

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
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	
		Date Received 27-MAR-2017 JUN 06 2017	
OWNER INFORMATION (Type or Print)		Repository ☐	
Name [REDACTED] Address [REDACTED] City PRATTVILLE State AL Zip Code [REDACTED]		Daytime Telephone Number [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: 5NPEC4AC9CH [REDACTED]		Make HYUNDAI Model SONATA Model Year 2012	
Date Purchased March 2012 Dealer's Name and Telephone Number Hyundai of Auburn Original Owner ☒ Dealer's City Auburn State AL Zip Code [REDACTED]		Engine: No: Cylinders Fuel Type:	
Transmission Type ☐ Antilock Brakes ☐ Powertrain ☒ Cruise Control		Multiple Failure: Incident Date(s) 01-NOV-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 010000 STEERING		Failure Mileage 82451 Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make DOT No. (Example: DOTM19ABC036) Tire Component Code		Tire Model (Name or Number) ☐ Original Equipment ☐ Prior Repair Failure Location: Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make: Seat Type: Child Seat Component Code:		Date Manufactured: Installation System: 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 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 2012 HYUNDAI SONATA. WHILE OPERATING THE VEHICLE, A LOUD KNOCKING NOISE AND VIBRATION WERE PRESENT FROM THE STEERING WHEEL WHEN TURNING IN EITHER DIRECTION. THE DEALER DIAGNOSED THAT THE ELECTRONIC COUPLING INSIDE THE STEERING COLUMN WAS FAULTY AND NEEDED TO BE REPLACED. THE FAILURE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 82,451.			
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.			

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

The 2012 Hyundai Sonata steering column was making a loud knocking sound every time I turned the steering wheel. It also became loose as if it was going to come apart and it also started shaking as I drove the vehicle.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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**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**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

