

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

or transportation

National Highway
Traffic Safety
Administration1-888-DASH-2-DOT
(1-888-327-4236)

INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

19-AUG-2022

Repository ☐Reference No.
11480191

OWNER INFORMATION (Type or Print)

Name

Address

City

El Paso

State

TX

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
5NPET46C17H

MAKE

HYUNDAI

Model

SONATA

Model Year

2007

Date Purchased

04/23/2022

Dealer's Name and Telephone Number

D & B Auto Center

Engine;
No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

El Paso

STATE

TX

ZIP Code

79938

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-MAY-2022

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 120000 EXTERIOR LIGHTING, 250000 ELECTRONIC STABILITY CONTROL, 030000 BRAKES (PWS)

Failure Mileage
210075.0Failure Speed
30

PHS station
ESC light on, No Brake lights or 3rd eye, Air Bag light

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

No

Fire

☐ Yes ☒ No

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 2007 Hyundai Sonata. The contact stated while driving 30 MPH, the electronic stability control (ESC) warning light illuminated causing the brakes to lock-up and the vehicle to not accelerate as needed. The contact stated that she waited until the vehicle cooled down for the vehicle to operate normally. The contact was then able to drive the vehicle home safely. The vehicle was towed to the dealer who stated that the hydraulic control unit needed to be replaced. Additionally, the dealer stated that the vehicle was previously repaired under NHTSA Campaign Number: 09V122000 (Exterior Lighting) and that she had to pay out-of-pocket for the repair. The contact agreed to the repair but was later informed that the parts were discontinued. The manufacturer was contacted and was working with the contact. The failure mileage was 210,075.

AND INFORMED ME that Hyundai corp did agree to cover the cost but El Paso Hyundai refused the rental & repairs claiming the repairs were previously done in 2009. The warranty on the seat belts was refused as well and the air bag recall 08V161000

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.

P93/2



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

