

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 14-MAR-2016 MAY 10 2016	Repository ☐ Reference No. 10846467		
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
KINGSLAND		GA			
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		Make	Model	Model Year	
5NPEB4AC5BH		HYUNDAI	SONATA	2014 2011	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
			No. Cylinders		
Original Owner	Dealer's City	State	Zip Code		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control			13-MAR-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: BRAKES (PWS), 110000 ELECTRICAL SYSTEM, 110000 ELECTRICAL SYSTEM, ENGINE (PWS), 121000 EXTERIOR LIGHTING: HEADLIGHTS			Failure Mileage	Failure Speed	
			80000	70	
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	Failure Location:			
	☐ Prior Repair				
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 2014 HYUNDAI SONATA. UPON MAKING A LEFT OR RIGHT TURN, THE LOW BEAM HEADLIGHTS FAILED AND SHUT OFF. THE CONTACT HAD TO MANUALLY TURN ON THE HIGH BEAM HEADLIGHTS EACH TIME THE FAILURE OCCURRED. MONTHS LATER, WHILE DRIVING 70 MPH IN TRAFFIC, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT WAS ABLE TO COAST TO THE SIDE OF THE ROAD AND RESTART THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE DEALER STATED THAT THERE WAS NO MANUFACTURER RECALL TO ADDRESS THE REPAIR. THE CONTACT WAS NOT NOTIFIED IN WRITING FROM THE MANUFACTURER. THE DEALER DID NOT NOTIFY THE CONTACT OF NHTSA CAMPAIGN NUMBERS: 15V568000 (ENGINE) AND 15V759000 (SERVICE BRAKES, HYDRAULIC). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 80,000.					
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)

MOTOR SHUT'S OFF WHILE DRIVING. STEERING WHEEL LOCKS UP TOOK IT TO HYUNDAI, WESTSIDE IN JACKSONVILLE FLA. SAID NOTHING WRONG WELL THEN WHY DOES IT KEEP SHUTTING OFF. HYUNDAI IS PUTTING MY LIFE AT RISK. AND EVERYONE ON THE HIGHWAY. LIGHTS SHUT OFF AT NIGHT SO YOU CAN'T SEE WHERE YOU'RE GOING. AND NOW THE DOOR WON'T LOCK AND AIRBAG LIGHT IS ON

PS mine is 2011, NOT 2014

Thank you

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

JACKSONVILLE

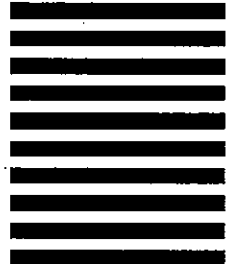
FL 320

29 APR '16

PM 11



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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



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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

