



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

JAN 24 2011
15-NOV-2010

Repository ☐

Reference No.
10365753

OWNER INFORMATION (Type or Print)

Name

Address

City OLYMPIA

State WA

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
KMHDU4AD2AU

Make
HYUNDAI

Model
ELANTRA

Model Year
2010

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)
14-NOV-2010

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING

Failure Mileage
1000

Failure Speed
40

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 2010 HYUNDAI ELANTRA. WHILE TRAVELING 40 MPH, THE CONTACT HEARD A KNOCK FROM THE ENGINE AND THE VEHICLE THEN STALLED. THE CONTACT SHIFTED INTO NEUTRAL AT FIRST AND WAS UNABLE TO REMOVE THE KEY FROM THE IGNITION. AFTER ALLOWING THE VEHICLE TO SIT IDLE FOR SEVERAL MINUTES, THE CONTACT WAS ABLE TO SHIFT INTO PARK AND RESTART THE VEHICLE. THE VEHICLE RESUMED NORMAL OPERATION. THE VEHICLE WAS NEITHER INSPECTED NOR REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 1,000.

See 18 pages enclosed

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.



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

December 1, 2010

[REDACTED]
Olympia, WA [REDACTED]
[REDACTED]

To US Department of Transportation:

I want to report a second serious safety issue that we had with our new 2010 Hyundai Elantra. Our confirmation number is 10365753. On November 24, 2010 our new Elantra lost power again while my son was driving about 30mph. All systems locked up after hearing a clunk: brakes, steering, accelerator and gear shift. He could not remove the key from the ignition. This occurred the first time on November 11, 2010 and the car was towed to the dealer. After bringing in a field engineer to diagnose the problem, we were told by the dealer that the problem was a defective junction box and it was replaced. The second incidence occurred like the first except for the speed at which my son was going. He was going 40mph the first time it occurred and 30mph the second time it occurred. I feel this is a serious safety issue because my son could have been run into on the highway at night because no one would expect him to stop so suddenly and may not have been able to see him. Loosing power suddenly could cause injury to him on streets in town as well. Thank you for your time.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
*Letter you asked
me to write when
incidence occurred
the second time*

December 10, 2010

Certified Mail Receipt #70101670000062618058

HYUNDAI MOTOR AMERICA
Consumer Assistance Center
10550 Talbert Avenue
P.O. Box 20850
Fountain Valley, CA 92728-0850

RE: New 2010 Hyundai Elantra GLS Sedan
VIN# KMHDU4AD2AU [REDACTED]
Current Mileage: 1844

Car Purchased at: Hyundai of Kirkland
11800 124th Avenue NE
Kirkland, WA 98034-0008
425-821-6611

Servicing Dealer: Titus-Will Hyundai
P.O. Box 12360
Olympia, WA 98508-2360
360-357-5515

*Correspondence
with Hyundai
Consumer Assistance
Center*

To HYUNDAI MOTOR AMERICA:

I am seeking a new replacement vehicle. We purchased a new 2010 Hyundai Elantra GLS Sedan on October 28, 2010. On November 14, 2010, (after only 17 days of ownership), while being driven at 40 mph, the car made a clunk sound and the engine completely lost power suddenly and all systems locked up: brakes, power steering and accelerator before the car came to a stop. The gear shifter locked up as well. The car was towed to the Hyundai Servicing Center in Olympia. The car was evaluated and Code C1103 was detected. We were told that the car had a faulty junction box and that it had been replaced. Then on November 24, 2010, the same identical problem occurred again. The only difference was that the car was being driven at 30mph instead of 40mph this time. The car was towed for a second time to the Hyundai Servicing Center and re-evaluated. Matt Hagen, the Service Manager said that they could not find anything wrong with the car after inspection and driving it 390 miles. He said that **maybe** something was loose on the car and after they took things apart and put them back together that **maybe** the loose part was tightened back up. We were told to come and pick up the car. I told Mr. Hagen that I did not have the assurance that I needed that this problem would not reoccur because they were **not able to diagnose the problem or fix it**. I feel this car has a serious safety defect. I pointed out to Mr. Hagen that if this car lost power suddenly on the highway, it would be easy for another car to run into the back of it. If the systems shut down at night, no one would even be able to see our car before running into the back of it. With the steering and brakes completely locking up, the driver is unable to steer the car out of harms way and can run into the back of another car or

Page 2

hazardous objects. I pointed out that people can loose their lives. I do not feel comfortable putting my family members in this car. I feel I am putting their lives and others in danger.

Mr. Hagen advised me to call the National Consumer Assistance Center at 1-800-633-5151 on December 6, 2010 and state my concerns about safety and liability issues. I spoke with Kami ID#54243. She established case # 4210075. Despite my concerns, I was told to come and pick the car up.

On November 15, 2010 and on November 30, 2010, I informed the National Highway Traffic Administration about the safety issues that we are having with this car. Our confirmation number is: 10365753.

Hyundai will be held responsible and liable for any harm that occurs due to the serious safety defect of this car.

I purchased a new car from Hyundai because I thought I was buying a safe and reliable car. Unfortunately, I have neither. You have 40 days to respond to this letter.

I expect Hyundai Motor America to replace this car immediately under the Lemon Laws of Washington State.

Sincerely

[REDACTED]

[REDACTED]

Olympia, WA [REDACTED]

[REDACTED]

Philistine Miller from Hyundai Consumer Assistance Center called and told me they would not give us another car. When I asked her for documentation stating they would not give us another car, she said, "We don't do that." "I can send you service records." The papers with Itus Will FILE written on them are all we received from her. Hopefully, we won't have anymore problems with the car. I hope this information will possibly help keep other consumers safe by helping you to get to the root of the problem. Thank you.

Sincerely,





HYUNDAI
P.O. Box 12360
Olympia, WA 98508-2360
360-357-5515
www.TitusWill.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. - 5:00 p.m. - Saturday

R.O. Open Date	R.O. Number
11/15/10	6082413/1
R.O. Close Date	Status
11/18/10	Pre-Invoice
Mileage In	Mileage Out
1121	1144
Service Advisor - Tag #	
John Tenney/5474	

OLYMPIA, WA			Work Phone	Vehicle Identification Number	Delivery Date	In-Service Date
			Home Phone	KMH DU4AD2AU		
Year	Make	Model	Body	Color	License Number	
2010	HYUNDAI	ELANTRA	GLS SEDAN			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 11HYZ: ENGINE CONCERN CUST STATES THEY WERE DRIVING AT 40 MPM, WHEN ENG LOST ALL POWER THEY ALSO HAD NO POWER STEERING , AND THE BRAKES WERE VERY STIFF WHEN PUSHING THEM TO STOP, VEH WOULD NOT RESTART FOR 5MIN, THEN VEH RESTARTED DROVE ABOUT 5 MILES, THEN HAPPEN 2ND Caused by TEST DROVE-NOTED NO FAULTS- SCAN- C1103 IGNITION VOLTAGE FAULT-EPS- PERFORMED DIAGNOSTIC ROUTINE AS OUTLINED IN SERVICE MANUAL- NOTED NO FAULTS- CALLED TECHNICAL ASSISTANCE- CASE# 4186189- REMOVED AND INSPECTED ENGINE AND IP JUNCTION BOXES INSPECTED ALL RELATED MDPS WIRE HARNESSES AND CONNECTORS- VERIFIED ALL ENGINE AND TRANSMISSION GROUND POINTS- TEST DROVE AGAIN- NOTED NO FAULTS- ATTEMPTED DTC MANUAL RECREATION USING ETM-AND Work performed by-JON MOYERS (322) Work performed by JON MOYERS (322) Installed 91950-2H510 :JUNCTION BOX ASSY-I/PNL Qty: 1 SYSTEM ANALYSIS WITH ASSISTANCE FROM HMA FSE ISOLATED FAULT TO IP JUNCTION BLOCK REPLACED IP JUNCTION BLOCK AND VERIFIED CORRECT VEHICLE OPERATION- RESCANED AND CLEARED ALL DTCS SET DURING DIAGNOSTIC PROCEDURES #2 - 00ARGIS: ARGIS MULTIPOINT WALKAROUND INSPECTION Sub Total: .00 Sub Total: .00	Warranty Warranty Warranty

YOUR SATISFACTION IS OUR GOAL. Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND TITUS-WILL CHEVROLET/CADILLAC/HYUNDAI AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.

