

 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 JUL 25 2012 11-JUL-2012	Repository ☐ Reference No. 10465251
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City GARDNER	State MA	Zip Code	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 KMHDBBAE7AU		Make HYUNDAI	Model ELANTRA TOURING
Model Year 2010		Engine: No. Cylinders 4	Fuel Type: R
Date Purchased 5/29/2012	Dealer's Name and Telephone Number Rt 2 Hyundai 978-534-9999		Original Owner ☐
Original Owner ☐	Dealer's City Leominster, MA	State MA	Zip Code 01453
Transmission Type Automatic	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 29-MAY-2012
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 020000 SUSPENSION, 010000 STEERING /SSB/SS			Failure Mileage 21304
Failure Speed			
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 Systems		
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 0	Number of Deaths 0
Reported to Police N			
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).			
TL* THE CONTACT OWNS A 2010 HYUNDAI ELANTRA. THE CONTACT STATED THAT THE VEHICLE PULLED TO THE RIGHT WHILE DRIVING AT ANY SPEED AND THE FRONT TIRES WEAR PREMATURELY. THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES FOR THE FAILURE. THE DEALER REPLACED THE TIRES AND PERFORMED AN ALIGNMENT, BUT THE FAILURE WAS NOT CORRECTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 21,304 AND THE CURRENT MILEAGE 23,141. The vehicle wanders on the road at any speed. I find this a safety hazard. I must constantly pull the wheel to the left to keep it on the road. The Dealer also recalibrated steering angle sensor. This car still pulls to the right and clearly pulls to the right which it clearly pulls to the right & wanders on the road. *TOURING Dealership denies pulling to the right which it clearly pulls to the right & wanders on the road.			
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 to this questionnaire. Your responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.			

Subject: FW: NHTSA: Follow up to ODI Complaint: 10465251

From: EVOQ@dot.gov (EVOQ@dot.gov)

To: [REDACTED]

Date: Friday, July 20, 2012 10:22 AM

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



29 Pages —

Hyundai Inc.
Has faulty cars
Safety Issues with
Steering



CONSUMER COMPLAINT FORM

Office of the Attorney General
Public Inquiry & Assistance Center
One Ashburton Place
Boston, MA 02108

Your Contact Information:

Last Name: [REDACTED]

First Name: [REDACTED]

Address: [REDACTED]

City: Gardner

State: MA

Zip: [REDACTED]

Daytime Phone: [REDACTED]

Extension: [REDACTED]

(NOTE: PIAC will only contact you by telephone Monday through Friday, 9:00a.m. to 5:00p.m. You must provide us with a working daytime telephone number.)

Email: [REDACTED]

Veteran of U.S. Military Service OR NO
Active Duty U.S. Military?

Over 60 Years Old? NO

Filing as a Business or an Individual: Individual

Business or organization that is the subject of this complaint:

Business Name: Rte 2 Hyundai

Was this an online transaction? NO

Address: 743 North Main Street

City: Leominster

State: MA

Zip: 01453-0000

Phone: (978)534-9999

Extension: [REDACTED]

Type of Business: Auto Sales/Leasing/Rental

Information on your complaint:

Describe the problem or concern that this complaint is about:

I Purchased my 2010 Hyundai Elantra Touring Certified Used 5/29/12; I noticed my car is pulling to the right, veering off the side of the road, very hard to keep over correcting the steering. There is a significant steering issue with this car. This creates a danger if over-steering is applied during an adjustment in an effort to keep car straight. Have heard that many owners are having the same problem. I have had my car into the dealership 4 times: alignment, 4 new tires, re-calibrated steering angle sensor. The dealer SM has even had the Hyundai rep in he said. The service manager keeps claiming in the end road crown (when he cannot fix it). This car has safety issues and I cannot keep it on the road. It is a struggle to drive. Please "Google" "Hyundai Steering Issues" I am not alone on this one, seems Hyundai is aware of a problem and cannot fix it. (Sonata's and Elantra Touring). I want a full refund, I do not trust Hyundai vehicle's at this point.

What outcome do you seek from filing this complaint?

AG's office will review my complaint for possible mediation.

Method of Payment:

Check

If you are requesting mediation, what resolution do you seek?

FULL REFUND, Sales Tax everything.

Have you complained directly to the business?

YES

Have you previously contacted the MA Attorney General's Office or other agencies about this problem?

YES

Dates of previous contacts with the MA AG's Office and/or other agencies you have contacted:

National Recall 880-424-9393 Consumer Affairs 888-283-3757

Have you hired an attorney to represent you in this matter?

NO

Has this matter ever been taken to court?

NO

Review, sign, and submit your complaint:

1. Review the confidentiality of your complaint

Under most circumstances, the text of your complaint will be considered a public record and be available to any member of the public upon request. In response to such a request, we generally will not disclose your name, address, phone number, or any other information that identifies you and will not disclose this form in response to any request that specifically seeks the complaint you submitted. Your record in its entirety may, however, be disclosed to law enforcement and regulatory agencies who may assist in resolving your complaint.

2. Are you willing for us to send this complaint to the business you are complaining about and do you authorize that business to release any and all information with regard to this complaint to the MA Attorney General's Office? If no, we may not be able to mediate your complaint.

YES

3. Read this important notice and sign your complaint.

I understand that when I submit this complaint that the MA Attorney General's Office cannot give me legal advice and cannot act as my personal lawyer. I also understand that the MA Attorney General's Office may need to forward this complaint to another agency for response, including one of its designated Local Consumer Programs in your area.

Signed By [REDACTED]

Submitted on: 07/11/2012 03:37:02 PM EDT



MARTHA COAKLEY
ATTORNEY GENERAL

THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF THE ATTORNEY GENERAL

ONE ASHBURTON PLACE
BOSTON, MASSACHUSETTS 02108

(617) 727-2200
(617) 727-4765 TTY
www.mass.gov/ago

July 13, 2012

[REDACTED]
Gardner, MA [REDACTED]

Dear [REDACTED]:

Thank you for contacting Attorney General Martha Coakley's Public Inquiry & Assistance Center. The Attorney General's Office offers a free, voluntary mediation program aimed at resolving disputes between consumers and businesses outside of court. Although we cannot require a merchant to participate in this voluntary service, many businesses do choose to take part in the process. As a result, our office is able to help many individuals resolve consumer problems.

I have forwarded your complaint to the Local Consumer Program (LCP) in your area. This program works in partnership with the Attorney General's Office to provide information and informal mediation services to consumers. A mediator from the LCP will review your information and will be in touch with you. The Local Consumer Program is:

Worcester Co. Consumer Mediation Program
88 Prescott Street
Worcester, MA 01605
(508) 849-3274

The LCP will contact you in the order in which your complaint was received. The mediator will likely ask you for more information or further documentation to assist in the mediation process. Please make a copy of all of your original documents, and be prepared to send them to the Local Consumer Program. However, if you have questions or concerns about any part of this procedure, you may call the above program directly. To learn more about this program and other services and information offered, you may refer to the Attorney General's web page at www.mass.gov/ago.

Sincerely,

Sarah Margolis
Mediator
Public Inquiry & Assistance Center

Purchased 5/29/2012 MV Purchase agreement
2010 Hyundai Elantra Touring GLS VIN:KMHDB8AE7AU [REDACTED]
Date of purchase 5/29/12 Odometer Reading 21304 miles

Two Issues

1. Terms of loan possible violation of truth & lending-predictor lending
2. Car is defective, with safety issues

I have two of Purchase agreements(two days apart, the FM had me come back in the next day)...RT 2 Hyundai said I had to purchase a extra Warranty in order to get a better rate and have a better chance of a loan; Looks good to a bank. I hear now that is illegal what they did. Wells Fargo said the rate is the rate....and I did not need a Warranty. I could call to the dealership to cancel. See attached:

Prior owner had all service done at RT 2 Hyundai-I have not been allowed to see the past service records.

I had asked Kelly Weaver and Tricia D for copies, neither gave them to me nor let me see.

I Purchased my 2010 Hyundai Elantra Touring Certified Used 5/29/12; I noticed my car is pulling to the right, veering off the side of the road, very hard to keep over correcting the steering. There is a significant steering issue with this car. This creates a danger if over-steering is applied during an adjustment in an effort to keep car straight. I have had my car in to the dealership 4 times: alignment, 4 new tires, re-calibrated steering angle sensor. The dealer Service Manager has even had the Hyundai rep in he said to look at my car. The service manager keeps claiming in the end that it is road crown (when he cannot fix it). This car has safety issues and I cannot keep it on the road. It is a struggle to drive. I have made an attempt to call the Sales Rep for replacement. Please "Google" "Hyundai Steering Issues" I am not alone on this one, seems Hyundai is aware of a problem and cannot fix it. (Sonata's and Elantra & E Touring). I want a full refund, I do not trust Hyundai vehicle's at this point.

Called and told My Sales Rep Jason Glenn about issues....Left messages. No call backs.

Called service and brought my car in.

See all receipts:

- 6/19/12 MO: 22215 Rt 2 Hyundai

I Reported Vehicle pulls to the right...

Technician reported Road Crown

- 6/22/12 Duprey Automotive
Independent Garage Vehicle pulls to the right recommends an alignment
(called RT 2 with concerns)

- 6/25/12 MO:22530 Rt Hyundai
I requested an alignment, pulls to the right.
I was told all toe is in spec

- 7/02/12 MO: 22535 Rt 2 Hyundai
*When I entered the service area I overheard Kelly Weaver an advisor say "this one is all yours"
to Kevin the service manager. *Anyone around the area heard her.* I was appalled. I have an issue
with a new car I just bought! Uncalled for! (I will NEVER have business with her again)

*Kevin test drove the vehicle still says it is road crown and verified the vehicle follows the crown
of the road seems faster than the left. He emailed the Hyundai FTS regarding this

- 7/06/12Went to Herb Chambers Hyundai Worcester/Westborough MA for a second opinion.
*Unfortunately they could not perform any type of diagnostic without payment even under
warranty I think that goes back to where I bought the vehicle. I do not have 100+ dollars to
permit my vehicle for diagnostic service. But they were nice and offered to road test the car. The
Tech took my vehicle for a ride and I went along. He immediately noticed the definite pulling to
the right and drifting. Abnormal not road crown! He even said some of the Sonata's were having
the same steering issues. We went back to the dealership and I took a business card from Joie
Mullen Service Advisor. Pleasant attendants.

- 7/10/12 MO: 23156 Rt 2 Hyundai
*Hyundai FTS finally email/called Kevin brought in vehicle 7/9/12 received a loaner car from
service consultant Tricia Ducharme (who was very nice and customer service orientated).

*Customer states Pulling to the right again...

*Tech road test to verify pull to the right. IT DOES. Replaced 4 tires and performed wheel
alignment recalibrated steering angle sensor. Road test to verify repairs. RT 2 says vehicle does
not pull to the right.

* I picked up the vehicle which was dirty from the work on the driver door and steering wheel. I
had to go find it in the back lot!!!! Tricia handed me my keys and started talking to a different
customer.

