



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

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: 15-NOV-2018
Repository:
Reference No.: 11151699
FEB 01 2019

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: OLDSMAR State: FL Zip Code: [REDACTED]
Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [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: KMHD35LH8EU [REDACTED]
Make: HYUNDAI Model: ELANTRA Model Year: 2014
Date Purchased: 7.01.17 Dealer's Name and Telephone Number: New Wave Auto Sales
Original Owner: Dealer's City: Clearwater State: FL Zip Code: 33764
Engine: No. Cylinders: Fuel Type: regular
Transmission Type: Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 23-SEP-2018
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 060000 ENGINE (PWS)
Failure Mileage: 70000 Failure Speed: 40

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: I275 SB exit from I275N coming from IPA IATL airport
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: 1 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 2014 HYUNDAI ELANTRA. WHILE DRIVING 40 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT STATED THAT THE VEHICLE FISHTAILED, STRUCK A GUARDRAIL, SPUN AROUND, AND TRAVELED ACROSS SEVERAL LANES OF TRAFFIC. THE CONTACT WAS ABLE TO RESTART THE VEHICLE AFTER APPROXIMATELY 45 MINUTES. THE DRIVER SUSTAINED MINOR NECK AND BACK INJURIES, BUT NO MEDICAL ATTENTION WAS RECEIVED. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS TAKEN TO FITZGERALD'S COUNTRYSIDE HYUNDAI (27419 US HWY 19 N, CLEARWATER, FL 33761, (888) 794-1694) WHERE THE MANUFACTURER SENT A FIELD INSPECTOR TO DIAGNOSE THE CAUSE OF THE FAILURE, BUT NO FAILURE WAS FOUND. THE APPROXIMATE FAILURE MILEAGE WAS 70,000.

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.

not for tire failure report

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

To add to the description of incident: first car went sideways across the lanes before it began to fishtail. There was no breaks, no acceleration. The car was off, yet key was still in the "on" position in ignition. Car would only move in neutral or reverse, but no breaks or acceleration to get out of the right lane of an interstate exit, also on a curve. (Very dangerous!) I was also facing north in this southbound lane. I could have been hit head on.

Hyundai corporate is not acknowledging any defect or responsibility for the stall. I have recieved a second opinion from a mechanic, stating they found a code C1555, in which only a dealership of Hyundai can diagnose.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

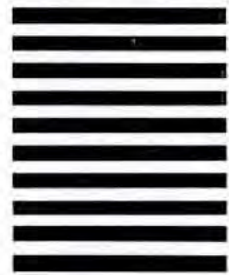
National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



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**



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

Narrative Description for Questionnaire

EVENTS LEADING TO FAILURE: I have always noticed a small fishtail on the back end of the vehicle when I went over bumps since purchase on July 1, 2017. On September 23, 2018 the car went sideways while I was on an exit of the interstate. I began to fishtail, and smashed into the guardrail. While these actions were occurring, I tried to pump the breaks and they were not there, There was so much resistance they did not work. The force from the guardrail then pushed me across two traffic lanes, facing northbound in a south bound highway exit in the right lane. I went to put the car in reverse, and learned there was no acceleration. I was able to put the car in neutral and let it roll back into the shoulder. I put it in park and that is when I realized that the car engine was off, yet the key in the ignition was still in the "on" position from when I turned the car on leaving work (with NFL Films) from the Marriot at the Tampa International Airport that day, just a few minutes before the accident.

I was very disoriented and confused on what had happened. I was shaking and my glasses flew off my face. I tried to remain calm during and after the incident. It was out of no where that the car lost control over itself, putting myself through impact, with only minor neck and back injuries. There was a gentleman that was behind me that witnessed the incident, but only stopped to make sure I was okay and left only a few minutes later.

The car was facing northbound in the shoulder of the south bound exit, with damages to one of the sides of the front bumper where it hit the guardrail. (I believe it was the left, but I have not had the car in my possession since October.

I called for roadside assistance immediately, where it took over 45 minutes for them to see if they could figure out where I was, and never sent help. They never recommended to call the police for a report, only for my safety. I was in a dangerous spot but thought that a tow would lead me to safety at any minute, but it never came. I was on the right side of an interstate exit on a curve and it started to rain. It was dangerous. It was then that another gentleman stopped to ask if I was okay, and if it was okay to try and start the car again to follow me back to my house since roadside could not find me. I took the recommendation and turned the car around, and reluctantly drove home.

