



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 ☐

01-NOV-2017

Reference No.

11042082

JAN 19 2018

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City DENVER

State CO

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
5NPE24AF4GH

Make
HYUNDAI

Model
SONATA

Model Year
2016

Date Purchased
3/9/16

Dealer's Name and Telephone Number
M. J. Donald Hyundai (303) 745-1100

Engine:
No. Cylinders
4

Fuel Type:

Gasoline

Original Owner
☒ Yes

Dealer's City
Littleton

State
CO

Zip Code
80121

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

Automatic

☒ Cruise Control

Front wheel Drive

See below

26-OCT-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage
7965

Failure Speed
2 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

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 SONATA. WHILE DRIVING VARIOUS LOW SPEEDS, THE VEHICLE HESITATED TO ACCELERATE. UPON ATTEMPTING TO ACCELERATE RAPIDLY, WHILE DEPRESSING THE ACCELERATOR PEDAL, THE VEHICLE DECREASED IN SPEED. THE VEHICLE WAS TAKEN TO SHORTLINE HYUNDAI IN AURORA, COLORADO WHERE THE VCM WAS UPDATED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 7,965.

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.

December 6, 2017

TO: NHTSA

FROM:

[REDACTED]
[REDACTED]
Denver, Colorado [REDACTED]
[REDACTED]

SUBJECT: FAILURE OF 2016 HYUNDAI SONATA TO ACCELERATE 10/26/17

REF: Your Reference Number 11042082

Further to your reference cited above and in response to it along with the completed questionnaire, I would add the following:

1. At approximately 6:00 pm on the evening of Thursday, October 26, 2017 I was driving from my residence, [REDACTED] in southeast Denver, to a meeting at The Kitchen Restaurant, 16th Street and Wazee in downtown.
2. Weather conditions were poor - it was completely dark and raining.
3. I was heading northwest on Speer Boulevard and made a right hand turn onto, as I recall, 15th Street. Approximately a half a block later I made a left hand turn onto a north bound street.
4. About 20 yards or so later that street crossed the tracks of Denver's RTD. At that point a green arrow showed that I could cross the tracks safely. Within a few feet of the tracks, however, and proceeding at a slow speed, the arrow turned red and I saw the lights of an RTD train approaching at a relatively high speed.
5. The train sounded its horn and being now on the tracks, I attempted to accelerate to miss being hit by the train. The car did not accelerate but hesitated dropping in speed for a couple of seconds.
6. Trying again, it did accelerate and I cleared the tracks by 15-20 feet before the train went through the crossing.

This was not the first time by any means with both my earlier Sonata (2013) and this vehicle. Most notably it occurred at metered stop lights going from access roads onto a Denver area freeway. Both cars, albeit infrequently, would "cough" upon punching the accelerator finally going to a desired speed after a few seconds. Unfortunately, I did not report this defect to either the dealer or Hyundai until the near miss of the train.

I note from your report that the VCM, whatever that may be, was updated by a Hyundai dealer shortly after the incident as I was greatly concerned about the car's performance. I would surmise that if this event happened to me with two Hyundais, it surely must have happened to other owners and lessees of the same model as well, perhaps, other models built by Hyundai.

In conclusion, perhaps updating the VCM was not deserving of a recall notice, albeit, I came very close to be killed or seriously injured by an RTD train. At the very least, however, assuming my incident was not unique, I believe that Hyundai should have notified dealers to contact owners and lessees of these vehicles that they must have the VCM update. I was not for either vehicle it could well be that the dealer was at fault rather than Hyundai.

Finally, I have had no problem with acceleration since the update. But, I have not had the occasion to accelerate rapidly to escape being hit by an overly fast moving RTD train.