I left the parking lot and proceeded down the road and the vehicle is *still pulling to the right!*

Called dealership from doctor appointment parking lot left message with details to the receptionist for Tricia. Kevin the service manager called me back and said there was nothing more he could do for me. There was nothing wrong with my car but road crown. I told him I could not live with my car pulling to the right, I have to over correct it back to the left and WORK at keeping my car on the road. This is a safety issue.

I have Googled the problem on the internet and there is a lot of information about the same issue with other Hyundai owners! This dealership is fluffing me off and hope I go away, I cannot live with this.

I expressed this to Kevin I did not want the car and will start the process to Lemon Law, refund or replacement. He said I need to call the sales office. I told Kevin I will get more documentation and Kevin also stated I need to go to a Hyundai dealership ONLY for another opinion.

I did 6/10/12 my Sales Rep Jason Glenn he stated he was busy and with a customer and would call me back in 30 minutes. He NEVER called back. He had done this in the beginning; once the car is sold he is done. I was called to discuss replacement, no phone call back....at this point I do not want another Hyundai.

Called Tricia and asked for prior owner service records. She said she would call me back. She NEVER did. As of 7/18/12 I have not heard from the dealership.

I called Hyundai direct 4 times. 800-633-5151.

Case number #4902510

I think the date was 7/2/12 talked to Ron

7/06/12 called Hyundai after leaving Herb Chambers felt invalidated

7/11/12 passing me to another department talked to Erica

7/18/12 called Hyundai and talked to Chris...He said I must wait 7-14 days for the other department to call.

When I called on 7/11/12 I was told they were bumping my case over to another dept and I should hear from them within 3 days.

7/11/12 I filed a complaint with the Attorney General's office for mediation.

Received Letter from Att General's Office 7/13/18

7/18/12 Talked to Patricia from Worcester Co. Consumer Mediation Program, they just received the information and will be calling me possibly tomorrow or Friday. I told her I will send the information out 7/18/12.

I called the Consumer Protection Agency Recall 800-424-9393 left a report. Confirmation #10465251
888-283-3757 Consumer Affairs.
#1809826

Limited Used Vehicle Warranty

3,700 - 90 days see attached

To date 1,837 miles

90 days will be 8/29/12

7/13/12 I am not happy with my treatment at RT 2 Hyundai at all. They have treated me poorly because I have issues with my car. I had to go find my car in the BACK lot and it was dirty...I took pictures too. I have never been treated this way at a dealership ever.

LIMITED USED VEHICLE WARRANTY

RTE 2 HYUNDAI
743 NORTH MAIN STREET
LEOMINSTER, MA 01453
(978) 534-9999
1-888-992-6668
(THE "DEALER")

THE DEALER WARRANTS THIS

VEHICLE: 2010 (YEAR) HYUNDAI (MAKE) ELANTRA TOUR (MODEL) KMHDE8AE7AU (VIN NUMBER)

against any defect, malfunction, or combination of defects or malfunctions, that impairs its safety or use for a period of

- XXX (A) 90 days or 3,750 miles, whichever comes first (for vehicles with fewer than 40,000 miles on the odometer at the time of sale, or if the true mileage is not known and the vehicle is three years old or less)
- (B) 60 days or 2,500 miles, whichever comes first (for vehicles with 40,000 to 79,999 miles on the odometer at the time of sale, or if the true mileage is not known and the vehicle is more than three but less than six years old)
- (C) 30 days or 1,250 miles, whichever comes first (for vehicles with 80,000 to 124,999 miles on the odometer at the time of sale, or if the true mileage is not known and the vehicle is six years old or more)

from the date of delivery of the vehicle to you. (Dealer to check A, B, or C above.)

The Dealer will provide the full cost of parts and labor necessary to repair all covered defects. However, the Dealer may charge you up to a total of \$100.00 (Dealer to fill in an amount from \$0 to \$100) per vehicle for the repair of all covered defects during the warranty period. THE DEDUCTIBLE BEING CHARGED IS \$100.00.

The warranty period is extended one day for every day the vehicle is in the shop for repairs, and one mile for every mile the vehicle is driven between the dealer's acceptance of the vehicle for repair and its return to the consumer.

The warranty is extended for 30 days from the completion of any repair attempt for every defect that was the subject of the repair attempt.

The Dealer will give you a refund if a defect that impairs the safety or use of the vehicle continued to exist or recurred within the warranty period after either three repair attempts for the same defect or being out of service after being returned for repair of any defect or defects for a cumulative total of ten or more business days.

Defects that are covered by the manufacturer's warranty are not covered by this warranty if the Dealer gives you a copy of the manufacturer's warranty, that warranty has been assigned to you, and the Dealer assures that those defects are repaired.

This warranty is provided pursuant to G.L. c. 90, sec. 7N1/4, the used vehicle warranty law. For further information about that law contact the Executive Office of Consumer Affairs and Business Regulation at 727-5095.

Please sign and date this warranty below. Keep one copy for your records and give the other copy to the dealer.

DATE: 05/29/12

SIGNATURE: [Signature]

BUYER

BUYER

The Reynolds and Reynolds Company © 1999

PURCHASER'S COPY



HYUNDAI

743 NORTH MAIN STREET
LEONMINSTER, MA 01469
(978) 454-9400
1-888-902-6647



21506	KELLY	165	637	06/19/12	HYCS117205
				22,214	GRAY/
GARDNER, MA	10/HYUNDAI/ELANTRA TOURING/4DR WGN G	03/13/10			21,304
	K M H D B 8 A E 7 A U	MA043			
				06/19/12	
	E# G4GC9711231				MO: 22215

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX HYCS JOB# 4 TOTAL 0.00

LABOR
JOB# 5 4GYZ01 WHEEL/TIRE CONCERN UNITS: TECH(S):224
CUSTOMER STATES VEHICLE PULLS TO THE RIGHT. CHECK & ADVISE
TECHNICIAN ROAD TESTED AND FOUND CAR TO HAVE ROAD CROWN,
SHOULD HAVE SOME PULLING TO RIGHT.
NONE ADVISED AT THIS TIME

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX HYCS JOB# 5 TOTAL 0.00

LABOR
JOB# 6 4GYZ WHEELS/TIRES UNITS: TECH(S):224
INSTALL 3 HUBCAPS PER ME ONE
3 WERE SCRATCHED UPON VEHICLE PURCHASE.
INSTALLED 3 NEW HUBCAPS PER ME ONE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	3	52960-2L000	COVER ASSY-WHEEL		INTERNAL
TOTAL - PARTS					0.00

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX HYCS JOB# 6 TOTAL 0.00

COMMENTS
CREATED 2012-06-13 12:35:00PM TAKEN BY KELLY WEAVER CUSTOMER STATES
NONE OF THE WIPERS WORK PROPERLY PLEASE CHECK AND ADVISE.

AUTOMOTIVE & TOWING

978 939-8355

25 Central Street
Baldwinville, MA 01436

6/22/2012

Repair Order

Customer Name [REDACTED]
Address [REDACTED]
City/Town, State, Zip Gardner, Ms. [REDACTED]
Phone No. [REDACTED]

Year, Make & Model	Transmission Type	# Drs.	WAC	Eng. Size	Mileage
2010 Hyundai Elantra Touring VIN#KMH8BBAE7A0	4 Speed w/oD	5	Y	2.0 DOHC W/Cat	22,373
Work Performed	Parts	Warranty	Amt.	Price	Total
Inspected vehicle for new purchase:					\$0.00
Vehicle pulls to the right, due to the front end out of alignment					\$0.00
and front tires were moved to the rear and rear pulled to the					\$0.00
level to headaid the need for an alignment. The wear on the tires					\$0.00
suggests the need for an alignment. Should have been picked up as					\$0.00
part of the sale of the vehicle.					\$0.00
					\$0.00
					\$0.00
Passenger side near-side seat at the cranny binding is showing					\$0.00
signs of dampness. This will get worse before it gets better.					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0.00
					\$0

Thank you, we appreciate your business!!!

768 1145



HYUNDAI



743 NORTH MAIN STREET
LEOMINSTER, MA 01453
(978) 534-9999
1-888-992-6668

CUSTOMER NO. 21506	ADVISOR KELLY	FACT NO. 165 637	INVOICE DATE 06/25/12	INVOICE NO. HYCS117429
	FAHRETTI DATE	LICENSE NO.	22,529	COLOR GRAY/
	YEAR / MAKE / MODEL 10/HYUNDAI/ELANTRA TOURING/4DR WGN G	DELIVERY DATE 03/13/10	STOCK NO. 17048A	DEPT. NO. 21,304
GARDNER, MA	VEHICLE ID. NO. K M H D B 8 A E 7 A U	SALE/DEALER NO. MA043	PRODUCTION DATE	
	P.T.E. NO.	R.O. DATE 06/25/12		
E# G4GC9711231		MO: 22530		

JOB# 1 CHARGES-----

LABOR
J# 1 45HYZ06 4 WHEEL ALIGNMENT UNITS: TECH(S):224 79.95
CUSTOMER REQUESTS 4 WHEEL ALIGNMENT
PULLS TO THE RIGHT
KEVIN WOULD LIKE PRINT OUT BEFORE AND AFTER.
ALL TOE IS IN SPEC
CAMBER NOW ADJUSTABLE
4-WHEEL ALIGNMENT HAS BEEN COMPLETED TO INSURE PROPER
TIRE WEAR AND HANDLING

JOB# 1 TOTALS-----
LABOR 79.95

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 79.95

JOB# 2 CHARGES-----

LABOR
J# 2 30HYZ04 AUTO TRANS LEAK UNITS: TECH(S):224 WARRANTY
CHECK AXLE SEAL AT TRANSMISSION FOR POSSIBLE LEAK
FOUND RIGHT SIDE AXLE SEAL LEAKING
REPLACED WITH NEW AXLE SEAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	43119-39020	SEAL-OIL		
TOTAL - PARTS				0.00	

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR
J# 3 00HYZ01 MULTIPoint INSPECTION UNITS: TECH(S):224 INTERNAL
PERFORM MULTIPoint INSPECTION AND REPORT
SEE RECOMMENDATIONS
COMPLETED MULTIPoint INSPECTION

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX HYCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR
J# 4 46HYZ01 WHEEL/TIRE CONCERN UNITS: TECH(S):224 0.00
CHECK TREAD AND CONDITION OF ALL TIRES. CUSTOMER JUST BOUGHT
USED CAR FROM US AND MECHANIC IS TELLING HER SHE NEEDS NEW
CUSTOMER REQUEST INSPECTION OF TIRES
TIRES IN GOOD SHAPE AND PASS STATE INSPECTION

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX HYCS JOB# 4 TOTAL 0.00



HYUNDAI



743 NORTH MAIN STREET
LEOMINSTER, MA 01453
(978) 534-9999
1-888-992-6668

CUSTOMER NO. 21506		APPROX. KEVIN		TAO NO. 204	153	INVOICE DATE 07/02/12	INVOICE NO. HYCS117612
GARDNER, MA		LABOR RATE		LICENSE NO.	22,530	COLOR GRAY	STOCK NO. 17048A
		VEHICLE MAKE / MODEL		10/HYUNDAI/ELANTRA TOURING/4DR WGN G		DELIVERY DATE 03/13/10	MSRP \$21,304
		VEHICLE ID NO.		K M H D B 8 A E 7 A U		SALEMAN DEALER NO. MA043	PRODUCTION DATE
		I.T.I. NO.		P.O. NO.		R.O. DATE 06/29/12	REPRINT# 1
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS E# G4GC9711231		MO: 22535	

JOB# 1 CHARGES-----
LABOR
J# 1.45HY201 STEERING CONCERN UNITS TECH(S) 204 INTERNAL
CUSTOMER STATES THE VEHICLE PULLS TO THE RIGHT AT ALL TIMES
TEST DROVE VEHICLE AND VERIFIED THAT THE VEHICLE FOLLOWS THE
CROWN OF THE ROAD, SEEMS TO GO TO THE RIGHT FASTER THAN
THE LEFT.
SERVICE MANAGER HAS EMAIL HYUNDAI FTS REGARDING THIS.