WHAT HAS BEEN DONE TO FIX THE PROBLEM: The next day, September 24, 2018 I called my insurance company to make a claim. I also contacted Hyundai recall center to let them know of the incident.

I have also contacted consultation to an attorney.

My insurance company was out to inspect the physical damage, and wrote me a check for it. I want to know why the car shut off on me, but they told me they can only take the car apart to see if there were failing parts, but not the computer. I have not cashed the check nor made any repairs on the car.

HYUNDAI CORPORATE IS TAKING NO RESPONSIBILITY. Hyundai Corporate took 1.5 months to give me a vague and useless answer. On November 12, They told me accident is due to wet roads, there was no malfunction or defect found, and there is nothing else they can do. No matter who I talk to, whether at the dealership or corporate, they tell me my case is peculiar, but because the highest of authorities made the decision, there is nothing they can do. They also told me that "the scan and reading is proprietary information, and can not be shared."

This is when I brought the case to DOT and an attorney. The attorney recommended I bring it to a third party mechanic. I used his recommendation to Kevin at Affordable Car and Tow. It is there, his mechanic Jeff found code C1555. I brought this information to the attorney, and he asked that I find out what it means. I called corporate, they told me to call the dealership. the dealership asked me to bring it in for a scan, but it will cost me \$120. They are not able to tell us what the code means unless they scan it themselves. One of the service men at Hyundai Fitzgerald was very helpful (unlike the other who was very rude) to me and suggested Jeff check the cam and crank sensors. Jeff did so, found nothing wrong, but found that there was a sensor in the red (variable valve timing cylinoid). He feels that if I get an oil change and change the sensor, that the car should not stall again. However, the sensor is not general maintenance or something that should fail. Also the staff at Affordable Car and Tow has found tons of consumers who have had a similar experience of car stalling in Elantras , and Hyundai not recognizing any of it.

If the change of oil and a failed sensor does help the situation, I am still not confident to drive the car, or trade it in anywhere, for no one knows the real and solid reason for this car shutting off. If this happens again, it could be serious injuries or fatality, and am doing anything I can to bring this to light, and keep myself and my transporting community around me safe.

CONSEQUENSES: I have received points on my insurance because of this, am living with my mother because I have no transportation and it is putting me in debt because I can not commute to work in the way I need to. I may have to pay for diagnosis for the computer scans if insurance doesn't cover, as well as pay thus far 3 months of full coverage insurance for a car I can not even drive. My days have had great pressure since September 23 filling out paper work and being shut down as a consumer by the manufacturer of this vehicle. This has caused me great financial hardship and unnecessary stress for such an investment of product.

Bottom line is, I want to PROOF to WHY THE ENGINE SHUT OFF BY ITSELF resulting in NO BREAKS or ACCELERATION?!

Thank you.

** I am still without vehicle. Still making payments. I have also contacted the lender to put defterment on payments from october - December, but still paying interest. I also had a full tank of gas and new rain-ex windshield wipers. That is a lot of money lost as well for me. Almost \$100!*



September 28, 2018

[REDACTED]
Oldsmar, FL [REDACTED]

Re: 2014 & Elantra GT - Hyundai Case Number [REDACTED]

Dear [REDACTED]

We thank you again for contacting Hyundai Motor America. We are sorry to hear of the circumstances which prompted you to reach out to us.

As discussed, I have attached the Document Request Packet and the Authorization Request form. It's important to return all the documents requested as soon as possible to my attention, preferably by email Hyundainationalcustomer@hmasusa.com or fax (714) 965-5031.

You can always reach me directly by calling (714) 965-7087. My hours of operation are 6:00 a.m. to 3:00 p.m., Pacific Time, Monday through Friday. When calling, please reference your case number.

Sincerely,

Christina S.
Specialist, National Customer Connect
Hyundai Motor America



September 28, 2018

[REDACTED]
Oldsmar, FL [REDACTED]

Case Number: [REDACTED]

Dear [REDACTED]

This notice is sent to you in response to your recent inquiry. To assist us in our investigation, please send the following information or documents listed below:

- A. Color photographs of the damage to your Hyundai, including the front end, side and rear, engine compartment, front and rear interior, Vehicle Identification Number (VIN) plate, located on the top left side of the dashboard.
- B. Documentation reflecting payments made to you by your insurance company.
- C. An itemized list of what you are seeking. Attach any supporting documents you may have in your possession.
- D. A description of the Hyundai vehicle, including VIN, mileage and a copy of the current registration. (If you have not done so already, please ensure to preserve the vehicle in its current condition for possible inspection.)
- E. All reports indicating the cause of the incident.
- F. The date, location and details of the incident, including the usage of the vehicle prior to the incident.
- G. Purchase Agreement/Bill of Sale/
- H. Repair/maintenance invoices in your possession.
- I. Signed Owner Authorization Request.
- J. The Hyundai file number assigned to your case.
- K. Current daytime telephone number.

