



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

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

FOR AGENCY USE ONLY 100148

Date Received

Repository

25-NOV-2016

Reference No.
10927877

OWNER INFORMATION (Type or Print)

Name
Address
City SNOHOMISH State WA 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
5XYZUDLB5EG

Make HYUNDAI Model SANTA FE Model Year 2014

Date Purchased 3/2014 Dealer's Name and Telephone Number Jack Carroll's Skagit Hyundai 360.757.7057 Engine: No. of Cylinders - 4 Fuel Type: Gas

Original Owner Dealer's City Burlington State WA Zip Code 98233

Transmission Type automatic Antilock Brakes Cruise Control Powertrain AWD Multiple Failure: Incident Date(s) 24-NOV-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 134000 VISIBILITY: SUN ROOF ASSEMBLY

Failure Mileage 52000 Failure Speed 65

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 2014 HYUNDAI SANTA FE. WHILE DRIVING 65 MPH, THE PANORAMIC SUN ROOF FRACTURED OUT ON THE ROADWAY WITHOUT WARNING. THE FABRIC CLOSURE WAS SHUT, WHICH PREVENTED THE FRAGMENTS FROM ENTERING THE TOP PORTION OF THE SUN ROOF WHEN THE FAILURE OCCURRED. THE VEHICLE WAS DRIVEN TO THE CONTACT'S RESIDENCE AND PARKED. THE DEALER WAS NOTIFIED OF THE FAILURE AND ASKED THE CONTACT TO TOW THE VEHICLE TO THE DEALER FOR DIAGNOSTIC TESTING. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 52,000.

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.