

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				FOR AGENCY USE ONLY 100148	
Name [REDACTED] Address [REDACTED] City [REDACTED] State KY Zip Code [REDACTED]				Date Received 21-JUL-2020		Repository ☐		Reference No. 11340563	
				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 5XYZU3LB3D [REDACTED]				Make HYUNDAI		Model SANTA FE		Model Year 2013	
Date Purchased 2013		Dealer's Name and Telephone Number Oxmoor Hyundai				Engine: No: Cylinders		Fuel Type:	
Original Owner ☒		Dealer's City Louisville		State KY		Zip Code 40222			
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure:		Incident Date(s) 01-JUL-2015			
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 284100 BACK OVER PREVENTION: SENSING SYSTEM: CAMERA FRONT HEADLIGHTS BEEN REPLACED 5 TIMES.						Failure Mileage 60000		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 2013 HYUNDAI SANTA FE. THE CONTACT STATED THAT THE BACK-UP CAMERA WAS INOPERABLE. THE VEHICLE WAS TAKEN TO OXMOOR HYUNDAI (8107 SHELBYVILLE RD, LOUISVILLE, KY 40222, 502-894-3400) HOWEVER, THE MECHANIC WAS UNABLE TO DUPLICATE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 60,000. * The car is at dealer now for service to replace bulb and check back-up camera. 8-20-20									
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)

Headlight replaced 5 times, 2 by dealer, 3 by owner. AT dealer now to replace again.

Backup camera shows blue screen. Cost is \$500⁰⁰ to replace. Service Dept said it could be wiring and would be very expensive to replace all wiring. Please help.

ATTACH ADDITIONAL SHEETS IF NECESSARY

LOUISVILLE

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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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**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

