

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

SEP - 7 2012



EQ-10473067-9086

Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: 10473067.

Your Complaint will be available within 72 hours at <http://www-odi.nhtsa.dot.gov/complaints/>.

An acknowledgement was sent to [REDACTED]

1. Vehicle Information

Vehicle Identification Number (VIN): KNDMC233X76 [REDACTED]

Make / Model / Year: HYUNDAI ENTOURAGE 2007

2. Incident Information

Approximate Incident Date: 09/28/2011

Vehicle mileage at time of incident: 29,889

Vehicle speed at time of incident: 45 (mph)

Affected Parts: Electrical

Fire: No

Crash: No

Injury or Fatality: No

Tell us what happened:

2010 A/C not working properly. In 2011, again A/C not properly working. Both times took into dealership and they said it just takes the system a little longer to get cold. Then in 2011, 2 more times the same problem but module fan control circuit and wiring was melted. Took it to Auto Tech since the warranty had expired for the repairs. Auto Tech said this could have been a fire possibility and a safety issue.

3. Personal Information

Name: [REDACTED]

Email: [REDACTED]

Daytime Phone: [REDACTED]

Evening Phone: [REDACTED]

Address1: [REDACTED]

Address2: [REDACTED]

City, State, Zip: Las Vegas, NV [REDACTED]

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

August 30, 2012

Hyundai Motor America Corp.
Office Headquarters

Attn: John Krafcik, CEO/President
Donald Dees, Warranty Chief/VP of Service

Dear Sirs:

My wife and I purchased a 2007 Hyundai Entourage GLS from CarMax on March 18, 2008, with 8,228 miles. This vehicle was chosen for its accessories, low mileage and warranty to second owners.

We had no problems until the summer of 2011, when my wife, while during the summer said the A/C didn't seem to be getting cold at times. We didn't take it in as most of the time it seemed to work okay.

Then in October, 2011, problems started again and we took it into Henderson Hyundai Superstore from October 27, 2011 through December 8, 2011, (repair orders attached). During this time my wife told the service department about the A/C not cooling during the summer heat. We were told it was just the way the system worked and new A/C's take longer to get cold.

In the summer of 2012, my wife, three or four times told me after running the vehicle the A/C seems to not be very cold, but based upon comments to us in 2011 this was normal operation of the system.

On July 7, 2012, my wife came home and said the engine light came on and the A/C was not working.

We took the vehicle to Auto Tech in Green Valley on July 10, 2012 (repair orders attached). The reason for this was our warranty had expired on June 13, 2012. Auto Tech have ASE certified employees, hourly rates are less than the dealers and they are closer to our home. We have used them before on our 13 year old Buick and were very satisfied with their workmanship.

Auto Tech found code P0480-Fan 1 control circuit was not operating and replaced the fan control module with a part from Henderson Hyundai that said KIA on it. Auto Tech said it seemed unusual for this part to fail with only 34,257 miles on the vehicle.

Then on August 20, 2012, my wife was returning from shopping when the same problem happened. Repairs this time showed code P0480-Fan 1 control circuit plus upon further inspection the wiring had overheated and melted wires. This required replacing the cooling fan assembly and again the module (which was under warranty) and obtaining another KIA module part. Auto Tech advised us that this could have been a fire possibility and a safety issue.

We find it interesting that all the parts are easy to get in Las Vegas which seems to indicate this is not an unusable situation for this year and model of vehicle.

Respectfully yours,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Las Vegas, NV
[REDACTED]

Attachments: All repair orders from Hyundai Henderson Superstore and Auto Tech

cc: Henderson Hyundai
NHTSA - Safety Complaint
BBB of Southern NV
Dept. of Consumer Affairs: Attorney General, Las Vegas, NV

AutoTech Green Valley
2640 Sunridge Heights Parkway
Henderson, NV 89052
(702) 719-8324

LAS VEGAS, NV
Phone:
Customer ID: 12142

2007 HYUNDAI ENTOURAGE GLS
VIN: KNDMC233X76
License (NV)
Vehicle ID: 16525
Mileage In: 34257
Mileage Out: 34260

Order Date: 07/10/2012
Print Date: 07/10/2012

Item Description (Revision #)	Qty	Each	Amount
Labor: DIAGNOSE CHECK ENGINE LIGHT - VEHICLE SURGES AT IDLE. HAS CODE P0480- FAN CONTROL CIRCUIT. TESTED FAN CONTROL MODULE. FOUND SIGNAL TO CONTROL MODULE IS GOOD & FANS OPERATE PROPERLY WHEN CONTROLLER IS WORKING.RECOMMEND REPLACING CONTROL MODULE. MAY HAVE OTHER PROBLEMS.			\$69.00
Labor: REPLACE FAN CONTROL MODULE			\$138.00
Part: FAN CONTROL MODULE	1.00	\$331.86	\$331.86

Buyer has the right to have this product serviced or repaired during the warranty period. LIMITED WARRANTY covered at this location only, 6 months or 6,000 miles on all parts and labor supplied. Parts sales only carry the warranty of the manufacturer. No warranty is extended to cover loss of use, or for any other consequential damages.

