



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

**DOI 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	Repository <input type="checkbox"/>
22-NOV-2017	Reference No. 11048086

Daytime Telephone Number	E-mail Address
[REDACTED]	[REDACTED]
Evening Telephone Number	
[REDACTED]	

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: OPELIKA State: AL Zip Code: [REDACTED]  
AUBURN AL

The information you provide will be used to identify potential safety issues. 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 KMHCN46C08U [REDACTED]	Make HYUNDAI	Model ACCENT	Model Year 2008
Date Purchased NOV 2009	Dealer's Name and Telephone Number HYUNDAI OF ALABAMA	Engine: No: Cylinders	Fuel Type: gas
Original Owner <input type="checkbox"/>	Dealer's City AUBURN, AL 36830	State AL	Zip Code 36830
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 22-NOV-2011

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

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 162000 STRUCTURE: BODY CONNECTORS FAIL TO HOLD SUN VISORS TO ROOF - THEY FLOP IN FRONT OF YOU	Failure Mileage 38000	Failure Speed any speed
---	--------------------------	----------------------------

**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
--	---	---------------------------	------------------	-------------------------

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 2008 HYUNDAI ACCENT. THE CONTACT STATED THAT THE SUN VISOR WAS ATTACHED BY A THIN WIRE THAT CAUSED IT TO SLIGHTLY DETACH FROM THE ROOF OF THE VEHICLE. THE SUN VISOR OBSTRUCTED THE VIEW OF THE DRIVER. THE FAILURE OCCURRED TO BOTH FRONT SUN VISORS. THE CONTACT TOOK THE VEHICLE TO HYUNDAI OF AUBURN (823 OPELIKA RD, AUBURN, AL 36830; 334-321-0777) WHO DIAGNOSED THAT THE MECHANISM THAT HELD THE SUN VISORS IN PLACE AND THE SUN VISORS THEMSELVES NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 38,000. THE DEALER ONLY WANTED TO SELL ME NEW SUN VISORS (NOT REPLACE OR REPAIR THE CONNECTORS, THAT THE MECHANIC SAID I HAVE EVERY TIME I HIT A BUMP.

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)

TO DATE - ONLY ALMOST, CLOSE CALLS

BUT TOMORROW - PEOPLE MAY BE  
KILLED IN CARS -

BECAUSE SUN VISORS MAKE  
IT IMPOSSIBLE TO SEE  
WHEN THEY FLOP.

ATTACH ADDITIONAL SHEETS IF NECESSARY



AUBURN, AL

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



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, NEF-100  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382



safercar.gov

Think your vehicle  
has a safety defect?

Parents   
don't FLOPPING SUN VISOR  
UNSAFE TO DRIVE  
If so:   
Use the enclosed <sup>WITH</sup> form to file a report.

or visit:

[www.safercar.gov](http://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

I took my JUNKY Hyundai 2008 to the Hyundai Dealership to have them, Repair and permanently Fix my sun visors that flopped in front of my eyes as I tried to <sup>Drive</sup> in traffic. THEY ARE STILL FLOPPING EVERY TIME I HIT A  $\frac{1}{2}$ " bump on the street. The girl who wrote up all the repair orders, came out, looked at my SUN VISORS, Grabbed the FLOPPING SUN VISORS, with a MIGHTY SLAM, She shoved the sun visors back into the roof of the car.

SHE went back wrote up a repair order.

The Mechanic decided to make Hyundai rich. He told me this happened when the car hit a bump in the road.

The mechanic proceeded to order ②  
Brand New Sun Visors For my CAR.

I know they would have charged me  
about \$500<sup>+</sup> to install New sun visors.

Then when I tried to drive away from  
the repair shop and hit a bump on  
their lot, my NEW SUN VISORS could  
fall down again. AND they would want to  
replace them again -

There is nothing wrong with the sun  
visors. After 10 years they look like  
new. IT'S THE EXTRA CHEAP MICKEY  
MOUSE ATTACHMENTS THAT ARE  
SUPPOSED TO SECURE THE SUN VISORS  
TO THE ROOF OF THE CAR, SO YOU CAN  
SAFELY SEE TO DRIVE WITH OUT  
SUN VISORS FLOPPING IN FRONT OF  
YOUR EYES. I POUND THEM INTO  
THE ROOF, LIKE THE GIRL DID BEFORE  
SHE WROTE UP ORDER TO FIX  
PROBLEM, BUT LIKE THE MECHANIC  
SAID, "THEY COME DOWN WHEN  
YOU HIT A BUMP"

I DROVE A 1983 FORD AVIATOR VAN  
THE SUN VISORS WORKED PERFECTLY  
AFTER 26 YEARS OF MY DRIVING IT.  
I USED A 26 YEAR OLD FORD VAN  
ASA TRADE IN FOR THE 2008  
HYUNDAI. MY FORD VAN RUN  
GREAT. MY GAS MILEAGE WAS  
AS GOOD AS THE HYUNDAI OR  
BETTER. THE HYUNDAI IS A  
LEMON THAT ABSORBS GASOLINE  
BY OSMOSIS - ONLY GOOD, IT WAS  
SMALL ENOUGH. FOR ME TO WASH &  
WAX.

I'M NOT PAYING HYUNDAI TO  
REPLACE SUN VISORS EVERYTIME,  
I HIT A BUMP ON THE STREET,  
BECAUSE THEIR CHEAP METHOD  
OF SECURING SUN VISORS TO THE  
ROOF OF CAR FAIL EVERY TIME  
I HIT A BUMP.

I'M AFRAID TO TAKE HYUNDAI  
FOR OIL CHANGE, THEY MAY PUT THE  
SUN VISORS ON MY CAR & TRY TO CHARGE

ME FOR NEW SUN VISORS + LABOR  
(WHEN I ONLY NEED (NEW SECURE  
CONNECTORS) TO SECURE THE SUN  
VISORS I HAVE TO ROOF.

If they are dishonest enough to lie to  
me & say I need new Sun Visors  
every time my car hits a bump,  
they are dishonest about everything.

The girl was familiar with the problem.  
as she was so fast to slam them  
back into the roof —

Dealer will tell you, I never come back -  
I'M NO FOOL, I DON'T REPLACE  
SUN VISORS EVERY TIME I HIT A  
BUMP ON STREET - (WHEN ALL I NEED  
IS A SOLID PERMANENT CONNECTION  
BETWEEN SUN VISORS AND ROOF  
(LIKE I HAD ON 1983 Ford 260000  
THAT I TRADED FOR 2008 HYUNDAI.  
MY [REDACTED] OLD HANDS ARE TOO  
CROOKED TO TYPE, I'M SORRY [REDACTED]