

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 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		Date Received 19-DEC-2011	Repository ☐ Reference No. 10440405
		OWNER INFORMATION (Type or Print)		Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Name [REDACTED]		Address [REDACTED]		Evening Telephone Number [REDACTED]	
City GLENDALE		State CA	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 KMHDU4AD0AU [REDACTED]		Make HYUNDAI	Model ELANTRA	Model Year 2010	
Date Purchased 5-15-10	Dealer's Name and Telephone Number CARMAX (818) 736-4720		Engine: No: Cylinders 4	Fuel Type: 2.00 L	
Original Owner ☐	Dealer's City BURBANK	State CA	Zip Code 91502		
Transmission Type AUTOMATIC	☐ Antilock Brakes ☒ Cruise Control	Powertrain 2.00 L	Multiple Failure: YES 16-DEC-2011	Incident Date(s) 28-NOV-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING			Failure Mileage 12436	Failure Speed 30	
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	Number of Deaths
				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 2010 HYUNDAI ELANTRA. THE CONTACT STATED THAT WHILE DRIVING 30 MPH, THE POWER STEERING FAILED WITH THE ILLUMINATION OF THE EPS WARNING LIGHT. THE VEHICLE WAS SHUT OFF AND RESTARTED AS THE VEHICLE RESUMED NORMAL OPERATION. THE DEALER INSPECTED THE VEHICLE AND INFORMED THE CONTACT THAT THE STEERING MOTOR WAS NOT CALIBRATED. HE THEN RE-CALIBRATED THE EPS MOTOR. THE FAILURE RECURRED APPROXIMATELY ONE MONTH LATER. THE CONTACT WAS AWAITING REPAIRS TO THE VEHICLE. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE CURRENT MILEAGE WAS 12,436 AND THE FAILURE MILEAGE WAS 12,587.					
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.					

CUSTOMER NO.	132038	ADVISOR RONNIE RIVAS	131	TAG NO. 0131	INVOICE DATE 11/28/11	INVOICE NO. HYCS48947
[REDACTED] GLENDALE, CA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 12,436	COLOR GRAY/	STOCK NO.	
	YEAR / MAKE / MODEL 10/HYUNDAI/ELANTRA/4DR SDN GLS AT				DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. K M H D U 4 A D O A U [REDACTED]				SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 11/28/11	
	BUSINESS PHONE	COMMENTS				
						MO: 12450

LABOR & PARTS

J# 1 03HYZ

STEERING

TECH(S):105

WARRANTY

CUSTOMER STATES POWER STEERING IS INOP

AND EPS LIGHT CAME ON

SCANNED AND FOUND C1259 C1290 C2400 INSPECT AND FOUND

STEERING MOTOR NOT CALIBRATED

CALIBRATED EPS MOTOR AND TEST DROVE AND NO TROUBLE CODES

RETURNED. UPON COMPLETION VEHICLE TESTED TO HYUNDAI SPECS.

JOB # 1 TOTAL LABOR & PARTS

0.00

ESTIMATE:

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS:

WE APPRECIATE YOUR BUSINESS!

YOU WILL BE RECIEVING A EMAIL/PHONE SURVEY FROM HYUNDAI VERY SOON. WE WOULD APPRECIATE IT IF YOU WOULD ANSWER THE SURVEY. YOUR ANSWERS WILL HLEP US TO BETTER MEET YOUR NEEDS AND KEEP YOU 100% SATISFIED WITH GLENDALE HYUNDAIS CUSTOMER SERVICE.

THANKS AGAIN FOR CHOOSING GLENDALE HYUNDAI AND WE WILL SEE YOU SOON!

YOUR SERVICE TEAM AT GLENDALE HYUNDAI

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

CUSTOMER SIGNATURE

Drive your way™



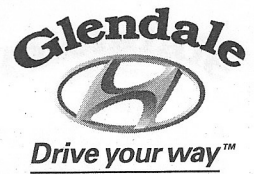
GLENDAL HYUNDAI

411 S. Brand Blvd. Glendale, CA 91204

Website: www.glendalehyundai.com

TEL. (818) 222-8000

FAX (818) 243-4646



CUSTOMER NO. 132038		ADVISOR RONNIE RIVAS		TAG NO. 131 0612		INVOICE DATE 12/20/11		INVOICE NO. HYCS49473	
[REDACTED]		LABOR RATE		LICENSE NO.		MILEAGE 12,587		COLOR GRAY/	
[REDACTED]		YEAR / MAKE / MODEL 10/HYUNDAI/ELANTRA/4DR SDN GLS AT		DELIVERY DATE		DELIVERY MILES		STOCK NO.	
[REDACTED]		VEHICLE I.D. NO. K M H D U 4 A D O A U		SELLING DEALER NO.		PRODUCTION DATE		[REDACTED]	
[REDACTED]		F.T.E. NO.		P.O. NO.		R.O. DATE 12/16/11		[REDACTED]	
BUSINESS PHONE		COMMENTS		MO: 12589					

LABOR & PARTS-----
J# 1 03HYZ STEERING TECH(S):105 WARRANTY
CUSTOMER STATES POWER STEERING IS INOP
AND EPS LIGHT CAME ON
SCANNED AND FOUND P1259 P1290 P1604 STTERING ANGLE SENSOR
SHORTED.TEST DROVE VEHICLE DOES NOT HAVE POWER STEERING
NEEDS NEW STEERING ANGLE SENSOR COMES WITH COMPLETE
STEERING SHAFT
REPLACED STEERING SHAFT AND CALIBRATED TO FIX CONCERN.
UPON COMPLETE VEHICLE TESTED TO HYUNDAI SPECS.

PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-
JOB # 1	1	56310-2H250	COLUMN & SHAFT AS	WARRANTY
JOB # 1	1	81919-31000	BOLT-SAFETY LOCK	WARRANTY
JOB # 1	1	81919-31000	BOLT-SAFETY LOCK	WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 45HYZALA HYUNDAI RENTAL TECH(S):105 WARRANTY
PROVIDE ENTERPRISE RENTAL CAR
PROVIDED CUSTOMER WITH RENTAL

PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

SUBLET-----	PO#-----	VEND INV#-----	INV.DATE-----	DESCRIPTION-----	WARRANTY
JOB # 2	3876	594185	12/20/11	RENTAL	0.00

TOTAL - SUBLET 0.00

TOTALS-----
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YOU WILL BE RECIEVING A EMAIL/PHONE SURVEY FROM HYUNDAI VERY
SOON. WE WOULD APPRECIATE IT IF YOU WOULD ANSWER THE SURVEY.
YOUR ANSWERS WILL HLEP US TO BETTER MEET YOUR NEEDS AND KEEP
YOU 100% SATISFIED WITH GLENDAL HYUNDAIS CUSTOMER SERVICE.
THANKS AGAIN FOR CHOOSING GLENDAL HYUNDAI AND WE WILL SEE Y
OU SOON!

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

YOUR SERVICE TEAM AT GLENDAL HYUNDAI

CUSTOMER SIGNATURE