

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Follow up to ODI Complaint -----11422176 -----  
**Date:** Friday, August 13, 2021 10:43:46 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Thursday, August 12, 2021 1:08 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Fwd: Follow up to ODI Complaint -----11422176 -----

**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.

Sent from my iPhone

Begin forwarded message:

**From:** "EVOQ (NHTSA)" <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>  
**Date:** August 12, 2021 at 9:55:48 AM EDT  
**To:** [REDACTED]  
**Subject:** FW: Follow up to ODI Complaint -----11422176 -----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto: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 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

24-JUN-2021

Repository Reference No.  
11422176

## OWNER INFORMATION (Type or Print)

Name

Address

City

Brooklyn

State

NY

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

KMHU46DX9L

MAKE

HYUNDAI

Model

ELANTRA

Model Year

2009

Date Purchased

Dealer's Name and Telephone Number

Plaza Hyundai (718) 253-

Engine:  
No: Cy inders

Fuel Type:

Original Owner

Dealer's City Brooklyn

STATE

NY

ZIP Code

11210

Transmission Type

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

24-JUN-2021

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

Vehicle Components Codes: 010000 STEERING

Failure Mileage  
37000.0

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: DOTMAL9ABC036)

 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).

The contact owns a 2009 Hyundai Elantra. The contact had taken the vehicle to a dealer to have her A/C unit serviced; but upon return of the vehicle, the contact stated that her EPS(Electronic Power Steering) warning light had illuminated on the instrument panel. The contact stated that her steering wheel would jerk upon turning the steering wheel in either direction. The dealer was notified of the matter and informed her that the warning light was illuminated prior to service. The contact contested that claim and stated that she would have brought the warning light to their attention if the light had illuminated prior to service. The manufacturer was notified of the matter and gave the contact a case number. The contact was also notified that her vehicle was placed under NHTSA Campaign Number: 15V100000(Steering) back in 2015; however, the recall was serviced that same year. The vehicle had yet to be repaired. The failure mileage was approximately 37,000.

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.