

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -----11528309-----
Date: Tuesday, July 11, 2023 1:41:17 PM
Attachments: [11528309.pdf](#)

From: [REDACTED] >
Sent: Tuesday, July 11, 2023 11:46 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fw: Follow up to ODI Complaint -----11528309-----

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.

Greetings, I was asked to correct if needed and forward to you..well this is not an attachment I can correct and corrections need to be made! I didn't say the vehicle was fixed!! if it was, then I wouldn't be making this report!
corrections I did NOT get this car at Herb Chambers..it is where I brought it for the recall! I bought this 2017 Tucson in August of 2021 at a used car lot across the street at Honda Lundgren... at 62000 ish for mileage I was told that they did an oil change and I was good to go. I thought to myself wow not bad on mileage and someone got rid of it?! must be rich people....about a month later i lost a little power and the engine light came on and it started knocking BAD... so I went to a oil place...cant remember which one and the guy told me it had NO oil in it..I thought that was weird plus the oil light never and still to this day NEVER comes on...so then I got a recall...I brought the car to Herb Chambers in Auburn, because it is a Hyundai dealership....the recall mentioned knocking and loss of acceleration....which I told them....they said they check the engine all was good they did the recall and sent me on the way....since then I still get loss of acceleration and every other weekend I need to put in 2 liters of oil..and if I go further on a short vacation like I did last month, I needed 3!!! and the men at Jiffy Lube, Valvoline and Autozone all KNOW this they ALL say the Tucson is known for oil consumption issues...so why isn't there a mass recall?! I went to two mechanics and they both said the same thing...(because I check my driveway for oil but there isn't any) that the oil is going out the muffler, which makes sense because the smell is SOOO toxic smelling. I still have 4 years to pay on this thing!!...My daughter puts the oil in on Saturdays for me and she said the engine is getting hotter and hotter she noticed as time has been going along...so this is when I reached my boiling point AND reading online what people in my same boat are saying about this !@#\$\$% 2017!! There needs to be a class action.. so I called the EPA and reported this as well..they tend to believe a full exam may not have been done since A) the incidences started a month or so after ownership and B) they said there was no problem yet the issue of maximum oil consumption and the smell coming out of the muffler, which was what they were interested in. And now I have to be concerned about a hot engine and stalled acceleration, usually after a stop light...and the horrible smell...I called Hyundai and they are having me go to McGovern's Hyundai because I want a different opinion. They are going to do an oil consumption test and "plug it" and I go back a 1,000 later. What they aren't getting is that I do NOT last 1,000 the engine starts knocking about 400-600 miles...and this is when I am adding my oil ...wish I saved all my receipts from the auto stores!..
and this is the corrected version!
Thank you
[REDACTED]

Begin forwarded message:

From: "EVOQ (NHTSA)" <EVOQ@dot.gov>
Date: July 11, 2023 at 9:38:19 AM EDT
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint -----11528309-----

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

[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

22-JUN-2023

Repository ☐Reference No.
11528309**OWNER INFORMATION (Type or Print)**

Name

Address

City

Worcester

State

MA

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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
KM8J3CA43HU2MAKE
HYUNDAIModel
TUCSONModel Year
2017

Date Purchased

Dealer's Name and Telephone Number
Herb Chambers Hyundai of Auburn 5088329990Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City Auburn

STATE
MAZIP Code
01501

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
03-OCT-2021**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 060000 ENGINE AND ENGINE COOLING, 060000 ENGINE (PWS)

Failure Mileage
63000.0

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURETire Make
APITire Model (Name or Number)
GLADIATORTire Size (Example P215/65R15)
ST175/80R13

DOT No. (Example: DOTM1 9ABC036)

☐ Original Requirement
☐ Prior Repair

Failure Location:

Tire Component Code
192000 TIRES:SIDEWALL

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 that while driving at an unknown speed, an abnormal knocking sound started with the check engine warning light was illuminated. The vehicle was taken to an independent mechanic and the contact was informed that the oil level was extremely low. The vehicle was taken to the dealer to service recall NHTSA Campaign Number: 21V727000 (Engine); however, the recall was not related to the failure. The manufacturer was notified of the failure. The vehicle was repaired. The failure mileage was approximately 63,000.

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.