

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (EOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		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 16-SEP-2015		Repository ☐			
Reference No. 10764250					
Daytime Telephone Number [REDACTED]		E-mail Address NONE			
Evening Telephone Number Same					
OWNER INFORMATION (Type or Print)					
Name [REDACTED]					
Address [REDACTED]					
City NORTH READING	State MA	Zip Code [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 KMHC645CX3U [REDACTED]		Make HYUNDAI	Model ACCENT	Model Year 2003	
Date Purchased 5/23/2003	Dealer's Name and Telephone Number Dube HYUNDAI [REDACTED]		Engine: No. Cylinders 4	Fuel Type: GAS	
Original Owner ☒	Dealer's City WILINGTON	State MASS	Zip Code [REDACTED]		
Transmission Type Auto	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure: Yes	Incident Date(s) 04-APR-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 020000 SUSPENSION				Failure Mileage 80000	Failure Speed 55
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: DOTM9ABC036)		☐ 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 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 2003 HYUNDAI ACCENT. WHILE DRIVING 55 MPH, THERE WAS AN ABNORMAL NOISE COMING FROM THE REAR PASSENGER SIDE OF THE VEHICLE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE LOWER CONTROL ARM FRACTURED DUE TO EXCESSIVE CORROSION. THE VEHICLE WAS REPAIRED. THE CONTACT STATED THAT THE DRIVER'S SIDE REAR LOWER CONTROL ARM FRACTURED ALSO, DUE TO EXCESSIVE CORROSION. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 80,000.					
The vehicle HAD to have Both Front + Back control arms Replace because of failure due to corrosion.					
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)

Reference Recall #02V341000 This was for the same problem only in the Front.

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

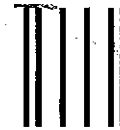
Official Business
Penalty for Private Use \$300

BOSTON

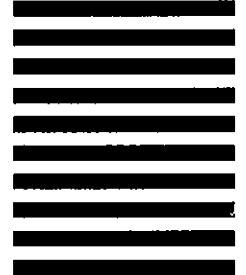
MA 021

19 NOV '15

PM 9 L



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

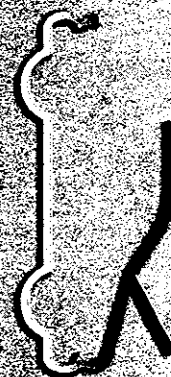
WASHINGTON, DC

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**



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

MEINEKE CAR CARE CENTER # 1408
287 MAIN STREET ROUTE 38
WILMINGTON, MA 01887
(978)657-9730

Invoice Number: [REDACTED]

Invoice Date: 4/7/15

Estimate ID: [REDACTED]

meineke

Drive a little smarter.

"Each Shop Individually Owned and Operated"

SOLD TO: [REDACTED]

NORTH READING, MA [REDACTED]

Vehicle
2003 HYUNDAI ACCENT

Odometer
76,816

Tag
[REDACTED]

Vin
KMHCG45CX3U [REDACTED]

Tech
MP1

Writer
JS1

Ad Lead
REPEAT

Quantity	Item	Description	Warranty	A/D	Unit Price	Total
Ride Control						
1.00	2703-75980	Rear Control Arm (R.R. LOWER) RR	1 Year	A	202.95	202.95
1.50	LABOR	Lower Control Arm (Front Susp.) RR		A	98.00	147.00
					Job Total:	349.95
Steering						
1.00	4WHL/ALIGN	4 WHEEL ALIGNMENT		A	139.95	139.95
					Job Total:	139.95
Ticket						
	MEMO	OTHER 3 ARMS ARE GETTING WEAK - RECOMMEND REPLACEMENT.				
					Job Total:	0.00

PLEASE FEEL FREE TO VISIT OUR
FACEBOOK PAGE AT MEINEKE WILMINGTON ON FACEBOOK
THANK YOU

All vehicles with aluminum rims must
return in 75 miles after time of service to have Meineke Car Care re torque wheels.

Customer Initial _____ Date _____

We want to thank you for your patronage. At MEINEKE, your satisfaction is very important to us.

Sales Tax 1: 13.33

PAYMENT RECEIPT

A/D Legend
A=Accepted
D=Declined

Visa

528.23

Shop Supplies:	25.00
Total Parts:	202.95
Total Labor:	286.95
Sub Total:	514.90
Sales Tax:	13.33
Total Due:	\$528.23

At Meineke we care about service, please give us your feedback by calling 866-663-9586 or visiting www.tellmeineke.com

Printed: 4/7/2015 at 2:42:15PM

CEIVED BY

X

QTY.	PART NO. AND DESCRIPTION	PRICE	
1	arm Assy	117.53	P
1	arm Assy	101.65	P
1	Belt	6.24	Q
1	nut	.75	
1	washer	.50	
1	plate	1.79	Mult

WEAVER'S AUTO & TIRE SERVICE
 21 HIGH STREET • READING, MA 01867
 PH: (781) 942-7833 • FAX: (781) 439-6451

NAME		CUSTOMER'S ORDER NO.	DATE
ADDRESS		ORDER WRITTEN BY	PROMISED
CITY, STATE, ZIP			
HOME PHONE		ODOMETER IN	
YEAR, MAKE AND MODEL		LICENSE NUMBER	ODOMETER OUT
SERIAL NUMBER	MOTOR NUMBER	TERMS	

DESCRIPTION OF WORK	AMOUNT
☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFF.	
(1) Rear Sup repair rear left control arm	117.00

(MAY BE CONTINUED ON OTHER SIDE)		TOTAL PARTS 232.46		LITERS/GALS. OF GAS @		TOTAL LABOR 147.00	
ACCESSORIES				LITERS/QTS. OF OIL @		TOTAL PARTS 232.46	
				kg/LBS. OF GREASE @		ACCESSORIES	
						GAS, OIL AND GREASE	
						SUBLET REPAIRS	
						EPA/WASTE DISPOSAL 7.00	
						TAX 19.53	
TOTAL ACCESSORIES				I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.		TOTAL THANK YOU 400.99	
		SAVE OLD PARTS? ☐ YES ☐ NO		SIGNATURE (M.C.)			