

The screenshot shows the HYUNDAI SODAS web application interface. At the top, there's a navigation bar with 'ALERTS' (3), 'REPORTS', 'SEARCH', and a user profile 'BHolland'. Below the navigation bar, there's a section for 'ALERTS (12)' with tabs for 'RECENT', 'TO APPROVE (3)', 'FAVORITES', and 'ASSIGNED TO ME'. A '+ CREATE ALERT' button is also present. The main content area displays a list of alerts, each with a line graph showing trends over time. The first alert is for 'MIS (3)' dated 'JAN 2, 2022', with a value of '12' and a change of '+6'. It lists 'SONATA (2018)' and 'SONATA (2019)'. The second alert is for 'MIS' dated 'JAN 2, 2022', with a value of '1.7' and a change of '+.8', listing 'BRAKE FAILURE' and 'SANTE FE (2018)'. The third alert is for 'MIS' dated 'JAN 2, 2022', with a value of '1.7' and a change of '+.8', listing 'BRAKE FAILURE' and 'SANTE FE (2018)'. A 'HIGH SEVERITY (1)' section is also visible at the bottom. A large black box with white text 'Start Recall' is overlaid on the bottom part of the screenshot.

**TREND
DETECTED**

Start Recall

**BRYAN HOLLAND
PRODUCT PRINCIPAL**

VISION + LEADERSHIP + DESIGN

Safety Office Data Analytics System

BRYAN HOLLAND

**PRODUCT PRINCIPAL
VISION + LEADERSHIP + DESIGN**

Oct 2021- April 2022

THE PROJECT

CREATE NEW PREDICTIVE AI-BASED ALERT SYSTEM

SODAS system will predict when to recall a vehicle and what system or part is responsible.

Using **Predictive AI/ML (ChatGTP3) & RLHF**, create a **global web-based system to predict from 14 million claims and incidents**, with speed and high accuracy, what to recall (part, system, vehicle, model line) and then initiate recall.

Hyundai Motor Group- Exec- Seattle/Korea

AutoEver- HMG Tech arm, Seattle

Hyundai Mobis- Vehicle Parts Manufacturer, Korea

Hyundai Data Safety Analysts- Irvine, CA

WongDoody + InfoSys- Global



ChatGTP + BigData + RLHF TREND DETECTION ALERT SYSTEM

RFP TO CLICKABLE
PROTOTYPE

Responding to a direct mandate from NHTSA, the SODAS (Safety Office Data Analytics System) will predict when to recall a vehicle and what system or part is responsible based on examining existing records collected by 40 different sources at Hyundai Motors et al.

Using Predictive AI/ML (ChatGTP) and training with RLHF, create a global web-based system to throw alerts to data Team in Irvine, CA from 14 million claims and incidents in Phase 1, with speed and high accuracy, detailing what to recall (part, system, vehicle, model line) and then easily initiate a recall.

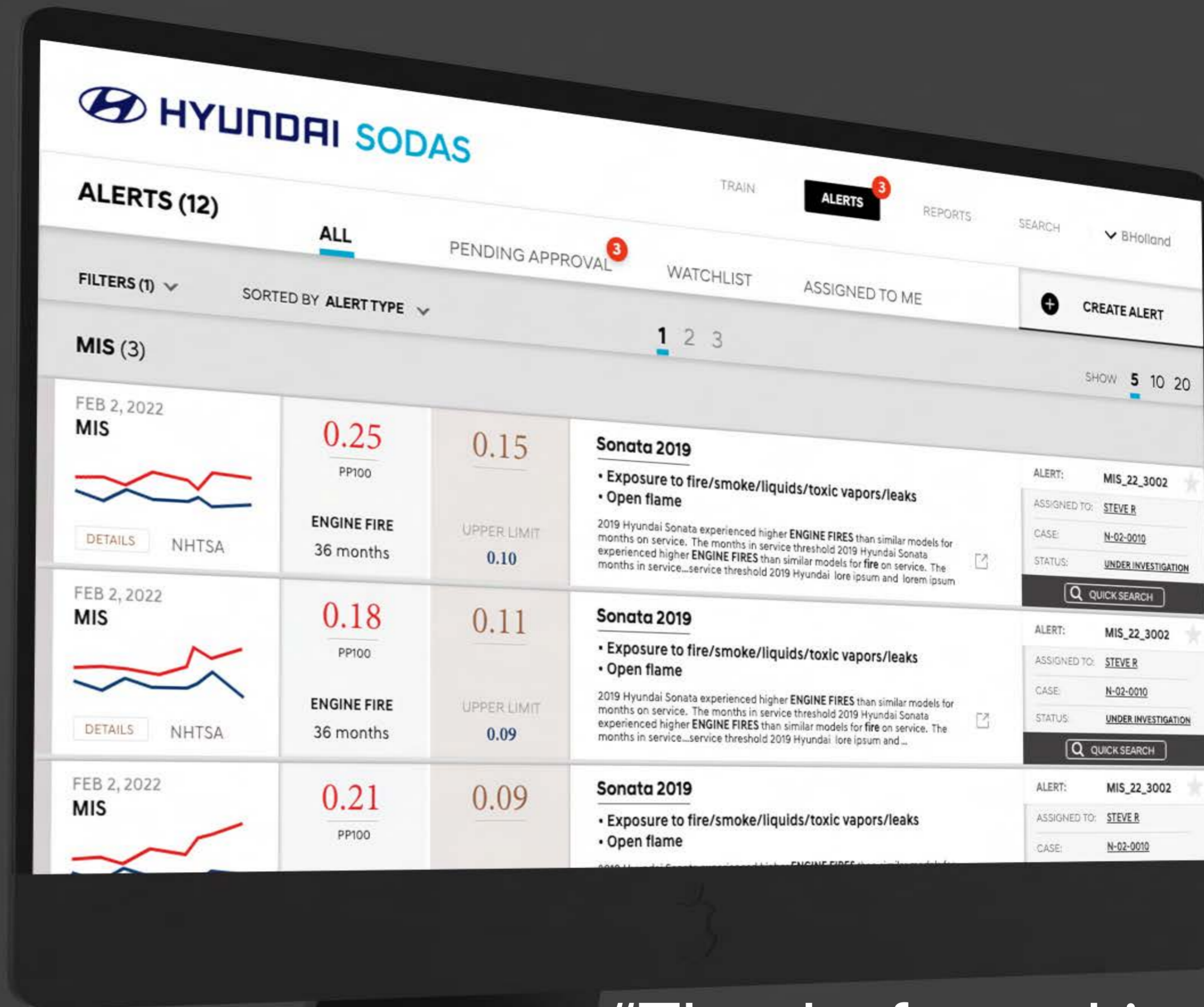
"As part of this commitment, HMA Safety Office needs to integrate machine learning and predictive analytics into existing processes to identify and investigate potential defect trends."

REQUIREMENT

US-Based Product Designer

with US Automotive experience, to wrangle consensus and set a North Star vision for a complex product.

So, InfoSys/WongDoody called me.



"Thanks for making it so usable and obvious."

Stephanie-Hyundai Data Analyst

UX

LOTS TO DO

MY TASKS

- Synthesize a lot of information
- Manage team (UX & UI)
- Identify users and their needs
- Ideate solutions
- Vet daily with stakeholders and users by presenting visuals to large global groups (2-80 people)
- Process flows
- Build a case builder tool
- Recall path workflow
- Peer review workflow

UX

1. **Discovery**- Read RFP, all docs, met all leaders and stakeholders
2. **Users**- interviews, design workshops, prototypes to learn
3. **Workflow**- process flows, pipeline mapping, user journeys
4. **Leadership**- Present new designs, meeting facilitation, team management, product evangelizing,
5. **Stakeholders**- interviews and expectation management
6. **Pivots (3)**
7. **Design**- Iterate flows, mockups and prototypes following Hyundai Branding.

