


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

 <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 100148</p>	
<p>Date Received</p> <p>07-FEB-2013 <b>MAR 1 2013</b></p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10496738</p>			
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
DES PLAINES	IL				
<p><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></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	
KMHEC4A43CA		HYUNDAI	SONATA HYBRID	2012	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
			No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>					
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Auto	<input checked="" type="checkbox"/> Cruise Control			07-FEB-2013	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
Vehicle Component Code: BRAKES (PWS)			Failure Mileage	Failure Speed	
			1300	10	
<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> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</i></p>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	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 2012 HYUNDAI SONATA HYBRID. THE CONTACT STATED THAT WHILE DRIVING 10 MPH, THE HYBRID BRAKE SYSTEM FAILED WARNING LAMP ILLUMINATED AND WHEN HE ATTEMPTED TO ENGAGE THE BRAKES, THE PEDAL WENT ALL THE WAY TO THE FLOOR. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THE HYDRAULIC BRAKE BOOSTER FAILED AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE BUT DID NOT OFFER ANY ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 1,300.</p> <p>The dealer was able to pull a brake trouble code but since the code was no longer active, made no repairs. The vehicle is currently ok but I have no idea why the brake system failed or if it will happen again.</p>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
<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>					

# Grossinger



6747 North Lincoln Ave.  
Lincolnwood, IL 60712  
Service Direct (847) 745-4360  
www.grossinger.com

CUSTOMER NO. <b>33123</b>		ADVISOR <b>SCOTT SHIPLEY</b>	3616	TAG NO. <b>316</b>	INVOICE DATE <b>02/08/13</b>	INVOICE NO. <b>HYCS57148</b>
RESIDENCE PHONE		BUSINESS PHONE	COMMENTS	CELL: [REDACTED]		
LABOR RATE		LICENSE NO.	MILEAGE <b>1,381</b>	COLOR <b>SILVER/</b>	STOCK NO.	
YEAR / MAKE / MODEL <b>12/HYUNDAI/SONATA/4DR SDN 2.4L HYB A</b>		DELIVERY DATE		DELIVERY MILES		
VEHICLE I.D. NO. <b>K M H E C 4 A 4 3 C A</b>		SELLING DEALER NO.		PRODUCTION DATE		
R.C. DATE <b>02/07/13</b>						

MO: 1406

**JOB# 1 CHARGES**

LABOR

02/08/13 02/08/13 INSPECTIO TECH(S) 6692 INTERNAL

PERFORM COMPLIMENTARY MULTIPOINT VEHICLE INSPECTION.  
PERFORM COMPLIMENTARY VEHICLE INSPECTION. SEE ATTACHED  
VEHICLE INSPECTION REPORT AND/OR RECOMMENDATIONS FOR  
ANY ADDITIONAL NOTES IF APPLICABLE.

**DISCLAIMER OF WARRANTIES**  
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.

**JOB# 1 TOTALS**

**JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00**

**JOB# 2 CHARGES**

LABOR

02/08/13 02/08/13 RENTAL TECH(S) 6692 WARRANTY

LOANER RENTAL  
C1 CUSTOMER SATISFACTION  
RENTAL RETURNED ONE DAY

**IMPORTANT**

You may receive a customer satisfaction survey from Hyundai in the next few weeks. If for any reason you cannot grade us a perfect "10", please contact our service manager or a member of our service staff immediately. Your satisfaction is our goal.

THANK YOU.  
GROSSINGER HYUNDAI  
SERVICE TEAM  
(847) 745-4360

**JOB# 2 TOTALS**

**JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00**

**JOB# 3 CHARGES**

LABOR

02/08/13 02/08/13 DIAGNOSIS TECH(S) 6692 WARRANTY

CUSTOMER STATES HYBRID BRAKE WARNING AND ALARM BEEP ACTIVE AND BRAKE PEDAL SOFT TO THE FLOOR, RESET AFTER 4 ATTEMPTS  
CUSTOMER STATES BRAKING FAILED  
FOUND DIAGNOSTIC TROUBLE CODE C1237 IN HISTORY STATUS FOR PRIMARY PRESSURE SENSOR SIGNAL, CALLED TECHLINE AND STARTED TECH CASE 5298595. CHECKED BRAKE BOOSTER VOLTAGE READINGS FOR IRREGULARITIES, PERFORMED ACTUATION TEST BOOSTER OPERATING AS DESIGNED AT THIS TIME, TECHLINE RECOMMENDED RESET AND RECALIBRATE HYDRAULIC BRAKING MODULE ERASE SOFTWARE ON HYDRAULIC BRAKING MODULE. INSTALLED FACTORY PROGRAMMING AND RECALIBRATED BRAKE SENSORS, TEST DROVE VEHICLE 9 MILES WHILE GDS COMPUTER RUNNING BRAKING DAIGNOSIS, OPERATING AS DESIGNED. QUALITY CONTROL COMPLETED. CUSTOMER UNHAPPY WITH EXPLANATION, SO ADVISOR AND TECH PERFORMED TWO MORE ROAD TESTS OF 8 MILES EACH, NO DUPLICATION OF STATED CONCERN, NO HYBRID BRAKE SYSTEM FAILURE. SYSTEM TESTS ALL PASS  
58910RQ0 .3



**JOB# 3 TOTALS**

**JOB# 3 JOURNAL PREFIX HYCS JOB# 3 TOTAL 0.00**

The Reynolds and Reynolds Company EPA/MT/NE C0685174 (1/09)