



U.S. Department of Transportation

National Highway Traffic Safety Administration

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

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	Repository <input type="checkbox"/>
01-JUL-2016	Reference No. 10882155
OCT 18 2016	
Daytime Telephone Number	E-mail Address
Evening Telephone Number	

**OWNER INFORMATION (Type or Print)**

Name			
Address			
City	State	Zip Code	
NORTH LITTLE ROCK	AR		

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 5NPET4AC5AH	Make HYUNDAI	Model SONATA	Model Year 2010
Date Purchased 5/10	Dealer's Name and Telephone Number Crain Hyundai	Engine: No: Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City North Little Rock	State AR	Zip Code 72116
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain Powertrain	Multiple Failure: Incident Date(s) 01-JUL-2014

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 162000 STRUCTURE: BODY, 162300 STRUCTURE: BODY: DOOR	Failure Mileage 90000	Failure Speed
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**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	Number of Deaths	Reported to Police N
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**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 2010 HYUNDAI SONATA. ON SEVERAL OCCASIONS, THE DOOR HANDLES FRACTURED AND SEPARATED FROM THE VEHICLE. THE DRIVER'S SIDE DOOR HANDLE WAS REPLACED. THE CONTACT ALSO STATED THAT THE OTHER DOOR HANDLES FRACTURED AND SEPARATED FROM THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER TO BE INSPECTED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 90,000.

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.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

All the door handles have separated from the vehicle. I replaced the drivers door handle but the rest are missing. I am not sure as to why the handles have all come off but after doing much research about the car & the issues, I have come to find out that its a manufacture issue with this year, make & model. I feel as though this is something the dealership and/or Hyundai should take care of this as it is a safety issue. I would like to see the handles replaced as soon as possible. <sup>ATTACH ADDITIONAL SHEETS IF NECESSARY</sup> Hyundai should have had a better quality.

LITTLE ROCK  
AR 722  
07 OCT '16  
PM 3 L



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
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U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

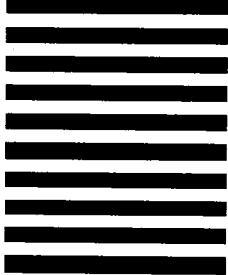
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

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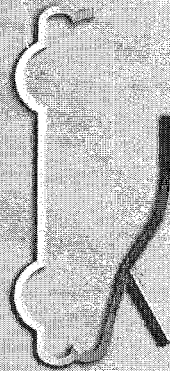
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**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100**  
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Washington, D.C. 20077-9382



**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

