

FOR AGENCY USE ONLY 100148	
Date Received 13-APR-2020 JUL 16 2020	Repository <input type="checkbox"/> Reference No. 11320986
Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]	

U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City DANDRIDGE State *MTN* Zip Code [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: KM8R5DHE7LU [REDACTED]
 Make HYUNDAI Model PALISADE Limited AWD Model Year 2020
 Date Purchased 3/31/20 Dealer's Name and Telephone Number Grayson Hyundai 865-693-4550 Engine: No: Cylinders 6 Fuel Type: Gas-Reg
 Original Owner [REDACTED] Dealer's City 8729 Kingston Pike State TN Zip Code 37923
 Transmission Type 8 Sp Auto Antilock Brakes Powertrain V6 Multiple Failure: yes *2 accidents* Incident Date(s) 10-APR-2020
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS *Front Passenger Seat* Failure Mileage 100 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
 DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
 Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
 Seat Type: [REDACTED] Installation System: [REDACTED]
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 2020 HYUNDAI PALISADE. THE CONTACT STATED THAT WHILE OPERATING THE VEHICLE WITH A PASSENGER SEATED IN THE FRONT PASSENGER SEAT, AIR BAG SYSTEM DEACTIVATED. THE FAILURE WAS INTERMITTENT. THE CAUSE OF THE FAILURE WAS NOT DETERMINED. THE LOCAL DEALER AND MANUFACTURER WERE NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 100+
We have since called Hyundai, Insurance Crash Testing in Madison, VA, Consumer reports, the Dealer. As of today - No recalls. This is something nobody knows about as yet. Hyundai has do's and don't's in owners manual. Available online Section 2-57 thru 2-79. Read carefully 2-71 and 2-72. A coat should not prevent air bag inflation !! Never seen this before. Need sensor fix!!

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.