



U.S. Department
of Transportation

National 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
2010 FEB 22 PM 12:54

Repository ☐

21-DEC-2009

Reference No.
10296611

OWNER INFORMATION (Type or Print)

Name

Address

City GUALALA

State CA

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 INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

KMHGC46F89U

Make

HYUNDAI

Model

GENESIS

Model Year

2009

Date Purchased

DEC 19, 2008

Dealer's Name and Telephone Number

DOTEN HYUNDAI 510-222-8882

Engine:

No: Cylinders 8

Fuel Type:

GASOLINE
(REGULAR)

Original Owner



Dealer's City

RICHMOND

State

CA

Zip Code

94806

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

RWD

Multiple Failure:

Incident Date(s)

(A) 18-DEC-2009

(B) 31 DEC 2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Failure Mileage

(A) 15000

Failure Speed

(A) PARKING

(A) ALSO TPMS (TIRE PRESSURE MONITORING SYSTEM) DEFECT 2

(B) 1000

(B) ALL SPEEDS

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

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), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

NONE

Number of Deaths

NONE

Reported to Police

NO

Narrative Description of Incident(S), Crash(es), and 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).

(A) TL* THE CONTACT OWNS A 2009 HYUNDAI GENESIS. WHILE PARKED ON A SLIGHT INCLINE WITH THE ENGINE TURNED OFF, HE EXITED THE VEHICLE. UNEXPECTEDLY, THE VEHICLE ROLLED BACKWARDS IN THE PARKING LOT. THE FRONT PASSENGER WAS ABLE ENTER THE DRIVER SIDE SEAT TO TURN THE ENGINE ON AND PLACE THE GEAR SHIFTER INTO "PARK". THERE WERE NO INJURIES OR DAMAGES. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER. THE TECHNICIAN WAS UNABLE TO DUPLICATE THE FAILURE. THE VEHICLE HAS NOT BEEN REPAIRED FOR THE MALFUNCTION. THE FAILURE AND CURRENT MILEAGES WERE 15,000.

(B) THE TPMS INSTRUMENT PANEL LIGHT COMES ON SPASMODICALLY AT ANY SPEED OR LOCATION. THE DRIVER CANNOT TELL WHETHER THE INSTRUMENT PANEL FLAT TIRE DISPLAY IS OVER-RIDDEN, WHEREBY THE DRIVER WOULD BE UNAWARE OF A LOSS OF PRESSURE AND CHANCE OF ACCIDENT

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

ATTACHED ARE CORRESPONDENCE WITH THE LOCAL HYUNDAI
DEALERSHIP AND THE HYUNDAI REGIONAL OFFICE IN SALT LAKE CITY,
UTAH. NOTE THAT THE TRMS DEFECT HAS OCCURED SINCE
DECEMBER 31, 2008 (13 MONTHS) AND HYUNDAI HAS FAILED
TO SOLVE THE DEFECT.

ATTACH ADDITIONAL SHEETS IF NECESSARY



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



From: [REDACTED]
Subject: TPMS
Date: February 1, 2010 9:05:47 AM PST
To: jon <jmiller@manlyauto.com>
Cc: [REDACTED]

Rhonda FYI
FAX TO 1-801-736-3561
FROM [REDACTED]
case # 3801108
ID # 54261
PLEASE COPY TO "LAFE"
ID 54263

Jon:

At 1:30 p.m. yesterday afternoon, my wife parked the Hyundai at our local Iversen Cove Beach, I was with her. The parking area is a graveled lot at a slope of about two percent.

When she backed out the rear wheels slipped on the the wet surface. She immediately noticed the low pressure symbol, (a U-shape tire cross-section with an exclamation mark inside it), on the instrument panel. As she began to leave the lot the instrument panel showed the diagram indicated that it was the right rear (RR) tire. We both examined the tire and there was no visible flat. We drove home slowly, about a 1,000 yards and parked it in the garage. I immediately checked the tire pressure and it read 28 psi, I checked it again to be certain. All the other three tires read 33 psi. (Refer to my previous messages). I again checked the tire pressure at 8 p.m. and 8 a.m. this morning and the tire pressure had remained at 28 psi overnight with no obvious leakage. I have therefore concluded that the tire lost 5 psi of pressure when the wheels spun out (slipped) at the parking lot. I have therefore inflated the RR tire back to 33 psi and my wife will test drive the car on a six mile trip to Point Arena and back this morning.

