

APR - 3 2015

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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	
OWNER INFORMATION (Type or Print)		Date Received 09-FEB-2015		Repository ☐ Reference No. 10682215	
Name Address City MESQUITE State NV Zip Code		Daytime Telephone Number Evening Telephone Number		E-mail Address	
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 KM8SRDHF3DU		Make HYUNDAI		Model SANTA FE	
Model Year 2013		Date Purchased 4-30-13		Dealer's Name and Telephone Number FINDLAY HYUNDAI 435-688-7272	
Engine: No: Cylinders 6		Fuel Type: G		Original Owner ☒	
Dealer's City ST. GEORGE		State UTAH		Zip Code 84790	
Transmission Type AUTO		☒ Antilock Brakes ☒ Cruise Control		Powertrain AWD	
Multiple Failure:		Incident Date(s) 24-MAY-2013			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 020000 SUSPENSION				Failure Mileage 1500	
				Failure Speed 75	
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: DOTM9ABC036)		☐ Original Equipment ☐ 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 ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured 0	
				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 2013 HYUNDAI SANTA FE. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 75 MPH, A LOUD BANGING NOISE EMITTED FROM THE SUSPENSION. THE FAILURE RECURRED MULTIPLE TIMES AND ONLY WHEN THERE WAS AT LEAST FOUR PASSENGERS. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THERE WAS NO DIAGNOSIS OR REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND THE CONTACT WAS ADVISED TO RETURN THE VEHICLE TO THE DEALER FOR REPAIR. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 1,500.					
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.					

Temporary Complaint Number (TCN): AFN18-49716

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Required Information in Bold

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

Vehicle Information**Vehicle Identification Number (VIN)**

K M 8 S R D H F 3 D U

Select/Enter Make

HYUNDAI

Enter Model

SANTA FE

Select/Enter Year

2013

Incident Information**Approximate Incident Date** 05/24/2013Was there a Crash? ☐ Yes ☒ NoWas there a Fire? ☐ Yes ☒ NoFailure Mileage milesNumber of Deaths, if any Number of Persons Injured, if any Was medical attention required? ☐ Yes ☒ NoSpeed (at time of incident) mph**Description**

392 characters remaining

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...).

A few months after I bought this car I noticed that whenever the SUV had 4 or more passengers and went over bumps I would hear a banging noise in the rear suspension. I looked under the vehicle several times for anything that was loose or broken. A recent trip to San Diego with my son and daughters family the noise got my son's attention when he was driving. He got out and looked under the rear of vehicle and said the orange colored bump stops were in contact with the lower A frame. So every time we hit a bump the car goes up and down, the noise goes bang.

I notified Hyundai Customer Service and got a case number and they notified dealer I bought SUV from. Took vehicle into dealer for inspection and they said that there was 1 inch clearance on bump stop with no one in vehicle. I called customer service again and told them again you need to put 6 people in car and take it for a ride. Back to dealer again on the 29th of Jan. 2015 and put 6 people in car. They took a measurement at rear wheel fender well of 31 inches empty and 29.5 inches with 6 people in car, a drop of 1.5 inches. The bump stop was in contact with lower A frame. The service manager did not take car for a ride and said they would contact factory engineer for a fix.

Called dealer back on 6th Feb. 2015 and was told that the vehicle meets all factory specifications. When you are driving a vehicle going 75 mph and hit a dip or bump and it bottoms out it can be very dangerous. It will cause the vehicle to change lanes or run off the road.

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

Failed Component 1

Suspension

Failed Component 2

Select the Component

Failed Component 3

Select the Component

888-327-4236 | www.safercar.gov

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

Personal Information

First Name

Last Name

Email

Daytime Phone Evening Phone

Address 1

Address 2

City

State

Zip Code

HYUNDAI CUSTOMER SERVICE
12-17-14 CASE # [REDACTED]

VEHICLE BOTTOMING OUT REAR
CALLED HYUNDAI 1-9-15 AND THEY
RETURNED CALL 1-19-15. TOLD
TO MAKE APPOINTMENT WITH
DEALER. TOOK INTO DEALER ON
1-22-15. THEY COMPARED NEW
LOT VEHICLE WITH MINE, 1 INCH
CLEARANCE ON BOTH EMPTY.
CALLED HYUNDAI AGAIN, TOLD THEM
YOU NEED TO PUT 6 PASSENGERS
IN VEHICLE AND ROAD TEST.

SEE INVOICE [REDACTED] AND FIRST
COMPLAINT TO NHTSA, COULD NOT
SEND ONLINE SEVERAL ATTEMPTS.
CALLED NHTSA 2-09-15 TO FIND
OUT HOW TO SEND ONLINE BUT
MICHAEL TOOK INFO ON PHONE.
10682215. SEE ENCLOSED
ADDITIONAL INFORMATION.

[REDACTED]

CUSTOMER #:

INVOICE



HYUNDAI-SUBARU

1405 S. Sunland Drive • St. George, Utah 84790
Main: (435) 688-7272

MESQUITE, NV

PAGE 1

HOME: CONT:

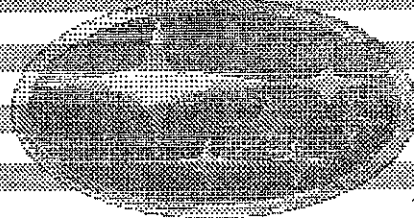
BUS: CELL:

SERVICE ADVISOR: 39179 CHAD JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	13	HYUNDAI SANTA FE	KM8SRDHF3DU		12005/12005		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
30APR13 IS							
30APR13 DD			17:00 29JAN15		105.00	CASH	29JAN15
R.O. OPENED		READY	OPTIONS: SOLD-STK:		ENG:3.3_Liter_DOHC		
10:01 29JAN15		10:16 29JAN15	TRN:AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES HYUNDAI CUSTOMER SERVICE WANTS US TO PUT 6 PEOPLE IN							
HIS VEHICEL TO SEE HOW IT SITS							
INFO LOT CAR 31" RIDE HIGH LOADED 29.5" BUMPSTOP							
TO AXLE .5 CUST CAR 31" D-RIDE29.5 LOADED							
BUMP STOP TO AXLE 1.0							
29028 WH 0.00							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

"ON THE SAVINGS SIDE OF THE FREEWAY"



HYUNDAI

SUBARU

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you had the opportunity to inspect any replaced parts and received any parts (required to be returned to you). The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:**

A charge equal to 7.5% of the total cost of labor, not to exceed \$30.00, will be added to the Repair Order for shop supplies used in connection with this repair.

PARTS RETURN WAIVER: I hereby waive the return of any replaced parts.

X

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
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

ATTACHED COPY

