



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

MAR 20 2013

04-FEB-2013

Repository

Reference No.
10496336

OWNER INFORMATION (Type or Print)

Name

Address

City VIERA

State FL

Zip Code

Daytime Telephone Number

E-mail Address

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

5NPEU4AC7AH

Make HYUNDAI

Model SONATA

Model Year 2010

Date Purchased

12/29/09

Dealer's Name and Telephone Number

Coastal Hyundai 321-723-4500

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

Melbourne

State

FL

Zip Code

32901

Transmission Type

Auto

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

07-JAN-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 190000 TIRES, 192000 TIRES: SIDEWALL

Failure Mileage
23000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

HANKOOK

Tire Model (Name or Number)

OPTIMO H426

Tire Size (Example P215/65R15)

* 215/55R17

DOT No. (Example: DOTM9ABC036)

5MBLELH4008

Original Equipment

Prior Repair

Failure Location: DRIVER SIDE FRONT

Tire Component Code

192000 TIRES:SIDEWALL

Tire Failure Type: CRACK

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

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

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 2010 HYUNDAI SONATA EQUIPPED WITH HANKOOK OPTIMO H426 TIRES, SIZE P215/55R-17 DOT (5MBLELH4008). THE CONTACT STATED THAT UPON INSPECTION, IT WAS FOUND THAT BOTH FRONT TIRES HAD LOW PRESSURE AND THE SIDEWALLS WERE SPLIT. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE TIRES WERE REPLACED. THE APPROXIMATE FAILURE MILEAGE WAS 23,000.

by owner-dealer did nothing -

I contacted the tire dealer. The tire place called them & the tires were rotated. There were 23,000 miles on the vehicle.

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.

DISCOUNT TIRE

discounttire.com

B

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1016086

DATE: 02-05-2013 TIME: 12:33 PM

CUSTOMER INFORMATION		VEHICLE INFORMATION	STORE LOCATION
[REDACTED]	[REDACTED]	2010 HYUNDAI SONATA SEDAN SE/LMTD MILEAGE: 23,156 TORQUE SPECS: 080	FLM 02 MV-80416 3700 S FISKE BLVD ROCKLEDGE FL 32955 PHONE: 321-615-9033 998 AARON L CHURCH WORK ORDER# _____

CODE	CC	QTY	SIZE	DESCRIPTION	F.E.T.	PRICE	AMOUNT
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PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN:
I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00

- I REQUEST A WRITTEN ESTIMATE
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____
THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED _____ DATE _____

Name and Phone of Additional Person Who May Authorize Repairs: _____

I hereby authorize the above work to be done with the necessary materials. I understand that all warranties are manufacturer's warranties and all parts are new unless otherwise noted. A storage fee of \$2.00 per day may be applied to vehicles which are not claimed within 3 working days from the date of notification. All labor rates are flat rate. There is no charge for estimates. You and your employees may operate the above vehicle for the purpose of testing. Unless checked () I do not request the return of replaced parts. FS403718 mandates a \$1.00 fee for each new tire sold in the State of Florida. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

How do you wish to pay for this service? Cash Check Credit Card Money Order

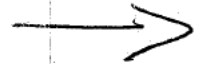
Date Promised: _____ Customer Signature _____

SUBTOTAL: 288.50
TAX: 22.59
TAX (REFUND): -5.28
TOTAL: 305.81

XXXXXXXXXXXX [REDACTED]

NOVUS: 305.81
TENDERED: 305.81

Signature on file



100%
recyclable paper



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TANOS

BULLDO



DISCOUNT TIRE

DDB

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discounttire.com

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MELBOURNE	FL [REDACTED]		

CODE	CC	QTY	SIZE	DESCRIPTION	F.E.T.	PRICE	AMOUNT
11162	MFG	-2	P215/55R17 93V HUN B	HANKOOK OPTIMO H426	.00	44.00	-88.00
COMMENT: BOLT PATTERN: 5-114.3							
18715	NRM	2	215/55R17 94W BLK	FALKEN ZIEX ZE-612	.00	144.00	288.00
WARRANTY: MILEAGE- 40,000 SEE REVERSE SIDE FOR WARRANTY DETAILS							
COMMENT: INFLATION F:30 R:30							
80017	NRM	2	CERTIFICATES	FOR FREE REPLACEMENT	.00	19.75	39.50
80075	NRM	2	STATE REQUIRED	ENVIRONMENTAL FEE	.00	1.00	2.00
80403	NRM	2	ADJUSTMENT	LIFETIME BALANCE & VALVE	.00	16.00	32.00
86611	NRM	2	#20022	TQ-40 TPMS REBUILD KIT	.00	7.50	15.00

Since you have purchased fewer than four tires (or wheels), we will mount the new tires on the rear of your vehicle for best safety and handling.

I hereby certify I am the owner of the product presented for warranty claim and the product described was not involved in any accident, personal injury, consequential damage, or other loss. I accept this adjustment credit in lieu of other claims.

I agree the product returned for replacement becomes the property of the product manufacturer.

The tire and/or wheel you have chosen is different from the original equipment provided with your vehicle and may change its handling or stability characteristics. Further information is available from your Discount Tire salesperson.

Signature on file



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