An additional serious concern is whether during an on highway "traction control event" a tire might lose pressure and vehicle and damage, injury or death to occupants.

Gualala, CA [REDACTED]

Phone & fax: [REDACTED]
[REDACTED]

cc Rhonda 10 54261
case # 3801108

From: [REDACTED]
Subject: **Re: Hyundai Genesis Transaxle and TPMS warranty defects**
Date: January 25, 2010 5:17:01 PM PST
To: jon <jmiller@manlyauto.com>
Cc: [REDACTED]

Hi Jon:

Wednesday February 24 would suit us. We have another appointment in SR that day. Ten a.m is the earliest time we can meet and in the afternoon we are unavailable from 1:30 until 3:00 p.m. Please confirm.

The transmission shift when in low (5th), drive (6th) gear cannot be placed in P(Park) past the N(Neutral) position if the engine is switched off previously, unless one either restarts the car (which requires ones foot on the brake pedal) or without ones foot on the brake pedal by pressing the start button which solely turns the accessories on including lighting the dash instruments without starting the car. The Owners Manual states in part, "You can not turn the engine off without the transmission lever in the P(Park) position."

[REDACTED]
[REDACTED]
Gualala, CA [REDACTED]

Phone & fax: [REDACTED]

On Jan 25, 2010, at 4:14 PM, jon wrote:

Hello [REDACTED]

Hyundai has responded with a new date of availability which is 2/25/10 does this date work for you ? They also advised they may be available 2/24/10 but are unsure right now. In reference to the transaxle/ignition concern you have in simple terms - "your concern is the fact that you can shut the engine off while in any gear correct ?"

Thank you,

Jon Miller

707-545-8220

-----Original Message-----

From: [REDACTED]
Sent: Saturday, January 23, 2010 7:04 PM
To: jmiller@manlyauto.com
Cc: [REDACTED]
Subject: Hyundai Genesis Transaxle and TPMS warranty defects

Jon:

My wife, [REDACTED] received a call from you last Tuesday, January 19 during which you notified her that the Hyundai regional manager was stranded in Reno due to snow conditions and that our scheduled meeting at your dealership on Thursday, January 21, at 10:30 a.m. was cancelled. We had coordinated the meeting with a dental appointment which we were unable to cancel, thus we must make the 75 mile trip from Point Arena again. We have patiently waited four days for

notice that the meeting has been rescheduled for a time and date certain. We presume that the Hyundai manager is still planning to be in Santa Rosa soon. My wife and I have very busy business and community schedules so we would appreciate a week's notice of the meeting.

For your information the "TPMS" system defect warning came on yesterday evening in the Gualala area and also came on at Fort Ross during our return trip last Tuesday from Santa Rosa. I am regularly checking the cold tire pressures at 33 psi weekly.

Looking forward to a firm meeting date.

[REDACTED]
[REDACTED]
[REDACTED]
Gualala, CA [REDACTED]

Phone and fax: [REDACTED]

case # 3801108
cc Rhonda ID 54261

From: [REDACTED]
Subject: **Hyundai Genesis Transaxle and TPMS warranty defects**
Date: January 23, 2010 7:03:40 PM PST
To: jmillier@manlyauto.com
Cc: [REDACTED]

Jon:

My wife, [REDACTED] received a call from you last Tuesday, January 19 during which you notified her that the Hyundai regional manager was stranded in Reno due to snow conditions and that our scheduled meeting at your dealership on Thursday, January 21, at 10:30 a.m. was cancelled. We had coordinated the meeting with a dental appointment which we were unable to cancel, thus we must make the 75 mile trip from Point Arena again. We have patiently waited four days for notice that the meeting has been rescheduled for a time and date certain. We presume that the Hyundai manager is still planning to be in Santa Rosa soon. My wife and I have very busy business and community schedules so we would appreciate a week's notice of the meeting.

For your information the "TPMS" system defect warning came on yesterday evening in the Gualala area and also came on at Fort Ross during our return trip last Tuesday from Santa Rosa. I am regularly checking the cold tire pressures at 33 psi weekly.

Looking forward to a firm meeting date.