DISCLAIMER OF WARRANTIES. AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

SUPPLIES: A TOKEN CHARGE WILL BE INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. SUPPLIES INCLUDE: NUTS, BOLTS, RAGS, AEROSPRAY, SOLDER WIRE, TAPE, PINS, ETC., AND ANY HAZARDOUS SUBSTANCE DISPOSAL SUCH AS ANTIFREEZE, SOLVENT, ETC.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX ID.	.00
SPECIAL ORDER DEPOSIT	.00
OTHER	.00
TOTAL DUE	.00

FILE

WARRANTY REPAIR ORDER

OLYMPIA, WA

Year	Make	Model	Work Phone	R/O Open Date	R/O Number
2010	HYUNDAI	ELANTRA		11/15/10	6082413/1
Vehicle Identification Number	Color	Body	Home Phone	R/O Close Date	Cross Reference #
KMH DU4AD2AU		GLS SEDAN		11/30/10	Original
		License Number	Mileage In	Mileage Out	
			1121	1144	
		Service Advisor			
		John Tenney			2645
		Delivery Date			
		In Service Date			

DESCRIPTION OF SERVICE AND PARTS				COST	AMOUNT
#1 - MR 11HYZ: ENGINE CONCERN					
CUST STATES THEY WERE DRIVING AT 40 MPH, WHEN ENG					
LOST ALL POWER THEY ALSO HAD NO POWER STEERING ,					
AND THE BRAKES WERE VERY STIFF WHEN PUSHING THEM					
TO STOP, VEH WOULD NOT RESTART FOR 5MIN, THEN VEH					
RESTARTED DROVE ABOUT 5 MILES, THEN HAPPEN 2ND					
Cause: TEST DROVE-NOTED NO FAULTS- SCAN- C1103					
IGNITION VOLTAGE FAULT-EPS- PERFORMED					
DIAGNOSTIC ROUTINE AS OUTLINED IN SERVICE					
MANUAL- NOTED NO FAULTS- CALLED TECHNICAL					
ASSISTANCE- CASE# 4186189- REMOVED AND					
INSPECTED ENGINE AND IP JUNCTION BOXES					
INSPECTED ALL RELATED MDPS WIRE HARNESSSES					
AND CONNECTORS- VERIFIED ALL ENGINE AND					
TRANSMISSION GROUND POINTS- TEST DROVE					
AGAIN- NOTED NO FAULTS- ATTEMPTED DTC					
MANUAL RECREATION USING ETM AND					
Tech: 322/	5.10hrs @	92.00		109.65	469.20
Part: 91950-2H510 :JUNCTION BOX ASSY-I/PNL		1		298.85	418.39
Sub-Total Labor:	109.65	469.20			
Sub-Total Parts:	298.85	418.39			
Sub-Total:	408.50	887.59			
SYSTEM ANALYSIS WITH ASSISTANCE FROM HMA FSE					
ISOLATED FAULT TO IP JUNCTION BLOCK-					
REPLACED IP JUNCTION BLOCK AND VERIFIED CORRECT					
VEHICLE OPERATION- RESCANED AND CLEARED ALL DTCs					
SET DURING DIAGNOSTIC PROCEDURES					
As Of	1	11/16/10	Tech 322	Start 11:25	End 11:29 Hours .07
As Of	1	11/16/10	Tech 322	Start 13:57	End 13:57 Hours .00
As Of	1	11/17/10	Tech 322	Start 15:36	End 15:52 Hours .27
As Of	1	11/17/10	Tech 322	Start 15:52	End 15:54 Hours .03
				Paid 887.59 12/6/10	
				Paid 100.00 12/10/10	
ACCOUNT #	LABOR			109.65	469.20
	PARTS			298.85	418.39
METHOD	SUBLET				.00
	SHOP SUPPLIES				.00
	SALES TAX OR TAX I.D.				.00
RECEIPT #	DEDUCTIBLE				.00
	TOTAL DUE			408.50	887.59

WARRANTY REPAIR ORDER

OLYMPIA, WA

Work Phone	R/O Open Date	R/O Number
Home Phone	11/15/10	6082413/1
Body	R/O Close Date	Cross Reference #
GLS SEDAN	Mileage In	Mileage Out
License Number	1121	1144
	Service Advisor	
	John Tenney	2645
	Delivery Date	In-Service Date

Year: 2010 Make: HYUNDAI Model: ELANTRA
 Vehicle Identification Number: KMHDU4AD2AU Color:

