

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

(6) FOR AGENCY USE ONLY 100148

Date Received

04-JAN-2016

Repository ☐Reference No.
10817648**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City STEVENSVILLE

State MD

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

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
HYUNDAIModel
ACCENTModel Year
2009

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)
07-MAR-2015☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage
125000Failure 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

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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 2009 HYUNDAI ACCENT. THE CONTACT STATED THAT THE PASSENGER SIDE AIR BAG WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS DRIVEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE SEAT SENSOR WAS DAMAGED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT ALSO STATED THAT THE SEAT SENSOR ON THE DRIVER SIDE FAILED A FEW MONTHS AFTER. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATED FAILURE MILEAGE WAS 125,000. 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.

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: complaint
Date: Monday, February 01, 2016 1:47:01 PM
Attachments: [10817648.pdf](#)
[Vehicle safety report 1.docx](#)

Subject: FW: complaint

Questionnaire.

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, January 26, 2016 3:53 PM
To: DataQuality, DataQuality (NHTSA)
Subject: complaint

This is the information you requested related to my complaint. Your form was not fillable, but the other info is one the written portion I have attached.

Thank You,

[REDACTED]

Vehicle safety report 1/26/2016

Reference No. [REDACTED]

[REDACTED]
[REDACTED]
Stevensville, MD [REDACTED]
[REDACTED]

Annapolis Hyundai
935 West Street
Annapolis, MD 21401
(410)295-1234

These are the details related to my vehicle (VIN KMHCM36C29U [REDACTED]), a 2009 Hyundai Accent Hatchback.

I reported that around March 2015 the passenger side airbag sensor in the passenger side seat failed. This was at approximately 125,000 miles and was evidenced by the airbag light on the dash above and to the right of the radio area indicating "OFF", meaning the airbag does not sense a passenger and will not deploy in the event of accident.

I took it to my mechanic who informed me that the sensor in the seat was not working, would require a new seat, and would cost approximately \$1,000. I called Hyundai Corporate who told me that they did not have a recall on the passenger seat airbag, and told me to call the dealer. I called the dealer who stated they were unaware of any recalls for the airbags or sensors. I did not take it in as there would be a fee to diagnose what I already knew.

At approximately, 145,000 miles, a light in the middle of the speedometer area came on behind letters which spell out "airbag." I asked my mechanic to look at it again with the same result; now that the driver seat had failed to sense a driver, and consequently the airbag would not deploy. Again, this would cost \$1000 to replace.

My mechanic is Greg at:

AMJ Automotive Services
210 Old Love Point Road
Stevensville, MD
(410)643-7373

I have had 4 previous Hyundai Accents, one which I drove to 185,000 miles, all without this particular problem. I have regular maintenance performed, and have done nothing to the car to warrant the failure of the airbag sensors. I have been ready to perform any maintenance and repairs deemed necessary for my cars, but do not believe that replacing airbag sensor should have to be one of those repairs. I hope you are able to help with this. Apparently, NHTSA has received multiple complaints for multiple Hyundai Accent production years for this same problem. Please do something before someone else is injured.

[REDACTED]/when-occupant-detection-sensors-dont-make-sense