IN ALL CASES, THE LIMIT OF AUTOTECH LIABILITY SHALL BE THE PURCHASE PRICE OF THE EQUIPMENT/SERVICE AS TO WHICH A CLAIM IS MADE.

AutoTech must fix obvious problems first. Your vehicle may have other problems.

Signature _____ Date/Time _____

Order Revisions		Date/Time	Authorized By	How	Additional	Revised Total
		07/10/12 01:23 pm		By Phone	\$518.41	\$587.41
Payments Received		07/10/2012	Credit Card		\$518.41	

Order Summary	
Parts:	\$331.86
Labor:	\$207.00
Miscellaneous:	\$0.00
Subtotal:	\$538.86
HazMat:	\$8.30
Supplies:	\$11.75
Sales Tax:	\$28.50
Order Total:	\$587.41
Less Discounts:	\$69.00
Payments Received:	\$518.41
Balance Due:	\$0.00

AutoTech Green Valley
 2640 Sunridge Heights Parkway
 Henderson, NV 89052
 (702) 719-8324

Invoice: 41585
 Please give us your feedback at
MikesMasterMechanics.com/survey

LAS VEGAS, NV
 Phone:
 Customer ID: 12142

2007 HYUNDAI ENTOURAGE GLS
 VIN: KNDMC233X76
 License: (NV)
 Vehicle ID: 16525
 Mileage In: 35316
 Mileage Out: 35316

Order Date: 08/22/2012
 Print Date: 08/22/2012

Item Description (Revision #)	Qty	Each	Amount
Labor: BRAKE INSPECTION - INSPECT FRONT AND REAR BRAKES, ADVISE. FRONT AND REAR BRAKES ARE GOOD AT THIS TIME.			\$0.00
Labor: DIAGNOSE CHECK ENGINE LIGHT - CODE P0480-FAN 1 CONTROL CIRCUIT. FOUND THAT THE FAN CONTROL MODULE HAS FAILED AND NEEDS TO BE REPLACED. COOLING FAN MOTORS WERE OVERHEATING AND MELTED WIRING CONNECTORS TO FAN MODULE WHICH CAUSED MODULE TO SHORT.			\$69.00
Labor: DIAGNOSE A/C BLOWING HOT - FOUND THAT THE FAN CONTROL MODULE IS NOT WORKING AND NEEDS TO BE REPLACED			\$0.00
Labor: REPLACE COOLING FANS - AND REPAIR WIRING CONNECTOR			\$230.00
Part: D/S COOLING FAN ASSEMBLY	1.00	\$375.00	\$375.00
Part: P/S COOLING FAN ASSEMBLY	1.00	\$200.00	\$200.00
DISCOUNT FOR DIAG \$69			\$0.00
Labor: REPLACE FAN CONTROL MODULE UNDER WARRANTY			

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2640 Sunridge Heights Parkway
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██████████
 LAS VEGAS, NV ██████████
 Phone: ██████████
 Customer ID: 12142

2007 HYUNDAI ENTOURAGE GLS
 VIN: KNDMC233X76 ██████████
 License: ██████████ (NV)
 Vehicle ID: 16525
 Mileage In: 35316
 Mileage Out: 35316

Order Date: 08/22/2012
 Print Date: 08/22/2012

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Signature _____ Date/Time _____

Order Revisions

Date/Time	Authorized By	How	Additional	Revised Total
08/21/12 02:05 pm	██████████	By Phone	\$888.74	\$957.74

Payments Received

08/22/2012	Credit Card	\$888.74
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Order Summary

Parts:	\$575.00
Labor:	\$299.00
Miscellaneous:	\$0.00
Subtotal:	\$874.00
HazMat:	\$14.38
Supplies:	\$20.00
Sales Tax:	\$49.36
Order Total:	\$957.74
Less Discounts:	\$69.00
Payments Received:	\$888.74
Balance Due:	\$0.00

21340

Las Vegas, NV

LAS VEGAS NV 890

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NHTSA
1200 New Jersey Ave. S.E.
West Bldg.
Washington, DC
20590

20590

