



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

Repository

18-OCT-2017

Reference No.

11034420

NOV 20 2017

OWNER INFORMATION (Type or Print)

Name

Address

City

WESTERVILLE

State OH

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

KMHGN4JEBFU

Make HYUNDAI

Model GENESIS

Model Year 2015

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No: Cylinders

Original Owner

Dealer's City

State

Zip Code

6

REG

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure: OCT, NOV 2016

Incident Date(s)

Cruise Control

OCT

20-JUN-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

23000

Failure Speed

30

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 2015 HYUNDAI GENESIS. WHILE DRIVING 30 MPH, THE VEHICLE FAILED TO ACCELERATE WHILE THE ACCELERATOR PEDAL WAS DEPRESSED. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE FAILURE WAS INTERMITTENT. THE VEHICLE WAS TAKEN TO A LOCAL DEALER (DENNIS HYUNDAI OF DOUBLIN, 2441 BILLINGSLEY ROAD, COLUMBUS, OH 43235), BUT THE FAILURE COULD NOT BE DUPLICATED OR DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 23,000.

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 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.

The first warning that you may get is the check engine light will come on. Soon after you may notice that the engine or vehicle speed does not increase when you press the gas pedal. It is common as well for this issue to be intermittent at the early stages. It is easy to misdiagnose this problem as engine misfire. Thus changing the spark plugs is not going to solve the problem if the issues are caused by a faulty throttle position sensor. You may also wonder if the car is out of gas. That's why it is important to read the CEL

Symptoms

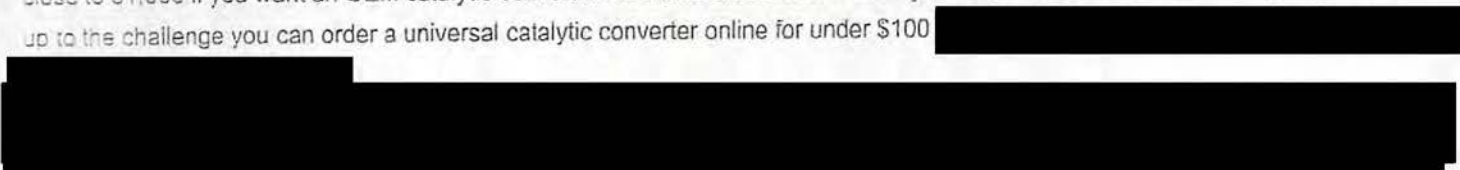
- Engine Has No Power (/taxonomy/term/2575)
 - Faulty Throttle Position Switch (/taxonomy/term/2576)
 - Check Engine Light On (/taxonomy/term/2556)
 - Engine has no Power (/taxonomy/term/2577)
 - Engine shuts off when idling (/taxonomy/term/2578)
- Possible causes

What can cause your car to not accelerate?

1. The most common issues that will make your vehicle not accelerate is a faulty throttle position switch also referred to as the TPS.
 The Throttle Position Sensor is a potentiometer that controls the throttle valve. Check with the dealer to see if they have an updated position switch. Replacing the TPS at the dealership can cost around \$400-\$600 USD depending on your location and model. Replacement TPS for Kia and Hyundai can also be purchased on eBay, here is a TPS listing for Kia/Hyundai



2. A bad catalytic converter can also cause your Kia / Hyundai not to accelerate. Typically you can get to speeds over 50mph when the catalytic converter is defective, but it may take a while for the car to get up to that speed. When the catalytic converter gets clogged it creates excessive backpressure, and thus the vehicle loses power. You can have a muffler shop perform a backpressure test on your vehicle. This will confirm if the catalytic converter is defective or not. Replacing cat converters can be expensive. They can cost close to \$1,000 if you want an OEM catalytic converter but aftermarket units cost only \$200-\$300 USD at a muffler shop. If you are up to the challenge you can order a universal catalytic converter online for under \$100



How to troubleshoot or fix it

How to Replace Throttle Position Sensor

CAMSHAFT POSITION SENSOR

Step 1: Open the hood.

Step 2: Locate the electronic throttle body. The throttle body is mounted on the intake manifold assembly.



This is another failure mode of the TPS, which indicates that it is falsely limiting the power being requested with your accelerator pedal foot. You may find that your car will accelerate, but not beyond a speed of 20 - 30 MPH. This symptom often goes hand in hand with loss-of-power behavior.

4. Check Engine Light comes on, accompanied by any of the above behaviors

The Check Engine Light may come on if you're having issues with your TPS. This isn't always the case though, so don't wait for the Check Engine Light to illuminate before you get it checked out. If you have any of the above symptoms, have your vehicle checked for trouble codes to verify the source of the problem.

The throttle position sensor is key to getting the desired power and fuel efficiency from your vehicle in any driving situation. As the symptoms listed above make clear, failure of this component has serious safety implications, and must be checked out immediately by a qualified mechanic.

