



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 ☐

06-DEC-2018

Reference No.

FEB 19 2019

11156518

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NANUET State NY Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] 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
KMHGN4JE9JL [REDACTED] Make GENESIS Model G80 Model Year 2018
Date Purchased Dealer's Name and Telephone Number Rockland Hyundai
Original Owner ☒ Dealer's City West Nyack State NY Zip Code 10994
Transmission Type Automatic ☒ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 06-NOV-2018
☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 130000 VISIBILITY/WIPER (PWS) Failure Mileage 9800 Failure Speed

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 Failure Location:
☐ Prior Repair
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 2018 GENESIS G80. WHEN THE WINDSHIELD WIPERS WERE ACTIVATED, THE CONTACT SMELLED WIPER FLUID INSIDE THE VEHICLE. THE DEALER (ROCKLAND HYUNDAI, 55 NY-303, WEST NYACK, NY 10994, (845) 402-8623) STATED THAT THIS WAS A NORMAL CONDITION. THE MANUFACTURER CLAIMED THAT THEY HAD NO KNOWLEDGE OF THE CONDITION. THE FAILURE MILEAGE WAS 9,800.

The dealer stated other customers claimed same problem but dealer reported to me it was normal

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)

When I utilize the windshield wiper fluid,
the smell of windshield wiper fluid is in the cabin.
The tube from the windshield washer reservoir goes
in the cowl area. "Checked found other 680's have same
concern, tech line advise that it is normal." "Other 680
owners found same occurrence is happening."
I am fearful the fumes can be harmful.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

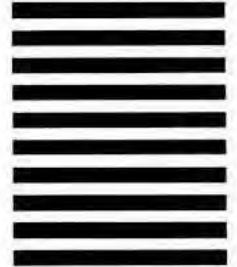
National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

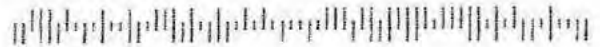
PERMIT NO. 1888

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**

01/04



**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





55 South Route 303 - West Nyack, NY 10994
(845) 627-1300 - Fax: (845) 507-0760

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday
8:00 a.m. to 2:00 p.m. Saturday

R/O Open Date	R/O Number
12/04/18	
R/O Close Date	Status
12/05/18	Pre-Invoice
Mileage In	Mileage Out
8272	8272
Service Advisor / Tag #	
Chris Palatucci/458	
Vehicle Identification	
KMHGN4JE9JU	
Delivery Date	In-Service Date
2/24/18	2/24/18
Color	License Number
SLV	

[REDACTED] [REDACTED]<		
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DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email [REDACTED]	
#1 - CUST: CUSTOMER STATES WHEN USING WASHER FLUID CUST SMELLS FLUID IN VEHICLE OPEN TECH LINE CASE Caused by TECH INSPECTED CABIN FILTER TO SEE IF WASHER FLUID WAS GETTING IN FOUND NO LEAKS TECH CONTACTED TECH LINE CASE # [REDACTED] ADVISE TO CHECK OTHER G80S Tech: EDWIN HERNANDEZ (A68) TECH CHECKED FOUND OTHER G80S HAVE SAME CONCERN TECH LINE ADVISE THAT IN IS NORMAL. CONTACTED OTHER G 80 OWNERS FOUND SAME OCCURRENCE IS HAPPENING IN OTHER VEHICLES Sub Total: .00	
#2 * CUST: CUSTOMER STATES ADDED OPERATION ROUND TRIP FOR LONER # 20 STOCK # [REDACTED] Caused by CLAIM # [REDACTED] Tech: HOUSE TECH (999)	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

THANK YOU FOR PUTTING TRUST WITH THE ROCKLAND HYUNDAI SERVICE DEPARTMENT. YOU MAY RECEIVE A SURVEY FROM "HYUNDAI MOTOR AMERICA" IF FOR ANY REASON YOU CANNOT SCORE US A "10" PLEASE CONTACT OUR PARTS & SERVICE DIRECTOR ED AVILA (854) 627-1300.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

X