

AUG 27 2014

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 24-JUN-2014	
				Repository ☐	
				Reference No. 10605525	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address NOEMAIL@UNK.GOV
Address [REDACTED]			Evening Telephone Number [REDACTED]		
City WEST CALDWELL		State NJ	Zip Code [REDACTED]		
<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>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 5NPEC4A COCH [REDACTED]			Make HYUNDAI	Model SONATA	Model Year 2012
Date Purchased 2012	Dealer's Name and Telephone Number Wayne Hyundai			Engine: No: Cylinders	Fuel Type:
Original Owner ☒	Dealer's City Wayne		State NJ	Zip Code	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain		Multiple Failure:		Incident Date(s) 22-JUN-2014
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: ENGINE (PWS), BRAKES (PWS)				Failure Mileage 39000	Failure Speed 0
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)		☐ 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash ☒ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 1	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 2012 HYUNDAI SONATA. THE CONTACT STATED THAT AFTER PARKING AND TURNING OFF THE VEHICLE IN HER RESIDENTIAL GARAGE, THE VEHICLE STARTED ROLLING BACKWARDS. IN AN ATTEMPT TO STOP THE VEHICLE THE CONTACT FELL WHICH CAUSED HER TO SCRAPE HER CHIN NEEDING 10 STITCHES. THE CONTACT WAS TAKEN TO THE EMERGENCY ROOM. THE FAILURE MILEAGE WAS 39,000. THE VIN WAS NOT AVAILABLE.					
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.					



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

BUDD'S AUTO BODY, INC.

BUDDSAUTOBODY@AOL.COM
1416 POMPTON AVE, CEDAR GROVE, NJ 07009
Phone: (973) 256-4566
FAX: (973) 256-5051

Workfile ID: a5504dae
Federal ID: 221696843
License Number: 00689A

Preliminary Estimate**Customer:** [REDACTED]**Job Number:**

Insured: [REDACTED]

Policy #:

Claim #:

Type of Loss:

Date of Loss:

Days to Repair: 0

Point of Impact: 06 Rear

Owner:**Inspection Location:****Insurance Company:**

WEST CALDWELL, NJ [REDACTED]

Business

Evening

BUDD'S AUTO BODY, INC.
1416 POMPTON AVE
CEDAR GROVE, NJ 07009
Repair Facility
(973) 256-4566 Day

VEHICLE

Year: 2012

Body Style: 4D SED

VIN: 5NPEC4AC0CH [REDACTED]

Mileage In:

Make: HYUN

Engine: 4-2.4L-FI

License:

Mileage Out:

Model: SONATA LIMITED

Production Date:

State:

Vehicle Out:

Color: BLUE Int:

Condition:

Job #:

TRANSMISSION

Automatic Transmission
Overdrive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat

DECOR

Dual Mirrors
Tinted Glass
Console/Storage

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Steering Wheel Touch Controls
Telescopic Wheel

RADIO

AM Radio
FM Radio
Stereo
CD Player

Auxiliary Audio Connection
Satellite Radio

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Front Side Impact Air Bags
Head/Curtain Air Bags

ROOF

Electric Glass Sunroof
Skyview Roof

SEATS

Bucket Seats
Leather Seats

Heated Seats

Rear Heated Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps
Traction Control
Stability Control
Signal Integrated Mirrors
Power Trunk/Gate Release

Preliminary Estimate

Customer: XXXXXXXXXX

Job Number:

Vehicle: 2012 HYUN SONATA LIMITED 4D SED 4-2.4L-FI BLUE

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		TRUNK LID					
2	*	Rpr Trunk lid				5.0	2.3
3		Add for Clear Coat					0.9
4		R&I Molding				0.4	
5		Repl Nameplate "SONATA"	863103S000	1	40.30	0.2	
6		R&I Trunk lid trim				0.3	
7		QUARTER PANEL					
8		Blnd LT Quarter panel					1.2
9	#	Repl CORROSION PROTECTION		1			0.2
10	#	Repl CAR COVER		1	10.00 T	0.5	
11	#	HAZ- MAT REMOVAL		1	12.00 X		
12	#	Rpr COLOR SAND AND BUFF					1.5
13	#	CLEAN FOR DELIVERY		1		0.5	
SUBTOTALS					62.30	6.9	6.1

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			40.30
Body Labor	6.9 hrs @	\$ 49.00 /hr	338.10
Paint Labor	6.1 hrs @	\$ 49.00 /hr	298.90
Paint Supplies	6.1 hrs @	\$ 32.00 /hr	195.20
Body Supplies	6.4 hrs @	\$ 5.00 /hr	32.00
Miscellaneous			22.00
Subtotal			926.50
Sales Tax	\$ 914.50 @	7.0000 %	64.02
Grand Total			990.52
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			990.52

This estimate is based on visible damages seen at the time of original inspection.

Upon beginning repairs additional parts and labor may be found, and therefore estimate amount may increase.

This is necessary in order to restore the vehicle back to manufacturers safety and operational specifications.

Customer will be notified of these changes.

ANY PERSON WHO KNOWINGLY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE OR MISLEADING INFORMATION IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES.

Preliminary Estimate

Customer: [REDACTED]

Job Number:

Vehicle: 2012 HYUN SONATA LIMITED 4D SED 4-2.4L-FI BLUE

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARR1024, CCC Data Date 8/8/2014, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM or A/M. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2014 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Hertz®

Local Edition

TO BE PAID BY

ENTER'S NAME

REF #

RES. ID #

EMPLOYER

PHONE

LOC. AREA/LOC. # DUE DATE

TAL LOC. AREA/LOC. #

AUTHORIZATION TO RECEIVE DIRECT PAYMENT FROM:

TO AUTH. #

Rental Record No.

RATE PLAN IN	AREA/LOC. IN	DATE/TIME IN
RATE PLAN OUT	AREA/LOC. OUT	DATE/TIME OUT
CAR CLASS RES.	AREA/LOC. DUE	EXCHANGE DATE/TIME

ORIGINAL VEHICLE		EXCHANGE VEHICLE	
UNIT #	OWN #	UNIT #	OWN #
LICENSE #		LICENSE #	
MAKE / YEAR	VEH. CLASS	MAKE / YEAR	
MILEAGE IN	RATE CLASS	MILEAGE IN	
MILEAGE OUT		MILEAGE OUT	
MILES DRIVEN		MILES DRIVEN	
MILES ALLOWED		MILES ALLOWED	
FUEL OUT (1/8's)	FUEL IN (1/8's)	FUEL OUT (1/8's)	FUEL IN (1/8's)
REFUELING RATE /MILE /GAL		REFUELING RATE /MILE /GAL	

DEPOSITS				COMPUTATION OF CHARGES	
DATE	AMOUNT	CSH/CHK	INTLS	☐ CALENDAR DAY	☐ 24 HR DAY
				DAYS @	
				EXTRA HRS @	
				EXTRA DAYS @	
				WEEK @	
				MILES @	
				SUB TOTAL ►	
				SUB TOTAL ►	
				ADD'L CHARGES ACCT. OR DESC:	

CREDIT APPROVALS		
AUTH #	AMOUNT	DATE

LOSS DAMAGE WAIVER (LDW). By initials, You accept at the rate shown, or decline LDW. LDW is not insurance.

