


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>  <b>To Report Vehicle Safety Defects</b>  <b>1-888-DASH-2-DOT</b>  <b>(1-888-327-4236)</b>  <b>INTERNET:www.nhtsa.dot.gov/hotline</b></p>			<p>FOR AGENCY USE ONLY 100148</p>		
<p>U.S. Department of Transportation  <b>National Highway Traffic Safety Administration</b></p>			<p>Date Received 05-AUG-2015</p>	<p>Repository <input type="checkbox"/></p> <p>Reference No. 10746476</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
<p>Name [REDACTED]</p>			<p>Daytime Telephone Number [REDACTED]</p>	<p>E-mail Address [REDACTED]</p>	
<p>Address [REDACTED]</p>			<p>Evening Telephone Number [REDACTED]</p>		
<p>City ROCHESTER</p>		<p>State NY</p>	<p>Zip Code [REDACTED]</p>		
<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>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KMHCT5AE7F[REDACTED]</p>		<p>Make HYUNDAI</p>	<p>Model ACCENT</p>	<p>Model Year 2015</p>	
<p>Date Purchased 5/20/15</p>	<p>Dealer's Name and Telephone Number (585) 292-0500 Vision Hyundai 2525 W. Henrietta 14623</p>		<p>Engine: No: Cylinders 4</p>	<p>Fuel Type: gas</p>	
<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City Rochester</p>	<p>State NY</p>	<p>Zip Code 14623</p>		
<p>Transmission Type automatic</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 1) 08-JUN-2015 2) 27-JUL-2015</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 980000 UNKNOWN OR OTHER Computer (ECM)</p>			<p>Failure Mileage 1) 400 2) 1400</p>	<p>Failure Speed 0 0</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b>  <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</i></p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>	<p>Reported to Police N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b>  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>ON 6/8/15 WHEN I STOPPED AT A TRAFFIC LIGHT, THE BATTERY LIGHT CAME ON AND THE CAR STALLED. AFTER I TURNED IT OFF AND TURNED IT ON AGAIN, THE PROBLEM DISAPPEARED. ON 7/27/15, A SIMILAR SITUATION RECURRED, AGAIN AFTER STOPPING AT A TRAFFIC LIGHT. THIS TIME MULTIPLE WARNING LIGHTS CAME ON, INCLUDING ENGINE OIL PRESSURE, PARKING BRAKE/BRAKE FLUID AND SOMETHING ELSE. THE CAR STALLED AGAIN. AND AGAIN AFTER TURNING IT OFF AND ON THE PROBLEM DISAPPEARED AND THEN I COULD DRIVE NO PROBLEM. VERY LIKELY IT MAY BE A COMPUTER MALFUNCTION. WITH THIS ISSUE THE CAR IS UNPREDICTABLE, UNRELIABLE AND RESPECTIVELY DANGEROUS.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<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 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.</p>					

**From:** [EVOQ \(NHTSA\)](#)  
**To:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: ----10746476-----  
**Date:** Tuesday, September 01, 2015 3:06:07 PM  
**Attachments:** [10746476\\_return.pdf](#)  
[image002.gif](#)

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**From:** [REDACTED]  
**Sent:** Tuesday, September 01, 2015 12:12 PM  
**To:** EVOQ (NHTSA)  
**Subject:** Re: FW: NHTSA: Follow up to ODI Complaint: ----10746476-----

On Monday, August 31, 2015 2:59 PM, "[EVOQ@dot.gov](mailto:EVOQ@dot.gov)" <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation



Ref# 10746476



**AUTOMOTIVE GROUP**

CUSTOMER #: [REDACTED]

\*INVOICE\*

**VISION HYUNDAI**  
 2525 W. HENRIETTA ROAD  
 ROCHESTER, N.Y. 14623  
 (585) 292-0500  
 (800) 295-7977  
 Repair Shop # 7086084

