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

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Form Approved: O.M.B No.2127-0008

FOR AGENCY USE ONLY 100148	
Date Received 15-SEP-2022	Repository ☐
	Reference No 11484652

National Highway Traffic Safety Administration

1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address			
City Columbia Cross Roads	State PA	ZIP Code [redacted]	Evening Telephone Number [redacted]

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 KMHDU4AD7AU[redacted]	MAKE HYUNDAI	Model ELANTRA	Model Year 2010
Date Purchased 04/13/2011	Dealer's Name and Telephone Number SIMMONS ROCKWELL 607-796-5555	Engine: No. Cylinders 4	Fuel Type: GASOLINE
Original Owner ☐	Dealer's City Elmira; STATE NY; ZIP Code 14903		
Transmission Type MANUAL	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:
Incident Date(s) 15-SEP-2013			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 010000 STEERING	Failure Mileage 40000.0	Failure Speed 40

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)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2010 Hyundai Elantra. The contact stated while driving 40-50 MPH, the power steering assist warning light illuminated. The contact veered to the side of the road and turned the vehicle. The contact was able to continue driving. However, the failure reoccurred while driving. The vehicle was taken the dealer on two occasions. The dealer updated the Electronic Power Steering (EPS) control unit. However, the failure persisted. The dealer was contacted and informed the contact they no longer had the part to repair the vehicle. The vehicle was not repaired. The contact associated the failure with NHTSA Campaign Number: 15V100000 (Steering). The manufacturer was notified of the failure. The failure mileage was approximately 40,000.

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.

January 10, 2023

Vehicle was purchased used from dealer in May 2011 with 60K mile 5 yr warranty. The ESP problem occurred several times during warranty period & was corrected by dealer. The problem reoccurred later but could be corrected by safely stopping vehicle & re-starting engine. This continued to be a dangerous situation. During ownership, problem occurred several more times and was corrected by dealer resetting the ESP module.

I was concerned that if vehicle was sold or traded to someone not aware of steering problem it could cause a catastrophic accideut especially to a novice or older driver. Vehicle steering was extremely heavy and hard to control especially when on sharp turns and/or slow speeds.

When last problem occurred, the ESP could not be reset by turning engine off and on again. Took to dealer and was told they no longer had equipment to reset the ESP. That is when I contacted NHTSA.
Was later contacted by dealer and problem was resolved by dealer at no cost to me. Copy of repair invoice enclosed. I appreciate and thank the NHTSA for their help and hoping to finally resolving this dangerous problem.

Sincerely,

[redacted]

CUSTOMER #: [redacted] Hyundai Cust. Service 1-800-243-7764 [redacted]

INVOICE

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SIMMONS ROCKWELL HYUNDAI, INC.

784 County Rte 64, Bldg. 3 Elmira, NY 14903
PH: (607) 796-5555 Fax: (607) 795-1453
www.simmons-rockwell.com

Other Locations:
Chevrolet * Buick * GMC * Nissan
Dodge * Chrysler * Jeep * Suzuki * Subaru * Ford * Mercury

NYS Reg # 7063837

[redacted]
COLUMBIA X RD, PA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL: [redacted]

SERVICE ADVISOR: 712 ROLAND RICHARDSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	10	HYUNDAI Elantra	KMHDU4AD0AU[redacted]		181557/181557	T060

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 IS 01JAN10 DD		01JAN2010	20:00 17OCT22		150.00	CASH	17OCT22

R.O. OPENED	READY	OPTIONS:
07:42 17OCT22	17:06 17OCT22	DLR:S/R

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES VEHICLE HARD TO STEER. SOP HERE FOR REPAIR
CAUSE: .
MIS MISC. DESCRIPTION
105 WOLCOTT,ZEBULIN M LIC#: 1QE1
WPH (N/C)
1 56310-2H250-AS1 COLUMN & SHAFT ASSY-STEERING (N/C)
2 81919-31000 BOLT-SAFETY LOCK (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
181557 1.70 replace steering column assembly. using gds program sas
****

WE HOPE YOUR SERVICE VISIT WAS A FIVE STAR EVENT. ***** IF YOU CAN NOT RECOMMEND US TO A FRIEND, PLEASE TELL US WHY. THANK YOU FOR YOUR TIME. 796-5555 EXT.2198 OR 2125
****
* [ ] CASH________ [ ] CREDIT CARD__________ *
* [ ] CHECK________ [ ] CHARGE______________ *

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER
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.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY