

 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) DOT Auto Safety Hotline 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) [Redacted]		662971	
Home Number [Redacted]		Work Number [Redacted]	
Date Received 26-DEC-2000 Reference No. 876996		FOR AGENCY USE ONLY 252	
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.			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) KMHD35U22M19442		Vehicle Make HYUNDAI	Vehicle Model SONATA
Vehicle Year 1999	Current Odometer Reading 38500	Engine Size (CID/CC) No Cylinders Fuel Injection ☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
Transmission Type ☒ Automatic ☐ Manual	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorized ☐ 2-Point Belt ☒ Driverside Airbag ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Ute ☐ Truck ☐ Motorcycle	Body Style ☒ 4-Door ☐ 2-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	Failed Component(s) 12111000
Part Name(s) INTERIOR SYSTEMS-PASSENGER RESTRAINTS-AIR BAG-FRONTA		Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1		Date(s) of Failure(s) 3/20/00 Mileage at Failure(s) 38500 Vehicle Speed at Failure(s) 35	
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 1	Number of Fatalities 0
Reported to Police ☒ Yes ☐ No	Estimated Property Damage		
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) CONSUMER WAS TRAVELING ABOUT 35MPH ON A STREET AND ANOTHER VEHICLE CAME TO A SUDDENLY STOP. WHEN CONSUMER LOOKED UP HE HAD HIT OTHER VEHICLE FROM BEHIND. UPON IMPACT, DUAL AIRBAGS DIDNT DEPLOY. *AK			
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.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

AIR BAG LIGHT CAME ON 3 TIMES PRIOR TO ACCIDENT
THREE AFTER ACCIDENT, STILL having problem

☆ U.S. G.P.O. 1982-623-897/1-8086

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



THOMPSON HYUNDAI, Inc.

900 Merritt Blvd.

BALTIMORE, MARYLAND 21222

(410) 285-5700

DATE READY		STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
26NOV99		H1594	KMHWF35V2XA119442	6532555	T255		26NOV99	77174
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	LAST PAY LABOR RATE	DELIVER DATE	PREPARED BY	S/A
07:32	10:03	99	HYUNDAI SONATA		62.00	25JUN99	7	14
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
10232	10232							

✓ A C/S RATTLE SOUND FROM REAR CAUSE: 10 79271ATT TRUNK RAD LOOSE 1247 WR94 0.40 FC: 29 PART#: COUNT: CLAIM TYPE: AUTH CODE:	(N/C)	680 0	2460 0	TPARTS
✓ B C/S AIR BAG LIGHT ON CAUSE: 15 9170CATT R&R WIRE UNDER DRIVERS SEAT FOR AIR BAG 1247 WR94 0.30 FC: 69 PART#: COUNT: CLAIM TYPE: AUTH CODE:	(N/C)	680 0	2480 0	TLABOR
C C/S SUNROOF LINING LOOSE PASS SIDE 993 NO REPAIRS AT THIS TIME 1247 CDEF 0.00 0.00	0.00	0	0	
D C/S WHEN HITTING BUMPS VEH FLOATS 907 ADJUSTMENTS -NO CHARGE TO CUSTOMER 1247 CDEF 0.00 0.00	0.00	0	0	
E C/S DRIVERS SIDE CONTROL FOR SEAT THAT MOVES		0	0	

DESCRIPTION	TOTALS	
LABOR AMOUNT		
PARTS AMOUNT		
GAS, OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS INSURANCE		
SALES TAX		
PLEASE PAY THIS AMOUNT		X

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

THOMPSON HYUNDAI, Inc.
900 Meritt Blvd.
BALTIMORE, MARYLAND 21222
(410) 288-5700

SERVICE ADVISOR GARY WEICH

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE NUMBER	INVOICE NO.
27DEC99	28DEC99	H1594	KMHWF35V2XA119442	6532555	7485		28DEC99	77511
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST PAY TAXED DATE	DELIVERY DATE	PREPARED BY	S/A
07:59	16:06	99	HYUNDAI SONATA		62.00	25JUN99		7
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
12991	12991							

