 <p>U. S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>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 (DO NOT WRITE IN THESE SPACES)</p> <p>Date Received <b>JAN 15 2013</b> 29-NOV-2012</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10486435</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>							
Name		Address		City		State	
[REDACTED]		[REDACTED]		JEANNETTE		PA	
Daytime Telephone Number		Evening Telephone Number		E-mail Address			
[REDACTED]		[REDACTED]		[REDACTED]			
<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>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model		Model Year	
KMHEU46C76A [REDACTED]		HYUNDAI		SONATA		2006	
Date Purchased		Dealer's Name and Telephone Number		Engine: No. of Cylinders		Fuel Type:	
3-3-11		HYUNDAI OF GREENSBURG 724-834-7028		2.4 2 4		GAS	
Original Owner		Dealer's City		State		Zip Code	
<input type="checkbox"/> NO		GREENSBURG		PA		15601	
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:	
AUTOMATIC		<input checked="" type="checkbox"/> Cruise Control				Incident Date(s) 01-OCT-2012	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>							
Vehicle Component Codes: 020000 SUSPENSION, 162000 STRUCTURE: BODY						Failure Mileage 159801	
						Failure Speed 20-30 MPH	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:			
Tire Component Code				Tire Failure Type:			
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>							
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured 0		Number of Deaths 0	
				Reported to Police N			
<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 2006 HYUNDAI SONATA. THE CONTACT STATED THAT THE VEHICLE REAR END SWERVED WHILE DRIVING BUT THE CONTACT THOUGHT THAT THE FAILURE OCCURRED DUE TO LOW TIRE PRESSURE UNTIL THE ELECTRONIC STABILITY CONTROL LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC WHERE A DIAGNOSTIC TEST WAS PERFORMED. THE FAILURE WAS LOCATED ON THE REAR LEFT AND RIGHT WHEEL WHERE THE FRAME WAS CORRODED AND CRACKED CAUSING THE REAR TIRES TO WEAR PREMATURELY. THE VEHICLE WAS REPAIRED. THE LEFT AND RIGHT FRAME, RADIUS ARM, LOWER CONTROL ARM, AND TIRES WERE REPLACED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 159,801.</p>							
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span></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)**

1. I PURCHASED my 2006 HYUNDAI SONATA ON 3-3-11 FROM HYUNDAI OF GREENSBURG PA. 15601, PH-724-834-7028 - USED VEHICLE. IN THE MONTH OF OCT. 2012 WHILE DRIVING TO WORK I WENT AROUND A FAIRLY SHARP RIGHT HAND CURVE, 20-30 m.p.h. AS I WAS ROUNDING THE CURVE THE REAR END SEEMED TO SKIP SIDEWAYS A LITTLE. THE ROADWAY WAS DRY. I DIDN'T THINK MUCH OF IT THEN BUT IN THE DAYS THAT FOLLOWED MY ESC DASH LIGHT WOULD COME ON. THE CAR SEEMED NOT TO BE STEERING THE WAY IT SHOULD. I THOUGHT THAT IT COULD BE LOW TIRE PRESSURE.

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**



**safercar.gov**

**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

2. I CHECKED MY TIRE PRESSURE FOR 4 TO 5 DAYS AND THEY WERE ALL OK.

WHEN I WOULD START THE CAR AND DRIVE A SHORT DISTANCE OR LONGER THE ESC LIGHT WOULD COME ON. ONCE IT WAS ON IT WOULD STAY ON WHILE I WAS OPERATING THE VEHICLE. AT THIS POINT I STILL FELT THAT THERE WAS SOMETHING WRONG WITH THE STEERING, THE NIGHT BEFORE I WAS GOING TO TAKE MY VEHICLE TO MY MECHANIC I WAS JUST LEAVING WORK AND JUST STARTING OUT AND GOING ABOUT 20-30 M.P.H. WHEN I HEARD A RATHER LOUD CLUNK OR CRACKING NOISE. I STOPPED AND THOUGHT THAT SOMETHING REALLY WENT WRONG WITH THE STEERING. I COULD STILL STEER BUT IT WAS MUCH WORSE THAN BEFORE.

IT WAS AFTER MIDNIGHT AND VERY LITTLE TRAFFIC ON THE 4 LANE SO I DECIDED TO DRIVE IT HOME GOING 30-35 M.P.H. FOR A DISTANCE OF 32 MI.

