


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 22 2012 26-JUN-2012		Repository <input type="checkbox"/> Reference No. 10463140	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
HUNTINGTON		MA			
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
5XYZGDAB1CG			HYUNDAI		SANTA FE
Date Purchased		Dealer's Name and Telephone Number			Engine:
					No: Cylinders
Original Owner		Dealer's City		State	Zip Code
<input type="checkbox"/>					
Transmission Type		Powertrain		Multiple Failure:	
<input type="checkbox"/> Antilock Brakes					
<input type="checkbox"/> Cruise Control				Incident Date(s)	
				27-FEB-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: LIGHTING (PWS)				Failure Mileage	Failure Speed
				5	30
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: DOTM19ABC035)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:	
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
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0	0
				Reported to Police	
				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 SANTA FE. WHILE DRIVING APPROXIMATELY 30 MPH WITH THE LOW BEAM HEADLIGHTS ILLUMINATED, THE CONTACT EXPERIENCED EXTREMELY POOR VISIBILITY. WHEN THE CONTACT DROVE DOWN A HILL, SHE STATED THAT THE HEADLIGHTS PROVIDED LIMITED VIEW. THE HIGH BEAM HEADLIGHTS HAD TO BE ILLUMINATED IN ORDER TO SEE THE ROAD CLEARLY. THE VEHICLE WAS TAKEN TO THE DEALER FOR A DIAGNOSTIC TEST. THE TECHNICIAN STATED THAT THE VEHICLE WAS DESIGNED TO SPECIFICATION. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 5. PROBLEM HAPPENS WHEN ON A ROAD THAT IS NOT LITE WITH STREET LIGHT AT NIGHT					
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					

APRIL 11. 86459 2523 ADJUST MOUNT
APRIL 17 86609 2702 REPLACED LEFT H/L ASSY

MAY 7 JOHN PEREZ LET US DRIVE ANOTHER SANTEFE
SHADED ARE THERE ALSO DIDNT SEEM TO BE
AS DARK AS OURS - REQUESTED TO HAVE AREA
REP. MEET WITH US - DANNY WOULD GET BACK TO US.

6/4/12 HYUNDAI HYUNDAI CUSTOMER CONNECT CENTER
1-800 633 5151 11:59 TRISH
1-413 250-2734 MONPISGANE PISGANE POL
MAIL 5834 NOW
CASE MANAGER. RYAN. ZILLIOUX

CUSTOMER #: Y6672223
UNIT# Y40798

86459

BALISE HYUNDAI

683 E. Columbus Ave., Springfield, MA 01105
(413) 781-3430

INVOICE

HUNTINGTON, MA
HOME: [REDACTED]
BUS: [REDACTED]

CONT: N/A
CELL: [REDACTED]

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SERVICE ADVISOR: 5895 PHILLIP LABONTE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	12	HYUNDAI SANTA FE	5XYZGDAB1CG		2523/2523	T173	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
27FEB12 DD			WAIT 11APR12		0.00	CASH	11APR12
R.O. OPENED	READY	OPTIONS: STK:Y40798 ENG:2.4_Liter_DOHC					
17:04 11APR12	18:06 11APR12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUSTOMER STATES DURING OPERATION OF LOW BEAM THEY IS A DARK AREA WITHIN LINE OF SIGHT, CHECK AND ADVISE.
CAUSE: S11 CHECKED OPERATION, NO REPAIRS MADE AT THIS TIME.

8813 MINIE, DAVID LIC#: 8225
WAR 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

2523 CUSTOMER STATES DURING OPERATION OF LOW BEAM THEY IS A DARK AREA. COULDE NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME. TECH BROGT VEHICLE TO CHEVY LOCATION AND SET HEADLIGHTS WITH BOARD. IF ISSUE STILL OCCURRES VEHICLE WILL HAVE TO BE LEFT OVER NIGHT FOR MASTER TECH TO TAKE OVER NIGHT. CUSTOMER ADVISED.

B PERFORM MULTI-POINT INSPECTION
99P PERFORM MULTI-POINT INSPECTION
8813 MINIE, DAVID LIC#: 8225
I67D 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

2523 PERFORM MULTI-POINT INSPECTION

EST: 0.00 11APR12 17:04 SA: 5895

THANK YOU FOR YOUR BUSINESS!

