 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>	<p>FOR USE ONLY 100148</p>
		<p>Date Received 18-JUL-2016 <b>OCT 11 2017</b></p>

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	WEST PALM BEACH	State	FL	Zip Code	[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 KMHDC8AE5AU [REDACTED]	Make HYUNDAI	Model ELANTRA	Model Year 2010
Date Purchased 12.29.09	Dealer's Name and Telephone Number NAPLETONS 561 721 3800	Engine: No: Cylinders 4	Fuel Type: GAS
Original Owner <input checked="" type="checkbox"/>	Dealer's City NORTH PALM BEACH	State FL	Zip Code 33403
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 11-JUL-2016

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 010000 STEERING	Failure Mileage 70000	Failure Speed ALL
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**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured:	Number of Deaths	Reported to Police N
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**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 2010 HYUNDAI ELANTRA. THE CONTACT STATED THAT THE VEHICLE EXPERIENCED AN ABNORMAL CLICKING NOISE FROM THE STEERING COLUMN. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 70,000.

DEALER WANTED \$350. TO FIX. HAD IT DONE FOR \$212. (7.20.16)

NOW THEY<sup>WANT</sup> NOTIFICATION OF THE REPAIR (6-30-17) (100,000 MILE ST)

THIS PART (RUBBER COUPLING) SHOULD BE A SAFETY RECALL

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.

10/1/17 JUST RECEIVED REFUND FOR WHAT I PAID TO REPAIR IT \$212



REPAIRED BY OUTSIDE SHOP # 212

# REIMBURSEMENT CLAIM STATUS



1 result found.

CAMPAIGN

CLAIM STATUS



ELANTRA & SONATA STEERING COUPLING

...

CLAIM SUBMISSION DATE:

2017-07-11

Claim submitted successfully. You will be contacted within 60 days of submission.

CUSTOMER NAME:



ZIP CODE:



MISSING DOCUMENT TYPE:

N/A

**Subject:** Hyundai Campaign TXX7 Elantra Touring/GT Reimbursement Decision

**From:** Tyra Anderson (tanderson@jnrcorp.com)

**To:** [REDACTED]

**Date:** Monday, September 25, 2017 6:58 PM

Dear [REDACTED]

*10/11/17*  
*\* REFUND FOR CAR REPAIR*  
*BY MY REPAIR SHOP*

Thank you for submitting your reimbursement request for your expenses related to Campaign TXX7. Your reimbursement has been approved in the amount of \$212.00. Please see below for the breakdown:

Labor: \$200.00 Flexible Coupling

Tax: \$12.00

Total: \$212.00

*HYUNDAI CR#*

[REDACTED]

*9/29/17*

If you have any more questions or require further clarification, please do not hesitate to contact us back at:

Email: [HMAcampaignreimbursement@jnrcorp.com](mailto:HMAcampaignreimbursement@jnrcorp.com)

Phone: 844.475.2215 (Monday – Friday: 7am-5pm PST)

Mailing Address:

Hyundai Campaign Reimbursement Center

P.O. Box 10759

Newport Beach, CA 92658

The nature of the repair under this campaign is very specific. No other line items on the repair order (s) provided are eligible for reimbursement under the campaign.

[REDACTED]

9/26/2017

You can continue to check the status of your claim or any future claims by visiting [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome). You will be prompted to provide your vehicle identification number.

Your payment is expected to mail on 9/29/2017. If your check has not arrived within 10 business days of the mail date, please feel free to contact us.

Please reference your case number, 10602104, when inquiring about your claim.

Thank you,

**Tyra Anderson**

Campaign Reimbursement Representative | Program Headquarters

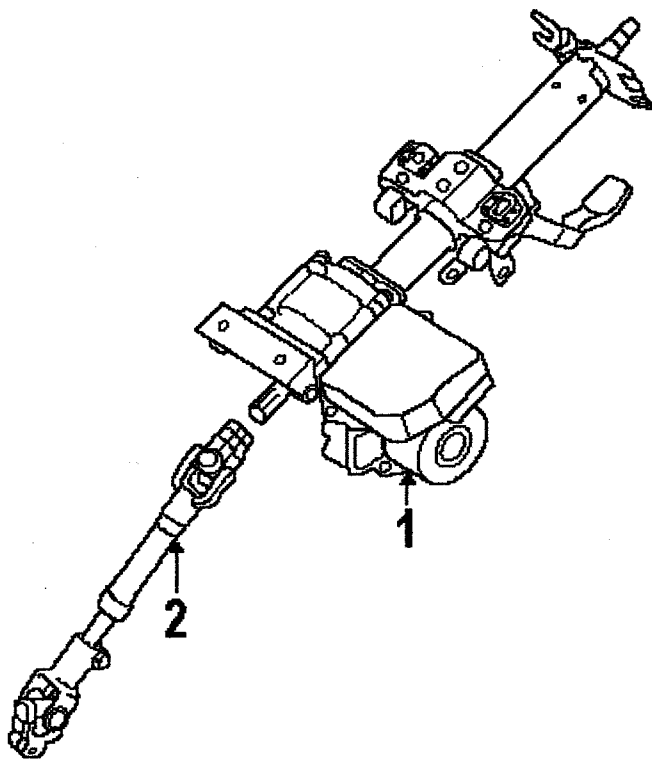
[tanderson@jnrcorp.com](mailto:tanderson@jnrcorp.com) | [HMACampaignReimbursement@jnrcorp.com](mailto:HMACampaignReimbursement@jnrcorp.com)

p: 844-475-2215 | f: 949-385-9898

Hyundai Campaign Reimbursement Center

P.O. Box 10759, Newport Beach, CA 92658

9/26/2017



MY STEERING COUPLING  
THAT WAS REPLACED

The steering column made a knocking sound when turned. You could hear noise when vehicle was stationary and in motion. Took it to dealer and had the flexible coupling (part 56315-2K000-ff) replaced. The service manager said the part was melted and torn up. The car mileage was 79944

MOTOR DRIVEN POWER STEERING COUPLING

TSB #14-ST-002-1  
PART - WO 133-2042943

ET - 2516  
CAR 2114A

# **44**MAY 19  
2016

MY PROBLEM

**Elantra**

51,000 miles

On Thursday 5/19/2016 while driving to work in the a.M with the slightest movement to the steering wheel I noticed it was making a clicking sound and feels like the steering wheel is catching (for lack of a better term)when the click occurs and you are moving the steering wheel back the other way. Whether moving steering wheel to right or left but not when making a complete turn. I checked on the internet found a lot of complaints for my year and 2011 sonatas with the same problem. It seems to be a coupling in the steering column. I called the dealership I use and was told by the warranty administrator they know all about the problem but the repair wont be covered under warranty since I am out of basic. I asked if it is dangerous and was assured that is is just noisy.

- Apopka, FL, USA



Hyundai Motor America  
P.O. Box 20839  
Fountain Valley, CA 92728-9937

VIN: KMHDC8AE5AU [REDACTED]

**Warranty Extension:**

The warranty coverage for the rubber coupling in the motor driven power steering (MDPS) assembly has been extended to 10 years from the date of original delivery or the date of first use, or 100,000 miles, whichever occurs first.

Place this card in the glove compartment of your vehicle for future ease of reference regarding the warranty extension on the rubber coupling, preferably together with your vehicle's other warranty information. If the need arises to seek service regarding the rubber coupling, show this letter to your Hyundai dealer. If you sell your vehicle, ensure that you include this letter with the documents you provide to the buyer.

**Please tear off this card and place in your Owner's Warranty and Maintenance Guide**



Hyundai Motor America  
P.O. Box 20839  
Fountain Valley, CA 92728-9937

**EXTENDED WARRANTY NOTIFICATION**

This notice applies to your vehicle, VIN: KMHDC8AE5AU [REDACTED]

*2013 HYUNDAI ELANTRA TORSONG*

Dear Hyundai Elantra owner:

At Hyundai, we are committed to providing vehicles of outstanding quality and value. In an effort to meet this commitment, the warranty coverage for the rubber coupling in the motor driven power steering (MDPS) assembly on 2007 – 2015 model year Elantra vehicles has been extended to 10 years from the date of original delivery or the date of first use, or 100,000 miles, whichever occurs first. Our records show that you currently own an Elantra in that model year range.

**What is the reason for this additional warranty?**

The MDPS (motor driven power steering) assembly contains a flexible rubber coupling which may wear over time resulting in a slight "clicking" or "thud" type noise when turning the steering wheel. Wear of the coupling does not affect the ability to steer or control the vehicle and is not a safety issue.

**What should you do?**

Please tear off the card above and place in your Owner's Warranty and Maintenance Guide booklet for future reference. If you have not experienced a minor "clicking" or "thud" type noise when turning the steering wheel as the rubber coupling wears\*, there is no action necessary at this time.

\*Please refer to owner FAQ for information related to this condition.

