

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: Your Report To NHTSA Regarding Santa Fe
Date: Monday, November 07, 2016 11:05:34 AM
Attachments: [image003.png](#)
[image001.png](#)
[Turbo oil line.pdf](#)

From: Abbott, John (NHTSA)

Sent: Thursday, November 03, 2016 3:06 PM

To: Reid, Randy (NHTSA)

Subject: FW: FW: Your Report To NHTSA Regarding Santa Fe

Randy,

Please have the attached invoice added to VOQ #10860409 [REDACTED]

Thanks



Name: John Abbott
Title: Safety Defects Specialist
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE., Washington, DC
20590
Room: W45-202
Office: 202-366-5221
Toll Free: 877-536-8368- 65221

Report Vehicle Safety Defects at www.safercar.gov

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From: [REDACTED]
Sent: Thursday, November 03, 2016 2:43 PM
To: Abbott, John (NHTSA)
Subject: Re: FW: Your Report To NHTSA Regarding Santa Fe

Sir,

Sorry for the delay, I stopped at the dealership to get a copy of my maintenance records...

[REDACTED]

[REDACTED]

On Wed, Nov 2, 2016 at 8:28 AM, [REDACTED] <[REDACTED]> wrote:
Not yet sir,

It is on my list to stop at the dealership,

[REDACTED]

On Wed, Nov 2, 2016 at 8:26 AM, Abbott, John (NHTSA) <John.Abbott@dot.gov> wrote:
[REDACTED]

I'm following up with you regarding the repair of the turbo oil line. Have you been able to locate a copy of the repair invoice? It would be helpful to better understand the repair if you could provide a copy.

Thanks



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From: Abbott, John (NHTSA)
Sent: Friday, October 21, 2016 1:35 PM
To: [REDACTED]
Subject: Your Report To NHTSA Regarding Santa Fe

[REDACTED]

Thank you for speaking with me today.

As we discussed, it could be helpful to us if you can provide a copy of the repair invoice for the service to repair the turbo oil line. Repair information from consumers helps us to better understand the issue you experienced and may assist us in identifying defect trends in motor vehicles of the same make and model. The repair invoice will be added to your report (copy attached).

Thank you for your interest in motor vehicle safety



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[REDACTED]

Canada

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[REDACTED]

Canada

Customer: [REDACTED]
 Vehicle: 2013 HYUNDAI SANTA FE
 SPORT

HOME: [REDACTED] WORK: [REDACTED] MOBILE: [REDACTED]
 VIN: 5XYZUDLA8DG [REDACTED] Color: Other

License: [REDACTED]

Cust Pay Total: 462.07

Warranty Total: 911.67

Int Total:
21.67Misc Total:
62.51All RO Total:
1457.92

Delivery Date: 12/31/2012

Stock #

Fri Apr 22, 2016							167212
Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total
726639 (STINETT,MARTY)	86020	CLOSED	1.10	179.99	0	0.00	0
Services				Parts			
1 26831R00 WAR OIL FEED PIPE ASS'Y (TURBO CHARGER) (Tech 729530, 119.53) Cause: diag engine oil leak w flourescant dye. needs turbo oil feed tube replaced due to improper sealing				1 58797-1R000	GASKET(10)		1.94
2 H99P IPA DEFAULT (Tech 729530, 0)				2 28240-2G410	PIPE-OIL FEED		.00
3 WASH IPA FREE EXTERIOR CAR WASH NOTE::: WE ARE NOT RESPONSIBLE FOR WINDSHIELDS THAT CRACK DURING THE CAR WASH. MAJOR CRACKS IN THE WINDSHIELD MAY CRACK FROM COLD PRESSURE WATER (Tech 729530, 0)				3 28246-2G400	GASKET-OIL DRAIN		1.05
4 26831ATT WAR GDS TESTING (Tech 729530, 60.46) Cause: diag engine oil leak w flourescant dye. needs turbo oil feed tube replaced due to improper sealing				4 28240-2G411	PIPE-OIL FEED		34.34
5 28240AZZ WAR NON HYUNDAI PART (Tech 729530, 0) Cause: diag engine oil leak w flourescant dye. needs turbo oil feed tube replaced due to improper sealing				5 765-2661	ENGINE DYE		9.65
				Total:			46.98
Comments: CREATED 2016-04-18 04:33:00PM TAKEN BY MARTY ST INETT							

Wed Sep 2, 2015								158311
Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total	
725994 (Chapman,Mikey)	37800	CLOSED	0.30	0	0	21.67	0	
Services				Parts				
1 MY IMY Perform MY Oil Change (Tech 729530, 20.6)				1 26300-35503	FILTER ASSY-ENGINE OIL		3.79	
2 S100 WAR EXPRESS LANE MAINTENANCE (Tech 729530, 0) Cause: .				2 21513-23001	GASKET-ENGINE OIL PLUG		.71	
				3 QSOIL	OIL		9.50	
				Total:		14.0		
Comments:								

Tue May 19, 2015								155667
Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total	
726639 (STINETT,MARTY)	36337	CLOSED	0.30	66.98	0	0.00	0	
Services				Parts				
1 88285R0R WAR FRONT SEAT OUTER SHIELD COVER (RH) (Tech 11069, 66.98) Cause: FOUND WARPED RIGHT FRONT SEAT RIGHT SIDE SEAT TRACK TRIM				1 88222-4Z010-RYN SHIELD COVER-SEAT PASS OTR		32.48		
2 H99P IFS DEFAULT (Tech 11069, 0)				Total:		32.48		
Comments: CREATED 2015-05-07 02:51:00PM TAKEN BY MARTY ST INETT								

Tue Dec 30, 2014							150505	
Advisor	Mileage	RO Status	Total Tech Hours	Warranty Total	Cust Total	Int Total	Misc Total	
726639 (STINETT,MARTY)	32073	CLOSED	0.00	0	0	0.00	0	
Services				Parts				
1 14HYZ3 WAR DEFAULT (Tech 728626, 0)				1 88222-4Z010-RYN SHIELD COVER-SEAT PASS OTR .00				
2 08HYZ IFS DEFAULT (Tech 728626, 0)								
3 H99P IFS DEFAULT (Tech 728626, 0)								
4 MAB IFS Customer requests to Mount and Balance Four Tires, Includes free tire rotation. Technician to record all DOT #'s and tread depth on repair order. (Tech 728626, 0) Cause: mab 4 tires								
Comments: created 2014-11-13 10:44:00am taken by Marty St inett								