

 U.S. Department of Transportation National Highway Traffic Safety Administration		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	
OWNER INFORMATION (Type or Print)		Date Received MAY - 9 2013 26-FEB-2013		Repository ☐ Reference No. 10500196	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City LOS ANGELOS	State CA	Zip Code [REDACTED]			
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 5NPDH4AE3DH [REDACTED]		Make HYUNDAI	Model ELANTRA	Model Year 2013	
Date Purchased 12/12	Dealer's Name and Telephone Number Glendora Hyundai - 909 451 8171		Engine: No: Cylinders	Fuel Type:	
Original Owner ☒	Dealer's City Glendora	State CA	Zip Code 91740		
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: yes	Incident Date(s) 20-FEB-2013 21 Feb - 2013 / 1st Incident 16 March - 2013 / 2nd Incident	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: BRAKES (PWS)			Failure Mileage 1800	Failure Speed 15	
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: DOTM9ABC036)	☐ Original Equipment ☐ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	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 2013-HYUNDAI ELANTRA. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 15 TO 20 MPH AND DEPRESSING THE BRAKES, THE PEDAL WENT STRAIGHT TO THE FLOOR BOARD. THE CONTACT COASTED THROUGH THE INTERSECTION BEFORE THE BRAKES ACTIVATED. THE VEHICLE WAS TAKEN TO A DEALER. AFTER INSPECTION, THEY ADVISED HER THAT THE FAILURE COULD NOT BE DUPLICATED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 1,800. THE CURRENT MILEAGE WAS APPROXIMATELY 2,000. <i>see back for Edit</i>					
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 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.					

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

While driving approx 15-20 MPH at 4 way stop sign intersection, depressed brake and brake failed to engaged, clicking + grinding noises could be heard. ~~Driver~~ ^{Driver} pumped the brakes + slid thru intersection before the brakes activated. On March 6, 2013 brakes failed intermittently a second time. Going 20 MPH at Stop light, was unable to stop the vehicle, when brakes were depressed grinding + clicking then a loud Blunking noise. ~~The~~ Driver pumped brakes + was able to activate 1/2 way thru intersection. Dealer has serviced twice, after inspection they advised me that it could not be duplicated or found. Car was not repaired. Manufacturer was notified. + offered to send Field Engineer. Field Engineer inspection was ~~at~~ the same as dealer. Could not be duplicated, or found. No repair Needed. Driver has garged the cause.

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**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

CUSTOMER #: 8480

17584

L.A. Hyundai
at LAX

INVOICE

970 W. MANCHESTER BLVD.
INGLEWOOD, CA 90301-1527
PHONE (310) 846-1300 · FAX (310) 846-1294
www.lahyundailax.com

LOS ANGELES, CA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 196 Frances Melodia

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	13	HYUNDAI ELANTRA	5NPDH4AE3DH[REDACTED]		2235/2262	T1226
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN12 IS			19:00 12MAR13			CASH
01JAN12 DE						14MAR13
R.O. OPENED	READY	OPTIONS: ENG:1.8_Liter_DOHC				
08:39 12MAR13	15:00 14MAR13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A HYUNDAI FIELD SERVICE ENGINEER INSPECTION CUSTOMER HAD VEHICLE TOWED IN							
CAUSE: NO PROBLEM FOUND							
00 NO PROBLEM FOUND							

