

 INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		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	
OWNER INFORMATION (Type or Print)		Date Received	
Name [REDACTED]		JUL 26 2012 28-JUN-2012	
Address [REDACTED]		Repository ☐	
City PITTSON State PA Zip Code [REDACTED]		Reference No. 10463385	
		Daytime Telephone Number [REDACTED]	
		Evening Telephone Number [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 5NPEU46F37H [REDACTED]		Make HYUNDAI	Model SONATA
		Model Year 2007	
Date Purchased 4-25-07	Dealer's Name and Telephone Number DICKSON CITY HYUNDAI INC 570 487 5000		Engine: No: Cylinders 6
Original Owner ☒	Dealer's City DICKSON CITY PA	State PA	Fuel Type: REGULAR
Zip Code 18508			
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: PASSENGER SIDE FT. DRIVER SIDE FT.
		Incident Date(s) 28-JUN-2011	JULY '10 JUNE '12
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: VISIBILITY/WIPER (PWS) PASSENGER FT POWER WINDOW		Failure Mileage 24000	Failure Speed 0
OR SIDE FT. WINDOW 6-25-12			
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 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 2007 HYUNDAI SONATA. WHILE PARKED, THE CONTACT ATTEMPTED TO CLOSE THE FRONT PASSENGER SIDE WINDOW BUT IT WOULD NOT CLOSE. THE CONTACT HAD TO MANUALLY PUSH THE WINDOW CLOSED. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTICS AND THE TECHNICIAN REPLACED THE WINDOW MODULE. ONE YEAR AFTER THE REPAIR, THE FRONT DRIVER SIDE WINDOW WOULD NOT OPEN OR CLOSE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND ADVISED THE CONTACT THAT THEY WOULD NOT REPAIR THE VEHICLE BECAUSE THE WARRANTY HAD RECENTLY EXPIRED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 24,000.			
I WAS 2 MONTHS OVER MY 5YR WARRANTY VERY DISAPPOINTED HYUNDAI WOULD NOT HELP ME OUT. I FEEL THAT THERE IS A DEFECT IN THE WINDOW PARTS			
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)

this is the 2nd time I AM HAVING TROUBLE with my POWER WINDOWS. I FEEL THERE IS A PROBLEM WITH THEIR COMPONENTS in the DOORS. I AM A SENIOR CITIZEN + ALSO MY WIFE. THE WINDOWS HAVE NOT BEEN ABUSED - NO CHILDREN.

1st PROBLEM with the PASSANGER SIDE P.T. WINDOW WAS in JULY '2010 with 16230 MILES on it.

2nd PROBLEM with the DRIVER SIDE POWER WINDOW WAS in JUNE 2012 with 25000 miles on the CAR.

I STILL FEEL DICKSON CITY HYUNDAI FOR 3 months short, could HAVE helped ME out.

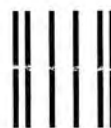
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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Penalty for Private Use \$300



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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