


MAR 12 2014

 <p>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</p>			FOR AGENCY USE ONLY 100148		
U.S. Department of Transportation National Highway Traffic Safety Administration			Date Received 13-JAN-2014	Repository <input type="checkbox"/> Reference No. 10559690	
OWNER INFORMATION (Type or Print)			Daytime Telephone Number	E-mail Address	
Name Address City JEFF State KY Zip Code			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 KMHDC86E29U		Make HYUNDAI	Model ELANTRA	Model Year 2009	
Date Purchased 8/15/09	Dealer's Name and Telephone Number Deskins Motors (606) 437-1300		Engine: No: Cylinders	Fuel Type: gas	
Original Owner <input checked="" type="checkbox"/>	Dealer's City Pikeville Ky	State KY	Zip Code 41501		
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: 1st steering repair 12/4/13	Incident Date(s) 15-DEC-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 100000 POWER TRAIN, 010000 STEERING			Failure Mileage 53000	Failure Speed 2 mi/hr parking lot parking space	
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	
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 THE VEHICLE WAS HESITANT UPON ACCELERATING FROM A STOP SIGN. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS. THE TECHNICIAN STATED THAT THE FAILURE WAS CAUSED BY THE POWER STEERING. THE TECHNICIAN REPLACED THE POWER STEERING UNIT BUT THE FAILURE CONTINUED. ADDITIONALLY, THE STEERING WHEEL DETACHED FROM THE VEHICLE WHILE PARKED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 53,000.					
pulling out of parking spot. See Reverse →					
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), or Defect(s)

When I picked up car from All Repairs, it had a FLAT!
Caused by loose stem valve sensor Deskins Service
Dept. replaced. I WONDER WHAT ELSE IS LOOSE!

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

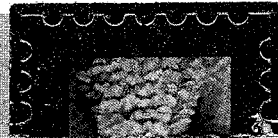
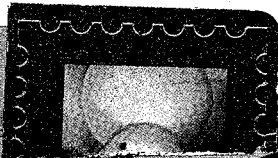


BUSINESS REPLY MAIL

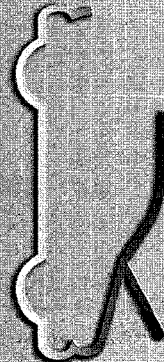
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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

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DESKINS MOTORS



100 Deskins Drive
 Pikeville, KY 41501
 Phone: (606) 437-1300
 Service: (606) 437-1301

SERVICE DEPARTMENT HOURS
 8:00 a.m. to 5:00 p.m.
 Monday - Friday

R/O Order Date	R/O Number
1/13/14	6063232/1
R/O Issue Date	Status
2/03/14	Final
Mileage In	Mileage Out
54284	54285
Service Advisor / Tag #	
MATTHEW THACKER/*W*	
Vehicle Identification Number	
KMHDC86E29U	
Delivery Date	In-Service Date
8/15/09	8/15/09
Color	License Number
GRAY	

JEFF, KY			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2009	HYUNDAI	ELANTRA	4DR WGN TOURING	GRAY
Z2435				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - X62: MISC REPAIR C/S STATES THAT VEHICLE HAS HARD DOWNSHIFT AT TIME S WHILE DRIVING Caused by TECH CHECKED VEHICLE FOR HARD SHIFT AT TIMES TECH FOUND TSB13 AT 0051 TO REPLACE TRANSMISSION ASSEMBLY Corrected by FLUSHED COOLER Work performed by ERIC HARRIS (298) 0 Corrected by Work performed by ERIC HARRIS (298) 0 Caused by TECH CHECK VEHICLE FOR HARD SHIFT AT TIMES Corrected by TRANS REPLACEMENT Work performed by ERIC HARRIS (298) 0 Installed 00268-23365 :REMAN ATM ASSY Qty: 1 Installed 00232-19012 :ATF-SP III Qty: 6 Installed 00232-19021 :TRANSMISSION COOLER FLUSH Qty: 1 TECH PERFORMED TSB 13 AT 005 1 REMOVE AND REPLACE TRANSMISSION</p>	<p>Warranty Warranty Warranty Warranty Warranty Warranty</p>
<p>#2 - X81: 24 POINT INSPECTION Work performed by ERIC HARRIS (298) 0</p>	<p>Warranty</p>
<p>#3 * X78: STEERING CS CHECK NOISE IN STEERING Caused by CHECK SQUEAKING NOISE IN STEERING FOUND NOISE COMING FROM JOINT IN STEERING SHAFT ASSY.</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

DESKINS MOTORS

CHRYSLER



Jeep



100 Deskins Drive
 Pikeville, KY 41501
 Phone: (606) 437-1300
 Service: (606) 437-1301
 SERVICE DEPARTMENT HOURS
 8:00 a.m. to 5:00 p.m.
 Monday - Friday

