

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</b> 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 <b>FEB - 4 2013</b></p>		<p>Repository <input type="checkbox"/></p>		<p>Reference No. 10482870</p>	
<p>01-NOV-2012</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>Evening Telephone Number <b>Same</b></p>		<p><b>OWNER INFORMATION (Type or Print)</b></p>			
<p>Name [REDACTED]</p>		<p>Address [REDACTED]</p>		<p>City JACKSON</p>	
<p>State SC</p>		<p>Zip Code [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 KNDMC233776 [REDACTED]</p>		<p>Make HYUNDAI</p>	<p>Model ENTOURAGE</p>	<p>Model Year 2007</p>	
<p>Date Purchased <b>April 2008</b></p>	<p>Dealer's Name and Telephone Number <b>Taylor Hyundai</b></p>		<p>Engine: No: Cylinders</p>	<p>Fuel Type: <b>gasoline</b></p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City</p>	<p>State <b>GA</b></p>	<p>Zip Code</p>	<p>Transmission Type <b>Automatic</b></p>	
<p><input checked="" type="checkbox"/> Antilock Brakes</p>	<p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 01-APR-2008</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 110000 ELECTRICAL SYSTEM</p>			<p>Failure Mileage 114</p>	<p>Failure Speed</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: DOTM9ABC036)</p>		<p><input type="checkbox"/> Original Equipment <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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police 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 2007 HYUNDAI ENTOURAGE. THE CONTACT STATED THAT THE VEHICLE HAD NUMEROUS ELECTRICAL FAILURES. THE CONTACT STATED THAT THE INTERIOR LIGHT, THE POWER SLIDING DOORS, AND THE POWER LOCKS ALL FAILED. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS AND WAS INFORMED THAT THERE WAS AN ELECTRICAL SHORT. THE VEHICLE WAS REPAIRED. THE FAILURES RECURRED. THE AIR BAG LIGHT BEGAN TO ILLUMINATE AND THE CONTACT WAS AFRAID THAT IT TOO WAS AN ELECTRICAL ISSUE AND FELT VERY UNSAFE DRIVING THE VEHICLE. THE VEHICLE WAS DUE TO BE DIAGNOSED AT THE TIME OF THE COMPLAINT. THE FAILURE MILEAGE WAS 114 AND THE CURRENT MILEAGE WAS 111,000.</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 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.</p>					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies) 7

Since buying the Hyundai Entourage Vt. 2008. Had a bad battery, then problems with sliding doors, electrical short 12/07/2009. The VAN WAS BOUGHT 3/15/2008, and was sold nearly 1 year after manufactured. Had problem with air bag light, and was told it needed a over \$2000.00 repair, the blower switch was bad, a fuse was replaced in the interior light, and everything cleared up. I believe a mis-diagnosis was made this vehicle has given us a lot of electrical problems.

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

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 Owners Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration



05/09/2011

HISTORY LISTING

3030

16:04:51

PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : KNDMC233776 [REDACTED]

R.O NO. : 233756 R.O DATE : 03/03/2011 R.O TYPE : S  
MILEAGE : 71935 ADVISOR NO. : 89739

JOB NUMBER : 1 OPERATION 11HYZ04 OP. DESC. FLUID LEAK-ENGINE  
SALE TYPE : W TECHNICIAN NO(S). 49084  
COMPLAINT : CUSTOMER STATES VALVE COVER GASKETS ARE LEAKING CHECK AND  
ADVISE  
CAUSE :  
FOUND VALVE COVER GASKETS LEAKING OIL  
CORRECTION : REPLACED FAILED VALVE COVER GASKETS  
22411R1C .7  
ORIGINAL : REPLACED FAILED VALVE COVER GASKETS  
CORRECTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
33756A 22411R1C

JOB NUMBER : 2 OPERATION 88HYZ OP. DESC. RECALLS/CAMPAIGNS  
SALE TYPE : I TECHNICIAN NO(S). 49084  
COMPLAINT : CUSTOMER STATES PERFORM OPEN CAMPAIGN.  
REAR SLIDING DOOR LATCH REPL.(11-01-001)  
CAUSE : FACTORY CAMPAIGN.  
CORRECTION : SPECIAL ORDERED PARTS TO COMPLETE CAMPAIGN.

