


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

 <p>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</p>	FOR AGENCY USE ONLY 100148	
	Date Received 14-FEB-2017	Repository <input type="checkbox"/> Reference No. 10954549
OWNER INFORMATION (Type or Print)		
Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City HOUSTON	State TX	Zip Code

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 KM8J33A21GU	Make HYUNDAI	Model TUCSON	Model Year 2016
Date Purchased 10-20-2016	Dealer's Name and Telephone Number TEXAN HYUNDAI	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City Rosenberg	State TX	Zip Code 77471
Transmission Type DCT	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 15-NOV-2016

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Codes: 100000 POWER TRAIN, 110000 ELECTRICAL SYSTEM	Failure Mileage 2541	Failure Speed 60

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
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).		Reported to Police N	

TL* THE CONTACT OWNS A 2016 HYUNDAI TUCSON. WHILE DRIVING 60 MPH, THE VEHICLE LOST POWER. THE VEHICLE FAILED TO ACCELERATE WHEN THE ACCELERATOR PEDAL WAS DEPRESSED. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO DEALER WHERE IT WAS DIAGNOSED THAT THE COMPUTER NEEDED TO BE UPDATED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 2,541.

See attached corrected document
 Also included service receipts
 It was odd that they didn't write down my complaint

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.

DOT Auto Safety Hotline f.) Vehicle Owner's Questionnaire U.S. Department of Transportation National Highway Traffic Safety Administration To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov / hotline		FOR AGENCY USE ONLY 10014 8 Date Received: 14-FEB-2017 Repository: <input type="radio"/> Reference No.: 10954549	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: HOUSTON State: TX Zip Code: [REDACTED]			
<i>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 49FR53971 (Sep. 3, 2004).</i>			
VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KM8J33A21G [REDACTED] Make: HYUNDAI Model: TUCSON Model Year: 2016 Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED] Original Owner: [REDACTED] Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]			
Transmission Type: <input type="radio"/> Antilock Brakes <input type="radio"/> Cruise Control	Powertrain: [REDACTED]	Multiple Failure: [REDACTED]	Incident Date(s): 15-NOV-2016
FAILED COMPONENT(S)/PART(S) INFORMATION Vehicle Component Codes: 100000 POWER TRAIN, 110000 ELECTRICAL SYSTEM Failure Mileage: 2541 Failure Speed: 60			
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. (Exarrole: DOTM19ABC036): [REDACTED] <input checked="" type="radio"/> Original Equipment <input type="radio"/> 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 <i>(Please describe in detail the incidents, failures, crashes, and injuries.)</i> Crash: <input type="radio"/> Yes <input checked="" type="radio"/> No Fire: <input type="radio"/> Yes <input checked="" type="radio"/> No Number of Deaths: [REDACTED] Number of Persons Injured: [REDACTED] Reported to Police: [REDACTED]			
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 TUCSON, WHILE DRIVING 60 MPH) yellow highlight information not accurate THE VEHICLE LOST POWER, THE VEHICLE FAILED TO			

updated report

CPS 9-11-2017

ACCELERATE WHEN THE ACCELERATOR PEDAL WAS DEPRESSED, THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN DEALER WHERE IT WAS DIAGNOSED THAT THE COMPUTER NEEDED TO BE UPDATED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS

Corrections to the above phone conversation:

Several times my Hyundai did not accelerate when either starting from a stop or while in traffic when speed was reduced (while reducing gas pedal) then it would not accelerate to expected speeds.

1. Basically what happens and continues to happen, is that the DCT (dual clutch transmission) seems to get confused as to what gear it should be in.

2. What prompted my complaint was that at least 4 times before bringing it in to Hyundai the 1st time was that from a stop or almost stop, when trying to cut across traffic out of my subdivision the car acted like it was in 2nd or 3rd gear and did not have any pick-up. The last two times time times it happened, I "almost" didn't get across the intersection traffic without getting hit. It scared me to death.

3. That's when I brought the car into dealership the first time.

They told me it was a recall issue with the software. However since that time, the DCT continues to randomly seem to not be able to deterring what gear to be in.

4. This seems to happen mostly at lower speeds when upshifting or downshifting. When it should be in 1st gear it sometimes starts out in what seems like a higher gear and no acceleration. It is totally random.

5. Many times in traffic, I wanted to change lanes, maybe going about 15-25mph, it would not accelerate and mant times when I change lanes at lower speeds needing the car to ACCELERATE I feel like I'm taking my life into my hands. It is so random, I never know if the car will accelerate like a normal car.

6. I've had several occasions making turns both right and left from either after coming to a stop or almost stop and then stepping on gas to turn right or left and the car has unexpectedly ACCELERATED. I made a U-turn and it changed gears and went faster than I expected.

7. The dealership I purchased it from did NOT tell me about the RECALL of the computer issue PRIOR to buying the car. They severely put my life at risk prior to first computer update and I continue to feel unsafe with the cars performance. DCT is not safe.

8. Dealership has reset the computer several times and now just tells me there is nothing more they can do. They have not been able to duplicate the issue because it's random. I've owned standard cars and automatic and this car is neither a good automatic and a horrible standard. This unpredictability makes this car unsafe. I feel like I'm taking my life in my hands each time I slow down and then try to accelerate either going straight or making a turn. It seems to be ok at the higher speeds. But this problem seems to be somewhere between stop-slow to about approx 35mph or so.

9. two of the Hyundai employees told me and I quote. "yes I know, it's like the DCT has a mind of it's own".

