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

From: ArtemisSupport
To: NHTSA ODI CRD
Cc: EVOQ (NHTSA)
Subject: ArtemisSupport Inbox - VOQ# 11498679[redacted] - Additional Information - Thanks for Letting Us Know About Your Safety Problem.
Date: Tuesday, January 3, 2023 5:45:59 PM

Hello CRD Inbox,
Consumer wants to relay to you his story of being trapped in his car. (see below)

Thanks,
[redacted]
Artemis Help Desk
artemis@dot.gov

From: [redacted]>
Sent: Monday, January 2, 2023 12:54 PM
To: ArtemisSupport <ArtemisSupport@dot.gov>
Subject: RE: Thanks for Letting Us Know About Your Safety Problem

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.

11498679
Additional information:

Most of the problem can be reproduced by pulling the door closed only to the first click. This will reproduce the problem, (with the exception that the windows will still open).

The inside opening handle will go 'limp' and will do nothing. The electric buttons on the door console will cause the locking button to move flush with the opening handle but it pops right back out again. Holding the button in has no effect on the limpness of the opening handle.

The problem goes away and everything returns to normal

when the door is pulled fully closed (past the second click) but this requires considerable force on the inside handle of the inner door panel, enough force to make it feel like the panel could become broken. Many people can't pull that hard or wouldn't think to. After all, they are trying to get out and may be in a panic.

However with the window open, one can grasp the lower edge of the opening and pull the door the rest of the way closed and relieve the problem.

If the window won't open, as was the case when I first encountered this problem, you are trapped inside.

Note: The weather was below freezing when I first had this problem. That may have figured in why the windows could not be opened.

Breaking out the window pane to escape would cost $500 for parts alone. I plan to buy an emergency glass breaking escape hammer ASAP.

There used to be an emergency escape handle INSIDE the trunks of cars.

Perhaps a call-back on all Hyundai vehicles will be required for some kind of emergency pull latch that can easily be operated in the dark or in a smoke filled interior or while submerged.

Even if this has happened only this once, it demonstrates the

need for correction to make it impossible for it to ever happen again (under any circumstances in any vehicle).

Sometimes design flaws show up after production is underway, but that's just the way we have found engineering to be.

We're not perfect but we keep trying.

Thank you.

-------- Original message --------
From: NHTSA-ODI-Consumer-Communication@service.govdelivery.com
Date: 12/23/22 14:02 (GMT-06:00)
To: [redacted]
Subject: Thanks for Letting Us Know About Your Safety Problem

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is **11498679**. Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at NHTSA.gov with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. Sign up to receive recall email alerts from NHTSA if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)
  TTY: 888-424-9153
  (Please have your ODI number referenced above available.)

- Email: https://www.nhtsa.gov/about-nhtsa/contact-us
  (Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

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