


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

 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 100148 Date Received AUG 23 2012 20-JUN-2012		Repository <input type="checkbox"/> Reference No. 10462437	
OWNER INFORMATION (Type or Print)							
Name		Address		City		State	
[REDACTED]		[REDACTED]		LOS ALTOS		CA	
Zip Code		Daytime Telephone Number		Evening Telephone Number		E-mail Address	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	Model Year
KMHGC4DD9CL [REDACTED]				HYUNDAI		GENESIS	2012
Date Purchased		Dealer's Name and Telephone Number			Engine:		Fuel Type:
6/16/2011		Stevens Creek Hyundai 408-344-1200			No: Cylinders 6		unlead
Original Owner		Dealer's City		State	Zip Code		
<input checked="" type="checkbox"/>		SANTA CLARA		CA	95051		
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:	Incident Date(s)
Auto		<input checked="" type="checkbox"/> Cruise Control		rear-wheel drive			01-JUL-2011
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: LIGHTING (PWS)						Failure Mileage	Failure Speed
						600	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment		Failure Location:			
		<input type="checkbox"/> Prior Repair					
Tire Component Code					Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:			Model No./Name:		
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)							
Crash		Fire		Number of Persons Injured		Number of Deaths	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0		0	N
Narrative Description of Incident(S), Crash(es), and Injury(ies). 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).							
TL* THE CONTACT OWNS A 2012 HYUNDAI GENESIS. THE CONTACT STATED THAT THE VEHICLE WAS EQUIPPED WITH A CONVENIENCE THREE BLINK TURN SIGNAL FEATURE THAT DID NOT ALLOW FOR TURN SIGNAL BLINKS TO BE CHOSEN BETWEEN ONE, TWO OR THREE BLINKS; LIKE THE REST OF THE CONVENIENCE FEATURES USUALLY FUNCTION. THE CONTACT STATED THAT AFTER TURNING THE CONVENIENCE TURN SIGNAL FEATURE ON, THERE WAS NO OPTION TO CANCEL THE TURN SIGNAL AFTER HE HAD REALIZED THERE WAS NO NEED FOR TURNING. THE CONTACT STATED THAT THE TURN SIGNAL BLINKED THREE TIMES EVEN AFTER HE HAD THE FEATURE IN LOCK POSITION AND SELECTED TO CANCEL. THE FAILURE MILEAGE WAS 600 AND THE CURRENT MILEAGE WAS 8,900. Please see attached sheet for details. I strongly believe this is a potential safety issue. I did not panic when it started the first time but someone else might. What I suspect is that there are design bugs in a position problem as follows - (see reverse side!)							
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)

- 1. In order to put lever to A position, it has to pass B position.
- 2. By passing B position to get to A position, it activates the 3-blink feature.
- 3. Therefore, as soon as lever is in A position, it will blink at least three times. ← a design bug.

Second: B position problem

- 1. 1.8 second activation is too long and it doesn't work (try 2 seconds and it will still activate the features) ← another design bug.

Third: There is no way to change from 3-blink to 2 or 1 blink like current BMW models

ATTACH ADDITIONAL SHEETS IF NECESSARY

Please do look into this issue. Thank you for your attention to this matter.

US Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

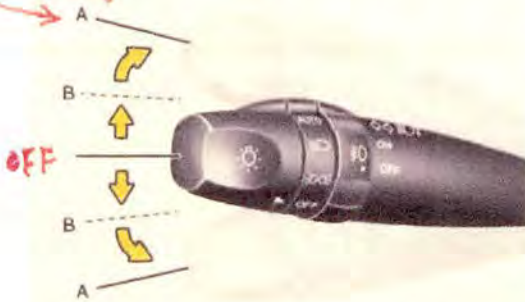


problem:

1. Put lever in A position
2. Pull lever back to OFF position immediately (approx. one second)
3. Right turn blink will continue for

Features of your vehicle

a total of three blinks even the lever is back at OFF position after one blink, already



OBH049078

D190600AUN

Turn signals and lane change signals

The ignition switch must be on for the turn signals to function. To turn on the turn signals, move the lever up or down (A). Green arrow indicators on the instrument panel indicate which turn signal is operating. They will self-cancel after a turn is completed. If the indicator continues to flash after a turn, manually return the lever to the OFF position.

To signal a lane change, move the turn signal lever slightly and hold it in position (B). The lever will return to the OFF position when released.

If an indicator stays on and does not flash or if it flashes abnormally, one of the turn signal bulbs may be burned out and will require replacement.

One-touch triple turn signal (if equipped)

To activate an one-touch triple turn signal move the turn signal lever slightly for less than 1.8 seconds and then release it. The lane change signals will blink 3 times.

*** NOTICE**

If an indicator flash is abnormally quick or slow, a bulb may be burned out or have a poor electrical connection in the circuit.

1. Not true. Hold 2 seconds and then release it. It will not stop blinking. It will continue to blink until it completes three blinks.

Not true.

It will blink no less than three times



OBH049079

D190700AHD-EU

Front fog light (if equipped)

Fog lights are used to provide improved visibility and avoid accidents when visibility is poor due to fog, rain or snow etc. The fog lights will turn on when the fog light switch (1) is turned to ON after the headlights are turned on.

To turn off the fog lights, turn the switch to OFF.

CAUTION

When in operation, the fog lights consume large amounts of vehicle electrical power. Only use the fog lights when visibility is poor or unnecessary battery and generator drain could occur.