[REDACTED]
[REDACTED]
[REDACTED]
Gualala, CA [REDACTED]
Phone and fax [REDACTED]

From: [REDACTED]
Subject: **Fwd: TPMS and Transaxle defects.**
Date: January 1, 2010 6:17:25 PM PST
To: hdennison@manlyauto.com
Cc: [REDACTED]

From: [REDACTED]
Date: January 1, 2010 5:50:12 PM PST
To: hdennison@manlyauto.com
Subject: **TPMS and Transaxle defects.**

Harrie:

[REDACTED] and I request that if Manly is unable to satisfy us with regard to repair of the TPMS and transaxle defects and they are not repaired to our satisfaction by January 31, 2010 that a meeting be held at Manly which will include myself, [REDACTED], your Manly Sales and Service District Managers, your Hyundai Motor America District Warranty Manager, Chip Woyt, and Regional Hyundai Motor America Technical Specialists, engineers, Ralph ? and Andy Prasad. I understand there is presently a Korean expert in California who may also be able to attend. The purpose of this meeting is to set up an evaluation of the two defects with the intent of concluding an amicable settlement by that date. Failing that we realize we have certain rights under the Hyundai warranties which subsequently permits pursuit of arbitration remedies.

[REDACTED]
[REDACTED]
Gualala, CA [REDACTED]

Phone & fax: [REDACTED]

cc: Rhonda and Anthony ID # 54312, Hyundai Consumer Assistance Center, case #3801108, 1-800-633-5151 by fax.

Rhonda
1 of 3

From: [REDACTED]
Subject: **Re: Hyundai Genesis TPMS Defect and Transaxle Shifting Problem.**
Date: December 31, 2009 10:51:48 AM PST
To: hdennison@manlyauto.com
Cc: [REDACTED]

Harrie:

I response to your email attached below.

The tire gage I always use was used to check the tire pressures after Manly's attempt to repair the TPMS problem last Spring. This particular gage has remained in the glove box since that time. Do feel free to calibrate it against a particular identifiable gage in your shop as I am sure you have many tire gages in the shop and there is likely to be variation between them.

Yes, it is indeed around 9 months since we last were at your dealership but my email clearly explained that we were both out of the country during May through September. As to the ease of coming to Santa Rosa there is no problem making an appointment but I need to know if the TPMS warning signal has to be on to substantiate the complaint. Obviously if it is not needed to be on, just name a day and time and we will check our calendar. If it has to be on, then it might take months until it comes on during a working day trip to Santa Rosa. To make a point, the other alternative is to leave the car running all night and come the next morning! Seriously, you must trust our word that the TPMS warning comes on frequently and for no apparent reason. It would be nice to be assured that as long as the TPMS signal is off, we can still be assured that the flat tire warning sign alarm system still works. The car did not ever go to Utah and other than Manly, has never been taken to any Hyundai dealership, other dealership or mechanic with regard to the TPMS question.

I spoke to Hyundai Motor America (1-800-736-3561) in Utah around noon yesterday, (Anthony, ID 54312, case number 3801108) and he categorically stated they had not yet received any enquiry from Manly and they could not provide any TPMS or transaxle opinions/recommendations until Manly spoke to them. The warranty section booklet, "Notice to Consumers State of California" states in part "Important: Notice given to the dealer does not constitute direct notice to the manufacturer for the purpose of the notice requirements discussed above". You can well understand why I am copying our correspondence to Hyundai Motor America as I want to be assured that my warranty rights are not forfeited.

After separate transaxle incidents, please rest assured that my wife and I will are extremely sensitive to placing the gear shift in Park prior to turning off the engine. We are considering placing a warning sign on the dash when there is reason for other people to drive the car.

We look forward to hearing from Service Manager, Jon Miller early next week and trust that after your discussion with Hyundai Motor America we may amicably find solutions to both issues. We will particularly expect Jon's explanation why the Owners Manual states on page 5-13, in the paragraph entitled "With a Smart Key", "You can not turn the engine off without the transmission shift lever in the P(Park) position". This is absolutely opposite to your email which states, in part, "Be aware that that is how the system is designed". Obviously Hyundai would not have printed that, if it was not designed that way. I can only conclude that this a manufacturer's defect.

cc. Copy to Rhonda, Hyundai Motor America, Utah, by fax 1-[REDACTED]-801-736-3561, case #3801108

On Dec 30, 2009, at 4:35 PM, hdennison@manlyauto.com wrote:

I [REDACTED]

2 of 3

I have forwarded your emails regarding the TPMS system and your perceived "transaxle shifting defect" to my Service Manager, Jon Miller.

