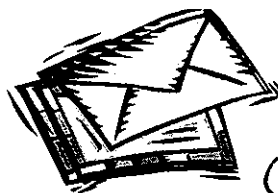


NHTSA ccmMercury Routing Slip



CL-10396289-7198

Printed: 7/21/2011

NHTSA #: ES11-004735	Rec'd Date: 7/21/2011	Referred By: NPO-011
XREF #:	Doc Type: CMB	Doc Date: 7/15/2011
Delivery: HND	Address To: S1	Due Date: 7/25/2011
S10 #: S10-110720-024	DOT/I #:	RMP #:
Subject: S10 DIRECT REPLY - LETTER TO THE SECRETARY FROM RE PROBLEM WITH HYUNDA VEHICLE		
Ack Date:	Ack By:	Signed For:
Sign Office: SENIOR AA VEHICLE SAFETY	Signature: SMITH	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: BMILLINGS x65470	Modified By: BERNADETTE.MILLINGS	
Most Recent Comment:		

Author:

[REDACTED]
[REDACTED]
OAKLAND, CA [REDACTED]
Tel: Fax: E-mail:

S10 Priority

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	7/21/2011	7/25/2011	
NVS-010	INFORMATION	7/21/2011		7/21/2011
S10	INFORMATION	7/21/2011		7/21/2011

JUL 22 2011

S10 Priority

RECEIVED - NHTSA
2011 JUL 21 A 9 14
EXECUTIVE SECRETARIAT

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Office of the Secretary of Transportation Executive Secretariat

Control number:	S10-110720-024	Action office:	NHTSA
Document date:	7/15/2011	Due date:	7/27/2011
Author(s):	[REDACTED]		
Subject:	Complaint With A Hyundai Vehicle		
Action:	Direct Reply		

Comments:

Date	Action	Action by
7/20/2011	Folder Sent for Draft to Action Office: NHTSA for 'Direct Reply'.	ABATTLE
7/20/2011	DIST: P1,C1,S3	ABATTLE
7/20/2011	Updated Folder Information.	ABATTLE
7/20/2011	Work Folder Assigned to NHTSA.	MPETTIFORD
7/20/2011	Incoming File Uploaded.	MPETTIFORD
7/20/2011	Control Number Created.	MPETTIFORD

Date	Note	Note by
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ES11-004735

July 15, 2011

[REDACTED]
Oakland, CA [REDACTED]

National Highway
ATTN: Transportation Secretary Ray LaHood
1200 New Jersey Ave SE
Washington, DC 20590

Dear Transportation Secretary Ray LaHood

My family and I, [REDACTED] proudly own a Hyundai vehicle, and we are in dire need of assistance, the latter of which has been relatively elusive with Hyundai Motor Company. During the past two years, we have already attempted to contact the Better Business Bureau and taken our issue to court, but to no avail. Despite our efforts, my family and I have not received the help we need to have our automobile successfully attended to and settled. As you can see, obtaining the necessary help to service this ongoing problem has been rather difficult.

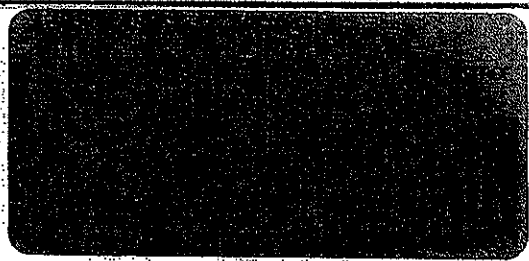
Mr. Ray LaHood, my family and I need your help. I have had my car serviced more than seven times, and the mechanic can not seem to identify the problem that I experience with my vehicle, which I drive every day.

At 35mph the engine vibrates and feels like it wants to stall at 40mph also the lights on the dashboard would cut off for no reason when my family and I are driving on the freeway, also there are some kind of shuddering at 35mph, which all these things have been ongoing tell this very day. And because the mechanic cannot find any problems, I have been told that my vehicle has no problems, which cannot be true due to my experience as a Hyundai owner and driver. Prior to my current vehicle, I owned a 1997 Elantra wagon for 10 years. Throughout those ten years, this vehicle served its course completely free of problems until it was wrecked by a reckless driver. I was fortunate enough to have survived, my vehicle was completely destroyed. After that incident, my wife and I agreed it would be necessary to purchase another Hyundai vehicle. We purchased our new Elantra in 2008, however, shortly after purchasing the vehicle, our enthusiasm quickly waned when we began to experience mechanical problems.

Having already made several unsuccessful appeals to the resources readily available to us, my wife and I are looking to the head of Hyundai for the help that we need and deserve. Feeling insecure in a new Hyundai is not what their company advertises on television to the general public. Please, Mr. LaHood, we need your help to acquire the necessary help that we cannot obtain from Hyundai Motor Company.

We would like to thank you in advance for the urgent help that God has put on your heart to give a family that loves and respects Hyundai, as well as Safety on California Highways.

Sincerely,
[REDACTED]

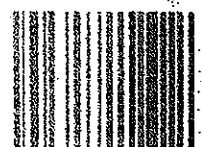


Oakland
Re

DOT Mailroom

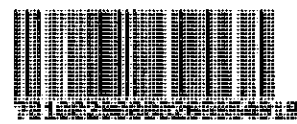
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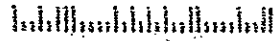
7010 0290 0

external carrier: Certified
Sender:
Manufacturer:
Purchase Order:
Item 1 of 1



7/19/2011 12:29:48 PM

TN: Transportation Secretary
Ray La Hood
1200 New Jersey Ave SE
Washington, DC
20590



S10-110720-024