

U.S. Department
of TransportationNational 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 241

Date Received

22-MAY-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

862319

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
KMHVF24NOWU465221	HYUNDAI	ACCENT	1998	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000 05150000 12430000	Par. Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC ENGINE:OTHER PARTS INTERIOR SYSTEMS:INSTRUMENT PANEL:SPEEDOMETER:ODOMETER	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) _____ 15-NOV-1998 Mileage at Failure(s) _____ 20000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

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


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 Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ENGINE CONTROL MOTOR MELTED, CAUSING VEHICLE TO SHIFT INTO NEUTRAL WHILE DRIVING. DEALER NOTIFIED, AND REPLACED ODOMETER. SIX MONTHS LATER, TRANSMISSION/COMPUTER MODULE MALFUNCTIONED. ; DEALER NOTIFIED, AND REPLACED COMPUTER MODULE. CURRENTLY, CRANK ANGLE SENSOR MALFUNCTIONED, CAUSING STALLING / NO START AT ALL, AND ENGINE MISSING WHILE DRIVING. DEALER NOTIFIED. AK

CONTINUED ON BACK PLEASE

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.

 <p>DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p>FOR AGENCY USE ONLY 241</p> <p>Date Received: JUL -3 AM 10:20 22-MAY-2000 OFFICE DEFECTS INVESTIGATION</p> <p>Reference No. 862319</p> <p>Work Order No. [REDACTED] Home Number [REDACTED]</p>
<p>OWNER INFORMATION (Type or Print)</p> <p>[REDACTED] 610470</p>		

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION				
Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small> KMHVF24NOWU465221	Vehicle Make HYUNDAI	Vehicle Model ACCENT	Vehicle Year 1998	Current Odometer Reading

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 07300000 05150000 12430000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC ENGINE:OTHER PARTS INTERIOR SYSTEMS:INSTRUMENT PANEL:SPEEDOMETER:ODOM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement

No of Failures	Date(s) of Failure(s) 15-NOV-1998	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previous/y Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 20000		
	Vehicle Speed at Failure(s) _____		

APPLICATION INCIDENT INFORMATION					
<small>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)</small>					
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 Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ENGINE CONTROL MOTOR MELTED, CAUSING VEHICLE TO SHIFT INTO NEUTRAL WHILE DRIVING. DEALER NOTIFIED, AND REPLACED ODOMETER. SIX MONTHS LATER, TRANSMISSION/COMPUTER MODULE MALFUNCTIONED. ; DEALER NOTIFIED, AND REPLACED COMPUTER MODULE. CURRENTLY, CRANK ANGLE SENSOR MALFUNCTIONED, CAUSING STALLING / NO START AT ALL, AND ENGINE MISSING WHILE DRIVING. DEALER NOTIFIED.*AK

Also on 6-2-00 the vehicle (on the freeway) would not switch to higher gear @ 60 mph. Had to drive freeway @ 60 mph w/ RPM gage @ 4500

SEE ATTACHED

CONTINUE ON BACK IF NEEDED

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To whom it may concern:

I have repeatedly asked Hyundai Motor America (HMA) (reference #522228) to get this vehicle (Id. # kmhv24n0wu465221) off the road because it's a death trap.

I was told the following by an HMA representative: "Unfortunately we can't do either ... we provide a warranty and we'll continue to fix it."

This a safety issue with this car. It literally "stops" or "sputters" while driving on the freeway or streets and it's only a matter of time before she's hit by an oncoming vehicle.

The problems began within 90 days of having the vehicle and first major repair was done in August 1998, after seven months of ownership.

First, the vehicle sounded like a lawn mower and was taken in for inspection on August, 1998. The speedometer was replaced and the vehicle miles returned to "0" (it was taken in with 6,900 miles).

There were other visits to the dealer during the year, however, no problems were found and repair orders were not issued.

In October 1999, the car was taken in because it would sputter while driving at high speeds and would sound like it was in "drive" but behaved as though in "neutral," also, the "engine light" would come on. That's when the dealership (Drew Hyundai, La Mesa CA) replaced the "engine control module" and said "it was a valid problem." There was also a loud squeaking noise while driving at low speeds. The dealership determined that the front brake pads/rotors needed to be replaced. I spoke several times with the dealership to explain that I believed that the rotors should be paid by HMA because the excessive wear was due to having to use the "emergency" brake to stop the vehicle. When the car sounded like it went into "neutral" (while driving) Sabrina would panic, pull to the side of the road and use the emergency brake to slow the vehicle down. The mentality behind using the "emergency" brake was a reflexive action because the accelerator wasn't proving effective, since the vehicle "sounded" like it shifted into neutral by itself she went for the emergency brake on "several" occasions to stop the car. That was declined and Sabrina paid the \$286 and purchased four new tires.

Between Nov. 1999 and April 2000 the "transmission chip" was replaced by Poway Hyundai. At that time I was told that this "software" glitch was what caused the "funny" driving. I contacted HMA to take the vehicle back but was declined and a rental was provided at no cost.

The car continued with erratic "engine" issues. On May 22, 2000 the vehicle was taken to Poway Hyundai and a problem was found with the "crank angle sensor." This is an electronic sensor by the crank shaft and can cause the car to stall, miss (while driving) or not start at all. The vehicle was in the shop for days....a rental was provided at no cost.

On June 5, 2000, Sabrina went back to Poway's Service Department because the car had a lack of power and wouldn't accelerate. The rpm's would go up but it wouldn't go any faster. No problem was detected.

Upon leaving the dealership, Sabrina became stranded on the road and called the dealership to say the problem had occurred. The dealer told her to turn around and bring the car back. She told them she couldn't because the "accelerator" was stuck to the floor board with the "rpm's" showing 4500 but the vehicle wasn't going anywhere. They came and picked up the vehicle and again provided a rental.

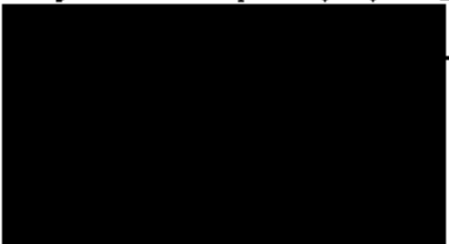
The dealer explained that the censor (that tells the tires how fast to go or to switch gears) wasn't working. Therefore, the tires wouldn't receive a reading and it would cause the engine to "not" shift. They are replacing the 2000 Hyundai's because they have the same problem. Again, I called HMA and ask them to take the car back. I was informed that this vehicle's repair history is being reviewed at the regional level.

During this same visit, an exhaust leak was detected and the dealer replaced the "exhaust manifold." The vehicle was in the shop for eight days and a rental was provided.

A side note, the dealership's service department has been very communicative with fixing these problems and have been pleasant to work with. I requested a copy of the complaints from HMA of the calls placed to their office but was informed that this information was only for internal use.

I believe it's a matter of time before there is another problem with this car...or before my daughter is "killed" while driving it.

I'm sending this letter to your agency because I want you to be aware of the problem with this 1998 Hyundai Accent. I truly believe this is a "product design flaw" and other vehicle owners are probably experiencing the same (or similar) problems. I don't want to see anyone killed, especially my daughter.



HMA's [REDACTED]
Poway Hyundai's # 858-486-6900, Mike Warner service manager