Accept LDW	Cost Per Day	Decline LDW
X	\$	X

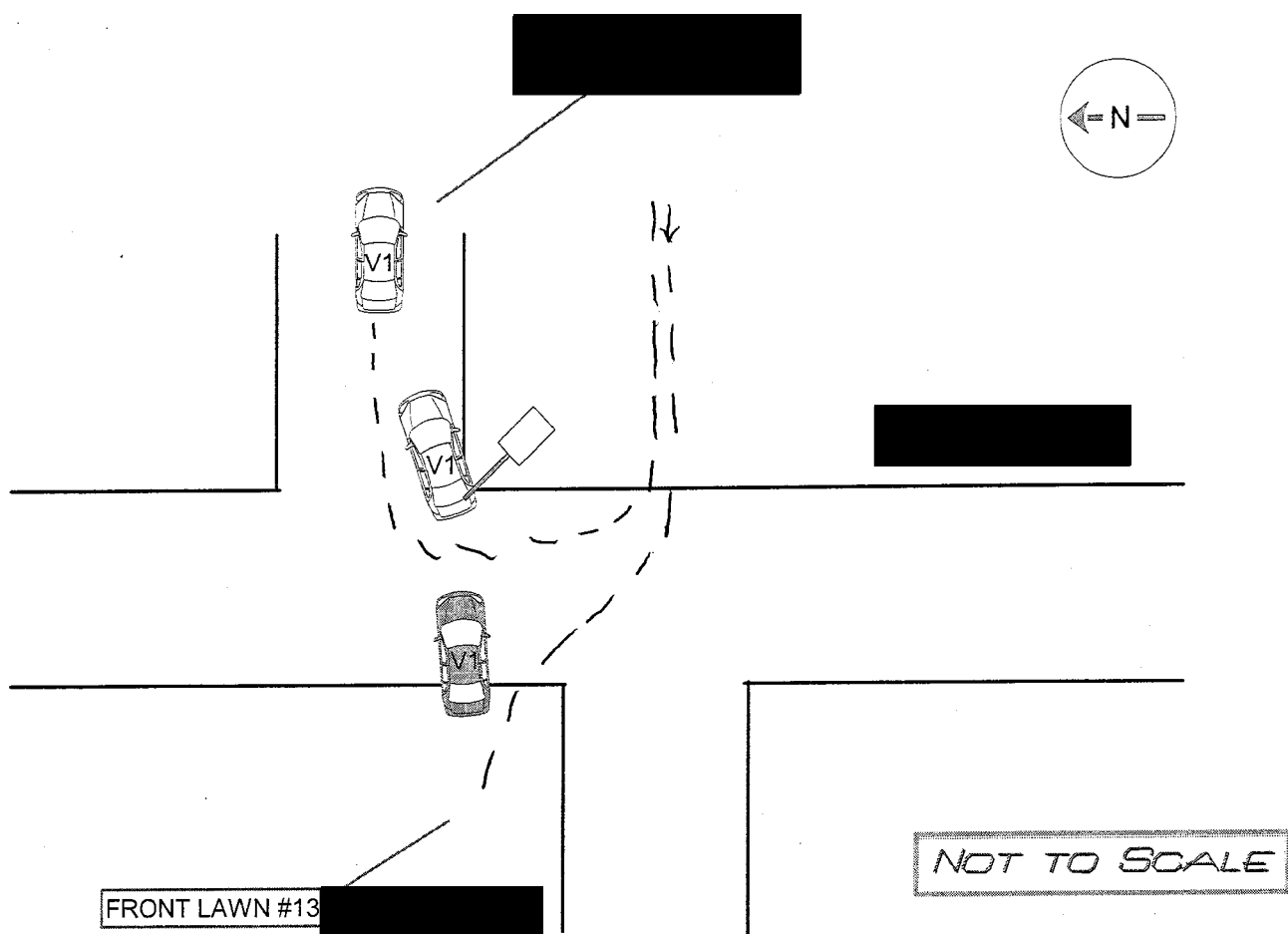
PARTIAL DAMAGE WAIVER (PDW). By initials, You accept at the rate shown, or decline, PDW. PDW is not insurance.

Case Number 2014-008577		10 Crash Occurred On: [REDACTED]		11 Speed Limit W 25	
2 Police Dept of WEST CALDWELL		Code 01		Road Name STONYBROOK ROAD	
3 Station/Precinct *****		At Intersection with 250		Dir N E S W	
4 Date of Crash mm dd yy 06/22/14		5 Day of Week Sun		13 Milepost 25	
6 Time (Use 2400 hrs) 16:25		7 Municipality Code 0721		18 Speed Limit 25	
23 Veh No. 1		24 Policy No.		25 Ins. Code 148	
26 Driver's First Name Initial Last Name		29 Sex		56 Driver's First Name Initial Last Name	
27 Number and Street		30 Eyes		57 Number and Street	
28 City State Zip		58 City State Zip			
31 State 32 Driver's License No		33 DOB mm dd yy		34 Expires	
35 Owner's First Name Initial Last Name		65 Owner's First Name Initial Last Name			
36 Number and Street		66 Number and Street			
37 City State Zip		67 City State Zip			
38 Make HYU 39 Model SON 40 Color SL 41 Year 2012 42 Plate No. NJ 43 State NJ		68 Make 69 Model 70 Color 71 Year 72 Plate No. 73 State			
44 VIN 5NPEC 4AC0C H 45 Expires 03/2015		74 VIN 75 Expires			
46 Vehicle Removed To Driven Left at Scene Towed Impound Disabled Authority Owner Driver Police		76 Vehicle Removed To Driven Left at Scene Towed Impound Disabled Authority Owner Driver Police			
48 Alcohol/Drug Test Given: No Yes Refused Type: Breath Blood Urine Results: 0 % Pending		78 Alcohol/Drug Test Given: No Yes Refused Type: Breath Blood Urine Results: 0 % Pending			
49 Hazardous Material On Board Spill Name or Placard No.		79 Hazardous Material On Board Spill Name or Placard No.			
50 Carrier No. USDOT Other		80 Carrier No. USDOT Other			
51 Commercial Vehicle Weight <10,000 lbs 10,001 - 26,000 lbs > 26,001 lbs		81 Commercial Vehicle Weight <10,000 lbs 10,001 - 26,000 lbs > 26,001 lbs			
52 Carrier Name		82 Carrier Name			
SEE ATTACHED DIAGRAM					
135 Crash Description O1 STATED SHE ENTERED HER DRIVEWAY AND PARKED HER VEHICLE INSIDE HER GARAGE. O1 EXITED HER VEHICLE AND WALKED TO THE END OF HER DRIVEWAY TO CHECK THE MAIL. O1 STATED AS SHE WAS AT THE END OF HER DRIVEWAY, SHE OBSERVED HER VEHICLE ROLLING DOWN THE DRIVEWAY STRIKING HER MAILBOX. ACCIDENT INVESTIGATING REVEALED O1 PULLED HER VEHICLE INTO THE GARAGE AND ATTEMPTED TO PUT IT IN PARK. O1 VEHICLE ROLLED DOWN THE DRIVEWAY TRAVELING WEST, STRUCK HER MAILBOX, CONTINUED TO TRAVEL WEST, STRIKE THE CURB WHERE IT THEN MOUNTED THE FRONT LAWN OF # [REDACTED]					
136 Damage To Other Property					
Oper. 137 Charge Multiple Charges		138 Summons No.		Oper. 139 Charge Multiple Charges	
141 Officer's Signature Anthony Kazoun		142 Badge No. 765		143 Referred By 758	
144 Case Status Pending Complete		145 Names & Addresses of Occupants - If Deceased, Date & Time of Death			

