

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

FOR AGENCY USE ONLY 100148	
Date Received 05-MAR-2021 MAY 12 2021	Repository <input type="checkbox"/> Reference No. 11399334
Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Evening Telephone Number	

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 AVOCA State IA 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: KMBNUCC1BU [REDACTED]
Make: HYUNDAI Model: VERACRUZ Model Year: 2011
Date Purchased: 11-20-2018 Dealer's Name and Telephone Number: [REDACTED] 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): 07-JAN-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 060000 ENGINE AND ENGINE COOLING Failure Mileage: Failure Speed: 0

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 2011 HYUNDAI VERACRUZ. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 20V705000 (ENGINE AND ENGINE COOLING) HOWEVER, THE PART TO DO THE RECALL REPAIR WAS NOT YET AVAILABLE. EDWARDS HYUNDAI (LOCATED AT 11029 32ND AVE, COUNCIL BLUFFS, IA 51501, (712) 366-9411) WAS CONTACTED AND MADE AWARE OF THE ISSUE. THE CONTACT STATED THAT THE MANUFACTURER HAD EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. 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.



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Recall Number: 20V-705
Hyundai Recall Number: 197



IMPORTANT SAFETY RECALL (INTERIM NOTICE)

2007 - 2012 Veracruz
Oil Leak on Alternator

This is an important Safety Recall.

- We are currently preparing the remedy. **We will notify you when the remedy is ready.**
- For updated information, you can visit:

www.HyundaiUSA.com/Campaign197

This notice applies to your Hyundai, VIN: KMBNUDCC1BA [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above. Hyundai is conducting a safety recall in the United States to address a condition of engine oil leaking onto the alternator in vehicles involved in Recall 121 (NHTSA number 14V-415), a safety recall addressing a similar condition, issued in November 2014 in certain model 2007 - 2012 Veracruz vehicles built by Hyundai Motor Company ("HMC") for sale in the U.S. market.

The purpose of this letter is to explain what the recall is about and to keep you informed of Hyundai's recall implementation plan. We are currently making preparations to implement the safety recall remedy which when available, will be performed at no cost to you. We will send you another notification when the remedy is available.

What is the problem?

The subject vehicles were involved in Recall 121, a safety recall addressing a condition with engines potentially leaking oil from the front cylinder bank's valve cover onto the alternator. In certain cases, the remedy implementation in the previous campaign may not have been sufficient in preventing oil leaking from the valve cover's gasket. A sufficient amount of oil could damage the alternator resulting in illumination of the charging system warning lamp and disablement of the charging system. If the vehicle is continually driven with a disabled charging system, the engine can shut off, increasing the risk of a crash.

What should you do in the interim?

We appreciate your patience. Hyundai is currently making preparations to implement the recall remedy. You will receive a second notification letter when the remedy is available. If the Malfunction Indicator Light is illuminated in your vehicle, you should seek service at your Hyundai dealer as soon as possible. For updated information regarding this recall, please visit:

www.HyundaiUSA.com/Campaign197

If you have other questions

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer or Hyundai has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.safercar.gov>.

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America

Received
3-15-21



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Recall Number: 20V-705
Hyundai Recall Number: 197



32459

IMPORTANT SAFETY RECALL (INTERIM NOTICE)

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This is an important Safety Recall.

- We are currently preparing the remedy. **We will notify you when the remedy is ready.**
- For updated information, you can visit:

www.HyundaiUSA.com/Campaign197

This notice applies to your Hyundai, VIN: KM8NUDCC1BU [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above. Hyundai is conducting a safety recall in the United States to address a condition of engine oil leaking onto the alternator in vehicles involved in Recall 121 (NHTSA number 14V-415), a safety recall addressing a similar condition, issued in November 2014 in certain model 2007–2012 Veracruz vehicles built by Hyundai Motor Company (“HMC”) for sale in the U.S. market.

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Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America

Recall 197
campaign #
20V705000
of Vehicles involved
60,097

- (1) Bought the Car 11-20-18
1A) Car died 7-18-~~2018~~ 2019
- 2) Repaired Car 7-19-~~2019~~ 2019
2A) Car died - 8-29-2020
- 3) Repaired Car 8-31-2020
- 4) Car Started to Leak oil Again 1-7-~~2021~~ 2021
I Stopped Driving the Car
- 5) Got a Recall Letter in the Mail
1-21-2021
- 6) 1-11-2021 I called DMV they said
Call Hyundai
- 7) 1-11-2021 I called Edwards Hyundai
They said there was no fix
I talked to Destiny
- | | |
|-----|------|
| 3-2 | 2-25 |
| 3-3 | |
| 3-4 | |
| 3-5 | |
| 3-8 | |
- 8) 2-18-2021 I had the Car hauled over
to Edwards Hyundai
- 9) I called NHTSA & made a Report at office
11399334
- 10) ~~1-2021~~ 1-2021 I called the Better Business Bureau
They said Contact Hyundai or
Attorney General
- 11) 1-21-2021 called Attorney General they said -
515-281-5926 "Holly"

11 Cont Call Hyundai

(2)

12-

3-9-2021 Edwards Hyundai "Destiny" Said there still is no fix + I could Do the Repairs + pay \$1557.46 + then when the fix comes out I could send in to get Repaid!