JOB NUMBER : 3 OPERATION 01HYZ OP. DESC. ADVISE MAINTENANCE  
SALE TYPE : I TECHNICIAN NO(S). 49084  
COMPLAINT : PERFORM MUTLI-POINT INSPECTION / ADVISE ON RECOMMENDED  
MAINTENANCE / REPAIRS.  
CORRECTION : NEEDS TRANSMISSION FLUID SVC, REAR BRAKES LOW, NO SVC  
HISTORY ON FILE.

COMMENTS : .DROP

RECOMMEND : TRANSMISSION FLUID SVC \$251.11, REAR BRAKES \$181.00

R.O NO. : 233714 R.O DATE : 03/02/2011 R.O TYPE : S  
MILEAGE : 71891 ADVISOR NO. : 89708

JOB NUMBER : 1 OPERATION 85HYZ OP. DESC. ACCESSORIES  
SALE TYPE : I TECHNICIAN NO(S). 82066  
COMPLAINT : CUSTOMER STATES REMOVE WHEEL LOCKS.  
CORRECTION : COMPLETE.

JOB NUMBER : 2 OPERATION 46HYZTLI OP. DESC. TIRE LIGHT - !  
SALE TYPE : I TECHNICIAN NO(S). 82066  
COMPLAINT : CUSTOMER STATES TIRE LIGHT IS ON, INSPECT & ADVISE ON TIRE  
PRESSURES.  
.....LH/FR; .....RH/FR; .....

.....LH/RR;.....RH/RR;.....

CORRECTION : HOLE IN SIDEWALL.

R.O NO. : 223897 R.O DATE : 08/09/2010 R.O TYPE : S  
MILEAGE : 56635 ADVISOR NO. : 20910

JOB NUMBER : 1 OPERATION 50HYZ03 OP. DESC. NO CRANK  
SALE TYPE : I TECHNICIAN NO(S). 82066  
COMPLAINT : CUST STS NO START - HAD TO CHARGE BATT TO START- CHK BATT  
AND ALT - ADVISE  
CAUSE : BATTERY FAILED TEST  
CORRECTION : CUST DECLINED BATTERY- NO WK

R.O NO. : 218793 R.O DATE : 04/13/2010 R.O TYPE : S  
MILEAGE : 48908 ADVISOR NO. : 20910

JOB NUMBER : 1 OPERATION 51HYZ03 OP. DESC. HORN  
SALE TYPE : W TECHNICIAN NO(S). 49084  
COMPLAINT : CUST STS HORN -MUFFLED- W/ LOCKED W/ REMOTE - CHIRP NO AS LO  
UD AS IT USED TO BE - PARTS ORDERED LAST VIST  
CAUSE : SHORT IN HORN  
CORRECTION : REPLACED ALARM HORN  
96660R00 .2

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
18793A 9660R00

RECOMMEND : 30K MAINT SKIPPED

R.O NO. : 218135 R.O DATE : 03/29/2010 R.O TYPE : S  
MILEAGE : 47590 ADVISOR NO. : 20910

JOB NUMBER : 1 OPERATION 51HYZ03 OP. DESC. HORN  
SALE TYPE : C TECHNICIAN NO(S). 315  
COMPLAINT : CUST STS HORN CHIRP INOP- W/ LOCKING DOORS- STATES IT USED  
TO BE LOUDER- LIKE BLOWING REGULAR HORN - CHK ADVISE  
CORRECTION : HORN CHIRP ON ORDER

R.O NO. : 213922 R.O DATE : 12/07/2009 R.O TYPE : S  
MILEAGE : 38940 ADVISOR NO. : 20910

JOB NUMBER : 1 OPERATION 51HYZ OP. DESC. BODY ELECTRICAL  
SALE TYPE : W TECHNICIAN NO(S). 315  
COMPLAINT : CUSTOMER STATES DRIVER REAR POWER DOOR INOP/ PARTS ORDERED  
12/04/09

