

[REDACTED]

PARMA, OHIO

[REDACTED]

SEP 18 2012

September 11, 2012

Hyundai Motor America  
Central Region  
1705 Sequoia Drive  
Aurora, IL 60506

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

To Whom It May Concern:

I am writing to notify you of the problems I am experiencing with my 2012 Hyundai Genesis Coupe, VIN # KMHHT6KD6CU [REDACTED] and to request that you replace or refund the entire purchase price of my new vehicle.

On March 27, 2012, I traded in my 2009 Hyundai Sonata and purchased a 2012 Hyundai Genesis from Rick Case Hyundai, 18300 Rockside Road, Bedford, Ohio 44146.

On August 20, 2012, I had my Genesis serviced due to hearing a squeaking noise coming from the right side of the vehicle when driving on side roads at 5 to 30 MPHs. The Dealer stated that the cause was from "poor welding on the unibody brace of the vehicle".

The dealer was not able to repair my vehicle nor have they seen this "robotic weld" defect on any other vehicle they serviced before. Therefore, the Dealer had to send my Genesis to a body shop located in Mayfield, Ohio to "drill out and reseal the body seam, re-weld and refinish" as stated on the attached repair order. It appears the body shop completed their repair work on August 30, 2012.

CARFAX gives an explanation of unibody construction versus car frame construction as the following, "A frame or unibody provides a vehicle with structural strength". "It is also used for mounting all the other systems that comprise the total car chassis (integral construction of a car)".

This structural defect/condition substantially impairs the value of my (five (5) month old) vehicle and it creates a serious safety hazard. I will never understand how this faulty product got past Hyundai's Quality Assurance Team. In addition, I am very concerned of the overall safety of my vehicle and other Hyundai vehicles "robotically" assembled on the same given date as mine.

Please contact me on receipt of this letter at the above address and telephone number to discuss replacing the vehicle or refunding the entire purchase price.

[REDACTED]

Enclosures

cc: NHTSA  
Rick Case Automotive Group Corporate Office

NAM  
09 18 12  
RW



Thank you for servicing your vehicle at Rick Case in Bedford. This letter is an information piece regarding the J.D Powers Survey provided by Hyundai. You may receive an email or paper mail survey from Hyundai following your service visit. It is graded on a scale of 1-10. The survey is based on your experience at our Dealership. The scoring is based very similar to an academic grading system.

9+10=A

8=B

7 or Lower=F

Even though a "7" as the survey reads, stands for outstanding, you can see based on the actual grading system it is not an acceptable score.

Our main goal is to provide you with a "10" or Truly Exceptional experience. There are some questions on the Survey regarding the "Facility", "Waiting Area", and "Parking" and though we strive to keep these items as user friendly as possible, the actual service department only has so much control over these items.

It is a lengthy Survey and we understand your time is valuable. I am asking please if you do take the time to complete it, take into consideration the "Actual" grading system as explained above. It is a report card for myself and the Service Advisors, and I can assure you we are doing everything possible to make your experience a "10".

If we fail to meet your expectations I would like to know about it immediately so that I can make it right for you. I want you to be happy to come to our Facility and we want to continue to EARN your business.

Please remember the overall score has an affect on the individuals taking care of you during your visit, although there are questions not directly related to them.

If you felt you had a good experience no matter how big or small your service was we would appreciate the "truly exceptional" score of "10".

Thank You,

TJ Cinalli

Service Manager

Rick Case Hyundai Bedford

440-667-9191 (Cell)

tjcinalli@rickcase.com

605392

208821

# RICK CASE



MITSUBISHI HYUNDAI

18300 Rockside Rd.  
Bedford, OH 44146  
On the Bedford Auto Mile  
Service Direct: 440-703-1259  
440-439-0700  
www.rickcase.com

INVOICE

PAGE 1

PARMA, OH  
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 15594 NICHOLAS L VACCARO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	12	HYUNDAI GENESIS	KMHHT6KD6CU [REDACTED]		10775/10775	T6545	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
27MAR12 IS			WAIT 20AUG12		105.00	CASH	30AUG12

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:512891 TRN:AUTO

08:19 20AUG12 10:53 30AUG12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A CUSTOMER STATES HEARS SQUEEKNING NOISE COMING FROM RIGHT SIDE OF VEHICEL WHEN DRIVING ON SIDE ROADS AT 5-30 MPH, PLEASE TEST DRIVE AND ADVISE							
CAUSE: POOR WELD PENETRATION UNIBODY BRACE							
66300R5A PANEL ASSY-FENDER (RH)							
4200 WH 1.40							
FC: 66300R5A PART#: COUNT:							
CLAIM TYPE: WAR							
AUTH CODE:							

4. 546-6168

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

10775 TEST DROVE AND VERIFIED NOISE FROM RIGHT FRONT A-PILAR AREA .TEST DROVE WITH FOREMAN AND CONFIRMED AREA REMOVED TRIM AND GLOVEBOX AND TRIED TO PINPOINT FOUND BY LIFTING THE RF CORNER WITH THE LIFT WAS ABLE TO DUPLICATE THE NOISE IN THE SHOP REMOVED WIPERS AND COWL ASSY NOISE IS COMING FROM BEHIND THE THE RF FENDER REMOVED FENDER AND FOUND POOR SPOT WELDS ON BODY SENT TO BODY SHOP FOR REPAIR RECHECKED AND REASSEMBLED OK VEHICLE SUBLET TO BODY SHOP LABOR TIME IS DIAG R/R FENDER AND DIAG

B PERFORM WALK-AROUND AND MANUFACTURER MULTI-POINT INSPECTION

34 PERFORM WALK-AROUND AND MANUFACTURER MULTI-POINT INSPECTION	4200	CH	0.00			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

SUBL UNIBODY BRACE SUBLET TO MAYFIELD TO DRILL OUT AND RESEAL BODY SEAM REWELD AND REFINISH

WH

(N/C)

Thank You for todays business

We appreciate you being a Rick Case customer.

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

**\*SHOP SUPPLY COSTS:**

We have added a charge equal to 10% of the total labor cost, not to exceed \$45.00, to the Repair Order for shop supplies used in connection with this repair.

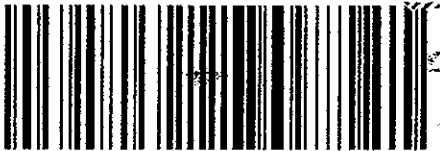
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



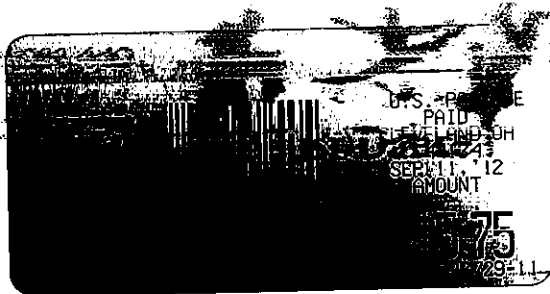
[REDACTED]  
PARMA, OH



7012 0470 0000 7785 3935

ADMINISTRATOR  
NHTSA

1200 New Jersey AVE, SE  
West Building  
Washington, DC 20590



W40-304

20590