Providing this information will expedite our investigation and ensure a prompt response to your inquiry. Providing authorization alone will not be sufficient. We need all relevant information and documentation in your possession as request above. We will contact you once the documents have been received and reviewed. Please be advised that any documents and/or photographs you provide will be disposed of within thirty (30) days of our receipt of them. Thus, we recommend you provide copies rather than originals.

If we do not receive all the information/documentation requested within 30 days from the date of this letter, we will presume that you no longer wish to have Hyundai review your matter.

Please direct all correspondence to:

Sincerely,

Hyundai, National Consumer Affairs

Mailing Address:
Hyundai Motor America
10550 Talbert Ave.
P.O. BOX 20850
Fountain Valley, CA 92728-0850
Attn: Christina S.

AUTHORIZATION REQUEST
HYUNDAI MOTOR AMERICA HAS BEEN ASKED TO INSPECT THE FOLLOWING:

Customer: _____
VIN#: KMHD35LH8EU _____
Model: Elantra GT
Year: 2014
HMA File #: _____
Vehicle
Location: 508 Limetree Dr., Oldsmar, FL. 34677

Please authorize a representative from Hyundai Motor America to perform the necessary interior/exterior inspection of the vehicle and retrieval of any electronically-stored data (if applicable). Thank you in advance for your cooperation.

Present Owner/Lessor/Lessee/Representative Attorney:

I _____ authorize and consent the inspection of
the _____
[Printed Name]

following vehicle, (VIN) KMHD35LH8EU _____ including the retrieval of any
[Vehicle Identification Number]

electronically-stored data in the vehicle (if applicable). I understand this data may include imaging data from the Vehicle's Event Data Record (EDR) and/or information about the movement and operation of the above vehicle, including parameters such as vehicle speed, braking, and steering, and the use of the front seat belts, as well as diagnostic information and information about the deployment of the airbags and seat belt pretensioners. I acknowledge and agree voluntarily to waive any privacy rights to the information or data imaged from the subject vehicle's EDR or other computer memory.

Name (please print): _____

Status (i.e., Owner, Lessor, Lessee, Representative Attorney, etc.): _____ Owner

Signature: _____ Date: 09.29.2018

Additional owners/lessees, please sign below (required in Arkansas and Oregon):

Signature of additional owner/lessees: _____ N/A

Print Name and Date: _____ N/A

A. See attachment for photos of damage

B. No payments made to me by insurance as of this day 9/29/2018

C. What I am seeking:

1. To be in a safe vehicle. Full inspection for safety. Full repairs or replacement of vehicle if applicable.

2. To be sure this is investigated to be sure this does not happen to other consumers.

3. My insurance does not go up for the claim and PIP opened for this default.

4. Medical bills for neck and back injuries covered.

5. Any out of pocket costs for rental car reimbursed

D. Description of Vehicle: 2014 Hyundai Elantra GT, Grey 1. Front Bumper Damage

2. Loss of power steering 3. Loss of breaks 4. car turned off

VIN KMHD35LH8EU [REDACTED] MILAGE: 71710

E. No reports made. Insurance company closed on Sunday. Did call roadside assistance. No police report. Made claim on Monday 9/24/2018. Claim paperwork attached.

F. LOCATION: 275 Southbound exit coming off of 275 N, commute from work training NFL Films at Marriot airport. Once on exit, car slid 90 degrees, as if someone pulled the ebreak. At this time, I tried pumping breaks, they were not working. The power steering was not there. I fishtailed a couple times, as the vehicle was in a fishtail at a 90 degree angle, I hit the left guardrail. This force pushed me across the two lanes to the right side of the road where I was in the right lane and able to drift back to the shoulder, where the vehicle was facing

northbound in the southbound exit. The car key was in the "on" position, yet the vehicle was not on. I then turned the key to the "off" position. I called the insurance company right away, they were closed. I then called their roadside assistance provider on the card. They had me on the phone for over 40 minutes, still with no tow. At this point, I was able

to turn the car on and drive home. I have not used the vehicle since. I am not comfortable putting myself or my [REDACTED] year old in this vehicle.

G. Bill of Sale Attached H. No repair/maintenance invoice as of this date
9/29/2018

I. I [REDACTED] am authorizing this request. J. Hyundai Case number
[REDACTED]

[REDACTED] Current Daytime telephone (cell) number [REDACTED]



letter to Attorney

Hello,

I have recently come to visit for a free consultation for the accident my 2014 Hyundai Elantra GT has caused in mid November.

To recap, my first consultation was explaining the accident:

On September 23, 2018 the car went sideways while I was on an exit of the interstate. I began to fishtail, and smashed into the guardrail. While these actions were occurring, I tried to pump the breaks and they were not there, There was so much resistance they did not work. The force from the guardrail then pushed me across two traffic lanes, facing northbound in a south bound highway exit in the right lane. I went to put the car in reverse, and learned there was no acceleration. I was able to put the car in neutral and let it roll back into the shoulder. I put it in park and that is when I realized that the car engine was off, yet the key in the ignition was still in the "on" position from when I turned the car on leaving work (with NFL Films) from the Marriot at the Tampa International Airport that day, just a few minutes before the accident.

I was very disoriented and confused on what had happened. I was shaking and my glasses flew off my face. I tried to remain calm during and after the incident. It was out of no where that the car lost control over itself, putting myself through impact, with only minor neck and back injuries. There was a gentleman that was behind me that witnessed the incident, but only stopped to make sure I was okay and left only a few minutes later.

The car was facing northbound in the shoulder of the south bound exit, with damages to one of the sides of the front bumper where it hit the guardrail. (I believe it was the left, but I have not had the car in my possession since October.

I called for roadside assistance immediately, where it took over 45 minutes for them to see if they could figure out where I was, and never sent help. They never recommended to call the police for a report, only for my safety. I was in a dangerous spot but thought that a tow would lead me to safety at any minute, but it never came. I was on the right side of an interstate exit on a curve and it started to rain. It was dangerous. It was then that another gentleman stopped to ask if I was okay, and if it was okay to try and start the car again to follow me back to my house since roadside could not find me. I took the recommendation and turned the car around, and reluctantly drove home.

The next day, September 24, 2018 I called my insurance company to make a claim. I also contacted Hyundai recall center to let them know of the incident.

I have also contacted the DOT Safety Hotline and received a form to report Vehicle Safety Defects.

My insurance company was out to inspect the physical damage, and wrote me a check for it. I want to know why the car shut off on me, but they told me they can only take the car apart to see if there were failing parts, but not the computer.

Hyundai Corporate took 1.5 months to give me a vague and useless answer. On November 12, They told me accident is due to wet roads, there was no malfunction or defect found, and there is nothing else they can do. No matter who I talk to, whether at the dealership or corporate, they tell me my case is peculiar, but because the highest of authorities made the decision, there is nothing they can do. They also told me that "the scan and reading is proprietary information, and can not be shared."

This is when I brought the case to you. When you recommended I bring it to a third party mechanic. I used Gino's recommendation to Kevin at Affordable Car and Tow. It is there, his mechanic Jeff found code C1555. I brought this information to you, and you asked that I find out what it means. I called corporate, they told me to call the dealership. the dealership asked me to bring it in for a scan, but it will cost me \$120. They are not able to tell us what the code means unless they scan it themselves. One of the service men at Hyundai Fitzgerald was very helpful (unlike the other who was very rude) to me and suggested Jeff check the cam and crank sensors. Jeff did so, found nothing wrong, but found that there was a sensor in the red (variable valve timing cylinoid). He feels that if I get an oil change and change the sensor, that the car should not stall again. However, the sensor is not general maintenance or something that should fail. Also the staff at Affordable Car and Tow has found tons of consumers who have had a similar experience of car stalling in Elantras, and Hyundai not recognizing any of it.

If the change of oil and a failed sensor does help the situation, I am still not confident to drive the car, or trade it in anywhere, for no one knows the real and solid reason for this car shutting off. If this happens again, it could be serious injuries or fatality, and am doing anything I can to bring this to light, and keep myself and my transporting community around me safe.

I have received points on my insurance because of this, am living with my mother because I have no transportation and it is putting me in the poorhouse because I can not commute to work in the way I need to. I have had to pay for diagnosis for the computer scans, as well as full coverage insurance for a car I can not even drive. My days have had great pressure since September 23 filling out paper work and being shut down as a consumer by the manufacturer of this vehicle. This has caused me great financial hardship and unnecessary stress for such an investment of product.

