 <p>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</p>		FOR AGENCY USE ONLY 100148 Date Received NOV 13 2012 15-OCT-2012 Repository <input type="checkbox"/> Reference No. 10480125	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City BRIDGE BRICK		Evening Telephone Number	
State NJ		Zip Code	
<i>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).</i>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
5NPDH4AE2CH		HYUNDAI	ELANTRA
Model Year		Engine:	Fuel Type:
2012		No; Cylinders	REG.
Date Purchased	Dealer's Name and Telephone Number		Original Owner <input type="checkbox"/>
8/16/11	LESTER GLEN INC		
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
	TOMS RIVER	NJ	08723
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input checked="" type="checkbox"/> Cruise Control		Incident Date(s) 11/9/20 01-AUG-2011 2011
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 010000 STEERING		Failure Mileage	Failure Speed
		5	65
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)	<input type="checkbox"/> Original Equipment	Failure Location:	
	<input type="checkbox"/> Prior Repair		
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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
		0	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 2012 HYUNDAI ELANTRA. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 65 MPH, THE STEERING WHEEL WOULD CONSTANTLY PULL TO THE LEFT ABNORMALLY. THE VEHICLE WAS TAKEN TO THE DEALER. AFTER DIAGNOSIS, THEY ADVISED HIM THAT THEY WERE UNABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS CONTACTED AND THEY REFERRED HIM TO ANOTHER DEALER. THE VEHICLE WAS TAKEN TO A SECOND DEALER BUT THEY WERE ALSO UNABLE TO DIAGNOSE THE FAILURE. THE CONTACT STATED THAT THE VEHICLE WAS TAKEN FOR REPAIRS APPROXIMATELY 5 TIMES WITHIN A ONE YEAR PERIOD FOR THE SAME FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 5. THE CURRENT MILEAGE WAS APPROXIMATELY 11,000. THE VIN WAS UNAVAILABLE.			
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)

AT RANDOM TIMES VEHICAL PULLS LEFT TO 90 OFF ROAD.
AT SPEEDS 50-65 MPH HAVE TO STRUGGLE TO KEEP AUTO ON
THE ROAD. NOTIFIED DEALER + MANUFACTURE SEVERAL TIME
BROUGHT AUTO BACK TO DEALER 4 TIMES (1ST TIME THEY AGREED
WITH PROBLEM. OTHERTIMES THEY SAID VEHICAL WAS CORRECT ON
SPECS. THERE ARE HUNDREDS OF COMPLAINTS ABOUT STEERING
COMPLAINT TO HYUNDAI MANUFACTURE CLAIM NO. # 483-5764
5/2012 AUTO PULLED HARD TO LEFT @ 65 MPH. ALMOST WENT OFF
THE ROAD!

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

SOUTH JERSEY RD 1000

01 NOV 2012 PM 41



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

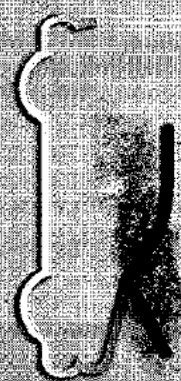
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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**



**Think your vehicle
has a safety defect?**



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

or visit:

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



SERVICE INVOICE

LESTER GLENN

AUTO GROUP

INVOICE NUMBER		HYCS865505	
CUSTOMER NUMBER		149968	
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR	679	TAG NO.	455
LABOR RATE	LICENSE NO.	MILEAGE	337
YEAR / MAKE / MODEL 12/HYUNDAI/ELANTRA/4DR SDN GLS			
VEHICLE ID NO. 5 N P D H 4 A E 2 C H			
F.T.E. NO.		P.O. NO.	
COLOR	MIDNGT BLK	STOCK NO.	CH094384
COMMENTS			
DELIVERY MILES	10	SELLING DEALER NO.	23125
R.O. DATE	08/24/11	INVOICE DATE	08/24/11
REPRINT NUMBER	MO: 352	DELIVERY DATE	08/16/11
		PRODUCTION DATE	

JOB# 1 CHARGES

LABOR # 1 45HYZ01 STEERING CONCERN HOURS: 0.60 TECH(S):544 WARRANTY
 CUSTOMER STATES STEERING NEEDS CONSTANT CORRECTION AT HIGHWAY SPEEDS & IF TAKES HANDS OFF WHEEL IT PULLS TO LEFT
 TECHNICIAN CONFIRMED SLIGHT DRIFT
 TECH FOLLOWED TSB 11-SS-001-1 PERFORMED STRAIGHT TRACK ROAD FORCE BALANCE, NO FURTHER PROBLEMS DETECTED

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR # 2 00HYZ1 PERFORM MULTI POINT HOURS: TECH(S):544 INTERNAL
 PERFORMED MULTI POINT INSPECTION
 PERFORMED MULTI POINT INSPECTION
 PERFORMED MULTI POINT INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR # 3 00HYCONCERN NO OTHER CONCERN HOURS: 0.00 TECH(S):544 INTERNAL
 CUSTOMER HAS NO OTHER CONCERNS
 CUSTOMER HAS NO OTHER CONCERNS
 CUSTOMER HAS NO OTHER CONCERNS

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX HYCS JOB# 3 TOTAL 0.00

COMMENTS
 LOANER FROM JIM C IN SALES

TOTALS

*****IMPORTANT*****IMPORTANT*****
 * YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY. IF FOR *
 * "10" WHICH MEANS "COMPLETELY *
 * "SATISFIED" ON ALL QUESTIONS. "PLEASE" CALL OUR SERVICE *
 * DEPT. AS SOON AS POSSIBLE. YOUR SATISFACTION IS OUR #1 *
 * CONCERN. *
 * FROM ALL OF US HERE AT LESTER GLENN. THANK YOU!!!!!! *
 *

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