

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ---- 11509284
Date: Tuesday, May 2, 2023 4:19:11 PM

From: [REDACTED]
Sent: Tuesday, May 2, 2023 3:01 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint ---- 11509284

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.

To Whom It May Concern,

Attached is the updated copy of my recent complaint. Please let me know if you have any questions or need additional information.

Thank you,

[REDACTED]



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

27-FEB-2023

Repository Reference No.
11509284

OWNER INFORMATION (Type or Print)

Name

Address

City

Syracuse

State

NY

ZIP 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 INFORMATION

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

KM8R4DHE8NU

MAKE
HYUNDAIModel
PALISADEModel Year
2022

Date Purchased

9-2-2021

Dealer's Name and Telephone Number

Matthews Hyundai 315 445 7900

Engine:
No: Cylinders 8

Fuel Type:

gas

Original Owner

Dealer's City Syracuse

STATE

NY

ZIP Code

13224

Transmission Type

automatic

 Antilock Brakes Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

18-AUG-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 210000 TRAILER HITCHES

Failure Mileage

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 2022 Hyundai Palisade. The contact received notification of NHTSA Campaign Number: 22V633000 (Trailer Hitches) however, the part to do the recall repair was unavailable. The vehicle was taken to a local dealer, where the interim repair to remove the fuse to the tow hitch module was completed. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The manufacturer was contacted but was unable to confirm when parts would become available. The contact had not experienced a failure. Parts distribution disconnect.

It is now 10 months since recall notification with no repair in site.
Early "solutions" unreasonable - park far from house at a time when Hyundai vehicles were being stolen + catalytic converters being stolen.

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.