Should I be paying for this sensor to be replaced to see if it *maybe* helps? Why is a third party mechanic finding failing computer sensors, and the manufacturer is not? Why should I even consider getting back in this car without a solid answer on why the engine shut off on itself? Why is there no urgency on the manufacturers end? I do not want to pay for this car, and I do not believe anyone should, nor should it be on the road. Is there a way to my justice as a consumer for this deadly product? Or do I need to put myself in thousands of debt by

trading it in and be at risk for another innocent consumer as well as sharing the roads with my loved ones anyway?

I want an answer to why this vehicle shut off and put me in great danger. If it can not be explained, I do not want to pay for a potentially dangerous product.

Thank you.

[REDACTED]

letter of determination



November 12, 2018

[REDACTED]
Oldsmar, FL [REDACTED]

RE: HMA Case Number: [REDACTED] (VIN# KMHD35LH8EU [REDACTED])

Dear [REDACTED]

Thank you for your recent correspondence. We have thoroughly reviewed your comments and regret the circumstances you have experienced.

We have reviewed the materials provided and inspected your Hyundai Elantra. In the course of our inspection, the systems relating to your claim were thoroughly inspected and tested. We were unable to find any malfunctions or defects related to the original manufacture or design of the vehicle that could have caused this accident. Road conditions may have been a factor.

Thus, from the information available to us, while we sympathize with you about the accident, we cannot agree that the accident involved a product defect and are declining any financial assistance.

Please further understand that to the extent you intend to pursue this matter further, this letter will advise you of your duty to maintain the vehicle and its systems in their current condition for possible future examination and that any alteration to the vehicle could result in claims for spoliation of evidence.

Should you have any other concerns that you want to discuss with us, please feel free to write or call me at 714-965-7087.

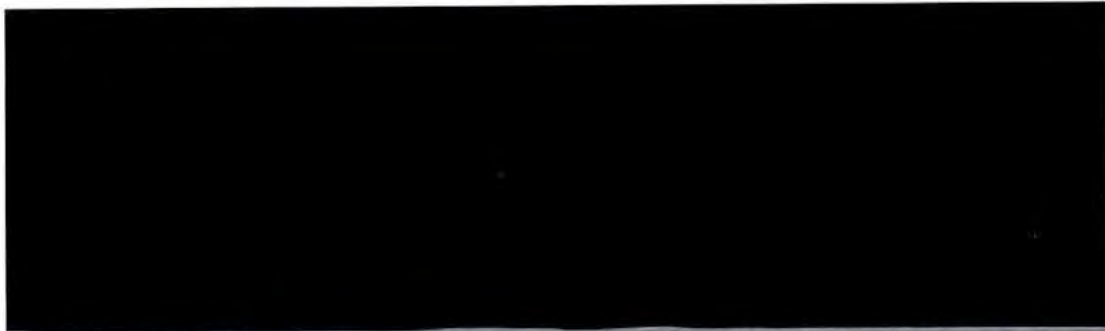
Sincerely,

Christina S.

Christina S.
Specialist, National Consumer Affairs
Hyundai Motor America

Statement to insurance

12/14/2018



DRIVER'S STATEMENT
YOUR VEHICLE

DRIVER'S NAME: MACKINON, AYLA POLICY NUMBER: 82891392-01-8000

YEAR MAKE MODEL: 2014 Hyundai Elentra GT FL FL KLH135LH8EUL

REGISTRATION STATE: FL ADDRESS: Altamonte, FL

DRIVER'S OCCUPATION: N/A DRIVER'S RELATIONSHIP TO INSURED: Free lance

DRIVER'S ADDRESS: myself PHONE NUMBER: [REDACTED]

DRIVER'S AGE: 30 LICENSE NUMBER: [REDACTED]

ARE YOU MAKING A CLAIM FOR PROPERTY DAMAGE UNDER ANY OTHER POLICY?
power breaks, power steering lost YES OR NO COMPANY POLICY NUMBER
car shift off, front bumper damage called Hyundai to investigate ESTIMATE

WHERE CAN VEHICLE BE SEEN? owners address WHAT WAS THE VEHICLE BEING USED FOR AT THE TIME OF THE ACCIDENT? commuting home from work