**Reimbursement**

Hyundai has a program for reimbursing owners of model year 2007 through 2015 Hyundai Elantra vehicles who paid to have the rubber coupling replaced prior to receiving this warranty extension letter. To obtain information about reimbursement from Hyundai, please visit the website [www.HyundaiUSA.com/TXX7](http://www.HyundaiUSA.com/TXX7). The website will allow you to submit your request for reimbursement electronically.

**What if you have other questions?**

For more information regarding this extended warranty, including a link to make a service appointment, please visit [www.HyundaiUSA.com/TXX7](http://www.HyundaiUSA.com/TXX7) or call the Hyundai Customer Care Center at 1-855-371-9460.

We thank you for your purchase of your Elantra and hope for your continued satisfaction as a Hyundai owner.

Hyundai Motor America

If you have changes to the information below, please remove and submit this form by inserting into the postage-paid envelope enclosed.

**Information Change Card**



Hyundai Motor America  
P.O. Box 20839  
Fountain Valley, CA 92728-9937

VIN: KMHDC8AE5AU [REDACTED]

### Extensión de la Garantía:

La cobertura de garantía para el acople de goma del conjunto de dirección asistida por el motor (MDPS por sus siglas en Inglés) ha sido extendida a 10 años a partir de la fecha original de entrega o la fecha de primer uso, o 100,000 millas, lo que ocurra primero.

Coloque esta tarjeta en la guantera de su vehículo para facilidad de futura referencia con respecto a la extensión de garantía del acople de goma, preferiblemente junto con la otra información de garantía de su vehículo. Si surge la necesidad de buscar servicio relacionado con el acople de goma, muestre esta carta a su concesionario Hyundai. Si vende su vehículo, asegúrese de incluir esta carta con los documentos que proporciona al comprador.

**Por favor retire esta tarjeta y colóquela en la Guía de Garantía y Mantenimiento del Propietario.**



Hyundai Motor America  
P.O. Box 20839  
Fountain Valley, CA 92728-9937

## NOTIFICACIÓN DE LA GARANTÍA EXTENDIDA

Esta notificación aplica a su vehículo, VIN: KMHDC8AE5AU [REDACTED]

Estimado(a) propietario(a) de un vehículo Hyundai Elantra:

En Hyundai, estamos comprometidos proporcionar vehículos de calidad y valor excepcional. En un esfuerzo por cumplir este compromiso, la cobertura de garantía para el acople de goma del conjunto de dirección asistida por el motor (MDPS por sus siglas en Inglés) modelos del año 2007 – 2015 ha sido extendida a 10 años a partir de la fecha original de entrega o la fecha de primer uso, o 100,000 millas, lo que ocurra primero. Nuestros archivos indican que actualmente usted es propietario (a) de un vehículo Elantra en este rango de modelos.

### ¿Cuál es la razón de esta garantía adicional?

El conjunto MDPS (dirección asistida por el motor) contiene un acople flexible de goma que puede desgastarse con el tiempo, dando como resultado un ligero ruido de tipo "chasquido" o "clic" al girar el volante. El desgaste del acoplamiento no afecta la capacidad de dirigir o controlar el vehículo y no es un problema de seguridad.

### ¿Qué debe de hacer usted?

Por favor retire la tarjeta de arriba y colóquela en el folleto de la Guía de Garantía y Mantenimiento del Propietario para futuras referencias. Si no ha experimentado un ligero ruido de tipo "chasquido" o "clic" al girar el volante cuando el acople de goma se desgasta, no hay acción necesaria en este momento.

\*Por favor consulte las preguntas frecuentes para obtener información relacionada con esta condición.

### Reembolso:

Hyundai cuenta con un programa para reembolsar a los propietarios de los vehículos Hyundai Elantra modelos del año 2007 – 2015 que pagaron por el reemplazo del acople de goma antes de recibir esta carta de garantía extendida. Para obtener información acerca del reembolso por parte de Hyundai, visite el sitio web: [www.HyundaiUSA.com/TXX7/espanol](http://www.HyundaiUSA.com/TXX7/espanol). El sitio web le permitirá enviar su solicitud de reembolso de manera electrónica.

### ¿Qué sucede si tiene otras preguntas?

Para más información acerca de esta garantía extendida, incluyendo un enlace para programar una cita de servicio, por favor visite: [www.HyundaiUSA.com/TXX7/espanol](http://www.HyundaiUSA.com/TXX7/espanol) o llame al Centro de Atención al Cliente 1-800-633-5151.

Le agradecemos la compra de su vehículo Elantra y esperamos su satisfacción continua como propietario(a) de un vehículo Hyundai.

Hyundai Motor America