DESCRIPTION OF SERVICE AND PARTS

#1 - 11HYZ: ENGINE CONCERN

CUST STATES THEY WERE DRIVING AT 40 MPH, WHEN ENG
 LOST ALL POWER THEY ALSO HAD NO POWER STEERING ,
 AND THE BRAKES WERE VERY STIFF WHEN PUSHING THEM
 TO STOP, VEH WOULD NOT RESTART FOR 5MIN, THEN VEH
 RESTARTED DROVE ABOUT 5 MILES, THEN HAPPEN 2ND

Cause: TEST DROVE-NOTED NO FAULTS- SCAN- C1103
 IGNITION VOLTAGE FAULT-EPS- PERFORMED
 DIAGNOSTIC ROUTINE AS OUTLINED IN SERVICE
 MANUAL- NOTED NO FAULTS- CALLED TECHNICAL
 ASSISTANCE- CASE# 4186189- REMOVED AND
 INSPECTED ENGINE AND IP JUNCTION BOXES
 INSPECTED ALL RELATED MDPS WIRE HARNESSSES
 AND CONNECTORS- VERIFIED ALL ENGINE AND
 TRANSMISSION GROUND POINTS- TEST DROVE
 AGAIN- NOTED NO FAULTS- ATTEMPTED DTC
 MANUAL RECREATION USING ETM AND

Tech: 322/ 5.10hrs @ 92.00

Tech: 322/ 5.10hrs @ 92.00

Part: 91950-2H510:JUNCTION BOX ASSY-I/PNL 1

SYSTEM ANALYSIS WITH ASSISTANCE FROM HMA FSE

ISOLATED FAULT TO IP JUNCTION BLOCK-

REPLACED IP JUNCTION BLOCK AND VERIFIED CORRECT

VEHICLE OPERATION- RESCANED AND CLEARED ALL DTCS

SET DURING DIAGNOSTIC PROCEDURES

Sub-Total Labor: 219.30 938.40

Sub-Total Parts: 298.85 418.39

Sub-Total: 518.15 1356.79

Line		Date	Tech	Start	End	Hours	Rate
Line 1	11/16/10	Tech 322	Start 11:25	End 11:29	Hours .07		
Line 1	11/16/10	Tech 322	Start 13:57	End 13:57	Hours .00		
Line 1	11/17/10	Tech 322	Start 15:36	End 15:52	Hours .27		
Line 1	11/17/10	Tech 322	Start 15:52	End 15:54	Hours .03		

4.3

AT Time spent w/ FSE

ACCOUNT #	LABOR	219.30	938.40
	PARTS	298.85	418.39
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	518.15	1356.79

[REDACTED]
Olympia, WA
November 15, 2010

Titus-Will Hyundai
2255 Carriage Loop SW
Olympia, WA 98502

Hyundai Elantra 2010
VIN # KMH DU4AD2AU [REDACTED]
Odometer reading 1121

Service Department,

I was driving this vehicle on November 14, 2010. I was roughly 5 miles from home and was going about 40 mph, when all of a sudden I heard a clunk sound and the car completely lost power and started decelerating. The vehicle went from 40mph to 0mph almost instantly. The steering wheel, accelerator, and brakes locked up before the car came to a stop. The gear shifter was also locked. The car was still in 3rd gear although it was not moving. The only other gear I was able to shift the car into was neutral, I could not shift it into park. I tried to turn the key in the ignition but it would not move to the off position so I could not restart the car. The key was stuck in the ignition, I could not pull it out. I sat in the car in 3rd gear, not moving, with the key stuck in the ignition, with the steering wheel, brakes, accelerator, and gear shifter all locked up trying to decide what to do next. I sat there about 5 minutes. Before calling the towing service, I tried to shift the car into park once again. This time I was able to put it into park. After putting the car into park, I was able to turn the key in the ignition to the off position and restart the car. After I restarted the car, I was able to drive it again. I tried to drive the car home but the vehicle did the exact same thing again as described above before reaching my destination. After waiting again, I was able to restart the car and drive it home.