OTHER VEHICLES N/A

DRIVER'S NAME ADDRESS PHONE NUMBER

VEHICLE YEAR MAKE MODEL COLOR PLATE NUMBER SERIAL NUMBER

OWNER'S NAME ADDRESS PHONE NUMBER

POLICY COMPANY POLICY NUMBER

DRIVER'S NAME ADDRESS PHONE NUMBER

VEHICLE YEAR MAKE MODEL COLOR PLATE NUMBER SERIAL NUMBER

DRIVER'S NAME ADDRESS PHONE NUMBER

POLICY COMPANY POLICY NUMBER

DETAILS

DATE OF ACCIDENT: 9/23/18 TIME OF DAY: 6:30 pm WEATHER CONDITIONS: 1 hour after rain, rain after accident

LOCATION OF ACCIDENT: Exit 275 S from 275 N coming from Tampa Int'l Airport

VEHICLE #1: 40 mph DAMAGE TO VEHICLE #1: no breaks, power steering, car shift off, front bumper

VEHICLE #2: N/A DAMAGE TO VEHICLE #2: Vehicle #1, no vehicle #2

VEHICLE #3: N/A DAMAGE TO VEHICLE #3: no info provided

WHICH VEHICLE WAS TOWED AWAY? none LIST ANY WITNESSES, PLEASE PROVIDE ADDRESS AND PHONE



CLAIM NUMBER 82891352-01-6000

INSURE POLICE CONTACTED: no WRECK PERSONS: _____ REPORT NUMBER: _____ NO. DAMAGE REPORT: _____

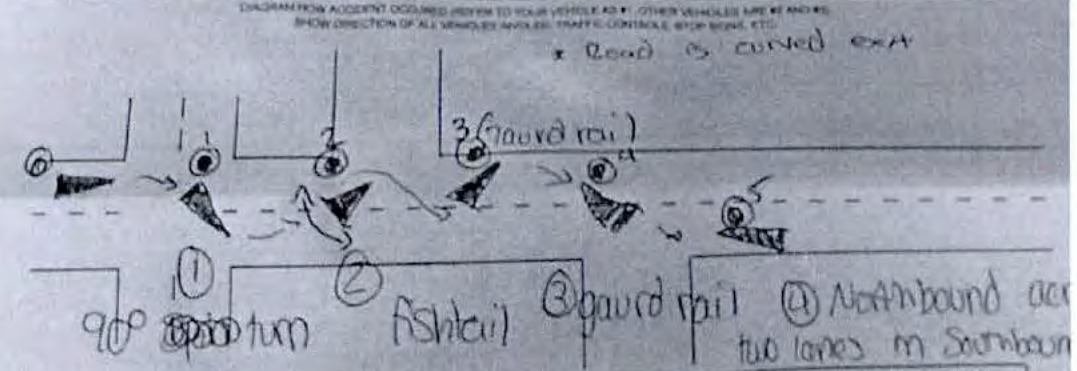
NATURE OF DAMAGE: _____ EXPLAIN ANY UNUSUAL LAWS NOW RELATED: _____
LOSS PERCENTAGE (HOW MUCH PAID): 25% 50% 75% 100% 25% 50% 75% 100% 25% 50% 75% 100%
LOSS TYPE: _____ OTHER: _____

YES, MINOR NECK & BACK PAIN
IF YES, PLEASE CHECK THE TYPE OF INJURY AND THE NAMES OF ANY INJURED PEOPLE

YES
THE NAMES OF ALL INJURED PEOPLE WILL BE PRINTED (IF APPLICABLE)

myself
THE NAME(S) OF ALL OCCUPANTS IN YOUR VEHICLE

ACCIDENT OCCURRED AFTER DETAIL REFER TO YOUR VEHICLE AND OTHER VEHICLES ARE AT RISK !!!
IF ADDITIONAL PAPER IS NECESSARY, PLEASE USE SEPARATE SHEET
while driving, car slid 90°, as if someone pulled e-brake, the
brakes did not work, power steering did not work, car shut off/
as if it stalled. fishtailed until front bumper hit guardrail.
Pushed vehicle across 2 lanes of traffic, let drift back to shoulder



"ANY PERSON WHO KNOWINGLY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE OR MISLEADING INFORMATION IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES"

DRIVER SIGNATURE: _____ DATE: 9/29/2018

⑤ drifted in shoulder, facing north in a Southbound exit

Claim # [REDACTED]

Car ended up in shoulder of Southbound exit facing North. Put car in park, turned key "off position" (car was not actually on when in the "on position") 45 minutes after ~~in~~ the event, I turned on and drove home. I have not drove the vehicle since.

Prove on issue care

* I was on the phone with roadside assistance for 40 minutes, and rep was still not able to send a truck to my location.

I was in a very unsafe location and I feel roadside failed to meet standards. over 40 minutes in unsafe location with no signs of an assigned tow truck?