

2009 JAN -2 AM 7:26

Herndon, VA
December 22, 2008

General Manager
Easterns Hyundai Leesburg
325 East Market Street
Leesburg, VA 20176

Reference: 2008 Hyundai Elantra VIN# KMHDU46D68

Dear Sir / Madam:

In 2008, I purchased the above listed vehicle for my son to attend college. I was looking for a safe and reliable vehicle since he would be away from home and living on his own. We had been very pleased with the vehicle, in fact genuinely impressed.

I recently received a recall notice from Hyundai Motor America advising of a potential fuel pump problem which could cause hesitation and poor starting. While home on a break we brought the vehicle to your service department on November 28, 2008 for the warranty work to be performed. We picked up the car and he returned to school in Richmond. Once back at school he parked the vehicle and did not use it again until the night of December 13, 2008. While travelling on West Broad Street in Richmond the vehicle abruptly stopped running and immediately a strong smell of gasoline permeated the vehicle.

With some assistance, my son managed to get the vehicle out of the roadway and called me. It would not start and the gasoline vapor was very strong. We used the Hyundai emergency road service (which was excellent) and they towed the inoperable vehicle to West Broad Hyundai. When the service department re-opened on December 15, 2008 they examined the car. They discovered that the fuel line leading to the fuel pump had come loose and had fallen off the connection point. This was the cause of the fuel leak and the vehicle becoming inoperable.

Needless to say, this malfunction at mileage 9,332 would seem related to the fuel pump recall work done on the vehicle at mileage 9,119. I spoke with a service advisor at West Broad Hyundai who indicated that they have done a number of these fuel pump recalls and have never had this problem occur. Upon further inquiry the only explanation he could give for this to have occurred was a faulty installation on the recall work.

This situation unnecessarily placed my son and his passenger in great danger. We have had no fuel related problems with the vehicle prior to bringing it to your

MC
01/02/09
7:39
KB

dealership. Instead of a potential for hesitation, the vehicle was returned to us with a fuel leak eventually becoming completely inoperable some two hundred miles later. The peril caused by this fuel leak placed my son at far greater danger than the original underlying recall condition. I am sure you can understand my alarm and anger at the situation.

My purpose in writing this letter is to make you aware of the situation so you can prevent it from happening to someone else and perhaps prevent a tragic outcome. I ask that you investigate the cause of this installation problem and take the necessary corrective action(s). I am forwarding a copy to the National Consumer Center for Hyundai Motor America and the National Highway Traffic Safety Administration so they can be aware of the situation for any pattern that may exist with the specifications of this recall repair.

Beyond the inconvenience, I am very thankful that my son is safe. Needless to say the outcome could have been horrible. I would be pleased to receive your analysis of the situation and any thoughts you may have to prevent a similar situation. I would also be grateful if the National Consumer Center of Hyundai Motor America could advise if this problem has occurred at other service centers and what action(s) may be warranted.

I thank you in advance for your prompt attention to this matter.

Sincerely,

Cc: National Consumer Center, Hyundai Motor America
Administrator, National Highway Traffic Safety Administration



EASTERNS HYUNDAI, LEESBURG

325 East Market Street
Leesburg, VA 20176
Phone: 703-443-2220 Fax: 703-443-2230
www.easterns.com

Easterns
AUTOMOTIVE GROUP

CELL: 703-216-7445

CUSTOMER NO.	ADVISOR JERRY TROMBETTA	502568	TAG NO.	INVOICE DATE 11/28/08	INVOICE NO. HYCS95407
HERNDON, VA	LABOR RATE 100.00	LIC/NSF NO.	MILEAGE 9,119	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 08/HYUNDAI/ELANTRA/4DR			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. K M H D U 4 6 D 6 8			SELLING DEALER NO.	PRODUCTION DATE 11/10/07
	F.T.E. NO.			P.O. NO.	R.O. DATE 11/28/08
RESIDENCE PHONE	BUSINESS PHONE				
COMMENTS					

