



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 ☐

20-FEB-2019

MAY 07 2019

Reference No.
11181459

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City NORWALK

State CA

Zip Code [REDACTED]

Daytime Telephone Number

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

KM8J33A27HU [REDACTED]

Make
HYUNDAI

Model
TUCSON

Model Year
2017

Date Purchased

Dealer's Name and Telephone Number
Downey HYUNDAI (562) 231-0100

Engine:
No: Cylinders

Fuel Type:

Original Owner
☒

Dealer's City
Downey

State
CA

Zip Code

4

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

7 speed
Dual Clutch

☒ Cruise Control

1.6 Liter

01-FEB-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN

Transmission Doesn't work when getting on FREEWAY

Failure Mileage

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
☐ 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 2017 HYUNDAI TUCSON. THE CONTACT STATED THAT THE SEVEN SPEED DUAL CLUTCH ASSEMBLY PERTAINING TO THE TRANSMISSION FAILED TO OPERATE PROPERLY. AS A RESULT, THE VEHICLE DID NOT GAIN SPEED WHEN ATTEMPTING TO ACCELERATE FROM A LIGHT. DOWNEY HYUNDAI (7550 FIRESTONE BLVD, DOWNEY, CA 90241, (562) 314-4331) WAS UNABLE TO DETERMINE THE CAUSE OF THE FAILURE AND PROVIDED A LOANER VEHICLE. THE VEHICLE WAS UNABLE TO BE DRIVEN AND WAS STILL WITH THE DEALER. THE MANUFACTURER WAS NOTIFIED AND HAD NOT ISSUED ANY TRANSMISSION RECALLS. THE VIN AND FAILURE MILEAGE WERE NOT AVAILABLE.

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)

When stopped at light, when lifting foot off brake
car shakes like its in the wrong gear. Not all the time
but when getting on freeway sometimes car doesn't accelerate.

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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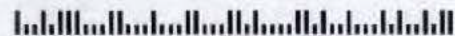


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National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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Washington, D.C. 20077-9382**



safercar.gov

**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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