

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 18-OCT-2019 OCT 26 2020	Repository ☐ Reference No. 11269331
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City CLANTON	State AL	Zip Code			
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 KMHE24L31J		Make HYUNDAI	Model SONATA HYBRID	Model Year 2018	
Date Purchased OCT 2018	Dealer's Name and Telephone Number Capital Hyundai		Engine: No: Cylinders	Fuel Type:	
Original Owner ☒	Dealer's City Montgomery AL	State AL	Zip Code		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 06-OCT-2019	
	☐ Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 060000 ENGINE (PWS), 110000 ELECTRICAL SYSTEM				Failure Mileage 19000	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 0	Number of Deaths 0	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 HYUNDAI SONATA HYBRID. WHILE DRIVING VARIOUS SPEEDS, THE MESSAGE "HYBRID SYSTEM FAILURE" SUDDENLY DISPLAYED AND THE VEHICLE LOST POWER AND STALLED. THE VEHICLE WAS TOWED TO CAPITAL HYUNDAI (2820 EASTERN BLVD, MONTGOMERY, AL) TO BE DIAGNOSED, BUT NO FAILURE WAS FOUND. THE VEHICLE WAS NOT REPAIRED. AFTER RETRIEVING THE VEHICLE FROM THE DEALER, THE FAILURE CONTINUED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND PROVIDED CASE NUMBER: [REDACTED] THE FAILURE MILEAGE WAS 19,000.					
* Vehicle experienced 2nd episode of power failure + was towed to Tameront Hyundai in Birmingham where it stayed until Oct 31st of 2019 * On Oct 7th 2020 @ 28647 miles, the same episode repeated - Capital Hyundai Montgomery AL notified, but says no service appointment available until 2 weeks					
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)

A year after the vehicle experienced 1st hybrid system problem, it is starting all over again. It is disappointing, because the ordeal with the vehicle was made worse by the poor customer service we received at both Hyundai service departments that serviced the Sonata & the lack of professional service the Hyundai customer service dept @ corporate office provided. All involved, the 2 dealership employees & corp. reps, admitted they had no clue what problem was & not enough techs qualified to address it.

ATTACH ADDITIONAL SHEETS IF NECESSARY

BIRMINGHAM AL 350

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U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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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?**



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