99 WH (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

2262 AN HMA FIELD ENGINEER INSPECTED AND TEST DROVE CUSTOMERS VEHICLE IN AN EFFORT TO DUPLICATE HER CONCERN. THE FSE PERFORMED A THOROUGH BRAKE INSPECTION, SCANNED VEHICLE SYSTEM FOR TROUBLE CODES, AND PERFORMED GDS SCAN VCI FLIGHT RECORDINGS. THE FSE ALSO CHECKED FOR OBSTRUCTIONS TO BRAKE PEDAL OPERATION AND NONE FOUND. THE FLUID LEVEL FOR BRAKE MASTER CYLINDER WAS CHECKED AND THE LEVEL REGISTERED FULL: NO HYDRAULIC LEAKS WERE FOUND. ALL FOUR BRAKE THICKNESS WERE MEASURED ROTORS AND INNER AND OUTER PADS ALL WHERE FOUND TO BE WELL WITHIN HYUNDAI SPECIFICATIONS. THE FSE TEST DROVE THE VEHICLE A TOTAL OF 26.9 MILES IN BOTH CITY AND HIGHWAY CONDITIONS, NORMAL AND PANIC STOPS WERE PERFORMED. THE FSE'S RESULTING FLIGHT RECORDING DATA SHOWS THAT NO WARNING INDICATORS ILLUMINATED DURING TEST DRIVE, AND NO DTCS WERE SET. CUSTOMER'S CONCERN COULD NOT BE DUPLICATED. NO REPAIRS WERE RECOMMENDED OR PERFORMED.

WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS PLEASE CONTACT OUR SERVICE MANAGER IMMEDIATELY. ANY SAFETY CAMPAIGN WILL BE PERFORMED AT TIME OF VISIT.	SERVICE DEPARTMENT HOURS: 7:00 AM - 6:00 PM MON - FRI 8:00 AM - 5:00 PM SATURDAYS CLOSED SUNDAYS	ORIGINAL ESTIMATE \$	AUTHORIZED ADDITIONS \$	DESCRIPTION LABOR AMOUNT	TOTALS 0.00
	PARTS DEPARTMENT HOURS: 7:00 AM - 6:00 PM MON - FRI 8:00 AM - 5:00 PM SATURDAYS CLOSED SUNDAYS	X CUSTOMER SIGNATURE I acknowledge notice and oral approval of an increase in the original estimated price.	X CUSTOMER SIGNATURE	PARTS AMOUNT	0.00
				GAS, OIL, LUBE	0.00
	ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. ALL REMANUFACTURED PARTS WILL HAVE A CORE VALUE.	X CUSTOMER SIGNATURE	SUBLET AMOUNT	0.00	
			MISC. CHARGES	0.00	
			TOTAL CHARGES	0.00	
			LESS INSURANCE	0.00	
				SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00	

Notice to Consumer: Please read important information on back.

BAR # ARD264187

EPA # CAL000361031

CUSTOMER #: 8480

17190

L.A. Hyundai

at LAX

INVOICE

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LOS ANGELES, CA

PAGE 1

HOME [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 196 Frances Melodia

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
WHITE	13	HYUNDAI ELANTRA		5NPDH4AE3DH		2086/2100		T1654
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 IS								
01JAN12 DD			19:00 28FEB13				CASH	28FEB13
R.O. OPENED		READY		OPTIONS: ENG:1.8 Liter DOHC				

09:18 28FEB13 16:04 28FEB13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES ON 2-21-13 SHE WAS DRIVING APPROXIMATELY 15 MPH IN NEIGHBORHOOD AND WHEN APPLYING BRAKES HEARD GRINDING NOISE AND BRAKES DID NOT WORK CUSTOMER HAS NOT HAD THE

CAUSE: NO PROBLEM FOUND

00 NO PROBLEM FOUND

181 WH

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

2100 TECHNICIAN AND SERVICE MANAGER TEST DROVE VEHICLE 14 MILES, DEALER TRIED NORMAL AND PANIC STOPS BRAKES OPERATED EVERY TIME. INSPECT BRAKE SYSTEM FRONT PADS 10 MM REAR PADS 9MM CALIPER TRAVEL NORMAL, CHECKED SYSTEM VISUALLY FOR LEAKS NONE FOUND, MEASURED ROTORS NEW, CHECKED OPERATION OF MASTER CYLINDER OPERATING AS DESIGNED, HOOKED UP GDS NO FAULT CODES IN COMPUTER SYSTEM. DEALER CONTACTED HYUNDAI TECH ASSIST CASE 5353939 NO FURTHER TEST OR RECOMMENDATIONS, NO FAULT FOUND AND VEHICLE OPERATING AS DESIGNED.

