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

Form Approved: O.M.B. No. 2127-0008

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

Date Received	Repository ☐
20-JAN-2017 MAY 16 2017	Reference No. 10946702

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address			
City GLASSBORO	State NJ	Zip Code	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	Make	Model	Model Year
KMHGC4DF4BU	HYUNDAI	GENESIS	2011

Date Purchased	Dealer's Name and Telephone Number			No: Cylinders
6-10-2011	BURNS HYUNDAI 856-983-3700			
Original Owner ☒	Dealer's City MARLTON	State NJ	Zip Code 08053	

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
6 Speed Automatic	☒ Antilock Brakes ☒ Cruise Control	REAR WHEEL DRIVE		09-JAN-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS)	Failure Mileage	Failure Speed
	46000	30 MPH

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2011 HYUNDAI GENESIS. THE CONTACT STATED THAT THE BRAKES FAILED EVEN WHEN THE PEDAL WAS DEPRESSED TO THE FLOOR. THE DEALER STATED THAT THE HYDRAULIC ELECTRONIC CONTROL UNIT NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 46,000. VEHICLE WAS REPAIRED 1-23-2017 $2,690.88 COST.

KNOWN HYUNDAI BRAKE MODULE HECU ISSUE IN 2009-2010 AND 2011 GENESIS SEDAN VEHICLES.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Contacted Burns Hyundai service department for brake pedal / brake failure. This vehicle had been back to dealership for brake fluid change from DOT3 to DOT4 fluid back in 2013 due to Hyundai recall / TSB. The HECU brake module could be effected due DOT3 fluid when built at factory. I contacted Hyundai customer service about HECU module failure and my cost to replace it. Hyundai customer service informed me that issue was between the dealership and me, to speak with service department manager at Burns Hyundai. The service manager informed me that the repair would cost me $2,690.00 to replace HECU. I had the vehicle towed at my expense to dealership and they replaced HECU for $2,690.80 Repair completed 1-23-17 ATTACH ADDITIONAL SHEETS IF NECESSARY BURNS HYUNDAI INVOICE [redacted]

