

INFORMATION Redacted PURSUANT TO THE FREEDOM OF ACT (FOIA), 5 U.S.C. 552(B)(6) U.S. Department of Transportation National Highway Traffic Safety Administration		FOR AGENCY USE ONLY 100148	
		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	Repository ☐
		28-OCT-2015	Reference No. 10786752
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address			
City	State	Zip Code	Evening Telephone Number
SHEFFIELD LAKE	OH		
<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>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
KMHGC46E59U		HYUNDAI	GENESIS
Model Year		2009	
Date Purchased	Dealer's Name and Telephone Number		Engine:
			No: Cylinders
Original Owner	Dealer's City	State	Zip Code
☐			
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:
	☐ Cruise Control		Incident Date(s)
			28-OCT-2015
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: BRAKES (PWS)		Failure Mileage	Failure Speed
		101000	60
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)	☐ 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			
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash	Fire	Number of Persons Injured	Number of Deaths
☐ Yes ☒ No	☐ Yes ☒ No		
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).			
TL* THE CONTACT OWNS A 2009 HYUNDAI GENESIS. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 60 MPH AND ATTEMPTING TO STOP THE VEHICLE, THE BRAKES FAILED CAUSING THE BRAKE PEDAL TO EXTEND TO THE FLOORBOARD CAUSING A LONGER STOPPING DISTANCE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE VEHICLE WAS PREVIOUSLY SERVICED UNDER NHTSA CAMPAIGN NUMBER: 13V489000 (SERVICE BRAKES, HYDRAULIC) BUT THE FAILURE PERSISTED. THE FAILURE MILEAGE WAS 101,000.			
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.			

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: About my Hyundai complaint.
Date: Monday, December 28, 2015 6:46:07 AM
Attachments: [To whom it may concern.doc](#)
[10786752.pdf](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Wednesday, December 23, 2015 3:43 PM
To: Abbew, Margaret CTR (NHTSA)
Subject: FW: About my Hyundai complaint.

[Questionnaire.](#)

From: [REDACTED]
Sent: Wednesday, December 23, 2015 3:10 PM
To: DataQuality, DataQuality (NHTSA)
Subject: About my Hyundai complaint.

Here is my letter that was requested. I do apologize it took this long. The file you sent looks good. I made no changes to it.

To whom it may concern,

Since my original complaint about my 2009 Hyundai genesis I have contacted Hyundai twice about this issue trying to resolve it. The problem is an unexpected failure in the brake system on this vehicle. With 15+ years' experience as a mechanic as well as 5 years in the U.S. Army as a mechanic I can tell you first hand that it is a failure in the brake master cylinder.

This issue has every symptom of a failure in this component. I was told by Hyundai that I would drop it off for an inspection because they felt that it was only wear and tear. The vehicle started having this issue at about 100k miles. However after doing research, folks with the same model genesis have complained about the same issue ranging from as low as 18k miles and as high as mine with just over 100k.

In my professional opinion this is a premature failure and if you look at what has already been recalled, it goes hand in hand. This car (about 30k miles ago) was recalled because it had a corrosive brake fluid in it that was deemed unsafe. Knowing that, a premature failure of the pressurized hydraulic components is a byproduct of the brake fluid. I have since ordered the new part and fixed myself, but feel Hyundai should have agreed to the repair.

This issue is not affecting only me. And with all my experience I have seen failures like this before, but only on vehicles with 300k+ miles and 10+ years old. This vehicle is 5 years old (or at the time of writing this letter) and should not be showing symptoms quite like this. This is neglect on behalf of Hyundai and should be immediately addressed. I have confidence in driving it very low now as I am afraid to slam on the brakes in the event of an emergency. The day I found out the brakes were no good, I was traveling down the highway at 60 mph approaching traffic to only find out that the pedal was going to the floor.

This issue should be fixed. Hyundai has multiple unsafe vehicles driving around that put not only the driver, but other pedestrians in harm's way as well.

Thank you,

[REDACTED]

[REDACTED]

[REDACTED]