

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>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>Date Received AUG 11 2011 14-JUL-2011</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10412338</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
COLUMBIA		MD			
Zip Code					
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
5NPEC4AC1BH [REDACTED]		HYUNDAI		SONATA	
Model Year		Date Purchased		Engine:	
2010		8/10/2010		2.4L	
Dealer's Name and Telephone Number		Original Owner		No: Cylinders	
Phillip Yi 301-441-1313, (cell) 703-309-5259		<input checked="" type="checkbox"/>		4	
Dealer's City		State		Fuel Type:	
College Park		MD		Gasoline	
Zip Code		20940			
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain	
Auto		<input checked="" type="checkbox"/> Cruise Control		Multiple Failure:	
				Incident Date(s)	
				15-MAY-2011	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 100000 POWER TRAIN				Failure Mileage	
Transmission, not starting				30000	
				Failure Speed	
				0	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM9ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:	
Tire Component Code		Tire Failure Type:			
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured	
				Number of Deaths	
				Reported to Police	
				N	
<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 OWNS A 2010 HYUNDAI SONATA. THE CONTACT STATED THAT WHILE ATTEMPTING TO SHIFT FROM PARK, TO REVERSE, THE VEHICLE BEGAN TO SHAKE VIOLENTLY AND THE GAUGES ON THE INSTRUMENT PANEL WOULD NOT DISPLAY READINGS. THE VEHICLE WAS TAKEN TO THE DEALER ON FOUR OCCASIONS WHERE UPDATES WERE PERFORMED ON THE TRANSMISSION. THE FAILURE CONTINUED AFTER THE UPDATES. THE VEHICLE WAS NOT TAKEN BACK FOR ADDITIONAL REPAIRS. THE CONTACT ALSO STATED THAT IT WOULD TAKE SEVERAL ATTEMPTS TO START THE VEHICLE. THE APPROXIMATE FAILURE MILEAGE WAS 30,000. THE VIN WAS NOT AVAILABLE.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. 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 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>					

HYUNDAI

COLLEGE PARK HYUNDAI

9500 BALTIMORE BLVD.
COLLEGE PARK, MD 20740
PHONE: (301) 441-1313

CELL: [REDACTED]

CUSTOMER NO. 188086	ADVISOR RICHARD DEATLEY	6359	TAG NO. 466	INVOICE DATE 06/10/11	INVOICE NO. HYCS724576
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 28,480	COLOR PEARL WHITE	STOCK NO. 2Y116844
BEL AIR, MD [REDACTED]	YEAR / MAKE / MODEL 11/HYUNDAI/SONATA/4DR SDN I4 AT SE			DELIVERY DATE 08/17/10	DELIVERY MILES 8
[REDACTED]	VEHICLE I.D. NO. 5 N P E C 4 A C 1 B H [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 06/10/11		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

LABOR & PARTS

J# 1 11HYZ AUTO TRANS TECH(S):6570 0.00
 CUSTOMER REPORTS TRANSMISSION SHIFTS HARD AND NOT AT PROPER TIME
 SEE LINE 2 FOR CORRECTION
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+23HYZTF5 2011 SONATA ECM TECH(S):6570 WARRANTY
 CUST STATES CHECK FOR TCM UPDATE NEEDS TF5
 TSB #11-01-016
 REVISED LOGIC FOR DTC P0748/PRESSURE CONTROL SOLENOID VALVE
 PERFORM TCM UPDATE AS PER BULLETIN. 11BA15R1 .30
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+23HYZTF3 SONATA FUEL DOOR TECH(S):6570 WARRANTY
 CUSTOMER REQUEST CHECK FOR SONATA FUEL DOOR CAMPAIGN NEEDS
 TF3: TSB #11-01-013
 IMPROPER FREE PLAY IN FUEL DOOR, CAUSING BINDING
 INSPECT FUEL DOOR FOR PROPER OPERATION AND ADJUST AS NEEDED.
 11BA13I0 .20 INSP 11BA13R0 .30 ADJUST
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+23HYZTE4 OVERHEAD CONSOLE TECH(S):6570 WARRANTY
 CUSTOMER REQUEST CHECK TO SEE IF OVERHEAD CONSOLE INSPECTION
 TE4 NEEDS TO BE PERFORMED. TSB 11-01-002
 POSSIBLE IMPROPER LATCHING
 INSPECT OVERHEAD CONSOLE FOR PROPER CLOSING AND REPLACE
 ONLY IF NECESSARY
 JOB # 4 TOTAL LABOR & PARTS 0.00

IMPORTANT

THANK YOU FOR CHOOSING OUR SERVICE DEPARTMENT.

IT IS OUR GOAL TO MAKE SURE YOU ARE COMPLETELY SATISFIED WITH YOUR SERVICE VISIT.

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE CALL OUR SERVICE MANAGER. THANK YOU.