[REDACTED]

[REDACTED]



HYUNDAI
P.O. Box 12360
Olympia, WA 98508-2360
360-357-5515
www.TitusWill.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. - 5:00 p.m.-Saturday

R/O Open Date	R/O Number
11/15/10	6082413/1
R/O Close Date	Status
11/18/10	Pre-Invoice
Mileage In	Mileage Out
1121	1144

Service Advisor / Tag #
John Tenney/5474

Vehicle Identification Number

KMH DU4AD2AU

Delivery Date In-Service Date

Color License Number

OLYMPIA, WA				Work Phone	
				Home Phone	
Year	Make	Model	Body		
2010	HYUNDAI	ELANTRA	GLS SEDAN		

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#1 - 11HYZ: ENGINE CONCERN

CUST STATES THEY WERE DRIVING AT 40 MPM, WHEN ENG
LOST ALL POWER THEY ALSO HAD NO POWER STEERING ,
AND THE BRAKES WERE VERY STIFF WHEN PUSHING THEM
TO STOP, VEH WOULD NOT RESTART FOR 5MIN, THEN VEH
RESTARTED DROVE ABOUT 5 MILES, THEN HAPPEN 2ND

Caused by

TEST DROVE-NOTED NO FAULTS- SCAN- C1103 IGNITION
VOLTAGE FAULT-EPS- PERFORMED DIAGNOSTIC ROUTINE AS
OUTLINED IN SERVICE MANUAL- NOTED NO FAULTS-
CALLED TECHNICAL ASSISTANCE- CASE# 4186189-
REMOVED AND INSPECTED ENGINE AND IP JUNCTION BOXES
INSPECTED ALL RELATED MDPS WIRE HARNESSSES AND
CONNECTORS- VERIFIED ALL ENGINE AND TRANSMISSION
GROUND POINTS- TEST DROVE AGAIN- NOTED NO FAULTS-
ATTEMPTED DTC MANUAL RECREATION USING ETM AND

Work performed by JON MOYERS (322)

Work performed by JON MOYERS (322)

Installed 91950-2H510 :JUNCTION BOX ASSY-I/PNL

Qty: 1

SYSTEM ANALYSIS WITH ASSISTANCE FROM HMA FSE

ISOLATED FAULT TO IP JUNCTION BLOCK-

REPLACED IP JUNCTION BLOCK AND VERIFIED CORRECT

VEHICLE OPERATION- RESCANNED AND CLEARED ALL DTCS

SET DURING DIAGNOSTIC PROCEDURES

Warranty
Warranty
Warranty

#2 - 00ARGIS: ARGIS MULTIPOINT WALKAROUND INSPECTION

Sub Total: .00

Sub Total: .00

YOUR SATISFACTION IS OUR GOAL... Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND TITUS-WILL CHEVROLET / CADILLAC / HYUNDAI AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.

DISCLAIMER OF WARRANTIES. AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

SUPPLIES. A TOKEN CHARGE WILL BE INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. SUPPLIES INCLUDE: NUTS, BOLTS, RAGS, AEROSPRAY, SOLDER WIRE, TAPE, PINS, ETC., AND ANY HAZARDOUS SUBSTANCE DISPOSAL SUCH AS ANTIFREEZE, SOLVENT, ETC.

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

OTHER

TOTAL DUE

ATTENTION

You may receive a survey from Hyundai Motor America asking you to rate your experience with Titus-Will. If you cannot give us a perfect "Truly Exceptional" or "10" score, please contact our Service Manager, Matt Hagen, at 360-357-5515 or mhagen@tituswill.com.

Thank you for your business!

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



VIN	XMH024AD7AU		
Make	Hyundai Motor Company	Vehicle	ELANTRA (FD)
Model Year	2010	Engine Type	G2.0 DOHC
System	Engine/Engine Control	Date Time	11/16/2010 08:22:40
Software Version	NH-01-05-1.00.11	Content Version	NH-01-05-1.00.11
ECU Version	NH-01-05-1.00.11	VCI Version	1.03

Fault Code Searching



VIN

Pr

Vehicle

Hot Fi

By DT

By Sy

By Mo

Camp

State: Fault Code Found

System	Code	Description	State
ENGINE - Engine Control		No Error Code Found.	
TRANSMISSION - Auto...		No Error Code Found.	
BRAKE - ABS/ESC		No Error Code Found.	
AIRBAG - Airbag Control...		No Error Code Found.	
AIRBAG - Weight Classif...		No Error Code Found.	
STEERING - Electronic ...	C1103	Ignition Voltage Fault	
BODY CONTROL - Body...		- DTC NOT Supported -	
TIRE PRESSURE MONI...		No Error Code Found.	