CHALLENGES

1. **NHSTA** applying pressure against timeline and features to **HMG (Hyundai, Kia, Genesis, Mobi)**
2. **Lack of vision**, no north star, no **consensus at any level**
3. **COVID**- staffing issues, **huge churn** in teams, chip shortage
4. **Data Team disagrees with SOW**
5. **Global** remote team- **80** team members
6. **No product team.**

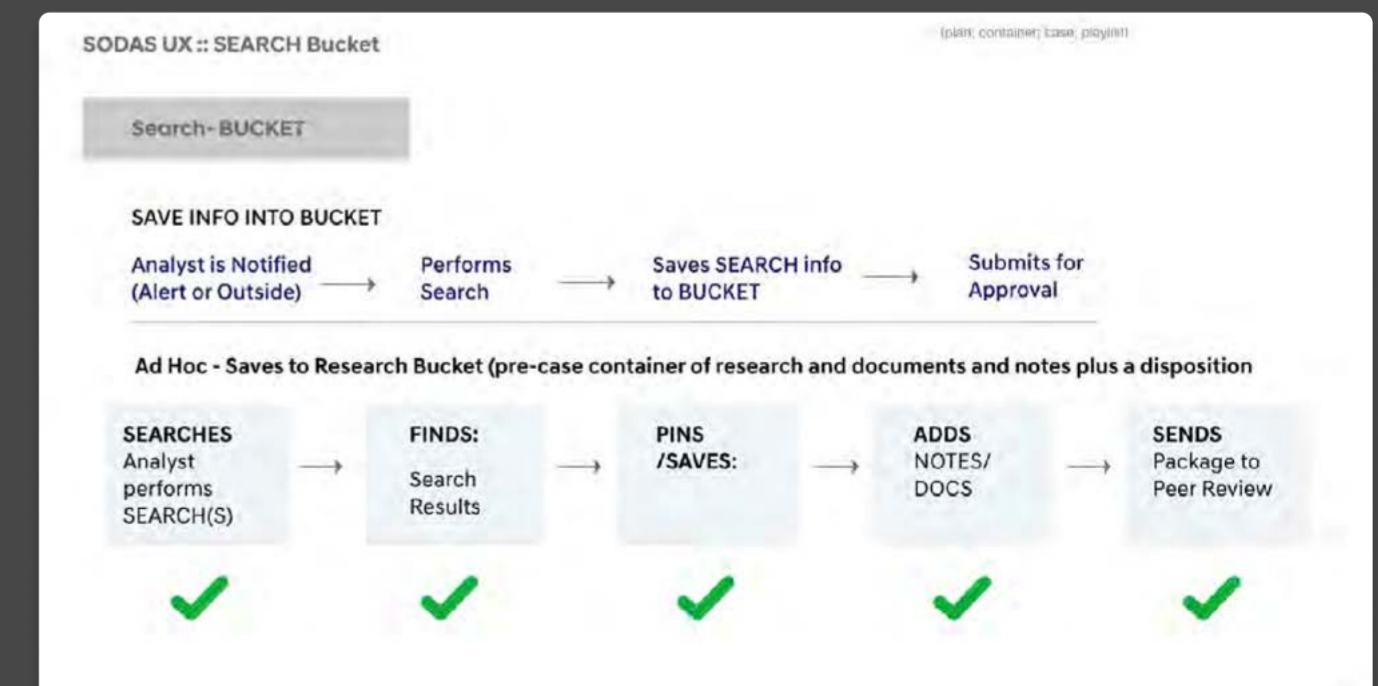
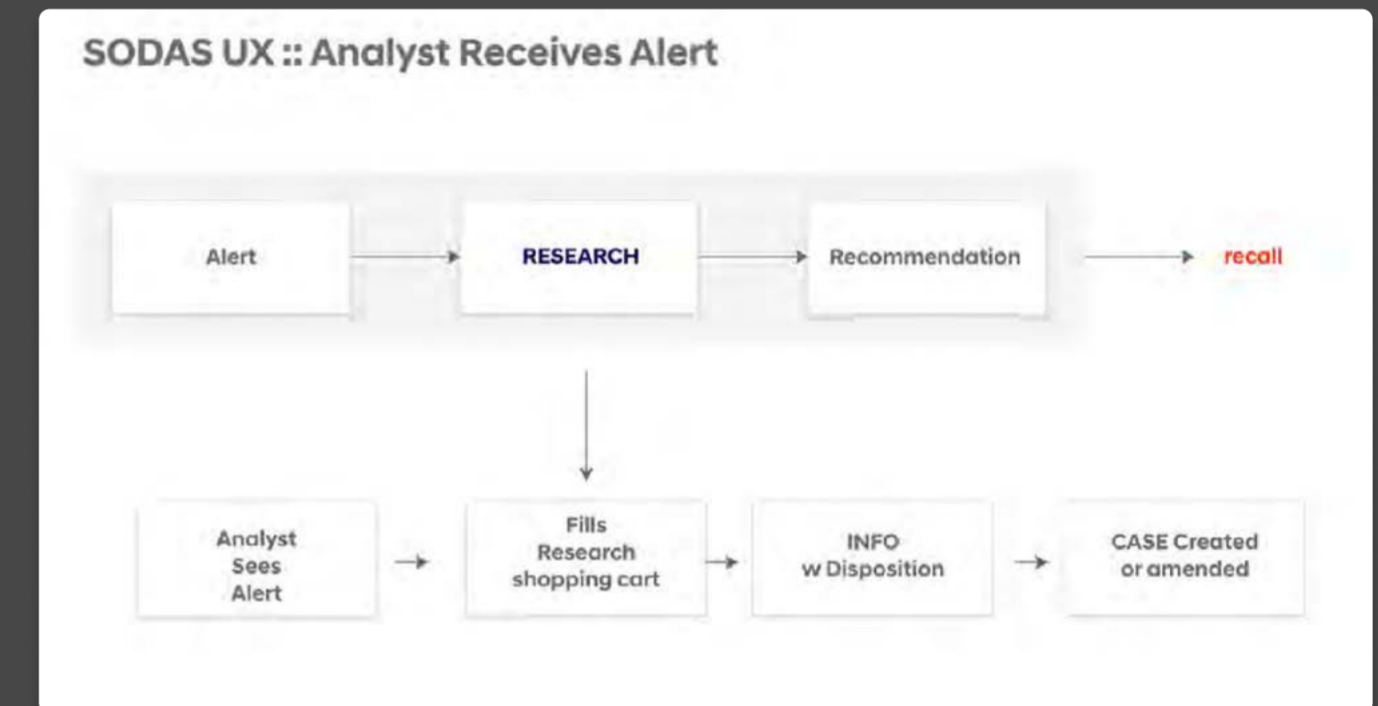
FAILURES

1. **Dashboard** with dials and charts is wrong approach.
2. **ChatGPT** detected no trends in initial 14 million records
3. **Alerts** alone are not enough to initiate recall.
4. **Entire workflow** must be added to tool.
5. **Existing processes** will not fit new tool.
6. **My initial designs were all wrong.**

