

USE ONLY 100148



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

Repository

Reference No.
10559338

15 JAN 2014

OWNER INFORMATION (Type or Print)

Name: [Redacted]
 Address: [Redacted]
 City: DES MOINES State: IA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
 Evening Telephone Number: [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: KMHG46E89U [Redacted]
 Make: HYUNDAI Model: GENESIS Model Year: 2009
 Date Purchased: 03.02.2012 Dealer's Name and Telephone Number: Stew Hansen Hyundai SIS-253-3172
 Engine: No. Cylinders: 6 Fuel Type: Gas
 Original Owner: Dealer's City: Des Moines State: IA Zip Code: 50325
 Transmission Type: [] Antilock Brakes Powertrain: Multiple Failure: Brakes Incident Date(s): 12-DEC-2013
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)
 Failure Mileage: 36000 Failure Speed: 25
 No Brakes

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: DOTM19ABC036): [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(ies).)

Crash: Yes No Fire: Yes No
 Number of Persons Injured: [Redacted] Number of Deaths: 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 2009 HYUNDAI GENESIS. THE CONTACT STATED THE VEHICLE WAS INCLUDED AND REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 13V489000 (SERVICE BRAKES, HYDRAULIC). AFTER THE VEHICLE WAS REPAIRED THE CONTACT DEPRESSED THE BRAKE PEDAL WHILE DRIVING APPROXIMATELY 25 MPH WHEN IT FELL TO THE FLOOR BOARD AND THE BRAKES WOULD NOT RESPOND. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS WHERE THE TECHNICIAN STATED AIR WAS ENTERING THE BRAKE SYSTEM CAUSING THE FAILURE. THE BRAKE FLUID WAS REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 36,000.

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 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)

No brakes, brakes went to the floor after last repair

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

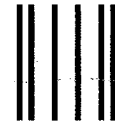
National Highway Traffic Safety Administration

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

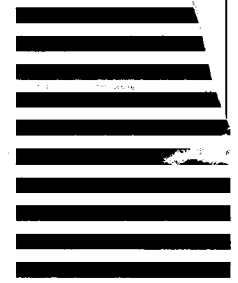
Official Business Penalty for Private Use \$300

DES MOINES IA 500

27 JAN 2014 PM 2 L



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

**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**

NHTSA

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