Selected System :

Retry Code Searching

All Erase

Print

Close



VIN	KMTDUAADZAL [REDACTED]		
Make	Hyundai Motor Company	Vehicle	ELANTRA(HD)
Model Year	2010	Engine Type	G 2.0 DOHC
System	Steering/Electronic Power Steering	Date Time	11/15/2010 08:24:07
Software Version	N-H-01-09-1.09.11	Content Version	N-H-01-09-1.09.11
ECU Version	N-H-01-09-1.09.11	VCI Version	1.63

VCI: WLAN On, VCI: USB On, Internet: On

Preparation

Diagnosis

Vehicle SW Management

Repair

ELANTRA(HD)/2010/G 2.0 DOHC

System: Steering/Electronic Power Steering

Diagnosis

Basic Inspection

DTC Analysis

C1103 Ignition Voltage

☐ General Information

☐ Monitor ScanTool Data

☐ Inspection/Repair

☐ Verification of Vehicle

Data Analysis

Flight Record

CARB OBD-II

DTC

Erase All DTC

Freeze Frame

	Description	State
C1103	Ignition Voltage Fault	

Freeze Frame

DTC CAUSE TO SYSTEM ERROR: C1103

Sensor Name	Value	Unit
Vehicle Speed	0	MPH
Battery Positive Voltage	13	V
Steering Angle Sensor	0.0	°
Motor Current	0	A
Driver Torque	0.1	Nm

Setup

Manual

TSB

Case Analysis

DTC

Current Data

Actuation Test

Flight Record

Internet Update

ECU Upgrade

Diagnosis

Fault Code Searching

Service >> Warranty Vehicle Information

Search by

☒ Last Six☐ VIN Number

KMHDU4AD2AU

Basic InformationVIN / Model KMHDU4AD2AU / Elantra (HD)
2010 Automatic

Warranty Start Date 10/28/2010 (0 months, 18 days)

Original Owner

DMV Transfer Date

Current Owner

Emission Type SULEV

Selling Dealer

WA044 HYUNDAI OF KIRKLAND

TQB / CSI / VDS / others

Branded Information

Extra Warranty

Service Contract (0 found)**Campaign not performed (0 found)****Warranty Claim History**

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
WA044		120035	10/28/2010	7	PRE-DELIVERY INSPECTION/SERVICE

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[REDACTED]
Olympia, WA
November 24, 2010

Titus-Will Hyundai
2255 Carriage Loop SW
Olympia, WA 98502

Hyundai Elantra 2010
VIN # KMHDU4AD2AU [REDACTED]
Odometer reading 1454

Service Department,

I brought this vehicle in previously on November 15, 2010. Below is the previously stated problem.

I was driving this vehicle on November 14, 2010. I was roughly 5 miles from home and was going about 40 mph, when all of a sudden I heard a clunk sound and the car completely lost power and started decelerating. The vehicle went from 40mph to 0mph almost instantly. The steering wheel, accelerator, and brakes locked up before the car came to a stop. The gear shifter was also locked. The car was still in 3rd gear although it was not moving. The only other gear I was able to shift the car into was neutral, I could not shift it into park. I tried to turn the key in the ignition but it would not move to the off position so I could not restart the car. The key was stuck in the ignition, I could not pull it out. I sat in the car in 3rd gear, not moving, with the key stuck in the ignition, with the steering wheel, brakes, accelerator, and gear shifter all locked up trying to decide what to do next. I sat there about 5 minutes. Before calling the towing service, I tried to shift the car into park once again. This time I was able to put it into park. After putting the car into park, I was able to turn the key in the ignition to the off position and restart the car. After I restarted the car, I was able to drive it again. I tried to drive the car home but the vehicle did the exact same thing again as described above before reaching my destination. After waiting again, I was able to restart the car and drive it home.

The vehicle was towed to Titus-Will Hyundai where it was worked on. It was determined that the problem was a junctional box, so the junctional box was replaced. I have been driving the car since then and have had no problems. However today, November 24, 2010 the identical problem reoccurred. The only difference in the way it occurred this time and the way it occurred on November 15 was that this time I was only going about 30 mph before it did the exact same thing (the car completely lost power and started decelerating, the steering wheel, accelerator, and brakes locked up before the car came to a stop, and the gear shifter completely locked).

