



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

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OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: LAKE WORTH State: FL Zip Code: [REDACTED]
Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

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: KM8NU4CC3BU [REDACTED]
Make: HYUNDAI Model: VERACRUZ Model Year: 2011
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: Napleton Hyundai 561 686 7137 Engine: No: Cylinders: 6 Fuel Type: Gasoline
Original Owner: Dealer's City: W. Palm Beach State: FL Zip Code: [REDACTED]
Transmission Type: Auto Antilock Brakes: Cruise Control: Powertrain: Front wheel Drive Multiple Failure: Yes Incident Date(s): 01-AUG-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 162300 STRUCTURE: BODY: DOOR, 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH.
Failure Mileage: 65000 Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment: Prior Repair: Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] 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 2011 HYUNDAI VERACRUZ. WHILE THE CONTACT WAS SEATED IN THE FRONT PASSENGER SEAT, THE PASSENGER DOOR FLEW OPEN WHEN THE DRIVER MADE A LEFT TURN. THE FAILURE ALMOST CAUSED THE CONTACT TO FALL OUT OF THE VEHICLE. THE CONTACT STATED THAT THE DOOR WOULD NOT REMAIN CLOSED ON ITS OWN AND HE HAD TO HOLD THE DOOR CLOSED. THE VEHICLE WAS TAKEN TO NAPLETON'S WEST PALM BEACH HYUNDAI (2301 OKEECHOBEE BLVD, WEST PALM BEACH, FL 33409) AND THE DOOR WAS REPAIRED; HOWEVER, THE FAILURE RECURRED FOUR TIMES TO ALL THE DOORS EXCEPT THE REAR DRIVER'S SIDE DOOR. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS 65,000.

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.

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

Door Flew open (Right Front Door) ^{around} July 15, 2015 (Door latch)
^{around} April 11, 2012 Right Rear
^{around} ~~2017~~ Drivers Door Sept 16 Right Rear door
^{around} Oct 25, 2018 Right Front Door
 (all Doors inoperable)

All created a Safety Hazard, as window had
 to be lowered & Door opened with outside handle

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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Penalty for Private Use \$300



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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



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