

INFORMATION Redacted PURSUANT TO THE FREEDOM OF 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	14-SEP-2015 NOV 17 2015
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name		Address		E-mail Address	
City		State	Zip Code	Evening Telephone Number	
SAN FRANCISCO		CA			
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	Model Year	
KMHEU46C26A		HYUNDAI	SONATA	2006	
Date Purchased	Dealer's Name and Telephone Number		Engine: 2.3	Fuel Type:	
2007	349 Elcamino Real Enterprise Rental 650-368-9800		No: Cylinders	Unleaded	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
	Redwood city	CA	94062		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
automatic	<input checked="" type="checkbox"/> Cruise Control			01-SEP-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)			Failure Mileage	Failure Speed	
			106000	35	
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).					
<p>TL* THE CONTACT OWNS A 2006 HYUNDAI SONATA. THE CONTACT STATED THAT WHILE DRIVING AT 35 MPH, THE ENGINE WARNING LIGHT ILLUMINATED. THE CONTACT STATED THAT THE VEHICLE MADE AN ABNORMAL NOISE AND THE ENGINE STALLED. THE VEHICLE WAS TOWED to AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT METAL WAS IN THE OIL. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 106,000.</p> <p>The vehicle was repaired - PAID the charges of over \$5,000 out of pocket. The manufacturer was notified. Submitted all Paper work with receipts to manufacturer with information from mechanic. (Case # [redacted]) *copies of all scheduled oil changes.</p>					
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)

11-4-15- Please see attached letter.

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

CA 940 05 NOV '15 78 91



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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



[REDACTED]
San Francisco, CA [REDACTED]
[REDACTED]

October 1, 2015

Hyundai Motor/American Phoenix
PO Box 83835
Phoenix, AZ 85071-3835

RE: Case# [REDACTED]
2006 Hyundai Sonata, VIN: KMHEU46C26A [REDACTED]

Dear Hyundai:

We are applying for a full reimbursement of our unexpected expense for our 2006 Hyundai Sonata. We were forced to pay for a full engine replacement.

As noted on the mechanic's invoice, the engine failure was premature.

We are including all the receipts for all the oil change maintenance as long as we have owned the car. We originally purchased the car from Enterprise Rental Car in 2007 with 28,000 miles on it. Enterprise regularly changes the oil on all of its rental cars every 3000 miles.

We also have a sample of the oil at the time of failure. It shows metal fragments and indicates crankshaft and/or connecting rod failure. We can provide this sample to the oil analysis center of your choice, if necessary. However, our mechanic's report should be sufficient. You may call him any time to verify his findings. His name is "Bill". (see invoice for contact information).

We are looking forward to your speedy settlement of this case.

Thank you very much!

[REDACTED]

cc: ARFC (Case# [REDACTED], 9/14/2015)