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00

TOTALS-----

* NEXT RECOMMENDED SERVICE:
* 06/29/2012 / 22535 MI 01HY2027 XXXXXXXXXXXX *

*****	TOTAL LABOR.....	0.00
*****	TOTAL PARTS.....	0.00
*****	TOTAL SUBLET.....	0.00
*****	TOTAL G.O.G.....	0.00
*****	TOTAL MISC CHG.....	0.00
*****	TOTAL MISC DISC.....	0.00
*****	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

PLEASE RETURN ALL SURVEYS YOU RECEIVE. IF FOR ANY REASON
YOUR RESPONSE IS LESS THAN "COMPLETELY SATISFIED" PLEASE
CONTACT JESSE BRETON FOR ANY CONCERNS OR COMMENTS.
WE VALUE YOUR OPINION. THIS IS OUR DEALERSHIP REPORT CARD.
WE WOULD LIKE TO THANK YOU IN ADVANCE FROM RTE. 2 HYUNDAI

CUSTOMER SIGNATURE

Hyundai and Hyundai logo are registered trademarks of Hyundai Motor Company.

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 11:18am



743 North Main Street
Leominster, MA 01453

Tricia Ducharme
Service Consultant

Tel: (978) 534-9999
Fax: (978) 534-6555
tducharme@rte2hyundai.com

www.rte2hyundai.com



HYUNDAI



3 NORTH MAIN STREET
LEOMINSTER, MA 01453
(978) 534-9999
1-888-992-6668

CUSTOMER NO 21506	TECHNOLOGICAL TRICIA	DATE 225	153	INVOICE DATE 07/10/12	INVOICE NO. HYCS117932
	LABOR RATE	LICENSE NO	23,141	COLOR GRAY	STOCK NO. 17048A
GARDNER, MA	YEAR / MAKE / MODEL 10/HYUNDAI/ELANTRA TOURING/4DR WGN G	DELIVERY DATE 03/13/10		DEFINITION 21,304	
	VEHICLE ID NO K M H D B 8 A E 7 A U	SELLING DEALER NO MA043		PRODUCTION DATE	
	PT. NO	R.O. DATE 07/09/12			
REFERENCE PHONE	TECHNOLOGICAL PHONE	COMMENTS E# G4GC9711231			MO: 23156

JOB# 1 CHARGES-----
LABOR-----
DE 1 51HYZ BODY ELECTRICAL UNITS: TECH(S):48 INTERNAL
C/S: CUSTOMER STATES THAT THE KEY SEEMS TO GET VERY HOT
0
NO ABNORMAL CONDITION PRESENT AT THIS TIME

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
LABOR-----
DE 2 00HYZ01 MULTIPPOINT UNITS: TECH(S):48 INTERNAL
PERFORM MULTIPPOINT INSPECTION AND REPORT
SEE RECOMMENDATIONS
COMPLETED MULTIPPOINT INSPECTION

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
LABOR-----
DE 3 45HYZ03 SUSPENSION/CONDRN UNITS: TECH(S):48 INTERNAL
C/S: CUSTOMER STATES THE VEHICLE IS PULLING TO THE RIGHT
TECH ROAD TEST TO VERIFY PULL TO THE RIGHT. IT DOES.
REPLACED FOUR TIRES AND PERFORMED WHEEL ALIGNMENT.
RE-CALIBRATED STEERING ANGLE SENSOR. ROAD TEST TO VERIFY
REPAIRS. VEHICLE DOES NOT PULL TO THE RIGHT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
	4	1755913	195-65-15 KJ		
TOTAL - PARTS					0.00

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX HYCS JOB# 3 TOTAL 0.00

Hyundai and Hyundai logo are registered trademarks of Hyundai Motor Company.



PLEASE STAMP OR PRINT
YOUR DEALERSHIP NAME
& ADDRESS HERE

**RENTAL AGREEMENT
FOR A TEMPORARY SUBSTITUTE VEHICLE**

MASSACHUSETTS

MA- 011165

DATE: 7/28/12
TIME: 4:24 PM
LOCATION: 117932
DATE AND TIME: 7/28/12
IN: 4:24 PM
OUT: 2:27 PM
DATE AND TIME: 7/28/12
IN: 4:24 PM
OUT: 2:27 PM

DRIVER'S LICENSE: MA
EXPIRES: 11/1/12
DATE: 7/28/12

COMPANY: COMMUNE
AGENT'S NAME: [REDACTED]
AGENT'S PHONE: [REDACTED]

ADDITIONAL DRIVER'S NAME: [REDACTED]
DRIVER'S LICENSE #: [REDACTED]
STATE: [REDACTED]
EXPIRES: [REDACTED]
BIRTH DATE: [REDACTED]

ADDITIONAL DRIVER'S NAME: [REDACTED]
DRIVER'S LICENSE #: [REDACTED]
STATE: [REDACTED]
EXPIRES: [REDACTED]
BIRTH DATE: [REDACTED]

You agree to all the terms and conditions on both sides of this Agreement and you acknowledge that you were given an opportunity to read this Agreement before being asked to sign. You authorize us to provide credit and/or other financial services for all charges due under this Agreement. Your signature below is considered made on the applicable credit/debit card voucher.

All charges subject to final audit.

YOUR SIGNATURE

Customer Initials: [REDACTED]
Condition Out: [REDACTED]
Condition In: [REDACTED]
Customer Name: [REDACTED]

IF THE VEHICLE IS NOT RETURNED WITHIN 48 HOURS OF THE DATE DUE, WE WILL REPORT IT TO THE POLICE DEPARTMENT AS STOLEN OR BEYOND OUR CONTROL UNDER ALM CH. 266 § 87A.

No Charge To
Customer OAD/Loaner.
Loaner

RENTAL CHARGES: \$ /day
SALES TAX: %
FUEL: gallons @ \$ /gal.
ADDITIONAL CHARGES: \$
TOTAL DUE: \$

CARD # [REDACTED]
EXPRES [REDACTED]
AMEX VISA CHECK #
MC OTHER GASH

DISTRIBUTION: WHITE - Service CANARY - Legal PINK - Customer

NP150-04006 12101203

Google

Directions to Herb Chambers Hyundai of
Westborough
Herb Chambers Hyundai of Westborough, 75 Otis
Street, Westborough, MA 01518 - (877) 204-8442
32.2 mi - about 57 mins

180 9826

Gardner, MA

1. Head west on [redacted] toward Becky Ave
go 0.1 mi
total 0.1 mi
2. Turn left onto Green St
About 1 min
go 0.3 mi
total 0.4 mi
3. At the traffic circle, take the 2nd exit onto Elm St
About 2 mins
go 1.0 mi
total 1.4 mi
4. Continue onto Pearson Blvd
go 0.2 mi
total 1.6 mi
5. At the traffic circle, take the 3rd exit onto the MA-2 E ramp
About 57 secs
go 0.4 mi
total 2.0 mi
6. Merge onto MA-2 E
About 2 mins
go 2.2 mi
total 4.2 mi
7. Continue onto MA-140 S
About 2 mins
go 2.2 mi
total 6.4 mi
8. Take exit 25 for Massachusetts 2A/MA-140 toward Westminster/Princeton
go 0.2 mi
total 6.6 mi
9. Turn left onto MA-140 S/Hager Park Rd
Continue to follow MA-140 S
About 22 mins
go 12.5 mi
total 19.1 mi
10. Turn left onto MA-140 S/Beaman St
Continue to follow MA-140 S
About 5 mins
go 2.2 mi
total 21.3 mi
11. Slight left onto MA-140 S/Worcester St
Continue to follow MA-140 S
About 11 mins
go 6.6 mi
total 27.9 mi
12. Turn left onto Main St
About 1 min
go 0.5 mi
total 28.4 mi
13. Turn right onto South St
About 3 mins
go 1.3 mi
total 29.8 mi
14. Turn left onto MA-9 E/Boston Turnpike/Boston Worcester Turnpike/Turnpike Rd
Continue to follow MA-9 E/Boston Worcester Turnpike/Turnpike Rd
About 4 mins
go 2.4 mi
total 32.2 mi
15. Turn right
go 59 ft
total 32.2 mi
16. Turn right
go 105 ft
total 32.2 mi

Herb Chambers Hyundai of Westborough
Herb Chambers Hyundai of Westborough, 75 Otis Street, Westborough, MA 01518 - (877) 204-8442

These directions are for planning purposes only. You may find that construction projects, traffic, weather, or other events may cause conditions to differ from the map results, and you should plan your route accordingly. You must obey all signs or notices regarding your route.

Map data ©2012 Google

Directions weren't right? Please find your route on maps.google.com and click "Report a problem" at the bottom left.

[http://maps.google.com/maps?f=d&source=s_d&saddr=\[redacted\]-Gardner, MA...](http://maps.google.com/maps?f=d&source=s_d&saddr=[redacted]-Gardner, MA...) 7/6/2012

Went to
Herb
Chambers

Tel: 508-870-3100
Fax: 508-986-2135
jmulien@herbchambers.com
508-508

Car
Pole
Drawing
June 12th
6:00 - 6:36 - Register
7:00 - ^{wipers} ~~DR~~ Drawing
TINT
buy
1/2 special
Rust Spot
Weather
Strip
Corps & Service
Records



Fax: (978) 534-9933



Trish

Kelly Weaver
Service Consultant

Tel: (978) 534-8999
Fax: (978) 534-6556
kweaver@r1s2hyundai.com

www.rh2hyundai.com
Find us on
Facebook



Tricia Ducharme
Service Consultant

Tel: (978) 534-9999
Fax: (978) 534-0555
lducharme@rite2hyunxai.com

www.rto2hyundai.com
Find us on Facebook

RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

Buyer Name and Address (Including County and Zip Code) GARDNER MA	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address) ROUTE 2 HYUNDAI 743 N MAIN STREET LEONISTEN MA 01453 WORCESTER
---	--	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
USED	2010	HYUNDAI ELANTRA	KNH88AE7A0	☒ personal, family or household ☐ business ☐ agricultural

TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
5.99 %	\$ 6844.59	\$ 19230.41	\$ 26175.00	\$ 26175.00

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest is required is checked below.
If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:
Optional Credit Insurance
☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Accident and Health (Buyer Only)
 Premium: _____

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
_____	_____	07/13/2012

RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

Buyer Name and Address (Including County and Zip Code) GARDNER MA	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address) ROUTE 2 HYUNDAI 743 N MAIN STREET LEONISTEN MA 01453 WORCESTER
---	--	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
USED	2010	HYUNDAI ELANTRA	KNH88AE7A0	☒ personal, family or household ☐ business ☐ agricultural

TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
6.44 %	\$ 4731.32	\$ 21443.68	\$ 26175.00	\$ 26175.00

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest is required is checked below.
If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:
Optional Credit Insurance
☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Accident and Health (Buyer Only)
 Premium: _____
 Credit Life \$ _____ N/A
 Credit Accident and Health \$ _____ N/A
 Insurance Company Name _____
 Home Office Address _____ N/A
 N/A
 VIN: CANARY RE DEMON FRONT CHASSIS

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
_____	_____	07/13/2012

Or As Follows:

Late Charge. If payment is not received in full within 16 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. This charge will not exceed \$5 if you bought the vehicle primarily for personal, family, or household use.
Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

two different days !!



