

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: ODI Complaint ----- 11499576-----
Date: Friday, May 5, 2023 9:40:40 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, May 4, 2023 4:59 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI Complaint ----- 11499576-----

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.

Good afternoon,

As requested, please find edits to the vehicle owner's questionnaire - purchase date, dealer information, and dealer city. This is supplemented with attached invoicing and notes regarding the service history and failure associated with this complaint.

Thank you,

[REDACTED]

U.S. Department
of TransportationNational 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

30-DEC-2022

Repository ☐Reference No.
11499576**OWNER INFORMATION (Type or Print)**Name Address City
Bar HarborState
MEZIP 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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KM8J3CA2XHL MAKE
HYUNDAIModel
TUCSONModel Year
2017Date Purchased
August 12, 2021Dealer's Name and Telephone Number
Automotive Imports 888-897-5681Engine:
No: Cylinders

Fuel Type:

Original Owner
☐Dealer's City Bangor
DenverSTATE
MEZIP Code
04401

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
15-OCT-2022**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM

Failure Mileage
78388.0

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: 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

☐ Yes ☒ No

Fire

☐ Yes ☒ 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 2017 Hyundai Tucson. The contact stated while driving at an undisclosed speed, the vehicle was shuddering with several unknown warning lights illuminated. Additionally, the speedometer, turn signals, and temperature gauge failed to operate while driving. The vehicle was towed to the dealer, where it was diagnosed with electrical system failure. The dealer replaced the vacuum pump. The manufacturer was made aware of the failure but informed the contact that there was no recall associated with the VIN. The contact related the failure to Technical Service Bulletin: 19-01-010H (Tucson Vacuum Pump Sealant Application/Cap Replacement) however, the vehicle was not covered by the TSB. The failure mileage was 78,388.

Please see additional documents for further invoicing, notes, and costs of repair.

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.

BOBS BAR HARBOR AUTO REPAIR
32A HOLLAND AVE
Bar Harbor, ME. 04609
Phone: 207-288-4731 Fax: 207-288-3177
BOBSBARHARBORAUTOREPAIR@GMAIL.COM

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32A HOLLAND AVE
Bar Harbor, ME. 04609
Phone: 207-288-4731 Fax: 207-288-3177
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INVOICE

INVOICE

Printed Date: 11/03/2022 Work Completed: 11/03/2022

Bar Harbor, ME
HOME

2017 Hyundai - Tucson Sport - 1.6L, In-Line4 (97CI) VIN(2)
Lic # Odometer In : 78218

VIN # : KM8J3CA2X HU

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Ext
OIL CHANGE & LUBE	1.00	41.95	41.95	RESET ECU BY DISCONNECTING BATTERY FOR 20 MINUTES.	0.75	67.50
Shop Supplies			1.26	UNPLUGGED BACKUP CAMERA TO SEE IF THAT WOULD HELP THE DASH CLUSTER ISSUE, IT DID NOT, PLUGGED IT BACK IN. NO CODES ARE COMING UP WHEN SCANNING THE CAR.		
				Hazardous Materials		1.00

[Payments -]

WE APPRECIATE YOUR BUSINESS, THANK YOU!

ALL WHEELS SHOULD BE RE-TORQUED AFTER 50 MILES!

ALIGNMENT RECOMMENDED ON NEW TIRES & SUSPENSION WORK

Labor:	67.50
Parts:	43.21
HazMat:	1.00
Sub:	111.71
Tax:	2.38
Total:	\$114.09
Bal Due:	\$114.09

Vehicle Received: 11/3/2022

Customer Number :

Service Advisor : HALL, NICK Tech : HALL, NICK

Copyright (c) 2022 Mitchell Repair Information Company, LLC invhrs 5.12.21kr

DEC

8

2022

Withdrawal Debit SQ *ISLAND AUTO REP BAR HARBOR ME

Date 12/07/22 063412 7538

Add a category

-\$250.00

\$2,228.87

To the mechanic,

12/7/2022

I have videos
if needed

On ^{or about} Oct. 19 the malfunction safety lamp came on after the tire pressure monitoring system gave me a warning. Tire pressure was okay.

Bob's in Bar Harbor scanned it but no codes came up. I continued driving it and more warning lights came on - ABS, traction/downhill control lights, air bag light, parking ~~brake~~ brake light, and others randomly flashed.

The speedometer (analog and digital) and outside thermostat also completely stopped working until around 20 minutes into a drive - even then the readings would often drop to 0.

On Oct. 26 after noticing issues with shifting gears (mainly 1st to 2nd) I brought it to MDI Imported Car Service, where they scanned it which produced many error codes. See attached. They added oil which was very low.

On November 3 Bob's changed the oil and attempted a fix found online by disconnecting the battery and rear backup camera. No changes.

Around November 15 in addition to continuing problems above, the gear shifter locked in Park and I could not change to D without using the lock override. I further noticed the power steering went out as it became more difficult to turn. I felt that driving it was unsafe.

On Dec. 1 MDI Imports looked at it again. No modules communicated. No fix.

I drove it back home Dec. 2. The car would not start Dec. 5. I have not attempted to jump start it. I noticed mouse (?) droppings and bite marks around the negative terminal of the battery and its enclosure.

Order Date 12/01/22 02:59 pm
aid: 12/02/22 02:21 pm

MDI Imported Car Service, Inc.

importedcar@myfairpoint.net

1552 State Highway 102

Bar Harbor, Me 04609

Phone: 207-288-1013 FAX: 207-288-3640

Invoice No

Page 1

Ref:

BAR HARBOR ME

Work Phone:

17 HYUNDAI TUCSON WHITE
78388 Mi.
Lic: ME I4Cyl 1.6 Eng
Vin: KM8J3CA2XHU 10/17
Eq: AT AC PS FI 4W TB DC

LIGHTS ON ON DASH/ELECTICAL

Labor: 1.50 hrs@ \$90.00/hr = \$135.00

-PULL CODE NO MODULES WILL COMMUNICATE DID 400 MILES AGO PULLED TAILGATE TRIM TO UNPLUG
REAR CAMERA COMMON PROBLEM BUT STILL NO COMM.CHK FOR STATE INSP. NEED WINDOW TINT
CERTIFICATE TIRES ARE WEARING ON INSIDE EDGS
-CAR LOOKS TO BE IN GOOD SHAPE OVERALL

15 MIN DIAGNOSTIC TIME-N

1.0 @

30.00 = \$

30.00

30.00

WORKMANSHIP AND NEW PART(S) GUARANTEED FREE OF DEFECTS FOR 12 MONTHS OR 15,000 MILES (WHICHEVER OCCURS FIRST), UNLESS LIMITED BY MANUFACTURER OR OTHERWISE NOTED. WARRANTEE WORK MUST BE PERFORMED BY US UNLESS PREAUTHORIZED BY US. 1.5% INTEREST CHARGED TO UNPAID BALANCE OVER 30 DAYS UNLESS PREAUTHORIZED BY US. AN EXPRESS MECHANICS LIEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE UNPAID BALANCE(S). \$15.00/DAY STORAGE FEE WILL BE CHARGED ON VEHICLES REMAINING ON OUR LOT OVER 10 DAYS BEYOND COMPLETION OF WORK UNLESS PREAUTHORIZED BY US.

Payments to MDI Imported Car Service, Inc.

Cost Summary

Status: Paid Work Order

Payments: \$168.30

1 12/02/22 168.30 Visa

PAID
12-2-22

Labor	135.00
Parts	0.00
Non Taxable	30.00
Shop Supplies	3.30
Total	\$168.30
Payments	168.30
Bal Due	0.00

Thank you for choosing MDI Imported Car Service, Inc.

Vehicle Information

Hyundai 2017 Tucson(TL)

VIN: KM8J3CA2XHU [REDACTED]

Diagnostics time: 2022/10/26 12:32

Mileage: 77995 Miles

Path: Automatic selection > Hyundai(USA) > Diagnosis > Auto scan
>

Status report

System name	DTC content	Status
ENG (Engine)	3	Fault
A/T (Transaxle)	2	Fault
ABS/ESC (Anti Lock Brake/Electronic Stability Control)	1	Fault
AB (Airbag)	2	Fault
CLU (Cluster Module)	0	Pass
TPMS (Tire Pressure Monitoring System)	2	Fault
CODE (Transmitter Code Saving)	0	Pass
EPS (Motor Driven Power Steering)	1	Fault
BCM (Body Control)	1	Fault
4WD (4WD Control)	5	Fault
SJB (Smart Junction Block)	0	Pass
OCS (Occupant Classification System)	1	Fault

1. ENG (Engine) —— (3)

- 1.1. P0070 Ambient air temperature (AAT) sensor circuit
History
- 1.2. U0101 Lost communication with TCM (C-CAN)
History
- 1.3. U0109 Lost communication with fuel pump control module
Active

2. A/T (Transaxle) —— (2)

- 2.1. U010087 Lost communication with ECM/PCM

- Pending
- 2.2. U012187 Lost communication with ABS control module
Pending
3. ABS/ESC (Anti Lock Brake/Electronic Stability Control) — (1)
- 3.1. C161608 C-CAN Bus off
History
4. AB (Airbag) — (2)
- 4.1. B149300 Occupant classification system (OCS) communication error
History
- 4.2. B250000 Warning lamp failure
History
5. TPMS (Tire Pressure Monitoring System) — (2)
- 5.1. C1616 CAN Bus off
History
- 5.2. C1625 Please refer to vehicle service manual.
History
6. EPS (Motor Driven Power Steering) — (1)
- 6.1. C1692 CAN Timeout - Vehicle safety management (VSM)
History
7. BCM (Body Control) — (1)
- 7.1. C161600 CAN Bus off (C-CAN)
History
8. 4WD (4WD Control) — (5)
- 8.1. P1837 Vehicle variant CAN not detected
History
- 8.2. U0101 Lost communication with TCM (C-CAN)
History
- 8.3. U0122 Lost communication with vehicle dynamic control (VDC) module
History
- 8.4. U0123 Wheel speed error in communication
History
- 8.5. U1121 Lost communication with ESP module
History

9. OCS (Occupant Classification System) — (1)

9.1. B169787

Airbag control unit (ACU) communication error

History



QUIRK HYUNDAI
PO Box 1386 (162 Haskell Road)
Bangor, ME 04402-1386
PH: (207) 299-1623
PLEASE VISIT OUR WEB SITE AT WWW.QUIRKAUTO.COM

QUIRK MITSUBISHI
PO Box 1386 (162 Haskell Road)
Bangor, ME 04402-1386
PH: (207) 299-1653
PLEASE VISIT OUR WEB SITE AT WWW.QUIRKAUTO.COM

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR CHRISTOPHER BRITTO 520927	TAG NO.	INVOICE DATE 12/19/22	INVOICE NO.
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 78,388	COLOR /
BAR HARBOR, ME	YEAR / MAKE / MODEL 17/HYUNDAI/TUCSON/4DR AWD LTD	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. K M 8 J 3 C A 2 X H U	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/07/22	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 78403	

JOB# 1 CHARGES-----

LABOR-----
J# 1 65HYZ ELECTRICAL TECH(S):521183 437.64

C/S: CS LIGHTNING STRUCK NEAR VEHICLE ALL DASH LIGHTS ON AND OFF SPEEDOMETER DOESNT WORK NO TURN SIGNALS ALL WARNING LAMPS....ADDITIONAL INFO ATTACHED TO REPAIR ORDER
TECH INSPECTED AND CONFIRMED . TECH NOTES MULTIPLE CAN COM LINES NOT COMMUNICATING WITH BUS . TECH CHECKED JUNCTIONS AND UNPLUGGED TO SEE IF COM WOULD RETURN AND ATTEMPT TO DIAGNOSE WIRING TRUNKS FROM THERE . TECH NOTES UNPLUGGED JUNCTIONS AND COMS DID NOT COME BACK AT ALL . TECH NOTES WILL NEED HELP FROM ELEC EXPERT AND MORE DIAGNOSES TIME . CUSTOMER CONTACTED AND APPROVED . TECH AND OUTSIDE ELEC HELP TRACED BACK MAJOR OUTAGE TO VAC PUMP . NOTES REPLACING SHOULD BRING BACK THE MAJORITY OF THE CAN COM LINES , HOWEVER WE MAY NEED TO FURTHER DIAGNOSES TO FIND THE REMAINING CAN BUS COM ISSUES IF STILL PRESENT . CUSTOMER CONTACTED AND APPROVED REPLACING VAC PUMP TO GET TO NEXT STEP . TECH REMOVED AND REPLACED INTERNALY FAULTY VAC PUMP AND PERFORMED RESET . TECH ROAD TESTED AND NOTES AT THIS TIME ALL SYSTEMS COMMUNICATING . WILL LET SIT OVER NIGHT/ COLD SOAK AND ROAD TEST AGAIN .

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----				
1	59200-D3000	PUMP ASSY-VACUUM	660.35	660.35
TOTAL - PARTS			660.35	660.35

JOB# 1 TOTALS-----

LABOR 437.64
PARTS 660.35

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 1097.99

JOB# 2 CHARGES-----

LABOR-----
J# 2 99HYZ INFORMATION TECH(S):521183 INTERNAL

hand written notes from customer , and receipts from other service stations that have tried to repair attached

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3 00HYZ1 MPI TECH(S):521183 INTERNAL

FREE 27 MULTI POINT INSPECTION. SERVICE ADVISOR INSTALLED FLOOR MAT AND SEAT COVER. ADVISOR PERFORMED A WALK AROUND INSPECTION OF VEHICLE. REC

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX HYCS JOB# 3 TOTAL 0.00

THANK YOU FOR YOUR PATRONAGE!
ATTENTION CUSTOMERS: QUIRK AUTO RECOMMENDS RETORQUING THE LUG NUTS ON WHEEL RIMS AFTER 25 MILES OR 24 HOURS TO ALLOW FOR PROPER RIM SEATING. THIS SERVICE IS PROVIDED FREE OF CHARGE TO OUR CUSTOMERS AFTER ANY WHEEL SERVICE.

NOTE: THE WARRANTY ON HYUNDAI AND MITSUBISHI PARTS IS 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST (PARTS AND LABOR) UNLESS OTHERWISE STATED. NO WARRANTY ON AFTER-MARKET PARTS. SEE YOUR SERVICE ADVISOR FOR DETAILS.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing, repair, and/or inspection. Please be advised that if you are providing your own parts for repair of your vehicle, there will be a 10% handling charge based on the current factory list price of that part. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I agree that a late charge of 1½% per month (18% A.P.R.) will be added to all delinquent accounts along with any court costs, attorney fees and costs of collection the seller may incur in enforcing the terms of this agreement. If legal action becomes necessary by either seller or buyer, it is also agreed that this or any contemporaneous or subsequent agreement will be governed as to validity, interpretation, construction, effect and in all other respects by the laws of the State of Maine.

INITIAL MENU

() CASH
() CHECK#
() CREDIT CARD
() A/R # _____

CUSTOMER
SIGNATURE _____

The Reynolds and Reynolds Company ERAINTINVE
SF691235 Q (06/17)



QUIRK HYUNDAI
PO Box 1386 (162 Haskell Road)
Bangor, ME 04402-1386
PH: (207) 299-1623
PLEASE VISIT OUR WEB SITE AT WWW.QUIRKAUTO.COM

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CELL: [REDACTED]

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	VEHICLE I.D. NO. K M 8 J 3 C A 2 X H U	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/07/22	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 78403	

JOB# 4 CHARGES-----

LABOR-----
J# 4+00HYZB REPLACE BULB TECH(S):521183 14.59
REPLACE LEFT BRAKE LIGHT
TECH NOTES BULB IS BLOWING EVERY TIME NEW BULB GETS PUT IN
WILL REQUIRE DIAGNOSIS OF ELECTRICAL CIRCUIT 150.00

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 PK2357 *****
1 18644-28088-L BULB 5.06 5.06
TOTAL - PARTS 5.06

JOB# 4 TOTALS-----

LABOR 14.59
PARTS 5.06

JOB# 4 JOURNAL PREFIX HYCS JOB# 4 TOTAL 19.65

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SS SHOP SUPPLIES 26.95
TOTAL - MISC 26.95

COMMENTS-----
X10ED25QZE:created 2022-11-17 09:40:00am taken by Kristopher Preble

TOTALS-----

TOTAL LABOR.... 452.23
TOTAL PARTS.... 665.41
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 26.95
TOTAL MISC DISC 0.00
TOTAL TAX..... 36.60

TOTAL INVOICE \$ 1181.19

CUSTOMER SIGNATURE

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I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing, repair, and/or inspection. Please be advised that if you are providing your own parts for repair of your vehicle, there will be a 10% handling charge based on the current factory list price of that part. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I agree that a late charge of 1½% per month (18% A.P.R.) will be added to all delinquent accounts along with any court costs, attorney fees and costs of collection the seller may incur in enforcing the terms of this agreement. If legal action becomes necessary by either seller or buyer, it is also agreed that this or any contemporaneous or subsequent agreement will be governed as to validity, interpretation, construction, effect and in all other respects by the laws of the State of Maine.

INITIAL MENU

() CASH
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() A/R # _____

CUSTOMER SIGNATURE _____