PAGE 1

ROCHESTER, NY [REDACTED]  
 HOME [REDACTED] CONT: [REDACTED]  
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1855 MATT CHEVIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GY	15	HYUNDAI ACCENT	KMHCT5AE7FU[REDACTED]		1542/1542		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VARIABLE	PAYMENT	INV. DATE
20MAY15 DD			20:00 30JUL15		98.00	CASH	05AUG15

R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] DLR: [REDACTED]
10:33 30JUL15	12:11 05AUG15	ENG:1.6 Liter_GDI_DOHC AXL:N9S 1)LIFETIME OIL CHANGES

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S: AS YOU ARE AWARE I REPORTED A PROBLEM 6/9/15: WHEN STOPPED AT A TRAFFIC LIGHT, BATTERY LIGHT CAME ON AND THE CAR STALLED. AFTER I TURNED OFF THE ENGINE AND THEN TURNED IT ON AGAIN, THE PROBLEM WAS GONE AND I COULD DRIVE. YESTERDAY, 7/27/15 THE PROBLEM RECURRED IN A SIMILAR FASHION, AGAIN AFTER STOPPING AT A TRAFFIC LIGHT. ONLY THIS TIME MULTIPLE LIGHTS CAME ON ON THE DASH BOARD, AND THE CAR STALLED. AFTER RESTARTING I COULD KEEP DRIVING. THIS COMPUTER MALFUNCTION CREATES DANGEROUS SITUATIONS.

CUST COULD NOT DUPLICATE, CLEANED ALL GROUNDS, OPEN CASE WITH HYUNDAI#8118832  
 1889 SCINTA, MICHAEL LIC#: E  
 ISP

(N/C)

C PERFORM 34 POINT INSPECTION AT NO CHARGE  
 34PT DEFAULT  
 1889 SCINTA, MICHAEL LIC#: E  
 ISP

(N/C)

WEB APPT CREATED 2015-07-28 10:43:25AM TAKEN BY C/S: I UNDERSTAND THAT IT'S DIFFICULT FOR YOU TO DUPLICATE THE PROBLEM. AS I'VE BEEN ADVISED BY MY LAWYER I NEED TO KEEP RECORDS WITH YOU REGARDING THIS ISSUE.

\* A WALK-AROUND INSPECTION HAS BEEN PERFORMED ON YOUR VEHICLE TODAY. A SURVEY MAY BE CONDUCTED IF A GRADE OF 10 IS NOT POSSIBLE, PLEASE CONTACT MATT-GREG-JOEY, ITS ALWAYS A PLEASURE TO SERVE YOUR AUTOMOTIVE NEEDS.

CUSTOMER

<p>The cause of major problems is not checking the minor ones.</p>	<p>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 NEITHER ASSUME NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.</p>	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	

Ref# 10748476



**AUTOMOTIVE GROUP**

**VISION HYUNDAI**

2525 W. HENRIETTA ROAD  
ROCHESTER, N.Y. 14623

(585) 292-0500  
(800) 295-7977

Repair Shop # 7086084

CUSTOMER #: [REDACTED]

\*INVOICE\*

PAGE 1

ROCHESTER, NY [REDACTED]

HOME [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1855 MATT CHEVIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GY	15	HYUNDAI ACCENT	KMHCT5AE7FU[REDACTED]		374/377		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VARIABLE	PAYMENT	INV. DATE
20MAY15 DD			20:00 09JUN15		98.00	CASH	09JUN15

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:
07:57 09JUN15	08:55 09JUN15	ENG:1.6_Liter_GDI_DOHC	AXL:N9S 1)	LIFETIME OIL

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES WHEN STOPPED AT A TRAFFIC LIGHT, BATTERY LIGHT CAME ON AND CAR STALLED

CUST TECH UNABLE TO DUPLICATE CONCERN, NO CODES IN SYSTEM, CHECKED BATTERY, STARTER, CLEANED TERMINALS, CUST TO HAVE TOWED IF HAPPENS AGAIN

1889 SCINTA, MICHAEL LIC#: E  
ISP

(N/C)

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		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

CUSTOMER COPY

2170 PROJ 1170

202 566-1767