HYUNDAI SONATA Problems - 2012 HYUNDAI SONATA Steering Problems

Like 257

Auto Recalls For Consumers

[Car Recalls](#)
[Tire Recalls](#)
[Motorcycle Recalls](#)
[RV Recalls](#)
[Commercial Vehicles](#)
[Child Car Seats](#)
[Complaints](#)
[Search](#) | [Alerts](#)

Steering Problem on the 2012 HYUNDAI SONATA

Car problem(s) with the 2012 HYUNDAI SONATA. This database includes information received by NHTSA from consumers either directly or as recorded by the Vehicle Safety Hotline. This information may be used by NHTSA during the investigation process. You may file your own complaint by calling the NHTSA Monday-Friday 8am to 8pm at (888) 327-4236, TTY: (800) 424-6153. You can also [file your complaint online](#).

Herb Connolly Hyundai www.HerbConnolly.com
 Huge Selection / High Trade Value Guaranteed
 Approval / Best Prices

2012 Hyundai herbconnollyhyundai.com
 Lease A 2012 Hyundai For As Low As \$99/month At
 Herb Chambers!

Ask a Hyundai Mechanic hyundai.hiAnswer.com
 A Hyundai Mechanic Will Answer Now! Questions
 Answered Every 9 Seconds.

Suspension Conversion Kit www.comminstalls.com
 Highest Quality Air Suspension Kits Save over 80%
 over dealer cost!

AdChoices (p)

Ask a Hyundai Mechanic

Type your question here...

Get an Answer

View other component problems for this vehicle or [view all problems](#)

Air Bags (1)	Exterior Lighting (2)	Service Brakes Hydraulic (2)	Suspension (7)	Vehicle Speed Control (2)
Electrical System (2)	Power Train (2)	Steering (27)	Tires (2)	Visibility (5)
Electronic Stability Control (2)	Seat Belts (1)	Structure (2)	Unknown Or Other (1)	Wheels (2)
Engine And Engine Cooling (2)				

Problem with Steering

- Jul 22, 2012 - Nashville, TN - Steering
 2012 SONATA WILL NOT DRIVE STRAIGHT, IT PULLS TO THE LEFT MOSTLY BUT ALSO TO THE RIGHT. BASICALLY THE CAR SWERVES ALL OVER THE ROAD, ESPECIALLY AT HIGHER SPEEDS. I TOOK IT BACK TO THE DEALERSHIP AND THEY TOLD ME ALL FOREIGN CARS DRIVE LIKE THIS. THEY ADJUSTED THE TIRE PRESSURE BUT THAT DID NOT SOLVE THE PROBLEM. I DO NOT FEEL SAFE DRIVING THE CAR. HYUNDAI ISSUED A SERVICE CAMPAIGN TO FIX THE 2011 SONATAS FOR THIS EXACT PROBLEM, WHY CAN'T THEY JUST DO THE SAME FOR THE 2012S?

[View Details](#)
- Jul 10, 2012 - Shepherdstown, WV - Steering
 ABOVE 55 MPH THE STEERING IS EXTREMELY HARD. SMALL MOVEMENTS OF THE STEERING WHEEL CAUSE LARGE LATERAL MOVEMENTS OF THE VEHICLE REQUIRING OVER STEER TO CORRECT. AT 55 MPH AND GREATER, THE FEEL IS LIKE MANUAL STEERING CAUSING ARM AND WRIST FATIGUE.

[View Details](#)
- Jun 18, 2012 - Cary, NC - Steering
 - MAIN SYMPTOM: UNSTABLE DRIVING CONDITION. 1. STEERING WON'T BE PERFECTLY CENTERED AFTER MAKING TURN (BOTH LEFT AND RIGHT) AS MUCH AS 1/2 INCHES AT ANY SPEED. 2. EASILY WANDERED EVEN AFTER MANUALLY CENTERED. IT HAS A DRIVER MAKE ADJUSTMENTS CONSTANTLY. SIMPLY, MY CAR DOESN'T GO STRAIGHT. IN ORDER TO KEEP TRACK, I NEED TO KEEP MAKING STEERING ADJUSTMENTS AT ANY SPEED. I FEEL LIKE UNSTABLE, WANDERING ON HIGHWAY. I VISITED DEALER, ISSUED CASE TO HYUNDAI CUSTOMER CENTER, BUT DEALER SAID THERE IS NO SOLUTION (THEY DID THEIR BEST), CUSTOMER CTR. SAID THERE IS NO SAFETY ISSUE (NOT SURE BUT SEEMS LIKE THEY NOTICED) SINCE MY 20 MORE YRS DRIVING. THIS IS THE MOST RIDICULOUS EXPERIENCE. WHATEVER THEY SAID, THIS IS DEFINITELY SAFETY ISSUE. PLEASE CHECK IT OUT.

[View Details](#)
- Jun 18, 2012 - Valdosta, GA - Steering
 AFTER PURCHASING THE CAR NEW IN SEPT OF 2011, WE RECEIVED NOTICE FROM HYUNDAI ADVISING OF RECALL DUE TO PULLING WHILE DRIVING. WE CONTACTED THE LOCAL DEALER MULTIPLE TIMES AND WERE ADVISED THEY WERE WAITING ON THE TECHNICAL SPECIFICATION ON HOW TO FIX THE PROBLEM. THIS HAS CONTINUED SINCE NOVEMBER OF 2011. THE DRIVING CONDITION OF THE CAR HAS CONTINUED TO DECLINE AND HAS EVEN CAUSED THE FRONT TWO TIRES EXCESSIVE WEAR. THE FRONT TIRES ALREADY NEED REPLACEMENT. THE CAR DRIFTS OFF TO THE RIGHT SEVERELY WHEN YOU RELEASE THE STEERING WHEEL, CAUSING FATIGUING OF THE ARMS DUE TO CONTINUED CORRECTION OF THE STEERING.

[View Details](#)
- May 28, 2012 - Jupiter, FL - Steering
 THE VEHICLE WANDERS AT HIGHWAY SPEEDS. IT IS NOT SUITABLE FOR HIGHWAY DRIVING AS IT IS VERY FATIGUING TO DRIVE ANY DISTANCE ON THE HIGHWAY. I AM CONSTANTLY FIGHTING WITH THE STEERING TO STAY IN MY LANE. MOST OF MY DRIVING IS ON THE HIGHWAY AND THIS PROBLEM IS VERY MUCH A SAFETY CONCERN.

[View Details](#)

- Apr 21, 2012 - Wilmington, NC - Steering
PURCHASED MAR 16 2012 AND 1ST HIGHWAY DRIVING WAS MAR 22, 2012. AT APPROX 60 MPH AND GREATER VEHICLE WANDERS ENOUGH FROM LEFT TO RIGHT TO REQUIRE CONSTANT CORRECTION TO KEEP IT FROM GOING OVER CENTER LINE OR OFF SIDE OF ROAD. IF I ADJUST STEERING TO LEFT VEHICLE CONTINUES TO LEFT REQUIRING AN IMMEDIATE ADJUSTMENT TO RIGHT WHICH CAUSES VEHICLE TO CONTINUE TO RIGHT, ETC, ETC, ETC. NO ACCIDENT SO FAR. HOWEVER, HAVE GONE OVER CENTER LINE AND OFF SIDE OF ROAD PERIODICALLY. BOTTOM LINE ... MY WIFE AND I ARE CONCERNED ABOUT OUR SAFETY DRIVING THIS VEHICLE. WILL EMAIL INFO TO DEALER.

[View Details](#)

- Apr 19, 2012 - Washington, DC - Steering
2012 HYUNDAI SONATA. CONSUMER WRITES IN REGARDS TO VEHICLE DRIFTING WHILE DRIVING

[View Details](#)

- Apr 19, 2012 - East Meadow, NY - Steering
PURCHASED 2012 HYUNDAI SONATA IN DECEMBER OF 2011. STEERING FEEL IS EXTREMELY LIGHT/LOOSE, ESPECIALLY AT HIGHWAY SPEEDS. CAR WANTS TO WANDER FROM SIDE TO SIDE AND CONSTANT INCREMENTAL STEERING ADJUSTMENTS ARE NEEDED BY THE DRIVER TO KEEP THE VEHICLE TRACKING STRAIGHT. CREATES A DANGER IF OVER-STEER IS APPLIED BY DRIVER DURING AN ADJUSTMENT IN AN EFFORT TO KEEP CAR STRAIGHT. HAVE HEARD THAT MANY OWNERS ARE HAVING THE SAME PROBLEM.

[View Details](#)

- Apr 12, 2012 - Hamilton, NJ - Steering
VEHICLE DOES NOT TRACK STRAIGHT, PULLS TO THE LEFT OR RIGHT. PURCHASED CAR 9/10/12. EARLIEST APPOINTMENT TO RETURNED TO DEALER 9/22/11. TECH. RESET TIRE PRESSURE. HE DROVE VEHICLE AND VERIFIED COMPLAINT. TRACK BALANCE -TRACKED FOR 17 SECONDS. CONTACTED DEALER AGAIN BUT HAD TO LEAVE FOR FLORIDA. WENT TO ORLANDO DEALER JAN.3, 2012. THEY INDICATED NJ DEALER REPLACED BOTH TIE RODS, PERFORMED ALIGNMENT, RECALIBRATED STEERING, CHECKED TIRE PRESSURE. NO CHANGE IN PERFORMANCE. CONSTANT CORRECTIONS ARE NEEDED TO KEEP VEHICLE IN PROPER DIRECTION. DIFFICULT TO CONTROL AT ANY SPEED. CONTACTED NJ DEALER(NUMEROUS TIMES) TO RESTATE THAT THIS CAR IS NOT SAFE TO DRIVE. RETURNING TO THE DEALER APRIL, 2012 TO REQUEST REPLACEMENT. THIS CAR NOT SAFE TO DRIVE! INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(3).

