 <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><b>Vehicle Owner's Questionnaire</b> 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</p> <p>FEB 10 2012</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10442638</p>			
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
<p>Name</p> <p>[REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>		<p>E-mail Address</p>	
<p>Address</p> <p>[REDACTED]</p>		<p>Evening Telephone Number</p>			
<p>City</p> <p>CANTON</p>	<p>State</p> <p>MA</p>	<p>Zip Code</p> <p>[REDACTED]</p>			
<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><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p>		<p>Make</p> <p>HYUNDAI</p>	<p>Model</p> <p>SONATA</p>	<p>Model Year</p> <p>2008</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number</p>		<p>Engine:</p> <p>No: Cylinders</p>	<p>Fuel Type:</p>	
<p>Original Owner</p> <p><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><input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>		<p>Incident Date(s)</p> <p>03-JAN-2012</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING</p>			<p>Failure Mileage</p> <p>90000</p>	<p>Failure Speed</p> <p>60</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></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><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><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</p> <p>N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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 2008 HYUNDAI SONATA. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 60 MPH, A LOUD TICKING NOISE EMITTED FROM THE ENGINE. THE VEHICLE THEN BEGAN TO DECELERATE. THE CONTACT STOPPED THE VEHICLE ON THE SHOULDER OF THE ROAD AND SHUT THE VEHICLE OFF. THE CONTACT ATTEMPTED TO RESTART THE VEHICLE, BUT IT WOULD NOT RESTART. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC. THE MECHANIC STATED THAT THE ENGINE FRACTURED AND WOULD HAVE TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 90,000. THE VIN WAS NOT AVAILABLE.</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 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>					

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

I was driving my vehicle and I heard a big noise it started slowing down I tried to turn it on it wouldn't I had to tow it to my mechanic I've had the car for 2 1/2 years making payment I just can't believe the car I was making payments the engine is gone. No one is not willing to help me I got no car and no money at all for this vehicle. And they still want me to pay for it I refuse to pay for something I don't have anymore. That was a brand new car.

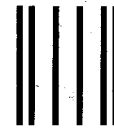
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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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



Think your vehicle has a safety defect?



If so:  
Use the enclosed form to file a report.

or visit:  
[www.safercar.gov](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



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

STEVEN

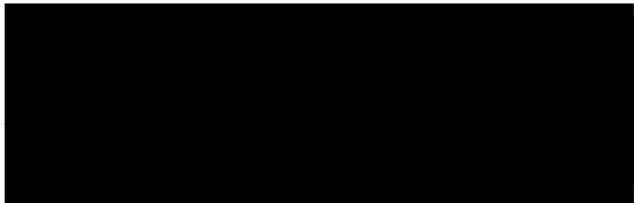
Date: 5/12  
 City: Canton State MA Zip: [redacted]  
 Phone (Day): [redacted]  
 Phone (Night): [redacted]  
 Year: 2002 Make: Hyundai Model: Sonata  
 Mileage: 91481  
 Will Wait: [redacted] Pick up Time: [redacted]



**AUTO DOCTOR**  
 23 EAST HOYLE STREET  
 NORWOOD, MASSACHUSETTS 02062  
 (781) 762-6624  
 COMPUTERIZED DIAGNOSTICS SPECIALIST



CAR PROBLEM INFORMATION (PLEASE CHECK WHERE APPLICABLE)	QTY	PART AND DESCRIPTION	AMOUNT	DESCRIPTION OF WORK	AMOUNT
car Needs a tune-up <i>Fax a copy to Jose</i> Oil, Lube & Filter Air Filter Fuel Filter Check Brakes Check Fluids + Fill Rotate Tires Balance Tires Check Belts Misses, runs rough: Stalls (dies): At idle <input type="checkbox"/> When driving Hesitates Starts hard: Hot <input type="checkbox"/> Cold <input type="checkbox"/> Wet <input type="checkbox"/> Check Engine or Service Light On: Failed Emissions Other <i>Engine noise then stopped running</i>				<i>Dead Battery Charge</i> <i>Needs a motor</i> <i>Hole in Block</i> <i>#3 cyl Rings</i> <i>Pistons wont move</i>  <i>*CONNECTING ROD BROKEN*</i>	
Authorization I hereby authorize the above repair work and the use of necessary materials. I further grant you and/or your employees permission to operate the car, truck or vehicle in described on streets, highways or elsewhere for the purpose of testing and/or action. An express mechanic's lien is hereby acknowledged on above car, truck, or vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Authorized by: [redacted]		FLUIDS OIL TRANS POWER STEERING ANTIFREEZE WASHER FLUID TOTAL PARTS		TOTAL LABOR TOTAL PARTS TAX TOTAL	75.00 15.00



canton, Mass



BROCKTON MA 019

20 FEB 2012 PM 2 1



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National Highway Traffic Safety Administration  
Office of Defects Investigation  
1200 New Jersey Avenue SE.  
Washington, DC 20077-9382

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