Regarding your issue with the TPMS system and not knowing the condition or accuracy of the tire gauge your using I cannot attest as to what is happening as it has been 9 months since the vehicle was in and that problem addressed with replacement of a tire pressure sensor. I'm sorry you live so far from our dealership, but other customers that live on the coast or in Lake and Mendocino counties, deal with the vehicle service issues when they are in our area and it does not present a problem for them. Without having your vehicle here to check the TPMS system I have no response to your question and would like you to let us know when you'll be in our area and we can check it out for you. You stated that you had the car at a dealer in Utah for a check of the TPMS system. I wondered what was done by their service department and what their diagnosis was as you didn't share that information.

Regarding your transaxle shifting concerns, as I advised you when we spoke. Be aware that that is how the system is designed and take the appropriate time and steps to insure that the car is fully in park prior to turning of the ignition.

We have not had any other Genesis owners in our area bring either of these concerns to our attention.
Harrie

----- Original Message -----

From: [REDACTED]
To: hdennison@manlyauto.com
Cc: [REDACTED]
Subject: Hyundai Genesis TPMS Defect.
Date: Wed, 30 Dec 2009 13:59:55 -0800

Harrie:

As discussed at your dealership yesterday The TPMS light still comes on spasmodically like it did between January and April 2009 during which period Manly, upon Hyundai of America's diagnosis and advice, replaced a sensor in one of the tires while assuring me this would finally fix the problem. I was in Europe from May till September and upon driving the car again found that the TPMS light still comes on for no apparent reason around half a dozen times a month. It occurs all over California not just on our regular trips from Gualala to Santa Rosa. It is frustrating to have to pull over and stop the engine for a minute, and restart to allow the TPMS signal to go off. I regularly check the four tires for 33 psi pressure and occasionally top them up. I would like to assume that the TPMS warning problem does not mean that a leaking tire would occur and the dash would fail to indicate which tire is the problem. Furthermore, how do I

know that the individual flat tire warning is in working order unless I have the misfortune to get a flat?

Again, I would like to remind you that it is not convenient to just drop by the dealership when the TPMS light goes on as we live 75 miles from your dealership, a two hour drive.

It seems to me that the entire hardware and software TPMS system should be removed and replaced as Hyundai has already failed to solve the problem.

We would be pleased for you to keep the car for as long as needed provided we receive a loaner car. Please advise.

[REDACTED]
Gualala, CA [REDACTED]
Phone& fax: [REDACTED]
[REDACTED]

1 of 4

Rhonda

EV7

From: [REDACTED]
Subject: **Fw: Hyundai Gear Shift Safety Problem**
Date: December 30, 2009 1:23:42 PM PST
To: [REDACTED]
1 Attachment, 868 KB Save Slideshow

TO: 1801-736-356,

FROM: [REDACTED]

Case # 3801107

ID 59261

----- Original Message ----- From: [REDACTED]
To: <hdennison@manlyauto.com>
Sent: Wednesday, December 30, 2009 1:21 PM
Subject: Hyundai Gear Shift Safety Problem

Hello, Harry,

Hope your New Year is a happy and prosperous one!!

Attached is a rather bad copy of the Hyundai Genesis manual, page 5-11, paragraph 1 "With the Smart Key" which states in part, "You can not turn the engine off without the transmission shift lever in the P (Park) position."

This is contrary to what we have been told by Hyundai and contrary to how the gear shift system functions in our car. Regarding the problem we have been discussing how easy it is to become distracted, in a rush, or whatever and stop the engine while still in Drive, which we have done on several occasions. Further, it is impossible at that point to push the gear lever to Park once the engine has been turned off. It will only shift to N (Neutral), creating an even more dangerous situation.

[REDACTED] may have explained to you what recently happened. We had parked in a sloped parking lot in a restaurant where he was to drop something off and was in a bit of a rush. He inadvertently neglected to put the car in Park before he turned off the engine. I was seated in the passenger seat, waiting for him to return when I felt the sensation of the car moving, backwards.

Having experienced the problem before, I immediately knew what had happened. As a "conditioned response", I pushed the car into neutral with the intention of starting the engine before putting it into Park. Too late I realized I had to have my foot on the brake before it would start. I literally dove over the console to stop the car which by this time was picking up speed. Luckily, all was brought under control before anything got out of hand but it did cause a bit of a scare.

5-13

We have been told all this model of cars are like this. After having read the owner manual paragraph on page 5-11, my question is: Is something wrong with our particular car? Can this be fixed? If necessary, can the problem be corrected?

With such a fright as the one mentioned above happening to both [REDACTED] and I, we are both now very sensitive to putting the car in Park before pushing the Off button. However, I do worry very much about someone else using our car, someone not aware of this hazard, like a friend, loved one, mechanic or parking lot

2017

attendant. Every car we have ever had has an automatic lock-out on stopping the car in anything but Park and several other brands we have looked at also have such a fail-safe feature.

Will look forward to your thoughts on this matter.

Thanks again.

Driving your vehicle

CAUTION

Transmission may be damaged if you shift into P (Park) while the vehicle is in motion.

* NOTICE

Park the vehicle with the transmission in the N(Neutral), do as follow:

Without the smart key

1. Place the transmission shift lever in the N(Neutral) position while pressing the brake pedal.
2. Release the parking brake and turn the ignition switch to the LOCK position.

With the smart key

1. Turn the engine off with the transmission shift lever in the P(Park) position while pressing the brake pedal. You can not turn the engine off without the transmission shift lever in the P(Park) position.
2. Release the parking brake.
3. Place the transmission shift lever in the N(Neutral) position within 5 seconds.

⚠ CAUTION

Do not park the vehicle with the shift lever in the N(Neutral) position except in an emergency situation.

R (Reverse)

Use this position to drive the vehicle backward.

⚠ CAUTION

Always come to a complete stop before shifting into or out of R (Reverse); you may damage the transmission if you shift into R while the vehicle is in motion, except as explained in "Rocking the vehicle" in this section.

3 of 4

From: [REDACTED]
Subject: **Hyundai Gear Shift Safety Problem**
Date: December 30, 2009 1:21:18 PM PST
To: hdennison@manlyauto.com
Cc: [REDACTED]

Harrie:
[REDACTED] as emailed you with regard to the Genesis 4.5 gear shift safety problem. I would like to add by referring to the NHTSA (National Highway Transportation Safety Administration) website, Office of Defects Investigation (ODI), www-odi.nhtsa.dot.gov Complaint # 10255185, (see below). This Genesis 4.5 complaint signed by "TR" on January 15, 2009 precisely describes the circumstances of our car. I have been informed that current BMW 500 Series vehicles with keyless ignition have a safety feature whereby if the driver opens his door the the gear shift electronically shifts to Park. It appears to be solely a Hyundai safety design shortcoming.

"SUBJECT: HYUNDAI GENESIS 2009, 4.5 LITER. NEW CAR, 2000 MILES DRIVEN. WHEN ONE COMES TO A STOP WITH THE ENGINE RUNNING AND TRANSMISSION IN "DRIVE" AND THEN WHEN THE STOP/START BUTTON IS PRESSED, THE ENGINE STOPS BUT WHEN THE GEAR SHIFT LEVER IS PUSHED FORWARD FROM "DRIVE" TOWARD "PARK" IT WILL ONLY TRAVEL AS FAR AS "NEUTRAL". THIS IS A HAZARD AS ANYONE NOT FAMILIAR WITH DRIVING THE CAR MIGHT ASSUME THE CAR IS IN "PARK" OR LEAVE IT IN "DRIVE" OR "NEUTRAL", WALK AWAY AND PERMIT THE CAR TO FREE WHEEL ROLL. IN A CONVENTIONAL CAR WITHOUT A KEYLESS FEATURE IT IS IMPOSSIBLE TO GET THE KEYS OUT OF THE IGNITION UNTIL THE GEAR SHIFT IS PLACED IN "PARK", A FEATURE IN PLACE FOR MANY YEARS AND UNIVERSALLY ACCEPTED. WHEN ONE TURNS OFF THE ENGINE AS DESCRIBED ABOVE THERE IS A MOMENTARY WARNING MESSAGE DISPLAYED ON THE DASH WHICH SAYS, "MOVE INTO PARK" BUT AS DESCRIBED ABOVE, ONE CANNOT SHIFT THE LEVER PAST "NEUTRAL" UNLESS THE START/STOP BUTTON IS PRESSED AND THE MOTOR RESTARTS. IN OTHER WORDS, ONE CANNOT PUT THE CAR INTO "PARK" WITHOUT THE (sic) LEAVING THE ENGINE RUNNING. IT SEEMS TO ME THAT THERE SHOULD BE A VOICE WARNING WHICH SAYS, "RESTART ENGINE AND PLACE IN PARK". AFTER HAVING A BIT OF A SCARE AFTER PARKING ON A STEEP GRADE, I HAVE LEARNED THE HARD WAY BUT I REMAIN CONCERNED ABOUT OUR FRIENDS AND AUTO SERVICE PERSONNEL WHO WILL DRIVE THE CAR AND WHO ARE NOT FAMILIAR WITH THIS CAR. *TR"