BALISE HYUNDAI
683 E. Columbus Ave., Springfield, MA 01105
(413) 781-3430

STATEMENT OF DISCLAIMER

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00

BALISE

EQUUS

HYUNDAI

Phil LaBonte
Assistant Service Manager
main 413-781-3430
direct 413-735-6471
fax 413-732-0198
plabonte@baliseauto.com

86609

INVOICE

BALISE HYUNDAI

683 E. Columbus Ave., Springfield, MA 01105
(413) 781-3430

To schedule your next
appointment call
413-781-3430

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Balise Hyundai
683 East Columbus Ave.
Springfield, MA 01105

baliseauto.com

'1 SERVICE ADVISOR: 5895 PHILLIP LABONTE

BLACK	12	HYUNDAI SANTA FE	5XYZGDAB1CG				2702/2722	T280
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	
27FEB12 DD			WAIT 17APR12		0.00	CASH	19APR12	
R.O. OPENED	READY	OPTIONS: STK:Y40798 ENG:2.4_Liter_DOHC						
16:24	17APR12	09:18	19APR12					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THAT THERE IS A DARK SPOT WHEN LOW BEAMS ARE ON IN LINE OF SIGHT, CONCERN CAN ONLY BE DUPLICATED DURING NIGHT TIME CONDITIONS. CUSTOMER AUTHOIRES TECH CROACH MEAK TO TAKE VEHICLE OVER NIGHT X

CAUSE: WHEN DRIVING AT NIGHT NOTICE A DARK SPOT ON DRIVER SIDE.

S11 INSTALLED LEFT FRONT HEAD LAMP
9150 MEAK, CHROCH LIC#: 9150
WAR 0.00 (N/C)

1 92101-0W500 LAMP ASSY- (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

2722 WHEN DRIVING AT NIGHT NOTICE A DARK SPOT ON DRIVER SIDE. CHECK AND FOUND INTERIOR OF HEAD LAMP LENCE HAS HEAVY SCUFF MARKS IN SIDE OF HEAD LAMP, LOW BEAM REPLACE DRIVER SIDE HEAD LAMP ASSEMBLY.

B. PERFORM MULTI-POINT INSPECTION

99P PERFORM MULTI-POINT INSPECTION
9150 MEAK, CHROCH LIC#: 9150
I67D 0.00 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

2722 TECH PERFORMED INSPECTION.

EST: 0.01 17APR12 16:24 SA: 5895

THANK YOU FOR YOUR BUSINESS!

BALISE HYUNDAI
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(413) 781-3430

STATEMENT OF DISCLAIMER

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INCIDENCE	0.00

HYUNDAI SANTA FE 2010 car safety problem was reported on Dec 19, 2010. HYUNDAI SANTA FE 2010, manufactured by HYUNDAI MOTOR COMPANY had a problem with **VISIBILITY**, 2010. HYUNDAI SANTA FE. I REPORTED A PROBLEM YESTERDAY ABOUT A SHADOW ON THE FRONT WINDSHIELD. UPON FURTHER LOOKING AT THE PROBLEM WE HAVE COME TO THE CONCLUSION THAT THE LOW BEAM HEADLIGHTS IS CAUSING ALL THE PROBLEM. THIS IS A SAFETY ISSUE. WHEN DRIVING AT NIGHT ON DARK STREETS OR HIGHWAYS YOUR VISIBILITY IS CUT BY THREE QUARTERS. SOME ONE WOULD HAVE TO TAKE THE CAR OUT TO SEE THIS PROBLEM. *TR Mileage was 0 miles. Vehicle Identification Number (VIN) 5NMSGDAB6AH. HYUNDAI SANTA FE 2010 problem was reported in SANDYLAKE, PA. Vehicle was not using ANTI-LOCK BRAKES. Vehicle was not using Cruise Control. HYUNDAI SANTA FE 2010 drive type AWD. VEHICLE SPEED: 0 mph.
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HYUNDAI SANTA FE Structure

