

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

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

AGENCY USE ONLY 100148

Date Received: 25-JAN-2017
FEB 23 2017

Repository

Reference No. 10947549

OWNER INFORMATION (Type or Print)

Name: [Redacted]

Address: [Redacted]

City: PHOENIX *Phoenix* State: AZ Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]

Evening Telephone Number: [Redacted]

E-mail Address: [Redacted]

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KMHGN4JE7GU [Redacted]

Make: HYUNDAI Model: GENESIS Model Year: 2016

Date Purchased: *1/2016* Dealer's Name and Telephone Number: *Earnhardt Hyundai 480-922-5200* Engine: No. Cylinders: Fuel Type:

Original Owner: Dealer's City: *Scottsdale* State: *AZ* Zip Code: *85260*

Transmission Type: Antilock Brakes Cruise Control Powertrain: Multiple Failure: Incident Date(s): 24-JAN-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 134000 VISIBILITY: SUN ROOF ASSEMBLY

? *PANORAMIC SUN ROOF*

Failure Mileage: 12000 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

Crash: Yes No Fire: Yes No

Number of Persons Injured: Number of Deaths: 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 GENESIS. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 65 MPH, THERE WAS AN ABNORMAL LOUD NOISE THAT CAME FROM THE VEHICLE AND THEN NOTICED THAT THE SUNROOF HAD SHATTERED. THE VEHICLE WAS DRIVEN TO THE DEALER AND DIAGNOSED AS A STONE HITTING THE SUNROOF CAUSING THE PRESSURE TO RELEASE AND FRACTURE THE GLASS. THE VEHICLE WAS BEING REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 12,000.

OR debris

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.

Fwd: Hyundai Consumer Affairs Case#: [REDACTED]

From : CenturyLink Customer [REDACTED]
Subject : Fwd: Hyundai Consumer Affairs Case# [REDACTED]
To : [REDACTED]

Wed, Feb 15, 2017 08:55 AM

----- Forwarded Message -----

From: "CenturyLink Customer" [REDACTED]
To: WesternRegionCA@hmausa.com
Cc: [REDACTED]
Sent: Saturday, January 28, 2017 9:49:09 AM
Subject: Re: Hyundai Consumer Affairs Case#: [REDACTED]

HNA;

On the afternoon of January 24th 2017 I was driving home on the state [REDACTED] in Phoenix Arizona around 4pm at the posted speed of 65mph. Around the Northern Avenue exit I experienced a very loud explosion sound in the cabin of my car, a 2016 leased Hyundai Genesis. It shook me beyond anything I have ever heard come from my vehicle in my many years driving. It sounded like a bomb going off. I first thought that I blew a tire but quickly realized that it came from the roof area of my car. My assessment was correct as I saw my interior visor blowing and a clear view to the sky. I, in a panic state, worked my way over to the right lane of the highway and slowed down to get an idea of what my next steps would be dealing with this event. I drove slowly to the next exit and felt it best that I call the dealer, Earnhardt Hyundai and let them know of my situation. I had their phone number in my view from the oil change sticker in the corner of my windshield so I called them to explain my situation. I spoke with Ricardo in service and he advised me to bring the car in. I drove the street route and arrived at the dealership in about 20 minutes from my call. Ricardo, waiting for me, came out and looked at the damage as I did for the first time. It was a very large hole in the front part of my panoramic roof with the edges protruding upwards. Ricardo looked around the damage and saw a small nick that he felt was a stone that hit my roof and caused the hole. He stated that when something hits the roof and creates air into the passenger cabin which is pressurized, there is an outward explosion. He further stated that this was not a dealer warranty issue and I would have to contact my insurance company for repair. I did call my insurance company and filed a claim. I asked the insurance company to provide me a rental car as part of the glass claim and they denied my request citing that I did not have rental car coverage on my auto policy. I then approached Ricardo about a rental car and he said that because the damage was not a warranty issue that Earnhardt was unable to give me a rental car either.