I TOOK MY CAR TO MY MECHANIC THE NEXT DAY TO HAVE HIM CHECK MY STEERING, AFTER CHECKING MY CAR HE ADVISED ME THAT IT WASN'T IN THE STEERING BUT MY REAR SUB FRAME WAS BROKE ON BOTH SIDES. I HAD HIM REPAIR MY CAR AND HAD HIM SAVE ME THE SUB FRAME WHICH I HAVE STORED IN MY GARAGE.

ON 11-29-12 I REPORTED MY CAR FRAME FAILURE TO NHTSA AND SPOKE TO LAVENIA WHO RECORDED MY COMPLAINT. COMPLAINT # 104 86435.

ON 11-29-12 I CONTACTED HYUNDAI CUSTOMER SERVICE TO REGISTER MY COMPLAINT AND SPOKE TO ADRIAN CASE # 513 5692. I EXPLAINED TO ADRIAN ABOUT WHAT HAD HAPPENED AND THAT THE SUB FRAME HAD BROKE ON BOTH SIDES. HE STATED "WHAT

3. WOULD YOU LIKE FOR US TO DO. I SAID THAT I WOULD LIKE FOR HYUNDAI TO PAY MY GARAGE REPAIR BILL. ADRIAN PUT ME ON HOLD AND WHEN HE GOT BACK TO ME HE SAID THAT HYUNDAI WOULD NOT PAY MY BILL BECAUSE THE CAR IS OUT OF WARRANTY. HE TOLD ME TO CALL MY LOCAL HYUNDAI DEALER AND TALK TO THE SERVICE MANAGER. ADRIAN DID ASK ME IF I WAS INJURED AND I TOLD HIM NO.

ON 11-29-12 I CALLED THE SERVICE MANAGER OF HYUNDAI OF GREENSBURG PA. PH-724-834-7028 ONE TONY TISONE AND EXPLAINED MY FRAME PROBLEM TO HIM AND THAT HYUNDAI CUSTOMER SERVICE TOLD ME TO CALL YOU. I THEN ASKED TISONE IF HYUNDAI OF GREENSBURG WOULD PAY MY REPAIR BILL AND HE SAID NO. TISONE STATED "WHY DID HYUNDAI TELL YOU TO CALL ME". I SAID I GUESS TO SEE IF YOU WOULD PAY MY REPAIR BILL. TISONE THEN TOLD ME "HERE'S WHAT YOU DO. CALL HYUNDAI BACK AND ASK TO SPEAK TO A SUPERVISOR."

I CALLED HYUNDAI CUSTOMER COMPLAINT BACK AND ASKED TO SPEAK TO A SUPERVISOR AND TALKED TO NEIL. I EXPLAINED MY FRAME PROBLEM TO HIM AND HE ADVISED THAT THE WARRANTY IS ONLY GOOD FOR 5 YRS OR 60,000 MI. AND THE FRAME FOR 6-7 YRS. NEIL ASKED ME IF I WAS INJURED AND I SAID NO.

IN SUMMARY:

MY TRAVELS TO AND FROM WORK IS MAIN ON A 4 LANE HIGHWAY WITH VARIOUS SPEEDS UP TO 65 M.P.H. HAD MY SUB FRAME BROKE HIGH RATE OF SPEED IS OF GREAT CONCERN TO BECAUSE IT WOULD HAVE RESULTED WITH LOSING CONTROL OF MY VEHICLE AND BE

4. INVOLVED IN A SERIOUS INJURY OR FATAL ACCIDENT. HAD THE ACCIDENT BEEN FATAL TO ME THE INVESTIGATING OFFICER HAVING NO KNOWLEDGE OF THE INFERIOR SUBFRAME WOULD HAVE PROBABLY ATTRIBUTED THE ACCIDENT TO ME FALLING ASLEEP OR SWERVING TO MISS A PEER.

SINCERELY



# KEVIN HUNTER AUTOMOTIVE

463 EDNA ROAD  
ADAMSBURG, PA. 15611  
(724) 523-9300

MASTER ASE TECHNICIAN-QUALITY AUTO SERVICE

Repair Order #0106272


Date Printed : 11/28/12

Page : 1

Center : 1

Customer : [REDACTED]	VEHICLE : 2006 HUND SONATA
Address : [REDACTED]	LICENSE :
City : IRWIN, PA [REDACTED]	V.I.N. : KMHEU46C76A [REDACTED]
HOME : ( [REDACTED] ) [REDACTED] Ext :	ENGINE :
CELL : ( [REDACTED] ) [REDACTED] Ext :	MILEAGE : 159801
	TRANS :

