

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

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11476627
Date: Tuesday, August 2, 2022 2:02:06 PM

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[REDACTED]
Subject: Additional information regarding complaint ODI #11476627
To: nhtsa.webmaster@dot.gov

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Hello,

I am providing some additional information regarding the recent complaint I filed, which was assigned ODI number 11476627:

* I have opened a case with Hyundai, our car's manufacturer. Hyundai's case number is: [REDACTED]

* I reviewed NHTSA complaint data for Hyundai Santa Fe, Tucson, and Palisade cars of model years 2020 - 2022. I found six cases of sudden loss of power steering, the problem we are facing. In many cases, as with our Santa Fe: the loss was accompanied by warning lights related to other systems, like Lane Keeping Assist; and, power steering began working again after the car was turned off and turned back on. -- I have summarized the cases below.

Thank you,

[REDACTED]
[REDACTED] (cell)

Complaint data was file "COMPLAINTS_RECEIVED_2020-2022.zip", downloaded on 29 July 2022 from: <https://www-odi.nhtsa.dot.gov/downloads/>.

NHTSA Reference Number (ODINO): 11451231

Model: SANTA FE

Model Year: 2022

Consumer's City and State: Severance, CO

VIN (partial): km8s2 [REDACTED]

Complaint Description: What component or system failed or malfunctioned, and is it available for inspection upon request? Warnings appeared on the instrument panel at the same time the power steering would go out and I would not be able to safely steer the car. This happened on 4-5 occasions. These are the various warnings that would appear: Check Lane Following Assist System Check Blind Spot Safety System Check Driver Attention Warning System How was your safety or the safety of others put at risk? Not being able to steer was very concerned and happened to me while driving on a busy highway at one point. I could barely steer the car well enough to get it to the shoulder. I had to cross 4 lanes of traffic during rush hour. Has the problem been reproduced or confirmed by a dealer or independent service center? I had it towed to the dealer the final time it happened. They stated that it is a problem with the power steering module Has the vehicle or component been inspected by the manufacturer, police, insurance representatives or others? Crossroads Hyundai of Loveland inspected the vehicle Were there any warning lamps, messages or other symptoms of the problem prior to the failure, and when did they first appear? No, not until the moment the issue occurred. The strangest part of the

issue is that after I would pull over and stop the vehicle, I would clean the sensors on outside of the car and on then restart the car and then sometimes it would work again. It seemed to happen on days that there was poor weather or messy roads that would impede the sensors' abilities.

NHTSA Reference Number (ODINO): 11464118

Model: PALISADE

Model Year: 2022

Consumer's City and State: Umatilla, OR

VIN (partial): KM8R2DHEXNU

Complaint Description: While driving my car it loses all power steering, said something about lane assist, shows a red circle with an exclamation point. This is dangerous as I can't turn. The only fix is to attempt to pull over, turn the car off and let it reset. This has happened three times in the middle of traffic, nearly causing accidents.

NHTSA Reference Number (ODINO): 11344273

Model: TUCSON

Model Year: 2020

Consumer's City and State: MOORE, OK

VIN (partial): KM8J33AL3LU

Complaint Description: WAS GETTING ON ENTRANCE RAMP TO INTERSTATE (180 CURVE RAMP) 35 NORTH BOUND FROM ROBINSON WHEN ORANGE ELECTRIC POWER STEERING (EPS) WARNING LIGHT CAME ON.WHEN I WAS ABOUT 90 DEGREES INTO THE TURN. SHORTLY AFTER RED EPS CAME ON. POWER STEERING BECAME NON EXISTENT. I EXITED I-35 AT INDIAN HILLS AND TURNED THE POWER OFF ONCE I GOT TO SIDE OF ROAD. STEERING BECAME NORMAL AFTER RESTART AND ALL WARNING LIGHTS WERE OFF. VEHICLE HAS AROUND 400 MILES. I DON'T THINK MY WIFE WOULD HAD THE STRENGTH TO TURN THE WHEEL AND I CONSIDER THIS INCIDENT WOULD HAVE BEEN EXTREMELY DANGEROUS FOR HER,

NHTSA Reference Number (ODINO): 11420384

Model: PALISADE

Model Year: 2021

Consumer's City and State: Winnebago, IL

VIN (partial): KM8R4DHE6MU

Complaint Description: Main issue: power steering failed twice within a couple hours. Vehicle is available for inspection. Not being able to steer the vehicle increases the risk of a crash. Yes, the issue was reproduced by the service manager at a nearby Hyundai dealership. Vehicle has not been inspected by the manufacturer, police, or insurance rep. There were warning messages that appeared when the steering went out.

NHTSA Reference Number (ODINO): 11318304

Model: SANTA FE

Model Year: 2020

Consumer's City and State: CHICAGO, IL

VIN (partial): 5NMS33AD5LH

Complaint Description: TL* THE CONTACT OWNED A 2020 HYUNDAI SANTA FE. THE CONTACT STATED THAT WHILE DRIVING AT 65 MPH THE POWER STEERING SUDDENLY FAILED CAUSING THE STEERING WHEEL TO BECOME VERY DIFFICULT TO TURN. THE CONTACT STATED WHILE STOPPING THE VEHICLE IT SUDDENLY STALLED. THE CONTACT STATED VARIOUS WARNING ALERTS ILLUMINATED. THE VEHICLE WAS TOWED TO THE LOCAL DEALER PUGI HYUNDAI (1866 OGDEN AVE. DOWNERS GROVE, IL.) WHO DIAGNOSED THAT THE BATTERY WAS FAULTY. THE BATTERY WAS RECHARGED BUT THE FAILURE REOCCURRED. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE THE ALTERNATOR AND BATTERY WAS REPLACED. LATER, AFTER DRIVING AND PARKING THE VEHICLE, IT CAUGHT ON FIRE. THE FIRE DEPARTMENT WAS CALLED TO THE SCENE AND EXTINGUISHED THE FIRE. A FIRE DEPARTMENT REPORT WAS TAKEN AS THEY BELIEVE THE FIRE WAS STARTED IN THE ENGINE

COMPARTMENT. A FIRE DEPARTMENT REPORT WAS FILED. THE VEHICLE WAS DESTROYED AND TOWED AWAY. THE CAUSE OF THE FAILURE WAS NOT DETERMINED BY THE DEALER OR AN INDEPENDENT MECHANIC. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND A CASE WAS OPENED. THE FAILURE MILEAGE WAS 80.

NHTSA Reference Number (ODINO): 11459675

Model: TUCSON

Model Year: 2022

Consumer's City and State: HARRISBURG, PA

VIN (partial): KM8JECA1XNU

Complaint Description: Traveling at 50 MPH when vehicle began to loose speed and would not accelerate when I stepped on the gas pedal. EPS warning light came on. Was able to pull off the road and turn off vehicle. Waited a few minutes and restarted vehicle which drove without problems. Took vehicle to the dealer who indicated the system was not showing any malfunction codes and they could not replicate the problem. Claimed to reset the system back to factory settings. Will also be notifying Hyundai via certified letter due to history of engine recalls.

[REDACTED]
ASRC Federal Holding Company

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