


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	
Name: [REDACTED]		Date Received: 12-JAN-2017		Repository: <input type="checkbox"/>	
Address: [REDACTED]		Daytime Telephone Number: [REDACTED]		Reference No.: 10944558	
City: TUMWATER		State: WA		Zip Code: [REDACTED]	
Evening Telephone Number: [REDACTED]		E-mail Address: [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 KMHTC6AD3GL [REDACTED]		Make: HYUNDAI	Model: VELOSTER	Model Year: 2016	
Date Purchased: Oct. 30, 2016	Dealer's Name and Telephone Number: Titus-will Hyundai 360-357-5515		Engine: No: Cylinders: 1.6(LT-GDI)	Fuel Type: Regular	
Original Owner: [REDACTED]	Dealer's City: Olympia, Washington		State: WA	Zip Code: [REDACTED]	
Transmission Type: EcoShift Dual Clutch	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain: Unknown	Multiple Failure: Unknown	Incident Date(s): 16-NOV-2016, 29-NOV-2016	
<input checked="" type="checkbox"/> Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY, 134000 VISIBILITY: SUN ROOF ASSEMBLY			Failure Mileage: 438	Failure Speed: 65	
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): [REDACTED]		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2016 HYUNDAI VELOSTER. WHILE DRIVING APPROXIMATELY 65 MPH, THE PANORAMIC SUN ROOF EXPLODED AND THE SHATTERED GLASS PIECES DAMAGED THE BODY OF THE VEHICLE. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER, BUT THE CAUSE OF THE FAILURE WAS UNKNOWN. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND PROVIDED THE CONTACT WITH A CASE NUMBER. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 438.					
The Veloster panoramic sun roof was replaced, but Titus-will Hyundai, Olympia, WA and Hyundai Motor America (Case# [REDACTED]) declines authorization to repair any damage to the body of this brand new car.					
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.					

FW: Follow up to ODI Complaint: ----10944558-----

EVOQ (NHTSA) [EVOQ@dot.gov]

Sent: Monday, February 13, 2017 8:16 AM

To:

Attachments: EVOQ Response Letter.pdf (31 KB) ; 10944558.pdf (43 KB)

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

Feb. 28, 2017

See enclosed
Questionnaire