



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 ☐

30-JUL-2019

Reference No.
11240632

SEP 24 2019

OWNER INFORMATION (Type or Print)

Name

Address

City

ESSEX

State

MD

Zip Code

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

KMHFC4DFXAA

Make

HYUNDAI

Model

AZERA

Model Year

2010

Date Purchased

Aug 2018

Dealer's Name and Telephone Number

Jones Junction

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

Bel Air

State

MD

Zip Code

21014

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

2WD (Front)

Multiple Failure:

Incident Date(s)

01-JUL-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Valve Cover gasket, Alternator

Failure Mileage

69500

Failure Speed

45

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 2010 HYUNDAI AZERA. WHILE DRIVING 45 MPH, THE VEHICLE STALLED AND ALL THE INSTRUMENTAL PANEL INDICATORS ILLUMINATED. THE CONTACT WAS ABLE TO COAST THE VEHICLE ONTO THE ROAD SHOULDER. THE VEHICLE WAS TOWED TO THOMPSON HYUNDAI (1000 MERRITT BOULEVARD, DUNDALK, MD 21222, (410)-288-5700) WHERE IT WAS DIAGNOSED THAT THE VEHICLE STALLED BECAUSE THE VALVE COVER GASKET LEAKED OIL ONTO THE ALTERNATOR. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 69,500. *TT

Hyundai USA was contacted and declined the repair. Refused to take ownership of this known problem. The Lambda V6 3.3L & 3.8L all have faulty design of valve cover and gasket. It leaks onto the alternator eventually killing it causing vehicle to stop running, often while driving. Sonata, Santa Fe, Veracruz, Azera, Entourage all have these same issues. Check online forums, complaint boards. Multiple countries too.

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.

over.

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

Hyundai formally recalled the 07-12 Veracruz for this issue but are ignoring the same issue in the same engine in other models. They are unsafe because you never know when it will happen. ABS no good, can't use hazard lights, air bags won't deploy etc. with no power. It's not fair to owners to cover the cost, if this is a known issue. NHTSA - make Hyundai/Kia formally recall Lambda V6 3.3L + 3.8L as they did on the Veracruz.

*I had to replace my battery on my own \$95, and alternator on my own \$115, and will have to have valve cover work done on my own as well, approx \$200-500. Not fair. My Azera was less than 10 years old and only 69,000 miles.

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U.S. Department
of Transportation

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

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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**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