[REDACTED]

[REDACTED]



HYUNDAI
P.O. Box 12360
Olympia, WA 98508-2360
360-357-5515
www.TitusWill.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. - 5:00 p.m. - Saturday

R/O Open Date	R/O Number
11/24/10	6082740/1
R/O Close Date	Status
12/03/10	Pre-Invoice
Mileage In	Mileage Out
1454	1844
Service Advisor / Tag #	
BRET CHAFFEE/5783	
Vehicle Identification Number	
KMHU4AD2AU	
Delivery Date	In-Service Date
Color	License Number

OLYMPIA, WA

Year	Make	Model	Body	Color	License Number
2010	HYUNDAI	ELANTRA	GLS SEDAN		

DESCRIPTION OF SERVICE AND PARTS

#1 - 10HYZ: DRIVEABILITY CONCERN

CUST STATES THEY WERE DRIVING AT 30 MPH, WHEN ENG
LOST ALL POWER THEY ALSO HAD NO POWER STEERING ,
AND THE BRAKES WERE VERY STIFF WHEN PUSHING THEM
TO STOP, VEH WOULD NOT RESTART FOR 5MIN, THEN VEH
RESTARTED DROVE ABOUT 3 MILES OK.

Caused by

TEST DROVE- NOTED NO ABNORMAL VEHICLE OPERATION-
SCAN- NO DTC IN ANY MENU- RESEARCHED POSSIBLE
AREAS OF CONCERN THROUGH POWER DISTRIBUTION FROM
BATTERY TO IGNITION SWITCH- NOTED NO FAULTS IN
WIRE HARNESS OR CONNECTORS- BACK PROBED AND
MONITORED IGN1 AND IGN2 CIRCUITS AT CONNECTOR EM31
PINS 9 AND 27- TEST DROVE 390 MILES WITH NO
FAULTS DETECTED. INSPECTED WITH THE AID OF FSE
TEAM. PREVIOUS TECHLINE CASE #4186189.

Work performed by JON MOYERS (322)

Work performed by DOUG BENNETT (334)

Unrealized 85870-2H000-9Y :TRIM ASSY-FR DR SCUFF L Qty: 1

FILLED GAS TANK. INSTRUCTED TO RETURN VEHICLE

TO CUSTOMER. NO REPAIRS MADE AT THIS TIME.

REPLACED DRIVERS DOOR STEP PLATE AS TRIM FASTENERS

BROKE DURING REMOVAL FOR INSPECTION.

Warranty
Warranty
Warranty

#2 - CRC1: SERVICE RENTAL

ATTENTION

You may receive a survey from
Hyundai Motor America
asking you to rate your
experience with Titus-Will. If
you cannot give us a perfect
"Truly Exceptional" or "10"
score, please contact our
Service Manager, Matt Hagen,
at 360-357-5515 or
mhagen@tituswill.com.

Thank you for your business!

YOUR SATISFACTION IS OUR GOAL. Thank you for this opportunity to serve you. It is our aim to
perform all repairs requested on this repair order to your complete satisfaction. If our service was
satisfactory tell your friends; if not, please tell us immediately. OUR GOAL IS THAT YOU WILL
"DEFINITELY" RECOMMEND TITUS-WILL CHEVROLET / CADILLAC / HYUNDAI AS A PLACE TO
PURCHASE AND SERVICE A VEHICLE.

DISCLAIMER OF WARRANTIES. AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S)
ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER
HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON
TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR
SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY
CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS
OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

SUPPLIES. A TOKEN CHARGE WILL BE INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE.
SUPPLIES INCLUDE: NUTS, BOLTS, RAGS, AEROSPRAY, SOLDER WIRE, TAPE, PINS, ETC.,
AND ANY HAZARDOUS SUBSTANCE DISPOSAL SUCH AS ANTIFREEZE, SOLVENT, ETC.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
OTHER	
TOTAL DUE	

**HYUNDAI**

P.O. Box 12360
Olympia, WA 98508-2360
360-357-5515
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SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:30 p.m.
Monday - Friday
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R/O Open Date	R/O Number
11/24/10	6082740/1
R/O Close Date	Status
12/03/10	Pre-Invoice
Mileage In	Mileage Out
1454	1844
Service Advisor / Tag #	
BRET CHAFFEE/5783	
Vehicle Identification Number	
KMHDU4AD2AU	
Delivery Date	In-Service Date
Color	License Number

OLYMPIA, WA		Work Phone	
		Home Phone	
Year	Make	Model	Body
2010	HYUNDAI	ELANTRA	GLS SEDAN

DESCRIPTION OF SERVICE AND PARTS**#1 - 10HYZ: DRIVEABILITY CONCERN**

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AREAS OF CONCERN THROUGH POWER DISTRIBUTION FROM
BATTERY TO IGNITION SWITCH- NOTED NO FAULTS IN
WIRE HARNESS OR CONNECTORS- BACK PROBED AND
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PINS 9 AND 27- TEST DROVE 390 MILES WITH NO
FAULTS DETECTED. INSPECTED WITH THE AID OF FSE
TEAM. PREVIOUS TECHLINE CASE #4186189.

