

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

DATA 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
20-AUG-2015

Repository
Reference No.
10750137

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ARLINGTON State TX Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

E-mail Address [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
KMHGN4JE3FU [REDACTED] Make HYUNDAI Model GENESIS Model Year 2015

Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:

Original Owner Dealer's City State Zip Code

Transmission Type Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 17-AUG-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage 4700 Failure Speed

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
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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 2015 HYUNDAI GENESIS. THE CONTACT STATED THAT WHILE ATTEMPTING TO USE THE KEY FOB TO GET INTO THE VEHICLE, THE DOORS FAILED TO UNLOCK. THE CONTACT STATED THAT THE TRADITIONAL KEY WAS USED TO TRY TO OPEN THE LOCK BUT FAILED TO ALLOW THE CONTACT ACCESS INTO THE VEHICLE. THE VEHICLE WAS TOWED TO THE DEALER, WHERE IT WAS DIAGNOSED THAT THE VEHICLE'S SYSTEM NEEDED TO BE RESET AND THE BATTERY IN THE KEY FOB NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 4,700.

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.

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to 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



[REDACTED]

[REDACTED] • Arlington • Texas [REDACTED]

T R A N S M I T T A L

DATE: September 13, 2015

TIME: 10:31 AM

TO: US DoT
NHTSA

PHONE: [REDACTED]

FROM: [REDACTED]

PHONE: [REDACTED]
EMAIL: [REDACTED]

RE: Ref No.: 10750137 – Vehicle Owner’s Questionnaire (Additional Information)

Message

Additional Information

- **Date of Incident:** August 17, 2015
- **Date Purchased:** March 17, 2015 (new car)
- **Dealer’s Name and Phone No.:** Randall Noe Hyundai, L.P. (972) 524-3775
- **Dealer’s City/State:** Terrell, TX 75160
- **No. Cylinders:** 6
- **Fuel Type:** Regular
- **Original Owner:** Yes
- **Powertrain:** 311 HP, 3.8L Gasoline Direct Injection V6 engine with Dual Continuously Variable Valve Timing
- **Transmission Type:** Automatic
- **Anti-Lock Brake and Cruise Control:** Yes, Yes
- **Multiple Failures:** Yes, Complete Car/System Shutdown (nothing operational)
- **Failure Speed:** 0 mph (in garage)

Incident Information:

While attempting to use FOB to enter car, nothing was operational, same response with two other FOBs (three total), entered car with manual key, door and trunk opened, but still could not start car and no signs of life (vehicle was essentially a hunk of metal, plastic and leather) – total system failure, called towing company to bring to dealer, car could not be jumped started. Dealer (see attachment), had to reset all computers in vehicle by disconnecting power, replaced battery ground bolt with stainless steel, body side system had no DTC’s, but was necessary to reset to operate, battery fully charged and no problem with remote FOB. Unknown reason why a reset was necessary

Best Regards,

[REDACTED]

CUSTOMER #:

Vandergriff



1120 W I-20 * Arlington, Texas 76017
(817) 557-6700
Fax (817) 557-6785

INVOICE

DUPLICATE 2
PAGE 1

ARLINGTON, TX

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

CONSULTANT: 5859 DANIEL A GUEVARA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	15	HYUNDAI Genesis SEDA	KMHGN4JE3FU [REDACTED]		4504/4504	T9829

DEL DATE	IN.SERV DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
17MAR15 DD			18:00 17AUG15		104.95	CASH1	20AUG15

R.O. OPENED: READY OPTIONS: ENG:3.8_Liter_DI_DOHC

11:48 17AUG15 10:20 20AUG15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER REPORTS THAT CAR WILL NOT START. TRIED TO JUMP AND STILL NOT START

NC NO CHARGE TO RESET ALL COMPUTERS IN VEHICLE
4999 IWTY

(N/C)

4503 NECESSARY TO RESET ALL COMPUTERS IN VEHICLE BY DISCONNECTING POWER, REPLACED BATTERY GROUND BOLT WITH STAINLESS, BODY SIDE SYSTEM HAD NO DTC'S, BUT WAS NECESSARY TO RESET TO OPERATE BATTERY FULLY CHARGED AND NO PROBLEM WITH REMOTE. UNKNOWN REASON WHY A RESET WAS NECESSARY. THE DRIVER DOOR EXTERIOR HANDLE LOCK COVER WAS MISSING UPON ARRIVAL AND DAMAGE TO THE DRIVERS SIDE REAR LOWER FENDER

B PERFORM COMPLIMENTARY WASH (\$15.95 VALUE)

WASH PERFORM COMPLIMENTARY WASH (\$15.95 VALUE)
4999 IMGR

(N/C)

4503 COMPLETE

C PERFORM COMPLIMENTARY MULTI-POINT INSPECTION INCLUDING SAFETY ITEMS & BATTERY TEST (\$49.95 VALUE)

99P PERFORM COMPLIMENTARY MULTI-POINT INSPECTION INCLUDING SAFETY ITEMS & BATTERY TEST (\$49.95 VALUE)
4999 IMNT

(N/C)

4503 MPI MPI COMPLETED

* We value your business here at VANDERGRIFF*
Hyundai. If you are not completely satisfied
with the visit, please call Scott Schroeder
at 817-557-6734. Your next scheduled service
* is due at _____ miles *
* THANKS FOR YOUR BUSINESS *

DISCLAIMER OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. Vandergriff Hyundai makes no warranties of any kind, express or implied, and disclaim all warranties either express or implied, including any warranty of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased. In no event shall this dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. Vandergriff Hyundai neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products.
ALL GM PARTS ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to the vehicle or articles left in 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 shipment by the supplier or transporter. I hereby grant you and/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. I understand that you are not responsible for alternate transportation due to any of the above. If I have chosen to rent, lease or otherwise use a vehicle from your dealership as alternative transportation, I hereby grant to you, in consideration of same, a security interest in the vehicle herein described as security of the payment of any and all charges relating to said rental, lease or use. This account payable in Arlington, Tarrant County Texas. I have hereby read, understand and agree to the authorization to repair, the disclaimer of warranties and the terms of payment.

Terms: Strictly Cash Unless Arrangements Made

CUSTOMER SIGNATURE

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 INS/DED/DISC	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00