B CONCERN HAPPEN AGAIN. CHECK AND ADVISE ROAD DRY AND INCIDENT HAPPENED WITHIN 10 MINUTES OF DRIVING.

CAUSE: ADDITIONAL VERBAGE FROM LINE A

00 RELATED TO LINE A

181 WH

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C COMPLETED MULTI POINT INSPECTION

CAUSE: COMPLETE REQUIRED MULTI POINT INSPECTION USING INSPECTION FORM MULTI COMPLETED MULTI POINT INSPECTION

181 WH

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

2100 PROVIDE CUSTOMER WITH COPY

D GOODWILL 1 DAY RENTAL WHILE DEALER INSPECTS VEHICLE RENTAL RENTAL

99 WH

(N/C)

SUBL RENT A CAR PO#5435

WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS PLEASE CONTACT OUR SERVICE MANAGER IMMEDIATELY. ANY SAFETY CAMPAIGN WILL BE PERFORMED AT TIME OF VISIT.	SERVICE DEPARTMENT HOURS: 7:00 AM - 6:00 PM MON - FRI 8:00 AM - 5:00 PM SATURDAYS CLOSED SUNDAYS	ORIGINAL ESTIMATE \$	AUTHORIZED ADDITIONS \$	DESCRIPTION	TOTALS
				LABOR AMOUNT	
				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES	
				TOTAL CHARGES	
				LESS INSURANCE	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	

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BAR # ARD264187

EPA # CAL000361031

CUSTOMER #: 8480

16997

L.A. Hyundai

at LAX

INVOICE

DUPLICATE 1

PAGE 1

970 W. MANCHESTER BLVD.
INGLEWOOD, CA 90301-1527
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www.lahyundailax.com

LOS ANGELES, CA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 208 Terry Murray

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	13	HYUNDAI ELANTRA	5NPDH4AE3DH [REDACTED]		1864/1864	T1821	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 IS			19:00 22FEB13			CASH	25FEB13
01JAN12 DD							
R.O. OPENED		READY	OPTIONS: ENG:1.8 Liter DOHC				

13:14 22FEB13 09:34 25FEB13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THAT WHEN APPLYING BRAKES PEDAL WENT TO FLOOR PLEASE							
CHECK AND ADVISE							
CAUSE:							
00 CHECK BRAKES							
				181 CPH	0.00	0.00	
PARTS: 0.00				LABOR: 0.00	OTHER: 0.00	TOTAL LINE A:	0.00
1864 TECHNICIAN COULD NOT VERIFY THAT THERE WAS A PROBLEM WITH							
BRAKES AND COULD NOT DUPLICATE THE PROBLEM IF PROBLEM OCCURS AGAIN							
CUSTOMER WILL BRING VEHICLE BACK AND ON LINE A VEHICLE WAS BROUGHT IN							
DUE TO BRAKES NOT WORKING AND KEPT GOING THROUGH INTERSECTION							
CUSTOMER IS VERY CONCERNED AND WILL BRING VEHICLE BACK IF PROBLEM							
OCCURS AGAIN							

1864 TECHNICIAN COULD NOT VERIFY THAT THERE WAS A PROBLEM WITH
BRAKES AND COULD NOT DUPLICATE THE PROBLEM IF PROBLEM OCCURS AGAIN
CUSTOMER WILL BRING VEHICLE BACK AND ON LINE A VEHICLE WAS BROUGHT IN
DUE TO BRAKES NOT WORKING AND KEPT GOING THROUGH INTERSECTION
CUSTOMER IS VERY CONCERNED AND WILL BRING VEHICLE BACK IF PROBLEM
OCCURS AGAIN

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				\$	\$	LABOR AMOUNT	0.00
						PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

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EPA # CAL000361031

CUSTOMER COPY