



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

October 15, 2012

[REDACTED]

Parma, OH [REDACTED]

Dear [REDACTED]

NVS-216 nam
Ref. No. 10476345

Thank you for your correspondence concerning your model year (MY) 2012 Hyundai Genesis. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You state on August 20, your MY 2012 Hyundai Genesis was serviced by your dealer for a squeak that you heard coming from the right side at speeds between 5 and 30 mph. The dealer advised that the noise was caused by poor unibody welds and they sent your vehicle to a body shop to be repaired. You feel this problem substantially impairs the value of your vehicle and creates a safety hazard. You request that Hyundai replace your vehicle or refund you the entire purchase price.

We have reviewed our database in an effort to identify whether a safety defect trend exists with unibody welds and the structural integrity of MY 2012 Hyundai Genesis vehicles. At this time there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation or to initiate a safety recall. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

You may visit our web site at www.nhtsa.gov for information on NHTSA's investigation and recall process. Your request to have your vehicle repurchased or be refunded the purchase price does not fall under our jurisdiction. If you have not done so, you may consider contacting your

local Consumer Protection Agency or the Ohio Office of the Attorney General regarding your problem and rights under the State lemon law. You may also ask your dealership for a meeting with a Hyundai district manager regarding your problem.

In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at, 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation