

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint ----- 11373942-----
Date: Wednesday, December 16, 2020 3:34:46 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Wednesday, December 16, 2020 2:23 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint ----- 11373942-----

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.

Only things I would add to the summary:

- 1) manufacturer expects contact to pay for rental car during wait period for unspecified time for repair.
- 2) Dealership and Manufacturer down play the severity of the recall noting that, "they have no personally observed the complaint or issue so it is not that big of a deal"

----- Forwarded message -----

From: **EVOQ (NHTSA)** <EVOQ@dot.gov>
Date: Wed, Dec 16, 2020 at 1:54 PM
Subject: FW: Follow up to ODI Complaint ----- 11373942-----
To: [REDACTED]

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

10-NOV-2020

Repository ☐Reference No.
11373942**OWNER INFORMATION (Type or Print)**

Name

Address

City

CLEVELAND

State

OH

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
 5XYZUDLA0DG

MAKE
HYUNDAIModel
SANTA FEModel Year
2013

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

STATE

ZIP Code

Transmission Type

☐

Antilock Brakes

☐

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

01-JAN-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 SERVICE BRAKES, HYDRAULIC, 074000 FUEL/PROPULSION SYSTEM (PWS)

Failure Mileage

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 Requirement☐ 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

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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 2013 HYUNDAI SANTE FE. THE CONTACT RECEIVED NOTIFICATION REGARDING NHTSA CAMPAIGN NUMBER:20V52000(SERVICE BRAKES) HOWEVER THE PARTS NEEDED TO REPAIR THE DEFECT WERE NOT YET AVAILABLE. THE LOCAL DEALER RICK CASE HYUNDAI LOCATED AT 19991 VILLAVIEW RD CLEVELAND, OH 44119 AND MANUFACTURER WERE CONTACTED AND IT WAS CONFIRMED THAT THE PART WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER HAD EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE VEHICLE HAD NOT EXPERIENCED THE FAILURE LISTED IN THE RECALL. THE VIN SEARCH INDICATED PARTS DISTRIBUTION DISCONNECT. JFT

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.