R O Open Date	1/13/14	60
R O Close Date	2/03/14	Final
Mileage In	54284	5428
Service Advisor / Tag #		
MATTHEW THACKER/*W*		
Vehicle Identification Number		
KMHDC86E29U		
Delivery Date	8/15/09	In-Service Date
		8/15/09
Color	License Number	
GRAY		

JEFF, KY		Work Phone	
		Home Phone	
Year	Make	Model	Body
2009	HYUNDAI	ELANTRA	4DR WGN TOURING
Z2435			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Corrected by (N29) (C11) STEERING JOINT WORN. Work performed by ERIC HARRIS (298) 0 Installed 56415-1C000 :BOLT Qty: 2 Installed 56400-2L000 :JOINT ASSY-UNIVERSAL Qty: 1 Installed 93490-2H500 :CONTACT ASSY-CLOCK SPRING Qty: 1 RR STEERING SHAFT.	Warranty Warranty Warranty Warranty
#4 * X33: ELECTRICAL REPAIR CS CHECK AIRBAG LIGHT ON Caused by TECH CHECKED VEHICLE AND FOUND AIRBAG LIGHT ON DUE TO CLOCK SPRING INTERNAL FAILURE Corrected by (N69) (C15) CLOCKSPrING RESISTANCE Work performed by ERIC HARRIS (298) 0 TECH REMOVED AND REPLACED CLOCK SPRING ***** * God gave us a gift of 86,400 seconds today.I would like * * to use one of mine to say "THANK YOU" * *****	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

DESKINS MOTORS

CHRYSLER



100 Deskins Drive
 Pikeville, KY 41501
 Phone: (606) 437-1300
 Service: (606) 437-1301

SERVICE DEPARTMENT HOURS
 8:00 a.m. to 5:00 p.m.
 Monday - Friday

R O Open Date	R O Number
2/04/14	6063740/1
R O Close Date	Status
2/05/14	Final
Mileage In	Mileage Out
54286	54287
Service Advisor / Tag #	
SHAWN CONN/*W*	

JEFF, KY			Work Phone		Vehicle Identification Number	
			Home Phone		KMHDC86E29U	
Year	Make	Model	Body	Color	Delivery Date	In-Service Date
2009	HYUNDAI	ELANTRA	4DR WGN TOURING	GRAY	8/15/09	8/15/09
Z2435						License Number

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - X33: ELECTRICAL REPAIR CS TIRE PRESSURE LIGHT WILL NOT GO OFF. TIRE PRESSURE IS CORRECT Caused by SENSOR 2 BATTERY VOLTAGE LOW. Corrected by (N69) (C15) Work performed by ERIC HARRIS (298) 0 Corrected by Work performed by ERIC HARRIS (298) 0 Installed 52933-2L700 :VALVE-TPMS Qty: 1 Installed 52934-2L100 :NUT-TPMS Qty: 1 RR RF TPMS SENSOR.	Warranty Warranty Warranty Warranty
#2 - X81: 24 POINT INSPECTION Work performed by ERIC HARRIS (298) 0 ***** * God gave us a gift of 86,400 seconds today.I would like * * to use one of mine to say "THANK YOU" * *****	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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CHRYSLER



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 Pikeville, KY 41501
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 Service: (606) 437-1301

SERVICE DEPARTMENT HOURS
 8:00 a.m. to 5:00 p.m.
 Monday - Friday

R/O Open Date	R/O Number
12/01/13	6062376/1
R/O Close Date	Status
12/27/13	Final
Mileage In	Mileage Out
53791	53793
Service Advisor / Tag #	
MATTHEW THACKER/454*W*	
Vehicle Identification Number	
KMHDC86E29U	
Delivery Date	In-Service Date
8/15/09	8/15/09
Color	License Number
GRAY	

JEFF, KY

Work Phone
 Home Phone

Year	Make	Model	Body
2009	HYUNDAI	ELANTRA	4DR WGN TOURING

Color	License Number
GRAY	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - X62: MISC REPAIR CUSTOMER STATES THAT SHE THINKS THE TRANSMISSION IS SLIPPING AT TIMES WHEN TRYING TO MERGE IN TRAFFIC Caused by TECH FOUND CODE C1259 STEERING ANGLE SENSOR MALFUNCTION. AND ELECTRONIC PWR STEERING MALFUNCTION. Corrected by (C15) (N69) Work performed by ERIC HARRIS (298) 0 Caused by TECH FOUND CODE C1259 STEERING ANGLE SENSOR MALFUNCTION. Corrected by Work performed by ERIC HARRIS (298) 0 Installed 81919-31000 : BOLT SAFETY LOCK Qty: 2 Installed 56310-2L300 : COLUMN & SHAFT ASSY-STEERING Qty: 1 TECH REPLACED ELECTRONIC POWER STEERING ASSEMBLY</p>	<p>Warranty Warranty Warranty</p>
<p>#2 - XRECALL: RECALLS C/S 110 STOP LAMP RECALL Caused by TECH PERFORMED STOP LAMP SWITCH RECALL 110 Corrected by Work performed by ERIC HARRIS (298) 0</p>	<p>Warranty</p>
<p>#3 - X81: 24 POINT INSPECTION Work performed by ERIC HARRIS (298) 0 Sub Total: .00</p>	

