



U.S. Department of Transportation
National Highway Traffic Safety Administration

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 <input type="checkbox"/>
13-DEC-2017	Reference No. 11054498
FEB 06 2018	

OWNER INFORMATION (Type or Print)

Name				Daytime Telephone Number	E-mail Address
Address					
City	JACKSONVILLE	State	FL	Zip Code	
				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 KMHGC46E19L	Make HYUNDAI	Model GENESIS	Model Year 2009
Date Purchased 10/31/08	Dealer's Name and Telephone Number KEY HYUNDAI 904/642-6060		Engine: No: Cylinders 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City JACKSONVILLE	State FL	Zip Code 32245
Fuel Type: GAS	Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain ?
Multiple Failure: (YES SEE ATTACHED)	Incident Date(s) 23-JUN-2014 (SEE ATTACHED)		

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN	Failure Mileage 26350 (SEE ATT)	Failure Speed 30 OR LESS
--	---------------------------------------	-----------------------------

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2009 HYUNDAI GENESIS. WHILE APPROACHING A STOP, THE ENGINE REVVED AND THE BRAKE PEDAL DEPRESSED SLIGHTLY. THE CONTACT PLACED THE GEAR IN NEUTRAL AND WAS ABLE TO CONTROL THE VEHICLE. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE FAILURE RECURRED THREE TIMES. THE VEHICLE WAS TAKEN TO THE DEALER (KEY HYUNDAI IN JACKSONVILLE, FL, 904-642-6060), BUT THE FAILURE WAS NOT DUPLICATED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND SENT AN INVESTIGATOR WHO WAS UNABLE TO DUPLICATE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 26,350.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

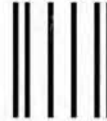
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THERE WERE NEVER ANY CRASHES OR INJURIES AS I WAS ABLE TO MAINTAIN CONTROL BY SHIFTING INTO NEUTRAL. (THE ONLY RESULT WAS THE ANXIETY FELT BY ME WHEN THIS HAPPENED)

ATTACH ADDITIONAL SHEETS IF NECESSARY

JACKSONVILLE
FL 320
16 JAN '18
PM 3 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 PERMIT NO. 1888 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

or call:
Vehicle Safety Hotline
888-327-4236



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

PROBLEM: WHEN APPROACHING A STOP LIGHT OR STOP SIGN, AS I STARTED DEPRESSING THE BRAKE PEDAL, THE ENGINE WOULD REV UP VERY HIGH AND I COULD HARDLY BRING THE CAR TO A STOP. THE BRAKE PEDAL WOULD SEEM VERY STIFF AND THE ENGINE SURGE WOULD CONTINUE TO MOVE THE CAR FORWARD. BRAKING WAS PRACTICALLY IMPOSSIBLE. HOWEVER..... AS SOON AS I SHIFTED INTO NEUTRAL, THE HIGH REVVING CAME BACK DOWN AND THE BRAKES RETURNED TO NORMAL. THE VEHICLE WOULD PERFORM NORMALLY AFTER THIS FOR SEVERAL WEEKS OR MONTHS, UNTIL, OUT OF THE BLUE, IT WOULD OCCUR AGAIN.

IT MADE NO DIFFERENCE ^{WHETHER} I HAD BEEN DRIVING ONLY 5 MIN (ENGINE, ETC COLD) OR 2 HOURS (WARMED UP).

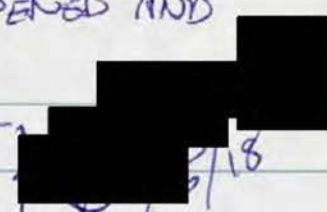


4/15/18

NOTE REGARDING HISTORY ATTACHED:

"# OF OCCURRENCES" ARE TIMES WHERE BOTH HIGH REVS AND BRAKE LOSS OCCURRED.

HERE'S A HISTORY OF WHEN IT HAPPENED AND
WHAT I DID ABOUT IT.



# OF OCCURRENCES	DATE OF OCCURRENCE	MILEAGE AT THE TIME	
1	?	?	} (DIDN'T RECORD)
2	?	?	
①	6/12/14 ⁽²⁴¹⁰²⁾	TOOK TO DEALER (SERVICE TICKET ATTACHED)	
3	?	25704	↑
4	?	25836	
5	?	26211	
6	?	?	

② 4/28/15 (27496) TOOK TO DEALER (SERVICE TICKET ATTACHED)

SEVERAL TIMES DURING WEEK OF 6/10/15, FELT INTERMITTANT SURGING OF ENGINE WHILE DRIVING + COMING TO STOP. BRAKES O.K.