TRIUMPHS

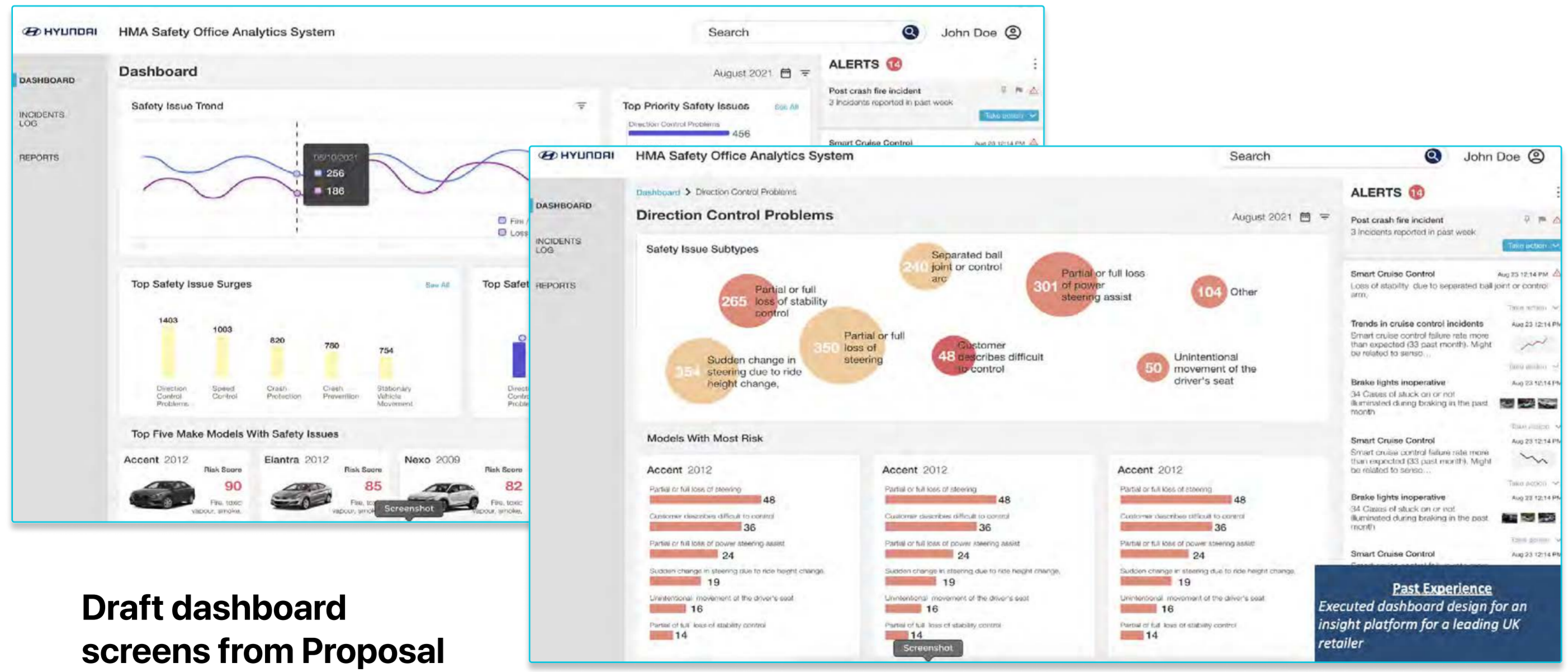
1. Accurately **mapped workflow** and pipeline to screens.
2. **Gained consensus** across all groups
3. **Designed**, with Hyundai branding, all necessary screens to make valuable toolset for Data team.
4. **Data team thanked me** for steering the project away from another useless tool they felt they were being forced into, to a leveraged, valuable tool with true "lift".
5. **Infosys thanked me** for making Hyundai team happy with design process.

SOME ARTIFACTS



BEGINNING

DASHBOARD



Draft dashboard screens from Proposal

ASSUMPTIONS

AI is better and faster than humans:

1. ChatGTP3 can digest and synthesize 14 million records to detect trends and predict what to recall.
2. Scope of Work (SOW) accurately represents needs of Data Team (Users).
3. A chart and dial dashboard is the best method to inform Data Team.

USERS

Data Team in Irvine, CA

1. Userbase = 40 Whip-smart, driven, Data Analysts
2. Motivation = love to be known for being an authority
3. Tools in Use = separate terminal access various data stores, Excel spreadsheets, and sneaker net.
4. Device = 27' monitor + same browser
5. Growth = Team would expand to 80-100 over next few years

GOALS

Generate Lift and Leverage with AI:

1. Create Alert dashboard and report system to escalate recalls of vehicles/parts and/or systems more quickly than existing system.
2. Leverage AI/ML to generate actionable alerts that allow Data Safety Officers to know when to create a case and then easily create a case in the existing CMT (Case Management Tool).
3. Ingest existing data sources (40 sources) to inform Chat GTP in order to predict what is actionable and what groupings create the most leverage.

Past Experience Executed dashboard design for an insight platform for a leading UK retailer

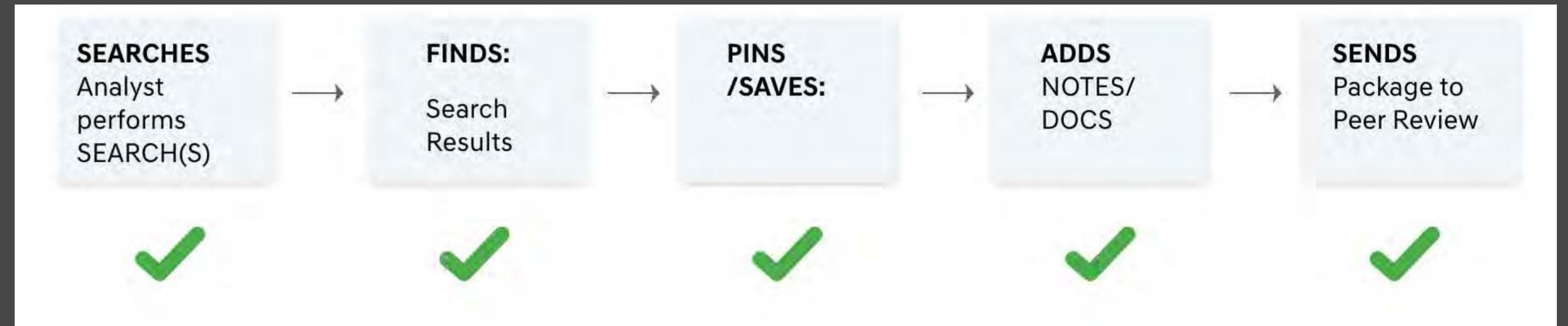
DISCOVERY WITH DATA TEAM

3 WEEK DESIGN SPRINT

What I Discovered:

- 1- Data team had no faith that tool would provide lift or make their lives easier.
- 2- They needed a way to collect research and bind to something evergreen to persist through pipeline and into the future.
- 3- They need to be able to do very complex searches- they needed Search ToolKit.
- 4- Alerts could become the center of the universe- even through they had not been invented yet.
- 5- Peer review was an unnecessary step.