[View Details](#)

- Apr 12, 2012 - Brooklyn, NY - Steering
TL* THE CONTACT OWNS A 2012 HYUNDAI SONATA. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 60 MPH, THE VEHICLE BEGAN TO UNINTENDEDLY WANDER INTO THE NEXT LANE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER TWICE FOR THE SAME FAILURE. THE FOUR TIRES WERE ROTATED AND A WHEEL ALIGNMENT WAS PERFORMED. THE FAILURE PERSISTED AND BECAME PROGRESSIVELY WORSE. THE TECHNICIAN STATED THAT THE FAILURE WAS A MANUFACTURER'S DEFECT AND THEY WERE UNABLE TO PROVIDE A REMEDY. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 2,000.

[View Details](#)

- Apr 02, 2012 - Grove City, OH - Steering
2012 SONATA LTD 2.0T - STEERING IS DIFFICULT TO CONTROL AT RANDOM TIMES AND AT VARIOUS SPEEDS. HOWEVER, IT IS ESPECIALLY NOTICEABLE AT HIGHWAY SPEEDS. CAR PULLS IN BOTH DIRECTIONS BUT MAINLY LEFT. MUST KEEP STEERING WHEEL TURNED SLIGHTLY TO THE RIGHT MOST OF THE TIME TO KEEP THE CAR STRAIGHT AT HIGHWAY SPEEDS.

[View Details](#)

- Apr 01, 2012 - Maple Shade, NJ - Steering
VEHICLE DOES NOT TRACK STRAIGHT. PULLS TO THE LEFT OR RIGHT AT ANY SPEED. PARTICULARLY AFTER MAKING A LEFT OR RIGHT TURN, EITHER AS A LANE CHANGE OR A PROPER TURN. TOOK IT TO THE DEALERSHIP AFTER THE SECOND WEEK OF OWNERSHIP AND HAD THEM TEST THE CAR. THEY INFORMED ME THAT NOTHING WAS WRONG, AND MAYBE THE ISSUE WAS TORQUE STEER. I TOLD THEM THAT I KNOW ABOUT TORQUE STEER AND THAT IT WAS NOT THE ISSUE. THEY SAID EVERYTHING LOOKED GOOD AFTER THEIR TECH AND SERVICE MANAGER TOOK IT OUT FOR A TEST DRIVE. I WILL BE GOING IN TOMORROW FOR A SECOND LOOK AT THE VEHICLE BECAUSE IT SEEMS TO BE GETTING PROGRESSIVELY WORSE.

[View Details](#)

- Mar 09, 2012 - Rising Sun, MD - Steering
RECENTLY PURCHASED 2012. THE CAR ONLY HAS 600 MILES ON IT. STEERING IS VERY HARD TO CONTROL. THE CAR RUNS OFF THE ROAD IF YOU DONT PAY ATTENTION. IT IS EXTREMELY HARD TO CONTROL ON THE HIGHWAY. IN ORDER TO KEEP CONTROL OF THE CAR YOU MUST CONSTANTLY STEER THE VEHICLE FROM SIDE TO SIDE. THE CAR GOES TO THE RIGHT AND THEN WILL IMMEDIATLY GO TO THE LEFT. THIS CAR IS UNSAFE.

[View Details](#)

- Mar 01, 2012 - Ocracoke, NC - Steering
TL* THE CONTACT OWNS A 2012 HYUNDAI SONATA. THE CONTACT STATED THAT THE STEERING WHEEL WOULD MOVE FROM LEFT TO RIGHT ABNORMALLY WHEN DRIVING AT ANY SPEED. THE STEERING BECAME HARD TO CONTROL AND CAUSED THE VEHICLE TO SWERVE OUT OF THE LANE IN WHICH THE CONTACT WAS TRAVELING. THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES FOR THE FAILURE. THE DEALER PERFORMED AN ALIGNMENT TWICE BUT FAILURE WAS NOT CORRECTED. THE STEERING CONTINUED TO PULL FROM SIDE TO SIDE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND ADVISED THE CONTACT THAT THE VEHICLE WAS SAFE TO DRIVE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 250 AND THE CURRENT MILEAGE WAS 2,000. UPDATED 03/21/12 THE CONSUMER STATED THE STEERING WHEEL DOES NOT MOVE IF SHE HOLDS IT STRAIGHT. HOWEVER, THE VEHICLE DOES GO TO THE LEFT AND RIGHT ON ITS OWN. WHILE DRIVING, THE CONSUMER STATED CONSTANT CORRECTIONS ARE NEEDED TO KEEP THE VEHICLE IN RIGHT DIRECTION. UPDATED 03/23/12

[View Details](#)

- Feb 22, 2012 - Jamaica, NY - Steering
ERRATIC STEERING PULLS LFT OR RIGHT MAINLY RIGHT BROUGHT IN 3X STILL NOT FIXED.

[View Details](#)

- Jan 28, 2012 - San Jose, CA - Steering
BOUGHT FROM DEALER, NEW CAR, 7MILES ON ODOMETER. CAR DOES NOT STEER OR TRACK STRAIGHT AND PULLS TO THE RIGHT, CAME WITH 16" WHEELS AND TIRE PRESSURE IS TO FACTORY SPECIFICATIONS. CAR DID HAVE 18" WHEELS PRIOR TO SALE BUT DID NOT WANT TO PAY THE EXTRA \$1000 FOR THIS OPTION. TOOK CAR TO DEALER TO CORRECT ALIGNMENT ISSUE. THEY CONFIRMED AND INSTALLED A CAMBER KIT TO THE LEFT FRONT WHEEL ASSEMBLY. CAR TRACKING RIGHT CORRECTED; HOWEVER, IT NOW WANDERS LEFT AND RIGHT REQUIRING CONTINUOUS SMALL (1/4 INCH) CORRECTIONS TO STEERING INPUT EVERY 5-10 SECONDS TO DRIVE STRAIGHT. THIS CAUSES FATIGUE IN DRIVING LONG DISTANCES DUE TO

THE AMOUNT OF PRECISION AND CONCENTRATION NEEDED TO CONTINUOUSLY MAKE STEERING CORRECTIONS REQUIRED TO KEEP CAR DRIVING STRAIGHT.

[View Details](#)

- Dec 14, 2011 - Boca Raton, FL - Steering
TL* THE CONTACT OWNS A 2012 HYUNDAI SONATA. THE CONTACT STATED THAT THE POWER STEERING FAILED WHILE DRIVING 45 MPH. THE STEERING WHEEL INDEPENDENTLY TURNED LEFT AND THE CONTACT WAS UNABLE TO CONTROL THE STEERING, LOST CONTROL OF THE VEHICLE AND CRASHED INTO A LIGHT POLE. THE VEHICLE WAS TOWED TO THE DEALER WHERE A DIAGNOSTIC WAS PERFORMED BUT THE TEST DID NOT GENERATE A FAILURE CODE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND THE CURRENT MILEAGE WAS 700.

[View Details](#)

- Nov 22, 2011 - Melbourne, FL - Steering
AS SOON AS I STARTED DRIVING MY NEW 2012 HYUNDAI SONATA, I NOTICED THAT IT WAS PULLING TO THE RIGHT. THE FIRST TIME I BROUGHT IT BACK TO THE DEALER, THEY CROSS ROTATED AND BALANCED THE TIRES, AND ADJUSTED THE TIRE PRESSURE. I WAS TOLD THE TECHNICIAN RESETTED VEHICLE OPERATION, THAT THE TRACKING WAS OKAY, AND NO FURTHER ACTION WAS REQUIRED. THE MINUTE I LEFT THE DEALERSHIP, HOWEVER, THE CAR WAS STILL DRIFTING TO THE RIGHT, EXACTLY AS IT HAD BEEN WHEN I BROUGHT THE CAR IN. WHEN I BROUGHT THE CAR BACK THE SECOND TIME, THE SERVICE MANAGER SAID THAT THEY PERFORMED AN ALIGNMENT INSPECTION AND FOUND CAMBER SETTINGS OUT OF ADJUSTMENT. TO RESOLVE THE ISSUE, THEY INSTALLED CAMBER BOLT KITS TO GET SETTINGS INTO SPECS. WHEN I LEFT THE DEALERSHIP THIS TIME, I NOTICED THAT THE PULL SEEMED LESS HARD, AND THE DRIFT TOOK LONGER, BUT IT ULTIMATELY DRIFTED TO THE RIGHT AGAIN. I WENT BACK AND SPOKE TO THE SERVICE MANAGER WHO SAID THAT IT IS POSSIBLE THAT ROAD CROWING IS NOW CAUSING THE DRIFT, AND THAT I SHOULD CONTINUE TO DRIVE THE CAR TO EVALUATE. IF I STILL FEEL THERE IS A PROBLEM, THEY WILL HAVE THE TECHNICIAN TEST DRIVE THE CAR WITH ME PRESENT.

[View Details](#)

- Oct 22, 2011 - Jeffersonton, VA - Steering
THREE PROBLEMS CROPPED UP IMMEDIATELY OR SHORTLY AFTER INITIAL OWNERSHIP. THE CAR PULLS TO THE RIGHT, AND THE STEERING WHEEL MUST BE TURNED TO THE LEFT OF CENTER TO COMPENSATE WHEN DRIVING ON A FLAT SURFACE. SECOND, THE SUNROOF AREA DEVELOPED A LOUD CREAKING SOUND WHEN THE CAR IS DRIVEN THROUGH A TURN OR OVER UNEVEN ROAD SURFACE. THIRD, AND MOST ALARMINGLY, THE CRUISE CONTROL INTERMITTENTLY FAILS TO DISENGAGE WHEN THE CANCEL BUTTON IS PRESSED. IT ALSO INTERMITTENTLY FAILS TO ENGAGE WHEN THE SET BUTTON IS PRESSED. IF THE CRUISE CONTROL HAS FAILED TO DISENGAGE, TAPPING THE BRAKE OR PRESSING THE MAIN ON/OFF BUTTON WILL CAUSE IT TO DISENGAGE. HOWEVER, THE CONFUSION THAT COMES FROM THE CANCEL BUTTON FAILURE MAY LEAD TO AN ACCIDENT. THE DEALER CANNOT REPLICATE THE PROBLEM DURING A SHORT TEST DRIVE AND REFUSES TO REPLACE OR TEST THE ELECTRONIC MODULES.

[View Details](#)

- Oct 12, 2011 - Arlington, VA - Steering
I HAVE HAD ISSUES WITH MY HYUNDAI SONATA GLS FROM DAY 1 (PURCHASE DATE 8/31/11) WITH REGARDS TO THE STEERING ALIGNMENT. THE CAR WILL EITHER DRIFT OR PULL TO THE RIGHT. I RETURNED IT FOR SERVICE 3 DAYS AFTER I PURCHASED THE CAR AND THEY "FIXED THE ALIGNMENT". I RETURNED THE CAR ON 10/10/11 WITH THE SAME PROBLEM AND THEY TOLD ME THAT HYUNDAI RECENTLY ISSUED A RECALL JUST A "COUPLE OF WEEKS AGO" WHICH I CANNOT FIND AND THAT HYUNDAI HAS FOUND A FIX FOR THIS PROBLEM. THEY CHECKED THE ALIGNMENT AND SAID IT WAS "SPOT ON" AND THEY DID SOMETHING TO THE TIRES. ACCORDING TO THE SERVICE CENTER THIS WILL FIX THE PROBLEM. THE CAR STILL DRIFTS TO THE RIGHT.

