

 <p>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</p>			<p>FOR AGENCY USE ONLY 100148</p>		
<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>			<p>Date Received 04-MAR-2011</p>	<p>Repository <input type="checkbox"/> Reference No. 10386464</p>	
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name [REDACTED]</p>			<p>Daytime Telephone Number [REDACTED]</p>	<p>E-mail Address</p>	
<p>Address [REDACTED]</p>			<p>Evening Telephone Number</p>		
<p>City ODENTON</p>		<p>State MD</p>	<p>Zip Code [REDACTED]</p>		
<p><i>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).</i></p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p>			<p>Make HYUNDAI</p>	<p>Model ACCENT</p>	<p>Model Year 2011</p>
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number</p>			<p>Engine: No: Cylinders</p>	<p>Fuel Type:</p>
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City</p>		<p>State</p>	<p>Zip Code</p>	
<p>Transmission Type</p>	<p><input type="checkbox"/> Antilock Brakes</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>		<p>Incident Date(s) 12-FEB-2011</p>
	<p><input type="checkbox"/> Cruise Control</p>				
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 180000 VEHICLE SPEED CONTROL</p>				<p>Failure Mileage 4282</p>	<p>Failure Speed 0</p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM4L9ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i></p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT RENTED A 2011 HYUNDAI ACCENT. THE CONTACT STATED WHILE IDLING WITH THEIR FOOT ON THE BRAKE, THE ENGINE EXHIBITED AN ABNORMALLY HIGH INCREASE IN RPMS AND BECAME EXTREMELY LOUD. THE VEHICLE THEN BEGAN TO CREEP FORWARD UNUSUALLY. THE CONTACT STATED THAT THE FAILURE OCCURRED TWICE WITHIN THE WEEK HE HAD POSSESSION OF THE VEHICLE. THE VIN WAS UNAVAILABLE. THE FAILURE MILEAGE WAS 4,282 AND THE CURRENT MILEAGE WAS 7,000. THE VIN WAS NOT AVAILABLE.</p> <p style="text-align: center;">Two WEEKS</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

Eugene 2.00000# 40024826483

RA # 42148-583	RES # 464360363 CONTRACT ID 7014230 EXT REF #	QS # FT #	RETURN LOCATION BOCA RATON (888)826 6193 1300 N.W. 1ST AVENUE BOCA RATON, FL 33432	RETURN DATE 28-FEB-2011 RETURN TIME 10:15 AM
ODENTON, MD	RENTAL DATE 14-FEB-2011 RENTAL TIME 10:15 AM	VEHICLE INFORMATION RESERVED Economy 2/4 Door Car Auto A/C DRIVEN Compact 2/4 Door Car Auto A/C CHARGED Economy 2/4 Door Car Auto A/C MAKE HYUNDAI MODEL ACCENT 4DR COLOR SILVER ODOMETER 4282 PLATE [REDACTED] REG AREA FL VEHICLE # BU [REDACTED] BAY R1		
RATE RULES AND QUALIFICATIONS INITIAL X INTERNET WEEKLY 8 DAY Min. rental 8 days Max. rental 28 days		<p><i>Return gas 3/4 Tank gas</i></p> <p><i>Wink Bucket Bumper</i></p>		

CHARGES	UNIT	PRICE/UNIT	CURRENT CHARGE
RENTER'S RESPONSIBILITY	WEEK	159.00 X 1	159.00
TIME & DISTANCE	Day	26.50 X 5	132.50
EXTRA - TIME & DISTANCE	Hour	8.83 X	0.00
EXTRA - TIME & DISTANCE	M/KM	0.00 X	0.00
UNLIMITED MILES/KM-TIME & DISTANCE	Rental	-1.00 X 1	-1.00
TIME & DISTANCE ALLOWANCE*	10%	0.00 X	-29.05
DISCOUNT - TIME & DISTANCE	Gallon	4.92 X	0.00
REFUELING SERVICE CHARGE	Day		24.00
FLORIDA SURCHARGE 2.00/DAY	Day		0.24
TIRE/BATTERY FEE .02 /DAY	Day		8.28
VEHICLE LICENSE FEE .00/DAY	Day		17.64
SALES TAX 6.00%			

B/O problem \$269.21

ESTIMATED CHARGES INITIAL X [REDACTED]

(ALL CHARGES ARE ESTIMATE ONLY - SUBJECT TO CHANGE IF VEHICLE NOT RETURNED TO THE LOCATION ON DATE AND TIME SPECIFIED, OR IF FUEL TANK IS NOT FULL AT RETURN AND FUEL SERVICE OPTION WAS NOT PURCHASED)

PAYMENTS VISA 2613 Auth # [REDACTED]

- I DECLINE OPTIONAL ALAMO PROTECTION PLUS (APP) AS OF 14-FEB-2011 10:15 AM. X [REDACTED]
- I DECLINE OPTIONAL COLLISION DAMAGE WAIVER. X [REDACTED]
- I DECLINE OPTIONAL EXTENDED PROTECTION (EP). X [REDACTED]
- I DECLINE OPTIONAL CAREFREE PERSONAL PROTECTION COVERAGE (PEROPRO). X [REDACTED]
- I DECLINE ALAMO'S OPTIONAL ROADSIDE SERVICE PLUS X [REDACTED]

MAR 28 2011

FAILURE TO RETURN RENTAL PROPERTY OR EQUIPMENT UPON EXPIRATION OF THE RENTAL PERIOD AND FAILURE TO PAY ALL AMOUNTS DUE (INCLUDING COSTS FOR DAMAGE TO THE PROPERTY OR EQUIPMENT) ARE EVIDENCE OF A BREACH OF RENTAL AGREEMENT OR REFUSAL TO REDELIVER THE PROPERTY, PUNISHABLE IN ACCORDANCE WITH SECTION 812.155, FLORIDA STATUTES. X [REDACTED]

THE VALID AND COLLECTIBLE LIABILITY INSURANCE AND PERSONAL INJURY PROTECTION INSURANCE OF ANY AUTHORIZED RENTAL OR LEASING DRIVER IS PRIMARY FOR THE LIMITS OF LIABILITY AND PERSONAL INJURY PROTECTION COVERAGE REQUIRED BY SS. 32.021(7) AND 627.736, FLORIDA STATUTES.

NO ADDITIONAL DRIVERS ARE AUTHORIZED TO DRIVE THE VEHICLE WITH THE EXCEPTION OF THE DRIVERS LISTED BELOW.

YOU AGREE TO ALL PROVISIONS CONTAINED WITHIN THIS AGREEMENT, INCLUDING THOSE CONTAINED WITHIN ALAMO'S RENTAL AGREEMENT JACKET AND ALL APPLICABLE OPTIONAL PRODUCT BROCHURES, AND

ADDITIONAL DRIVER [REDACTED]