

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 -----11438907 -----
Date: Monday, February 14, 2022 8:04:56 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Friday, February 11, 2022 2:18 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint -----11438907 -----

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.

Hello,
 Please find the complaints. I edited the VIN # and included more details regarding the incident.
 Thanks,
 [REDACTED]

----- Forwarded message -----

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Date: Wed, Jan 12, 2022 at 7:38 AM
Subject: FW: Follow up to ODI Complaint -----11438907 -----
To: [REDACTED]

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

[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

01-NOV-2021

Repository ☐Reference No.
11438907**OWNER INFORMATION (Type or Print)**

Name			
Address			
City	Woburn	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 5npeb4ac8c		MAKE HYUNDAI	Model SONATA	Model Year 2012
Date Purchased	Dealer's Name and Telephone Number McGovern Hyundai 5084362712		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Brockton	STATE MA	ZIP Code 02301	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 31-JUL-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 060000 ENGINE (PWS)	Failure Mileage	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: 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
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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 2012 Hyundai Sonata. The contact stated while driving 30 MPH, the vehicle stalled without warning. Due to the failure, the contact had the vehicle towed to her residence and then to a dealer for assistance. Once there, the contact was informed that the engine had seized and that the engine would need to be replaced. The contact stated that she had previously received a recall notification for NHTSA Campaign Number: 15V568000 (Engine) however, she was informed that the recall had expired. The manufacturer was notified about the failure through the dealer and they informed her that since the vehicle was not properly maintained; they declined to repair the failure under recall. The vehicle had yet to be repaired and remained in the possession of the dealer. The failure mileage was unknown.

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 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.



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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City	Woburn	State	MA
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VEHICLE INFORMATION

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Date Purchased	Dealer's Name and Telephone Number McGovern Hyundai 5084362712		Engine: 2.4L No: Cylinders	Fuel Type: gas
Original Owner ☐	Dealer's City Brockton	STATE MA	ZIP Code 02301	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 31-JUL-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 060000 ENGINE (PWS)	Failure Mileage	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).

I bought a 2012 Hyundai Sonata at an auction in June of 2017. Since buying the car I have moved 3 or 4 times.

In late July/ early august 2021, The car turned off while driving. When Trying to turn it back on the engine made a clunking noise and shut off. Then the car would not turn on again. The car engine had a recall on it. When looking into the recall, there was a recall on sonatas stating this was identified and because of this issue, the car had been recalled.

The car was towed to Hyundai in Brockton, they would diagnose the car to see what happened, and they said it is indeed engine failure. (They didn't even diagnose the issue until 1-1.5 months after giving them the car). The dealership sent a claim to Hyundai corporate stating this and to see if Hyundai corporate would cover the cost of the new engine since this car engine was recalled. Hyundai requested that they take the engine apart and examine the valves to see if the cause was due to the recall issue or if it was us not keeping up with the maintenance. They asked to provide invoices for the car oil change (the 2 recent invoices were provided showing maintenance) When Hyundai corporate responded back they said they denied request to cover the cost of a new engine because when they sent the recall notice back in 2018 and the car was never sent to get the engine fixed. The recall would have put in a device to notify the car when/if the engine is failing. Since it's 2021, the recall period is expired and bc it was never brought in, they are not at fault. But, the only notice I had was right before covid where things were shut down and crazy. (As mentioned earlier I have moved 3-4 times).

Hyundai refused to fix the car and offered to buy it for \$200 or if I wanted to fix it, they quoted me \$5000 that I would have to pay them. They also informed me that I would be liable to pay so long as the car was in their dealership so I had to pay to tow it to my house. The root cause of the issue of the engine recall. I kept up with all maintenance to the car and could not get the recall addressed due to the covid shutdown. Hyundai should be held liable for fixing the car since the recall was a safety issue and should not "expire".

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

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