[View Details](#)

- Sep 28, 2011 - Virginia Beach, VA - Steering
AT HIGHWAY SPEEDS I NOTICED A SLIGHT DRIFT, CAR SEEMS TO BE TEETERING ON CENTER AND REQUIRE LOTS OF CORRECTIONS TO GO STRAIGHT. FEELS OK AT LOWER SPEEDS.

[View Details](#)

- Sep 18, 2011 - Ocoee, FL - Steering
HAVE BEEN IN DEALERSHIP 3 TIMES FOR REPAIR ALL 3 TIMES CAR HAS BEEN OUT OF ALIGNMENT. THE CAR HAS A SHARP PULL TO THE RIGHT THAT CAN CAUSE A VERY SERIOUS ACCIDENT IF YOU DO NOT PAY ATTENTION. I WAS BY HYUNDAI DEALERSHIP THAT THEY WILL NOT WORK ON IT AND THAT THEY SAY IT IS IN COMPANY SPECS. THEY TOLD ME NOT TO TAKE MY HANDS OFF THE WHEEL WHEN I AM DRIVING.

[View Details](#)

- Sep 18, 2011 - Cumberland, RI - Steering
VEHICLE PULLS TO THE RIGHT ALL THE TIME. DEALER INDICATES ALIGNMENT IS OK PER THEIR ALIGNMENT CALIBRATION MACHINE BUT THE MECHANIC ACKNOWLEDGES IT IS STILL PULLING TO THE RIGHT. THE FRUSTRATING PART OF ALL OF THIS IS THAT THE 2011 SONATA WE TEST DROVE ALSO HAD THE PULLING TO THE RIGHT ISSUE AND THE SALESMAN JUST TOLD US IT NEEDED AN ALIGNMENT.

[View Details](#)

- Sep 08, 2011 - Virginia Beach, VA - Steering
CAR PULLS TO THE RIGHT START IN THE LEFT LANE ON A FIVE LANE ROAD IT WILL BE IN THE FIRST LANE IN ONE CITY BLOCK HAD IT BACK FOR SERVICE THREE TIMES STILL THE SAME.

[View Details](#)

- Sep 02, 2011 - Sacramento, CA - Steering
MY BRAND NEW 2012 HYUNDAI SONATA PULLS HARD TO THE RIGHT. TOOK IT IN FOR REPAIR, DEALER SAID NOTHING WAS WRONG. LEFT THE CAR DEALERSHIP AND NOTHING WAS FIXED. STILL PULLING HARD TO THE RIGHT. I SET ANOTHER APPOINTMENT TO TAKE THE CAR BACK IN.

[View Details](#)

- Aug 18, 2011 - Quakertown, PA - Steering
VEHICLE PULLS RIGHT. CONSTANT CORRECTION NEEDED WHEN DRIVING. THE SLIGHTEST AMOUNT OF CROWN SLOPE MAKES IT PULL TO THE RIGHT. EVEN ON A FLAT SURFACE LIKE A PARKING LOT IT WILL DRIVE TO THE RIGHT.

[View Details](#)

- Jul 21, 2011 - Katy, TX - Steering
THIS IS FOR A 2012 SONATA. YOUR OPTIONS TO SELECT THIS MAKE AND MODEL ONLY SHOWED 2011 AS THE OPTION YEAR. THIS COMPLAINT IS FOR A 2012. I PURCHASED A 2012 SONATA IN LATE JUNE. TECHNICALLY THIS IS THE SECOND ONE I PURCHASED. I CAN EXPLAIN IT THIS WAY. THE FIRST ONE I BOUGHT HAD A HORRIBLE PULLING ISSUE. IT PULLED RIGHT AGGRESSIVELY. BEFORE I TOOK DELIVERY I TEST DROVE IT AND HAD THE SALESMAN DRIVE WITH ME. EVEN HE SAID, THIS IS DANGEROUS AND NOT RIGHT. THE DEALERSHIP PUT IT IN THE SHOP AND THEY SAID THEY FIXED

IT WITH AN ALIGNMENT. I TEST DROVE IT AGAIN AND IT WAS EVEN WORSE. I REFUSED TO BUY THAT CAR. THEY FOUND ME ANOTHER ONE. AT FIRST IT SEEMED TO DRIVE FINE ON THE TEST DRIVE. I SHOULD HAVE DRIVEN IT MORE THEN A COUPLE BLOCKS. SAME ISSUE AS THE FIRST ONE AFTER I TOOK DELIVERY. THE CAR PULLED AND STILL PULLS RIGHT, ESPECIALLY AT HIGHWAY SPEEDS. BORDER LINE DANGEROUS ON THE HIGHWAY. SO, THE DEALERSHIP TOOK IT IN AGAIN AND WORKED THE CAMBER. IT STILL PULLS NOW IT GOES TO THE LEFT OR RIGHT AND IS VERY UNPREDICTABLE. I HAVE RESEARCHED THIS ON LINE. EDMUNDS FORUMS, VARIOUS SONATA COLUMNS, YAHOO FORUMS ETC+THERE ARE PEOPLE ALL OVER THE COUNTRY HAVING THE SAME PROBLEM WITH THE 2012 SONATA STEERING. SOME SONATA TECHS SAY IT+S THE SAME PROBLEM THEY HAD IN 2011 WHEN THE RECALL WAS ANNOUNCED. THIS WILL BE THE THIRD TIME THIS VEHICLE IS IN THE SHOP AND MY FRUSTRATIONS DRIVING IT ARE HIGH. IT CAN BE DANGEROUS AT HIGHWAYS SPEEDS. CONSTANTLY HAVING TO CORRECT THE VEHICLES PATH.

[View Details](#)

See similar problems for the following vehicle(s)

- [2010 HYUNDAI SONATA - Steering Problem](#)
- [2011 HYUNDAI SONATA - Steering Problem](#)
- [\(This Page\) - 2012 HYUNDAI SONATA - Steering Problem](#)
- [2013 HYUNDAI SONATA - Steering Problem](#)

[Home](#) • [Car Recalls](#) • [Trucks](#) • [Motorcycles](#) • [RVs](#) • [Commercial Vehicles](#) • [Car Seats](#) • [Complaints](#) • [Sitemap](#) • [Privacy Policy](#)

[Edmunds](#) • [Kelley Blue Book](#) • [SaferCar.gov](#) • [Consumer Recalls](#) • [Government Recalls](#)

Like 257

[Subscribe](#)



[Search](#)
[Subscribe to Feed](#)
[Feedback](#)
[Add to Favorites](#)

[Home](#)
[My Car](#)
[Forum](#)
[Finance](#)
[Insurance](#)
[Lemon Law](#)
[Theft Rate](#)
[Safety Rating](#)
[TSB](#)
[Recalls](#)
[Defect Investigations](#)
[Equipment](#)
[MSRP](#)
[Brands](#)

[Consumer Complaints](#)
[DTC](#)
[Troubleshooting Guides](#)
[Fuel Economy](#)
[Tire](#)
[Child Seat](#)
[Owner's Manual](#)
[Maintenance Schedules](#)
[Warranty](#)
[VIN](#)
[Glossary](#)

Complaints 2012 Hyundai Sonata Steering

[MSRP](#)
[Complaints](#)
[Recalls](#)
[TSBs](#)
[Fuel Economy](#)
[Safety Ratings](#)



2012 Hyundai Sonata Steering Complaints

- 1 Complaint Number: 10465085 Incident Date: July 10, 2012 Date Added to File: July 10, 2012
Description of the Complaint:
 Above 55 mph the steering is extremely hard. Small movements of the steering wheel cause large lateral movements of the vehicle requiring over steer to correct. At 55 mph and greater, the feel is like manual steering causing arm and wrist fatigue.
[Details](#) [Discuss This Consumer Complaint at Forum](#)
- Herb Connolly Hyundai** Huge Selection / High Trade Value Guaranteed Approval / Best Prices www.HerbConnolly.com
Ask a Hyundai Mechanic A Hyundai Mechanic Will Answer Now! Questions Answered Every 9 Seconds. Expert.HerbConnolly.com
Hyundai Sonata vs. Accord Compare the Accord to a Sonata. View Prices, Specs & Photos Today! www.herbconnolly.com/AdChoices/
- 2 Complaint Number: 10462029 Incident Date: April 5, 2012 Date Added to File: June 18, 2012
Description of the Complaint:
 Main symptom: unstable driving condition. 1. Steering won't be perfectly centered after making turn (both left and right) as much as 1/2 inches at any speed. 2. Easily wandered even after manually centered. It has a driver make adjustments constantly. Simply, my car doesn't go straight. In order to keep track, I need to keep making steering adjustments at any speed. I feel like unstable, wandering on highway. I visited dealer, issued case to hyundai customer center. But dealer said there is no solution (they did their best), customer ctr. Said there is no safety issue, (not sure but seems like they noticed) since my 20 more yrs driving. This is the most ridiculous experience. Whatever they said, this is definitely safety issue. Please check it out.
[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 3 Complaint Number: 10459841 Incident Date: April 1, 2012 Date Added to File: May 25, 2012
Description of the Complaint:
 The vehicle wanders at highway speeds. It is not suitable for highway driving as it is very tiring to drive any distance on the highway. I am constantly fighting with the steering to stay in my lane. Most of my driving is on the highway and this problem is very much a safety concern.
[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 4 Complaint Number: 10459888 Incident Date: March 22, 2012 Date Added to File: April 21, 2012
Description of the Complaint:
 Purchased mar 15 2012 and 1st highway driving was mar 22, 2012. At approx 50 mph and greater vehicle wanders enough from left to right to require constant correction to keep it from going over center line or off side of road. If I adjust steering to left vehicle continues to left requiring an immediate adjustment to right which causes vehicle to continue to right, etc, etc. No accident so far. However, have gone over center line and off side of road periodically. Bottom line ... My wife and I are concerned about our safety driving this vehicle. Will email info to dealer..
[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 5 Complaint Number: 10458785 Incident Date: January 2, 2012 Date Added to File: April 19, 2012
Description of the Complaint:
 Purchased 2012 hyundai sonata in december of 2011. Steering feel is extremely light/loose, especially at highway speeds. Car wants to wander from side to side and constant incremental steering adjustments are needed by the driver to keep the vehicle tracking straight. Creates a danger if over-steer is applied by driver during an adjustment in an effort to keep car straight. Have heard that many owners are having the same problem.
[Details](#) [Discuss This Consumer Complaint at Forum](#)
- 6 Complaint Number: 10456228 Incident Date: April 2, 2012 Date Added to File: April 19, 2012
Description of the Complaint:
 2012 hyundai sonata. Consumer writes in regards to vehicle drifting while driving
[Details](#) [Discuss This Consumer Complaint at Forum](#)



- 7 Complaint Number: 10454938 Incident Date: March 6, 2012 Date Added to File: April 12, 2012
Description of the Complaint:
 The contact owns a 2012 hyundai sonata. The contact stated that while driving approximately 60 mph, the vehicle began to unintentionally wander into the next lane. The vehicle was taken to an authorized dealer twice for the same failure. The four tires were rotated and a wheel alignment was performed. The failure persisted and became progressively worse. The technician stated that the failure was a manufacturers defect and they were unable to provide a remedy. The manufacturer was notified of the failure. The approximate failure mileage was 2,000.
[Details](#) [Discuss This Consumer Complaint at Forum](#)

8 Complaint Number: 10454858

Incident Date: September 12, 2011

Details Discuss This Consumer Complaint at Forum

Date Added to File: April 12, 2012

Description of the Complaint:

Vehicle does not track straight, pulls to the left or right. Purchased car 9/10/12. Earliest appointment to returned to dealer 9/22/11. Tech, Reset the pressure. He drove vehicle and verified complaint. Track balance-tracked for 17 seconds. Contacted dealer again but had to leave for florida. Went to orlando dealer jan.3, 2012. They indicated rj dealer replaced both tie rods, performed alignment, recalibrated steering, checked tire pressure. No change in performance. Constant corrections are needed to keep vehicle in proper direction. Difficult to control at any speed. Contacted rj dealer(jocj) numerous times to restate that this car is not safe to drive. Returning to the dealer april,2012 to request replacement. This car not safe to drive! Information redacted pursuant to the freedom of information act (foia), 5 U.S.C. 552(b)(6).