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

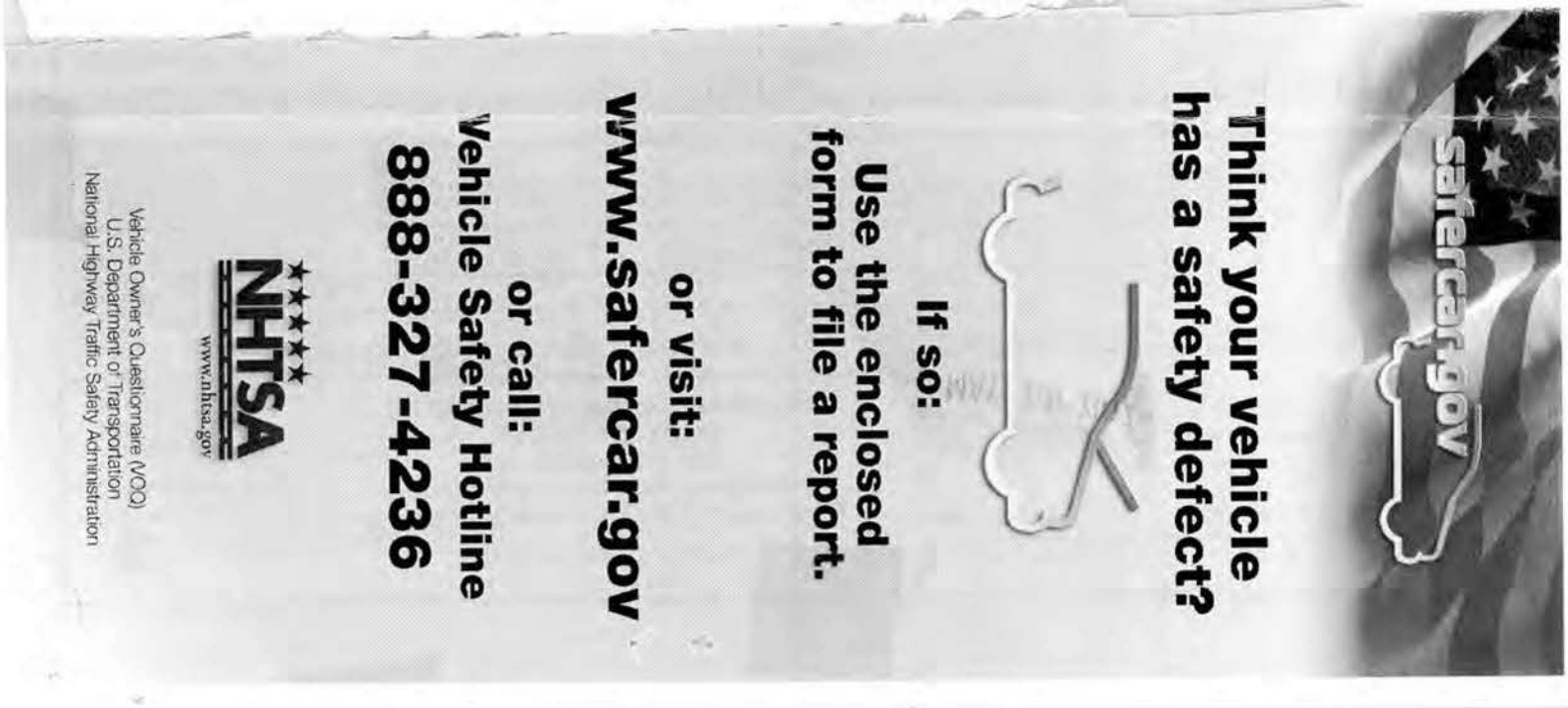
S JERSEY
NJ 080
25 MAR '17
PM 5 L

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



[redacted]

GLASSBORO, NJ [redacted]

SERVICE ADVISOR LEONARD DIJOSEPH

BURNS HYUNDAI
Home of the NICE GUYS!
Route 70 · Marlton, NJ 08053
Phone: (856) 983-3700
burnshyundai.com

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
19JAN17	23JAN17	[redacted]	KMHGC4DF4BU[redacted]	[redacted]	T2002		23JAN17	[redacted]

TIME IN	TIME READY	YEAR MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
11:59	11:49	11 HYUNDAI GENESIS	[redacted]	VARI	10JUN11	5668	5668

MILEAGE IN	MILEAGE OUT	LICENSE NO.
46281	46281	

	TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A TOWING						
TOW TOWING						
	8333	IFREH	0.00			(N/C)
B CUSTOMER STATES THAT THE BRAKE PEDDLE GOES TO THE FLOOR CHECK AND ADVISE						
00 CUSTOMER STATES TO REPLACE THE HECU MODULE CAUSING BRAKE PEDDLE TO GO TO THE FLOOR DUE TO FAULTY HECU UNIT						
	8333	CPH	3.00		360.00	360.00
1 58920-3N300-QQH HYDRAULIC MODULE ASSY				2504.55	2128.86	2128.86
3 00232-19053 BRAKE FLUID, DOT 4, 12 OZ.				6.50	6.50	19.50
C HYUNDAI MULTI-POINT INSPECTION AND WALK AROUND INSPECTION (SEE ATTACHED)						
25PH HYUNDAI MULTI-POINT INSPECTION AND WALK AROUND INSPECTION (SEE ATTACHED)						
	8333	ISSH	0.00			(N/C)
1 18643-05009-N BULB						(N/C)
1 5084H BRKLEEN						(N/C)
SHOP SUPPLIES AND/OR HAZMAT INCLUDING DISPOSAL						9.42

DESCRIPTION	TOTALS
LABOR AMOUNT	360.00
PARTS AMOUNT	2148.36
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9.42
TOTAL CHARGES	2517.78
LESS INSURANCE	0.00
SALES TAX	173.10
PLEASE PAY THIS AMOUNT	2690.88

STATEMENT OF DISCLAIMER
DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER COPY