

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: NHTSA Recall #: 20V-746
Date: Thursday, March 11, 2021 10:09:39 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Wednesday, March 10, 2021 4:28 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: NHTSA Recall #: 20V-746

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.

Good afternoon,

To follow up with this complaint, my vehicles engine finally did fail on February 23 on my way to work on a busy highway. I had it towed to the dealership mentioned in the complaint. I was told 2 days later that Hyundai was refusing to repair my vehicle unless I produced maintenance records (oil changes). I do not keep those records, even though I do keep up with the maintenance. I feel that since my car was part of a recall, and my vehicle failed in exactly the way that the recall defined, I shouldn't have to hold any burden of proof. I called Hyundai's customer service and I was told that a case worker would get back to me in 3 to 5 business days. It has now been 6 days and I haven't been contacted yet. I don't know what my options are at this point. I have been without a car since February 23rd and have been spending \$500.00 a week on a rental. What can I do?

Thank you

[REDACTED]

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U.S. Department of Transportation
National 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
19-FEB-2021

Repository
Reference No.
11397013

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PARMA State OH Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

E-mail Address [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
KMHEC4A46CA [REDACTED] Make HYUNDAI Model SONATA HYBRID Model Year 2012
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) 04-OCT-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS) Failure Mileage 68385 Failure Speed 10

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: DOTMAL9ABC036) 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 2012 HYUNDAI SONATA. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 10-30 MPH, THE VEHICLE MADE AN ABNORMAL BANGING SOUND WITH THE CHECK OIL WARNING LIGHT FLASHING ON AND OFF WHILE THE VEHICLE DECELERATED. THE CONTACT INFORMED GANLEY HYUNDAI OF PARMA (7115 BROOKPARK RD, PARMA, OH 44129) OF THE FAILURE AND OF THE RECALL NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 20V746000 (ENGINE) HOWEVER, THE PART WAS NOT AVAILABLE FOR THE RECALL REPAIR. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE CONTACT STATED THE MANUFACTURER HAD EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE FAILURE MILEAGE WAS 68,385. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

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.