13-

³⁻⁹⁻²⁰²¹ Then I called Hyundai its Self + the lady Said I am between a Rock + hard Place and at this Point there is no fix + she didn't offer any thing that could help me in any direction

14)

3-11-2021

As of Today my car is Still at Hyundai in Council Bluffs I have asked about a car to Drive until mine is fixed + that was an Answer "We don't have cars to do that"

15) ³⁻¹¹

Iowa attorney General Consumer Affairs

515-281-5926

16- Paid to have the ⁽³⁾ Car Repaired "even
tho Hyundai has no fix yet"

at Edwards Auto in Bluffs Iowa
Total Bill # 1420.⁹⁸

1/4 [REDACTED]

17- Called Hyundai on 4/6/2021 to
find Status on Recall + to see
about Reimbursement on fix it
Bills: Campaign + Reimbursement #
Call 844-475-2215
I was Directed to Call ↑

Hyundai.com

3-11
16-

Call Iowa Bar

(3)

515-243-3179

Pay a Lawyer
By hour

17-

Iowa Legal Aid

11-20-2018 I bought the Hyundai Veracruz
on 11-20-2018 from a Private
Party.

7-18-2019 The Car had had Complete Power
failure + had to be towed to a Dealer
a Couple miles away I was told
that the Valve Cover gasket had
leaked onto the Alternator and
Caused Complete failure.

7-~~18~~¹⁹-2019

I had the Car towed to Avoca
+ Olsens Car Dealer fixed the
Valve Cover gasket Replaced
the Alternator + got me on the
Road again Cost \$1363."

8-31-2020

Complete Power failure again
had the Car towed to Olsens
again They fixed the Same Problem
all over again Olsens Covered
the Cost because they gave a
Warranty for a year + had to Replace
the alternator again because
the Valve Cover leaked again!

1-7-2021

The Problem Started all over

again, I had the Car towed
to Hyundai in Council Bluffs!

1-21-2021

I got a Recall letter in the
mail it was stating the exact
problem I had been having
So I asked Hyundai what was
being done about it + they said
There is no fix for the problem
yet so that cost for me to
fix it was:

\$ 1420.⁹⁸

I Rec 2 notices from:

1-21-2021

3-15-2021

+ no fix yet so the way
things have been I maybe
having the same problem in the
future because there is no fix yet
So what Do I Do?

[REDACTED]
[REDACTED]
Awoca, Iowa
[REDACTED]
[REDACTED]

OLESEN AUTO CENTER, INC.

126 N. ELM ST.
 PO Box 369
 AVOCA IA 51521
 712-343-6321

Serving Southwest Iowa for over 102 years!
 www.olesenautocenter.com

Invoice # [REDACTED]

Cell Number [REDACTED]

Avoca IA [REDACTED]

Vehicle : 2011 Hyundai Veracruz 3.8 L 3778 CC V6 DOHC 24 Valve

VIN : KM8NUDCC1BU [REDACTED]

Created : 7/12/2019 4:43:35 PM

Odometer In : 97347

Complete : 7/19/2019 11:44:31 AM

Odometer Out : 97347

Invoiced : 7/19/2019 11:44:31 AM

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
	CK*		VALVE COVER GASKET Remove & Replace	M		\$286.75
1	CK*		Valve Cover Gasket Set		\$62.94	\$62.94
6	CK*		Spark Plug - Iridium IX		\$12.40	\$74.40
	CK*		ALTERNATOR ASSEMBLY Remove & Replace	M		\$148.00
1	CK*		Alternator - Remfd - Standard 130 A		\$214.95	\$214.95
	CK*		POWER STEERING HOSE Remove & Replace	M		\$83.25
1	CK*		Power Steering Hose		\$361.86	\$361.86
1	CK*		Shipping		\$9.95	\$9.95
0.5	CK*		Power Steering Fluid-Quart		\$9.40	\$4.70

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor	\$518.00
Parts	\$718.85
Sublet/Misc.	\$0.00
ENVIRO FEE - SHOP	\$29.73
Charges	\$9.95
Sales Tax	Tax @ \$1,236.85 * 7.0000%
Total Due	\$1,363.11

Tech
 CK

Certification #

Recommended Service

Service / Notes	Due	Interval
LUBE, OIL, AND FILTER CHANGE	100122 miles or on 9/29/2019	(Every 3000 miles or 3 months)

I hereby agree to pay for any & all of the above stated repair work herein set forth that was completed, along with the necessary material, and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCUR A \$5.00 PER DAY STORAGE FEE. 12 Month or 12,000 Mile Warranty on parts. Labor will be additional.

Customer Signature [REDACTED]

OLESEN AUTO CENTER, INC.

126 N. ELM ST.

PO Box 369

AVOCA IA 51521

712-343-6321

Serving Southwest Iowa for over 103 years!

www.olesenautocenter.com

Invoice [REDACTED]

Cell Number : [REDACTED]

Avoca IA [REDACTED]

Vehicle : 2011 Hyundai Veracruz 3.8 L 3778 CC V6 DOHC 24 Valve

VIN : KM8NUDCC1BU [REDACTED]

Created : 8/28/2020 10:17:34 AM

Odometer In : 107910

Complete : 8/31/2020 2:59:33 PM

Odometer Out : 107910

Invoiced : 8/31/2020 2:59:33 PM

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1			REMAN ALTERNATOR		\$214.95	\$214.95
-1			REMAN ALTERNATOR		\$214.95	(\$214.95)

Replace alternator-warranty

Labor	\$0.00
Parts	\$0.00
Sublet/Misc.	\$0.00
ENVIRO FEE - SHOP	\$0.00
Charges	\$0.00
Sales Tax	Tax @ \$0.00 * 7.0000%	\$0.00
Total Due		\$0.00

Recommended Service

Service / Notes	Due	Interval
LUBE, OIL, AND FILTER CHANGE	110245 miles or on 10/25/2020	(Every 3000 miles or 3 months)

ALL ALUMINUM AND MAG WHEEL LUG NUTS SHOULD BE RETORQUED WITHIN 100 MILES

I hereby agree to pay for any & all of the above stated repair work herein set forth that was completed, along with the necessary material, and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCUR A \$5.00 PER DAY STORAGE FEE. 12 Month or 12,000 Mile Warranty on parts. Labor will be additional.

Customer Signature _____ [REDACTED]

EDWARDS AUTO GROUP

CUSTOMER #: [REDACTED]



INVOICE

1029 32nd Avenue
P.O. Box 1169
Council Bluffs, Iowa 51502
(712) 366-9411
Direct Parts: (712) 366-2565/2566
Direct Service: (712) 366 2461

PAGE 1

IA
HOME: [REDACTED]
BUS: [REDACTED]
CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 3198 DESTINY LERETTE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Other	11	HYUNDAI VERACRUZ	KM8NUDC1BU [REDACTED]		111716/111716	T4877	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18FEB21	DD		18:00 09MAR21		147.00	CASH	18MAR21

R.O. OPENED: 07:36 (19FEB21)
READY: 11:42 (18MAR21)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES TOW IN, VEHICLE HAS BEEN REPAIRED WITH THE HEAD GASKET TWICE ALREADY FOR LEAKING ONTO THE ALTERNATOR. THE SAME THING IS HAPPENING AGAIN AND WOULD LIKE TO HAVE IT CHECKED OUT.

13HYZ DEFAULT

2301 CH

CS Service Coupon Hyu/Sub 10% OFF SERVICE

3 29215-3C200 GASKET-SURGE TANK

1 35101-3C400 GASKET-THROTTLE BODY

1 22410-3C110 COVER ASSY-ROCKER, LH

1 22420-3C110 COVER ASSY-ROCKER, RH

12mo/12k mile.

661.50 661.50

-140.35 -140.35

38.12 38.12 114.36

35.57 35.57 35.57

296.31 296.31 296.31

296.31 296.31 296.31

PARTS: 742.55 LABOR: 661.50 OTHER: -140.35 TOTAL LINE A: 1263.70

111716 4.50 VEHICLE CAME IN FOR LEAKING VALVE COVERS. PULLED VEHICLE IN AND CONFIRMED FRONT VALVE COVER WAS LEAKING, REAR WAS SEEPING. PULLED FRONT VALVE COVER OFF AND UPPER INTAKE ASSEMBLY. PULLED REAR VALVE COVER OFF. REPLACED BOTH VALVE COVERS WITH NEW GASKETS. REPLACED THROTTLE BODY GASKET AND INTAKE PLENUM GASKET. APPLIED NEW RTV TO WHERE THE FRONT COVER MEETS THE VALVE COVER. PUT VEHICLE BACK TOGETHER AND LET RUN FOR AN HOUR. NO LEAKS. ROAD TESTED VEHICLE. NO LEAKS. COMPLETE

B MULTI-POINT INSPECTION OEM RECOMMENDED

10HYZMPI DEFAULT

2301 CH

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

111716 COMPLETE

C CHECK ALIGNMENT SPECS VERSUS FACTORY RECOMMENDATIONS AND REPORT TO CUSTOMER.

02HYZACHECK DEFAULT

2301 CH

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

111716 COMPLETE

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Paid by check
X [REDACTED]
CUSTOMER SIGNATURE

Destiny Lerette. Edwards
CUSTOMER COPY Hyundai.