INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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: 09-NOV-2018	Repository ☐
FEB 0 6 2019	Reference No. 11150343

OWNER INFORMATION (Type or Print)

Name: [redacted]		Daytime Telephone Number: [redacted]	E-mail Address: [redacted]
Address: [redacted]		Evening Telephone Number: [redacted]	
City: EAST POINT	State: GA	Zip Code: [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	Make	Model	Model Year
5XYZK3AB9CG[redacted]	HYUNDAI	SANTA FE	2012

Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
4/29/2017	Landmark Dodge	770-968-4900	4	G
Original Owner ☐	Dealer's City: Morrow	State: GA Zip Code: 30260		

Transmission Type			Multiple Failure:	Incident Date(s)
	☐ Antilock Brakes ☒ Cruise Control	Powertrain	engine	01-JUN-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)	Failure Mileage	Failure Speed
	121000	55

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: DOTMAL9ABC036)	☐ 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			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 SANTA FE. WHILE DRIVING 55 MPH, THE VEHICLE STALLED AND SMOKE CAME FROM THE ENGINE COMPARTMENT. THE CONTACT ALSO MENTIONED THAT THE ENGINE MADE AN ABNORMAL NOISE. THE VEHICLE WAS TAKEN TO SOUTHTOWNE HYUNDAI (7665 US HWY 85, RIVERDALE, GA 30274, (770) 471-1000) WHERE THE CONTACT WAS INFORMED THAT THE ENGINE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 121,000.

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

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(2)

December 18, 2018

TO: National Highway Traffic Safety Administration

From: [redacted]

REF NO: 11150343

Dear Sir or Madame:

Prior to typing this letter I checked to see if my car was one of the cars recalled, it was not, it should be. The engine in this car is terrible. I don't see why I have to still pay for this car, when it is sitting in front of my door un-drivable.

Hyundai told me they could not do anything for me. Why Not? It is there faulty engine. Case No. with Hyundai—[redacted]

Please tell me what other actions I can take, how I stop paying for something I cannot drive.

Sincerely,

[redacted]

(2)

December 18, 2018

TO: National Highway Traffic Safety Administration

From: [redacted]

REF NO: 11150343

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Address: [redacted]		Evening Telephone Number: [redacted]	
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4/29/2017	Landmark Dodge 770-968-4900		4	G
Original Owner ☐	Dealer's City: Morrow	State: GA / Zip Code: 30260		

Transmission Type			Multiple Failure:	Incident Date(s)
	☐ Antilock Brakes ☒ Cruise Control	Powertrain	engine	01-JUN-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)	Failure Mileage	Failure Speed
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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: DOTMAL9ABC036)	☐ 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			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).

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(2)

December 18, 2018

TO: National Highway Traffic Safety Administration

From [redacted]

REF NO: 11150343
FAX - 202-366-1767

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Hyundai told me they could not do anything for me. Why Not? It is there faulty engine. Case No. with Hyundai [redacted]. They said, I would have to fix it.

Please tell me what other actions I can take, how I stop paying for something I cannot drive.

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(1)

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They (Hyundai) would not put my car on recall for engine Failure or Smoke Coming out of my tail pipe. I Cannot use the Car, but still I have to Pay for it, and buy another engine

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