

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

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** Re: FW: Follow up to ODI Complaint ----- 11427736-----  
**Date:** Saturday, October 2, 2021 11:56:37 AM  
**Attachments:** [REDACTED]

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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.

Attached please find updated complaint.  
[REDACTED]

On Fri, Oct 1, 2021 at 2:32 PM EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> wrote:

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](tel:(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

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[REDACTED]



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

04-AUG-2021

Repository Reference No.  
11427736

## OWNER INFORMATION (Type or Print)

Name

Address

City

Darthmouth

State

MA

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

KM8K53AG3KL

MAKE  
HYUNDAIModel  
KONAModel Year  
2019

Date Purchased

09/05/2020

Dealer's Name and Telephone Number

lease. Empire Hyundai 800-523-4030

Engine:  
No: Cylinders

Fuel Type:

Original Owner

Dealer's City Fall River

STATE  
MAZIP Code  
02721

NA

EV

Transmission Type

 Antilock Brakes  
 Cruise Control

Powertrain

EV

Multiple Failure:

NA

Incident Date(s)  
01-JUN-2021

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

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM

Failure Mileage

NA

Failure Speed

NA

## 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)

 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 2019 Hyundai Kona. The contact received notification of NHTSA campaign number: 21V127000 (Electrical System) however, the part to do the recall repair was not available. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The dealer was made aware of the recall and informed the contact that parts were not available and the equipment to perform the recall repair was not available. The manufacturer was made aware of the issue and confirmed that parts were not available. The contact had not experienced a failure. Parts distribution disconnect.

Range reduced to 80% of capacity.

Car can not be garaged due to fire Hazzard and must be parked 50 feet from home and other vehicles.

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.