Parts				Labor				
Quan	Part Number	Description	Price	Op	Tech	Description	Time	Charge
1.00	USED	REAR FRAME SECTION	365.77	1	0 1 14	CHECK CUSTOMER STATES ;CAR VERY UNSTABLE		0.00
1.00		L LOWER CNTRL ARM	193.15			INSPECTION SHOWED REAR FRAME BROKEN ON		
1.00		L UPPER RADIUS ARM	97.25			BOTH SIDES AT CONTROL ARM MOUNTING/ RR		
2.00	98.33	215/60/16	196.66			DISLOCATED TOTALLY...REAR TIRES WORN		
2.00		TIRE FEE	2.00			BADLY DUE TO EXTREME TOE OUT CONDITION		
				1	0 1 14	REPLACE REAR FRSM E SECTION/SWITCH OVER		310.00
						ALL USABLR PARTS ,,,REPLACE LEFT REAR		
						RADIUS ARM AND LOWER CONTROL ARM		
				MS	003 14	MOUNT NEW TIRES AT NO CHARGE ,,,,,,,		17.00
						LIFETIME WARRANTY WHEEL BALANCE		
						@ 8.50 EA.....		
						WE WILL BALANCE AND ROTATE TIRES...FREE		
						AS LONG AS TREAD IS ON TIRES		
				MS	012 14	TIRE DISPOSAL @ 3.00 EACH		6.00

OK Bad	Recommendation	OK Bad	Recommendation	OK Bad	Recommendation
					

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. NOT RESPONSIBLE FOR DAMAGE OR ARTICLES LEFT IN CAR IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

Labor :	\$333.00
Parts :	\$852.83
Sublet :	\$0.00
Other Fees :	\$2.00
<b>SUPPLY</b>	\$20.00
<b>Subtotal :</b>	<b>\$1,207.83</b>
<b>Sales Tax :</b>	<b>\$71.99</b>
Paid By :	<b>Total :</b> \$1,279.82
Pay Ref :	<b>Paid :</b> \$0.00
	<b>Due :</b> \$1,279.82