LABOR-----
J# 1 99SMZZ086 FUEL PUMP ASSM TECH(S):348833 WARRANTY
FUEL PUMP NOT OPERATING PROPERLY
REPLACE FULE PUMP SUBASSEMBLY WITH NEW PART
REPLACED FUEL PUMP ASSEMBLY PER CAMPAIGN 086

J# 2 51SMZ BODY ELECTRICAL TECH(S):348833 INTERNAL
CUSTOMER STATES BATTERY IS DYING
PERFORMED COMPLETE ELECTRICAL TEST OF STARTING SYSTEM
ALTERNATOR CHARGING GOOD. STARTER DRAW NORMAL.
BATTERY TEST GOOD. NO ABNORMAL DRAW ON SYSTEM.

J# 3 00SMZ00 FREE OIL CHANGE TECH(S):348833 INTERNAL
CUSTOMER REQUESTS FREE OIL AND FILTER CHANGE SERVICE.
COMPLETED

TOTAL - LABOR 0.00

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-
JOB # 1	1	31110-2H005-QQH	FUEL PUMP KIT	
JOB # 3	1	26300-35503	FILTER ASSY-ENGINE	
JOB # 3	1	21513-23001	GASKET-OIL PLUG	

TOTAL - PARTS 0.00

G.O.G. & SUPPLIES-----
JOB # 3 4.0 5W20 OIL @ /UNIT INTERNAL
TOTAL - GOG 0.00

COMMENTS-----
DROP

TOTALS-----

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

THANK YOU FOR LETTING EASTERNS HYUNDAI
SERVICE YOUR VEHICLE. WE LOOK FORWARD TO
SEEING YOU AGAIN SOON!!

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. VEHICLES LEFT OVER 72 HOURS ARE SUBJECT TO A STORAGE CHARGE.

CUSTOMER SIGNATURE

RICHMOND, VA

West Broad Hyundai

A MEMBER OF THE PAGE AUTO GROUP



7100 West Broad Street
Richmond, VA 23294
PH: (804) 755-6215
www.pageauto.com

SERVICE ADVISOR JIMMY TIBBS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
15DEC08	15DEC08		KMH DU46D6E				15DEC08	114330
		YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
07:34	08:58	08	HYUNDAI ELANTRA			01JAN08	56	56
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
9332	9332							

A ENG WILL NOT START--TOWED IN
CAUSE: LOOSE LINE

31310R00 DIAQ AND REINSTALL FUEL LINE
GOING TO FUEL PUMP.

31 WH

(N/C)

CC: 89

FC: 29

PART#:

COUNT:

CLAIM TYPE: WAR

AUTH CODE:

B FREE DIAGNOSTIC COURTESY INSPECTION

F FREE DIAGNOSTIC COURTESY INSPECTION

36 CGH

0.00

0.00

WEST BROAD

HONDA
804-672-9200



HYUNDAI
804-755-6215



VW/AUDI
804-217-6330

**MECHANICSVILLE**

DODGE
804-559-4767

SPRINTER

HONDA
804-730-7350



TOYOTA
804-559-8719

**SERVICE HOURS**

Monday through Thursday

7:30 AM to 7:30 PM

Friday

7:30 AM to 6:00 PM

the

**DESCRIPTION****TOTALS**

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DEDUCTIBLE/DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X _____
Customer Signature

COMMERCIAL AND BUSINESS ACCOUNTS MUST REMIT
PAYMENT TO:

WEST BROAD HYUNDAI
P.O. BOX 72075
RICHMOND, VA 23255-2075

Labor rate based on _____
per flat rate hour.

See reverse side for warranty details

Payment

☐ Cash ☐ Visa ☐ MC ☐ Discover
☐ Check Check # _____
☐ Point of Sale Check
☐ Page Charge ☐ Other