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August 21, 2006

Associate Administrator for Safety Assurance
NSA-10
NHTSA HQ
400 7th Street, SW
Washington, DC 20590

Dear Sir or Madam:

Please find enclosed a copy of a letter that I recently sent to the president of Hyundai Motor America. The subject of this letter is a safety issue with my 1995 Hyundai Sonata and the poor customer service I received in the situation. Feel free to contact me should you require more information about this incident.

Sincerely,

[Redacted Signature]

[Redacted Address Line]

Bowie, MD
[Redacted Address Line]

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9/5/06

August 21, 2006

Robert Cosmai, President and CEO
Hyundai Motor America
10550 Talbert Avenue
Fountain Valley, CA 92728

Dear Mr. Cosmai;

I am writing you in regard to a problem that could not be handled at the consumer affairs level. Since 1995, I have been a proud and loyal Hyundai owner. I would like to think that by purchasing a Hyundai, I made a small contribution in help build one of the best car manufacturers in the world today.

In 2004, I had a very frightening experience when the front cross member sub-frame literally broke in half while I was operating my 1995 Sonata. I felt that this was a very serious matter and believed that Hyundai would be interested in investigating a failure like this.

In August of 2004, I filed a claim with the company to have this investigated. I provided Hyundai with all of the specific information that was requested of me regarding this issue. Meanwhile, I waited for a response from the company. Hyundai wanted an independent investigator to examine the car. His findings were that this part could have possibly suffered from defect or design flaw. After the investigation was completed, Hyundai decided to replace the part and all of the components related to this part were to be repaired at no charge.

I was truly delighted that Hyundai would stand behind their product and do this. Before I continue, I would like to note that that at the time this original event occurred I had no other or on going problems with my car. I bought the car new and I am the original owner. I take pride in this car and I have maintained it well throughout the years.

In the beginning of all of this, it seemed simple and as though everything would fall into place once the part was ordered. Bob Bell Hyundai/Ford of Glen Burnie, Maryland was the dealer where I took my car. After a few weeks of waiting, we found out that Hyundai no longer manufactured this part. The dealership attempted to order the part through a local salvage company. They were unsuccessful because the search was too narrow. After waiting for such a long time, my wife and I went on-line to locate the part after the dealer had all but given up. We found the part online in less than a week and made arrangements for it to be shipped to the dealer. I felt that I was not treated with the proper respect. I believe that they would have been much more concerned about helping me if I was purchasing a new car rather than seeking resolution of a problem.

A few weeks after the part arrived, the service department proceeded to replace the broken cross-member. Upon completion they did not perform an alignment or test drive the car to make sure it was safe to drive on the public road or highway. After nearly four months of sitting my battery had died. No offer was made to jumpstart the car nor was it suggested that I purchase a genuine Hyundai battery. Two of my tires had deflated and no offer was made to inflate them nor was it suggested that I purchase tires from Hyundai.

During the repair of the cross-member my exhaust system was damaged due to improper removal to make the repair. From a customer satisfaction stand point service like this at the dealer level, let me, the customer and you, the company down. To my total disbelief, I received a phone message from service representative, Mary Beth Stone stating that I needed to pick up the car as soon as possible even if I had to have it towed. In the message she was laughing as she said that the tires were flat and she doubted that it would start after sitting for so long and we would probably need to have it towed. I also wondered how they could complete a repair and then not test drive the car to check that the repair is correctly done and safe.

I went to pick up the car. Instead of having the car towed, I replaced the battery with one I purchased at Pep Boys and I brought my own portable air compressor to inflate the tires. Once I started driving the car home, I

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noticed that the alignment was way off. I then had to take the car to my local Midas shop where I paid to have the alignment done and the exhaust replaced.

If this was a "gesture of good will" as Christine Wein, the consumer affairs representative stated in her letter dated October 19, 2004, I must say that it is one of the worst examples of such that I have ever seen. I say this because this was an extremely costly situation for me. I had to pay to have repairs done as a result of the car sitting at Bob Bell Hyundai for such a long period of time and as a result of the "repair" that they performed. I also incurred over \$4000 in rental car expenses while waiting for the situation to be resolved and after I was told that Hyundai would pay for a rental car while the car was being repaired. It doesn't make logical sense that we would have rented a car and planned to pay that large of a sum of money to have this car repaired. We rented the car for two reasons. We were told that Hyundai would reimburse us for the expense and we believed that Bob Bell would have the car repaired in a reasonable length of time. Neither of these things occurred. It would have been better for someone at Hyundai to tell me that this was going to take a great deal of time and expense, and suggest that I replace the car. At that point, if someone had suggested that I purchase a new Hyundai and offered a discounted price (as a gesture of goodwill), I would have considered it.

My wife sent Christine Wein the rental car statements for reimbursement multiple times, and I received no reply whatsoever. I should also mention that I did not seek a rental vehicle until after I was told (verbally and in writing) that Hyundai would reimburse me for it. I rented the car on October 30, 2004 after receiving written confirmation in the letter dated October 19, 2004.

To add insult to injury, on July 7, 2006, I discovered that the replacement front crossmember has formed a crack as well, rendering the car unsafe to drive once again. The car still runs well and is in good condition except for the cross member.

Bob Bell Hyundai and Christine Wein did both of us disservice in the way that my situation was handled. They had a short-sighted approach and viewed me as a claim rather than the loyal Hyundai customer that I was. They didn't consider the great likelihood that I would purchase another Hyundai in the future and continue to recommend Hyundai to friends and family members (as I had done the entire time I owned the car). When this situation began, I viewed Hyundai as a different type of car company, one that believes in taking care of their customer and providing them with outstanding customer service and ensuring that their vehicles are safe. My opinion of this company has been shaken a bit by this long drawn out situation. I hope that you will restore my faith in the company by considering my experience and following through on the original commitments that were made to me.

Sincerely,

[REDACTED]

[REDACTED]

Bowie, MD
[REDACTED]

CC: NHTSA, Administrator for Safety Assurance
CAS (Center for Auto Safety)
Better Business Bureau
Consumer Reports Magazine