DATA TEAM WORKFLOW & PIPELINE



SODAS UX :: Research Bucket SAVE

Save Research per Alert or issue

SAVE BUCKET

Case Name

Case #- CMT

3 saved searches- 16 items
 2 uploaded documents

SAVE

Version 1- Save Your Search into a bucket

CASE BUILDER

MONITOR UNDER INVESTIGATION PEER REVIEW **SENT TO CMT**

Reviewed by A. Peer Sent: 1/22/22

NAME **Engine Fire Sonata 2020** CMT CASE # **HMA-2198736**

SAVED SEARCH **Engine fire- 1/21/22-** Hyundai Sonata 2020 1.6 4-cyl

DATA snapshot **Engine fire- 1/21/22-** Hyundai Sonata 2020 1.6 4-cyl

- Exposure to fire/smoke/liquids/toxic vapors/leaks
- Open flame

NOTE [+Add Note](#)
 My analysis shows the need for a 2020 engine fire investigation - I will complete a few searches and attach here. S. Smith 1/19/22

DOCUMENTS [+Upload Doc](#)

Oil pump failure grid - Excel S. Smith 1/19/22
 Chart screenshot - PNG S. Smith 1/19/22

SAVE

Version 2-Case Builder



PIVOT: CMT VIA API INTEGRATION

DISCOVERY #6

We need to gather and bind all this information into a single bucket & associate to a case inside the existing CMT or create a new case.

Create new CMT case for this alert: Create New Case

JAN 2, 2022 MIS

12 ENGINE FIRE 36 months

+6 SONATA (2019) 12 SONATA (2018) 6

Exposure to fire/smoke/liquids/toxic vapors/leaks
Open flame

ALERT: MIS_22_3002
ASSIGNED TO: STEVER
CASE: N-02-0010
STATUS: UNDER INVESTIGATION

* Required Fields

* MAKE MODEL YEAR
Hyundai Sonata 2019 EDIT

PRIMARY HAZARD TYPE
Exposure to fire/smoke/liquids/toxic vapors/leaks

* COUNTRY OF SUBMITTER: USA * CASE REGION: North America

* SUBJECT

SEVERITY: 1 2 3 4 5

* SAFETY ISSUE DESCRIPTION

* I HAVE REPORTED THIS BEFORE: No Yes

FIRST REPORT DATE FIRST REPORT SOURCE

COMPONENT CATEGORY: select category

REPAIR METHOD

VIN

PART NUMBERS

ID (TRACKING ID/NHTSA ID/FIRST REPORT ID)

CREATE A CASE >
FROM ANY SEARCH

Create new CMT case for this search: Create New Case

SEARCH 12 incidents SAVED SEARCH 1/21/22 QUICK SEARCH

* Required Fields

* MAKE MODEL YEAR
Hyundai Sonata 2019 EDIT

PRIMARY HAZARD TYPE
Exposure to fire/smoke/liquids/toxic vapors/leaks

* COUNTRY OF SUBMITTER: USA * CASE REGION: North America

* SUBJECT

SEVERITY: 1 2 3 4 5

* SAFETY ISSUE DESCRIPTION

* I HAVE REPORTED THIS BEFORE: No Yes

FIRST REPORT DATE FIRST REPORT SOURCE

COMPONENT CATEGORY: select category

REPAIR METHOD

VIN

PART NUMBERS

ID (TRACKING ID/NHTSA ID/FIRST REPORT ID)

DASHBOARD = ALERT FEED

DISCOVERY #7

Dashboard becomes a feed for alerts, and other notifications

- What/Who throws an alert?
- Data Team should be able to create their own alerts
- Attach data to an alert that is persistent throughout its lifecycle?
- Alerts come in 12 types
- Alert expanded- what details help the Data Team make a decision? Make it interactive.
- How do Alerts get assigned?
- Make a workflow and screens for assigning, claiming and rejecting assignment. All with feedback to mgmt

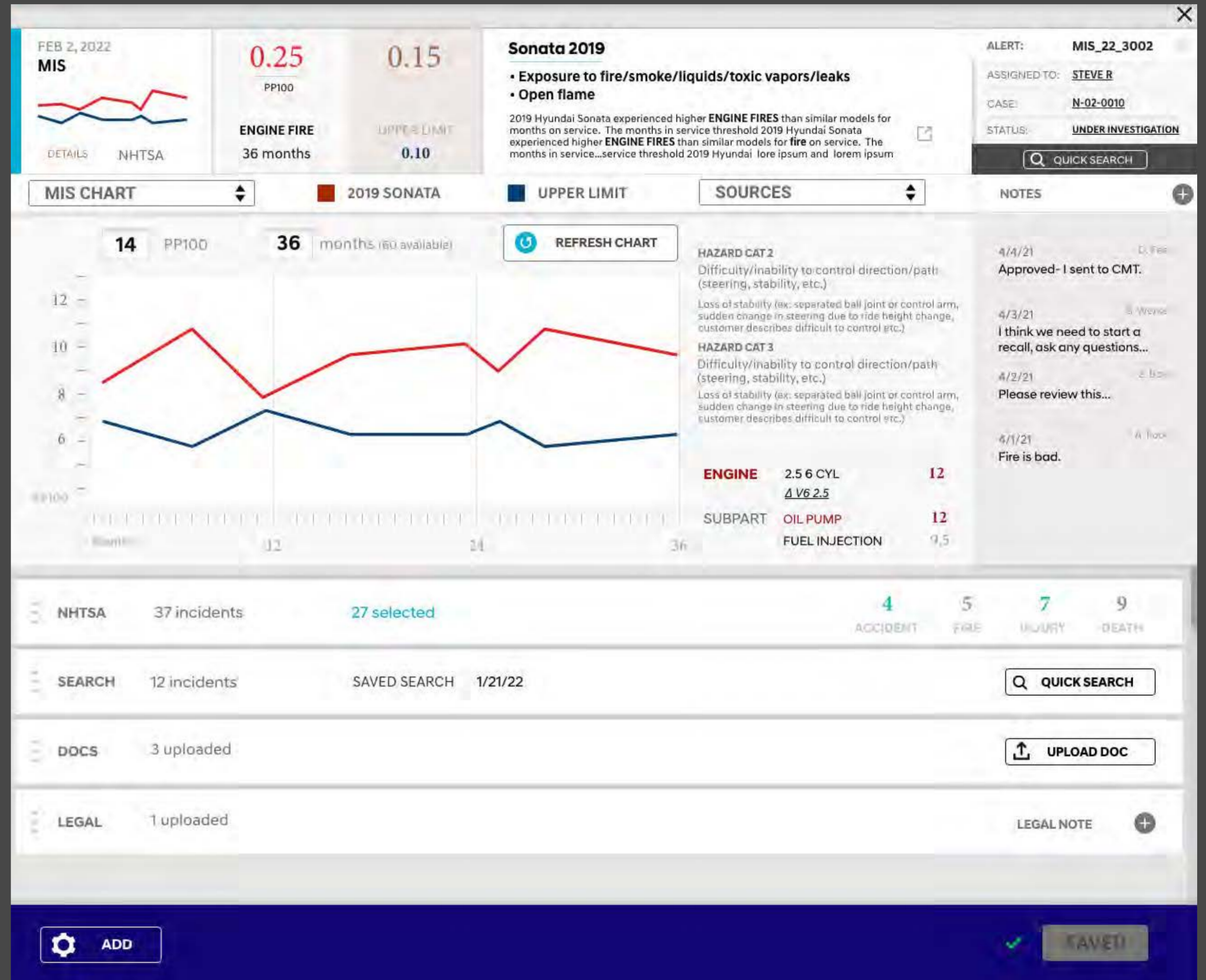
The screenshot shows the Hyundai SODAS dashboard interface. At the top, there's a navigation bar with the logo, 'ALERTS' (with a red notification badge '3'), 'REPORTS', 'SEARCH', and a user profile 'BHolland'. Below this is a sub-navigation bar with 'ALERTS (12)', 'RECENT' (active), 'TO APPROVE' (with a red badge '3'), 'FAVORITES', 'ASSIGNED TO ME', and a '+ CREATE ALERT' button. A filter bar shows 'FILTERS' and 'SORTED BY ALERT TYPE'. A pagination bar shows '1 2 3' and 'SHOW 5 10 20'. The main content area is divided into sections: 'MIS (3)' and 'HIGH SEVERITY (1)'. Each alert card includes a date 'JAN 2, 2022', a line chart, a title, a severity score, a vehicle model, a description of the issue, and a 'QUICK SEARCH' button. The 'HIGH SEVERITY' alert is a 'DEATH' for a 'SONATA (2018)' with a 'First Report Date Feb 2, 2017'. The description reads: 'WHILE DRIVING IN RAINY CONDITIONS VEHICLE SLID AND CAUSED A FRONTAL IMPACT WITH A TREE, WHICH DESTROYED THE FRONT END. DRIVER'S SEAT BELT FAILED IN CRASH AND DRIVER WAS KILLED'. The 'MIS' alerts include 'Exposure to fire/smoke/liquids/toxic vapors/leaks', 'Brake system failure', and 'Electrical Fire'.