FC: F				C/S AIR BAG LIGHT ON				907 ADJUSTMENTS - NO CHARGE TO CUSTOMER				1247 CDEF 0.00				C/S GAS PEDAL VIBRATES WHEN DRIVING				903 NO PROBLEM FOUND AT THIS TIME				1247 CDEF 0.00				C/S RADIO STATIONS GET STUCK				904 COULD NOT DUPLICATE PROBLEM				1247 CDEF 0.00				C/S RECALL				AUSE: 15				91A047A0 REPROGRAMMING COMPLETE				1247 WP94 0.30				FC: 26 PART#: COUNT:				CLAIM TYPE:				AUTH CODE:				OIL AND FILTER CHANGE				990 CUSTOMER DECLINED ANY REPAIR WORK				1247 CDEF 0.00				0.00			
DESCRIPTION				LABOR AMOUNT				PARTS AMOUNT				GAS/OIL LUBE				SUBLET AMOUNT				MISC. CHARGES				TOTAL CHARGES				LESS INSURANCE				SALES TAX				PLEASE PAY THIS AMOUNT				0.00 X																																											
TOTALS				9690				12840				0				0.00				0.00				0.00				0.00				0.00				0.00				0.00																																											
STATEMENT OF DISCLAIMER				The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.				0.00				0.00				0.00				0.00				0.00				0.00				0.00				0.00				0.00																																											

* WE NEED YOUR HELP... WE NEED YOUR HELP...
* PLEASE TAKE TIME TO COMPLETE ANY SURVEYS
* THAT YOU MAY RECEIVE IN THE NEAR FUTURE.
* IF FOR ANY REASON YOU'RE NOT COMPLETELY
* SATISFIED WITH EVERYTHING, PLEASE CALL US
* at 288-5700 as soon as possible, Thankyou *

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BALTIMORE, MARYLAND 21222

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SERVICE ADVISOR JOHN PICKETT

ORDER NO. 17MAY00	DATE READY 18MAY00	STOCK NO. H1594	VEHICLE IDENTIFICATION KMHWF35V2XA119442	CUST. NO. 6532555	TAG NO. T846	P.O. NO.	INVOICE PRINTED 18MAY00	INVOICE NO. 79274
TIME IN 12:02	TIME READY 14:58	YEAR 99	MAKE & MODEL HYUNDAI SONATA	TELEPHONE NO.	CUST. PAY LABOR RATE 62.00	DELIVERY DATE 25JUN99	PREPARED BY 7	S/A 14
MILEAGE IN 25621	MILEAGE OUT 25821	LICENSE NO.		MISCELLANEOUS COMMENT / LOCATION				

FROM	TYPE	REASON	DESCRIPTION	REPAIR	TOTAL	COST	DATE	TIME
A	C/S	AIR BAG LIGHT ON	907 ADJUSTMENTS -NO CHARGE TO CUSTOMER					
			1247 CDEF 0.00	0.00	0.00	0		0
B	C/S	WHEN GIVING GAS NO POWER AT TIMES	904 COULD NOT DUPLICATE PROBLEM					
			1247 CDEF 0.00	0.00	0.00	0		0
C	C/S	L/F WINDOW GOES DOWN SLOW	907 ADJUSTMENTS -NO CHARGE TO CUSTOMER					
			1247 CDEF 0.00	0.00	0.00	0		0
D	C/S	R/F WINDOW GOES DOWN SLOW	907 ADJUSTMENTS -NO CHARGE TO CUSTOMER					
			1247 CDEF 0.00	0.00	0.00	0		0
E	C/S	SUNROOF LINING NOT FLUSH	907 ADJUSTMENTS -NO CHARGE TO CUSTOMER					
			1247 CDEF 0.00	0.00	0.00	0		0
F	C/S	RATTLE R/R WHEN HITTING BUMPS	999 REPAIR OUT SIDE COMPANY					
			1 CDEF 0.00	0.00	0.00	0		0
G	C/S	RADIO STATION HARD TO CHANGE BY PRESRT	#S					
			904 COULD NOT DUPLICATE PROBLEM					
			1247 CDEF 0.00	0.00	0.00	0		0
H	OIL	AND FILTER CHANGE	001 OIL AND FILTER CHANGE					

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS OIL LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY

THIS AMOUNT

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X

BB
347-3990

HMA0012016454
PAGE

9098

410-488-9298

THOMPSON HYUNDAI, Inc.
900 Merritt Blvd.
BALTIMORE, MARYLAND 21222
(410) 288-5700

SERVICE ADVISOR JOHN PICKETT

REPAIR ORDER DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
15AUG00	05SEP00	H1594	KMHWF35V2XA119442	6532555	T581		05SEP00	80363
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DEL. DATE	PREPARED BY	S/A
5:23	10:39	99	HYUNDAI SONATA		67.00	25.00/99		14
MILEAGE IN	MILEAGE OUT	LICENSE NO.	COMMENT / LOCATION					
30547	30555							

CHECK AIR BAG SYSTEM OUT VEH IN ACCIDENT CAUSE: 05 95440R00 REPLACE TCU 6967 WR94 0.30 FC: 26 PART#: COUNT: CLAIM TYPE: AUTH CODE:				(N/C)	450	1860	TPARTS
					0	0	
					450	1860	TLABOR

