

**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

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  
07-JUL-2015

Repository   
Reference No.  
10732363

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City BREWSTER State NY 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: KMHDU46D19U [REDACTED]  
Make: HYUNDAI Model: ELANTRA Model Year: 2009  
Date Purchased: 09/05/2009 Dealer's Name and Telephone Number: Danbury Hyundai Engine: 4 No. of Cylinders: 4 Fuel Type: gasoline  
Original Owner:  Dealer's City: Danbury State: CT Zip Code: 06810  
Transmission Type: auto Antilock Brakes:  Powertrain: Multiple Failure: Incident Date(s): 01-MAY-2015  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 250000 ELECTRONIC STABILITY CONTROL Failure Mileage: 90000 Failure Speed: 20

**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: DOTMAL9ABC036)  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 <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
--	---	--------------------------------	-----------------------	-------------------------

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).

TOOK CAR IN FOR SAFETY RECALL CAMPAIGN127 ELECTRONIC POWER STEERING . TOOK OVER 1 MONTH TO GET CAR BACK. THE STEERING FELT LOOSE AND WORSE THAN BEFORE. WENT TO 2 DEALERS BOTH SAID STEERING IS LOOSE BUT SAFE. I DID NOT FEEL SAFE.THE REGIONAL MANAGER AT HYUNDAI SAID THERE IS NOTING THEY CAN DO ABOUT IT.

Went to independant mechanic .. He said steering set to race car .. Dealer could not change it. I adapted to the way it drives. So far so good but no emergency condition occured.

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.

**From:** [Williams, Maritza CTR \(NHTSA\)](#) on behalf of [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: ---10732363-----  
**Date:** Monday, September 21, 2015 10:03:20 AM  
**Attachments:** [10732363.pdf](#)

---

Questionnaire.

Maritza L. Marshall-Williams  
BLF Technologies Inc.  
on assignment with National Highway Traffic Safety Administration,  
Dept. Of Transportation  
W48-204  
[maritza.williams.ctr@dot.gov](mailto:maritza.williams.ctr@dot.gov)  
Ph: 202-493-0317  
Fax: 202-366-3081

**From:** [REDACTED]  
**Sent:** Monday, September 21, 2015 8:53 AM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** NHTSA: Follow up to ODI Complaint: ---10732363-----

Thanks for giving me the opportunity to make complaint. I updated the pdf file. Added comment about steering being set to race car when Electronic Power Steering was changed by recall. and the dealer could not adjusted this change. I adapted to change but lucky no emergency situation occurred.

Thank you

[REDACTED]

[REDACTED]