



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

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Date Received

10/15/03

Od or

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Reference No.

8020796

Work Number

Home Number

OWNER INFORMATION (Type or Print)

PORTLAND

OR

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of a signature, I NOT provide your name and address to the vehicle manufacturer.

YES

NO

Signature of Owner

Date 6/30/03

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
KMHNDN45D714085575	HYUNDAI	ELANTRA	2001	24,000
Purchase Date 6-30-01	Dealer's Name Thomason Hyundai Gladstone		Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☒ Gas Fuel Injection
☒ New ☐ Used	City Portland	State OR	No Cylinders	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☒ 2-Door ☐ 4-Door ☐ Station wagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12110000	Part Name(s) INTERIOR SYSTEMS: PASSIVE RESTRAINT-AIR BAG	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 3	Date(s) of Failure(s) 6-30-03 Mileage at Failure(s) 15000 - 24,000 Vehicle Speed at Failure(s)	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AIR BAG LIGHT CONTINUOUSLY ILLUMINATES EVEN AFTER (3) ATTEMPTS BY THE DEALERSHIP. THE ACTUAL CAUSE HAS NOT BEEN IDENTIFIED AND THE REPRESENTATIVE OF HYUNDAI HAS ALSO DISCUSSED THE PROBLEM WITH THE OWNER, STILL NOT CHANGE IN CONDITION. PLEASE DESCRIBE DETAILS. MR. [Name] This car is not safe for me to drive at all. And Thomason Hyundai do not care about people safety (But I care)

CONTINUE ON BACK IF NEEDED

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.

6-30-03

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

This is the fourth time I had to take the car back in about the air-bag light. I feel this car is unsafe for me and my daughter. I have had trouble with this brand new car every since I have purchase it. I don't want the car. What would happen if I got into an accident and the air bag don't work I am so stressed out everytime I get in the car. The service manager Kurt said that the car was fixed. And I am having trouble. Car pulling, brake

ATTACH ADDITIONAL SHEETS IF NECESSARY

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of Transportation

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400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.safercar.gov>

no good. I went a number of times for the brakes. They told me I need new tires and I bought the car 2001. I should not be having trouble with any of my problems that I have wrote about.

The salesman John Hill told me all ~~it~~ had to do was keep the oil changed. And I have kept my end of the bargain. I stress again that I have a 3 year old daughter. And I have to take her back and forward to the doctor and school. I am scared for our safety. Please Help Me.

Thomason Hyundai of
Gladstone. Don't care
about my safety or
our lives. All they
want to do is sell you
a car and throw you
to the curb.

Thank - You

Portland Oregon