EXPANDED ALERT



Alert expands to expose toolset

- select which chart to view
- control the 2 axis
- attach claims and incidents
- select which claims and incidents applied to this alert
- attach docs
- attach legal filings
- attach search
- add a note
- assign alert to a team member
- select a Source for the data shown
- tie to CMT via Case #



FEB 2, 2022 MIS

0.25 PP100 **0.15** UPPER LIMIT

ENGINE FIRE 36 months **0.10**

Sonata 2019

- Exposure to fire/smoke/liquids/toxic vapors/leaks
- Open flame

2019 Hyundai Sonata experienced higher **ENGINE FIRES** than similar models for months on service. The months in service threshold 2019 Hyundai Sonata experienced higher **ENGINE FIRES** than similar models for **fire** on service. The months in service...service threshold 2019 Hyundai lore ipsum and lorem ipsum

ALERT: **MIS_22_3002**

ASSIGNED TO: **STEVE R**

CASE: **N-02-0010**

STATUS: **UNDER INVESTIGATION**

QUICK SEARCH

MIS CHART

2019 SONATA UPPER LIMIT

SOURCES

NOTES

14 PP100 36 months (60 available) REFRESH CHART

HAZARD CAT 2
Difficulty/inability to control direction/path (steering, stability, etc.)
Loss of stability (ex: separated ball joint or control arm, sudden change in steering due to ride height change, customer describes difficult to control etc.)

HAZARD CAT 3
Difficulty/inability to control direction/path (steering, stability, etc.)
Loss of stability (ex: separated ball joint or control arm, sudden change in steering due to ride height change, customer describes difficult to control etc.)

ENGINE 2.5 6 CYL 12
4 V6 2.5

SUBPART OIL PUMP 12
FUEL INJECTION 9.5

4/4/21 Approved- I sent to CMT.

4/3/21 I think we need to start a recall, ask any questions...

4/2/21 Please review this...

4/1/21 Fire is bad.

NHTSA 37 incidents 27 selected 4 ACCIDENT 5 FIRE 7 INJURY 9 DEATH

SEARCH 12 incidents SAVED SEARCH 1/21/22 QUICK SEARCH

DOCS 3 uploaded UPLOAD DOC

LEGAL 1 uploaded LEGAL NOTE

ADD SAVE!

DATA

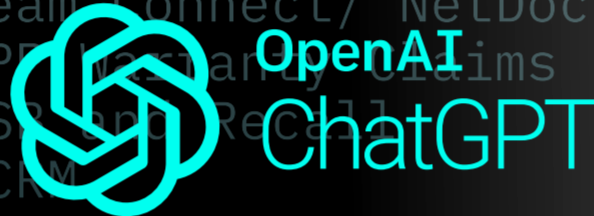
40 DATA SOURCES

PHASE 1
Two (2) data sources

- **Incidents** - service bay writups/notes
- **Claims** department writeups

INITIATE ingestion into **ChatGPT**
FORMAT web display of **incidents** and **claims**
BIND to Hazard Categories

NHTSA Vehicle Owner Questionnaire (VOQ)
Transport Canada Vehicle Owner Questionnaire (VOQ)
Warranty
Warranty Repair Nature-Cause Code
Vehicle Master
Units in Operation
Warranty Repair Service (Labor) Op Master
Field Service Engineer Report (FSE)
Customer Assistance (CA)
Techline
Team Connect/ NetDocuments
HPM
TS
VCM
Customer Pay Repair
Repair Order Operation
Re
HTSS
PDI
MPT
Global Safety Issues
Global Speak Up for Safety
Engineering Changes / QIR, QIS and QIRF
Global Quality Management System (GQMS)
En
En
G1
(GWMS)
Global Service Way (GSW)
Hyundai Dealer Backlog



DETECT TRENDS

SEND ALERT TO DATA TEAM

ALERT

Incident		DATE OF INCIDENT	
UNIQUE COMPLAINT ID (CMPLID)	1237279	DATE OF INCIDENT	8/17/19
NHTSA INTERNAL REF NO.	10789977	SOURCE	(VOQ) NHTSA WEBSITE
VIN	5NPEC4AC4BH	Hazard Category 1	Warning light/message/alert from vehicle
Brand	Hyundai	Sub-Hazard 1	Other
Model Year	2011	Hazard Category 2	Loss of Propulsion
Model Name	Sonata	Sub-Hazard 2	Reduced propulsion (including limp home mode)
WAS VEHICLE INVOLVED IN A FIRE "Y" OR "N"	N	Hazard Category 3	-
NUMBER OF PERSONS INJURED	-	Sub-Hazard 3	-
NUMBER OF FATALITIES	-	Complaint Description	
Full Component Description	SERVICE BRAKES	THE FRONT BRAKES ON OUR HYUNDAI SONATA FAILED BY/VS FORCING MY DAUGHTER OFF THE ROAD USING THE EMERGENCY BRAKE. THIS IS A RESULT OF ONGOING BRAKE PROBLEMS DATING BACK TO WHEN WE PURCHASED THIS CERTIFIED PRE-OWNED CAR IN 2011. HYUNDAI REFUSED TO COVER THE REPAIR, SO WE HAD TO HAVE BRAKE PADS, ROTORS AND CALIPERS REPLACED. THIS IS THE 3RD SET OF BRAKES WE'VE HAD TO REPLACE IN LESS THAN 12,000 MILES. AFTER NUMEROUS CALLS AND CORRESPONDENCE WITH HYUNDAI CONSUMER AFFAIRS EXPLAINING THIS IS A LIFE THREATENING PROBLEM CAUSED BY DEFECTIVE BRAKE SYSTEM, THEY DID PAY FOR THE CALIPERS BUT REFUSED TO PAY FOR THE OTHER COMPONENTS. THE FRONT BRAKES HAD GRINDING NOISE SINCE WE BOUGHT THE CAR AND ONLY LASTED 2,243 MILES (DEALER TOLD US THIS CPD CAR HAD BRAND NEW BRAKES), THE SECOND SET ONLY LASTED 800 MILES SINCE THE CALIPER WAS REPLACED 9/20/19, THERE IS NO MORE GRINDING. IT SEEMS CLEAR THAT THE DEFECTIVE CALIPER CAUSED THE PAD AND ROTOR FAILURE, BUT HYUNDAI DENIES THIS WHEN SPEAKING WITH HYUNDAI CONSUMER AFFAIRS, THEY SAID THEY HAD NO RECORD OF US OWNING THE CAR, 2) HAD NO RECALLS FOR THIS PROBLEM, AND 3) WE DID NOT PURCHASE AN EXTENDED WARRANTY (WE DID). I SUBSEQUENTLY FOUND ON THE NHTSA WEBSITE THAT THERE IS A RECALL FOR THE 2011 HYUNDAI SONATA BRAKES (ATTACHED INVOLVING THE BRAKE CALIPERS. HYUNDAI HAS BEEN DISHONEST AND DECEITFUL DURING THIS ORdeal. I WOULD TO FILE AN OFFICIAL NHTSA COMPLAINT AGAINST HYUNDAI TO 1) PREVENT OTHER CATASTROPHIC BRAKE FAILURES AND POTENTIAL FATALITIES, 2) OBTAIN REIMBURSEMENT FROM HYUNDAI FOR THE COST OF REPAIRS (\$2,000), RECEIPTS ATTACHED - INCONVENIENCE/TIME/PUNITIVE DAMAGES. ATTACHED ARE COPIES OF CORRESPONDENCE, REPAIR ORDERS, NHTSA RECALL, ETC. THANK YOU FOR ANY HELP YOU CAN PROVIDE. XXXX INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b) (5), *TR	
CONSUMER'S CITY	WEXFORD		
CONSUMER'S STATE CODE	PA		
DATE ADDED TO FILE (YYYYMMDD)	2015112		
DATE COMPLAINT RECEIVED BY NHTSA (YYYYMMDD)	2015112		
VEHICLE MILEAGE AT FAILURE	54250		
NUMBER OF OCCURRENCES	1		

