

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



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

Date Received  07-JUL-2015	Repository <input type="checkbox"/>
	Reference No. 10732399

**OWNER INFORMATION (Type or Print)**

Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City SODDY DAISY	State TN	Zip Code			

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 KMHGC4DD5CL		Make HYUNDAI	Model GENESIS	Model Year 2012
Date Purchased 11/08/2011	Dealer's Name and Telephone Number Long Hyundai (423) 855-1938		Engine: 3.8L No: Cylinders 6	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City Chattanooga,	State TN	Zip Code 37421	
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 23-JUN-2015

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

Vehicle Component Code: ENGINE (PWS) Engine stalled while driving, lost power steering/brakes	Failure Mileage 29000	Failure Speed 30 mph
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**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)	<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**

(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
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**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 2012 HYUNDAI GENESIS. THE CONTACT STATED THAT THE VEHICLE STALLED WITHOUT WARNING WHILE ATTEMPTING TO MERGE INTO TRAFFIC. THE CONTACT WAS ABLE TO RESTART THE ENGINE AND DROVE ONTO THE ROAD SHOULDER. THE VEHICLE WAS TOWED TO THE DEALER AND TEST DRIVEN, BUT THE FAILURE COULD NOT BE DUPLICATED. THE DEALER CONCLUDED THAT THE VEHICLE WAS FUNCTIONING NORMALLY. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 29,000.

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)

Multiple horizontal lines for writing the narrative description.

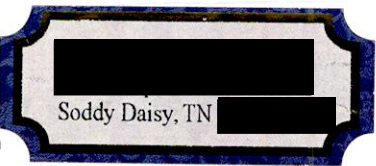
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

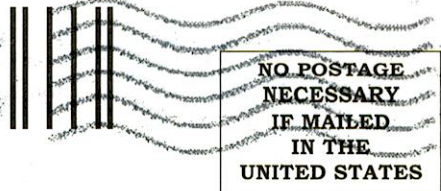
National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



CHATTANOOGA TN 374 3 T 11 AUG 2015 PM



**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  
888-327-4772**



Vehicle Owner's Only  
U.S. Department of Transportation  
National Highway Traffic Safety Administration





**LONG OF CHATTANOOGA**

6035 International Drive  
Chattanooga, TN 37421  
(423) 855-3726  
Fax: (423) 855-1938

**SERVICE DEPARTMENT HOURS**  
7:30 a.m. to 6:00 p.m.  
Monday - Friday  
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
6/23/15	
R/O Close Date	Status
6/30/15	Pre-Invoice
Mileage In	Mileage Out
28687	28886
Service Advisor / Tag #	
CHRIS DANIEL/1504*W*	
Vehicle Identification Number	
KMHGC4DD5CU	
Delivery Date	In-Service Date
1/21/13	
Color	License Number

SODDY DAISY, TN			Work Phone
			Home Phone
			Body
			4 DR Sedan
Year	Make	Model	
2012	HYUNDAI	GENESIS	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT	
Email: [REDACTED]		
#1 - MISC: CUSTOMER STATES CAR DIED ON THEM WHEN THEY WERE DRIVING Caused by TEST DROVE OVER 201 MILES OVER 4 DAYS, NO CHECK EN GINE LIGHT ON, NO CODES FOUND. VEHICLE IS OPERATIN G AS DESIGNED. NO PROBLEMS WITH DYING WHILE DRIVIN G DULICATED. NO OTHER PROBLEMS FOUND AT TIME. Work performed by LONNELL KELLEY (737) Internal ADVISED CUSTOMER TO TEST DRIVE TO DUPLICATE CONCER N, CUSTOMER DECLINED TO TEST DRIVE WITH SHOP FOREM AN, NO SERVICE HISTORY, RECCOMEND 30K MAINTENANCE, RECCOMEND FUEL INDUCTION, READY FOR PICK UP		
#2 - 99P: PERFORM WORLD CLASS MULTI-POINT INSPECTION		
#3 - TG: TIRES ARE OK AT THIS TIME		
***** * We appreciate and thank you for your business! Please * * contact Brent or Chris at 423-855-5664 with any questions* * about your visit. * *****		
TERMS. STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.		
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.		
LABOR	.00	
PARTS	.00	
DEDUCTIBLE	.00	
SUBLET	.00	
SHOP SUPPLIES	.00	
HAZARDOUS MATERIALS	.00	
SALES TAX OR TAX I.D.	.00	
SPECIAL ORDER DEPOSIT	.00	
DISCOUNTS	.00	
TOTAL DUE	.00	
<b>NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.</b>		
X		

2012 » ENGINE

switch years

switch models

switch make

MAY 4: Hyundai Sonata Engine Failure Lawsuit Filed in California

## ENGINE STALLS/SHUTS OFF WHILE DRIVING

2012 HYUNDAI GENESIS

THIS PROBLEM MAY BE COVERED UNDER WARRANTY. ASK YOUR HYUNDAI DEALER.

ENGINE COMPLAINTS <sup>11</sup> CRASH TESTS <sup>3</sup> RECALLS <sup>1</sup> INVESTIGATIONS <sup>1</sup> TSBS <sup>16</sup> LEMON LAW

Typical Repair Cost:

**No data**

Average Mileage:

**34,998 miles**

Total Complaints:

Most Common Solutions:

1. had to add a spacer on the battery, to keep the connect (1 reports)
2. not sure (1 reports)

Get free help with your lemon!

