

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		U.S. C. 552(B)(6)		AGENCY USE ONLY 100148	
		Date Received 15-JAN-2016		Repository ☐ Reference No. 10820369			
OWNER INFORMATION (Type or Print)							
Name [REDACTED]				Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]				Evening Telephone Number [REDACTED]			
City HENRICO		State VA		Zip Code [REDACTED]			
<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 5XYZWDLA4G6 [REDACTED]				Make HYUNDAI		Model SANTA FE	
Model Year 2016		Engine: No: Cylinders		Fuel Type: GAS			
Date Purchased 08/21/2015		Dealer's Name and Telephone Number PEARSON HYUNDAI PH: NO 804 276 0300					
Original Owner ☒		Dealer's City RICHMOND		State VA		Zip Code 23235	
Transmission Type AUTO		☒ Antilock Brakes		Powertrain AWD		Multiple Failure: 2-07 ULTIMATE PKG.	
☒ Cruise Control				Incident Date(s) 06-OCT-2015			
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 160000 STRUCTURE, VISIBILITY/WIPER (PWS)						Failure Mileage 900 500	
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 ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured NO		Number of Deaths 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 2016 HYUNDAI SANTA FE. THE CONTACT STATED THAT WATER LEAKED THROUGH THE WINDSHIELD ONTO THE DASHBOARD OF THE VEHICLE. IN ADDITION, IN COLD TEMPERATURES, ICE ACCUMULATED INSIDE THE WINDSHIELD. ON HOT AND HUMID DAYS, CONDENSATION WAS VISIBLE INSIDE THE WINDSHIELD OF THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THE FAILURE WAS UNABLE TO BE DETERMINED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 900. 500 HEAVY MOISTURE / ICE INSIDE WINDSHIELD DEPENDS ON TEMPERATURE. ON OCT 6, OBSERVED HEAVY MOISTURE INSIDE WINDSHIELD BOTH IN THE MORNING AND THEN EVENING. AND WITH ONSET OF WINTER STARTING DEC 19. HAVE BEEN SEEING HEAVY ICE / FROST ON INSIDE WINDSHIELD. THE DEALER SAY THEY ARE NOT ABLE TO FIND THE ROOT CAUSE SO DO ANY THING ABOUT IT. 500 REPAIR ATTEMPTS DONE. (CANNON)							
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: FW: FW: NHTSA: Follow up to ODI Complaint: ---10820369
Date: Wednesday, February 10, 2016 8:52:13 AM
Attachments: [nhtsa_form.pdf](#)
[RepairOrder1.pdf](#)
[RepairOrder2.pdf](#)
[RepairOrder3.pdf](#)
[RepairOrder4.pdf](#)
[RepairOrder5.pdf](#)

From: [REDACTED]
Sent: Monday, February 08, 2016 9:24 PM
To: EVOQ (NHTSA); Wells, Cynthia CTR (NHTSA)
Subject: Re: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ---10820369

Please find attached the documents regarding the case. There are videos attached. Please let me know if you can open it. sorry to hear that you could not open the DVD. As the videos are large its may take time to open. the large size file will open in google share

Thanks [IMG_1268.MOV](#) [REDACTED]
[REDACTED]

On Wed, Feb 3, 2016 at 11:38 AM, <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 or fax to (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

IMG_1216.MOV	
IMG_1169.MOV	
IMG_1168.MOV	
IMG_1123.MOV	
IMG_7029.MOV	
IMG_1044.MOV	
IMG_1044.MOV	
IMG_0992.MOV	







PEARSON HYUNDAI

9530 MIDLOTHIAN PIKE - RICHMOND, VA. 23235

SALES (804) 276-0300 SERVICE (804) 276-8844 PARTS (804) 276-8866

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer, 12 months or 12,000 miles, whichever occurs first. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of profits, or income, or any other incidental damages.

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ERIC JANUARY	442	TAG NO. 715	INVOICE DATE 10/15/15	[REDACTED]
[REDACTED]	LABOR RATE 101.50	LICENSE NO.	MILEAGE 573	COLOR MINERAL GRAY	[REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 16/HYUNDAI/SANTA FE SPORT/4DR AWD 2.			DELIVERY DATE 08/21/15	DELIVERY MILES 12
HENRICO, VA [REDACTED]	VEHICLE I.D. NO. 5 X Y Z W D L A 4 G G [REDACTED]			SELLING DEALER NO. 20	PRODUCTION DATE
[REDACTED]	F.T.E. NO.		P.O. NO.	R.O. DATE 10/07/15	
[REDACTED]	COMMENTS				MO: 573

JOB# 1 CHARGES-----

LABOR-----
J# 1 37HYZMISC1 MISC 1 TECH(S):BLXX 0.00
CUSTOMER STATES WINDSHIELD WILL GET MOISTURE ON INSIDE AND
DEFROST NOT EFFECTIVE ON REMOVEING IT
FOUND VEHICLE WITH CONDESATION ON WINDSHIELD
WE WATER TESTED VEHICLE FOR LEAKS AND NO WATER
IS ENTERING THE VEHICLE AT THIS TIME
WE CONSULTED WITH A WINDSHIELD INSTALLER
AND WERE UNABLE TO FIND A LEAK
NO REPAIR NEEDED AT THIS TIME

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 01HYZAIFREE WALK-AROUND INSPECT TECH(S):BLXX 0.00
PERFORM HYUNDAI WALK AROUND MULTI-POINT INSPECTION OF
VEHICLE. PLEASE INITIAL HERE AFTER WALK AROUND HAS BEEN
PERFORMED BY YOUR ADVISOR. THANK YOU! X
PERFORMED HYUNDAI WALK AROUND MULTI-POINT INSPECTION OF
VEHICLE AND PROVIDED CUSTOMER WITH RESULTS.
THANK YOU FOR YOUR BUSINESS.

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

TOTALS-----

Method of Payment:	TOTAL LABOR....	0.00
() Cash	TOTAL PARTS....	0.00
() Check #	TOTAL SUBLET...	0.00
() Credit Card	TOTAL G.O.G....	0.00
() Charge	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

*****THANK YOU FOR YOUR BUSINESS!!!*****

TOTAL INVOICE \$ 0.00

YOU MAY BE SELECTED TO PARTICIPATE IN A
CUSTOMER SATISFACTION SURVEY FROM
HYUNDAI AND J.D. POWERS
TRULY EXCEPTIONAL
IS OUR ONLY PASSING GRADE!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

PEARSON HYUNDAI

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CELL : [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ERIC JANUARY 442	TAG NO. 1129	INVOICE DATE 11/16/15	[REDACTED]
[REDACTED]	LABOR RATE 101.50	LICENSE NO.	MILEAGE 573	COLOR MINERAL GRAY
[REDACTED]	YEAR / MAKE / MODEL 16/HYUNDAI/SANTA FE SPORT/4DR AWD 2.		DELIVERY DATE 08/21/15	DELIVERY MILES 12
HENRICO, VA [REDACTED]	VEHICLE I.D. NO. 5 X Y Z W D L A 4 G G [REDACTED]		SELLING DEALER NO. 0	PRODUCTION DATE
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE 11/02/15	
[REDACTED]	COMMENTS			
				MO: 578

JOB# 1 CHARGES-----

LABOR-----
 J# 1 37HYZMISC2 MISC 2 TECH(S):BLXX 0.00
 CUSTOMER STATES THERE IS HEAVY CONDENSATION ON THE WINDSHIELD
 OBSERVED MOISTURE ON INSIDE OF WINDSHIELD ON INITIAL INSPECTION
 WATER TESTED VEHICLE WITH WATER HOSE AND BY RUNNING THROUGH A HIGH PRESSURE TOUCHLESS WASH. NO LEAKS FOUND. AIRED OUT VEHICLE. TEST AGAIN STILL NO LEAKS. OBSERVED VEHICLE DAILY FOR ANY MOISTURE. NO MOISTURE FOUND ON CONTINUED CHECKS. HAD FACTORY FSE COME OUT TO INSPECT CAR. HE DID NOT OBSERVE MOISTURE ON WINDSHIELD. HE TOOK CAR THROUGH HIGH PRESSURE WASH AND INSPECTED FOR LEAKS. NO LEAKS FOUND AT THIS TIME.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00
 JOB# 2 CHARGES-----

LABOR-----
 J# 2 01HYZAFREE WALK-AROUND INSPECT TECH(S):BLXX 0.00
 PERFORM HYUNDAI WALK AROUND MULTI-POINT INSPECTION OF VEHICLE. PLEASE INITIAL HERE AFTER WALK AROUND HAS BEEN PERFORMED BY YOUR ADVISOR. THANK YOU! X
 PERFORMED HYUNDAI WALK AROUND MULTI-POINT INSPECTION OF VEHICLE AND PROVIDED CUSTOMER WITH RESULTS.
 THANK YOU FOR YOUR BUSINESS.

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

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CELL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ERIC JANUARY	TAG NO. 442	INVOICE DATE 12/22/15	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE 101.50	LICENSE NO. [REDACTED]	MILEAGE 881	COLOR MINERAL GRAY
HENRICO, VA [REDACTED]	YEAR / MAKE / MODEL 16/HYUNDAI/SANTA FE SPORT/4DR AWD 2.		DELIVERY DATE 08/21/15	DELIVERY MILES 12
[REDACTED]	VEHICLE I.D. NO. 5 X Y Z W D L A 4 G G [REDACTED]		SELLING DEALER NO. 20	PRODUCTION DATE [REDACTED]
[REDACTED]	F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	R.O. DATE 12/19/15	[REDACTED]
RESIDENCE PHONE [REDACTED]	COMMENTS [REDACTED]			

MO: 881

JOB# 1 CHARGES-----

LABOR-----

J# 1 37HYZMISC1 MISC 1 TECH(S):BLXX 0.00

C/S THERE IS ICE ON THE INSIDE OF THE WINDSHIELD

CHECK AND ADVISE

TECH CHECKED VEHICLE AND COULD NOT DUPLICATE

THE CONCERN

NO REPAIRS NEEDED AT THIS TIME

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00

LABOR-----

J# 2 01HYZAIFREE WALK-AROUND INSPECT TECH(S):BLXX 0.00

PERFORM HYUNDAI WALK AROUND MULTI-POINT INSPECTION OF

VEHICLE. PLEASE INITIAL HERE AFTER WALK AROUND HAS BEEN

PERFORMED BY YOUR ADVISOR. THANK YOU! X

PERFORMED HYUNDAI WALK AROUND MULTI-POINT INSPECTION OF

VEHICLE AND PROVIDED CUSTOMER WITH RESULTS.

THANK YOU FOR YOUR BUSINESS.

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

TOTALS-----

Method of Payment:

() Cash

() Check #

() Credit Card

() Charge

TOTAL LABOR.... 0.00

TOTAL PARTS.... 0.00

TOTAL SUBLET.... 0.00

TOTAL G.O.G.... 0.00

TOTAL MISC CHG. 0.00

TOTAL MISC DISC 0.00

TOTAL TAX..... 0.00

*****THANK YOU FOR YOUR BUSINESS!!!*****

TOTAL INVOICE \$ 0.00

YOU MAY BE SELECTED TO PARTICIPATE IN A

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HYUNDAI AND J.D. POWERS

TRULY EXCEPTIONAL

IS OUR ONLY PASSING GRADE!!

CUSTOMER SIGNATURE

ATTENTION

You will receive a customer satisfaction survey by email from Hyundai regarding this service. If for any reason, you cannot grade us with a PERFECT 10, please contact me personally before completing survey.

JasonVaughan@pearsonhyundai.com

Jason T. Vaughan

Service Manager

804.276.0300

West Broad Hyundai

A MEMBER OF THE PAGE AUTO GROUP

8903 West Broad Street
Henrico, VA 23294
PH: (804) 755-6215
FAX: (804) 755-4474
www.pageauto.com



RICHMOND, VA

PAUL LAFOON

SERVICE ADVISOR

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
12JAN16	14JAN16		5XYZWDLA4GG		T690		14JAN16	
		YEAR	MAKE & MODEL	TELEPHONE NO.			DELIVERY DATE	PREPARED BY
08:35		09:53	16 HYUNDAI SANTA FE				01JAN16	309
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
974	974							

A CUSTOMER STATES AFTER VEH SITS OVERNIGHT AND
COLD--THE INSIDE OF WINDSHIELD WILL ICE
UP

CAUSE: 1

99 SEE BELOW

36 WH

FC: PART#: COUNT:

CLAIM TYPE: WAR

AUTH CODE:

RAN POWER WASHER OVER FRONT W/S AND WINDOWS
FOR APPROX 5 MINUTES. CHECKED FOR WATER COMING
IN AROUND W/S NONE FOUND CK FOR DAMPNES ON
FRONT CARPET BOTH DRIVERS AND PASS SIDE NO
DAMPNESS. CHECK FOR DAMPNES ON REAR CARPET NO
DAMPNESS. RAN VEHICLE THRU CAR WASH NO LEAKS
DETECTED. CHECKED W/S BOTH MORNINGS OF 1/13
AND 1/14 NOTHING ON WINDSHIELD. IT IS NORMAL
FOR CONDENSATION TO BUILD UP ON INSIDE OF
WINDSHIELD SOMETIMES WHEN COLD OUTSIDE AND
CONDENSATION CAN FREEZE IF IT IS COLD ENOUGH
OUTSIDE

B NO F.D.C.I. PERFORMED

NE NO F.D.C.I. PERFORMED

TOTAL

(N/C)

WEST BROAD



HONDA
804-672-9200



HYUNDAI
804-755-6215



VW/AUDI
804-217-6330



MECHANICSVILLE



HONDA
804-730-7350



TOYOTA
804-559-8719



SERVICE HOURS

Monday through Thursday

7:30 AM to 7:30 PM

Friday

7:30 AM to 6:00 PM

Saturday

8:00 AM to 3:00 PM

the



DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS,OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

DEDUCTIBLE/DISCOUNT

SALES TAX

PLEASE PAY
THIS AMOUNT

TOTALS

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X
Customer Signature

Labor rate based on _____
per flat rate hour.

See reverse side for warranty details

Payment

☐ Cash ☐ Visa ☐ MC ☐ Discover
☐ Check Check # _____
☐ Point of Sale Check
☐ Page Charge ☐ Other

West Broad Hyundai

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RICHMOND, VA



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www.pageauto.com

SERVICE ADVISOR **PAUL LAFOON**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
26JAN16	04FEB16		5XYZWDLA4GG		T904		04FEB16	
		YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
07:57		15:26	16 HYUNDAI SANTA FE			01JAN16	730	730
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
1055	1055							

A C/S: C/S WINDSHIELD INSIDE CAR IS ICING OVER.
DEPENDS OF COURSE ON WEATHER AND
HUMIDITY. WHEN WARMER SEES MOISTURE
INSIDE. WAS HERE FOR SAME ISSUE RECENTLY.
99 PRESSURE WASHED VEH FOR 15 MINUTES ALL
AROUND SEALS -TO WINDSHIELD
SUNROOF AND BODY SEALS, NO LEAKS NO
WATER IN VEH, HYUNDAI REPRESENTATIVE-

31 CGH 0.00

99 USED ULTRASONIC LEAK DETECTOR ON VEH
THERE IS NO WATER GETTING INTO THIS
VEH THERE IS NOTHING WE CAN DO ABOUT
THIS ISSUE

31 CGH 0.00

B NO F.D.C.I. PERFORMED
NF NO F.D.C.I. PERFORMED

31 CGH 0.00

TOTAL

WEST BROAD



HONDA
804-672-9200



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SERVICE HOURS

Monday through Thursday

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Friday

7:30 AM to 6:00 PM

Saturday

8:00 AM to 3:00 PM

the



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
DEDUCTIBLE/DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

STATEMENT OF DISCLAIMER

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X _____
Customer Signature

XTIME APPT CREATED 2016-01-19 01:25:00PM TAKEN
BY MARTY CARROLL

Labor rate based on _____
per flat rate hour.

See reverse side for warranty details

Payment

☐ Cash ☐ Visa ☐ MC ☐ Discover
☐ Check Check # _____
☐ Point of Sale Check
☐ Page Charge ☐ Other

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Complaint 10820369
Date: Tuesday, February 09, 2016 9:10:28 AM

Sent: Tuesday, February 09, 2016 9:10 AM

Subject: FW: Complaint 10820369

From: [REDACTED]
Sent: Monday, February 08, 2016 9:28 PM
To: EVOQ (NHTSA);
Subject: Complaint 10820369

Hi Just to confirm., I just sent you some docs in email. the file are large and large files will open in google share automatically. Please let me know if you can open the files otherwise I will have to send one by one or send a flash drive to you.

Thanks
[REDACTED]