

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -----11373116 -----
Date: Tuesday, December 15, 2020 9:11:40 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, December 14, 2020 2:19 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: FW: Follow up to ODI Complaint -----11373116 -----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please [see attachment](#)

From: [REDACTED]
Sent: Monday, December 14, 2020 1:58 PM
To: [REDACTED]
Subject: Fwd: Follow up to ODI Complaint -----11373116 -----

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From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Monday, December 14, 2020 8:31:09 AM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint -----11373116 -----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

U.S. Department
of TransportationNational 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

05-NOV-2020

Repository Reference No.
11373116**OWNER INFORMATION (Type or Print)**

Name [REDACTED]			
Address [REDACTED]			
City	State	ZIP Code	
WAKEFIELD	VA	[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 5XYZU3LB5EG [REDACTED]		MAKE HYUNDAI	Model SANTA FE	Model Year 2014
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	STATE	ZIP Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 27-OCT-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 SERVICE BRAKES, HYDRAULIC, 110000 ELECTRICAL SYSTEM, 030000 BRAKES (PWS)	Failure Mileage 141000.0	Failure Speed 55
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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: DOTMAL 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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), Injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), 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 2014 HYUNDAI SANTA FE. THE CONTACT STATED WHILE, DRIVING 55 MPH NOTICED THE ABS WARNING LIGHT WAS ILLUMINATED. THE CONTACT RECEIVED NHTSA CAMPAIGN NUMBER 20V520000 SERVICE BRAKES, HYDRAULIC. THE CONTACT STATED THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE LOCAL DEALER WAS NOT CONTACTED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS CONTACTED HOWEVER NO ADDITIONAL ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 114,000. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. AP

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.