[REDACTED]
Gualala, CA [REDACTED]
Phone & fax: [REDACTED]
[REDACTED]

From: [REDACTED]
Subject: **Hyundai Genesis TPMS Defect.**
Date: December 30, 2009 1:59:55 PM PST
To: hdennison@manlyauto.com
Cc: [REDACTED]

Harrie:

As discussed at your dealership yesterday The TPMS light still comes on spasmodically like it did between January and April 2009 during which period Manly, upon Hyundai of America's diagnosis and advice, replaced a sensor in one of the tires while assuring me this would finally fix the problem. I was in Europe from May till September and upon driving the car again found that the TPMS light still comes on for no apparent reason around half a dozen times a month. It occurs all over California not just on our regular trips from Gualala to Santa Rosa. It is frustrating to have to pull over and stop the engine for a minute, and restart to allow the TPMS signal to go off. I regularly check the four tires for 33 psi pressure and occasionally top them up. I would like to assume that the TPMS warning problem does not mean that a leaking tire would occur and the dash would fail to indicate which tire is the problem. Furthermore, how do I know that the individual flat tire warning is in working order unless I have the misfortune to get a flat?

Again, I would like to remind you that it is not convenient to just drop by the dealership when the TPMS light goes on as we live 75 miles from your dealership, a two hour drive.

It seems to me that the entire hardware and software TPMS system should be removed and replaced as Hyundai has already failed to solve the problem.

We would be pleased for you to keep the car for as long as needed provided we receive a loaner car. Please advise.

[REDACTED]
Gualala, CA [REDACTED]

Phone& fax: [REDACTED]
[REDACTED]

1076
[REDACTED]
Gualala, CA [REDACTED]

February 9, 2009

Hyundai Motor America
Consumer Assistance Center
10550 Talbot Avenue
PO Box 20850
Fountain Valley, CA 92728-0850

Attention: Mike (ID 54275, SLC, Utah)

Subject: Case Number 3504660. Tire Pressure Monitoring System (TPMS)
2009 Hyundai Genesis, 4.6 liter. VIN# KMHGC46F89U [REDACTED]

Reference: 1. [REDACTED] Telephone Conversation, February 9, 2009, 0830 to 0850
hours PST.
2. Emails to Manly Hyundai, Santa Rosa, CA
a. February 6, 2009
b. February 5, 2009
c. January 25, 2009
d. January 11, 2009
e. January 11, 2009
f. December 31, 2008

Dear Mike:

Here attached are, as promised, the above referenced email messages recently sent to Manly Hyundai of Santa Rosa.

The above subject Case Number is acknowledged as of this date and is submitted as my compliance with and fulfillment of Section 1793.22 of the California Civil Code which states ...

“The same nonconformity has been subject to repairs four or more times by the manufacturer or its agent (such as an authorized dealer). The consumer must have, at least once, directly notified the manufacturer of the need for the repair of the nonconformity”

I will await your promised call from Hyundai Motor America no later than close of business on Thursday, February 12, 2009 at which time I expect to receive notification of

207 0
the necessary repair/s and or replacement of the Tire Pressure Monitoring System (TPMS).

Kindly send your receipt of this communication to my above USPS address,
[REDACTED] or fax [REDACTED]

A copy of this letter will be mailed concurrently to the above Hyundai Motor America address.

