

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148



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

Date Received
07-AUG-2015
SEP 11 2015
Repository
Reference No.
10746991

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WILLIAMSBURG State VA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [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
KMHHN65F73U [REDACTED] Make HYUNDAI Model TIBURON Model Year 2003
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED] No: Cylinders [REDACTED]
Transmission Type Antilock Brakes Cruise Control Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 31-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 150000 SEAT BELTS, 140000 AIR BAGS Failure Mileage 79961 Failure Speed 45

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM9ABC036) [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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).

TOOK VEHICLE TO THE DEALER TO CHECK THE AIR BAG WARNING LIGHT. THEY SAID IT WAS CAUSED BY THE SEAT BELT AND WIRING THAT NEEDED TO BE REPLACED. AFTER CHECKING THE RECALL INFORMATION, THERE WAS A RECALL (056) UNDER CAMPAIGN NUMBER 02V290000. THE DEALER STATED THAT THE RECALL WAS NOT FOR MY VEHICLE WHICH WAS A 2003 HYUNDAI TIBURON. I CALLED HYUNDAI AND SPOKE WITH THEIR REP AND SHE SAID THE SAME EVEN THOUGH THE RECALL INCLUDES 2003 HYUNDAI TIBURONS. THIS FIX WILL COST ME CLOSE TO \$400.00 JUST TO PASS INSPECTION. MAKES YOU WONDER WHAT WAS DONE ON VEHICLES PRODUCED AFTER MARCH 2003, THAT WAS CLAIMED TO CORRECT THIS ISSUE, CONSIDERING SO MANY TIBURONS THAT WERE PRODUCED AFTER THIS DATE ARE HAVING THE SAME ISSUE. I CURRENTLY OWN 3 HYUNDAIS, VERY DISAPPOINTED AS THIS CAR HAS ONLY 79961 MILES.

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.

CUSTOMER #: [REDACTED]



INVOICE

7101 Richmond Road · Williamsburg, VA 23188

Direct (757) 564-4680
Fax (757) 564-4640
Main (757) 564-9700 X2200
VA Toll Free (800) 296-9700

DUPLICATE 1
PAGE 1

WILLIAMSBURG, VA [REDACTED]

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

SERVICE ADVISOR: 605 STEPHANIE R RITZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	03	HYUNDAI TIBURON	KMHHN65F73U [REDACTED]		79931/79932	TY2032
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN03 IS			15:00 07AUG15		79.90 HYP	11AUG15
01JAN03 DD						

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: DLR: [REDACTED]

07:50 07AUG15 08:58 11AUG15

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THAT THE AIR BAG LIGHT IS ON - CHECK AND ADVISE
 010099 CUSTOMER STATES THAT THE AIR BAG LIGHT IS ON - CHECK AND ADVISE
 611 SHIREY, MATTHEW J LIC#: 611
 CMHY 0.00 0.00

79932

B** RECOMMEND REPLACING DRIVERS SEAT BELT BUCKLE
CUSTOM CUSTOM

611 SHIREY, MATTHEW J LIC#: 611
CPHY

1 88830-2C501-LK BUCKLE ASSY-FR S/BELT, LH 215.39 215.39 215.39

79932 REPLACED DRIVERS SEAT BELT BUCKLE

EST: 361.06 07AUG15 09:21 SA: 605

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****

DESCRIPTION: CUSTOM RECOMMEND REPLACING SPARK PLUGS AND PLUG WIRES.
 REASON DENIED: DEC Customer declined
 PERSON CONTACTED: [REDACTED]
 COMMENTS: None
 RECOMMENDED BY: 605 RITZ DENIAL ADDED BY: 605 RITZ
 LINE ASSOCIATED: ESTIMATE: 231.81

EXPRESS LUBE NOW OPEN FROM 9AM TO 5PM ON SATURDAYS! STOP IN TO SEE US FOR YOUR NEXT OIL CHANGE.

100% Customer Satisfaction is our Guarantee!

If you are not completely satisfied, please see our Service Manager or General Manager. We Thank You for your business.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	145.67
PARTS AMOUNT	215.39
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.20
TOTAL CHARGES	371.26
LESS DISCOUNT	20.00
SALES TAX	12.92
PLEASE PAY THIS AMOUNT	364.18

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Williamsburg, Va

RICHMOND
VA 230
01 SEP '15
PM 6 L



National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington DC, 20590

20590

