

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: 11437654 Updated
Date: Monday, January 3, 2022 2:21:42 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, January 03, 2022 1:19 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: 11437654 Updated

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 is the updated PDF where the dealership information was not correct.

Please let me know if any other information is needed.

Thank you,

[REDACTED]

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

21-OCT-2021

Repository ☐Reference No.
11437654**OWNER INFORMATION (Type or Print)**

Name

Address

City

Sandy

State

UT

ZIP Code

Phone 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 52971 (Sep. 3, 2004).

VEHICLE INFORMATION17 digit Vehicle Identification Number located at bottom of windshield on driver's side
SNPE34AB2HMAKE
HYUNDAIModel
SONATAModel Year
2017

Date Purchased

Dealer's Name and Telephone Number

Ken Garff Hyundai Middlesex Co.

Engine:
No. Cylinders

Fuel Type:

Original Owner
☐

Dealer's City/State/Zip

STATE
UTZIP Code
84034

Transmission Type

☐ Antilock Brakes☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

11-SEP-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 170000 LATCHES/LOCKS/LINKAGES

Failure Mileage:
19,717.0

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: DOTM14 9AB0336)

☐ 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 2017 Hyundai Sonata. The contact stated that the trunk failed to open without warning. The contact received notification of NHTSA Campaign Number: 21V619000 (Latches/Locks/Linkages) however, the part to do the recall repair was unavailable. The contact called the local dealer and it was confirmed that parts were not available. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The manufacturer was notified of the failure and informed contact about repairs and reimbursement. The vehicle was taken to an independent mechanic who repaired the rear latch assembly and rear latch. The failure mileage was 19,717. 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.