Re-Formatted Incident

Claim		CLAIM RECEIVED DATE	
CLAIM NUMBER	69899A	CLAIM RECEIVED DATE	8/17/19
EVENT TRANSACTION ID	104328173831	TAGGED BY	Alberj
VIN	KM8JUCAC8U466401	Hazard Category 1	Warning light/message/alert from vehicle
Brand Code	H	Sub-Hazard 1	Other
Model Year	2012	Hazard Category 2	Loss of Propulsion
Model Name	TUCSON	Sub-Hazard 2	Reduced propulsion (including limp home mode)
Causal Part Number	2102025150	Hazard Category 3	-
Causal Part Description	BEARING PAIR SET-GRV/SHF CTR	Sub-Hazard 3	-
Cause Code	ZZ3		
Nature Code	13A		
Nature Description	WARNING LIGHT ON_LAMP ON		
Customer Complaint Description	CUST STATES CHECK ENGINE LIGHT IS ON AND THE ENGINE SEEMS TO BE RUNNING VERY ROUGH AND VERY SLUGGISH WHEN ACCELERATING		
Cause Description	TIMING CHAIN JUMPED 4 TEETH P0016, P0340 FOUND METAL IN OIL PAN REPLACED ENGINE SHORT BLOCK ASSY.		
Correction Description	TIMING CHAIN JUMPED 4 TEETH P0016, P0340 FOUND METAL IN OIL PAN REPLACED ENGINE SHORT BLOCK ASSY, TIMING CHAIN, OIL PUMP CHAIN, 2 TENSIONERS REPLACED BOTH CVT'S		
Technician Comment	-		

Re-Formatted Claim



TRAIN THE MODEL

REINFORCEMENT LEARNING FROM HUMAN FEEDBACK

AI/ML team asked for help matching HAZARD to incident or claim.

After claiming, "We can't seem to detect any trends," they asked me if I could design a Train the Model App.

The Data Team were reliant, vetted resources, so let's keep their data clean (i.e. how to spot cheating, frequency and gamification).

The screenshot shows the 'HYUNDAI SODAS TRAIN' interface. At the top, there are navigation links for TRAIN, ALERTS (with a red notification bubble containing the number 3), REPORTS, and SEARCH. A user profile dropdown shows 'BHolland'. Below the navigation, the 'TRAINING' section is active, with a sub-link 'EARN NEW STAR'. A progress bar indicates 'COMPLETE 10 EVERY WEEK AND EARN A STAR' and '0/10 COMPLETED'. The main content area features three blue stars and the text: 'Please, help us make the computer model better by selecting the proper category for each Incident. Thus will help us align the machine's ability to properly categorize incidents. Complete 10 every week and earn stars. Start Here by selecting the correct HAZARD'. Below this is a task card for a '2019 Hyundai Sonata' incident from 'Jan 21, 2020' on the '(IVOC) NHTSA WEBSITE'. The task description reads: 'Description of the Complaint THE FRONT BRAKES ON OUR HYUNDAI SONATA FAILED 9/17/15 FORCING MY DAUGHTER TO USE EMERGENCY BRAKE. THIS IS A RESULT OF ON-GOING BRAKE PROBLEMS DATING BACK TO WHEN WE BOUGHT THIS CERTIFIED PRE-OWNED CAR 11/25/13. HYUNDAI REFUSED TO COVER THE REPAIR, SO WE HAD TO HAVE ROTORS AND CALIPERS REPLACED. THIS IS THE 3RD SET OF BRAKES WE'VE PAID TO HAVE REPLACED AFTER NUMEROUS CALLS AND CORRESPONDENCE WITH HYUNDAI CONSUMER AFFAIRS'. A 'SELECT:' dropdown menu is open, showing 'Hazard Category' with a list of options: 'Difficulty/inability to CONTROL SPEED', 'Difficulty/inability to CONTROL DIRECTION/PATH (steering, stability, etc.)', 'Exposure to fire/smoke/liquids/toxic vapors/leaks', 'Loss of Propulsion', 'Problems with crash PROTECTION', and 'Problems with crash PREVENTION'. The bottom of the screenshot shows a success message: 'GREAT JOB! Thanks for helping make the SODAS model more accurate. See you next week! Complete 10 every week and earn stars. BACK TO ALERTS'.

SEARCH

SEARCH TOOLS

Search is the main source of research for Data Team so a full set of tools needed to be developed.

- Advanced Search
- Filter by Data Source
- Select Make/Model/Year to winnow down selectable options
- Facetted Sort & Filter
- What is ASSIGNED TO ME
- Collect results and pin to alert
- Save Search
- Rerun Search

SEARCH [Enter keywords, alert number or case number] [SEARCH] [ADVANCED SEARCH]

FILTERS [ASSIGNED TO ME] [IN WATCH QUE] [Filter by source (2 selected)]

PRODUCTION RANGE [START] [Month/Day/Year] [END] [Month/Day/Year]

MAKE	MODEL	YEAR	TRIM
<input checked="" type="checkbox"/> Hyundai	<input type="checkbox"/> ACCENT	<input type="checkbox"/> 2021	<input type="checkbox"/> S
<input type="checkbox"/> Genesis	<input type="checkbox"/> ELANTRA	<input type="checkbox"/> 2020	<input checked="" type="checkbox"/> SL
	<input type="checkbox"/> SANTA FE	<input checked="" type="checkbox"/> 2019	<input type="checkbox"/> SEL
	<input checked="" type="checkbox"/> SONATA	<input checked="" type="checkbox"/> 2018	<input type="checkbox"/> V
	<input type="checkbox"/> TUCSON	<input type="checkbox"/> 2017	<input type="checkbox"/> VS

SAFETY ISSUE/SUB-ISSUE [Enter Symptom or safety issue]

- Difficulty/inability to control direction/path
 - Partial or fill loss of steering
 - Partial or fill loss of power steering assist
 - Partial or fill loss of stability control
 - Loss of stability (separated ball joint or control arm, sudden change in steering due to ride height change, customer difficult to control etc.)
 - Loss of stability (rapid air loss in tires, tread separation, loose/cracked/split or detachment, etc.)
 - Unintentional movement of the driver's seat may affect the driver's ability to control the vehicle.
 - Partial or fill loss of steering
- Difficulty/inability to control speed

< Advanced Search

SEARCH [ADVANCED SEARCH]

TYPE	MAKE/MODEL	ISSUE	DESCRIPTION
CLAIM	HYUNDAI SONATA 2019	Exposure to fire/smoke/liquids/toxic vapors/leaks	Fire reported by customer, dealer replaced engine for claim. Also replaced, was hood and wire ...
INCIDENT	HYUNDAI SONATA 2019	Exposure to fire/smoke/liquids/toxic vapors/leaks	Fire reported by customer, dealer replaced engine for claim. Also replaced, was hood and wire ...
CLAIM	HYUNDAI SONATA 2019	Exposure to fire/smoke/liquids/toxic vapors/leaks	Fire reported by customer, dealer under warranty replaced engine for claim. Also replaced, was hood and wire ...
INCIDENT	HYUNDAI SONATA 2019	Exposure to fire/smoke/liquids/toxic vapors/leaks	Fire reported by customer, dealer replaced engine for claim. Also replaced, was hood and wire ...
CLAIM	HYUNDAI SONATA 2019	Exposure to fire/smoke/liquids/toxic vapors/leaks	Fire reported by customer, dealer replaced engine for claim. Also replaced, was hood and wire ...

Summary Card: FEB 2, 2022 MIS [0.25] [0.15] Sonata 2019 [0.10]

Alert Details: ALERT: MIS_22_3002, ASSIGNED TO: STEVE B, CASE: N-02-0010, STATUS: UNDER INVESTIGATION

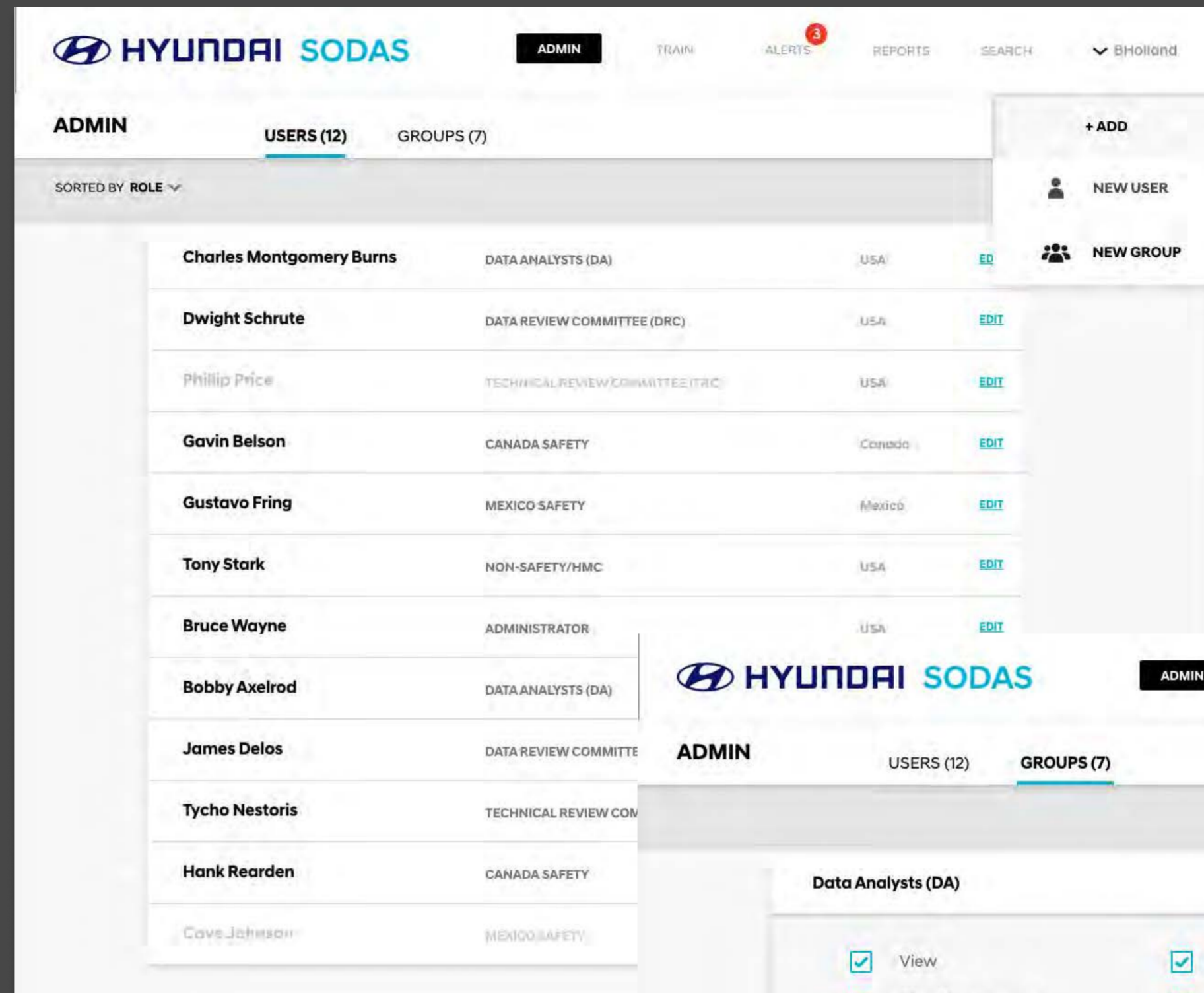
Buttons: Save Selections, Save SEARCH, ADD to ALERT

