



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

04-JUN-2018

SEP 04 2018

Repository ☐

Reference No.
11099513

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

DES PLAINES

State

IL

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

5NPDH4AE6DH

Make

HYUNDAI

Model

ELANTRA

Model Year

2013

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

03-JUN-2018

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 250000 ELECTRONIC STABILITY CONTROL, 030000 BRAKES (PWS)

Failure Mileage

32000

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 2013 HYUNDAI ELANTRA. WHILE DRIVING 30 MPH, THE ELECTRONIC STABILITY CONTROL INDICATOR ILLUMINATED AS THE BRAKE PEDAL WAS DEPRESSED AND FAILED TO ENGAGE. THE VEHICLE WAS TAKEN TO PATRICK HYUNDAI (1020 E GOLF RD #1, SCHUMBERG, IL 60173) WHERE DIAGNOSTIC TESTING WAS BEING PERFORMED, BUT NO REPAIRS WERE COMPLETED. THE MANUFACTURER WAS NOTIFIED AND VERIFIED THAT THERE WERE NO RECALLS FOR THE VIN. THE DIAGNOSIS RESULTS WERE NOT PROVIDED. THE FAILURE MILEAGE WAS 32,000.

WHILE DRIVING APPROX 30 MPH THE ELECTRONIC CONTROL INDICATOR LIGHT ILLUMINATED. THE BRAKE PEDAL WAS NOT TOUCHED, HOWEVER THE BRAKES ACTIVATED ON THEIR OWN. THIS WAS THE SECOND SUCH OCCURRENCE. THERE WAS IDENTICAL ISSUES FOR 2012 MODELS AND A RECALL WAS ISSUED. *SEE BACK

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.

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

HOWEVER, THIS VEHICLE DID NOT QUALIFY BECAUSE
IT WAS A 2013 MODEL. IN BOTH CASES, THE VEHICLE
BRAKES WOULD ENGAGE ON THEIR OWN WITHOUT
DEPRESSING THE BRAKE PEDAL. THE ELECTRONIC CONTROL
INDICATOR LIGHT WOULD COME ON AND CAR WOULD SKID
TO A STOP.

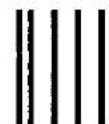
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U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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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
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