

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Reference No. 11417824
Date: Wednesday, June 23, 2021 9:40:38 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, June 22, 2021 11:45 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Reference No. 11417824

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TWIMC

Please see comments on attached.

Thank-you for your assistance & attention to this matter.



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-MAY-2021

Repository Reference No.
11417824

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number		E-mail Address	
Address						
City		State	ZIP Code		Evening Telephone Number	
boynton beach		FL				

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 KM8NU4CC5BL			MAKE HYUNDAI	Model VERACRUZ	Model Year 2011
Date Purchased 10/12/2013	Dealer's Name and Telephone Number Delray Acura 561-359-3691		Engine: No: Cylinders 6		Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City Delray Beach		STATE FL	ZIP Code 33483	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 12/11/2017, 2/21/2020 14-OCT-2020	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 015000 STEERING:HYDRAULIC POWER ASSIST SYSTEM		Failure Mileage 85807.0	Failure Speed 35
12/11/2017 Valve cover gasket leaking oil onto alternator cause major power failure to all systems at 65mph 2/21/2020 Both valve cover gaskets leaking oil causing intermittent power failures at various speeds 10/14/2020 valve cover gasket leaking oil onto engine drive belt causing power steering failure at various speeds		12/11/2017 68,210; 2/21/20 83,456	65mph

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)	<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).

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. THE CONTACT STATED THAT THE MANUFACTURER HAD EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT STATED THAT WHILE DRIVING AT 35 MPH, THE STEERING WHEEL CEASED. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE POWER STEERING FAILURE WAS DUE TO OIL LEAKING FROM THE VALVE COVER GASKET ONTO THE POWER STEERING BELT. THE CONTACT STATED THAT IT WAS THE THIRD TIME THAT THE FAILURE HAD OCCURRED. THE FIRST TIME THE FAILURE OCCURRED, THE VEHICLE WAS TOWED ANOTHER DEALER - POTAMKIN HYUNDAI, WHERE THE ALTERNATOR AND VALVE COVER GASKET WERE REPLACED. THE SECOND TIME THE VEHICLE WAS TAKEN TO Delray Acura AND BOTH VALVE COVER GASKETS WERE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE, AND INFORMED THE CONTACT THAT THE REMEDY MAY OR MAY NOT BE AVAILABLE BY JUNE, 2021. THE FAILURE MILEAGE WAS 85,807. PARTS DISTRIBUTION DISCONNECT.

multiple power failures due to inability to remedy same problem outlined in Hyundai's recall. First event on Dec. 11, 2020 could've been catastrophic as vehicle lost control of all systems that shutdown at 65mph on a major highway; subsequent failures to electrical system & power steering could have led to accidents at various speeds. In nearly 4 yrs since 1st incident, I've Received 4 recall notices from mfg still with no remedy in sight. Hopefully it won't take a deadly accident to give them a sense of urgency!

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.