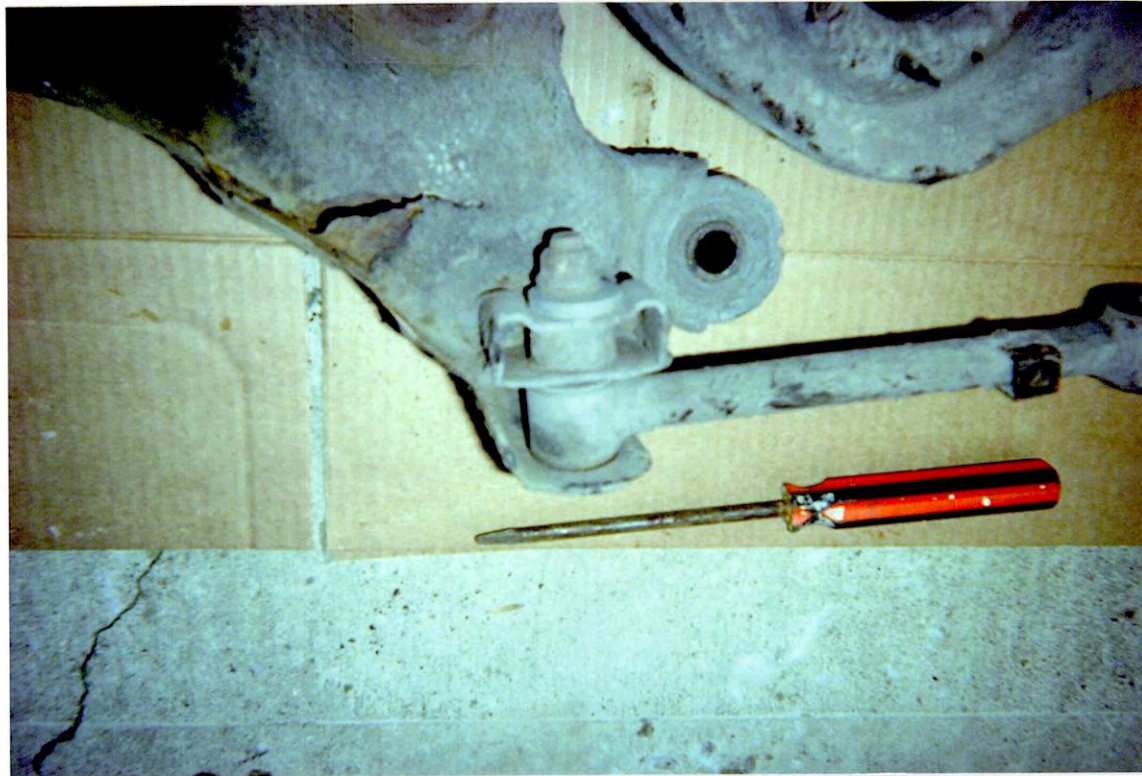


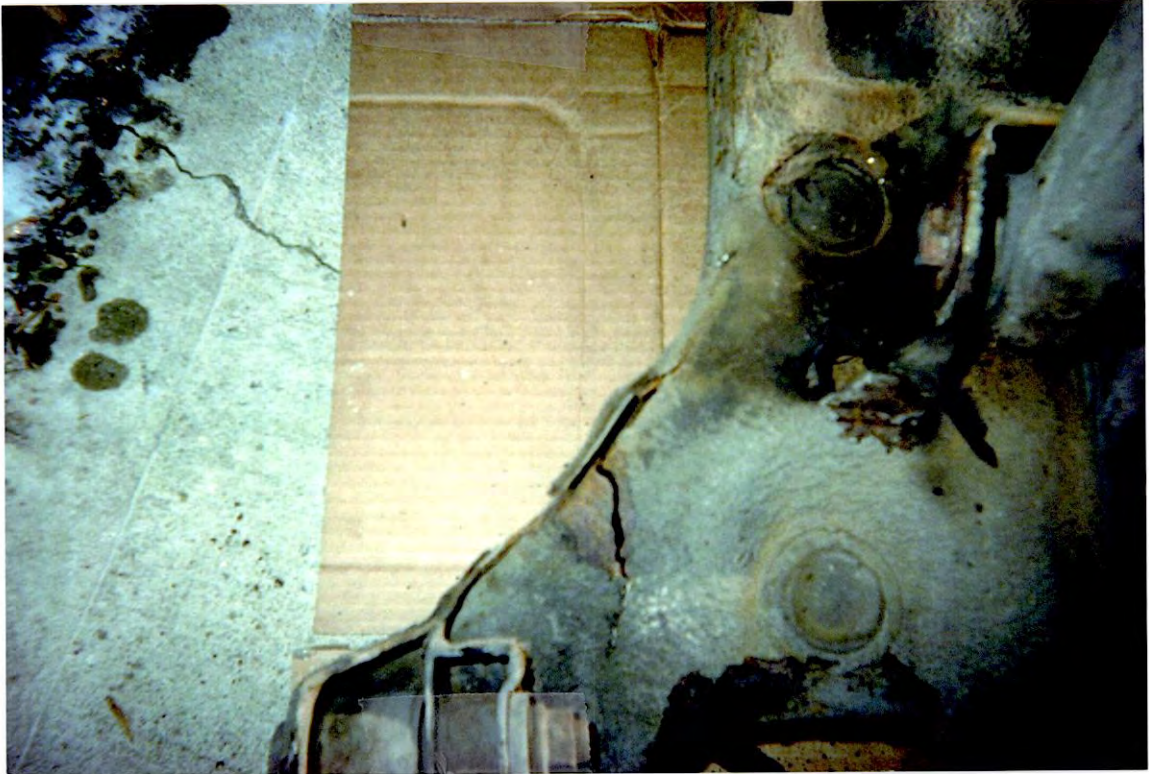


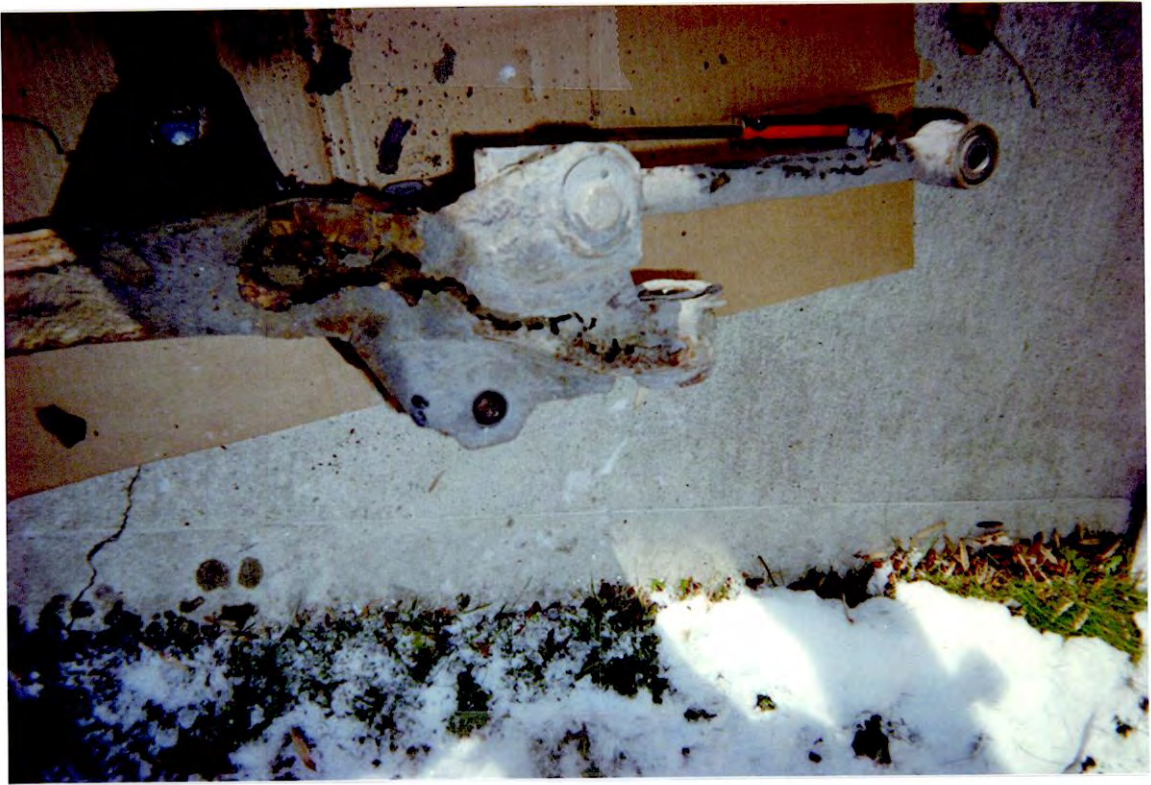


