



**FTS Report**

Created by Terry Fowkles on 04/20/2011 09:23:57 AM.

**\* Required Fields**

Submitted by Terry Fowkles on 04/20/2011 09:35:25 AM. Finalized by Andy Prasad on 04/28/2011 05:25:01 PM.

**This case was opened for 7 days.**

Dealer Code	Model*	Year*	Mileage*	VIN*	Route to
FL080	SantaFe	2011	1220	5XYZG3ABXBG007975	FTS

Prod. Date	Priority*	CA Case #	Tech. Case #	Assistance Type	FTS Name*
10/29/2010	Low	1083205/4321219	N/A	Buyback Inspection	Andy Prasad

Part Name	Part Number	P.C. Code#	S.C. Code#	TREAD Cat.*
STEERING ANGLE SENSOR CLOCK SPRING	N/A	MT13	N/A	01 Steering system

Target Date:	Comment:
04/20/2011	SCHEDULED TO INSPECT ON 4/28/2011

**Subject\*:**  
2011 SANTA FE CM HARD TO STEER.

**Condition\*:**  
BOLT BACKED OUT OF COLUMN, DAMAGING STEERING ANGLE SENSOR AND CLOCKSPrING. REINSTALLED BOLT AND TORQUED TO CORRECT SPECS. REPLACED STEERING ANGLE SENSOR AND CLOCKSPrING.

**Vehicle History\*:**

Warranty Claim History							
Dealer Code	Repair Order Number	Mileage	Repair Date Open	Repair Date Close	Nature Description	Cause Description	Operation Description
FL080	105248	3	11/11/2010	11/11/2010	Nature Code	Cause Code	PRE-DELIVERY INSPECTION /SERVIC
FL080	105391	11	11/18/2010	11/30/2010	UNSTABLE STEERING	STICKING, SEIZED	GEAR AND/OR LINKAGE ASSY-P/STE
FL080	108041	1,213	3/8/2011	4/19/2011	ELECTRICAL MALFUNCTION	POOR CONTACT (OPEN, SHORT)	SENSOR-ANGULAR VELOCITY

SEE NOTES ABOVE

**Root Cause Analysis\*:**

LOWER STEERING COLUMN JOINT BOLT WAS UNDER TORQUED

VIN PLATE



STEERING SHAFT BOLT AFTER  
FINAL TORQUE



ODOMETER.



**Corrective Action\*:**

RE-TORQUE SHAFT BOLT, INSTALL CLOCK SPRING AND STEERING ANGLE SENSOR.

**Reason(s) vehicle was not previously repaired:**

FIRST ATTEMPT

**Picture(s) and Attachment(s):**

NO TECHLINE CASE

<b>Did this action resolve condition?</b>	Yes
<b>Condition verified by personal inspection of company employee?</b>	Yes
<b>Were Photos Taken?</b>	Yes
<b>Parts Inspected?</b>	No
<b>Parts Sent?</b>	No

\* **E-mail Notification Option:**