Yours truly, [REDACTED]

From: [REDACTED]
Subject: **TPMS Problems, Genesis 4.6**
Date: February 6, 2009 9:15:17 PM PST
To: bschrader@manlyauto.com
Cc: [REDACTED]

Bill:

As promised today, herewith follows the correspondence sent to Manly since December 31, 2008.

This letter confirms our phone conversation today and in answer to your query I confirmed that the pressure in all four tires was 33 psi.

I must reiterate [REDACTED] and my frustration with the TPMS feature. After so many TPMS incidents followed by entreaties from Manly to "drive it some more and let us know if it recurs" we insist that Hyundai Corporation, its regional offices and Manly seriously address this problem. Either the existing system should be repaired, the entire system be replaced or the entire car replaced. Our fear is that if this defect is not repaired to our satisfaction, we will be lulled into complacency, ignore the TPMS dashboard feature and as a consequence an accident might occur.

In accordance with Section 1793.22 of the California Civil Code, "The consumer must have, at least once directly notified the manufacturer of the need for the repair of the nonconformity". A copy of this email is therefore being mailed to Hyundai Motor America Consumer Assistance Center PO Box 20850, Fountain Valley, CA 92728-0850.

[REDACTED] will deliver the car to Manly around 10 a.m. Wednesday February 11, 2009 as described in the letter to Harrie, dated February 5, 2009.

I do trust you will be able to solve this defect once and for all.

From: [REDACTED]
Subject: **2009 Genesis 4.6**
Date: February 5, 2009 4:09:05 PM PST
To: hdennison@manlyauto.com
Cc: [REDACTED]

Harrie:

We went up to Fort Bragg today. a 60 mile trip. On the way back the TPMS light went on again at about mileage 2,715. All the tires look OK.

[REDACTED] and I will be in Santa Rosa on Wednesday, February 11, she for a medical appointment at 11:15 a.m. Can we bring the car in at 10:30 if you think you are able to get this repaired? We would appreciate a loaner or at least a trip to the doctor and back.

From: [REDACTED]

Subject: 2009 Hyundai Genesis 4.6 (2007 miles)
Date: January 25, 2009 11:33:03 AM PST
To: hdennison@manlyauto.com
Cc: [REDACTED]

Hi Harrie:

Sorry for our weekly Monday morning surprise.

We are beginning to think the TPMS system is more "alarming" than informative after the previous experiences on the way up to Gualala, including another similar one last week. [REDACTED] feels that one might in exasperation, ignore the TPMS alarm which might subsequently cause an accident.

We are also having difficulty fathoming out the trunk lock. It does not lock when you close the trunk lid. It does not lock when you press the door handle button on either the front or passenger's side. We have been only able to lock or unlock the trunk by repeatedly operating the valet security button in the glove box, which is becoming a gross inconvenience.

Can you kindly spell out what we are doing wrong and what each step to take in securing the trunk?

We went to Reno over the weekend and realized this when we had left some of our belongings in the car with the trunk unlocked. We have read and reread the Owner's Manual and find the Korean English rather poorly arrange and the instructions fragmented.

We also got a 2-inch nail in the front right tire on the trip and the alarm worked properly but the warning plan of the chassis showed both the right side wheels as being flat. However, after getting the front right flat fixed the TPMS dash light stayed on until we stopped at Auburn even though we had returned to the Sparks Big-O shop to get all four wheels verified for 33 psi before we left town. Is this how it is all supposed to work? Would the 5,000 feet elevation change and 30 degrees F. temperature variation be confusing the computer?

Cheers,

[REDACTED]
From: [REDACTED]
Subject: Re: Hyundai Genesiss 4.5 Gear Shift Anomaly
Date: January 11, 2009 11:28:09 AM PST
To: hdennison@manlyauto.com
Cc: [REDACTED]

Harrie:

We have a problem with the keyless ignition feature.