509879

** PRE-INVOICE **		DESCRIPTION	TOTALS	450	0
25720	1860	LABOR AMOUNT	0.00	STATEMENT OF DISCLAIMER	
21140	1860	PARTS AMOUNT	0.00	The factory warranty constitutes all of the	
	*****	GAS, OIL, LUBE	0.00	warranties with respect to the sale of this	
		SUBLET AMOUNT	0.00	item/items. The Seller hereby expressly disclaims	
		MISC. CHARGES	0.00	all warranties either express or implied, including	
		TOTAL CHARGES	0.00	any implied warranty of merchantability or fitness	
		LESS INSURANCE	0.00	for a particular purpose. Seller neither assumes	
		SALES TAX	0.00	nor authorizes any other person to assume for it	
		PLEASE PAY THIS AMOUNT	0.00	any liability in connection with the sale of this	
				item/items.	
				X	
		* WE NEED YOUR HELP... WE NEED YOUR HELP... *			
		* PLEASE TAKE TIME TO COMPLETE ALL SURVEYS *			
		* THAT YOU MAY RECEIVE IN THE NEAR FUTURE. *			
		* IF FOR ANY REASON YOU'RE NOT COMPLETELY *			
		* SATISFIED WITH EVERYTHING, PLEASE CALL US *			
		* at 288-5700 as soon as possible, ThankYou *			

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BALTIMORE, MARYLAND 21222
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SERVICE ADVISOR JOHN PICKETT

REPAIR ORDER WRITER	DATE READ	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
27NOV00	27NOV00	H1594	KMHWP35V2XA119442	6532555	T419		27NOV00	81669
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	Q-8
07:42	09:30	99	HYUNDAI SONATA		67.00	25JUN99	7	14
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT/LOCATION					
35511	35511							

A C/S BRAKE LIGHT ON
907 ADJUSTMENTS -NO CHARGE TO CUSTOMER
1 CDEF 0.00 0.00 0.00

B C/S AIR BAG LIGHT ON
907 ADJUSTMENTS -NO CHARGE TO CUSTOMER
1 CDEF 0.00 0.00 0.00

C C/S AT TIMES RT SIDE OF DASH LIGHTS GO OUT
907 ADJUSTMENTS -NO CHARGE TO CUSTOMER
1 CDEF 0.00 0.00 0.00

D C/S RATTLE IN TRUNK AREA
907 ADJUSTMENTS -NO CHARGE TO CUSTOMER
1 CDEF 0.00 0.00 0.00

999 NEEDS 30,000 MILE SERVICE.
1 CDEF 0.00 0.00 0.00

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
EPA RECOVERY	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER SIGNATURE

X

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* THAT YOU MAY RECEIVE IN THE NEAR FUTURE. *

* IF FOR ANY REASON YOU'RE NOT COMPLETELY *

* SATISFIED WITH EVERYTHING, PLEASE CALL US *

* at 288 5700 as soon as possible, ThankYou *

CUSTOMER COPY

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 252

Date Received

26-DEC-2000

Od_or

rt_dt

od_rt

up_itr

Reference No.

876996

OWNER INFORMATION (Type or Print)

62971

Work Number

Home Number

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 INFORMATIONVehicle Ident. No. (VIN.) (Located at bottom of
windshield on driver's side)

Vehicle Make

HYUNDAI

Vehicle Model

SONATA

Vehicle Year

1999

Current Odometer Reading

Purchase Date

Dealer's Name

Engine Size

(CID/CC/L

☐ Turbo☐ Diesel☐ Gas☐ Fuel Injection☐ New☒ Used

City

State

Zip Code

No Cylinders

Transmission Type

☐ Manual☐ Automatic

Antilock Brakes

☐ Yes☒ No

Restraint System

☐ 3-Point Belt☐ Motorbelt☐ Driverside Airbag☐ 2-Point Belt☐ Passengerside Airbag

Cruise Control

☐ Yes☒ No

Drive Train

☐ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☐ Sport Utility☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up☐ Truck**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component

12111000

Part Name(s)

INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☐ Original☐ Replacement

No of Failures

0

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed

Part(s)

☐ 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

0

Number of Fatalities

0

Estimated Property Damage

Reported to Police

☐ Yes☒ No**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

CONSUMER WAS TRAVELING ABOUT 35MPH ON A STREET AND ANOTHER VEHICLE CAME TO A SUDDENLY STOP. WHEN CONSUMER LOOKED UP HE HAD HIT OTHER VEHICLE FROM BEHIND. UPON IMPACT, DUAL AIRBAGS DIDN'T DEPLOY. *AK

CONTINUE ON BACK IF NEEDED

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