

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint - 11516036, 1 of 3, Vehicle Owner's Questionnaire
Date: Tuesday, May 2, 2023 9:07:43 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, May 1, 2023 5:35 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint - 11516036, 1 of 3, Vehicle Owner's Questionnaire

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.

Attached is the Vehicle Owner's Questionnaire.

I was not able to correct the mileage. The correct mileage is 4865. This was the mileage after we got home from going to the dealer twice and once to their glass repair shop. I will email a photo of the mileage in email 3 of 3.

I was also not able to add or change information to the Applicable Incident Information space:

The manufacturer was contacted on 4-10-2023. I will forward this email in email 2 of 3.

Vehicle is scheduled to be repaired by the garage recommended by our insurance company on 6-19-2023. They are waiting for the part.



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

07-APR-2023

Repository Reference No.
11516036

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	Colorado Springs	State	CO	ZIP Code	[REDACTED]
				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 5NMS3DAJ6NH [REDACTED]		MAKE HYUNDAI	Model SANTA FE	Model Year 2022
Date Purchased Leased on 8-1-2022	Dealer's Name and Telephone Number Phil Long Hyundai 719-259-4097		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City Colorado Springs	STATE CO	ZIP Code 80905	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 07-APR-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 134000 VISIBILITY:SUN/MOON ROOF ASSEMBLY	Failure Mileage 5480.0	Failure Speed
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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)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 Santa Fe. The contact stated while having the vehicle washed, the contact became aware that the front panoramic shield of the sunroof glass was cracked. The vehicle was taken to the dealer and the dealer stated that there were no recalls for the failure. The dealer provided no assistance. The vehicle was not repaired. The manufacturer was not contacted. The failure mileage was 5,480.

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.

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint - 11516036, 2 of 3, Contact with Hyundai USA
Date: Tuesday, May 2, 2023 9:06:57 AM

From: [REDACTED] >
Sent: Monday, May 1, 2023 5:51 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint - 11516036, 2 of 3, Contact with Hyundai USA

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Forwarding the email where we contacted the manufacturer, Hyundai USA.

We leased the vehicle from Phil Long Hyundai, therefore we have their insurance and warranty. Phil Long's Collision Center said this was not covered under their insurance and they only accept their insurance. Therefore we would have to pay for the repair upfront and be reimbursed by our insurance company.

Since we have to use our insurance anyway, we'll be getting the vehicle repaired by the shop recommended by our insurance company. It is scheduled for 6-19-2023. It's going to take them 2 months to get the part in.

btw - this glass repair person was not willing to state that the damage was due to a manufacturing defect although he could not see a cause for the glass to start cracking. He did state that it was a poor design, but he, and the national glass repair company he works for, are not willing to take on Hyundai.

Begin forwarded message:

From: <ConsumerAffairs@hmausa.com>
Subject: Hyundai Consumer Affairs Case#: [REDACTED]
Date: April 12, 2023 at 9:04:21 AM MDT
To: [REDACTED] >

Dear [REDACTED]

Thank you for contacting Hyundai Customer Care regarding your sunroof concern.

At this time, we recommend that you continue to work with the service department at

your local Hyundai dealership. They would be in the best position to help you with any updates and the next steps to possibly repair your vehicle.

Please feel free to contact us if you have any additional questions by calling our toll-free number and referencing case number [REDACTED]

Thank you for being a valued member of our Hyundai Family.

Respectfully,

Hyundai Customer Care

Hyundai Customer Care: (800) 633-5151

Hyundai Bluelink Customer Care: (855) 225-8354

Monday-Friday 6:00 AM-5:00 PM Pacific Time

Saturday 6:30 AM-3:00 PM Pacific Time

Sunday Closed

For open campaign information, please visit: [REDACTED]

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

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

From [REDACTED]

Sent: 4/10/2023 02:05:08 PM

To: ConsumerAffairs@hmausa.com

Subject:

On Friday April 7, 2023, we noticed that our front panoramic sunroof shield was starting to crack. We took it to the dealer, who sent us to their glass repair people. Phil Long Collision Center said she could not see a reason for it to start cracking, took pictures, and sent us back to Phil Long Hyundai to ask the service manager if there was an open recall for this issue because it had happened before. The Service Manager never left his office to look at our vehicle and determined that a rock caused the

damage and there was no recall. We saw online that there were problems with sunroofs before. Please look at the attached pictures and notice that the upper corners are bowing inward. Has this issue been happening to other vehicles?

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint - 11516036, 3 of 3, Mileage Correction
Date: Tuesday, May 2, 2023 9:06:56 AM

From: [REDACTED]
Sent: Monday, May 1, 2023 6:01 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint - 11516036, 3 of 3, Mileage Correction

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Attached is the picture of our odometer taken on 4-10-2023. We had not gone anywhere after we had come home from 2 trips to the dealer and a trip to their glass repair shop.