9 Complaint Number: 10453911

Incident Date: September 18, 2011

Details Discuss This Consumer Complaint at Forum

Date Added to File: April 2, 2012

Description of the Complaint:

2012 sonata i4 2.0i - steering is difficult to control at random times and at various speeds. However, it is especially noticeable at highway speeds. Car pulls in both directions but mainly left. Must keep steering wheel turned slightly to the right most of the time to keep the car straight at highway speeds.

10 Complaint Number: 10453889

Incident Date: March 15, 2012

Details Discuss This Consumer Complaint at Forum

Date Added to File: April 1, 2012

Description of the Complaint:

Vehicle does not track straight. Pulls to the left or right at any speed. Particularly after making a left or right turn, either as a lane change or a proper turn. Took it to the dealership after the second week of ownership and had them test the car. They informed me that nothing was wrong, and maybe the issue was torque steer. I told them that I know about torque steer and that it was not the issue. They said everything looked good after their tech and service manager took it out for a test drive. I will be going in tomorrow for a second look at the vehicle because it seems to be getting progressively worse.

11 Complaint Number: 10451099

Incident Date: March 9, 2012

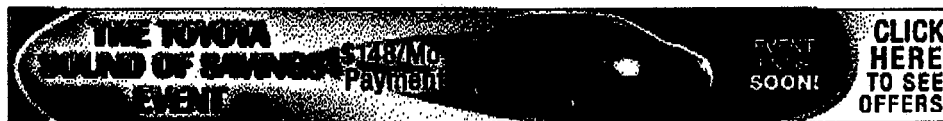
Details Discuss This Consumer Complaint at Forum

Date Added to File: March 9, 2012

Description of the Complaint:

Recently purchased 2012. The car only has 600 miles on it. Steering is very hard to control. The car runs off the road if you dont pay attention. It is extremely hard to control on the highway. In order to keep control of the car you must constantly steer the vehicle from side to side. The car goes to the right and then will immediately go to the left. This car is unsafe.

Details Discuss This Consumer Complaint at Forum



12 Complaint Number: 10448908

Incident Date: September 5, 2011

Date Added to File: February 22, 2012

Description of the Complaint:

Erratic steering pulls left or right mainly right brought in 3x still not fixed.

Details Discuss This Consumer Complaint at Forum

13 Complaint Number: 10445259

Incident Date: January 10, 2012

Date Added to File: January 25, 2012

Description of the Complaint:

Bought from dealer, new car, 7 miles on odometer. Car does not steer or track straight and pulls to the right, came with 16" wheels and tire pressure is to factory specifications. Car did have 16" wheels prior to sale but did not want to pay the extra \$1000 for this option. Took car to dealer to correct alignment issue, they confirmed and installed a camber kit to the left front wheel assembly. Car tracking right corrected; however, it now wanders left and right requiring continuous small (1/4 inch) corrections to steering input every 5-10 seconds to drive straight. This causes fatigue in driving long distances due to the amount of precision and concentration needed to continuously make steering corrections required to keep car driving straight.

Details Discuss This Consumer Complaint at Forum

14 Complaint Number: 10439899

Incident Date: September 10, 2011

Date Added to File: December 14, 2011

Description of the Complaint:

The contact owns a 2012 Hyundai Sonata. The contact stated that the power steering failed while driving 45 mph. The steering wheel independently turned left and the contact was unable to control the steering, lost control of the vehicle and crashed into a light pole. The vehicle was towed to the dealer where a diagnostic was performed but the test did not generate a failure code. The vehicle was not repaired. The failure and the current mileage was 700.

Details Discuss This Consumer Complaint at Forum

15 Complaint Number: 10438725

Incident Date: August 15, 2011

Date Added to File: November 22, 2011

Description of the Complaint:

As soon as I started driving my new 2012 Hyundai Sonata, I noticed that it was pulling to the right. The first time I brought it back to the dealer, they cross rotated and balanced the tires, and adjusted the tire pressure. I was told the technician released vehicle operation, that the tracking was okay, and no further action was required. The minute I left the dealership, however, the car was still drifting to the right, exactly as it had been when I brought the car in. When I brought the car back the second time, the service manager said that they performed an alignment inspection and found camber settings out of adjustment. To resolve the issue, they installed camber bolt kits to get settings into spec. When I left the dealership this time, I noticed that the pull seemed less hard, and the drift took longer, but it ultimately drifted to the right again. I went back and spoke to the service manager who said that it is possible that road crowing is now causing the drift, and that I should continue to drive the car to evaluate. If I still feel there is a problem, they will have the technician test drive the car with me present.

Details Discuss This Consumer Complaint at Forum

16 Complaint Number: 10428558

Incident Date: September 1, 2011

Date Added to File: October 12, 2011

Description of the Complaint:

I have had issues with my Hyundai Sonata gte from day 1 (purchase date 8/31/11) with regards to the steering alignment. The car will either drift or pull to the right. I returned it for service 3 days after I purchased the car and they "fixed the alignment". I returned the car on 10/10/11 with the same problem and they told me that Hyundai recently issued a recall just

a "couple of weeks ago" which I cannot find and that Hyundai has found a fix for this problem. They checked the alignment and said it was "spot on" and they did something to the tire. According to the service center this will fix the problem. The car still drifts to the right.

17 Complaint Number: 10426330

Incident Date: September 5, 2011

Details Discuss This Consumer Complaint at Forum
Date Added to File: September 19, 2011

Description of the Complaint:

Vehicle pulls to the right all the time. Dealer indicates alignment is ok per their alignment calibration machine but the mechanic acknowledges it is still pulling to the right. The frustrating part of all of this is that the 2011 sonata we test drove also had the pulling to the right issue and the salesman just told us it needed an alignment.

18 Complaint Number: 10426340

Incident Date: August 13, 2011

Details Discuss This Consumer Complaint at Forum
Date Added to File: September 19, 2011

Description of the Complaint:

Have been in dealership 3 times for repair all 3 times car has been out of alignment. The car has a sharp pull to the right that can cause a very serious accident if you do not pay attention. I was by Hyundai dealership that they will not work on it and that they say it is in company specs. They told me not to take my hands off the wheel when I am driving.

19 Complaint Number: 10426364

Incident Date: August 22, 2011

Details Discuss This Consumer Complaint at Forum
Date Added to File: September 6, 2011

Description of the Complaint:

Car pulls to the right start in the left lane on a five lane road it will be in the first lane in one city block had it back for service three times still the same.

20 Complaint Number: 10423127

Incident Date: August 28, 2011

Details Discuss This Consumer Complaint at Forum
Date Added to File: September 2, 2011

Description of the Complaint:

My brand new 2012 Hyundai Sonata pulls hard to the right. Took it in for repair, dealer said nothing was wrong. Left the car dealership and nothing was fixed. Still pulling hard to the right. I set another appointment to take the car back in.

21 Complaint Number: 10420721

Incident Date: August 9, 2011

Details Discuss This Consumer Complaint at Forum
Date Added to File: August 19, 2011

Description of the Complaint:

Vehicle pulls right. Constant correction needed when driving. The slightest amount of crown slope makes it pull to the right. Even on a flat surface like a parking lot it will drive to the right.

22 Complaint Number: 10413666

Incident Date: June 30, 2011

Details Discuss This Consumer Complaint at Forum
Date Added to File: July 21, 2011

Description of the Complaint:

This is for a 2012 sonata. Your options to select this make and model only showed 2011 as the option year. This complaint is for a 2012. I purchased a 2012 sonata in late June. Technically this is the second one I purchased. I can explain it this way. The first one I bought had a horrible pulling issue. It pulled right aggressively. Before I took delivery I test drove it and had the salesman drive with me. Even he said, this is dangerous and not right. The dealership put it in the shop and they said they fixed it with an alignment. I test drove it again and it was even worse. I refused to buy that car. They found me another one. At first it seemed to drive fine on the test drive. I should have driven it more than a couple blocks. Same issue as the first one after I took delivery. The car pulled and still pulls right, especially at highway speeds. Border line dangerous on the highway. So, the dealership took it in again and worked the camber. It still pulls now it goes to the left or right and is very unpredictable. I have researched this on line. Edmunds forums, various sonata columns, yahoo forums etc there are people all over the country having the same problem with the 2012 sonata steering. Some sonata techs say its the same problem they had in 2011 when the recall was announced. This will be the third time this vehicle is in the shop and my frustrations driving it are high. It can be dangerous at highway speeds. Constantly having to correct the vehicles path.

Details Discuss This Consumer Complaint at Forum

More Hyundai Sonata Steering Complaints of Other Model Years

2013 2011 2010 2008 2003 2002 2001 2000 1999 1995

More Steering Complaints of Other 2012 Hyundai Models

Accent Elantra Tucson Veloster

More Complaints of Other 2012 Hyundai Sonata Components

Airbag (1)
Automatic Transmission (1)
Body (1)
Electrical System (1)
Electronic Stability Control (ESC) (1)
Engine and Engine Cooling System (3)
Exterior Lighting (1)
Hydraulic Brake (1)

Others (1)
Seat Belt (1)
Suspension (2)
Tire (3)
Vehicle Speed Control (2)
Wheel (2)
Window (4)
Windshield (1)

Copyright ©2012 AboutAutomobile.com All Rights Reserved.

