



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

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 100161

Date Received **NOV 12**
24 OCT 2003

Repository ☐
Reference No.
100161

OWNER INFORMATION (Type or Print)

Name **[REDACTED]**
Address **[REDACTED]**
City **SCOTTSDALE** State **AZ** Zip Code **[REDACTED]**

Daytime Telephone Number **[REDACTED]** E-mail Address **[REDACTED]**
Evening Telephone Number **[REDACTED]**

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? **YES**
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner **[REDACTED]** Date **11/12/03**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KMBSC73D92U214869

Make HYUNDAI	Model SANTA FE	Model Year 2002
Date Purchased 3-02-02	Dealer's Name and Telephone Number PARK HYUNDAI	Engine: Hci Cylinders 6
Original Owner [X]	Dealer's City SCOTTSDALE	Fuel Type: REG. UNLEADED
State AZ	Zip Code 85257	
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain FRONT ENGINE 4 OVER DRIVE
Vehicle Component Code 185000 VEHICLE SPEED CONTROL CRUISE CONTROL		
Multiple Failure: 1		

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-JUL-2003

Failure Mileage
2900

Failure Speed
80 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make **[REDACTED]** Tire Model (Name or Number) **[REDACTED]** Tire Size (Example P215/65R15) **[REDACTED]**

DOT No. (Example: DOTM15ABC036) **[REDACTED]** ☐ Original Equipment ☐ Prior Repair

Failure Location: **[REDACTED]**

Tire Component Code **[REDACTED]** Tire Failure Type **[REDACTED]**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: **[REDACTED]** Date Manufactured: **[REDACTED]** Model No./Name: **[REDACTED]**

Seat Type: **[REDACTED]** Installation System: **[REDACTED]**

Child Seat Component Code: **[REDACTED]** Failed Part: **[REDACTED]**

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(es).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No

Number of Persons Injured **[REDACTED]** Number of Deaths **[REDACTED]** Reported to Police **N**

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

WHILE DRIVING APPROXIMATELY 80 MPH WITH THE CRUISE CONTROL ENGAGED, THE VEHICLE SUDDENLY DECELERATED. THE DRIVER HAD TO MANUALLY ACCELERATE TO GET THE VEHICLE UP TO SPEED. THE DEALER WAS UNABLE TO DETERMINE THE CAUSE OF THE PROBLEM. PLEASE PROVIDE FURTHER DETAILS. *JB

80 MPH

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)

Problem of vehicle decelerating occurred twice coming and going to El Paso on a steep grade thru the mountains. Although NHTSA has established file # [REDACTED] on my complaint. They told my dealer have provided an answer to the defect. Having made numerous calls to the dealer's service mgr. without getting attention to this matter. I contact the DOT Auto Safety Hotline. Rather than put myself or others at risk with this obvious safety problem, we will not use the cruise control until this defect is corrected.

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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 72173 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

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OR

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and dial toll free at

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(DASH) 2 DOT



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