

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: [REDACTED] auto safety report
Date: Thursday, January 20, 2022 1:15:25 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, January 20, 2022 12:15 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: [REDACTED] auto safety report

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; I've attached a slightly amended auto safety report. Thank you!

[REDACTED]
[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

09-NOV-2021

Repository ☐Reference No.
11439868**OWNER INFORMATION (Type or Print)**

Name			
Address			
City	State	ZIP Code	
Waukegan	IL		

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 5NPE24AF1GH		MAKE HYUNDAI	Model SONATA	Model Year 2016
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Libertyville	STATE IL	ZIP Code 60048	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 15-MAR-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 060000 ENGINE (PWS)	Failure Mileage 100000.0	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: 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
--	---	---------------------------	------------------	-------------------------

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 2016 Hyundai Sonata. The contact stated that the vehicle was consuming an excessive amount of engine oil. The contact stated that no warning lights were illuminated, and no oil leakage was detected. The contact stated that her husband checked the oil level and discovered that the vehicle was consuming an excessive amount of engine oil. The vehicle was taken to an independent mechanic who confirmed the failure and advised the contact to take the vehicle to an authorized dealer. The contact also stated that the independent mechanic changed all the spark plugs due to corrosion. The vehicle was taken to the dealer for a 3-step process which the first step was an oil change. The contact was informed to bring the vehicle back after 1,000 miles however, at 200 miles the oil level was below the normal level. The contact stated that her husband checked the oil level and the vehicle was taken back to the dealer. The dealer was awaiting approval from the manufacturer for another oil change and to apply a sealant to the oil pan which was the second step. The contact stated that step three was to replace the engine. The contact stated that the manufacturer denied the second step. The approximate failure mileage was 100,000. The manufacturer was contacted by the owner and they stated there was no recourse and sent a survey via email.

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.