



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

18-DEC-2018

Reference No.
11162236

MAR 18 2019

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: CUMBERLAND State: RI 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: KM8J3CA21GU [REDACTED]
Make: HYUNDAI Model: TUCSON Model Year: 2016
Date Purchased: 5/19/2018 Dealer's Name and Telephone Number: FIRST HYUNDAI 508-699-4700
Engine: No: Cylinders 4 Fuel Type: GAS
Original Owner: Dealer's City: North Attleboro State: MASS. Zip Code: 02760
Transmission Type: automatic Antilock Brakes: Powertrain: Multiple Failure: Incident Date(s): 01-DEC-2018
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN
Failure Mileage: 32000 Failure Speed: INITIAL ACCELERATION
from east of position

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 2016 HYUNDAI TUCSON. WHEN THE ACCELERATOR PEDAL WAS DEPRESSED, THE VEHICLE WOULD NOT ACCELERATE. THE CONTACT STATED THAT THE SAME FAILURE OCCURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO FIRST HYUNDAI (270 E WASHINGTON ST, NORTH ATTLEBOROUGH, MA 02760) THREE TIMES, BUT WAS NEVER DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 16V628000 (POWER TRAIN). THE FAILURE MILEAGE WAS 32,000.

ADVISED BY VARIOUS DEALER EMPLOYEES HOW TO STEP ON PEDAL TO PREVENT THE DUAL CLUTCH MOMENTARY FREEZE, WORRISSOME WHEN PULLING OUT INTO TRAFFIC. HAS HAPPENED ON & OFF. SOMETIMES WEEKS IN BETWEEN.

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)

Also - once while driving on Hwy at full speed
it just froze. I was able to move right
got off Hwy.

I noticed ECO was on. I shut off engine
turned off ECO - seemed OK after that.

Also - once trying to back up - froze - jerky -
frozen - jerky - blast off - could have hit a wall.

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



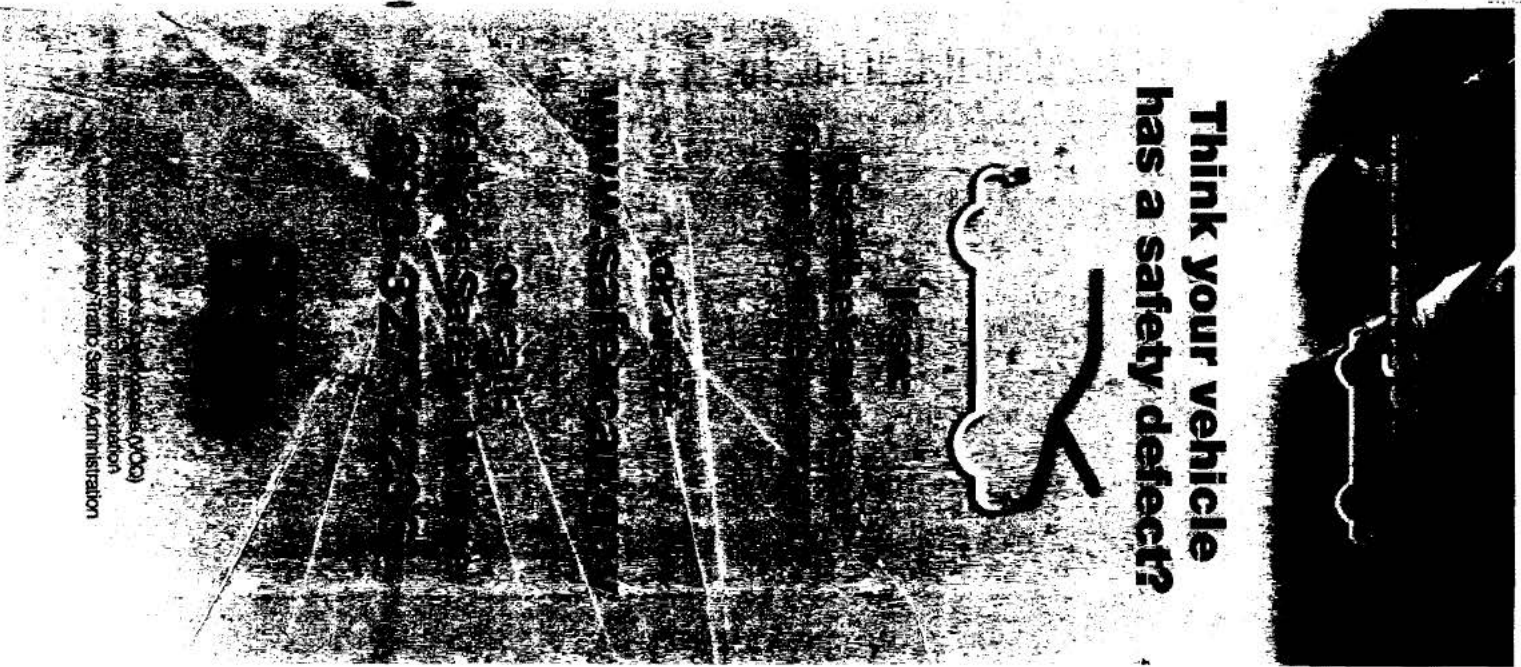
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NECESSARY
IF MAILED
IN THE
UNITED STATES



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. 20077-9382



Think your vehicle
has a safety defect?

1-800-4-A-SAFETY
National Highway Traffic Safety Administration