

 DOT 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 22-MAY-2023 JUL 06 2023	Repository ☐ Reference No. 11523196
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Residence Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City Whittier	State CA	ZIP Code [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 KMHDL4A02AL [REDACTED]		MAKE HYUNDAI	Model ELANTRA
Date Purchased	Dealer's Name and Telephone Number		Model Year 2010
Original Owner ☐	Dealer's City Sanford	STATE FL	ZIP Code 32771
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure	Incident Date(s) 06-MAY-2023
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Components Codes: 140000 AIR BAGS		Failure Mileage 135000.0	Failure Speed 45
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: DOT M1 SABC036)	☐ Original Requirement ☐ Prior Repair	Failure Location(s)	
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 Systems		
Child Seat Component Code:	Failed Part:		
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)			
Crash ☒ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 2	Number of Deaths 0
Reported to Police Y			
Narrative Description of Incident(s), Crash(es), 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). The contact owned a 2010 Hyundai Elantra. The contact stated that while his wife was driving downhill in the rain at 45 MPH, she failed to apply the brakes and crashed into a vehicle. The impact of the crash caused a three-vehicle pile up. The air bags did not deploy upon impact. Due to the failure, his wife hit her right arm and chest on the steering column. The authorities arrived at the scene and rendered aid by the EMT. The driver of the vehicle that his wife crashed into sustained neck injuries. The contact later took his wife to a hospital where she was treated for bruising to her right arm and chest. A police report was filed [REDACTED] . The vehicle was towed to an independent tow yard where it remained in their possession. The manufacturer nor the dealer were notified of the failure. The vehicle was deemed a total loss. The failure mileage was approximately 135,000.			
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.			



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



WHITTIER POLICE DEPARTMENT
13200 PENN ST.
WHITTIER, CA 90602
(562) 567-9200

[REDACTED]
Classification of Incident

TRAFFIC COLLISION

05-04-23

File Number

Date of Report

[REDACTED]
TO GIVE OR RECEIVE ADDITIONAL INFORMATION CONCERNING
THIS INCIDENT CALL: (562) 567-9200

☐ TRAFFIC DETAIL

☐

☐ DETECTIVE BUREAU

☐

☐ RECORDS BUREAU

☐

☐ COURT OFFICER

☐

☐ _____

IF MISSING PERSON RETURNS, or you learn his/her WHEREABOUTS, please
notify THIS DEPARTMENT.

RECOVERY OF PROPERTY: Promptly report recovery of property if the recovery
was not made by this department. Notification concerning recovered property (ex-
cept vehicles), or missing persons may be made by telephone.

As a VICTIM in a criminal case, you are entitled to certain rights as outlined under
Article 1.28(b) of the California Constitution. You can view these rights on our
website at: www.whittierpolice.org or pick up
a victim's rights pamphlet at our front counter. Victims of Crime Resource Center:
1-800-VICTIMS or 1-800-842-8467

RETAIN THIS FOR REFERENCE

6/22/23 - brakes failed in wet weather to
stop the car and then upon impact
none of the air bags deployed.
This resulted in substantial bruising
to my wife's chest and right arm.

[REDACTED]

[REDACTED]