

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

of Transportation National Highway Traffic Safety Administration		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	
Name		Address		Date Received 04-AUG-2022	Repository <input type="checkbox"/> Reference No. 11477601
City Havertown		State PA	ZIP Code	Daytime Telephone Number	E-mail Address
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 KM8J33A21GU		MAKE HYUNDAI	Model TUCSON	Model Year 2016	
Date Purchased Nov 14 2015	Dealer's Name and Telephone Number SPRINGFIELD HYUNDAI		Engine: No. Cylinders 4	Fuel Type: REG GAS	
Original Owner <input checked="" type="checkbox"/>	Dealer's City Springfield	STATE PA	ZIP Code 19064		
Transmission Type DOUBLE CLUTCH	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: OCCURRED 2X	Incident Date(s) 29-MAR-2017 20-JULY-2022	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 010000 STEERING			Failure Mileage 14037.0 55053	Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make GOODYEAR	Tire Model (Name or Number) G159	Tire Size (Example P215/65R15) 265/75R22.5			
DOT No. (Example: DOTMAL 9ABC036) unknown	<input checked="" type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location: PASSENGER SIDE REAR			
Tire Component Code 190000 TIRES	Tire Failure Type: BLOWOUT				
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 <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).					
The contact owns a 2016 Hyundai Tucson. The contact stated that while operating the vehicle, a clicking noise was present coming from the steering column while turning the steering wheel in either direction. The vehicle was taken to the local dealer who indicated the ticking noise was caused by loosened steering column bolts. The bolts were re-torqued and the failure was remedied. The contact indicated that approximately 40,000 miles later the ticking noise reoccurred. The vehicle was taken back to the dealer who diagnosed that the steering column bolts had loosened again. The bolts were again re-torqued and the failure was remedied. The manufacturer was notified of the failure. The failure mileage was 14,037.					
SECOND INCIDENT OCCURRED 7-20-22 55053 MILES					
BOTH REPAIR ORDERS ATTACHED					
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.					

RECEIVED FEB 23 AM

CASE # [REDACTED]

SPRINGFIELD HYUNDAI

754 Baltimore Pike Springfield, PA 19064
Phone: (610) 690-4604

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
07/20/22	[REDACTED]
R/O Close Date	Status
07/20/22	Pre-Invoice
Mileage In	Mileage Out
55053	55055
Service Advisor / Tag #	
ANTHONY FALCONE/2999	
Vehicle Identification Number	
KM8J33A21GU [REDACTED]	
Delivery Date	In-Service Date
11/20/15	11/14/15
Color	License Number
RUBY WINE	

[REDACTED]			Work Phone	[REDACTED]	
HAVERTOWN, PA [REDACTED]			Home Phone	[REDACTED]	
Year	Make	Model	Body		
2016	HYUNDAI	TUCSON			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>Cell: [REDACTED]</p> <p>#1 - 450: STEERING/SUSPENSION CUSTOMER STATES CLICKING NOISE IN STEERING Caused by TECH FOUND STEERING COLUMN BOLTS LOOSE. ADJUSTED STEERING COLUMN BOLTS. NOISE IS GONE Tech: JACOB A KOK (893) Sub Total: .00</p> <hr/> <p>Please Note: CREATED 2022-07-11 11:48:00AM TAKEN BY DRAYAH ROBI NSON</p>	

NHTSA
8-8-22
11-2-22
3:15 P
ODI # 11477601

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*	LABOR	.00
	PARTS	.00
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	.00
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	.00

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SPRINGFIELD HYUNDAI



CUSTOMER #: [REDACTED]

INVOICE

DUPLICATE 1
PAGE 1

754 BALTIMORE PIKE · SPRINGFIELD, PA 19064
(610) 690-4604
www.springfieldhyundai.com

HAVERTOWN, PA [REDACTED]
HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4873 KRISTA CHERRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RUBY WINE	16	HYUNDAI TUCSON	KM8J33A21GU [REDACTED]		14037/14037	T349	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14NOV15 IS							
20NOV15 DD			18:00 29MAR17		115.00	CASH	29MAR17

R.O. OPENED	READY	OPTIONS:	SOLD-STK: [REDACTED]	ENG: 1.6 Liter 1) 1 YR	
09:47 29MAR17	11:20 29MAR17	CAR CARE/TIRE & WHEEL/PERMA PLATE			
LINE OPCODE	TECH TYPE	HOURS	LIST	NET	TOTAL

A FREE 34 POINT CHECK (WALK AROUND)
CAUSE: CUSTOMER SERVICE

00HYZHM07 FREE 34 POINT CHECK (WALK AROUND)

4902 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES THERE IS A CLICKING IN THE STEERING COLUMN WHEN
TURNING LEFT OR RIGHT

CAUSE: TECHNICIAN VERIFIED CONCERN AND FOUND THE NOISE WAS IN THE
COLUMN.

10 DRIVEABILITY

4902 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

TECHNICIAN FOUND THE STEERING SHAFT TOP PINCH BOLT NOT WITHIN SPEC.
TECHNICIAN RETORQUED THE TOP AND BOTTOM PINCH BOLTS TO THE SHAFT AND
TESTED OPERATION. CLICKING IS NO LONGER PRESENT.

HYUNDAI MAY SEND YOU A SURVEY IF YOU CAN
PLEASE FILL IT OUT ALL 10'S AND YES'S I WOULD
GREATLY APPRECIATE IT. A QUESTION ON THE
SURVEY IS WAS THE WALK AROUND PERFORMED.
A COPY IS ATTACHED. THANK YOU.

Customer

I agree to pay all sums due as set forth on this invoice and in the event of non-payment or returned checks I agree to pay all collection costs including reasonable attorney fees.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		CHARGE AMOUNT DUE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00