

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11450361-----
Date: Friday, May 6, 2022 8:42:40 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Friday, May 06, 2022 7:29 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: Follow up to ODI Complaint ----- 11450361-----

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 see updated form and repair bill and pictures of damage.

[REDACTED]

Begin forwarded message:

From: [REDACTED]
Date: May 2, 2022 at 11:01:07 AM EDT
To: [REDACTED]
Subject: Fwd: Follow up to ODI Complaint ----- 11450361-----

[REDACTED]


Begin forwarded message:

From: "EVOQ (NHTSA)" <EVOQ@dot.gov>
Date: April 29, 2022 at 10:09:37 AM EDT
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----- 11450361-----

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](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



 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-FEB-2022		Repository <input type="checkbox"/>		
Reference No. 11450361					
OWNER INFORMATION (Type or Print)					
Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	NORTH ATTLEBORO	State	MA	ZIP Code	[REDACTED]
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KM8R4DHE3NU [REDACTED]		MAKE HYUNDAI	Model PALISADE	Model Year 2022	
Date Purchased September 2021	Dealer's Name and Telephone Number Boch Hyundai 877-399-3275		Engine: No: Cylinders 6	Fuel Type: Gasoline	
Original Owner <input checked="" type="checkbox"/>	Dealer's City Norwood	STATE MA	ZIP Code 02062		
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain All Wheel Drive	Multiple Failure:	Incident Date(s) 01-FEB-2022	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 110000 ELECTRICAL SYSTEM			Failure Mileage 2332.0	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: DOTM1AL 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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 <i>(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).					
<p>The contact owns a 2022 Hyundai Palisade. The contact stated that after his wife started the vehicle there were several warning messages displayed on the instrument panel including the check engine light, traction control, fuel-saving, forward collision, and master warning lights. The vehicle was towed to the local dealer who discovered that the electrical wiring harness had been chewed on and damaged by rodents. The wiring harness was replaced, and the failure was remedied. The contact was informed that because the wiring harness was manufactured using a soy-based material the rodents would chew on the wiring harnesses. The manufacturer was also notified of the failure. The failure mileage was 2,332.</p> <p>Please see attached invoice and repair with pictures of the damages. From research I did most auto manufacturers switched to the soy based wiring harness insulation because it is more "eco-friendly" and less expensive. There is no remedy for this. We were told by Hyundai to put drops of peppermint oil in engine compartment. The vehicle sits in our drive way out in the open with no tree cover.</p>					
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.					

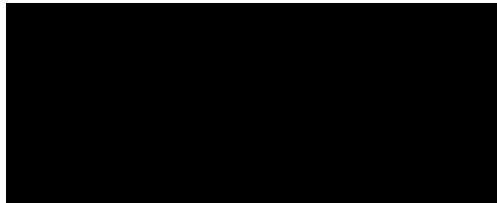


Boch Hyundai Genesis



Automobile Status Report

Prepared For



2022 Hyundai PALISADE

Date February 05, 2022

VIN KM8R4DHE3NU [REDACTED]

Mileage 2332

RO# [REDACTED]

Service Advisor

Nick Smith

nsmith@boch.com

7812556174



Boch Hyundai Genesis
1201 Providence Hwy
Norwood, MA 02062

Multi-Point Inspection Form

RO# [REDACTED]

VIN KM8R4DHE3NU [REDACTED]

Advisor Nick Smith
 Technician Jarrett Vogel
 Created On 2/5/2022

Checked and OK at this time

May Require Future Attention

Requires immediate attention

Interior / Exterior

- Bulbs and Lights
- Windshield Washer Spray / Wiper Operation / Wiper Blades / Including Rear (if applicable)
- Windshield / Window Condition
- Upholstery / Carpet / Floor Mats / Mirrors / Trim
- Emergency Brake Adjustment
- Horn Operation
- Fuel Tank Cap Gasket
- Clutch Operation (if equipped)
- Cabin/HEPA Filter (if equipped)

Under Hood

- Fluids: Oil / Coolant / Power Steering / Brake Fluid / Washer
- Engine Air Filter
- Belts / Tensioners (condition and adjustment)
- Cooling System Hoses / Heater Hoses / Air Conditioning Hoses and Connections
- Radiator Core / Air Conditioning Condenser (if equipped)

Battery Performance

- Battery Terminals / Cables / Mountings
- Check Condition of Battery (Storage Capacity Test if Applicable)

Under Vehicle

- Shock Absorbers / Suspension
- Steering Gear Box / Linkage and Boots / Ball Joints / Dust Covers
- Muffler / Exhaust Pipes / Mountings
- Engine Oil and/or Fluid Leaks
- Drive Shaft Boots / Constant Velocity Boots / U-joints / Transmission Linkage (if equipped)
- Transmission / Differential / Transfer Case (Check Fluid Level, Fluid Condition and Fluid Leaks)
- Fuel Lines and Connections / Fuel Tank Band / Fuel Tank Vapor Vent System Hoses
- Inspect Nuts and Bolts on Body Chassis