I left my car at Earnhardt as it was undrivable and got a ride home and then began to understand better that this situation was more serious than I originally thought. The next day I did research on-line on a number of different websites and realized that my circumstances were not unique. Hyundai has had issues with glass roofs before. I found that I could file a report with the NHTSA and did so. After completing my report with the NHTSA, they instructed me to call Hyundai North America and speak with them. I did and filed a report with them as well. The person I spoke with was Matt. I asked him to see if he could work with the dealership and get me a rental car which he said he would do. He told me that this issue would be escalated to the Regional level and someone would get in touch with me in 3 to 5 days. I pushed to him to expedite the process because I was without a car and he said he would try to get someone to get back with me in 2 to 3 days. I then called the dealership and talked with Doug the Parts Manager who was filling in for the Service Manager who was off for the week about my situation. He said he would look into it and get back with me. I also told him that because the vehicle was undrivable and I was not able to get a rental that was covered by my insurance company, I would like the dealer to provide one because of the nature of the problem and that responsibility was pending. He said he would have to get back with me. He did and stated that the dealership was not able to offer a rental car because they felt my issue was not a warranty problem but something my insurance company should cover as I was told before. After another call Doug offered that I could get a rental car at the dealer rate of \$35 rather than \$49 as a gesture of goodwill. I refused.

Today, January 26, 2017, I got a call from Brandon who represents HNA. He asked me to give him a top line on what happened. I told him. He said that the claims people would address my case and get back with me once I filled out an explanation of my problem and any other pertinent details supporting my case via email which he would send me the template for. He said once I did this and returned it to them it would be up to a few days to get a response from them. I asked him about the rental car and he too said he would contact the dealership concierge and see if I could get a rental car from them due to the problem. I got a call from him in the afternoon and again, Earnhardt would not acquiesce because the replacement parts and repair were within normal guidelines of timing.

Later in the day today I got another call from Brandon from HNA and he stated that after assessing the damage and review of over 20 pictures taken by the dealership of the damage by HNA, Managers and Dealership personnel, the explosion of the glass was due to outside influences and that I was on my own with the insurance company to provide the repairs. He further stated that there may be additional repairs like paint damage, which there is on the trunk area, that I may need to address and will not be covered by Hyundai either. He said that the case would remain open pending an investigation into the Lemon Law by Hyundai.

The focus of HNA and the dealership, Earnhardt Hyundai, incorrectly remains the cause of the explosion, not the result and that is Hyundai is putting an unsafe vehicle on the road. This is clearly a manufacturer defect that HNA does not want to acknowledge or take responsibility for. This event easily could have had a much worse outcome that potentially could have caused bodily harm and unfortunately will someday. Further, it can happen again at any time to me and anyone else with a similar glass roof and I do not want to take that chance. There are many documented cases of the same nature that are in pending litigation at this time and all over the Internet. To this, I personally shared my story with someone who said they recently spoke with a lady who had the same issue with her Hyundai and was glad her young granddaughter was not in the car when the glass sprayed all over her. An analogy to HNA's thinking is if I got in an accident with the car and the airbags did not deploy, Hyundai would say, "if you did not get in an accident this would not have happened so



it is your problem". That is ridiculous rationale but exactly my situation here. Going forward, If HNA does not address and take responsibility for this, Lemon Law or otherwise, I am going to pursue this matter in a different direction as I am not satisfied with the suspiciously quick resolution by Hyundai, absolving them from any responsibility, and the lack of support and poor customer service I was given by the HNA and the dealership. There is no reason why I should be driving a vehicle that is unsafe for me, my passengers and others on the road. I refuse to let this be swept under the rug and need to share my story with as many people as possible, especially Hyundai owners with glass roofs and anyone considering purchasing a Hyundai. I will be considering my legal rights, contacting the NHSA once again, going to the media, sharing my story and pictures on social media and with any advocate group that I can find. I find this a very serious matter and HNA should as well.