When one comes to a stop with the engine running and transmission in "Drive", and then when the Stop/Start button is pressed, the engine stops but when the gear shift lever is pushed forward from "Drive" towards "Park" it will only travel as far as "Neutral". This is a hazard as anyone not familiar with driving the car might assume the car is in "Park" or leave it in "Drive" or "Neutral", walk away and permit the car to free wheel roll. In a conventional car without a keyless feature, it is impossible to get the keys out of the ignition until the gear shift is placed in "Park", a feature in place for many years and universally accepted. When one turns off the the engine as described above there is a momentary warning message displayed on the dash which says, "Move into Park" but as described above one cannot shift the lever past "Neutral" unless the Stop/Start button is pressed and the motor restarts. In other words, one cannot put the car into "Park" without the leaving the engine running.

It seems to us that there should be a voice warning which says, "Restart engine and place in "Park".

5076

After having a bit of a scare parking on the steep grade on Highway One in downtown Point Arena, [REDACTED] and I have learned the hard way but we remain concerned about our friends and auto service personnel who are not familiar with this car.

Is this another computer glitch or a shortcoming in fail-safe safety design.

From: [REDACTED]
Subject: Re: Hyundai Genesiss 4.5 Gear Shift Anomaly
Date: January 11, 2009 11:28:09 AM PST
To: hdennison@manlyauto.com
Cc: [REDACTED]

Harrie:

We have a problem with the keyless ignition feature.

When one comes to a stop with the engine running and transmission in "Drive", and then when the Stop/Start button is pressed, the engine stops but when the gear shift lever is pushed forward from "Drive" towards "Park" it will only travel as far as "Neutral". This is a hazard as anyone not familiar with driving the car might assume the car is in "Park" or leave it in "Drive" or "Neutral", walk away and permit the car to free wheel roll. In a conventional car without a keyless feature, it is impossible to get the keys out of the ignition until the gear shift is placed in "Park", a feature in place for many years and universally accepted. When one turns off the the engine as described above there is a momentary warning message displayed on the dash which says, "Move into Park" but as described above one cannot shift the lever past "Neutral" unless the Stop/Start button is pressed and the motor restarts. In other words, one cannot put the car into "Park" without the leaving the engine running.

It seems to us that there should be a voice warning which says, "Restart engine and place in "Park".

After having a bit of a scare parking on the steep grade on Highway One in downtown Point Arena, [REDACTED] and I have learned the hard way but we remain concerned about our friends and auto service personnel who are not familiar with this car.

Is this another computer glitch or a shortcoming in fail-safe safety design.

From: [REDACTED]
Subject: Hyundai Genesiss 4.5 New Car Warranty
Date: December 31, 2008 9:17:24 AM PST
To: HDennison@manlyauto.com
Cc: bschrader@manlyauto.com, [REDACTED]

Gentlemen:

Thank you for yesterday's (12/30/08) repairs of the cigaret and console receptacles. We have noted your diagnoses of the noisy brake disk and will of course let you know if the problem persists. However, on returning to Gualala we experienced a TPMS (Tire Pressure Monitoring System) problem. Near Guerneville the TPMS dash light came on. Upon referring to the Owners Manual we decided to stop at Jenner to "kick the tires". They were OK. When the car was restarted the TPMS light did not come back on so we figured we had passed through some radio interference as discussed in the Owners Manual. When we got to Stillwater Cove, the TPMS light came on again. We pulled over, stopped the engine and the TPMS light did not come back on. This time we noted the mileage and continued on and the TPMS came on again at Sea Ranch. When we got to the Gualala Post Office, again as had happened twice previously, the TPMS light did not come back on when we restarted the car. When we got home 10 miles north of Gualala the TPMS light had not come on again. It appears that the TPMS light has the propensity to come on every

6 of 6

20 miles or so. Is this frequency merely a coincidence or a clue to the problem. This problem did not occur prior to our bringing the car in to Manly Hyundai yesterday. Could either the electronics work on the receptacle plugs or the checking/repair/adjustment of the noisy disk brake have initiated this TPMS problem to suddenly start after leaving Manly? This morning I got my three pressure gages out and selected the two which read exactly the same and found that the front left tire (which the Owners Manual says will indicated solely the TPMS light on the dash) had 30 psi. The remaining three wheels had 29, 30 and 30 psi. I thereupon increased all tire pressures up to 31 psi as recommended. We well let you know in the next few days whether or not this problem recurs. Please file a copy of this complaint in our file.

We are curious and certainly would like to hear your opinion.

Wishing you a very Happy New Year,

[REDACTED]

[REDACTED]