

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: 11427562 [REDACTED]  
**Date:** Friday, October 1, 2021 3:50:02 PM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Friday, October 01, 2021 2:51 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** 11427562 [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

03-AUG-2021

Repository Reference No.  
11427562

## OWNER INFORMATION (Type or Print)

|          |            |       |    |
|----------|------------|-------|----|
| Name     | [REDACTED] |       |    |
| Address  | [REDACTED] |       |    |
| City     | Bryant     | State | AR |
| ZIP Code | [REDACTED] |       |    |

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

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<br>KMHD84LF7LU [REDACTED] |   | MAKE<br>HYUNDAI | Model<br>ELANTRA         | Model Year<br>2020              |
| Date Purchased  | Dealer's Name and Telephone Number<br>Crain Hyundai of North Little 5012324018      |                 | Engine:<br>No: Cylinders | Fuel Type:                      |
| Original Owner<br><input type="checkbox"/>  | Dealer's City North Little  | STATE<br>AR     | ZIP Code<br>72116        |                                 |
| Transmission Type   | <input type="checkbox"/> Antilock Brakes<br><input type="checkbox"/> Cruise Control | Powertrain      | Multiple Failure:        | Incident Date(s)<br>15-JUN-2021 |

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

|   |                          |               |
|---|--------------------------|---------------|
| Vehicle Components Codes: 060000 ENGINE (PWS) | Failure Mileage<br>400.0 | 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: DOTMAL 9ABC036) | <input type="checkbox"/> Original Requirement<br><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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Deaths | Reported to Police<br>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 2020 Hyundai Elantra. The contact stated while turning off the vehicle, the vehicle made an abnormal sound. The contact received notification of NHTSA Campaign Number: 21V301000 (Engine) however, the part to the recall repair was not yet available. The contact took the vehicle to the local dealer and it was confirmed that the part was not 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 failure mileage was approximately 400. Parts distribution disconnect.

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.

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** [REDACTED]  
**Date:** Saturday, October 2, 2021 1:51:25 PM

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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.

I received a letter from Hyundai saying to bring my car in for repairs but Joseph Reeves said that they are now able to check to see if there are any issues and if part really is in need of a recall and if their machine doesn't show an issue then they won't replace the recalled part.

I feel extremely unsafe driving this car and I am very frustrated that they are saying that the part may not really be recalled. I'm trying to understand why y'all sent me this letter stating that this part was recalled and in need your of repairs if it's not!? I told Joseph that I have made a complaint every time that I'm in here because the engine is missing randomly and making funny noises and he said that he remembers but did not offer to check to see what is causing it.

I will never buy another Hyudai but I seem to be stuck with this one for now and feel that it's extremely unsafe. I am getting everything in writing and will send it too you showing you what the outcome is.

Thank you,

[REDACTED]

Sent from my iPhone