

CL-10314361-9738

NWS



Sharon, Pa.
February 11, 2010

EXECUTIVE SECRETARIAT
2010 FEB 23 AM 9:29
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RECEIVED - NHTSA

Dear Sirs:

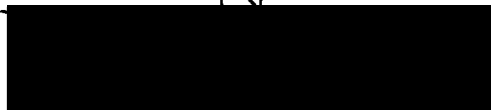
I have been watching with great interest the recall made by the Toyota company.

I feel empathy for the owners of those cars that experienced the forced acceleration because I, too, have experienced it.

It was not a Toyota, it was a Hyundai entourage and this happened April of 2007.

The letter I have enclosed explains my experience and you need to know the company has never given me the courtesy of a call or a letter in nearly three years. I have always felt it was just that one car but now I am thinking differently.

Sincerely yours,



MC
02/25/10
RW

Good ideas that cost little

Use unwanted shoulder pad to cover ends of hangers to end pumps in sweaters and shirts

Put old masking tape that won't unroll in the microwave for a few seconds

Put one half cup of white vinegar and one half cup of baking soda in with sheets, smells great and kills dust mites

Most nutrients, make oatmeal your carb of choice

Eat cinnamon, mustard flax seeds and almonds and kidney beans for good health. Pumpkin lowers blood pressure

Thicken sauces with parm cheese

Cut brownies with a credit card to end torn edges

Dip tips of markers in white vinegar and lay on the side for fifteen minutes to extend life

Alcohol sterilizes keyboards and phones and remote controls

*my
favorite
website*

Lay one fourth inch Epsom salts on a dirt mark for fifteen minutes to get dirt out without water

Remove salt from boots: moisten a soft cloth with vinegar and dab the salt area : will not hurt leather...

Keeping cookies fresh: sprinkle sugar on the bottom of a plastic container; put parchment paper on top and then cookies ; close lid

Shovel easier: put two table spoons of baby oil on the tip of the shovel: slides so easy

Almonds will stop a headache

Stale bread: rub an ice cube over the top until the crust is damp: put in oven at 375 for ten minutes the moisture will go into the bread

Crisp oven French fries: store potatoes(unpeeled) in the fridge for two days: cold temperature converts the starch to sugar resulting in a better looking and crisper fry

Hard brown sugar: put into plastic bag and into the microwave for fifteen seconds to soften

Rubbing alcohol uses:

Markers off the walls, deice windshield(one forth alcohol, one half cup of vinegar and two

Sharon, Pa.
May 22, 2007

Case Number: 1047686

Dear Sirs:

I am writing to you as to be on record concerning the 2007 Hyundai Entourage that I bought from Preston Ford/Hyundai of Sharon, Pa. in April of 2007.

I bought the car and took a trip to Denver, N.C. and had no trouble on the way down but while there took my cousin and her daughter to an appointment when the first episode occurred. I left her driveway and drove a very short distance, pulled up to the stop sign and applied the brake to have the car rev up all 244 horses while I am trying to hold it back with the brake as I push the drive handle up into park. The car is very strong and it took all I had not to be forced into oncoming traffic. Needless to say, I was very upset and concerned but the human brain always acts to explain an act. We drove on to Myrtle Beach, S.C. and then home again to Pennsylvania with no occurrence or trouble of any kind. I was home a few days when I was out doing errands and the same thing happened again in exactly the same manner. I was so distraught that I drove the car from where it happened to the dealership with the flashers going and praying I did not need to put the brake on again. I was scared to near death.

The dealership started the process to deal with the problem and eventually had other people outside the dealership come in to look at the car and finally decided that there was nothing mechanically wrong with the car but I am telling you there is something wrong with that car. I could not bring myself to get into it again because I value my life and the life of others and I feel this occurrence will happen again. Keep in mind it happened twice, nearly 900 miles apart. It is something that you can not begin to describe other than saying if the horses were real ones, they would have been up on their hind legs and foaming at the mouth. I can not get over the feeling and am very apprehensive about driving.

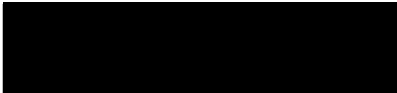
Because I refused to take the car, it became necessary to get another one and because I still think you have a good automobile, I decided to get another Hyundai Entourage of a different color as I don't think I will ever be able to get into a gold car again. I had this gold Entourage about three weeks, not even long enough for the state paper work to

come through. I had saved my money to buy a new car since 1999 and was so looking forward to getting this car as it will be the last one I will ever need. This should have been a joyous experience instead of a nightmare. Part of the bad feelings come from the fact that you did not take this automobile back to your factory and find out just what made this terrible surge happen so it will not happen to someone else. I have been told that you do not have anything on record of this happening any time in the history of your company but now you do.

I am aware that you can not allow people to just turn cars back in that they decide they don't like or want but this was a serious situation. I can not believe that having to do what I did cost me an additional \$ 4,529.14 and I think the Hyundai Corporation should shoulder some of this cost. Not only have I been through an ordeal that has cost me financially, but it has cost me a lot emotionally as well. I am doing better but it is going to take some time not to be scared every time I get into a car.

You need to know that the extra money I had to spend was my twenty year savings for my trip to Ireland that is now , not going to happen.

Sincerely yours,

A solid black rectangular redaction box covering the signature area.



Hyundai Motor America
10550 Talbert Avenue
P.O. Box 20839
Fountain Valley, CA 92728-9937

MOTOR VEHICLE RECALL

Dear Hyundai Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2005 through 2008 Hyundai vehicles.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What is the problem?

- The stop lamp switch in the affected vehicles may malfunction. A malfunctioning stop lamp switch may cause the brake lights to not illuminate when the brake pedal is depressed or may cause the brake lights to remain illuminated when the brake pedal is released. A stop lamp switch malfunction may affect the operation of the brake-transmission shift interlock feature so the transmission shifter would not be able to be shifted out of Park position. It may also cause the electronic stability control (ESC) malfunction light to illuminate, and it may not deactivate the cruise control when the brake pedal is depressed. These malfunctions may lead to a crash.

What will Hyundai do?

- To ensure that your vehicle's stop lamp switch operates properly, we are asking you to schedule an appointment as soon as possible to take your vehicle to your Hyundai dealer. The Hyundai dealer will replace your vehicle's stop lamp switch. This procedure will be performed at no charge to you. You should plan to leave your vehicle at your Hyundai dealer to have this service performed. Repair times will vary and depend on your dealer's appointment schedule.

What should you do?

- We urge you to call your Hyundai dealer to schedule an appointment to have this work performed as soon as possible.

What if you have other questions?

- If you have any difficulty having this repair performed, we recommend that you call the Hyundai Customer Assistance Center at 1-800-633-5151. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We urge your prompt attention to this important safety matter.

Hyundai Motor America

S **Michelle Fowler**
1270 Kimberly Rd
Sharon, PA

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FEB 23 2010
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Administrator
National Highway Traffic Safety Admin.
1200 New Jersey Avenue SE
Washington, D.C.
20590