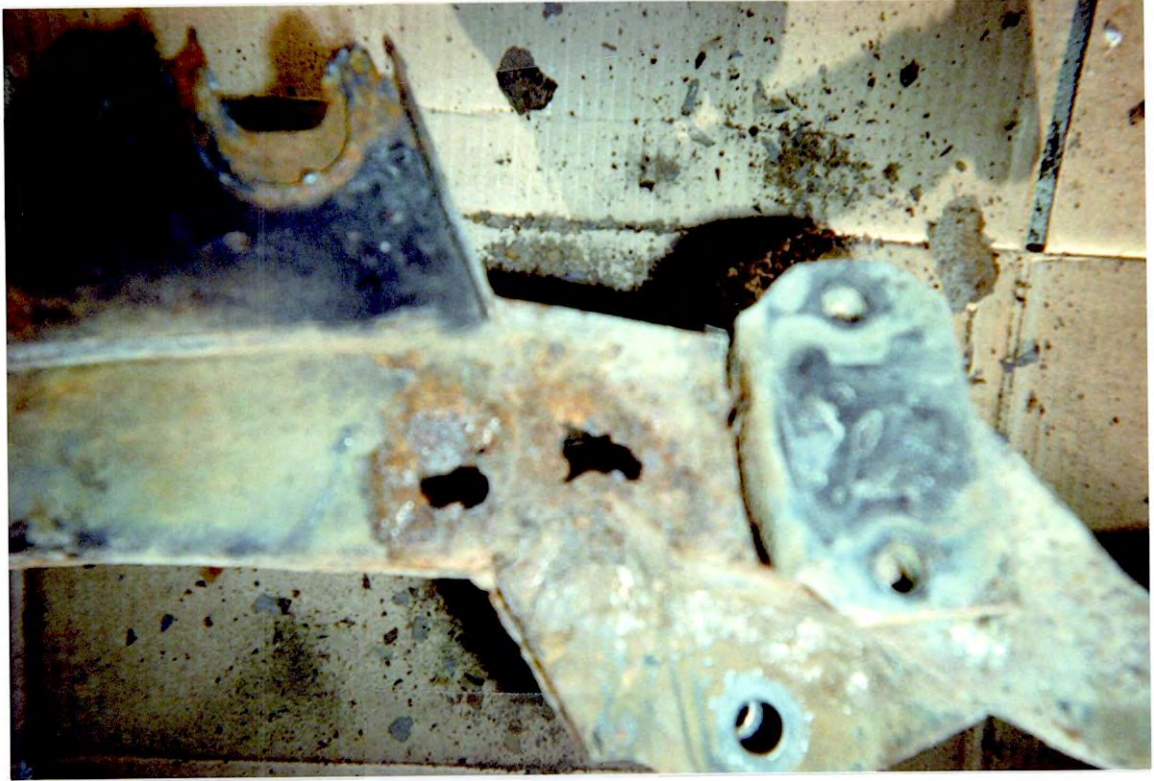












[REDACTED]  
JEANNETTE PA [REDACTED]

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