

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
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
04-APR-2016
MAY 13 2016
Repository
Reference No.
10853362

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City NEW HARTFORD State NY Zip Code [Redacted]
Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Evening Telephone Number [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
5NPDH4AE9E[Redacted] Make HYUNDAI Model ELANTRA Model Year 2012 2014
Date Purchased [Redacted] Dealer's Name and Telephone Number Carbone Hyundai 315-736-8356 Engine: No: Cylinders 4 Fuel Type:
Original Owner Dealer's City [Redacted] State [Redacted] Zip Code [Redacted]
Transmission Type [Redacted] Antilock Brakes Powertrain [Redacted] Multiple Failure: yes Incident Date(s) 18-MAR-2016
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage 45000 Failure Speed [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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 [Redacted] Number of Deaths [Redacted] 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 2012 HYUNDAI ELANTRA. THE CONTACT STATED THAT THE VEHICLE WOULD NOT START AND STALLED WITHOUT WARNING. THE VEHICLE WAS TOWED MORE THAN ONCE DUE TO THE FAILURE. THE CONTACT NOTIFIED MORE THAN ONE DEALER, BUT THEY COULD NOT REPLICATE AND DIAGNOSE THE FAILURE. THE VEHICLE WAS STILL AT THE DEALER FOR FURTHER INSPECTION. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 45,000. 4,500

vehicle would not start on occasion.

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.

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

My 2014 Hyundai Elantra had only 4500 mi on it. Would not start on ^{1st} morning I went out. Called AAA, they couldn't start so he towed it, dealer said it started for them, couldn't do anything for me so I picked it up. 2nd time same thing but after about 20 min or so it started. Again another morning same thing. Called AAA again. He tried it + some thing. While talking to him after a while, tried it & it started. Missed one apt I had. On our own we replaced the "range switch" & it has been ok so far. Found out about the switch from others on internet having the same problem. This needs to be a "RECALL" from Hyundai. I was without my car for a week. No loaners. We will save our repair receipt in case they "recall"

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

SYRACUSE
NY 130
03 MAY '15
PM 2 1



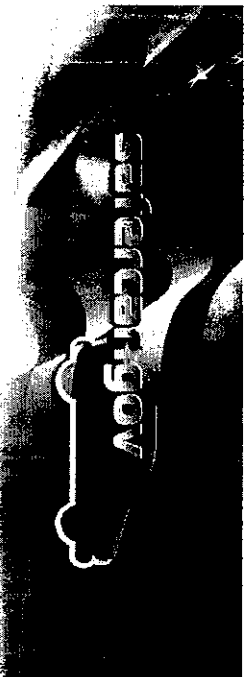
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 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



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**



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