HYUNDAI SANTA FE Exterior Lighting Headlights

HYUNDAI SANTA FE 2008 Safety Review #10243749

HYUNDAI SANTA FE 2008 car safety problem was reported on Jan 01, 1901. HYUNDAI SANTA FE 2008, manufactured by HYUNDAI MOTOR COMPANY had a problem with **EXTERIOR LIGHTING HEADLIGHTS**, 2008. HYUNDAI SANTA FE LOW BEAM HEADLIGHTS. *NJ WHILE DRIVING ON AN UN-LIGHTED OR HILLY ROADWAY, THERE WAS A DISCERNABLE HORIZONTAL LINE BETWEEN THE LIGHTED ROADWAY AND DARKNESS. THE CONSUMER COULD SEE THE LINE ABOUT 3 FEET ABOVE THE ROAD SURFACE. THE LINE ALSO EXTENDED OFF TO THE SIDE OF THE VEHICLE. AT TIMES, THE LIGHTED ROADWAY WAS LESS THAN 30 FEET WHILE GOING UP AND DOWN THE HILLY ROAD. THE CONSUMER BELIEVED THAT 30 FEET OR LESS WAS TOO SHORT OF A LIGHTED LANE OF TRAVEL. A VISUAL INSPECTION, SHOWED THE LOW BEAM HEADLIGHT WAS MOUNTED TOO FAR BEHIND THE FRONT OF THE VEHICLE, WHICH CAUSED THE HOOD TO BLOCK THE LOW BEAM REFLECTING UP. *JB. HYUNDAI SANTA FE 2008 problem was reported in ALLENTOWN, PA. Vehicle was not using ANTI-LOCK BRAKES. Vehicle was not using Cruise Control.
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HYUNDAI SANTA FE Air Bags Frontal

HYUNDAI SANTA FE 2008 Safety Review #10246268

HYUNDAI SANTA FE 2008 car safety problem was reported on Oct 21, 2008. HYUNDAI SANTA FE 2008, manufactured by HYUNDAI MOTOR COMPANY had a problem with **AIR BAGS FRONTAL**

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4/24/2012 9:29 A

HYUNDAI SANTA FE Visibility

HYUNDAI SANTA FE 2010 Safety Review #10383096

HYUNDAI SANTA FE 2010 car safety problem was reported on Dec 16, 2010. HYUNDAI SANTA FE 2010, manufactured by HYUNDAI MOTOR COMPANY had a problem with **VISIBILITY**, 2010. HYUNDAI SANTA FE. AT NIGHT USING LOW BEAM HEADLIGHTS THERE IS A SHADOW ABOUT THREE QUARTERS DOWN THE WINDSHIELD THIS ONLY HAPPENS AT NIGHT ON A DARK ROADS. ON LIGHTED ROADS IT IS NOT AS BAD. WE TOOK THE CAR BACK TO THE DEALERSHIP ABOUT THREE WEEKS AGO AND STILL WAITING FOR AN ANSWER. *TR Mileage was 0 miles. Vehicle Identification Number (VIN) 5NMSGDAB6AH. HYUNDAI SANTA FE 2010 problem was reported in SANDYLAKE, PA. Vehicle was not using ANTI-LOCK BRAKES. Vehicle was not using Cruise Control. HYUNDAI SANTA FE 2010 drive type AWD. VEHICLE SPEED: 0 mph.
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HYUNDAI SANTA FE Exterior Lighting

HYUNDAI SANTA FE 2010 Safety Review #10383096

HYUNDAI SANTA FE 2010 car safety problem was reported on Dec 16, 2010. HYUNDAI SANTA FE 2010, manufactured by HYUNDAI MOTOR COMPANY had a problem with **EXTERIOR LIGHTING**, 2010. HYUNDAI SANTA FE. AT NIGHT USING LOW BEAM HEADLIGHTS THERE IS A SHADOW ABOUT THREE QUARTERS DOWN THE WINDSHIELD THIS ONLY HAPPENS AT NIGHT ON A DARK ROADS. ON LIGHTED ROADS IT IS NOT AS BAD. WE TOOK THE CAR BACK TO THE DEALERSHIP ABOUT THREE WEEKS AGO AND STILL WAITING FOR AN ANSWER. *TR Mileage was 0 miles. Vehicle Identification Number (VIN) 5NMSGDAB6AH. HYUNDAI SANTA FE 2010 problem was reported in SANDYLAKE, PA. Vehicle was not using ANTI-LOCK BRAKES. Vehicle was not using Cruise Control. HYUNDAI SANTA FE 2010 drive type AWD. VEHICLE SPEED: 0 mph.
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HYUNDAI SANTA FE Visibility

HUNTINGTON, MA.



U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADM.
OFFICE OF DEFECTS INVESTIGATION
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