



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION AGT (FOIA) 5 U.S.C. 552(B)(6)

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 APR 26 2013 18-JAN-2013	Repository <input type="checkbox"/>
	Reference No. 10493418

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	LAKEVILLE	State	MA	Zip Code	[REDACTED]
				Evening Telephone Number	

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 KMHTC6AE2DU [REDACTED]	Make HYUNDAI	Model VELOSTER	Model Year 2013
Date Purchased Nov 2012	Dealer's Name and Telephone Number RT 44 Hyundai		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City Raynham	State MA	Zip Code 02767
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 12-DEC-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: VISIBILITY/WIPER (PWS)	Failure Mileage 4000	Failure Speed 65
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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 <input type="checkbox"/> 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 <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
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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 2013 HYUNDAI VELOSTER TURBO. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 65 MPH, THE LOW BEAM HEADLIGHTS ONLY ILLUMINATED APPROXIMATELY 65-70 FEET AND THE CONTACT WAS UNABLE TO HAVE A CLEAR VIEW OF THE ROADWAY. IN ADDITION, THE CONTACT MENTIONED THAT THERE WAS A SOLID BLACK HORIZON THAT CAME FROM THE HEADLIGHTS. THE VEHICLE WAS TAKEN TO THE DEALER AND THE TECHNICIAN DIAGNOSED THAT THERE WERE NO FAILURES WITH THE VEHICLE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THE VEHICLE WAS NOT INCLUDED IN ANY RECALLS. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 4,000.

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.

Account

Order #11139621 - Complete

[Reorder](#) | [Print Order](#) | [Request RMA](#)

About This Order: [Order Information](#) | [Invoices](#) | [Shipments](#)

Order Date: December 30, 2012

- [Account Dashboard](#)
- [Account Information](#)
- [Address Book](#)
- [My Orders](#)
- [My Product Reviews](#)
- [Newsletter Subscriptions](#)
- [My Deals](#)
- [RMA](#)
- [My Out of Stock Subscriptions](#)
- [Manage Credit Cards](#)
- [My Points and Rewards](#)
- [Check Your Gift Card Balance](#)

Shipping Address

[Redacted]
 Middleboro, Massachusetts, [Redacted]
 United States
 T: [Redacted]

Shipping Method

Standard Shipping - Diode Delivers

Billing Address

[Redacted]
 Middleboro, Massachusetts, [Redacted]
 United States
 T: [Redacted]

Payment Method

Credit Card (secure)
 Credit Card Type: MasterCard
 Credit Card Number: xxxx [Redacted]

My Cart

You have no items in your shopping cart.

Compare Products

You have no items to compare.

Items Ordered (if it is only one bulb or item, select the whole line and describe in comments below) | [Track your order](#)

Product Name	SKU	Price	Qty	Subtotal
2013 Hyundai Veloster Turbo Low Beam HID Conversion Kit <i>HID Relay</i> Include with order! (hidrelay) <i>Color/Temperature</i> 8000K	hidkitH11b_8k	\$99.99	Ordered: 1 Shipped: 1	\$99.99
LED Installation Tool <i>Free Gift</i>	ddinsttool	\$0.00	Ordered: 1 Shipped: 1	\$0.00
2013 Hyundai Veloster Turbo Fog Light HID Conversion Kit <i>HID Relay</i> Include with order! (hidrelay) <i>Color/Temperature</i> 8000K	hidkitH8_8k	\$99.99	Ordered: 1 Shipped: 1	\$99.99

Subtotal	\$199.98
Shipping & Handling	\$5.00
Points Earned	199 Diode
Gift Certificates:	\$0.00
Grand Total	\$204.98

HYUNDAI

RAYNHAM, MA 02767
(508) 824-7600

RT 44 Hyundai
STATE Hwy

CELL: [REDACTED]

CUSTOMER NO. 132314	ADVISOR PATRICIA WASHINGTO 117440	TAG NO.	INVOICE DATE 01/31/13	INVOICE NO. HYCS587916
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 4,675	COLOR BOSTON RED/
LAKEVILLE, MA [REDACTED]	YEAR / MAKE / MODEL 13/HYUNDAI/VELOSTER/3DR CPE AT TURB		DELIVERY DATE 11/16/12	STOCK NO. H38706
[REDACTED]	VEHICLE I.D. NO. K M H T C 6 A E 2 D U [REDACTED]		SELLING DEALER NO.	DELIVERY MILES 5
[REDACTED]	[REDACTED]	[REDACTED]	RO DATE 01/28/13	PRODUCTION DATE

LABOR & PARTS

MO: 4676

J# 1 37HYZ002 HEADLIGHT ASSEMBLY HOURS: TECH(S):34351 945.00
 INSTALL OWNERS PROVIDED HEADLAMP AND FOG LAMP ASSYS
 INSTALLED HID HEADLIGHTS AND FOG LIGHT KIT
 SUPPLIED BY CUSTOMER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	AC460	BL 18G WIRE	14.95	14.95
JOB # 1	1	AC469-85732	R 18G WIRE	14.95	14.95
JOB # 1 TOTAL PARTS					29.90
JOB # 1 TOTAL LABOR & PARTS					974.90

J# 2 00HYZA SERVICE LEVEL A HOURS: TECH(S):34351 21.00
 3000 MILE SERVICE LEVEL A
 SERVICE LEVEL A
 3000 MILE SERVICE LEVEL A
 PERFORMED OIL AND FILTER CHANGE, REPLACED DRAIN PLUG GASKET
 LUBE CHASSIS, TOP OFF FLUIDS, INSTALL MOC OIL TREATMENT
 INSPECTED BELTS, HOSES, LIGHTS, HORN, SWITCHES, INSPECTED TIRES
 SET PRESSURE/ROAD TESTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	1	PK26300	OIL & FILTER KIT	18.95	18.95
JOB # 2	1	21513-23000	GASKET-ENGINE OIL	****	****
JOB # 2	1	25310-35503	FILTER ASSY-ENGINE	****	****
JOB # 2 TOTAL PARTS					39.95
JOB # 2 TOTAL LABOR & PARTS					39.95

SUBLET - PO# - VEND INV# - INV. DATE - DESCRIPTION - INTERNAL
 JOB # 1 91084 01/31/13 LOANER TOTAL - SUBLET 0.00

COMMENTS
 LOANER

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER IS SUBJECT TO THE TERMS AND CONDITIONS OF THE FACTORY WARRANTY.

Reynolds and Reynolds EPRINTS104P

To: [REDACTED]

Subject: [#YXC-433-34622]: Light Installation

=20

[REDACTED]

I'm sorry to hear about your experience.

I'm sorry to tell you this, but the kit should only take 1-2 hours to install. Installations usually take us around 30 minutes. The kit is indeed a fully plug-and-play system, meaning that there is no cutting or splicing required. It is a standard kit. There is nothing difficult or strange about it.=20

I would have to disagree that an overcharge for installation reflects poorly on us as a company. I understand your frustration, as \$900 is a ridiculous charge for an installation that is so simple. If they needed assistance with the installation, they certainly could have called us. We have many dealerships call us every day for help with installations. I would recommend asking them why it took them so long, or why they didn't contact us for assistance, rather than placing the blame on the

[message truncated]

[REDACTED]
Lakeville, Ma

BROCKTON MA 023

15 APR 2013 PM 2 L



National Highway Traffic Safety
1200 New Jersey Ave SE ADN
Washington, DC
20598

ATT Randy Reid