Tread Depth (measured in 1/32")



- LF 10
- RF 10
- LR 10
- RR 10

Abnormal Wear Pattern of Tires

- LF
- RF
- LR
- RR

Check Brake Linings (measured in millimeters)

- LF VI
- RF VI
- LR VI
- RR VI

State Inspection

- State Inspection Sticker N/A

Additional Service Recommendations

In the process of inspecting your vehicle for safety and reliability, your technician **Jarrett V** made the following observations and recommends that you do the necessary repairs to resolve these issues.

Red: requires immediate attention.

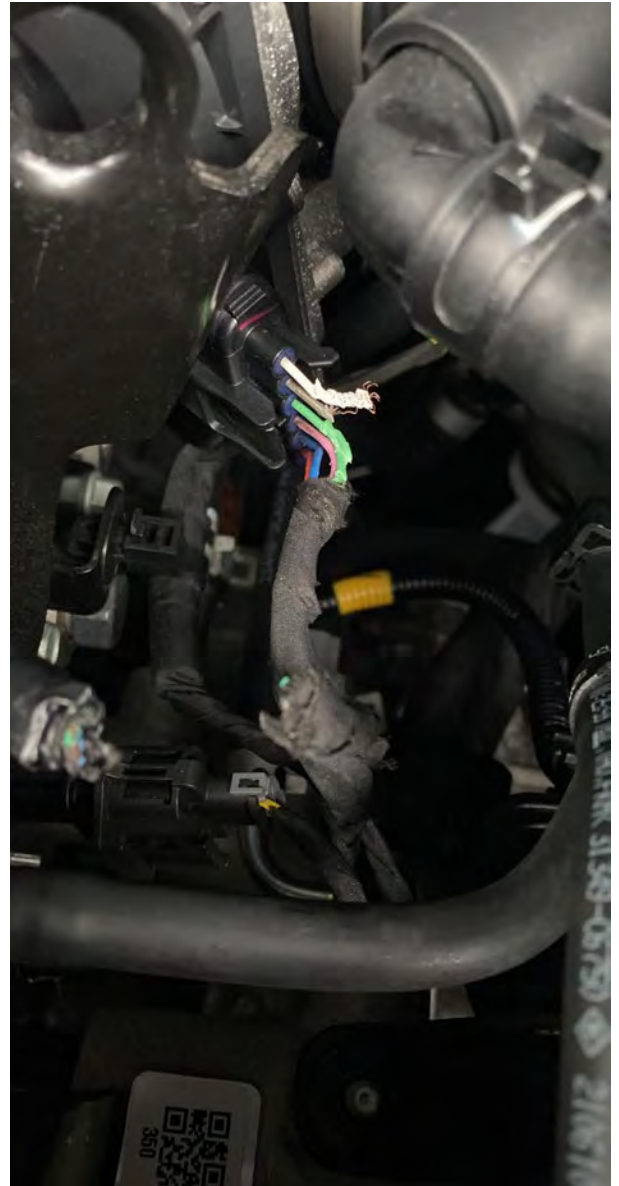
Yellow: in need of attention soon.

[Other]: Wiring repair. throttle body wiring harness is chewed through wire in new pigtail harness solder and shrink wrap connections

Item Description

Speak with your service advisor for more information on this recommended service.

Reason




[Other]: wiring repair. bank 2 intake camshaft sensor wiring is chewed completely through. repair wiring harness and test vehicle for operation

Item Description

Speak with your service advisor for more





information on this recommended service.

Reason

Repair Estimate

PREPARED FOR



Service Advisor
Nick Smith (2444)
nsmith@boch.com
7812556174

Date 02/05/2022 11:55 AM
2022 Hyundai PALISADE
VIN KM8R4DHE3NU [REDACTED]
Mileage 2,332
RO# [REDACTED]

Service Name	Price
[Primary]: 05 : ELECTRICAL	\$0.00
[Primary]: MULTI : PERFORM MULTI-POINT AND WALK AROUND INSPECTION (I)	\$0.00
[Other]: Wiring repair. throttle body wiring harness is chewed through wire in new pigtail harness solder and shrink wrap connections	\$301.10
[Other]: wiring repair. bank 2 intake camshaft sensor wiring is chewed completely through. repair wiring harness and test vehicle for operation	\$301.10
Printed on February 05, 2022	
Quote expires on March 07, 2022	

Subtotal \$602.20
Shop Charges \$39.87
Tax \$2.49
Total \$644.56



Boch Hyundai Genesis
1201 Providence Hwy
Norwood, MA 02062

(888) 851-3471