Search with Capture Tools >

ADMIN

MANAGE USERS

- Users
- Region-based permissions
- Teams



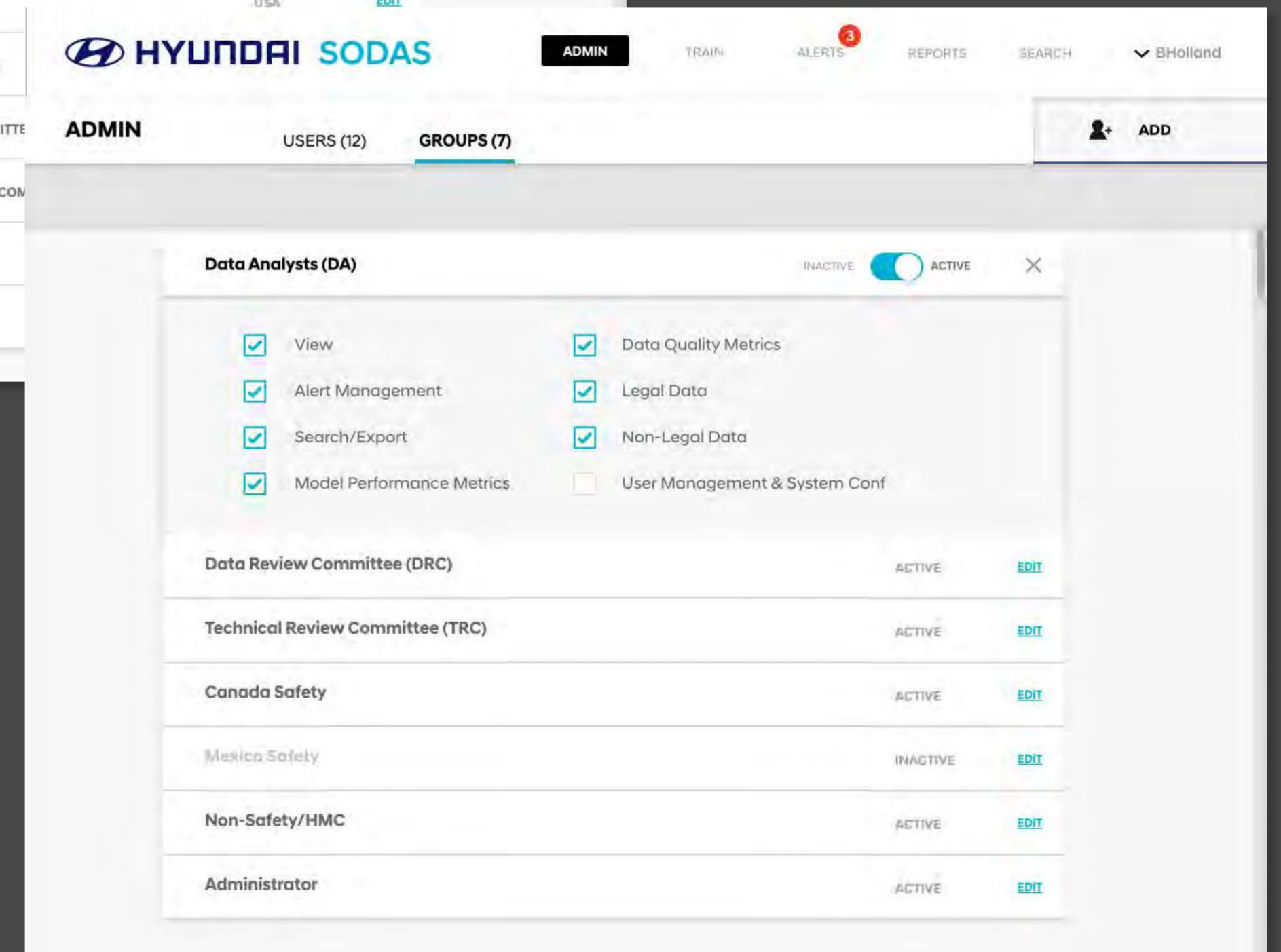
HYUNDAI SODAS ADMIN TRAIN ALERTS 3 REPORTS SEARCH BHolland

ADMIN **USERS (12)** GROUPS (7)

SORTED BY ROLE

Charles Montgomery Burns	DATA ANALYSTS (DA)	USA	ED
Dwight Schrute	DATA REVIEW COMMITTEE (DRC)	USA	EDIT
Phillip Price	TECHNICAL REVIEW COMMITTEE (TRC)	USA	EDIT
Gavin Belson	CANADA SAFETY	Canada	EDIT
Gustavo Fring	MEXICO SAFETY	Mexico	EDIT
Tony Stark	NON-SAFETY/HMC	USA	EDIT
Bruce Wayne	ADMINISTRATOR	USA	EDIT
Bobby Axelrod	DATA ANALYSTS (DA)		
James Delos	DATA REVIEW COMMITTEE		
Tycho Nestoris	TECHNICAL REVIEW COM		
Hank Rearden	CANADA SAFETY		
Cavs Johnson	MEXICO SAFETY		

+ ADD
NEW USER
NEW GROUP



HYUNDAI SODAS ADMIN TRAIN ALERTS 3 REPORTS SEARCH BHolland

ADMIN **USERS (12)** **GROUPS (7)** ADD

Data Analysts (DA) INACTIVE ACTIVE X

- View
- Alert Management
- Search/Export
- Model Performance Metrics
- Data Quality Metrics
- Legal Data
- Non-Legal Data
- User Management & System Conf

Data Review Committee (DRC)	ACTIVE	EDIT
Technical Review Committee (TRC)	ACTIVE	EDIT
Canada Safety	ACTIVE	EDIT
Mexico Safety	INACTIVE	EDIT
Non-Safety/HMC	ACTIVE	EDIT
Administrator	ACTIVE	EDIT

OUTCOME

The screenshot displays the 'ALERTS' section of the HYUNDAI SODAS dashboard. It features a navigation bar with 'TRAIN', 'ALERTS' (with a notification badge), 'REPORTS', 'SEARCH', and a user profile 'BHolland'. Below the navigation, there are tabs for 'ALERTS (12)', 'ALL', 'PENDING APPROVAL' (with a notification badge), 'WATCHLIST', and 'ASSIGNED TO ME', along with a '+ CREATE ALERT' button. The interface includes filters, sorting options, and pagination. The main content area is divided into three sections: 'MIS (3)', 'HIGH SEVERITY (1)', and a 'DETAILS' section for each alert.

Alert ID	Model	Alert Type	Severity	Upper Limit	Description	Status	Assigned To
MIS_22_3002	Sonata 2019	ENGINE FIRE	0.25	0.15	Exposure to fire/smoke/liquids/toxic vapors/leaks Open flame	UNDER INVESTIGATION	STEVE R
MIS_22_3002	Sonata 2019	ENGINE FIRE	0.18	0.11	Exposure to fire/smoke/liquids/toxic vapors/leaks Open flame	UNDER INVESTIGATION	STEVE R
MIS_22_3002	Sonata 2019	ENGINE FIRE	0.21	0.09	Exposure to fire/smoke/liquids/toxic vapors/leaks Open flame	UNDER INVESTIGATION	STEVE R
MIS_22_3002	Sonata 2019	DEATH	HIGH SEVERITY	Problem with Crash Protection	WHILE DRIVING IN RAINY CONDITIONS VEHICLE SLID AND CAUSED A FRONTAL IMPACT WITH A TREE, WHICH DESTROYED THE FRONT END. DRIVER'S SEAT BELT FAILED IN CRASH AND DRIVER WAS KILLED.	SET STATUS	ASSIGN ALERT

DESIGN & AND CONSENSUS

- Feed**- Alerts, messages, approval notifications
- Search**- Quick search, advanced search, save search, bind search to alert, auto-fill from Model/Year selection,...
- Alerts**- Bind alert to **Hazard Type**, define 12 alert types based on **Hazard Type**, expanded alert with details & interactive chart, parts and systems associated with incident or claim, bind search results to alert, workflow to escalate to CMT.
- Admin**- User management, team management
- Case Builder** - Collect research - save search results, add notes, add files, peer review, etc.
- CMT integration**- Integrate with existing CMT via API.
- Teach the Machine**- Using RLHF, extract institutional knowledge from Data Team to teach the model how to recognize and predict, gamify, vet, repeat.

HAPPY CUSTOMERS

"Thanks for creating a useful, easy-to-use tool, instead of the direction that was being forced upon us"
 Hyundai Data Team Member (ACTUAL USER)

"Greatly appreciate your efforts throughout the project. Your work has been appreciated a lot by Hyundai – they loved the entire design experience that you led."
 Program Manager at WongDoody/Infosys