

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
 To Report Vehicle Safety Defects  
 1-888-DASH-2-DOT  
 (1-888-327-4234)  
 (INTERNET: www.sahtea.dot.gov/hotline)

U.S. Department of Transportation  
 National Highway Traffic Safety Administration

FOR AGENCY USE ONLY (DO NOT WRITE)

Date Received: 01-JAN-2021  
 Registry:   
 Reference No.: 11419993

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
 Address: [REDACTED]  
 City: ALEXANDRIA State: VA ZIP Code: [REDACTED]  
 Home Telephone Number: [REDACTED]  
 Evening Telephone Number: [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the appropriate vehicle manufacturer during an investigation or recall in accordance with the routine use described in the agency's Privacy Act Notice. See 49 CFR 229.71 (Rev. 3, 2014).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number located at bottom of windshield or driver's side: [REDACTED] MAKE: HYUNDAI MODEL: KONA Model Year: 2019  
 Date Purchased: 7/6/2019 Dealer's Name and Telephone Number: POHANKA HYUNDAI 301-423-1100 Engine No./Cylinder: Full Type: Electric  
 Original Dealer: [REDACTED] Dealer's City/State: [REDACTED] STATE: VA ZIP Code: 22304  
 Transmission Type:  Automatic  Child Control  Powertrain Multiple Y-axis: (Model/Year) (3-AAA-2021) 3/26/2021

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Hyundai Consumer Notice 11000 (ELECTRICAL SYSTEM) Failure Mileage: 21000.0 Failure Type:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

City/State: Tire Model (Make or Number): Tire Size (Example: P155/60R13)  
 DOT No. (Example: DOTM1 ABCDEFGH)  Original Requirement  Prior Repair Failure Location:  
 Tire Component Code: Tire Failure Type:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: Child Model/Make/Model No./Name  
 Date Type: Installation System  
 Child Seat Component Code: Failed Part:

**APPLICABLE INCIDENT INFORMATION**  
 (Please describe in detail the incident(s), fatality(ies), injuries.)

Crash:  Yes  No File:  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 parts available).

The contact owns a 2019 Hyundai Kona. The contact received notification of NHTSA campaign number: 21V127000 (Electrical System) however, the part to do the recall repair was not yet available. The local dealer was contacted and it was confirmed that the part was not yet available. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The manufacturer was made aware of the issue. The contact stated that the vehicle had experienced the same failure listed in the recall. Parts distribution disconnect. The approximate failure mileage was 21,000.

Include, if available: Police report, Department Report, Photos, and Repair Invoice

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502). This information is requested pursuant to authority granted in the National Highway Traffic Safety Administration's Privacy Act and subsequent amendments. This information may be used for purposes other than those for which it was collected. If you do not wish to provide this information, you may still receive certain services from the NHTSA. If you do not wish to provide this information, you may still receive certain services from the NHTSA. If you do not wish to provide this information, you may still receive certain services from the NHTSA. If you do not wish to provide this information, you may still receive certain services from the NHTSA.

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From: [REDACTED]  
Sent: Friday, July 16, 2021 8:52 AM  
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
Subject: ODI complaint 11419993

From: DataQuality, DataQuality (NHTSA)  
To: EVOQ (NHTSA)  
Subject: FW: ODI complaint 11419993  
Date: Friday, July 16, 2021 8:53:01 AM