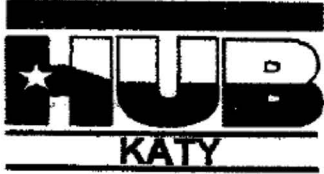
NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 2,541.

[REDACTED]
4-11-2017

Include if available: Police/Fire Department Report Photos and Repair Invoice,

ATTAr:HA--T-- JAL SHEETS TF NFn:C::C::ILRY

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17007 Katy Fwy
Houston, TX 77084
Phone: (832) 789-8350
www.hubhyundaiokaty.com

SERVICE DEPARTMENT HOURS

7:00 a.m. to 8:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

R.O. Order Date	R.O. Number				
1/31/17	26001129/1				
R.O. Close Date	Status				
1/31/17	Pre-Invoice				
mileage	Mileage Due				
2541					
Service Advisor / Reg #					
DANIEL MENDEZ/2757*W*					
Vehicle Identification Number					
KM8J33A21GU					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2016	HYUNDAI	TUCSON	FWD 4DR SPORT		

HOUSTON, TX

Year	Make	Model	Body	Color	License Number
2016	HYUNDAI	TUCSON	FWD 4DR SPORT		

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Cell: [REDACTED]	
#3 - 13HYZ: CAMPAIGN/VALUE CARE T1B 60C095R1 - TUCSON DCT UPDATE (16-01-057) Caused by CAMPAIGN Work performed by JUAN ROMERO (470) COMPLETE	Warranty
Please Note: WAIT CREATED 2017-01-30 04:37:00PM TAKEN BY JESSIC A SLEDGE	
<i>W-20-2017</i>	
<i>Recourse</i>	
<i>* Chris + Dealer CS said Recall</i>	
<i>2009 6000 \$ 4340 \$ 2000 trade in</i>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



17007 Katy Fwy
Houston, TX 77094
Phone: (832) 739-6350
www.hubhyundaiokaty.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number				
2/14/17					
R/O Close Date	Status				
2/14/17	Pre-Invoice				
Mileage In	Mileage Out				
2815					
Service Advisor / Tag #					
LUIS MACHADO/2595*W*					
Vehicle Identification Number					
KM8J33A21GU					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2016	HYUNDAI	TUCSON	FWD 4DR SPORT		

HOUSTON, TX		Work Phone	
		Home Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>Cell: [REDACTED]</p> <p>#1 - 14HYZ: DRIVEABILITY CUST STATES VEHICLE IS SPUTTING INTERMITANTLLY TO ACCELERATE Work performed by JUAN ROMERO (470) TECH RESET ADAPTIVE VALUES FOR DUAL CLUTCH TRANS</p> <p>Warranty</p>	
<p>#2 - 14HYZ04: DRIVEABILITY CUST STATES INTERMITANTLLY WHEN TRYING TO ACCELERA TE AND TURNING RIGHT VEHICLE LUNGES FOWARD Work performed by JUAN ROMERO (470) SEE LINE 1</p> <p>Warranty</p>	
<p><i>1. P44-462-5557</i> <i>2/24/2017 called again</i> <i>2/14/2017</i> <i>Filed complaint NHTSA 1888-3274236</i> <i>ODE 18954549 - complaint MUM</i> <i>1070715</i></p> <p><i>972-745-3400</i> <i>Manager</i> <i>Regional offices</i> <i>CASIMANUAGER</i> <i>STEPHEN</i> <i>Wolisha</i></p> <p>Hyundai CASE No. [REDACTED]</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

Called 3-10-2017

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Hyundai Mitsubishi West

HYUNDAI

17007 Katy Freeway (I-10 West)
Houston, TX 77094
(832) 739-6350



17007 Katy Freeway
Houston, TX 77094
(832) 739-6450

Customer information form including fields for CUSTOMER NO., ADVISOR (DANIEL CASTILLO ME), TAG NO. (122056), INVOICE DATE (03/01/17), LABOR RATE (125.00), MILEAGE (3975), and VEHICLE I.D. NO. (K M 8 J 3 3 A 2 1 G U).

MO: 3099

LABOR & PARTS
1 14HYZ DRIVEABILITY HOURS: 0.00 TECH(S): 67825 WARRANTY
CUSTOMER STATES VEHICLE IS JERKING AND NOT SHIFTING PROPERLY WHEN ACCELERATING. VEHICLE ALSO WILL ACCELERATE ON ITS OWN TECH TEST DROVE VEHICLE AND WAS UNABLE TO DUPLICATE CONCERN. TECH THEN TEST DROVE VEHICLE WITH CUSTOMER AND WAS UNABLE TO DUPLICATE ISSUE. TECH RESET DTC. ALL OKAY AT THIS TIME
JOB # 1 TOTAL LABOR & PARTS 0.00

HUB HYUNDAI MITSUBISHI WEST is not responsible for loss or damage to cars or articles left in car due to fire, theft or any other cause beyond our control.

NEW PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The Seller, HUB HYUNDAI MITSUBISHI WEST, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and HUB HYUNDAI MITSUBISHI WEST neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOTICE PURSUANT TO PROPERTY CODE, §70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Summary table with columns for item description and amount. Includes 'TOTAL LABOR', 'TOTAL PARTS', 'TOTAL SUBLET', 'TOTAL G.O.G.', 'TOTAL MISC CHG.', 'TOTAL MISC DISC', 'TOTAL TAX', and 'TOTAL INVOICE \$ 0.00'.

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERA/NT/WE C-2686954 Q (08/16)