

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA) 5 U.S.C. § 552(B)(6) 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 Date Received 02-JUL-2015		Repository ☐ Reference No. 10731836	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City GRANADA HILLS		State CA		Zip Code			
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 KMH DU4AD4AU				Make HYUNDAI		Model ELANTRA	
				Model Year 2010			
Date Purchased 11/2/11		Dealer's Name and Telephone Number Keyes Hyundai				Engine: No: Cylinders	
Original Owner ☐		Dealer's City Van Nuys		State CA		Zip Code 4	
Transmission Type		☒ Antilock Brakes		Powertrain		Incident Date(s) 18-JUN-2015	
		☒ Cruise Control		Multiple Failure:			
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 150000 SEAT BELTS, 162000 STRUCTURE: BODY, 140000 AIR BAGS						Failure Mileage 73070	
						Failure Speed 7	
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 (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)							
Crash ☒ Yes ☐ No		Fire ☐ Yes ☒ No		Number of Persons Injured 1		Number of Deaths 0	
				Reported to Police ☒			
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).							
SITTING IN TRAFFIC ON 405 FREEWAY NEAR EXIT 52 GOING SOUTH TO WORK WHEN I WAS REAR-ENDED BY A 2013 NISSAN. BACK AND FRONT OF CAR FOLDED UP, I WAS EJECTED FROM THE SEAT BELT (OPENED UP AND FLEW INTO PASSENGER SEAT) AND NOT ONE AIR BAG OPENED. I COULD NOT MOVE, MY FOOT WAS FRACTURED, STOMACH HURT, NECK, BACK AND ARMS IN PAIN. CHP ON THE SCENE. CAR THAT RAN INTO THE BACK OF ME PUSHED ME INTO A LARGE TRUCK AND PUSHED THE TRUCK INTO A CAR. 4-CAR ACCIDENT. CAR HAS BEEN TOTALED AND I AM REPORTING THE FAILURE AND DEFECT WITH THE SEAT BELTS AND AIR BAGS. <i>Hyundai contacted investigator & will not provide me the repair reports assistance in obtaining report (see below)</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.							

[REDACTED]
Granada Hills, CA [REDACTED]

September 14, 2015

U.S. Department of Transportation
1200 New Jersey Ave, SE
Washington, DC 20590

Reference # 10731836

Dear Sirs:

I am requesting your assistance in helping me obtain a copy of the report completed by the Hyundai Corporation on my 2010 Hyundai Elantra Blue which was totaled. I have enclosed a copy of the letter they mailed me. When I called the Hyundai Corporation after reading their letter, I was informed that I was not entitled to a copy of the official report (enclosed).

Please assist me in obtaining a copy of the official report from the Hyundai Corporation. I can be reached via email [REDACTED] or at [REDACTED] or at the above mailing address.

Thank you in advance.

Sincerely,
[REDACTED]
[REDACTED]
[REDACTED]

C: File



HYUNDAI
NEW THINKING.
NEW POSSIBILITIES

Hyundai Motor America
10550 Talbert Ave. P.O. Box 20850
Fountain Valley, CA 92728-0850
www.hyundaiusa.com

August 20, 2015

[REDACTED]
Granada Hills, CA [REDACTED]

RE: HMA Case Number: [REDACTED] (VIN# KMHDU4AD4AU [REDACTED])

Dear [REDACTED]

Thank you for your recent correspondence. We have thoroughly reviewed your comments and regret the circumstances you have experienced.

Our inspection confirmed that your vehicle's airbag system operated according to its design in connection with your accident. The Elantra's frontal airbags are not intended to deploy during rear impacts, such as that involved in your accident. Given the nature of the rear-impact portion of your accident, airbag deployment simply would not have been warranted.

As to the vehicle's front impact, the Elantra's frontal airbags are not intended to deploy during every impact that is generally directed against the vehicle's front end. Frontal airbags are designed to deploy when a vehicle has sustained a sufficient forward deceleration to trigger the airbag sensor. The airbag sensor reacts to extreme deceleration of the vehicle's forward movement. Here, given the nature of your accident, the frontal component to the collision simply was not sufficient to merit airbag deployment.

Our inspection also found no indication of any defects with your vehicle's seatbelts. To the contrary, in a variety of different tests, the seatbelts were found to be operating according to their design.

Thus, while we sympathize with you about the accident, we believe that the airbag and restraint systems in your vehicle performed as designed in the accident.

Should you have any other concerns that you want to discuss with us, please feel free to write or call me at 714-965-7005.

Sincerely,

George R.
National Customer Connect
Hyundai Motor America

[REDACTED]
Granada Hills, CA [REDACTED]

COPY

September 14, 2015

Hyundai Motor America
10550 Talbert Avenue
P O Box 20850
Fountain Valley, CA 92728-0850

Attn: Dave Zuchowski, CEO
Dean L. Evans, Vice President

RE: HMA case Number [REDACTED] (VIN# KMHDU4AD4AU [REDACTED])

I am contacting you because I reported a malfunction with my 2010 Hyundai Elantra Blue in June 2015. Your organization initiated an investigation and on August 20, 2015, I received a letter stating your findings which was not supported by a copy of the report, as previously requested.

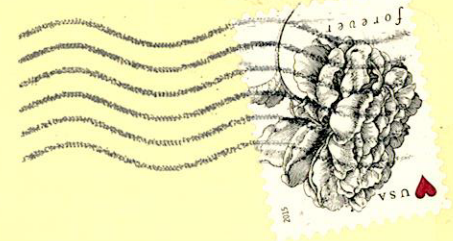
After speaking to Mr. George R., he informed me that he would not be sending me a copy of the report and the matter was closed.

Once again, I am requesting a copy of the report. I contacted both the U.S. Department of Transportation and the Federal Trade Commission and they both state that I am entitled to a copy of your investigation.

Please send me a copy of the detailed investigative findings to the above address. This matter has been going on for over 3 months and stating that you sympathize with me because your airbags and restraint system failed to operate properly is unacceptable.

1151
[REDACTED]
c: Federal Trade Commission (Reference No. [REDACTED])
U.S. Department of Transportation (Reference No. 10731836)
File

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CA 913 10 T
15 SEP 2015 PM



Granada Hills,

~~WJS 206~~
NOT
orig

U.S. Dept. of Transportation
200 New Jersey Avenue SE
Washington, DC 20590

