INFORMATION REDACTED PURSUANT TO THE FREEDOM

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 -----11524987-------
Date: Thursday, July 6, 2023 9:06:00 AM
Attachments: [redacted]

From: [redacted]
Sent: Thursday, July 6, 2023 4:11 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: Follow up to ODI Complaint -----11524987-------

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 Morning,

As requested, please find the attached form and let me know if you have any further questions or need anything else from me.

Thank you,

[redacted]
[redacted]
cell: [redacted]

On Thu, Jun 22, 2023 at 7:08 PM [redacted] wrote:

> Sent from my iPhone
>
> Begin forwarded message:
>
> **From:** "EVOQ (NHTSA)" <EVOQ@dot.gov>
> **Date:** June 22, 2023 at 6:42:26 PM GMT+5:30
> **To:** [redacted]
> **Subject: FW: Follow up to ODI Complaint -----11524987-------**
>
> 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

Form Approved: O.M.B No.2127-0008

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: 02-JUN-2023

Repository ☐

Reference No. 11524987

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City Woodbridge | **State** CT | **ZIP Code** [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number

E-mail Address [redacted]

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	MAKE	Model	Model Year
KMHDU4AD1AL[redacted]	HYUNDAI	ELANTRA	2010

Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
2012	Branford Honda, CT Phone: 203-481-1616; Repair Dealer Key Hyunai, CT; Phone 203-877-6820		

Original Owner	Dealer's City	STATE	ZIP Code
☐	Milford	CT	06460

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s)
				04-MAY-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 010000 STEERING	Failure Mileage	Failure Speed
	63000.0	

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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2010 Hyundai Elantra. The contact stated that while driving at an undisclosed speed, the steering wheel seized. The ABS warning light was illuminated. The vehicle was towed to an independent mechanic, who informed the contact that the steering wheel chanel needed to be replaced. The manufacturer was made aware of the failure. The failure mileage was approximately 63,000.

The mechanic said it is a factory recall and they should fix my car for free. When I told the company and repair dealer (Key Hyndai)about this they said they already fixed that recall previously. I told them if that is the case then why I am having the same problem again and they continue to argue with me without helping me with the repair. I told them I have a small child [redacted]ears old and it would not be safe to drive my car like that and they told me that even if there is a recall it should not cause that safety problem. I was surprised because when I did my own research, I found a recall (number 15V100000) that is identical to my problem and clearly warns about serious consequneces of this problem if it is not fixed. I told them about it still my problem is not fixed. My car is still at the dealership and I have called them several times as well as the company without any resolution.

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 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.