

INFORMATION REDACTED PURSUANT TO THE FREEDOM  
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: ODI Complaint -11480856  
**Date:** Tuesday, June 20, 2023 8:06:04 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Sunday, June 18, 2023 9:18 AM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** ODI Complaint -11480856

**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.



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

23-AUG-2022

Repository Reference No.  
11480856**OWNER INFORMATION (Type or Print)**

Name				Daytime Telephone Number	E-mail Address
Address					
City	Silver Spring	State	MD	ZIP Code	
				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 KMHD04LB9HL		MAKE HYUNDAI	Model ELANTRA	Model Year 2017
Date Purchased	Dealer's Name and Telephone Number Fitzgerald Hyundai Rockville 3018814000		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City Rockville	STATE MD	ZIP Code 20852	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 08-AUG-2022

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 010000 STEERING	Failure Mileage 46000.0	Failure Speed
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**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: DOTMAL 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**

(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
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**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 2017 Hyundai Elantra. The contact car issue started on August 11, 2022, with the odometer reading 46,434 and stating that while driving at various speeds and making turns, the steering wheel became stiff and uncontrollable. The steering warning light was illuminated. The local Hyundai dealer was notified and scheduled a service appointment. They diagnosed the vehicle with code C1290 (torque sensor signal failure). A replacement steering column assembly. The local Hyundai service center estimated \$2000 for the cost of parts and labor. I reported the issue to Hyundai Motor America regarding the power steering failures while turning as well as the cost of repair at the local Hyundai service center. They said they would contact the local Hyundai service center to see what they could do. The next day, I received a call from the local service center informing me they had talked with Hyundai Motor America and that they would do a Hyundai Goodwill repair, for which they would pay 80% and I would pay 20%. I agreed to the goodwill repair, and I paid \$384.61 dollars. They serviced the car on September 22, 2022. After servicing the car, there was no problem with power steering leaving the dealership. As of June 18, 2023 the car's odometer reading is 59,635, still no problem since the replacement of the steering column.

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.

# Fitzgerald AUTO MALLS

FitzMall.com SINCE 1966



GENESIS

FITZGERALD HYUNDAI

11411 Rockville Pike ROCKVILLE, MD 20852

White Flint

301-881-4000 800-253-4954

Visit us at our website: www.FitzMall.com

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>MICHAEL LANG</b>	965553	TAB NO. [REDACTED]	INVOICE DATE <b>09/22/22</b>	PLATE NO. [REDACTED]
[REDACTED]	LABOR RATE <b>160.00</b>	LICENSE NO.	MILEAGE <b>46,434</b>	COLOR <b>SILVER/</b>	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL <b>17/HYUNDAI/ELANTRA/4DR SDN SPRT 1.6T</b>			DELIVERY DATE <b>04/25/17</b>	DELIVERY MILES
<b>SILVER SPRING, MD</b>	VEHICLE I.D. NO. <b>K M H D O 4 L B 9 H U [REDACTED]</b>			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	E.T.E. NO.	P.O. NO.		R.O. DATE <b>09/20/22</b>	
[REDACTED]	BUSINESS PHONE	COMMENTS			MO: [REDACTED]

**JOB# 1 CHARGES**

LABOR	CH# 1 19D0Z1	STEERING	UNITS: 1.50	TECH(S): 1952	WARRANTY
CUSTOMER STATES POWER STEERING STOPS WORKING AT TIMES WARNING LIGHT CAME ON. SPECIAL ORDERED PART IS IN. HYUNDAI GOODWILL REPAIR 80% CUSTOMER 20% WORN/NOISY (PA# 102276) DIAGNOSED CONCERN, CODE C1290 TORQUE SENSOR SIGNAL FAIL STORED. REPLACED STTERING COLUMN ASSEMBLY, CLEARED CODE.					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	S6310-F2500	COLUMN ASSY-STEER		0.00
TOTAL - PARTS					0.00
MISC	CODE	DESCRIPTION	CONTROL NO.		WARRANTY
	-100	WARR DED CREDIT	572524		384.61
	CHD	HYUNDAI WARRANTY DED	572524		384.61
TOTAL - MISC					384.61
<b>JOB# 1 TOTALS</b>				MISC	384.61
				<b>JOB# 1 JOURNAL PREFIX HYCS</b>	<b>JOB# 1 TOTAL</b>
					384.61

COMMENTS  
HYUNDAI GOODWILL REPAIR 80% CUSTOMER 20%  
PA# 102276  
DELETED OPERATION(S)  
26D0Z01 WALKAROUND INSPECT

**FOR YOUR INFORMATION AND ACCEPTANCE**

**TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES**

**PAYMENT TERMS:** We only accept cash, check, Visa, MasterCard, Discover or American Express. Bank Cards for payment. No credit will be extended.  
Full payment is due upon completion of the work.  
We reserve the right to require payment of a reasonable deposit before we begin the work.  
We charge interest at 24% per day on accounts past due more than 30 days. You agree to pay a storage charge of \$45.00 per day beginning 48 hours after completion of the work.  
You agree to pay all costs of collecting any amounts due under this repair order or invoice including reasonable attorney fees.  
Unless full payment is received within 30 days from completion of the work, the vehicle may be sold under the Maryland Commercial Code to pay any amounts due.  
We warrant to our reasonable use of our means for that part of the work of inspecting, testing, and repairing.  
You agree that we are not responsible for any loss or damage to the vehicle caused by a person or force outside our control. You agree that your insurance shall provide the primary coverage in all cases during the repair. You agree that we do not accept any responsibility for loss or damage to any non-original equipment, personal property, or equipment left in or attached to the vehicle while it is in our possession.  
You agree to be bound by the Fitzgerald Luster Car Program Agreement and the Vehicle Use Agreement if you or you agent accepts a Luster Car in use while we are repairing your vehicle.  
We warrant that the parts and labor provided under the Repair Order will be free of defects in materials and workmanship for 90 days or 4000 miles from when we return the vehicle to you. Any defects in parts or labor shall only be corrected at the location and this warranty is limited to repair or replacement of the defective parts and labor that we have supplied. No other express or implied warranties are provided.  
By signing below you waive the requirement to test drive the vehicle.  
Labor is charged by flat rate unless you agree that labor will be charged by clock hour before we begin the work. A charge equivalent to 10% of the total cost of the work is included to cover the cost of environmental disposal and miscellaneous materials used during the work.  
Manufacturer Special Policy Adjustment Programs.  
Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (NHTSA) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the Manufacturer or NHTSA. In addition, certain consumer publications or organizations publish this information, which may or may not be for a fee or for free.

Thank you for your continued business. Our staff strives to provide a "Truly Exceptional" service experience. If for any reason you feel that we fell short of this goal, please contact one of our Service Management Members; Lester Abel-Service Director 301-881-5988 John Neitzey-Service Manager 240-514-5648 You may receive a manufacturer's survey via email in the coming days. We would appreciate it if you would complete it. Thank you!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	384.61
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>384.61</b>

BY SIGNING BELOW I AGREE TO THE TERMS AND CONDITIONS SET FORTH HERE ON.

CUSTOMER SIGNATURE \_\_\_\_\_

NO CLAIMS WITHOUT THIS INVOICE

CUSTOMER'S SIGNATURE

CUSTOMER PAYMENT  
 CASH     CHECK NO.  
 CHARGE     CREDIT CARD

CASHIER SIGNATURE \_\_\_\_\_

PAYMENT DATE \_\_\_\_\_

CUSTOMER CALLED BY \_\_\_\_\_

DATE \_\_\_\_\_