

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 DEC 16 2011 18-NOV-2011	Repository <input type="checkbox"/>
	Reference No. 10436343

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	BIRDSBORO	State	PA
Zip Code	[REDACTED]		

Daytime Telephone Number	E-mail Address
[REDACTED]	[REDACTED]
Evening Telephone Number	
SAME	

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 KMHDU46D59U [REDACTED]	Make HYUNDAI	Model ELANTRA	Model Year 2009
Date Purchased 9/09	Dealer's Name and Telephone Number FREEDOM HYUNDAI - HAMBURG, PA.		Engine: No: Cylinders
Original Owner <input checked="" type="checkbox"/>	Dealer's City HAMBURG, PA.	State PA	Fuel Type:
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: EVERY 2-3 MONTHS
			Incident Date(s) 01-OCT-2009 + EVERY 2-3 MONTHS AFTER

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage 6000	Failure Speed 55
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured NONE	Number of Deaths NONE	Reported to Police NO
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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 GLS. THE CONTACT WAS DRIVING 55 MPH WHEN THE STEERING FAILURE LIGHT ILLUMINATED AND THE POWER STEERING FAILED. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 6,000 AND THE CURRENT MILEAGE WAS 21,000.

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.

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

FIRST FAILURE 10/1/09. POWER STEERING, TOTAL FAILURE, 1 (ONE) TIME, ABOUT EVERY 3 MONTHS AFTER THAT. SINCE 3/11 IT GOES OUT 2 TO 3 TIMES DURING SAME TRIP., ABOUT EVERY 1-2 MONTHS NOW. — VERY DANGEROUS — WHEN IT GOES OUT WHILE TURNING, ALSO WHILE IN 60MPH TRAFFIC — ALSO DANGEROUS. VISITED MANAGER OF FREEDOM HUNDAI —, ON 10/27/11 — TOLD HER OF PROBLEM. SHE SAID THEY COULD NOT FIX IT UNLESS IT GOES OUT WHEN THEY CHECK IT. SHE SAID I COULD BRING IT BACK FOR MY OIL CHANGE / OIL & SHE WOULD LOOK AT IT. I REPORTED IT TO HUNDAI ON 11/18/11 TO ASHLEY #54182 IT IS LISTED AS HUNDAI CASE # 4626565

ATTACH ADDITIONAL SHEETS IF NECESSARY

NOTE: WHEN IT GOES OUT — I STOP REAL FAST (NOT SAFE IN TRAFFIC), WHEN I TURN OFF ENGINE, THEN RESTART, THE POWER STEERING COMES BACK ON.

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

LEHIGH VALLEY PA 18001

NO DEC 2011 PWS L

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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



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