

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		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 24-JUL-2017 SEP 06 2017		Repository ☐ Reference No. 11010207	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City BROWN SUMMIT		State NC		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 5XYZU3LB9DG				Make HYUNDAI		Model SANTA FE	
				Model Year 2013			
Date Purchased 9-13-12		Dealer's Name and Telephone Number Capitol of Greensboro - Hyundai 336-275-9761		Engine: No. Cylinders 6		Fuel Type: GAS	
Original Owner ☒		Dealer's City Greensboro		State NC		Zip Code 27405	
Transmission Type Auto		☒ Antilock Brakes ☒ Cruise Control		Powertrain 2WD		Multiple Failure: Yes	
				Incident Date(s) 17-JUN-2017			
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 060000 ENGINE (PWS), 110000 ELECTRICAL SYSTEM						Failure Mileage 82000	
						Failure Speed 1-60 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: 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 (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 2013 HYUNDAI SANTA FE. THE CONTACT STATED THAT THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO CAPITOL HYUNDAI WHERE IT WAS DIAGNOSED THAT FAILURE COULD NOT BE REPLICATED. THE CONTACT STATED THAT THE VEHICLE WAS NOT REPAIRED BUT THE FAILURE HAD RECURRED ON FOUR SEPARATE OCCASIONS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND PROVIDED CASE NUMBER: THE FAILURE MILEAGE WAS APPROXIMATELY 82,000.							
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 Administration 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.							

CUSTOMER #:

INVOICE

CAPITAL

HYUNDAI

SUBARU

www.capitalofgreensboro.com

801 East Bessemer Ave. Greensboro, NC 27405
(336) 496-1003

BROWN SUMMIT, NC

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2269 TYRONE WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
FROST-WHITE	13	HYUNDAI SANTA FE	5XYZU3LB9DG		81297/81631	T169	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13SEP12 DD			17:00 24JUL17		135.00	CASH	29AUG17
R.O. OPENED		READY	OPTIONS: DLR:L.G. ENG:2.4 LITER DOHC				

07:45 24JUL17 09:19 29AUG17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST. STATED THAT OVER THE WEEKEND, WHILE DRIVING, THE CAR WOULD LOSE POWER AND SPUTTER ON ACCEL AND WOULD NOT ACCEL. NO CEL CAME ON

11 ENGINE MINOR

2148 CH

0.00 0.00

1 39180-25300 SENSOR-CRANKSHAFT POSITION

112.32 112.32 112.32

81297 FOR DURATION OF CAR, TOTAL TEST DRIVE MILEAGE OF 334 MILES, DID GET ISSUE TO OCCUR, AFTER VEHICLE WOULD DRIVE, THEN PARK THEN TO RE DRIVE AGAIN. TECH ATTACHED THE DRIVE MONITOR AND WAS ABLE TO SPOT THAT THE CRANKSHAFT POSITION SENSOR, WHICH MONITORS ENGINE CRANK REVOLUTIONS DURING SPEED TO MATCH THE RPM OF THE CAMSHAFT, THAT THE CRANKSHAFT POSITION SENSOR WOULD SHOW ERROR AND NO POWER. REPLACED AND INSTALLED NEW CRANKSHAFT POSITION SENSOR AND DROVE AGAIN UNDER SAME TEST TO DETERMINE IF CONCERN STILL PRESENT, DID NOT OCCUR AGAIN. AT THIS TIME GAVE VEHICLE BACK TO CUSTOMER AND INFORMED TO USE REGULAR AND ADVISE IF THE SAME CONCERN OF WHEN DRIVING THE CAR WILL STICK IN LIMP MODE AND NOT BUILD SPEED BASED OFF OF GAS PEDAL PRESSURE AND ENGINE MAKES NOISE DUE TO MORE STRUGGLE ON ACCEL NEEDED. IF THIS CONCERN RETURNS, PLEASE RETURN.

B ASKING US TO DRIVE IT AS MUCH AS POSSIBLE, ON ANY ROADWAY TO HELP AID IN DUPLICATING CONCERN

11 ENGINE MINOR

2148 CH

0.00 0.00

If there any more problems I will bring it back and I will not drive it back, yall' can come and get it.

Phone [REDACTED] [REDACTED] 08-31-17

SERVICE HOURS:

MONDAY THRU FRIDAY 7:30 AM TO 6:00 PM
SATURDAY 8:00 AM TO 2:00 PM · CLOSED SUNDAY

I hereby authorize the repair work herein set forth 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 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 and/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

All warranties on parts are the manufacturer's. The seller, CAPITAL AUTOMOTIVE OF GREENSBORO, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and CAPITAL AUTOMOTIVE OF GREENSBORO, INC., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, CAPITAL AUTOMOTIVE OF GREENSBORO, INC., in no way affects the terms of the manufacturer's warranty.

SHOP MATERIALS - THIS FIGURE INCLUDES SUPPLIES USED IN SERVICING YOUR VEHICLE AND THE DISPOSAL OF HAZARDOUS MATERIALS IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL REGULATIONS. A FULL LIST OF THESE SUPPLIES IS AVAILABLE FOR YOUR INSPECTION AT THE CASHIER'S DESK.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	112.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	112.32
LESS INSURANCE	0.00
SALES TAX	7.58
PLEASE PAY THIS AMOUNT	119.90