

Hello,

My name is [REDACTED] and I am a senior and am not tech savvy so I called NHTSA on Monday 1-23-2023 and spoke to a Natalie, but she was not able to guide me in filling out the questionnaire form by Gmail. So, I am mailing in the form and all the info below that I received from CARFAX and Hyundai ABS recall. On the bottom of the form in the applicable incident info, I changed both boxes to no because both boxes were marked yes for fire and crash, which there were none.

have received your email from
EVOQ (NHTSA) EVOQ@dot.gov sent to
me below
Fri, Jan 13, 2:14 PM

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

I Purchased a Hyundai 2016 Santé Fe SE, Vin # KM85M4HF[REDACTED] on August 14th 2018. since June 30th 2021 I have Received open recalls from Hyundai mail and also by email. they said there is an ABS brake recall problem and I called Hyundai Motor America and asked when they can fix the recall and their answer was that the case *remedy is yet not available*. So, they gave me a case # [REDACTED]

My complaint:

-----Original Message-----

Hyundai Motor America (Hyundai) is recalling certain 2016-2018 Santa Fe, 2017-2018 Santa Fe Sport, 2019 Santa Fe XL, and 2014-2015 Tucson vehicles. Hyundai strongly recommended for me to park my car outside and away from any structures until recall remedy is completed. Reason is that the Anti-Lock Brake System (ABS) module could malfunction and cause an electrical short, which could result in an engine compartment fire.

Below are the emails and contacts.

CARFAX also wanted to know why recall was not fixed yet and they started investigating to find out why? But did give me their case # [REDACTED].

From: CARFAX Consumer Affairs <carfaxwebsupport@carfax.com>
Sent: Friday, August 26, 2022 6:01 AM
To: [REDACTED]
Subject: Case [REDACTED] is still being researched

Dear [REDACTED],

We are contacting you today to provide you with CARFAX updates and notices for your case, [REDACTED]

Your case is still open with our Carfax support team. updated too from February 13, 21, of 2022, and April 21 2022, may 21 of 2022 and June 21, 2022 and July 21, 2022 and august 21, 22, and 30th of 2022.

Next open recall alerts Hyundai was 10-3-2022 and 10-21-2022 from CARFAX

Thank you, when I kept getting the recalls on the ABS brakes I called Hyundai Corp again and they arranged an appointment to have ABC Hyundai look at my brakes my friend and I went to the ABC Hyundai on April 18th of 2022. When we told the service department that I called Hyundai Corp and they made the appointment for me to have my brakes check out. there would be no charge. They said that that there would a charge of \$185 to check out the brakes. But was told from Hyundai there is no charge.

So, my friend and I left.

So now I contacted NHTSA and spoke to Gabrielle on November 1st of 2022 Tuesday, at 10:15 to make the complaint and her remark was why wasn't my recall not taken care of? She suggested to email complaint to VSH@Dot.gov and use complaint # **ODI11491773** to you.

[REDACTED]



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

Remember...

1200 New Jersey Avenue SE
Washington, DC 20590

ATT:

*Randy Reid,
Enclosed is the letter
and forms sent to me.
Hopefully I have given
you enough information.
Thank you*

NEF-160

Dear Consumer:

As a follow-up to your report to the National Highway Traffic Safety Administration (NHTSA) regarding your vehicle, please provide a more detailed copy of repair invoices, letters, or other correspondence that occurred, include a copy of the



on the enclosed Vehicle Information Report (VIR) form. Please provide as many details as possible, including the date, location, and description of the problem. Additionally, if available, include the name of the repair shop or person you contacted. Also, if available, include the name(s) you reported. If a crash or fire

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 driver's 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



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

Form Approved: U.M.B. NO. 2127-0008

Date Received

01-NOV-2022

Repository ☐

Reference No.
11491773

OWNER INFORMATION (Type or Print)

Name

City

Henderson

State

NV

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 CFR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

7 digit Vehicle Identification Number Located at bottom of windshield on driver's side

10MB5M4HF

MAKE

HYUNDAI

Model

SANTA FE

Model Year

2016

Date Purchased

AUGUST 14, 2018

Dealer's Name and Telephone Number

ABC Hyundai 7027057885

Engine:

No: Cylinders 6

Fuel Type:

REGULAR

Original Owner

Dealer's City Las Vegas

STATE

NV

ZIP Code

89118

Transmission Type

6 Speed AUTO
SHIFTRONIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

30-SEP-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage
27000.0

Failure Speed

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

Fire

☐ Yes ☒ No

Number of Persons Injured

NONE

Number of Deaths

NONE

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; parts repaired or replaced (and if old part is available).

The contact owns a 2016 Hyundai Santa Fe. The contact received notification of NHTSA Campaign Number: 22V056000 (Service Brakes, Hydraulic) however, the part to do the recall repair was unavailable. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The manufacturer was made aware of the issue. The contact stated that the brake pedal felt spongy while depressed. The approximate failure mileage was 27,000. Parts distribution disconnect.