



Auburn, NY



2010 MAR -5 AM 9:29

# FILE A SAFETY COMPLAINT



OFFICE of DEFECTS INVESTIGATION  
NHTSA Headquarters  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590

Form 95% complete! Please review and submit below.

Complaint » Tires » Vehicle » Consumer » Preview

## Preview Your Safety Complaint

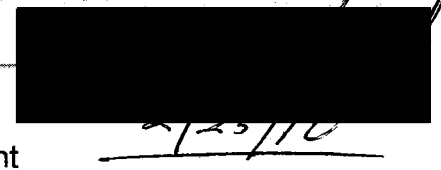
*RE: UNABLE TO ATTACH MY LETTERS VIA YOUR ONLINE FORM.*

Completed

Optional

- [Edit complaint](#)
- [Update complaint type](#)
- [Edit tires](#)
- [Edit vehicle](#)
- [Edit consumer](#)

- [Add equipment](#)
- [Add childrestraint](#)



**NOTE:** Please review your Complaint information and click on one of the "Submit Complaint" buttons below to submit your complaint to NHTSA.

The Vehicle Identification Number (VIN) in the Vehicle information section is very important to us. If you did not enter it, please review the information about it in our [Help Section](#), then click the *Edit Vehicle* link above and go to the Details tab to add it.

## Acknowledgement

Check to Recieve Email  If checked, an e-mail will be sent to

bfsfinancial@roadrunner.com

Submit Complaint

## Complaint Information

**Description:** Attached are various letters written to Hyundai Motor America and

*MC 03/08/10 TFW*

Hyundai Kia Automotive Group (Seoul, Korea) informing them of the potential safety hazard of the quietness of their TURN SIGNAL INDICATOR. Additionally, I warned them of a 2nd potential safety hazard concerning the Kumho Solus KH tires that came as standard equipment on my new 2008 Sonata SE V6. As I specifically wrote them "The Kumho Solus KH tires are the WORST tires I've ever had as to their performance on snow and ice. They're a safety hazard and do NOT grip in the type of weather we have in the northeast USA." There were other issues but these two (2) I consider to be a potentially very dangerous safety problems that can affect many people.

**Approximate Incident Date:** 7/24/2008

### Your responses to the questions regarding the incident:

<b>Deaths/Injuries:</b>	No	<b>Property Damage:</b>	No
<b>Fire:</b>	No	<b>Crash:</b>	No
		<b>Police Report:</b>	No

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### Vehicle Information

**VIN:** 5NPEU46F58H [REDACTED]

**Year, Make, Model:** 2008, HYUNDAI, SONATA

**Failure Mileage:** 257

**Speed:** 0

### Vehicle Component Information

**Component 1:** ELECTRICAL SYSTEM

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### Tire Information

**Brand Name:** KUMHO

**Tire Line:** KUMHO

**DOT Number:** DOT H2PU YP5M 1407 **Purchased:**

**Failure Mileage:**

**Mileage at**

**Purchase:**

**Failure Location:**

**Failure Type:**

**Tire Size:** 215/55R16

**Original  
Equipment:**

### Tire Component Information

**Component 1:** TIRES:TREAD/BELT

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### Consumer Information

**Name:** [REDACTED]

**Daytime Phone:** [REDACTED] **Ext:**

**Evening Phone:** [REDACTED]

**E-mail:** [REDACTED]

**Fax:**

**Address:** [REDACTED]

**City, State, Zip:** Auburn, NY [REDACTED]

**Country:** USA

**Referral Source:** Other

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July 24, 2008

[REDACTED]  
Auburn, NY [REDACTED]

Phone/Fax [REDACTED]  
[REDACTED]

Re: 2008 Sonata SE V6 --- VIN #: 5NPEU46F58H [REDACTED]  
Current Mileage: 2515 miles  
Service & Original Buy Dealer: Burdick Hyundai, Cicero, NY

General Manager  
Hyundai Motor America  
National Consumer Assistance Center  
10550 Talbert Avenue  
Fountain Valley, CA 92708

(800) 633-5151

Dear Sir or Madam:

This letter concerns three (3) unresolved problems that I have with my new 2008 Silver Sonata SE V6 which requires a speedy resolution by Hyundai Motor America.

1<sup>st</sup> is the ***unethical actions taken by Burdick Hyundai*** relative to offering me -- and others - a "\$200 Off Coupon" via their website and then refusing to honor their promise to do so. (You may also want to ask Mr. Burdick why they sold my Sonata to someone else and then substituted a 'similar' one that has a Grey Interior (instead of Black) and no mud guards. When brought to the salesman's attention, he later had the mud guards installed.) Copy of my 5/30/08 letter and attachments to Mr. John Burdick, President is enclosed and spells out the pertinent details and to which I never received a reply.

**I strongly feel that either Burdick Hyundai or Hyundai Motor America should honor their "\$200 Off Coupon" offer and refund me the \$200.**

2<sup>nd</sup> is the unresolved 'thumping, vibration, etc...' that occurs when I start to drive away after the car has been sitting overnight or been parked for 4-6 hours. After driving 3 - 5 miles, this thumping and vibration seems to go away but not entirely. Copy of my June 4, 2008 letter for a service visit to Burdick Hyundai is enclosed that further amplifies my concerns. The dealer did in fact "Road tested twice in AM - 2<sup>nd</sup> day felt vibration for first mile or two." Dealer balanced tires and car appeared to be running OK.

*However, the same thumping, stuttering, vibration in steering wheel, etc. problems have returned and with a vengeance.*

It is my analysis that these problems are caused by the Kumho Solus KH 16 P215/55R17 93V M&S {DOT H2PU YP5M 1407} tires that came with this car because, as I stated earlier, the thumping problem diminishes quite a bit after the tires warm up and get back to their original round shape. Furthermore, Burdick Hyundai did an electronic test of car that resulted in "Scan Test NO Codes P000."

July 24, 2008

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**I therefore strongly feel that Hyundai Motor America should replace these Kumho tires with some new ones – be they Kumho or some other reputable brand, preferably Michelin – that will not get a flat spot on them when the tires cool down and the car is parked for an extended period of time. I bought the car from a Hyundai dealer and not the tire manufacturer and therefore feel that Hyundai should take care of this problem and not send me off to battle with Hankook.**

In fact, when I initially brought the car home and opened my paperwork, I found a Limited Warranty brochure from Michelin Tires and not from Hankook (Kumho), which I had to get a copy of from Burdick. So it appears that somewhere along the line, Hyundai switched tire manufacturers. This may have been a cost effective alternative for Hyundai but a bad alternative for us, the new owners and drivers of Sonatas.

3<sup>rd</sup> and final problem is the fact that the *'turn signal flasher/clicker' is too quiet and presents an unacceptable safety problem.* I cannot hear it clicking when the windows are down, the radio is on, and there is some normal traffic noise or when someone is talking.

As an example: If I signal left and enter a roadway via a gradual ramp and the signal light stays on and I and another car coming towards me approach a 4 way intersection, the other car is assuming I'm going to turn left at this intersection because my left signal light is still on because I didn't hear it clicking, when in fact I'm planning to go straight, he turns left in front of me at the intersection because he sees my left signal light on and we have an accident or a death.

Burdick Hyundai tried a replacement Sonata flasher and it didn't make any difference. It appears that your engineers have gone too far in lowering the noise level inside the Sonata.

**I therefore request that a loud flasher be found within the Hyundai models or elsewhere and have Burdick Hyundai or some other dealer replace my quiet one, which, again, is a very serious safety problem.**

My previous 3 Toyota Camry's that I've owned for over 20 years did not pose such a safety problem, a tire thumping/wheel vibrations problem or such unethical negotiations either. Tell me I wasn't sold a false bill of goods and didn't make a mistake by jumping ship!?

Your anticipated speedy cooperation will be greatly appreciated.

Sincerely,



September 19, 2008

[REDACTED]  
Auburn, NY [REDACTED]

Phone/Fax - [REDACTED]  
[REDACTED]

Re: 2008 Sonata SE V6 --- VIN #: 5NPEU46F58H [REDACTED]  
Current Mileage: \_\_\_\_\_ miles  
Service & Original Buy Dealer: Burdick Hyundai, Cicero, NY  
Case: 3352076

Hyundai Motor America  
10550 Talbert Avenue  
PO Box 20839  
Fountain Valley, CA 92728-9937

Dear Sir or Madam:

It appears – again – that nothing is being done to resolve the 3 problems that I brought to Hyundai's attention, via my letter of July 24, 2008 (enclosed). By the time you receive this letter, it will be over 60 days and nothing has been resolved.

On 7/31/08, I received a call from a woman named "Sarah" from which I received no satisfaction whatsoever and told her to escalate my problems to a higher office that would do something about these 3 recurring problems, which she agreed to do.

An interesting comment Sarah made relative to my 2<sup>nd</sup> problem of the recurring 'thumping, etc...' was that "other people were having this problem." My answer to her was 'then why doesn't Hyundai exchange my Kumho tires with Michelins that don't have the same flat spot characteristics?'

She stated that she would forward my tire exchange suggestion to the Corporate Office [?] (I thought that I did send my letter to your Corporate Office) along with my 2 other unresolved problems.

As you see, it's been 50 days since Sarah called me and forwarded everything to your Corporate Office and I haven't heard from anyone.

This lack of follow-up and resolving a new Hyundai owner's recurring 3 problems is unacceptable, ladies and gentlemen, and all three (3) problems need to be resolved ASAP.

This is no way to run a railroad.

Sincerely,

[REDACTED]

November 4, 2008

Auburn, NY

Phone/Fax -

Re: 2008 Sonata SE V6 --- VIN #: 5NPEU46F58H  
Current Mileage: 4317 miles  
Service & Original Buy Dealer: Burdick Hyundai, Cicero, NY  
Case: 3352076

Mr. Jong Eun Kim, President & CEO  
Hyundai Motor America  
PO Box 20850  
Fountain Valley, CA 92728-0850

Dear Mr. Jong:

It is quite unfortunate that I have to write to you and take up your valuable time to help me resolve some problems I'm having.

However, since I've received no satisfaction from my previous two communications to Hyundai of July 24, 2008 and September 19, 2008 (enclosed), Hyundai leaves me no other choice but to go to the top.

Kindly tell someone in your organization to get their act together and resolve my three (3) ongoing and persistent problems, as noted in the above enclosed letters, – preferably with my proposed solutions – as soon as possible.

It's been over three (3) months and...do I need to say more?

Needless to say - but I will anyway – I'm quite disgusted with Hyundai Motor America and how I've been treated and ignored.

Your cooperation and quick resolution in these matters will be appreciated.

Sincerely,

Dear Mr. Jong:

**December 5, 2008**

It's been over a month now and I haven't heard anything from you, so it appears that the above letter and all enclosures never reached your desk.

I'm therefore resending the above package via Certified Mail, Return Receipt Requested. Hopefully, your people will forward this package to you and not discard it.

Again, your speedy equitable resolution in these 3 matters will be appreciated.

William Balyszak (USPS Cert #: 7006 2760 0002 7466 8557 – RR Rcvd-12/12/08)

December 31, 2008

[REDACTED]  
Auburn, NY [REDACTED]

Phone/Fax - [REDACTED]  
[REDACTED]

Re: 2008 Sonata SE V6 --- VIN #: 5NPEU46F58H [REDACTED]  
Current Mileage: 4814 miles  
Service & Original Buy Dealer: Burdick Hyundai, Cicero, NY  
Case: 3352076

Mr. John Krafcik, Acting President & CEO  
Hyundai Motor America  
PO Box 20850  
Fountain Valley, CA 92728-0850

Dear Mr. Krafcik:

It appears that you're the replacement for Mr. Jong. Congratulations.

Your predecessor, Mr. Jong, or whoever was handling his mail, etc., didn't even have the common courtesy to give me reply to my 11/14 or 12/5 letters.

Or an explanation that there was a shake up at the Hyundai corporate offices and that my problems would have to take the back seat, till things got sorted out.

Not very good PR, if you ask me.

I don't know how long you've been in this new CEO slot but hopefully you can help me out and solve the three problems I'm still having with my Sonata.

Since I assume that everything that I've mailed in before has been recycled, enclosed are all the communications I've sent to Hyundai Motor America: 7/24/08, 9/18/08, 11/4/08 and 12/5/08.

Your anticipated speedy and equitable solution in these 3 matters will be most appreciated.

Sincerely,

[REDACTED]

February 3, 2009

[REDACTED]  
Auburn, NY [REDACTED]

Phone/Fax [REDACTED]

Re: 2008 Sonata SE V6 --- VIN #: 5NPEU46F58H [REDACTED]  
Current Mileage: 5014 miles  
Service & Original Buy Dealer: Burdick Hyundai, Cicero, NY  
Case: 3352076

Mr. Chung Mong-koo, Chairman  
Hyundai Kia Automotive Group  
231, Yangjae-Dong, Seocho-Gu  
Seoul, 137-938, Korea

Dear Mr. Chung:

I have never been so disappointed in the way Hyundai - and especially your CEO's - have completely disregarded what I've said by not only ignoring my complaints but by not even answering my various letters. (4 enclosed)

I find their inactions to be highly arrogant on the part of these supposedly highly trained and ethical corporate officers, especially your General Managers and CEOs.

It appears that they've never subscribed to or read your Ethics Regulations/Code of Ethics, especially under number 2 & 5, i.e.:

02 – “Promotion of interests of customers and shareholders,” states that:

\* We shall promote the rights and interests of our customers by supplying products and services of the best quality...and fulfill our promises to our customers. Failed miserably here, don't you agree?

05 – “Settlement of transparent business,” states that:

\* In our transactions...including customers...we shall conduct ourselves according to transparent standards to create an *honest* culture beloved and trusted by the public...” I don't believe that their inactions 'created an *honest* culture beloved and trusted by *this* public individual.' Agreed?

In addition to my three (3) outstanding complaints, **the Kumho Solus KH tires on this car are the WORST tires I've ever had as to their performance on snow and ice. They're a safety hazard** and do NOT grip in the type of weather we have in the northeast USA. And forget about trying to get out of some moderately deep snow: **they just spin and spin.** Even the ESC doesn't help with these 'bargain basement' tires. This is another good reason to exchange my tires for the original Michelin tires that were to be included on this car but were switched at your factory.

Without having to escalate this to other organizations, you Mr. Chung, is the highest I can go within the Hyundai Corporation to resolve my problems. However, it has been 7 months since I brought these problems to the attention of your corporation and nothing has been done.

Enough is enough.

Your anticipated cooperation in resolving these problems expeditiously will be most appreciated.

Sincerely,

[REDACTED]

March 30, 2009

[REDACTED]  
Auburn, NY [REDACTED]

Phone/Fax [REDACTED] 1-815-250-2500  
[REDACTED]

Re: 2008 Sonata SE V6 --- VIN #: 5NPEU46F58H [REDACTED]  
Current Mileage: 5327 miles  
Service & Original Buy Dealer: Burdick Hyundai, Cicero, NY  
Case: 3352076

Mr. Chung Mong-koo, Chairman  
Hyundai Kia Automotive Group  
231, Yangjae-Dong, Seocho-Gu  
Seoul, 137-938, Korea

Dear Mr. Chung:

I just wanted you to know the highly negative outcome of my year-long endeavors to have Hyundai live up to their promises of customer service. You failed miserably!

And I repeat my previous sentiments:

I have never been so disappointed in the way Hyundai - and especially your CEO's - have completely disregarded what I've said by not only ignoring my complaints but by not even answering my various letters. (4 previously enclosed)

I find their inactions to be highly arrogant on the part of these supposedly highly trained and ethical corporate officers, especially your General Managers and CEOs.

My latest and last encounter was with one of your District Parts and Service Managers on 3/23/09, a Ms. Leigh Mann, who must have gone to Korea for her training because she was just as arrogant and unwilling to believe what I said or do what was needed to correct my 3 ongoing problems.

Problem 1, was the bait and switch tactic used by Burdick by offering a \$200 discount coupon and then when presented with same, refusing to honor it.

I reiterated my concern to Ms. Mann, that this was highly unethical and demanded that Mr. Burdick refund me the \$200. Her reply was a 'shrug of her shoulders' and proceeded to change the subject. Therefore, as long as Burdick keeps selling Hyundai vehicles, their unethical behavior is condoned by Hyundai. This is why 'people' don't trust car dealers or their sales reps.

Oh yes, she did offer but then rescinded her offer of \$200 in service and parts, after I told her that I would 'bad-mouth' Hyundai because of her refusal to correct my year long problems.

Problem 2, the unresolved 'thumping, vibration, etc...' that occurs when I start to drive away after the car has been sitting overnight or been parked for 4-6 hours. After driving 3 - 5 miles, this thumping and vibration seems to go away but not entirely. Additionally, **the Kumho Solus KH tires on this car are the WORST tires I've ever had as to their performance on snow and ice. They're a safety hazard** and do NOT grip in the type of weather we have in the northeast USA. And forget about trying to get out of some moderately deep snow: **they just spin and spin.**"

Ms. Mann's solution to this thumping problem was to take the car for a drive -- after I had driven it for over 30 miles and the tires were heated up - around the parking lot for a minute or two. I told her the car has to sit for 4-6 hours, etc.

March 30, 2009

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Her conclusion was that she felt no thumping or vibration but did offer me a free tire balancing and rotation. I told her that would not fix the ongoing problem and that she needed to replace these tires with some good Michelins. No dice. Take it or leave it.

The 3<sup>rd</sup> and final problem is the fact that the *'turn signal flasher/clicker' is too quiet and presents an unacceptable safety problem*. I cannot hear it clicking when the windows are down, the radio is on, and there is some normal traffic noise or when someone is talking.

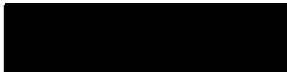
I told her to tell the Hyundai Engineers, etc., that this is again a very serious safety problem and Hyundai is going to wind up getting sued for millions if this isn't fixed.

And as for the safety hazard because they do NOT grip well in snow and ice: 'That's what Hyundai puts on its cars for this area...' Again, too bad but that's the way it is.

Needless to say – but I will anyway: I will never buy another Hyundai product, nor will any of my relatives or friends.

And every chance I get, I will do everything in my power to give Hyundai as much negative publicity as possible, be it verbally, in the newspapers or the World Wide Web.

Disgustingly yours,



Auburn, NY



*OFFICE of DEFECTS INVESTIGATION*  
**NHTSA Headquarters  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590**