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DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

DESKINS MOTORS



100 Deskins Drive
 Louisville, KY 41501
 Phone: (606) 437-1300
 Service: (606) 437-1301
SERVICE DEPARTMENT HOURS
 8:00 a.m. to 5:00 p.m.
 Monday - Friday

PO Open Date	PO Number
12/04/13	6062376/2
PO Close Date	Status
12/27/13	Final
Mileage in	Mileage Out
53791	53793
Service Advisor / Tag #	
MATTHEW THACKER/454*W*	
Vehicle Identification Number	
KMHDC86E29U	
Delivery Date	In-Service Date
8/15/09	8/15/09
Color	License Number
GRAY	

Make	Model	Body
HYUNDAI	ELANTRA	4DR WGN TOURING

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
177: TIRE ROTATION ROTATE TIRES Caused by TECH ROTATED TIRES Work performed by ERIC HARRIS (298) 0 Sub Total: 16.95	16.95
* X59: LUBE OIL FILTER/CHECK UNDER HOOD FLUID LEVELS/CHECK AIRFILTER AND CABIN AIRFILTER IF EQUIPPED Work performed by ERIC HARRIS (298) 0 Installed 26300-35503 :FILTER ASSY-ENGINE OIL 1@6.95 Installed 68055890AA :OIL: 5W20 5@2.60 Sub Total: 32.45	12.50 6.95 13.00
* X19: COOLANT DRAIN AND REFILL PERFORM COOLANT SERVICE Caused by TECH PERFORMED COOLANT SERVICE Work performed by ERIC HARRIS (298) 0 Installed 3YR :ANTI-FREEZE 1@14.00 Sub Total: 79.95	65.95 14.00
* X16: BRAKES TURN REAR ROTORS AND REPLACE BRAKE PADS Caused by TECH RESURFACED REAR ROTORS AND REPLACED REAR BRAKE PADS Work performed by ERIC HARRIS (298) 0 Installed DG1157 :BRAKE PADS 1@68.38	140.00 68.38

STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other beyond your control or for any delays caused by unavailability of parts or delays in parts by the supplier or transporter. I hereby grant you or your employees permission to use the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure payment of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including implied warranty of merchantability or fitness for a particular purpose, and the seller neither represents nor authorizes any other person to assume or imply any liability in connection with the sale of the vehicle. Any limitation contained herein shall not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX ID.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

RETURN ON ELECTRIC CALL OR FAX. TERMS OR SPECIAL ORDERS.

DESKINS MOTORS



60 Deskins Drive
 Louisville, KY 41501
 Phone: (606) 437-1300
 Service: (606) 437-1301
SERVICE DEPARTMENT HOURS
 8:00 a.m. to 5:00 p.m.
 Monday - Friday

R/O Open Date	R/O Number
12/23/13	6062829/1
R/O Close Date	Status
12/26/13	Final
Mileage In	Mileage Out
53811	53812
Service Advisor / Tag #	
MATTHEW THACKER/454*W*	
Vehicle Identification Number	
KMHDC86E29U	
Delivery Date	In-Service Date
8/15/09	8/15/09
Color	License Number
GRAY	

[Redacted] Work Phone [Redacted]
 [Redacted] Home Phone [Redacted]

Year	Make	Model	Body
2009	HYUNDAI	ELANTRA	4DR WGN TOURING
E2435			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - X33: ELECTRICAL REPAIR CUSTOMER STATES THAT ESC LIGHT IS ON Caused by TECH SCANNED VEHICLE CODE C1513 BRAKE SWITCH FAILURE AFTER TECH HAD PERFORMED BRAKE SWITCH RECALL. Corrected by (N69) (C15) Work performed by ERIC HARRIS (298) 0 Caused by TECH SCANNED VEHICLE Corrected by Work performed by ERIC HARRIS (298) 0 Installed 93810-3KRWC-DOH :SWITCH ASSY-BRAKE PADAL Qty: 1 TECH REPLACED BRAKE SWITCH ***** to use one of mine to say "THANK YOU" *****	Warranty Warranty Warranty

STRICTLY CASH UNLESS AGREED OTHERWISE. I hereby authorize the repairs hereinafter to be done along with the necessary parts and agree that you are not responsible for loss or damage to vehicle or any other property in case of fire, theft, or any other cause beyond your control or for any damage caused by the use of parts or delays in parts by the supplier or transporter. I hereby authorize your employees' permission to use the vehicle herein described on steady state and road tests for the purpose of testing and inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure amount of repairs thereto.

WARRANTIES. Any warranties on the vehicle sold hereby are those made by the manufacturer. The seller hereby expressly disclaims any other express or implied warranty of merchantability or fitness for any particular purpose, and the seller neither represents nor authorizes any other person to assume the same in connection with the sale of this vehicle. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00