

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 02-FEB-2021	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: CINCINNATI State: OH Zip Code: [REDACTED]				Repository ☐	
				Reference No. 11394270	
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).				Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]	
				Evening Telephone Number: [REDACTED]	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side SNPD84LF9KH4 [REDACTED]		Make HYUNDAI		Model ELANTRA	
Model Year 2019		Engine: No: Cylinders		Fuel Type:	
Date Purchased 02/2019		Dealer's Name and Telephone Number SUPERIOR HYUNDAI SOUTH		Original Owner ☒	
Dealer's City CINCINNATI		State OH		Zip Code 45232	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure: Incident Date(s) 01-AUG-2020	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 130000 VISIBILITY/WIPER (PWS), 121000 EXTERIOR LIGHTING: HEADLIGHTS				Failure Mileage 70000	
				Failure 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 2019 HYUNDAI ELANTRA. THE CONTACT STATED WHILE DRIVING AT NIGHT, THE ILLUMINATION FROM THE HEADLIGHTS WERE INADEQUATE TO PROPERLY LIGHT THE ROADWAY. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER SUPERIOR HYUNDAI SOUTH (238 W MITCHELL AVE, CINCINNATI, OH 45232, (513)598-8700) WHERE IT WAS DIAGNOSED WITH NEEDING THE HEADLIGHT ASSEMBLIES TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER HAD BEEN INFORMED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 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.					

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

THE HIGH BEAMS DON'T WORK. IT WAS FIXED OUT
WHEN I HAD 70,000 MILES ON VEHICLE BUT LOOKED BACK
THEY WERE NOT WORKING WELL BEFORE THAT.

THE DEALERSHIP SERVICE DEPT. SAID JUST THE PARTS TO
REPAIR WERE \$1,167 SEE ENCLOSED SERVICE REPORT.

ATTACH ADDITIONAL SHEETS IF NECESSARY

CINCINNATI OH 452

11 MAY 2021PM 6 L

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**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

SUPERIOR HYUNDAI SOUTH

238 W. MITCHELL AVE. • CINCINNATI, OHIO 45232
(513) 598-8700

CAS- [REDACTED]

THE SELLER, SUPERIOR HYUNDAI SOUTH HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND SUPERIOR HYUNDAI SOUTH NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE OR PART(S) AND SERVICE.

DATE ENTERED 07 OCT 20	YOUR ORDER NO.	DATE SHIPPED 07 OCT 20	INVOICE DATE	INVOICE NUMBER
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ACCOUNT NO. [REDACTED]

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CINCINNATI, OH [REDACTED]

***** R O P A R T S Q U O T E - DO NOT PAY *****

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SHIP VIA		SLSM.		B/L NO.		TERMS		F.O.B.		
								CINCINNATI, OH		
ORD.	SHIP	P.O.	PART NUMBER		DESCRIPTION	LIST	NET	AMOUNT		
			RO Quote for Service Repair Order: [REDACTED]							
			Service Advisor: 4469 Vehicle: KH [REDACTED]							
			Part(s) quoted on Line A CUST STATES HIGH BEAMS INOP							
0	0	0	18649-55009-S	171	BULB	42.95	0.00	0.00	ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE WITHIN 10 DAYS OF PURCHASE & WILL BE SUBJECT TO 15% HANDLING CHARGE. ALL RETURNS MUST BE IN ORIGINAL UNDAMAGED CONTAINER. NO RETURN ON SPECIAL ORDER PARTS OR ELECTRICAL PARTS.	
			Part number 18649-55009-S replaces H11							
0	0	0	18647-65009-S	171	BULB	22.73	0.00	0.00		
1	1	0	92101-F3500	202	LAMP ASSY	583.54	583.54	583.54		
1	1	0	92102-F3500	202	LAMP ASSY	583.54	583.54	583.54		
Parts quoted on RO# [REDACTED]										
**** R O P A R T S Q U O T E - DO NOT PAY ****										
WE APPRECIATE YOUR BUSINESS SUPERIOR HYUNDAI SOUTH PARTS TEAM GARY, MATT AND BILLY						MISC SUPPLIES				
						PARTS	1,167.08			
						SUBLET				
						FREIGHT	0.00			
						SALES TAX	0.00			
						TOTAL				

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