

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint -----11431604 -----
Date: Tuesday, November 23, 2021 4:05:33 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, November 23, 2021 3:24 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: FW: Follow up to ODI Complaint -----11431604 -----

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.

With reference to your email below, I have edited the document and provided more detail. Please find the edited document attached. If you have any questions, please do not hesitate to contact me.

Thank you.

[REDACTED]

On Thu, Nov 4, 2021 at 7:54 PM EVOQ (NHTSA) <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 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 TransportationNational 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-SEP-2021

Repository ☐Reference No.
11431604**OWNER INFORMATION (Type or Print)**

Name			
Address			
City	Richardson	State	TX
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 5npeb4ac1e[REDACTED]		MAKE HYUNDAI	Model SONATA	Model Year 2014
Date Purchased	Dealer's Name and Telephone Number Huffines Hyundai Plano 9728675000		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Plano	STATE TX	ZIP Code 75075	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 26-AUG-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 060000 ENGINE (PWS)	Failure Mileage 79000.0	Failure Speed 30
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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: DOTM1 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
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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 2014 Hyundai Sonata. The contact stated that while his son was driving 30 MPH, the check engine warning light illuminated the instrument panel with an abnormal clicking sound coming from the engine. The contact towed the vehicle to an independent mechanic who informed him that the vehicle was no longer safe to be driven. The contact then called a dealer and had the vehicle towed to the dealer for a diagnostic test. The contact was informed that the engine had failed and that the dealer needed approval from the manufacturer to replace the engine. The contact was called back and informed that they would not be able to service the vehicle because the vehicle had a salvage title. The contact then called the manufacturer directly and was given the same information. The vehicle had yet to be repaired and remained in the possession of the dealer. The failure mileage was approximately 79,000.

From contact: Hyundai National has been extremely uncooperative. It was explained to them that the vehicle was about to prove fatal to his son, but none of the executives (to which the contact reached via email) replied via email. The case manager was rude and said she is the ultimate authority to make any decision and she has made a decision that Hyundai will not cover the repair of the vehicle. It should be noted that the salvage title of the vehicle had nothing to do with the engine. It was hit at the rear right due to which the vehicle was salvaged. Similar problems have happened with many many Hyundai vehicles. Do not know why it is not a national recall.

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.