



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
AUG 31 2012
03-AUG-2012

Repository
Reference No.
10469074

OWNER INFORMATION (Type or Print)

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

Daytime Telephone Number [REDACTED] E-mail Address [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: 5NPET46C48H [REDACTED]
Make HYUNDAI Model SONATA Model Year 2008
Date Purchased 03/2008 Dealer's Name and Telephone Number NORTH EAST AUTO (OUT OF BUSS) Engine: No: Cylinders
Original Owner [X] Dealer's City PHILA State PA Zip Code [REDACTED]
Transmission Type [] Antilock Brakes [] Powertrain [] Multiple Failure: Incident Date(s) 6-AUG-2012
[] Cruise Control 31-MAY-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: VISIBILITY/WIPER (PWS)
SUN VISORS - MAY + AUG. 2012
PASS. SIDE - DRIVER SIDE Failure Mileage 26000 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) [] Original Equipment [] Prior Repair Failure Location:
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 2008 HYUNDAI SONATA. THE CONTACT STATED THAT BOTH SUN VISORS WERE FRACTURED. AS A RESULT, THE VISORS WOULD BLOCK THE DRIVER'S VISIBILITY OF THE ROADWAY WHEN DRIVING. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC WHO VERIFIED THAT THE VISOR ASSEMBLY NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 26,000 AND THE CURRENT MILEAGE WAS 27,393.

ALSO PASS. SIDE SEAT TAKEN OUT FOR REPAIR
TO AIR BAG (LIGHT STAYED ON)

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.