About Us | Website Disclaimer | Privacy Policy | Contact Us

Ask the Car People.™

Sign In | Mobile | Help | Newsletter | Inside Line

Forums > Sedans > Hyundai Sonata > 2011 and 2012 Sonata - Pulling Problem



Chance to Win a \$500 Gift Card!
Predict which cars are more appealing. [Play Now!](#)

ADVERTISEMENT

2011 and 2012 Sonata - Pulling Problem

42 messages, Last post on Jun 22, 2012 at 10:04 AM

You are in the [Hyundai Sonata Forum](#).Your Hosts are [kirstie_h](#) & [karene](#)What is this discussion about? [Hyundai Sonata, Car Buying, Sedan](#)

Messages Page 2 of 5

Search this Discussion

SEARCH

Go To Msg # GO[← PREVIOUS](#) 1 2 3 4 5 [NEXT →](#) [Last](#)

#5 of 42 Re: 2011 and 2012 Sonata - Pulling Problem

[sonataorcamry] by [targettuning](#)

Aug 03, 2011 (5:25 am)

Replying to: [sonataorcamry](#) (Jul 31, 2011 9:47 am)

While it must be noted I do not yet own a new Sonata (but just placed a deposit on one) I have been following this issue since it surfaced. Read everything I could and viewed the you-tube clips. It does seem that a certain percentage of cars (numbers unknown) mainly turbo types do exhibit this strange behavior. I personally believe it is related to the electronic power steering rather than front end geometry or alignment. What I find disturbing is that Hyundai, who after all designed, engineered and built the thing will not come out and state once and for all this is the reason....this is the absolute fix....and cars built after XXXX 2011 are trouble free. AND for those who purchased an earlier build date car THIS is the fix for those and that fix WILL work. The end!! I like Hyunda as a product but find the long silence unusual. After all the front end geometry is nothing new or earth shaking and while other manufacturers have had their own teething problems with EPS they were able to find and fix them and have since gone their merry way. Anyhow, complaints have petered out for the most part and what remains are those who are still struggling to get their cars fixed posting updates. Crossing fingers but will test drive "mine" before taking delivery.

■

Replies to this message:

- [tenbluebirds](#) (Aug 19, 2011 7:24 pm)
- [rbc2](#) (Feb 14, 2012 12:46 pm)

#6 of 42 yes there is pull by [jspan](#)

Aug 04, 2011 (9:31 pm)

Test drove 3 2011 sonatas.. all pulled left bad so I decided to wait for the 2012s.

Test drove 3 2012s last weekend. 2 had bad noticeable right pull. One seemed to drive pretty straight.

I dont know how on earth 1 year pulls left and the next pulls right. They obviously tried something that didnt work. At this point im weighing my options before investing in a car that they cannot align straight. Hyundai does not know how to fix this.

■

#7 of 42 No pull here 2012 SE turbo by [mfast1](#)

Aug 05, 2011 (12:11 am)

No pull so far. 2012 SE turbo. Knock on wood and fingers crossed it stays this way. Test drive 15 miles before purchase and nice straight on the way home. 2012 seems much better than 2011 so far.

■



Forum Tools

[My Watched Items](#)[Read New Posts](#)[My Recent Posts](#)[Community Profile](#)[Forum Preferences](#)

Most Popular in Forums

1. [Chronic Car Buyers Anonymous](#)
2. [Inconsiderate Drivers \(share your stories, etc.\)](#)
3. [The Future Of The Manual Transmission](#)
4. [Infiniti G37 Lease Questions](#)
5. [Ford Freestar Transmission Problems](#)

Search Forums

Enter Keyword(s):

SEARCH [Advanced Search](#)

Browse by Category

Browse by Vehicle

Select Make Select Model [GO](#) [View All Vehicles](#)

Browse by Board

Select a Board

Browse by Topic

Select a Topic [View All Topics](#)

Replies to this message:

- [targettuning \(Aug 10, 2011 12:08 pm\)](#)

#8 of 42 Re: No pull here 2012 SE turbo [mfast1] by [targettuning](#)

Aug 10, 2011 (12:08 pm)

Replying to: [mfast1 \(Aug 05, 2011 12:11 am\)](#)

Not too long ago I stated that I intended to buy a 2012 SE, I did and am happy to report no pull issues either way.

1

#9 of 42 Re: 2011 and 2012 Sonata - Pulling Problem [sonataorcamry] by [nelson1](#)

Aug 12, 2011 (10:29 am)

Replying to: [sonataorcamry \(Jul 31, 2011 9:47 am\)](#)

I have just passed 4,000 miles on my 2011 Sonata Ltd. I have experienced absolutely no problem with the pulling issue. The car drives beautifully, so far. BUT, the car is damned noisy, tires being the cause, I believe. Be sure you test drive it a highway speeds on the highway. The noise in mine is enough to make me consider trading it off.

1

Replies to this message:

- [fushki \(Aug 12, 2011 11:10 am\)](#)
- [pk2011 \(Sep 08, 2011 11:22 pm\)](#)

#10 of 42 Re: 2011 and 2012 Sonata - Pulling Problem [nelson1] by [fushki](#)

Aug 12, 2011 (11:10 am)

Replying to: [nelson1 \(Aug 12, 2011 10:29 am\)](#)

I'd suggest you consider different tires before trading it in. Or even asking a body shop about adding some after-market sound insulation.

1

#11 of 42 2012 sonata - pull right by [ema1](#)

Aug 16, 2011 (6:23 am)

I traded a 2009 Sonata for a 2012 Sonata and I'm experiencing the pull right problem. The 2009 tracked straight with no problems for 3 years. The 2012 is annoying to drive, requires constant effort to keep it going straight. It will run right off the road in about 200 feet @ 35 mph. This car has the standard 16" tires.

I have an appointment with the dealer in a few days. I will see if they can get this corrected.

If you are thinking about buying one, be sure to do a test drive and look for the pulling problem.

1

Replies to this message:

- [targettuning \(Aug 17, 2011 5:09 am\)](#)

#12 of 42 Re: 2012 sonata - pull right [ema1] by [targettuning](#)

Aug 17, 2011 (5:09 am)

Replying to: [ema1 \(Aug 16, 2011 6:23 am\)](#)

I too wondered/worried about the vocal number of those complaining about pull issues mostly hard left. I waited until the 2012's were released mainly for that very reason. Bottom line I just bought a 2012 SE build date 27 July and it appears to track straight with one or two people inside. My only wish was, and continues to be, that Hyundai would issue a press release clearly stating the cause on early cars, the fix on those affected early cars, the date the fix was initiated on the production line and put this whole possibly destructive (to Hyundai quality) issue to rest. I personally believed it to be the electronic steering programming but who knows? Many other manufacturers had teething problems when they introduced electronic power steering but corrected the issues and moved on.

1

Learn More, Do More

Hyundai Sonata

N/A

Average Consumer Rating
N/A 8 review

[Write a Car Review](#)
[Owner's Manuals](#)
[Incentives & Rebates](#)

[Maintenance Schedules](#)
[Vehicle Recall Information](#)
[Used Car Appraiser](#)

Edmunds Community

Edmunds Answers

Car Questions Being Asked:

[Wondering max pull weight for my 2006...](#)
[2009 chrysler tbc with lots of air in...](#)
[2001 highlander check engine light de...](#)

Enter question...

115 character limit

ADVERTISEMENT

The Hyundai Sonata.
Hyundai — #1 in Customer Loyalty.



Build & Price | Payment Estimator
Schedule a Test Drive | Locate a Dealer HYUNDAI

Subscribe to Edmunds.com Newsletter

Get the latest car buying tips & advice and incentives & rebates

Email

Confirm Email

#13 of 42 Re: 2011 and 2012 Sonata - Pulling Problem

[sonataorcamry] by [kmesueh]

Aug 17, 2011 (10:04 am)

Replying to: sonataorcamry (Jul 31, 2011 9:42 am)

Just purchased my 2012 Sonata Limited less than a week ago. Here I am already surfing to find out if I was the only one having this issue. I purchased this car 90 miles from where I live, so I had adequate time (on the interstate) to find any quirks. Within a very short time frame I picked up on the problem, feeling as though I was literally fighting to keep the car centered to the road. I assumed the issue was more me than the car as this is a completely different change for me. As recently as an hour ago I pulled up to a stop light and as I applied pressure to the brakes, I could visually watch the wheel pull to the left. It pulls both ways when there is any discrepancy with the levelness of the road, such as crowning. I am terribly disappointed since this creates an uncomfortable awkwardness the entire time you are driving. I never feel completely relaxed! I did call the dealership and spoke with the service manager and he confirmed they had had complaints with the 2011 models, and a couple with the 2012. He said he felt the problem was with the electronic stability control system trying to take over when the road became uneven. He indicated it was difficult for them to correct because of where this problem is originating from.

[img alt="Edmunds logo" data-bbox="121 306 136 316"/>

Replies to this message:

- [sinned1 \(Aug 18, 2011 12:30 pm\)](#)
 - [nelson1 \(Aug 18, 2011 1:32 pm\)](#)
 - [lorres sa \(Aug 24, 2011 8:45 am\)](#)
- [kmesueh \(Aug 22, 2011 10:10 am\)](#)
 - [kmesueh \(Sep 09, 2011 10:57 am\)](#)
 - [clobner \(Oct 11, 2011 12:12 pm\)](#)

#14 of 42 Pulling Issue by JohnG1

Aug 18, 2011 (6:51 am)

Funny that 4000 complaints are now reported but 2 months ago my local dealer never heard of any problems. Looks like Sonata is following the Toyota Camry in hiding/refusing to inform owners or buyers of KNOWN problems!

[img alt="Edmunds logo" data-bbox="119 486 134 496"/>

Messages Page 2 of 5

Search this Discussion

SEARCH

Go To Msg # go

< PREVIOUS 1 2 3 4 5 NEXT > Last

To POST a message, please [Sign In](#).
[Read New Posts](#) [Watch this Discussion](#) [My Watched Items](#)

Explore Edmunds

Search Site

New Cars

[Calculators](#)[Car Finder](#)[Compare Cars](#)[Find a Dealer](#)[Get Monthly Payment](#)[Incentives & Rebates](#)[Search Inventory](#)[True Cost to Own®](#)

Used Cars

[Search Inventory](#)[Appraise Your Car](#)[Certified Cars](#)[Selling Tips](#)[True Cost to Own®](#)

Car Reviews

[Car Reviews and Road Tests](#)[Consumer Car News](#)[Best Cars Lists](#)[Awards](#)[Long-Term Road Tests](#)[Dealer Ratings and Reviews](#)[Read & Write Consumer Reviews](#)

Tips & Advice

[Buying a Car](#)[Leasing a Car](#)[Selling a Car](#)[Family and Car Safety](#)[Fuel Economy & Green Cars](#)[Car Technology](#)[Auto Financing](#)[Auto Insurance](#)[Auto Warranty](#)[Driving Tips](#)

Maintenance

[Maintenance Costs & Recalls](#)[True Cost to Own®](#)[Find a Repair Shop](#)[How-To Articles](#)[Maintenance Articles](#)[Dealer Service Reviews](#)

Forums

[Answers](#)[Browse Discussions](#)[Search Forums](#)
[Site Map](#) | [Glossary](#) | [Inside Line](#) | [Industry News](#) | [Auto Shows](#) | [About Mobile](#) | [Live Chat](#)

© Edmunds.com, Inc.