



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

26-MAY-2017

Repository ☐

Reference No.
10991858

OWNER INFORMATION (Type or Print)

Name

Address

City

PHOENIX

State AZ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KMHGN4JE9GU

Make
HYUNDAI

Model
GENESIS

Model Year
2016

Date Purchased
17-MAR-16

Dealer's Name and Telephone Number
CHAPMAN HYUNDAI 480-949-7600

Engine:
No: Cylinders 6

Fuel Type:
Gas

Original Owner
☐

Dealer's City
SCOTTSDALE

State

Zip Code
852

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
02-MAY-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage
63000

Failure Speed

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. WHILE DRIVING, THE VEHICLE LOST POWER. THE CONTACT WAS ABLE TO MANEUVER THE VEHICLE OFF THE ROAD ONTO THE SHOULDER. THE VEHICLE FAILED TO ACCELERATE WHEN THE ACCELERATOR PEDAL WAS DEPRESSED ON AN INCLINE. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER (CHAPMAN HYUNDAI SCOTTSDALE, 6601 E MCDOWELL RD #3, SCOTTSDALE, AZ 85257, 480-949-7600), BUT THE FAILURE COULD NOT BE DUPLICATED. THE DEALER INFORMED THE CONTACT TO BRING THE VEHICLE BACK IF THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED AND THE CONTACT WAS PROVIDED CASE NUMBER: [REDACTED] THE APPROXIMATE FAILURE MILEAGE WAS 63,000. UPDATED 07/18/17*LJ*** UPDATED 08/30/17*LJ

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.



Hyundai Motor America
10550 Talbert Avenue, Fountain Valley, CA 92708
TEL: 714-965-3000 FAX: 714-965-3861
WEB: www.hyundaiUSA.com

AUG 29 2017

August 8, 2017

US MAIL



Phoenix, AZ [REDACTED]

NHTSA
CASE #
10991858

Re: VIN#KMHGN4JE9GU [REDACTED]

Thank you for contacting Hyundai Motor America (HMA) Regional Consumer Affairs.

We appreciate your most recent letter concerning your 2016 Genesis and bringing the concerns to our attention. Hyundai Motor America has permanently documented the complaints, concerns, and circumstances under case [REDACTED] provided thus far. Our Western Regional Consumer Affairs Staff has additionally provided these details to HMA internal representatives and Field Management.

In conclusion HMA has completed what assistance is available for this case, concerns and circumstances as a company. We greatly appreciate the time to provide feedback.

Respectfully,



Regional Supervisor Staff
National Consumer Affairs Specialist, Western Region
Hyundai Motor America

12 Aug 2017

NHTSA

CASE # 10991858

Herewith — please find — Hyundai
Motor America — Reponse, to my letter
to its President DAVE Zuchowski, dated
31 Aug 2017. ~~(dated)~~

HMA — has little concern for its
customers — safety — a form letter with-
out signature — an obvious — F.U. letter.

HMA — clearly — well, I shall
hold those thoughts —

Sincerely