Case Number: 2014-008577

Date: 06/25/14

Location: [REDACTED]



To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

(800) 375-3403 Open 7 Days a Week[My Account](#) | [Contact Us](#) | [Help](#) | [View Our Network](#)**Order Number: 61143354**

Ordered on Jul 07, 2014

[Bathroom](#)[Kitchen](#)[Lighting](#)[Fans](#)[Learning Center](#)

Hello [REDACTED]

Thank you for choosing Build.com. If there's anything else we can do to help you, contact us at **(800) 375-3403** or at cs@Build.com.

Happy Home Improving,
Build.com
[Build.com Network Store](#)
Smarter Home Improvement™

Helpful Links

- [My Account](#)
- [Set Up A Return](#)
- [Help](#)

How was your shopping experience?
Write a review. We want to know!

[Submit Review »](#)

Order Information

Ordered on: Jul 07, 2014**Total:** \$339.32**Shipping Method:** Standard Delivery**Payment Method:** Credit Card**Credit Card:** XXXX-XXXX-XXXX [REDACTED]

Please Note: Your order will appear as "Build-Charge.com" on your credit card statement

Order Number**61143354**[Check Order Status](#)

Shipping To

Billing To

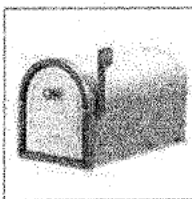
[REDACTED]
W Caldwell, NJ [REDACTED][REDACTED]
New York, NY [REDACTED]

Product Description

Unit Price

Qty

Total



Architectural Mailboxes 5504 Post Mount
Mailbox From Coronado Collection

Finish: White with Antique Nickel Trim**Options:**

1.5" Custom Side Letters - Max 16 Chars

(Optional): Twelve

Custom Side Lettering: Pewter Side

Lettering (5109)

\$194.36

1

\$194.36

1 to 2 business days

8/11/2014

Fw: Your Build.com Order #61143354

Gmail



Architectural Mailboxes 5515 Decorative In
Ground Mailbox Post for Coronado and Bellevue
Mailboxes

\$149.96

1

\$149.96

Finish: White

1 to 2 business days

Subtotal: \$344.32

Discount: (\$5.00)

Shipping & Handling: \$0.00

Grand Total: \$339.32

HELPFUL LINKS

[My Account](#)

[Help](#)

[Return Policy](#)

[Shipping Policy](#)

CONTACT US

(800) 375-3403

newsletter@Build.com

[Contact Page](#)

STAY CONNECTED

Forwarded from a friend? [Sign up for email savings here!](#)

Dont Miss A Deal: Text Your Email Address to BUILD (28453)



facebook



Twitter



Pinterest



Blog



YouTube



Google+

VISIT OUR NETWORK OF STORES



[FaucetDirect.com](#)

[HandleSets.com](#)

[FloorMall.com](#)

[LightingDirect.com](#)

[PullsDirect.com](#)

[VentingDirect.com](#)

[VentingPipe.com](#)

Copyright © 2014 Build.com, Inc., 402 Otterson Drive, Chico, CA 95928