③ 6/16/15 (27930) TOOK TO DEALER (SERVICE TICKET ATTACHED)

7	7/2/15	28106
8	10/3/15	28965
9	6/4/16	31418
10	7/16/16	32049
11+12	7/29/17	33635 + 33638
13+14	10/5/17	33984 (2X W/IN 500')
15	10/17/17	34091

1



HYUNDAI
"The Leadership That's Different"
P.O. Box 17639 • 4660 Southside Blvd.
Phone 904/642-6080
JACKSONVILLE, FLORIDA 32245-7639
VISIT OUR WEBSITE AT
www.keyautocompany.com

MOTOR VEHICLE
REGISTRATION N



FIRST TIME I TOOK TO DEALER
TO CHECK PROBLEM

Customer information form including name (SHARON NORMAN), address (JACKSONVILLE, FL), phone, license, and vehicle details (09/HYUNDAI/GENESIS/4DR SDN 3.8L V6).

LABOR & PARTS # 1 10HYZ00P DIAG BRAKE CONCERNS TECH(S):762 WARRANTY

CUST STATES ON 2 DIFFERENT OCCASIONS THE ENGINE WILL REEV UP AND THEN THE POWER TO THE BRAKES GO OUT AND THEN YOU HAVE TO PRESS THE BRAKE PEDAL AS HARD AS YOU CAN INTO THE FLOOR BOARD TO STOP THE VEHICLE...

Handwritten numbers: 25831, 25704

JOB # 1 TOTAL LABOR & PARTS 0.00

2 00HYZZMULTI-PT MULTI-PT INSPECTION TECH(S):762 0.00

WALK AROUND AND MULTI-POINT INSPECTION PERFORMED FOR CUSTOMER SAFETY AND SATISFACTION COMPLETED COURTESY WALK AROUND AND MULTI-POINT INSPECTION

JOB # 2 TOTAL LABOR & PARTS 0.00

3 20HYZBTST BATTERY TEST TECH(S):762 0.00

PERFORM FREE BATTERY TEST COMPLETED BATTERY TEST

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS DELETED OPERATION(S) 29HYZRENT RENTAL CAR

TOTALS table with columns for CASH, CHECK, A/R, M/C VISA, AMEX, and various labor/parts totals. Total Invoice \$ 0.00

PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST **ALL PARTS ARE NEW UNLESS NOTED AS USED, REBUILT OR RECONDITIONED IN THE PART DESCRIPTION FIELD**

CUSTOMER SIGNATURE

2



HYUNDAI

"The Leadership That's Different"
P.O. Box 17639 • 4660 Southside Blvd.
Phone 904/642-6060
JACKSONVILLE, FLORIDA 32245-7639
VISIT OUR WEBSITE AT
www.keyautocompany.com

MOTOR VEHICLE REPAIR
REGISTRATION NUMBER



TOOK VEHICLE TO DEALER FOR
RECALL PROBLEM. WHILE THERE I
MENTIONED RECURRENCE OF PREV. PROB.

CUSTOMER NO.	ADVISOR SHARON NORMAN	896	TAG NO. 665	INVOICE DATE 04/30/15	INVOICE
	LABOR RATE	LICENSE NO.	MILEAGE 27,496	COLOR PLAT MET/	STOCK NO.
	YEAR / MAKE / MODEL 09/HYUNDAI/GENESIS/4DR SDN 3.8L V6			DELIVERY DATE 10/31/08	DELIVERY MILES
	VEHICLE I.D. NO. K M H G C 4 6 E 1 9 U			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/28/15		
COMMENTS E# G6DA8U052050					MO: 2750

CUST STATES SINCE LAST TIME IN FOR SERVICE FOR THE CONCERN OF VEHICLE RPMS WILL REV UP AND NOT ALLOW YOU TO SLOW THE VEHICLE DOWN WHEN PRESSING ON BRAKE PEDAL HAS HAPPENED 4 TIMES. THE ONLY WAY TO STOP THE VEHICLE IS TO PUT THE CAR INTO NEUTRAL.
 COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME. SCANNED FOR CODES. CHECKED FOR UPDATES OR TSBS. ROAD TEST VEHICLE FOR CONCERN. OBSERVED WHEN VEHICLE COLD RPMS AT 1800 RPM AND ENGAGED INTO GEAR AND DRIVEN FOR UP TO 1 MILE RPMS WERE STILL AT 1800 WHEN ENGAGED INTO NEUTRAL. VEHICLE TOOK EFFORT TO STOP, BUT WHEN VEHICLE WARMED UP, THE RPMS BELOW 1000 AND THEN DRIVEN WOULD NO EXPERIENCE SAME CONCERN.
 ON OCCASION CAN FEEL DOWN SHIFT FROM 2ND TO 1ST AND RPM WILL RAISE. TEST DROVE VEHICLE 23 MILES TOTAL. VEHICLE OPERATING AS DESIGNED AT THIS TIME.

RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 6 TOTAL PARTS	0.00
			JOB # 6 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 3			04/30/15	CAR RENTAL INV	
TOTAL - SUBLET					0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 CUSTOMER REQUESTED A RENTAL call center created 2015-04-22 02:35:00 pm taken by heather blair RENTAL IN ARMS HB

TOTALS	
[] CASH [] CHECK [] A/R [] M/C VISA [] AMEX	
TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
 HAZ MATERIALS IS A VOLUNTARY FEE FOR ENVIRONMENTAL SAFETY
 SHOP SUPPLIES CHARGED REPRESENT COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES
 PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST
 ALL PARTS ARE NEW UNLESS NOTED AS USED, REBUILT OR RECONDITIONED IN THE PART DESCRIPTION FIELD

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERMWTSI:HE CC721132 Q (07/14)



HYUNDAI

"The Leadership That's Different"
P.O. Box 17639 • 4660 Southside Blvd.
Phone 904/642-6060
JACKSONVILLE, FLORIDA 32245-7639
VISIT OUR WEBSITE AT
www.keyautocompany.com

MOTOR VEHICLE REPAIR
REGISTRATION NUMBER

SUBSEQUENT PROB. WITH ENGINE
SURGE, NOT SURE IF RELATED TO PREV. PROBLEM
AS NO PROBLEM WITH BRAKING.

Customer information form including fields for CUSTOMER NO., ADVISOR (SHARON NORMAN), TAG NO. (896 769), INVOICE DATE (06/17/15), MILEAGE (27,930), YEAR/MAKE/MODEL (09/HYUNDAI/GENESIS/4DR SDN 3.8L V6), and VIN (KMHGC46E19U).

LABOR & PARTS

J# 1 12HYZ0DB DIAG SUSPENS CONCERN TECH(S):762 INTERNAL
CUST STATES ENGINE IS SURGING AT IDLE AND WHEN COMING TO A
STOP (ALSO FEELS A SLIGHT SURGE WHEN DRIVING) AND AT IDLE
THE RPMS WILL BOUNCE SLIGHTLY
GRAPHED THROTTLE POSITION SENSOR READING FOUND READING
WOULD NOT FLUCTUATE ALTHOUGH ACCELERATOR IS HELD STEAD.
REPLACED FAULTY THROTTLE POSITION SENSOR.

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Row 1: JOB # 1, 1, 35107-3C100-NFFF, TH SENSOR ASSY(TP), 0.00. Totals: JOB # 1 TOTAL PARTS 0.00, JOB # 1 TOTAL LABOR & PARTS 0.00.

J# 2 00HYZZMULTI-PT MULTI-PT INSPECTION TECH(S):762 0.00
WALK AROUND AND MULTI-POINT INSPECTION
PERFORMED FOR CUSTOMER SAFETY AND SATISFACTION
COMPLETED COURTESY WALK AROUND AND MULTI-POINT INSPECTION

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Row 1: JOB # 2 TOTAL PARTS 0.00, JOB # 2 TOTAL LABOR & PARTS 0.00.

J# 3 20HYZBTEST BATTERY TEST TECH(S):762 0.00
PERFORM FREE BATTERY TEST
COMPLETED BATTERY TEST

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Row 1: JOB # 3 TOTAL PARTS 0.00, JOB # 3 TOTAL LABOR & PARTS 0.00.

J# 4+03HYZDECL MAINTENANCE DECLINED TECH(S):762 0.00
Added Operation (SHARONN @ 06/17/2015 10:23)
ALIGNMENT \$89.95
CUSTOMER DECLINED

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Row 1: JOB # 4 TOTAL PARTS 0.00, JOB # 4 TOTAL LABOR & PARTS 0.00.

J# 5+05HYZIDSVC INDUCTION SERVICE TECH(S):762 65.05
Added Operation (SHARONN @ 06/17/2015 12:08)
PERFORM INDUCTION SERVICE
COMPLETED INDUCTION SERVICE

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Row 1: JOB # 5, 1, PDC033, DECARB KIT, 33.95. Totals: JOB # 5 TOTAL PARTS 33.95, JOB # 5 TOTAL LABOR & PARTS 99.00.