CAUSE : TSB # 09BE024 SHORT IN REMOTE CONTROL MOTOR

ORIGINAL : SHORT IN REMOTE CONTROL MOTOR

CAUSE

CORRECTION : REPLACED REMOTE CONTROLLER MOTOR

OPCODE 81447F00 0.2

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

13922A 81447F00

JOB NUMBER : 2 OPERATION 51HYZ03 OP. DESC. HORN

SALE TYPE : C TECHNICIAN NO(S). 315

COMPLAINT : CUST STS CHIRP W/ VEHICLE LOCKED OR UNLOCKED CHANGED

.0

CAUSE : TECH NEEDS REMOTE TO CHK

CORRECTION : CUST TOOK REMOTE W/ THEM

ORIGINAL : CND

CORRECTION

R.O NO. : 213627

R.O DATE : 11/30/2009

R.O TYPE : S

MILEAGE : 38460

ADVISOR NO. : 20910

JOB NUMBER : 1 OPERATION 51HYZ OP. DESC. BODY ELECTRICAL

SALE TYPE : C TECHNICIAN NO(S). 315

COMPLAINT : CUST STS DRIVERS SIDE REAR SLIDE DOOR INOP - WONT OPEN

CORRECTION : PARTS ORDERED

ORIGINAL : POWER SLIDING DOOR MODULE ON ORDER

CORRECTION

JOB NUMBER : 2 OPERATION 40HYZ08 OP. DESC. BRAKE VIBRATION

SALE TYPE : C TECHNICIAN NO(S). 315

COMPLAINT : CUSTOMER STATES VIBRATION WHEN BRAKING

W/ STOPPING HARD- ADVISE

CAUSE : ?

LOW PADS- ROTORS NEED TURNING

CORRECTION : NEED FRONT BRAKE PADS

( CUST HAS RELATIVE -THAT DOSE THE MAINT )

ORIGINAL : NEED FRONT BRAKE PADS

CORRECTION

JOB NUMBER : 3 OPERATION 01HYZ OP. DESC. ADVISE MAINTENANCE

SALE TYPE : C TECHNICIAN NO(S). 315

COMPLAINT : FREE INSPECTION

CAUSE : LOW FRNT BRAKES - 30K MAINT DUE

CORRECTION : INSPECTION COMPLETE

JOB NUMBER : 4 OPERATION 52HYZ OP. DESC. TRIM ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 315

COMPLAINT : RECALL T91

CORRECTION : IPM UPDATE

OPCODE 90B045R0 0.2

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	13627A	90B045R0		

R.O NO. : 201236      R.O DATE : 02/19/2009      R.O TYPE : S  
 MILEAGE : 19934      ADVISOR NO. : 20910

JOB NUMBER : 1    OPERATION 01HYZ015      OP. DESC. 15000 MILE SERVICE  
 SALE TYPE : C    TECHNICIAN NO(S). 49084  
 COMPLAINT : CUSTOMER REQUESTS 15000 MILE SERVICE  
 181.95  
 CAUSE : SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE  
 CORRECTION : 15000 MILE SERVICE PERFORMED

JOB NUMBER : 2    OPERATION 00HYZ      OP. DESC. INTERIOR TRIM  
 SALE TYPE : C    TECHNICIAN NO(S). 49084  
 COMPLAINT : CUST STS ARM REST LOOSE - ADVISE  
 CORRECTION : TIGHTEN BOLT IN ARM REST

R.O NO. : 194044      R.O DATE : 09/15/2008      R.O TYPE : S  
 MILEAGE : 9532      ADVISOR NO. : 67525

JOB NUMBER : 1    OPERATION 01HYZ001      OP. DESC. OIL & FILTER  
 SALE TYPE : C    TECHNICIAN NO(S). 67047  
 COMPLAINT : CUSTOMER REQUEST OIL AND FILTER CHANGE  
 FREE MULTI POINT INSPECTION  
 CORRECTION : COMPLETED OIL AND FILTER CHANGE  
 COMPLETE

COMMENTS : WAITER

R.O NO. : 188660      R.O DATE : 06/02/2008      R.O TYPE : S  
 MILEAGE : 5020      ADVISOR NO. : 67525

JOB NUMBER : 1    OPERATION 01HYZ001      OP. DESC. OIL & FILTER  
 SALE TYPE : C    TECHNICIAN NO(S). 315  
 COMPLAINT : CUSTOMER REQUEST OIL AND FILTER CHANGE  
 CORRECTION : COMPLETED OIL AND FILTER CHANGE  
 LABOR .3

COMMENTS : WAITER

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R.O NO. : 184994      R.O DATE : 03/24/2008      R.O TYPE : S  
MILEAGE : 801      ADVISOR NO. : 20910

JOB NUMBER : 1    OPERATION 51HYZ      OP. DESC. BODY ELECTRICAL  
SALE TYPE : W    TECHNICIAN NO(S). 49084  
COMPLAINT : CUST STATES DVD WONT EJECT FROM UNIT-ADVISE  
CAUSE : WONT EJECT DVD-STUCK- BINDING  
SUBLET TO DEALER OPTIONS - THEN REINSTALLED HERE AT HYUNDAI  
CORRECTION : R&R DVD PLAYER AND SENT FOR REPAIRS  
LABOR OP 96564R00 .3  
ORIGINAL : R&R DVD PLAYER AND SENT FOR REPAIRS  
CORRECTION LABOR .5

