACTED]

HYIS264584

### WINNER FORD OF DOVER

591 S. DUPONT HWY  
DOVER, DE 19001  
PH 302-734-0445

JOB# 1 CHARGES-----

LABOR-----  
J# 1 51FOZ01 BODY ELECT CONCERN HOURS: TECH(S):1732 0.00  
CUSTOMER STATES WHEN DRIVING THRU HEAVY RAIN, WENT THRU LARG  
PUDDLE, LOST POWER STEERING, BRAKES, BATTERY LT CAME ON, ETC  
ROAD TEST FOR CUSTOMER CONCERN, COULD NOT VERIFY  
PERFORMED INSPECTION-CHECK TENSION ON BELT AND PULLEYS-OK  
SUSPECT BELT WAS SLIPPING FROM WATER

JOB# 2 CHARGES-----

LABOR-----  
J# 2 00FOZ-99P INSPECTION HOURS: 0:00 TECH(S):1732 0.00  
COMPLETE MULTI-POINT INSPECTION  
COMPLETED MULTI-POINT INSPECTION

TOTALS-----

CONTROL#	ACCOUNT NUMBER	AMOUNT..	TOTAL LABOR....	0.00
6H042090			TOTAL PARTS....	0.00
			TOTAL SUBLET...	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC.CHG.	0.00
			TOTAL MISC.DISC	0.00
			TOTAL TAX.....	0.00
			<b>TOTAL INVOICE \$</b>	<b>0.00</b>

APPROVED BY SIGNATURE \_\_\_\_\_

INVOICE NUMBER	HYIS264584		
CUSTOMER NUMBER	147035		
LEWES, DE	[REDACTED]		
BUSINESS PHONE	[REDACTED]		
ADVISOR	1336	TRG NO.	W166
HOLLY JOHNSON		LABOR RATE	67,001
LICENSE NO.	X	RELEASE	
YEAR / MAKE / MODEL	06/HYUNDAI/SONATA 4DR SDN/		
VEHICLE ID NO.	5 N P E U 4 6 F 3 6 H [REDACTED]		
COLOR	GLDEN BGE/B	STOCK NO.	6H042090
DELIVERY MILES	SELLING DEALER NO.		
R.O. DATE	07/12/10	INVOICE DATE	07/12/10
REPRINT NUMBER	DELIVERY DATE		
	03/15/06		
MO: 67001	PRODUCTION DATE		

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. (SEE BACK)

P 2/4

2023663171

2010-09-09 22:31

The Reynolds and Reynolds Company ERM/TM/LE #R491110 (R07)

# WINNER FORD OF DOVER

591 S. DUPONT HWY  
DOVER, DE 19901  
PH 302-734-0445

CELL: [REDACTED]

INVOICE NUMBER		HYCS264793	
CUSTOMER NUMBER		147035	
RESIDENCE PHONE		[REDACTED]	
BUSINESS PHONE		[REDACTED]	
ADVISOR	1777	TAG NO.	354
LABOR RATE	X	W/LEAGE	67,122
YEAR / MAKE / MODEL 06/HYUNDAI/SONATA 4DR SDN/			
VEHICLE ID NO		5 N P E U 4 6 F 3 6 H [REDACTED]	
P.T.E NO		P.O. NO.	
COLOR	GLDEN BGE/B	STOCK NO.	6H042090
COMMENTS			
DELIVERY MILES		SELLING DEALER NO	
DATE		INVOICE DATE	
07/14/10		07/15/10	
REPRINT NUMBER		DELIVERY DATE	
		03/15/06	
MO: 67125		PRODUCTION DATE	

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JOB# 1 CHARGES-----

LABOR-----  
 J# 1 51FOZ \*BODY ELEC DIAG HOURS: 0.50 TECH(S):1048 WARRANTY  
 CUST STATES WITH AC ON/HEADLIGHTS ON/UNDER FULL LOAD  
 WITH WATER ON ROADS NOT ON HIGHWAY WILL ACT LIKE IT LOOSES  
 POWER THEN WILL BE FINE  
 CRANK PULLEY FAILURE  
 REPLACED CRANK PULLEY

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 1 23124-3C100 PULLEY-DAMPER  
 TOTAL - PARTS 0.00 WARRANTY

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
 62734 07/15/10 RENTAL  
 TOTAL - SUBLET 0.00 WARRANTY

JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
 J# 2 00FOZ-99P INSPECTION HOURS: TECH(S):1048 0.00  
 COMPLETE MULTI-POINT INSPECTION  
 COMPLETED MULTI-POINT INSPECTION

JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----  
 J# 3+40F0Z04 \*FRT BRAKE JOB HOURS: TECH(S):1048 120.00  
 FRONT BRAKE JOB  
 REPLACE FRONT BRAKE PADS/MACHINE ROTORS  
 REPLACED FRONT BRAKE PADS MACHINED FRONT ROTORS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 1 58101-3KA31 PAD KIT-FR DISC B 69.95  
 TOTAL - PARTS 69.95

JOB# 3 TOTALS-----  
 LABOR 120.00  
 PARTS 69.95

JOB# 3 JOURNAL PREFIX HYCS JOB# 3 TOTAL 189.95



**GENUINE PARTS & SERVICE**

Owner **Advantage Rewards**

Rewards Member #: \_\_\_\_\_

Rewards Service Balance: \_\_\_\_\_

### Multi-Point Inspection Report Card as Recommended by Ford Motor Company

Name: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Today's Date: \_\_\_\_\_ RO/Tag: \_\_\_\_\_ State Inspec. Month: \_\_\_\_\_

Make/Model/Year: \_\_\_\_\_ Mileage: \_\_\_\_\_

VIN #: \_\_\_\_\_ Plate #: \_\_\_\_\_

#### SCHEDULED MAINTENANCE ITEMS DUE FOR SERVICING ON THIS VISIT\*

DUE	SERVICED	DUE	SERVICED
<input checked="" type="checkbox"/> Cabin Air Filter	<input type="checkbox"/>	<input checked="" type="checkbox"/> Oil Filter	<input type="checkbox"/>
<input checked="" type="checkbox"/> Engine Air Filter	<input type="checkbox"/>	<input checked="" type="checkbox"/> Spark Plugs	<input type="checkbox"/>
<input checked="" type="checkbox"/> Engine Coolant	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Rotation	<input type="checkbox"/>
<input checked="" type="checkbox"/> Fuel Filter	<input type="checkbox"/>	<input checked="" type="checkbox"/> Transmission Filter	<input type="checkbox"/>
<input checked="" type="checkbox"/> Oil Change	<input type="checkbox"/>	<input checked="" type="checkbox"/> Transmission Fluid	<input type="checkbox"/>

\*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit [www.genuineparts.com](http://www.genuineparts.com) for vehicle specific maintenance requirements.

#### CHECK FLUID LEVELS AND FILL

Oil and/or fluid leaks

<input checked="" type="checkbox"/> Engine Oil	<input checked="" type="checkbox"/> Power Steering	<input checked="" type="checkbox"/> Transmission (if equipped with dipstick)
<input checked="" type="checkbox"/> Brake Reservoir	<input checked="" type="checkbox"/> Window Washer	<input checked="" type="checkbox"/> Coolant Recovery Reservoir

#### BATTERY

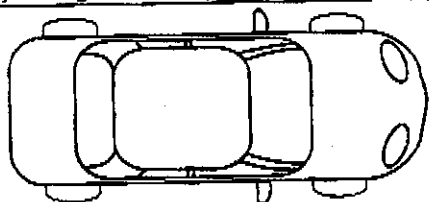
**State of Health**  100%  0%

**Condition of Terminals**  Good  Bad (Clean if necessary)

Factory spec cold cranking amps  Actual cold cranking amps

#### EXTERIOR BODY

Note any existing exterior body damage or defects on diagram



#### SYNC VEHICLE HEALTH REPORT (VHR)

VHR Activation  Yes  No  N/A

**LEGEND**  May contribute to vehicle efficiency and promote a greener environment

Checked and OK at this time  May require future attention  Requires immediate attention

#### CHECK FOLLOWING SYSTEMS/COMPONENTS

SYSTEM/COMPONENT	SERVICED
<b>BRAKE SYSTEM</b>	
<input checked="" type="checkbox"/> Brake system (including lines, hoses, and parking brake)	<input type="checkbox"/>
<b>STEERING AND SUSPENSION</b>	
<input checked="" type="checkbox"/> Shocks/struts and other suspension components for leaks and/or damage	<input type="checkbox"/>
<input checked="" type="checkbox"/> Steering, steering linkages and ball joints	<input type="checkbox"/>
<b>EXHAUST SYSTEM</b>	
<input checked="" type="checkbox"/> Exhaust system (leaks, damage, loose parts)	<input type="checkbox"/>
<b>TRANSMISSION AND DRIVE AXLE</b>	
<input checked="" type="checkbox"/> Clutch operation (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/> Constant velocity (CV) drive axle boots (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/> Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	<input type="checkbox"/>
<b>LIGHTS/BLADES/WINDSHIELD</b>	
<input checked="" type="checkbox"/> Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	<input type="checkbox"/>
<input checked="" type="checkbox"/> Windshield washer spray, wiper operation and wiper blades	<input type="checkbox"/>
<input checked="" type="checkbox"/> Windshield for cracks, chips and pitting	<input type="checkbox"/>
<b>BELTS/HOSES/MOUNTS</b>	
<input checked="" type="checkbox"/> HVAC system and hoses/lines for leaks and/or damage	<input type="checkbox"/>
<input checked="" type="checkbox"/> Engine Cooling System, radiator, hoses and clamps	<input type="checkbox"/>
<input checked="" type="checkbox"/> Accessory drive belt(s)	<input type="checkbox"/>

#### TIRE/BRAKE WEAR

**TIRE TREAD** 2.0" and greater  4.0" to 4.2"  2.0" and less

**BRAKE LINING** Over 5mm or 7/32" (Disc) or 2mm or 1/16" (Drum)  2 to 6mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"  Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

TIRE WEAR INDICATES:	SERVICED	LEFT FRONT	RIGHT FRONT
<input checked="" type="checkbox"/> Alignment check needed	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Tread Depth <u>3/32"</u> Tire Age <u>    </u>	<input checked="" type="checkbox"/> Tire Tread Depth <u>3/32"</u> Tire Age <u>    </u>
<input checked="" type="checkbox"/> Wheel balance needed	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Wear Pattern/Damage	<input checked="" type="checkbox"/> Tire Wear Pattern/Damage
<input checked="" type="checkbox"/> Tire repair needed	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Pressure - set to factory recommended PSI	<input checked="" type="checkbox"/> Tire Pressure - set to factory recommended PSI
<input checked="" type="checkbox"/> Brake measurements not taken this service visit	<input type="checkbox"/>	<input checked="" type="checkbox"/> Brake Lining <u>    </u> mm <u>3/32"</u>	<input checked="" type="checkbox"/> Brake Lining <u>    </u> mm <u>3/32"</u>
<b>TIRE RECALLS</b>		<b>LEFT REAR</b>	<b>RIGHT REAR</b>
<input checked="" type="checkbox"/> Check for open tire recalls	<input type="checkbox"/>	<input checked="" type="checkbox"/> Tire Tread Depth <u>3/32"</u> Tire Age <u>    </u>	<input checked="" type="checkbox"/> Tire Tread Depth <u>3/32"</u> Tire Age <u>    </u>
		<input checked="" type="checkbox"/> Tire Wear Pattern/Damage	<input checked="" type="checkbox"/> Tire Wear Pattern/Damage
		<input checked="" type="checkbox"/> Tire Pressure - set to factory recommended PSI	<input checked="" type="checkbox"/> Tire Pressure - set to factory recommended PSI
		<input checked="" type="checkbox"/> Brake Lining <u>    </u> mm <u>3/32"</u>	<input checked="" type="checkbox"/> Brake Lining <u>    </u> mm <u>3/32"</u>
		<b>SPARE TIRE</b>	
		<input checked="" type="checkbox"/> Tire Pressure - set to factory recommended PSI	

Comments: \_\_\_\_\_

Service Advisor: \_\_\_\_\_ Customer Signature: \_\_\_\_\_

Technician: \_\_\_\_\_

12-65000323