

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 MAR 16 2012 30-NOV-2011		Repository ☐ Reference No. 10437887	
OWNER INFORMATION (Type or Print)						Daytime Telephone Number	
Name [REDACTED]						E-mail Address [REDACTED]	
Address [REDACTED]						Evening Telephone Number [REDACTED]	
City PULASKI		State NY		Zip Code [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 5NPEU46F26H [REDACTED]				Make HYUNDAI		Model SONATA	
Date Purchased 8-8-2005		Dealer's Name and Telephone Number FUCCILLO HYUNDAI OF SYRACUSE 315 445 7900		Engine: No: Cylinders 6		Model Year 2006	
Original Owner ☒		Dealer's City SYRACUSE		State NY Zip Code 13224		Fuel Type: GAS	
Transmission Type AT		☒ Antilock Brakes		Powertrain FT WHEEL DR		Multiple Failure: REAR SUBFRAME ROTTED UPPER CONTROL ARMS BROKEN	
		☒ Cruise Control				Incident Date(s) 30-NOV-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 020000 SUSPENSION						Failure Mileage 176000	
						Failure Speed 65	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make N/A		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment		Failure Location:			
		☐ Prior Repair					
Tire Component Code				Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make: N/A		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 2006 HYUNDAI SONATA. THE CONTACT STATED THAT THE REAR SUB-FRAME WAS CORRODED. THE CONTACT WAS DRIVING 65 MPH WHEN THE REAR STABILIZERS SEPARATED FROM THE VEHICLE. THE VEHICLE WAS NOT BEEN INSPECTED OR REPAIRED. THE FAILURE AND THE CURRENT MILEAGES WERE 176,000. FRONT SUBFRAME ALSO HEAVILY CORRODED, HOWEVER NOT BROKEN SO IT WAS NOT REPAIRED BY HYUNDAI. 2012 HYUNDAI SONATAS ARE MADE WITH "HEAVY STEEL" I WAS TOLD BY HYUNDAI							
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)

REPAIRS CONDUCTED UNDER 7 YEAR, UNLIMITED MILE CORROSION WARRANTY. BASED ON CHANGES TO SPECS ON 2012 MODEL, HYUNDAI IS AWARE THERE IS A PROBLEM WITH THE STEEL AND DESIGN. HOWEVER, HYUNDAI IS REFUSING TO ISSUE A RECALL. TODAY, MARCH 6, 2012, I HAD TO PHALMASE AND REPLAC THE LOWER OIL PAN DUE TO CORROSION - RUST THROUGH! A 6 YEAR OLD CAR CAN NOT LAST IN UPSTATE NEW YORK? SORRY HYUNDAI, YOU HAVE A PROBLEM!

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

SYRACUSE NY 13209

07 MAR 2012 PM 2:11

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



safecar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline

888-327-4236



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

**FUCCILLO IMPORTS, Inc.**

18822 U.S. RT. 11 * P.O. BOX 578

Outer Washington Street

WATERTOWN, NY 13601

Phone 315-782-1600 Toll Free 800-359-7777

Fax 315-782-0506

SUBARU**HYUNDAI**

Repair Shop #

7063809

CUSTOMER NO. 43382	ADVISOR MICHELLE KENNEL	3109	TAG NO. 6585	INVOICE DATE 12/16/11	INVOICE NO. HYCS148549
PULASKI, NY	LABOR RATE	LICENSE NO.	MILEAGE 176,297	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 06/HYUNDAI/SONATA/4DSD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5 N P E U 4 6 F 2 6 H			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 12/01/11
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 176299

LABOR & PARTS

J# 1 10HYZ

DRIVEABILITY

TECH(S):3162

WARRANTY

CUSTOMER STATES STABILIZER ROTTED OUT FROM SUBFRAME,
CAUSING CUSTOMER TO GO OFF THE ROAD
CHECK AND FOUND REAR SUBFRAME ROTTED OUT AND UPPER CONTROL
ARMS BROKEN OFF.
REPLACED UPPER CONTROL ARM, SUB FRAME AND LOWER CONTROL
ARMS. ALSO REPLACED LEFT AND RIGHT TRAILING ARMS.
SET ALIGNMENT ALL OK

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1		55410-3K710	CROSSMEMBER-RR		
JOB # 1	4		54559-1F000	FLANGE NUT-SELF L		
JOB # 1	1		55110-3K000	ARM ASSY-RR UPR L		
JOB # 1	1		55120-3K000	ARM ASSY-RR UPR R		
JOB # 1	2		33131-42000	NUT		
JOB # 1	2		13612-14000	WASHER-SPRING		
JOB # 1	2		55263-3K000	PLATEB		
JOB # 1	2		55250-3K700	ARM ASSY-RR ASSIS		
JOB # 1	2		55260-3K000	BOLT-CAM		
JOB # 1	2		62616-2E000	WASHER-PLAIN		
JOB # 1	2		62617-3K000	BOLT		
JOB # 1	2		62617-3K300	BOLT		
JOB # 1	2		62617-3K400	BOLT		
JOB # 1	2		55260-3K100	CAM-BOLT ASSY		
JOB # 1	1		55210-3K700	ARM ASSY-RR SUSPE		
JOB # 1	1		55220-3K700	ARM ASSY-RR SUSPE		
JOB # 1	2		51768-2E000	NUT-CASTLE		

JOB # 1 TOTAL PARTS

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 10HYZ01

DRIVEABILITY CONCERN

TECH(S):3162

INTERNAL

CUSTOMER STATES VEHICLE IS EXTREMELY UNSTABLE AT SPEEDS OVER
35 TO 40 MPH
SEE JOB 1 FOR ALL REPAIRS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
					JOB # 2 TOTAL PARTS	0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

J# 3 99HYZ

99HYZ1

TECH(S):3162

INTERNAL

CUST REQ COMPLETE RECALL
072 FRONT SEAT BACK RECL HANDLE REPLACE (05-01-011)
RECALL OPEN FOR THIS VEH
ORDERED PART. WILL LET CUSTOMER KNOW WHEN PARTS COME IN

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 3	0		88185-3K005-QSC	KNOB-RECLINER FR		
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
JOB # 3	0		88285-3K005-QSC	KNOB-RECLINER FR		
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						

WARRANTY

WARRANTY

**DISCLAIMER
OF WARRANTIES**

THE SELLER HEREBY EXPRESSLY DIS-
CLAIMS ALL WARRANTIES EITHER EXPRESS
OR IMPLIED, INCLUDING ANY IMPLIED WAR-
RANTY OF MERCHANTABILITY OR FITNESS
FOR A PARTICULAR PURPOSE, AND SELLER
NEITHER ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT ANY
LIABILITY IN CONNECTION WITH THE SALE
OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

*Labor and parts are warranted for 90
days or 4000 miles whichever occurs
first. The dealer hereby limits any
implied warranties of merchantability
and fitness to the same period.*

ALL PARTS INSTALLED ARE NEW
UNLESS OTHERWISE SPECIFIED.

THANK YOU!