Work performed by JON MOYERS (322)

Work performed by DOUG BENNETT (334)

Unrealized 85870-2H000-9Y :TRIM ASSY-FR DR SCUFF L Qty: 1

FILLED GAS TANK. INSTRUCTED TO RETURN VEHICLE

TO CUSTOMER. NO REPAIRS MADE AT THIS TIME.

REPLACED DRIVERS DOOR STEP PLATE AS TRIM FASTENERS

BROKE DURING REMOVAL FOR INSPECTION.

Warranty
Warranty
Warranty

#2 - CRC1: SERVICE RENTAL

*I feel very uncomfortable accepting this car.
I feel it is a serious safety issue. I have been
given no other choice.*

YOUR SATISFACTION IS OUR GOAL. Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. OUR GOAL IS THAT YOU WILL "DEFINITELY" RECOMMEND TITUS-WILL CHEVROLET / CADILLAC / HYUNDAI AS A PLACE TO PURCHASE AND SERVICE A VEHICLE.

DISCLAIMER OF WARRANTIES. AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

SUPPLIES. A TOKEN CHARGE WILL BE INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. SUPPLIES INCLUDE: NUTS, BOLTS, RAGS, AEROSPRAY, SOLDER WIRE, TAPE, PINS, ETC., AND ANY HAZARDOUS SUBSTANCE DISPOSAL SUCH AS ANTIFREEZE, SOLVENT, ETC.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
OTHER	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

Red

Home Phone			R/O Open Date		R/O Number	
			11/24/10		6082740	
Work Phone			Time Received		Time Promised	
			17:00		11/24 15:00	
Key Tag #			Current Mileage		Mileage Out	
5783			14542051		1833/44	
Body			Engine Code		Service Advisor	
GLS SEDAN					BRET CHAFFE	
License Number			Delivery Date		In-Service Date	
Year	Make	Model				
2010	HYUNDAI	ELANTRA				
Vehicle Identification Number			Color			
KMHDU4AD2AU						

#1 - 10HYZ: DRIVEABILITY CONCERN
CUST STATES THEY WERE DRIVING AT 30 MPH, WHEN ENG
LOST ALL POWER THEY ALSO HAD NO POWER STEERING ,
AND THE BRAKES WERE VERY STIFF WHEN PUSHING THEM
TO STOP, VEH WOULD NOT RESTART FOR 5MIN, THEN VEH
RESTARTED DROVE ABOUT 3 MILES OK. *Key would not turn all the way
to remove. Gear shift was stuck
in Neutral. Eventually shifted to park
Had been driving 10-15 min*

#2 - CRC1: SERVICE RENTAL
Fastage Father States Huge safety issue!

Original Estimate: .00

CO#-----RO#-----Date-----Miles--Service Writer-----Tech----Time--Total

ENG. DIE? *check - initial*
No CRANK OR CLANK - No Start - IN Noop?
Loo. Lts. & GUNAGES

390

OK for Jon to drive
to Aberdeen per Mrs Schmidt

8587e-28000

11/29 3:50
12/3 2:30
Spoke to Nathan
Advised to pick up vehicle

TRIM 9Y

381

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I hereby warrant that the work done by me or my employees is in accordance with the manufacturer's specifications and that the parts and materials used are of the proper type and quality. I further warrant that the work done by me or my employees is in accordance with the manufacturer's specifications and that the parts and materials used are of the proper type and quality.

1608

Customer Signature

Service >> Warranty Vehicle Information

Search by

☐ Last Six

☒ VIN Number

KMH DU4AD2AU



Basic Information

VIN / Model	KMH DU4AD2AU / Elantra (HD) 2010 Automatic	Warranty Start Date	10/28/2010 (0 months, 27 days)
Original Owner		DMV Transfer Date	
Current Owner		Emission Type	SULEV
Selling Dealer	WA044 HYUNDAI OF KIRKLAND		
IQS / CSI / VDS / others			
Branded Information			
Extra Warranty			

Service Contract (0 found)

Campaign not performed (0 found)

Warranty Claim History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
WA044	120035	120035	10/28/2010	7	PRE-DELIVERY INSPECTION/SERVICE

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