2. This setup will NOT allow ANY driver to cancel the turn signal immediately when necessary (All traditional turn signal set up allow)

Dear [REDACTED]

We appreciate that you took the time to provide feedback for your 2012 Genesis.

We apologize that you do not like that the One-touch triple turn signal feature is designed to blink 3 times when activated and that the feature can not be disabled.

Hyundai values your opinions and we appreciate you taking the time to contact us with your comments and suggestions regarding the design of your vehicle. We try to design and equip all of our models with materials and features that will appeal to our current and potential customers. Some of the factors that are evaluated during vehicle design and production include demand, safety, durability, efficiency, comfort, convenience and aesthetics. We are sometimes unable to produce an automobile with the features and materials that will satisfy or appeal to all of our customers.

You can get information on the Federal Safety Standards by going to <http://www.nhtsa.gov/cars/rules/import/FMVSS/index.html>.

Your case number 4855118 can be referenced if we can provide further assistance.

Thank you for contacting Hyundai Motor America.

EQUUS |  HYUNDAI

-----Original Message-----

From: [REDACTED]
 Sent: May 30, 2012 1:40:07 PM
 Subject: Re: Hyundai USA - Product Feedback (#2714-297141992-7835)

- > Hi,
- >
- > I actually also tried the A position and couldn't cancel the turn no matter
- > how fast I manually move the lever back to the OFF position.
- >
- >
- > Your statement (red text portion) does not match my experience.
- >
- > By pushing the lever all the way up or down in the A position it will remain
- > on until the turn is completed or you manually turn it off.
- >
- >
- > Please try this yourself:
- > 1. Move the lever to the A position.
- > 2. Immediately cancel the turn signal by pushing the lever back to the OFF
- > position.
- > 3. By this time about one blink will have occurred.
- > 4. The lever is now at the OFF position.
- > 5. The turn signal will continue blinking until it reaches a total of three
- > blinks.

The blinks should have stopped as soon as the lever was in the OFF position, which means after about one blink. Instead, it continued all the way through three blinks.

Position B also has this same problem because I can't change the one-touch triple turn feature to the conventional setting of stopping blinking as soon as I release the lever. I believe the driver should have the option to be able to change settings between the automatic way Genesis has now and the old-fashion way of complete manual control.

This is important for situations when you start a turn but immediately realize that you actually do not want to turn.

I still believe this is a potential safety issue for both position A and position B controls.

- >
- > The first time I encountered the "three-blink minimum turn signal" was in a

> real-life situation. In this particular situation, I thought I needed to turn
> right, but then realized I needed to go straight.
> I had already turned on the right turn signal, so I tried to cancel it by
> moving the lever to the OFF position. However, the turn signal kept blinking
> and I thought I still had the lever in the wrong position. Thus, I tried to
> force the lever into to the OFF position, not realizing that it was already
> there.
>
> The result: I activated the left turn signal.
> Of course, I didn't want to turn left so I cancelled the turn again after
> about one blink.
> However, it continued to blink.
> So I tried to "fix" it one more time by pushing in the direction of OFF
> position.
> The result? I activated the original right turn signal again!
>
> Imagine how the cars behind me must have been reacting seeing right turn--left
> turn--right turn again--then no turn after all.
>
> I thought at the time that the turn signal had malfunctioned.
>
> Afterwards I checked the user manual section regarding turn signals (the
> section I thought I didn't need to read after driving for 35 years.)
> That was when I discovered the one-touch triple turn signal feature.
> The dealer,service department told me that they couldn't disable the feature.
>
> My suggestion: The driver should be able to cancel a turn after just one blink
> no matter if it's in position A or B. (Just check how a Toyota Camry turn
> signal works.)
>
> Please look into this seriously and not wait until something tragic happens.
>
>
> I am a first time Hyundai owner switching from Volvo, Toyota, and Honda due to
> Hyundai's impressive safety/quality/value improvements in recent years.
> I am also looking into replacing our old Toyota Camry with another Hyundai.
>
> Could you be so kind to show me how the "minimum of three turn blinks" design
> meets the federal safety standard?
> Could you also point me to the related federal safety standards for turn
> signal controls?
>
> Thank you for your attention to this matter.

> Regards,

> [REDACTED]

> -----
> My original feedback on 5/30/2012:

> VIN: KMHGC4DD9CU [REDACTED]
> 2012 Genesis sedan 3.8: one-touch triple turn signal
> page 4-80 on owner's manual.

This is a potential safety issue and I hope Hyundai can address this issue
as soon as possible. The issue I have is this:

> There is no way to cancel the turn signal until it flashes at least three
> times. For example, I activate the right turn signal by holding the turn
> signal level at position B (momentary position). However, I realize right
> away that I am not ready to make a turn yet. So I let go the level
> immediately and it returns to the OFF position right away. However, the right
> turn signal continue to flash for a total of three times before it stops (even
> the level is already at OFF position after just one flash). I have never had
> this problem in any other cars for the last 35 years. Please let me know if
> anything can be done so I can cancel turn signal as needed (dealer service
> department couldn't do anything). Thank you for your attention to this
> matter.

Los Altos, CA

SAN FRANCISCO CA 940

07 AUG 2012 PM 32



CHECKED

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1200 New Jersey Avenue SE,

Washington, D.C. 20077-9382
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