LIMITED WARRANTY
 PARTS AND LABOR WARRANTED
 12 MONTHS OR 12,000 MILES,
 WHICHEVER OCCURS FIRST.
 THIS COPY MUST BE RETURNED FOR ALL ADJUSTMENTS.

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 WAITING!!!

Thank You!

Reynolds and Reynolds ERANTIME COSS0085 0 (04/09)

HYUNDAI

COLLEGE PARK HYUNDAI

9500 BALTIMORE BLVD.
COLLEGE PARK, MD 20740
PHONE: (301) 441-1313

CELL: [REDACTED]

CUSTOMER NO. 188086		ADVISOR RICHARD DEATLEY	6359	TAG NO. 466	INVOICE DATE 06/10/11	INVOICE NO. HYCS724576
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 28,480	COLOR PEARL WHITE	STOCK NO. ZY116844
BEL AIR, MD [REDACTED]		YEAR / MAKE / MODEL 11/HYUNDAI/SONATA/4DR SDN I4 AT SE			DELIVERY DATE 08/17/10	DELIVERY MILES 8
[REDACTED]		VEHICLE I.D. NO. 5 N P E C 4 A C 1 B H [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.T.E. NO.	R.O. NO.		R.O. DATE 06/10/11	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS				

TOTALS

*****		TOTAL LABOR....	0.00
*		TOTAL PARTS....	0.00
DID YOU RECEIVE EXCELLENT SERVICE TODAY?	YES () NO ()	TOTAL SUBLET...	0.00
*		TOTAL G.O.G....	0.00
WERE YOUR REPAIRS AND CHARGES EXPLAINED?	YES () NO ()	TOTAL MISC CHG.	0.00
*		TOTAL MISC DISC	0.00
WOULD YOU RECOMMEND US TO A FRIEND/FAMILY?	YES () NO ()	TOTAL TAX.....	0.00
*****		TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE _____

IMPORTANT

THANK YOU FOR CHOOSING
OUR SERVICE DEPARTMENT.

IT IS OUR GOAL TO MAKE SURE YOU ARE
COMPLETELY SATISFIED WITH YOUR
SERVICE VISIT.

IF FOR ANY REASON YOU ARE NOT
COMPLETELY SATISFIED
PLEASE CALL OUR
SERVICE MANAGER.
THANK YOU.

LIMITED WARRANTY
PARTS AND LABOR WARRANTED
12 MONTHS OR 12,000 MILES,
WHICHEVER OCCURS FIRST.
THIS COPY MUST BE RETURNED
FOR ALL ADJUSTMENTS.

Thank You!

HYUNDAI

COLLEGE PARK HYUNDAI

9500 BALTIMORE BLVD.
COLLEGE PARK, MD 20740
PHONE: (301) 441-1313

CELL: [REDACTED]

CUSTOMER NO. 188086	ADVISOR RICHARD DEATLEY	6359	TAG NO. 716	INVOICE DATE 06/15/11	INVOICE NO. HYCS725008
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 28,688	COLOR PEARL WHITE	STOCK NO. 2Y116844
BEL AIR, MD [REDACTED]	YEAR / MAKE / MODEL 11 / HYUNDAI / SONATA / 4DR SDN I4 AT SE			DELIVERY DATE 08/17/10	DELIVERY MILES 8
[REDACTED]	VEHICLE I.D. NO. 5 N P E C 4 A C 1 B H [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 06/13/11		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

LABOR & PARTS

J# 1 11HZ AUTO TRANS TECH(S):6211
 CUSTOMER REPORTS TRANS MAKES A CLUNKING NOISE, AND ALSO LOOSE
 GEAR INDICATOR AND SHIFT INDICATOR LIGHTS
 ECU MAL-FUNCTION LOOSE CONNECTION
 WORN CON CAUSING DELAYED SHIFT AND FAILURE OF
 INSTRUMENT PANEL LIGHTS
 REPLACED THE ECU/PCM ASSY
 CASE#4431753

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	39111-2G670	ELECTRONIC CONTRO		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

SUBLET: PO# 5866 VEND INV# D339792 INV. DATE 06/15/11 DESCRIPTION RENTAL

TOTAL - SUBLET 0.00

ESTIMATE: CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS: RENTAL

TOTALS:

TOTAL LABOR....	0.00
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
TOTAL INVOICE \$	0.00

IMPORTANT

THANK YOU FOR CHOOSING
OUR SERVICE DEPARTMENT.

IT IS OUR GOAL TO MAKE SURE YOU ARE
COMPLETELY SATISFIED WITH YOUR
SERVICE VISIT.

IF FOR ANY REASON YOU ARE NOT
COMPLETELY SATISFIED
PLEASE CALL OUR
SERVICE MANAGER.
THANK YOU.

LIMITED WARRANTY

PARTS AND LABOR WARRANTED
12 MONTHS OR 12,000 MILES,
WHICHEVER OCCURS FIRST.
THIS COPY MUST BE RETURNED
FOR ALL ADJUSTMENTS.