Sensors

throttle position sensors

Throttles

Save

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The statements expressed above are only for informational purposes and should be independently verified. Please see our terms of service for more details

Still not sure about your car's issue?

Diagnose your car

What kind of issue are you experiencing?

Brakes are squeaking

Car is not starting

Car is overheating

Car is shaking (vibrating)

Fluids are leaking

Heating and A/C

Smoke or steam is coming out of the car

Warning light is on

Hyundai Motor America, customer care center

Sirs:

I enclose details of the malfunction of my 2015 Genesis and the memo detailing my discussions with the Hatfield dealership. AS noted, this has recurred on 4 separate dates and 3 of them could have resulted in death or injury. While I understand the dealership's reluctance to replace the TPS while there is no malfunction code, it is my understanding that the code may not be present on any given occasion.

Given the facts noted, I believe an exception should be made to their policy of not replacing an item which is not identified by code identification of malfunction because they cannot be paid for this work and I certainly do not want to absorb this cost and therefore I believe Hyundai should authorize replacement of both TPS and the CAMSHAFT POSITION SENSOR AS A WARRANTY ISSUE. I have purchased the 2012 and this 2015 Genesis and a new Santa Fe Sport just this week so obviously I like the Hyundai product.

[REDACTED]
[REDACTED] Westerville, Ohio [REDACTED]

2015 Genesis 3.8 AWD purchased 6-26 2014 Vin KMHGN4JE8FU [REDACTED]

Mileage 29776

Hatfield Hyundai, Automall dr. Columbus Ohio

Home [REDACTED] [REDACTED] (cell)

Professional Information

Household

Garbage Disposals

Evolution Garbage Disposals Badger Garbage Disposals

Garbage Disposal Accessories

Instant Hot Water Dispensers

Instant Hot Water Dispenser Faucets Instant Hot Water Dispenser Systems

Instant Hot Water Filtration Instant Hot Water Tanks & Accessories

Foodservice

Food Waste Disposers

Disposers Electrical Controls Mountings Accessories Water Controls

Collector Systems Pulper Systems Instant Hot Water Dispensers

Support

Find a Service Agency Contact Us

Submit an Idea

Non-Employee Submission Form Employee Submission Form

Revit/CAD Drawings

Where to Buy Environmental About Us

HYUNDAI MEMO:

I defined problem Oct 20 2017 detailing 4 episodes which I feel are literally life-threatening in nature. I had taken this exact problem to Dennis Hyundai in October and November 2016 and they found no codes to explain the issue so nothing was done. Presently the car has been towed to Hatfield Hyundai and they report a CAMSHAFT POSITION SENSOR code malfunction and plan to replace it under warranty

I have to question with this for a number of reasons: This code does not appear to explain the malfunction I detailed at least by my research on the internet. Most of the similar episodes were reported to be due to a faulty THROTTLE POSITION SWITCH (TPS) and the recommendation was to replace it with an UPDATED POSITION SWITCH. The dealer refuses to replace this item because its code did not show up on their diagnostics. I understand their reluctance to replace it without a code malfunction but I would note that no code malfunction was present when this issue occurred in Oct/Nov and some reports on the internet note that no code malfunction was seen in some similar cases. For this reason, I do not feel comfortable accepting the lack of a code for the TPS as a reason not to replace it. I have no confidence that this will SAFELY correct the problem and feel both items need to be replaced to be sure. This is not an issue which is negotiable because if they are wrong, there is a high risk of death or injury.

I have contacted Hyundai with case # [REDACTED] and BBB case [REDACTED]

2015 genesis problem: oct 20 2017

10-8-16 problem arose, recurred 11-16-2016 (case # [REDACTED]) checked out at Dennis Hyundai of Dublin, Ohio where they checked the car and diagnostics and could not find a problem and then did not happen until 10-18-17 and yesterday it happened again 10-19-17 while trying to merge onto a very busy route 270. Car runs fine but after stopping for shopping or yesterday at your dealership to pick up a new santa fe, the car seemed to be ok pulling out of the lot, but I could not accelerate onto the 270 ramp . I had to cross lanes of traffic to pull off the road onto the berm to turn off the car and restart it. Then I had to merge rapidly onto 270, with no confidence I could accerlerate as I needed to. I had learned earlier that if I stop the car and turn off the engine and immediately restart the engine, it runs fine. When this occurs, the engine will not rev in neutral or park but seems to be idling fine. No warning that there is a problem until it happens. shifts fine in all modes etc. Something seems to be reset by turning off the engine and restarting it.

This is in my opinion a life-threatening issue because pulling out in front of an 18 wheeler or at an intercection or merging onto the freeway requires acceleration and there is no time to pull over, shut it off and restart . I nearly wrecked coming from your dealership yesterday and had it towed for this reason. It may becoming more frequent since it happened twice this week, wed and thursday. I understand that it is difficult to track down a problem that is intermittent and unpredictable, but I am not comfortable taking this car back until and unless the problem is defined and fixed. If you are unable to diagnose and fix the problem definitively, I will be interested in getting this car exchanged for a new genesis and your solution. I was vey happy with this car and was not in the market for a new one at this time. We just purchased a new Santa Fe Sport so paying anything additional is not an option.