WARRANTY : CLAIM NO.    OPERATION NO.    CLAIM NO.    OPERATION NO.  
84994A      96564R00

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R.O NO. : 184632      R.O DATE : 03/15/2008      R.O TYPE : S  
MILEAGE : 158      ADVISOR NO. : 20910

JOB NUMBER : 1    OPERATION 11HYZ01      OP. DESC. ENGINE CONCERN  
SALE TYPE : W    TECHNICIAN NO(S). 49084  
COMPLAINT : CUST STATES NO START - ADVISE  
CAUSE : DIAG AND TEST BATTERY  
TEST BAD NEEDS REPLACED WARR. CODE 00RLC-R1F8V  
CORRECTION : REPLACED BATTERY  
37110R00 .2

WARRANTY : CLAIM NO.    OPERATION NO.    CLAIM NO.    OPERATION NO.  
84632A      37110R00

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R.O NO. : 171044      R.O DATE : 05/25/2007      R.O TYPE : S  
MILEAGE : 10      ADVISOR NO. : 35222

JOB NUMBER : 1    OPERATION 20HYZ12      OP. DESC. HOSES  
SALE TYPE : I    TECHNICIAN NO(S). 315  
COMPLAINT : UPPER RED. HOSE FLAT.

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R.O NO. : 169216      R.O DATE : 04/12/2007      R.O TYPE : S  
MILEAGE : 6      ADVISOR NO. : 35222

JOB NUMBER : 1    OPERATION 75HYZ      OP. DESC. PDI 1.0  
SALE TYPE : W    TECHNICIAN NO(S). 315  
CORRECTION : PDI COMPLETED  
LABOR 1.0

WARRANTY : CLAIM NO.    OPERATION NO.    CLAIM NO.    OPERATION NO.

05/09/2011

HISTORY LISTING

3030

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69216A      A09.1

JOB NUMBER : 2    OPERATION 85HYZ09            OP. DESC. SPARE TIRE/LOCK  
SALE TYPE : I    TECHNICIAN NO(S). 315  
CORRECTION : INSTALLED WHEEL LOCKS  
LABOR 0.1



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ROBBIE MILLS

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HYCS267014

113,318 STARDUST SI H2010

07/HYUNDAI/ENTOURAGE/4DR VAN LIMITED

03/15/08

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11/02/12

MO: 113320

JACKSON, SC

JOB# 1 CHARGES

LABOR J# 1 51HYZ01 \*AIR BAG DIAGNOSIS TECH(S):90687 95.00

CUSTOMER STATES AIR BAG LIGHT IS ON CHECK AND ADVISE

? RECOMMEND PASSENGER SIDE SEAT BOTTOM EST-\$2088.40

← WORKING NOW 2 months later

JOB# 1 TOTALS LABOR 95.00

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 95.00

JOB# 2 CHARGES

LABOR J# 2 60HYZ INTERIOR TRIM TECH(S):90687 0.00

CUSTOMER STATES INTERIOR LIGHTS ARE INOP CHECK AND ADVISE REPLACED FAILED FUSE

JOB# 2 TOTALS 0.00

JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR J# 3 21HYZ01 \*A/C INSPECTION TECH(S):90687 0.00

CUSTOMER STATES FAN ONLY HAS ONE SPEED, ALWAYS ON HIGH SETTING

? REC BLOWER MOTOR TRANSISTOR/ PARTS ON ORDER

WORKING NOW 2 months later

JOB# 3 TOTALS 0.00

JOB# 3 JOURNAL PREFIX HYCS JOB# 3 TOTAL 0.00

COMMENTS WAIT DELETED OPERATION(S) 01HYZ ADVISE MAINTENANCE



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ROBBIE MILLS 89739 710 11/02/12 HYCS267014

113,318 STARDUST SI H2010

JACKSON, SC

07/HYUNDAI/ENTOURAGE/4DR VAN LIMITED 03/15/08 147

K N D M C 2 3 3 7 7 6

11/02/12

MO: 113320

TOTALS

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*

TOTAL LABOR.... 95.00  
 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 \$ 95.00**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE