

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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) 100148

Date Received 2016

Repository ☐

25-FEB-2016

Reference No.
10838132

OWNER INFORMATION (Type or Print)

Name

Address

City FLEMINGTON

State NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

5NPE34AF8FH

Make

HYUNDAI

Model

SONATA

Model Year

2015

Date Purchased

7/30/14

Dealer's Name and Telephone Number

TOWNE HYUNDAI (973) 366-7777

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

☐

Dealer's City

DENVILLE, NJ

State

NJ

Zip Code

07834

4

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 cyl

Multiple Failure:

Yes

Incident Date(s)

15-SEP-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, ENGINE (PWS), 180000 VEHICLE SPEED CONTROL, 010000 STEERING, 100000 POWER TRAIN

Failure Mileage
2000

Failure Speed
20

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

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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 2015 HYUNDAI SONATA. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 20 MPH, ALL OF THE WARNING INDICATORS ILLUMINATED AS THE STEERING WHEEL SEIZED AND THE ACCELERATOR PEDAL WAS DEPRESSED BUT THE VEHICLE FAILED TO ACCELERATE. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE COULD NOT BE DUPLICATED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 2,000.

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

In 2014 we PURCHASED THIS 2015 HYUNDAI SONATA LIMITED. We Took it BACK 5 TIMES TO TOWN & HYUNDAI IN DANVILLE, VT BECAUSE OF THE PROBLEMS we were HAVING TO NO Avail. We Drove THE CAR TO NAPLES FLORIDA This Winter Where We Took it 5 more Times Our son found A RECALL ON THE INTERNET FOR THIS Problem AND SHOWED THE SERVICE TECH. IT WAS A TRUNK KIT BEHIND THE DASHBOARD THAT WAS THE Problem. We ARE ^{ATTACH ADDITIONAL SHEETS IF NECESSARY} Lucky We Were NOT Killed

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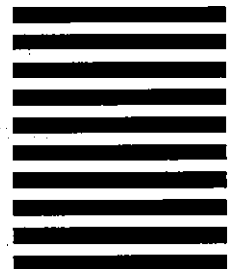
**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



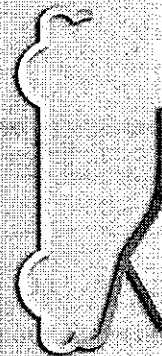
Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



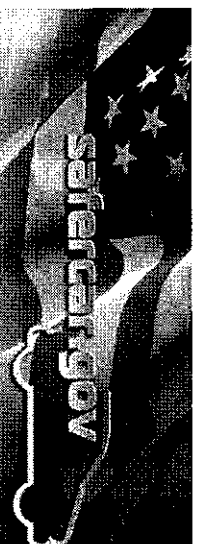
**or call:
Vehicle Safety Hotline
888-327-4236**

**or visit:
www.safercar.gov**

**If so:
Use the enclosed
form to file a report.**



**Think your vehicle
has a safety defect?**



[REDACTED]
Flemington NJ, [REDACTED]

April 4, 2016

Mr. Frank Ferrara
Executive Vice President Customer Satisfaction
Hyundai Motor America
10550 Talbert Ave
Fountain Valley CA, 92728

Dear Mr. Frank Ferrara:

I have written this letter to share with you my extreme displeasure with my 2015 Hyundai Sonata Limited. I purchased the vehicle new on 7/30/14 from Towne Hyundai in Denville NJ, and the car has been in for service nine (9) times between two dealerships for the same issue which took twenty (20) months to resolve. The issue with the vehicle was the same issue cited by National Highway Traffic Safety Administration; A faulty wiring connection creating an open circuit in the chassis controller which led to the inability to shift the car out of park, and loss of power steering assist.

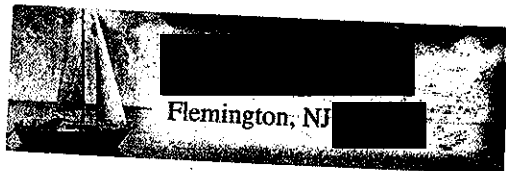
During the duration of the problem, I called Hyundai customer service several times to report the issue and seek assistance from the corporate offices, with no success. The part of the story that I find most troubling, is that my son is the one who identified the issue via an internet search, and he is the one who provided the information to the Hyundai dealership which led to the final resolution of the problem. How is it possible that a vehicle can be brought into Hyundai dealerships nine (9) times for the same problem, and not one Hyundai representative, nor your computer systems, correlated the events and tied it to a nationally advertised Stop-sale/recall notification? This is sheer negligence, and fortunately I did not have a collision when I lost the power steering on my vehicle. I am [REDACTED] old, and I replaced my prior Hyundai Sonata with the 2015 model for the sole purpose of the increased safety features that came with the new model.

Hopefully this letter actually makes it to your office Mr. Ferrara, and I truly hope that you use this information to help provide better customer service experiences for other Hyundai owners, because you have really fell short by all measures from my perspective.

Sincerely,

[REDACTED]

Date	Hyundai Dealer	Invoice #	Reason For Service	Result
6/5/2015	Towne Hyundai		Vehicle starts, but will not come out of park. All dash indicator lights flash on and off	Tech found many communication faults, tech related faults to TSB 14-01-051. TCU and ECU upgraded.
8/10/2015	Towne Hyundai		Maintenance light is illuminated and car was just serviced, customer reports having to use shift release to get car in gear.	Vehicle shift out of park every time, checked shifter OK, Checked inhibitor switch OK, tech reports vehicle is operating as designed
8/20/2015	Towne Hyundai		Vehicle will not come out of park, intermittent	Replaced brake light switch, scanned for codes none present
8/25/2015	Towne Hyundai		Traction control light coming on.	Recalibrated pods
9/17/2015	Towne Hyundai		Traction control indicator randomly goes on and off	Checked systems, cleared codes, road tested. All working as designed
1/25/2016	Tamiami Hyundai		Locked out of gear, dash lights randomly flashing, loss of power steering	Cleared history codes, road tested unable to create any concerns or codes
2/8/2016	Tamiami Hyundai		Locked out of gear, dash lights randomly flashing, loss of power steering	Cleared history codes, working as designed
2/11/2016	Tamiami Hyundai		Locked out of gear, dash lights randomly flashing, loss of power steering	Replaced Instrument cluster
2/29/2016	Tamiami Hyundai		Locked out of gear, dash lights randomly flashing, loss of power steering	Repaired joint harness connector behind glove box for instrument cluster



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National Highway Traffic Safety Admin-
1200 New Jersey Ave. S.E.
Washington, D.C. 20590-0001

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