



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 ☐

11-DEC-2017

MAR 23 2018

Reference No.  
11053983

**OWNER INFORMATION (Type or Print)**

Name

Address

City

ELON

State

NC

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

SNPEB4AC0CH

Make

HYUNDAI

Model

SONATA

Model Year

2012

Date Purchased

8/2011

Dealer's Name and Telephone Number 336 275 9761

Bob Dunn Hyundai Mitsubishi

Engine:

No: Cylinders 4

Fuel Type:

gas

Original Owner

☐

Dealer's City

Greensboro

State

NC

Zip Code

Transmission Type

automatic

☐ Antilock Brakes

☒ Cruise Control

Powertrain ?

Multiple Failure:

Incident Date(s)

07-AUG-2017  
7-15-2017

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage

160000

Failure Speed

50

**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

0

Number of Deaths

0

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. THE CONTACT RECEIVED A RECALL NOTICE FROM THE MANUFACTURER FOR NHTSA CAMPAIGN NUMBER: 15V568000 (ENGINE AND ENGINE COOLING). THE DEALER (CRENSHAW HYUNDAI, 330 HUFFMAN MILL RD, BURLINGTON, NC 27215, (336) 584-1144) STATED THAT THEY INSPECTED THE VEHICLE. MONTHS LATER, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS TOWED TO THE DEALER AND THEY LATER REPLACED THE ENGINE ASSEMBLY, BUT HAD NOT DONE SO WHEN THE VEHICLE WAS INITIALLY TAKEN IN FOR THE RECALL SERVICE. THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 160,000.

I received excellent treatment from Crenshaw Hyundai after the motor failure and am only filing this because I am concerned other drivers may undergo the recall inspection and still suffer complete loss of power with much more serious results.

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.

see over

I received excellent treatment from Crenshaw Hyundai after the engine failure and am only filing this because I am concerned that other drivers may undergo the recall inspection as we did and still suffer sudden and complete loss of power with much more serious consequences.

Crenshaw Hyundai replaced the engine for free even though it was passed the 110,000 mile limit for their warranty and give us a free rental car as they did so.

Are they unable to detect when this engine problem is building? Is that why we passed the recall inspection?

ATTACH ADDITIONAL SHEETS IF NECESSARY

GREENSBORO

NC 274

26 FEB '18

PM 4 L



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

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

**BUSINESS REPLY MAIL**

FIRST CLASS MAIL

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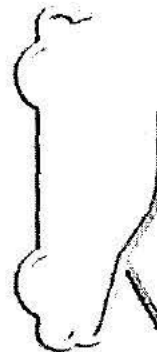
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**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](http://www.safercar.gov)**

**or call:**

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



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

