

Step 1: Complete this form.

Step 2: Click [here](#) to save the form to your computer.

Step 3: Click [here](#) to access the upload web page.

Temporary Complaint Number (TCN): IBN19-17558

EQ-10431128-4756 SEP 27 2011

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Form Approved: O.M.B. No. 2127-0008

Required Information in **Bold**  
**INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

**Vehicle Information**

**Vehicle Identification Number (VIN)** (See Instructions on the next page to locate the VIN.)

K	N	D	M	C	2	3	3	X	7	6										
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17				

Select/Enter Make

HYUNDAI

Enter Model

ENTOURAGE

Select/Enter Year

2007

**Incident Information**

Approximate Incident Date

09/14/2011

For multiple incident dates enter the first date of occurrence.

(mm/dd/yyyy)

Was there a Crash?  Yes  No

Was there a Fire?  Yes  No

Failure Mileage 54,000 miles

For multiple incidents enter the first failure mileage.

Number of Persons Injured, if any 0

Speed (at time of incident) 75 mph

Number of Deaths, if any 0

Description (up to 1900 characters)

467 characters remaining

**WARNING:** This description, exactly as you enter it, may appear in a public NHTSA database.

**Do not include any personal information** (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

My wife and I recently took a 5,000 mile road trip. The first 4,000 miles we had no problems. However when we were about 900 miles from home we started having problems.

We got ready to leave the hotel one morning and the ESC "OFF" light was on as well as the "Check Engine" light. You could floor the gas pedal but only got 1,000 RPMs. The engine would run but it had no power. I turned it off to go check out and when I came back the ESC light was gone but the "Check Engine light remain on the rest of the way home. The first day this happened we got 250 before it went into "coast". After that we could only drive about 70+ miles before it would start "coasting" again and we would have to find a place to pull off the road, turn the engine off and then restart it. It would run another 70+ miles and would do it all over again. The TMS light would come on intermittently as well.

At one point I called our local dealer and he stated that it would be OK to drive it on home in this condition. The main problem was in big cities (finding a place to pull over with the traffic). Also there was a lot of road construction with one lane traffic and nowhere to pull off. You can imagine the stress we were under.

The reason for this letter is mainly to make you aware of the problem. Needless to say it could have been tragic but we were definitely lucky and were always able to pull over out of traffic going 75 MPH.

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

Elec. Stability Control

Failed Component 2

Electrical

Failed Component 3

Elec. Stability Control

Personal Information

First Name [REDACTED]

Last Name [REDACTED]

Email [REDACTED] (provided earlier and locked for your security)

Daytime Phone [REDACTED] Evening Phone [REDACTED]

Address 1 [REDACTED]

Address 2 [REDACTED]

City Allen

State TEXAS Zip Code [REDACTED]

Allen, TX

NORTH TEXAS PRDC  
DALLAS TX 750  
21 SEP 2011 PM 4 L



Department of Transportation, NHTSA  
Office of Defects Investigation/CRD  
NVS-216  
1200 New Jersey Avenue SE  
Washington, DC 20590

20590

