

 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 31-DEC-2013	Repository <input type="checkbox"/> Reference No. 10557949
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
MIDDLEBORO	MA		
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		Make	Model
KUHDU46D79U		HYUNDAI	ELANTRA
		Model Year	
		2009	
Date Purchased	Dealer's Name and Telephone Number		Engine:
			No: Cylinders
Original Owner	Dealer's City	State	Zip Code
<input type="checkbox"/>			
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s)
			01-SEP-2013
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL		Failure Mileage	Failure Speed
		86000	
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	Failure Location:	
	<input type="checkbox"/> Prior Repair		
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			
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</i>			
Crash	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	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 2009 HYUNDAI ELANTRA. THE CONTACT STATED THAT WHILE DRIVING 35 MPH, THE VEHICLE ABNORMALLY ACCELERATED TO 60 MPH WITHOUT WARNING. THE CONTACT HAD TO COAST ONTO THE ROAD SHOULDER AND RESTART THE ENGINE TO REGAIN NORMAL FUNCTIONS. THE FAILURE WAS RECURRING. THE DEALER ADVISED THE CONTACT THAT THE FAILURE DID NOT EXHIBIT ANY WARNING CODES THEREFORE A DIAGNOSTIC COULD NOT BE PERFORMED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 86,000 AND THE CURRENT MILEAGE WAS 89,000.			
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.			

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

this was happen for a couple of months. Please help me
used car. until it happen it happen again on 1-22-14.
state police came to help me it was going 60'65 mph.
had car tow & had car fix for but this should be
a coal black one any heard of this happening
very dangerous it was worse to drive & cost believe
this part was on best order? Make you know.

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

BROCKTON MA 023

03 FEB 2014 PM 2 T

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



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



Have that kind of money

CELL: [REDACTED]

CUSTOMER NO. 104137	ADVISOR CORY ENOS	TAG NO. 148912	INVOICE DATE 01/04/14	INVOICE NO. HYCS636979
[REDACTED]	LABOR RATE	MILEAGE 90,099	COLOR	STOCK NO. H44146
MIDDLEBORO, MA	YEAR / MAKE / MODEL 09/HYUNDAI/ELANTRA/4DR SDN GLS AT	DELIVERY DATE 05/22/10	DELIVERY MILES 6,372	
	VEHICLE I.D. NO. K M H D U 4 6 D 7 9 U	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	P.O. DATE 01/04/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 90099

LABOR & PARTS
 JOB # 1 20HYZ DRIVABILITY HOURS: TECH(S): 34351 125.00

CS GAS PEDAL GETTING STUCK AND VEHICLE WILL TACH OUT PLEASE
 CK AND ADVISE
 FOUND THROTTLE CABLE BINDING AND IN NEED OF REPLACMENT
 ADVISED CUSTOMER OF REPAIR AND ADVISED VEHICLE NOT BE
 DRIVEN
 CUSTOMER DECLINED REPAIRS AT THIS TIME
 APROX 529.99 TO REPAIR
 PART IS ON BACK ORDER

JOB # 1 TOTAL LABOR & PARTS 125.00

JOB # 2 00HYZ DECLINED SERVICE HOURS: TECH(S): 34351 INTERNAL

SUGGEST THE FOLLOWING
 TIMING BELT AND DRIVE BELTS 460.00
 SUGGEST SPARK PLUGS 185.00
 SUGGEST TRANSMISSION FLUID SERVICE 219.99
 SUGGEST 3RD BRAKE LIGHT AND PLATE LIGHT BURNT OUT
 SUGGEST FUEL SYSTEM SERVICE 119.99
 ADVISED CUSTOMER
 DECLINED AT THIS TIME

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

CUSTOMER INFORMATION SECURITY POLICY SEND WRITTEN REQUEST ATTN: KEVIN PERRY	TOTAL LABOR....	125.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	125.00

ON HYUNDAI'S SURVEY ANYTHING LESS THAN "10" IS NOT A PASSING
 SCORE. IF YOUR SERVICE WAS ANYTHING LESS PLEASE CALL MIKE P.
 MAKE SERVICE APPTS OR ORDER PARTS @ ROUTE44HYUNDAI.COM

CUSTOMER SIGNATURE _____
 ***** DUPLICATE INVOICE *****

Total cable

Merchant ID:
Device ID:
Terminal ID:

XXXXXXXXXX

1005
PD061.

Reason you cannot
Excellent please contact
Mike Pavao
before mailing survey.
Route 44 Hyundai
1-508-824-7600

CREDIT CARD
VISA SALE

CUSTOMER NO. 104137		ADVISOR CORY EI
MIDDLEBORO, MA		LABOR RATE
RESIDENCE PHONE		YEAR MAKE & 09/HYUN
BUSINESS PHONE		VEHICLE ID NO. K M H
COMMENTS		P.T.E. NO.

CARD # XXXXXXXXXXXX
 TRANS # 004
 Batch # 0
 Approval Code: 03348A
 ACI Code: E
 TRANS ID: 164023786701916
 Entry Method: Swiped
 Mode: Online

INVOICE DATE 01/22/14	INVOICE NO. HYCS639209
COLOR 46 /	STOCK NO. H44146
DELIVERY DATE 05/22/10	DELIVERY MILES 6,372
SELLING DEALER NO.	PRODUCTION DATE
R.O. DATE 01/18/14	

MO: 90948

LABOR & PARTS
 # 1 20HZ. DRIVABILITY HOURS: TECH(S)-34351 392.29

CS GAS PEDAL GETS STUCK AND VEHICLE REVS HIGH
 PER LAST DIAG C REQUEST TO ORDER THROTTLE CABLE
 FOUND THROTTLE CABLE BINDING AND IN NEED OF SERVICE
 REPLACED FAILED THROTTLE CABLE AND SERVICED THROTTLE SYSTEM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	32790-2H300	CABLE ASSY-ACCELE	68.37	68.37
JOB # 1	1	PK2020	E.F.I. KIT	****	
JOB # 1	1	9067	E.F.I. KIT	47.53	47.53
JOB # 1	1	B4068CC	THROTTLE SPRAY	21.81	21.81
JOB # 1 TOTAL PARTS					137.71
JOB # 1 TOTAL LABOR & PARTS					530.00

TOTALS

CUSTOMER INFORMATION SECURITY POLICY
 SEND WRITTEN REQUEST ATTN: KEVIN PERRY

TOTAL LABOR	392.29
TOTAL PARTS	137.71
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	8.61

TOTAL INVOICE \$ 538.61

 THANK YOU FOR SERVICING YOUR VEHICLE AT ROUTE 44 HYUNDAI. *
 SERVICE & PARTS HOURS
 MON-THUR 8:00-7:00
 FRIDAY 8:00-5:00
 SATURDAY 8:00-6:00
 CLOSED SUNDAY

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item. 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.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ON HYUNDAI'S SURVEY ANYTHING LESS THAN "10" IS NOT A PASSING SCORE. IF YOUR SERVICE WAS ANYTHING LESS PLEASE CALL MIKE P MAKE SERVICE APPTS OR ORDER PARTS @ ROUTE44HYUNDAI.COM

CUSTOMER SIGNATURE

MS

MG

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