[REDACTED] or [REDACTED] cell

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I have contacted Hyundai with case # [REDACTED] and BBB case [REDACTED]

CAM 07/01 10/22/10 2010/11

CUSTOMER #: [REDACTED]

REPAIR [REDACTED]

Hatfield HYUNDAI

INVOICE

1400 AUTO MALL DRIVE
COLUMBUS, OHIO 43228
TEL. (614) 870-9559

KMHGN4JE8FU [REDACTED]
WESTERVILLE, OH [REDACTED]

PAGE 1

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

SERVICE ADVISOR: 54680 DONNIE SOUTHERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	10	HYUNDAI GENESIS	KMHGN4JE8FU [REDACTED]		29893/29905	T4231

IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29OCT17 00			18:00 20OCT17		0.00	CASH	27OCT17

DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS:	DLR:
13:40 30OCT17	18:29 27OCT17		[REDACTED]

LINE	ORDERS	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER REPORTS VEHICLE WON'T ACCELERATE AND WONT REV, WILL ONLY GET UP TO 35 MPH.. IF YOU SHUT OFF ENGINE AND RESTART IT ACTS FINE, CHECK AND ADVISE.

CAUSE: CHECK ENGINE LIGHT, VEHICLE WONT ACCELERATE PST 30 MPH. DO OTHER DIAGNOSIS AS DESCRIBED

- 54805 W (N/C)
- 1 89318-80510 SENSOR-CAMSHAFT POSITION (N/C)
- 1 89318-80000 GASKET-UPPER TO LOWER (N/C)
- 1 89318-80080 GASKET-ETC SHEEL TO CENTER SHE (N/C)
- 1 89318-10000 GASKET-THROTTLE BODY (N/C)

38905 CHECK ENGINE LIGHT, VEHICLE WONT ACCELERATE PST 30 MPH
SCANNED VEHICLE WITH GDS FOUND CODE P0380 CAMSHAFT POSITION SENSOR B EXHAUST CIRCUIT RANGE PERFORMANCE BANK 1 WENT INTO CURRENT DATA AND FOUND THAT THE CAMSHAFT POSITION SENSOR FOR EXHAUST OF BANK 0 WAS BEING SLOW. REMOVED INTAKE MANIFOLD. REPLACED EXHAUST CAMSHAFT POSITION SENSOR ON BANK 1. REPLACED INTAKE MANIFOLD AND THROTTLE BODY GASKETS. CLEARED CODES ON VEHICLE WITH GDS. TEST DROVE VEHICLE AND VERIFIED REPAIR WAS COMPLETE AND VEHICLE DRIVES NORMAL.

B *No Interval Due Vehicle History Indicates No Maintenance Interval Due
W008 NO INTERVAL DUE BASIC
54805 100 (N/C)

C *Perform Miles-Point Inspection
W009 MILEAGE POINT INSPECTION
54805 100 (N/C)
MPI COMPLETE.

D *Courtesy Carwash
W010 COURTESY WASH
54805 100 (N/C)

Thank you for coming to Hatfield Hyundai!
YOU ARE PART OF OUR FAMILY AND WE THANK YOU!!

<small>WARRANTY COVERAGE AND DISCLAIMER: THE DEALER WARRANTS ALL NEW VEHICLES... WARRANTY COVERAGE: THREE YEARS OR 36,000 MILES... WARRANTY COVERAGE: FIVE YEARS OR 100,000 MILES... WARRANTY COVERAGE: SEVEN YEARS OR 100,000 MILES... WARRANTY COVERAGE: TEN YEARS OR 100,000 MILES... WARRANTY COVERAGE: FIFTEEN YEARS OR 100,000 MILES... WARRANTY COVERAGE: TWENTY YEARS OR 100,000 MILES... WARRANTY COVERAGE: THIRTY YEARS OR 100,000 MILES... WARRANTY COVERAGE: FORTY YEARS OR 100,000 MILES... WARRANTY COVERAGE: FIFTY YEARS OR 100,000 MILES... WARRANTY COVERAGE: SIXTY YEARS OR 100,000 MILES... WARRANTY COVERAGE: SEVENTY YEARS OR 100,000 MILES... WARRANTY COVERAGE: EIGHTY YEARS OR 100,000 MILES... WARRANTY COVERAGE: NINETY YEARS OR 100,000 MILES... WARRANTY COVERAGE: HUNDRED YEARS OR 100,000 MILES...</small>	SHOP SUPPLY COSTS	DESCRIPTION	TOTALS
	We have added a charge equal to 10% of the cost of labor, not to exceed \$24.95, to the Repair Order for shop supplies used in connection with the repair.	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.	TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

Thank You for bringing your vehicle to Hatfield Hyundai.

CUSTOMER COPY