CUSTOMER SIGNATURE _____

Thank You!

Reynolds and Reynolds ERAINTIVE C060068 Q (04/04)

HYUNDAI

COLLEGE PARK HYUNDAI

9500 BALTIMORE BLVD.
COLLEGE PARK, MD 20740
PHONE: (301) 441-1313

CELL: [REDACTED]

CUSTOMER NO. 188086		ADVISOR AARON HILL	5737	TAG NO. 281	INVOICE DATE 06/23/11	INVOICE NO. HYCS725930
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 29,080	COLOR PEARL WHITE	STOCK NO. 2Y116844
[REDACTED]		YEAR / MAKE / MODEL 11/HYUNDAI/SONATA/4DR SDN I4 AT SE			DELIVERY DATE 08/17/10	DELIVERY MILES 8
[REDACTED]		VEHICLE I.D. NO. 5 N P E C 4 A C 1 B H [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.T.E. NO.	P.O. NO.	R.O. DATE 06/21/11		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				

LABOR & PARTS
J# 1 12HYZ ENGINE TECH(S):6211 WARRANTY
CUSTOMER STATES CLUNKING FROM FRONT END WHEN MOVE FROM PARK TO REVERSE OR DRIVE
COULD NOT DUPLICATE CUSTOMERS CONCERN
RESET ADAPTIVE VALUES,CHECKED FOR TSB REPORTS
JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

TOTAL LABOR....	0.00
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
TOTAL INVOICE \$	0.00

* DID YOU RECEIVE EXCELLENT SERVICE TODAY? YES () NO ()
* WERE YOUR REPAIRS AND CHARGES EXPLAINED? YES () NO ()
* WOULD YOU RECOMMEND US TO A FRIEND/FAMILY? YES () NO ()

IMPORTANT

THANK YOU FOR CHOOSING OUR SERVICE DEPARTMENT.

IT IS OUR GOAL TO MAKE SURE YOU ARE COMPLETELY SATISFIED WITH YOUR SERVICE VISIT.

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE CALL OUR SERVICE MANAGER. THANK YOU.

LIMITED WARRANTY

PARTS AND LABOR WARRANTED 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THIS COPY MUST BE RETURNED FOR ALL ADJUSTMENTS.

Thank You!

CUSTOMER SIGNATURE



Maryland Motor
Vehicle Administration
6901 Ritchie Highway, N.E.
Glen Burnie, Maryland 21062

REGISTRATION CERTIFICATE

TAG NUMBER [REDACTED] UNIT # CVR STICKER NUMBER 1016837

TITLE NUMBER		MAKE AND BODY STYLE OF VEHICLE	
[REDACTED]		HYUN 4S	
YEAR	CLASS	EXCEPT.	VEHICLE IDENTIFICATION NUMBER
11A		N/A	5NPEC4AC1BH [REDACTED]
GR. VEH. WT.	GR. COMB. WT.	FEE	EXPIRATION DATE
-37000N/A	128:00		09/30/2012
OWNER'S DRIVER LICENSE/SOUNDEX NO.		CO-OWNER'S DRIVER LICENSE/SOUNDEX NO.	
[REDACTED]		[REDACTED]	

NAME(S) AND ADDRESS OF REGISTERED OWNER(S)

BEL AIR MD [REDACTED]

IMPORTANT NOTICE:

Maryland Law requires this vehicle be insured at all times.

Tags must be returned PRIOR to any cancellation of insurance on this vehicle.

Failure to comply will result in suspension of registration and a penalty of up to \$2,500 per vehicle, per year.

- The same problem occurred three times A/S
 - They told me "Even if you go to the hospital when you're sick, you don't feel well the first time."
- I do not trust the services provided by HYUNDAI.

- The problem worsens as time passes.
- The problems with my car has been video recorded and sent to you on a flash drive.
- If you want to ask someone who is fluent in English, contact this number [REDACTED]

* please hurry.*

usps.com/postageonline

PLEASE PRE



U.S. POSTAGE
PAID
ELLICOTT CITY, MD
21043
AUG 05 '11
AMOUNT

8/11/2011 11:34 AM
5.65
086175-32

DOT Mailroom
TO: W48- 226
Building: DOT
Mailstop: 4 West
Route Sym: NVS-200,210,300,010
external carrier: Delivery Confirmation
Sender:
Manufacturer:
Purchase Order:
Item 1 of 1



Flat Rate
Mailing Envelope

For Domestic and International

Visit us at usps.com

From:/Expéditeur:



For Domestic
and International Use



W48-226

From [Redacted]
Columbia MD [Redacted]

TO NHTSA
office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE
Washington, D.C 20077-9382

Shipping is the property of the U.S. Postal Service® and is provided solely for use in sending Priority Mail® shipments.
It may be a violation of federal law. This packaging is not for resale. EP14F © U.S. Postal Service; Oct. 2008; All rights reserved.