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|  <p>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</p> | | FOR AGENCY USE ONLY 100148 | |
| <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p> | | Date Received 24-FEB-2015 | Repository <input type="checkbox"/> Reference No. 10690258 |
| OWNER INFORMATION (Type or Print) | | | |
| Name | | Daytime Telephone Number | E-mail Address |
| Address | | Evening Telephone Number | |
| City | JACKSONVILLE | State | FL Zip Code |
| <p><i>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).</i></p> | | | |
| VEHICLE INFORMATION | | | |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KMHGC46F69U | | Make HYUNDAI | Model GENESIS |
| Date Purchased May 2012 | | Dealer's Name and Telephone Number World Imports USA 904-998-9992 | Model Year 2009 |
| Original Owner <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Dealer's City Jacksonville | Engine: V8 No: Cylinders 8 | Fuel Type: Premium |
| Transmission Type Automatic | <input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control | Powertrain yes | Multiple Failure: HECU (only) |
| | | Incident Date(s) 04-FEB-2015 | |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | |
| Vehicle Component Code: BRAKES (PWS) Hydraulic Electronic Control Unit (HECU) | | Failure Mileage 88000 | Failure Speed 5 mph or greater |
| 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 <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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury (ies).)</i> | | | |
| Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured 0 | Number of Deaths 0 |
| | | Reported to Police N | |
| <p>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).</p> <p>TL*THE CONTACT OWNS A 2009 HYUNDAI GENESIS. THE CONTACT STATED THAT WHEN ATTEMPTING TO ENGAGE THE BRAKES, THE BRAKE PEDAL WENT TO THE FLOOR WITHOUT ANY WARNING. THE CONTACT WAS INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 13V489000 (SERVICE BRAKES, HYDRAULIC) AND INDICATED THAT THE DEALER ONLY REPLACED THE FACTORY BRAKE FLUID. THE CONTACT STATED THAT THE DEALER DID NOT INSPECT THE HECU MODULE FOR PROPER OPERATION. THE CONTACT STATED THAT MONTHS LATER, THE FAILURE RECURRED. THE RECALL REPAIR DID NOT REMEDY THE FAILURE AND THE VEHICLE WAS TAKEN BACK TO THE DEALER WHO DIAGNOSED THAT THE HECU NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 88,000.</p> | | | |
| Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. | | ATTACH ADDITIONAL SHEETS IF NECESSARY | |
| <p>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.</p> | | | |

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

On Jan. 18th the brakes began to fail. When pressing on them the pedal went to the floor and stopping the car was difficult. As time progressed the brakes became unsafe to drive because the car would not come to a complete stop when approaching a red light traffic signal. When the dealer was notified (Westside Hyundai in Jacksonville, Fla - 1672 Cassart Ave.) they did not respond in a way to help this situation. After writing an e-mail to the owner of the dealership they replaced the hydraulic electronic control unit, free of charge. I had to pay for the labor. The HECU was the problem for brake failure.

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



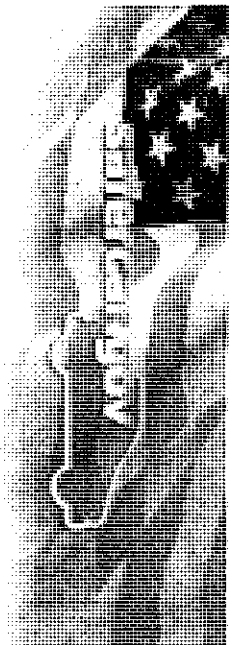
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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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