



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: 17-DEC-2010  
Repository:   
Reference No.: 10371066

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: HAMLIN State: WV 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: KMHDC86E89U [REDACTED]  
Make: HYUNDAI Model: ELANTRA TOURING Model Year: 2009  
Date Purchased: 02/24/2009 Dealer's Name and Telephone Number: Joe Holland 304-744-1561 Engine: No. Cylinders: 4 Fuel Type: Gas  
Original Owner:  Dealer's City: South Charleston State: W.V. Zip Code: 25303  
Transmission Type: Standard Antilock Brakes:  Cruise Control:  Powertrain: Multiple Failure: Incident Date(s): 15-DEC-2010

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

Vehicle Component Code: 199000 TIRES: PRESSURE MONITORING AND REGULATING SYSTEMS Failure Mileage: 29000 Failure Speed: 0

**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 2009 HYUNDAI ELANTRA TOURING. THE CONTACT WAS REFUELING THE VEHICLE AND NOTICED THAT THE FRONT DRIVER SIDE TIRE HAD FLATTENED AS A RESULT OF A BROKEN TIRE VALVE STEM. THE TIRE PRESSURE MONITORING SYSTEM FAILED TO ALERT THE CONTACT OF THE FAILURE. THE TIRE WAS REPLACED WITH A SPARE TIRE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE TIRE PRESSURE MONITORING SYSTEM WAS REPLACED AND THE ORIGINAL FRONT DRIVER SIDE TIRE WAS MOUNTED BACK ON THE VEHICLE. THE FAILURE MILEAGE WAS APPROXIMATELY 29,000.

FEB 28 2011

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.

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

After this incident I contacted a few tire places in the area, <sup>establishments</sup> NTR, Sears and South Charleston Tire. All of these ~~establishments~~ confirm that this is a common occurrence with the Tire Pressure Monitoring System valve stems. They state that the material the stem is made from is of poor quality and corrodes easily.

Although at the time the valve stem malfunctioned I was parked refueling the vehicle, just minutes before this I was on I-64 westbound doing 70 mph.

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



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

# Joe Holland

1000 'D' Street - South Charleston, WV 25303  
 (304) 720-9222 - Fax: (304) 720-9214  
 www.JoeHolland.com

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

R/O Open Date	R/O Number
12/17/10	6006155/1
R/O Close Date	Status
12/21/10	Pre-Invoice
Mileage In	Mileage Out
29050	29050
Service Advisor / Tag #	
Jason Wallace/5292	
Vehicle Identification Number	
KMHDC86E89U	
Delivery Date	In-Service Date
8/14/09	
Color	License Number
SILVER	

HAMLIN, WV			Work Phone		
			Home Phone		
Year	Make	Model	Body	Color	License Number
2009	HYUNDAI	ELANTRA		SILVER	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 99H: * PER JIM BARNHART REPAIR THE VALVE STEM, ON TIRE TH AT IS BROKEN Caused by MATERIAL FAILURE, LEFT FRT TPMS CAME APART Corrected by 52933R00: (N59) (C07 VALVE ASSY-TPMS Work performed by Jeremiah Hayes (505) Installed 52933-2L500 (FP):VALVE-TPMS Qty: 1 FOUND TIRE PRESSURE SENSOR VALVE STEM ON LEFT FRT TIRE HAS CAME APART, WAS NEC TO REPLACE LEFT FRT TIRE PRESSURE SENSOR TO CORRECT. GOODWILL WARRANTY PER JIM BARNHART, GOOD DEALERSHIP CUSTOMER	Warranty Warranty
#2 - HMPI: HYUNDAI MULTI-POINT INSPECTION Work performed by Jeremiah Hayes (505) HMPI COMPLETED.	Internal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

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
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X