----- Original Message -----

From: WesternRegionCA@hmausa.com

To: [Redacted]

Sent: Thursday, January 26, 2017 12:41:06 PM

Subject: Hyundai Consumer Affairs Case#: [Redacted]

Hello [Redacted]

Thank you again for taking my phone call to discuss the concerns briefly. Feel to reply with any and all additional details you may have. I will respond as soon as we can.

Thank you so much.

Best,

Brandon
Western Regional Consumer Affairs
714-965-3533

****PLEASE DO NOT MODIFY THE SUBJECT LINE INFORMATION; THIS IS TO ENSURE YOUR RESPONSE IS RECEIVED; THANK YOU****

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.



CUSTOMER #: [REDACTED]

INVOICE



NO BULL SINCE 1951

NORTH SCOTTSDALE



8445 E. Frank Lloyd Wright Blvd. Scottsdale, AZ 85260
(480) 922-5200
www.northscottsdalehyundai.com

PAGE 1

PHOENIX, AZ [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6354 RICARDO GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MONTECITO	16	HYUNDAI GENESIS	KMHGN4JE7GU [REDACTED]		10986/10987	T7519
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
03FEB16 DD			17:00 27JAN17		132.00	CASH
R.O. OPENED	READY	OPTIONS:	SOLD-STK: [REDACTED]	DLR: [REDACTED]		
17:34 24JAN17	14:44 01FEB17	ENG:3.8_Liter_DI_DOHC	TRN:AUTO			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES WHILE DRIVING ON THE FREEWAY, SUNROOF GLASS BROKE. 800 REPLACE SUNROOF GLASS DUE TO IMPACT 9601 RICHMOND, DANNY LIC#: 90522							
			CH			660.00	660.00
1	81630-B1000	GLASS ASSY-PANORAMAROOF	MOVING		364.69	364.69	364.69
PARTS:	364.69	LABOR:	660.00	OTHER:	0.00	TOTAL LINE A:	1024.69

B** CAR RENTAL

CAUSE: .

RENTAL CAR RENTAL

200 WH40

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

(N/C)
0.00

**FOR YOUR CONVENIENCE YOU MAY NOW GO ONLINE
24 HOURS A DAY, 7 DAYS A WEEK TO SCHEDULE
YOUR NEXT SERVICE VISIT AT:
WWW.NORTHSCOTTSDALEHYUNDAI.COM

TERMS OF SALE:
DETAILS AND LIMITATIONS OF WARRANTIES, DISCLAIMER OF WARRANTIES AND EXPLANATIONS OF
SUPPLY CHARGES ARE ON THE REVERSE SIDE HEREOF.

BUYER AND SELLER MUTUALLY AGREE THAT ANY DISPUTE ARISING AS A RESULT OF THIS SALE
WILL BE ARBITRATED UNDER THE RULES OF THE AMERICAN ARBITRATION ASSOCIATION AND THAT
THE DECISION MADE WILL BE FINAL. IT IS FURTHER AGREED THAT IN THE EVENT THIS IS A CHARGE
SALE OR A SALE PAID BY CHECK THAT ANY COSTS INCURRED BY SELLER TO SECURE PAYMENT
WILL BE PAID BY BUYER.

I AGREE FURTHER THAT I AM RESPONSIBLE FOR ALL CHARGES NOT COVERED BY
MANUFACTURER'S WARRANTY.

CUSTOMER SIGNATURE

X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	660.00
PARTS AMOUNT	364.69
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1024.69
LESS INSURANCE	0.00
SALES TAX	28.99
PLEASE PAY THIS AMOUNT	1053.68

EARMHARDT HYJIN N SCOTT
8445 E FRANKLOYD W BL
SCOTTSDALE, AZ 85260

02/01/2017

14:45:52

CREDIT CARD

MC SALE

CARD # XXXXXXXXXX [REDACTED]
Chip Card: Capital One
Chip Card AID: A0000000041010
ATC: 0003
TC: 9098106100375687 [REDACTED]

INVOICE

SEQ #: 0019
Batch #: 000580
Approval Code: 065858
Entry Method: Chip Read
Mode: Issuer

SALE AMOUNT \$1053.68

CUSTOMER COPY