

SEP 18 2012

August 20, 2012

To: **Hyundai Motor America**
P.O. Box 20850
Fountain Valley, CA 92728-0850

To Whom May Have Concern,

I purchased a 2013 Hyundai Elantra Limited on May 18, 2012 from Elhart GMC, Inc, in Holland Michigan. As of today, August 9, 2012, when I took it in to Maple Hill Auto Group in Kalamazoo Michigan for the first oil change and new car inspection it had a total of 3,326 miles on the odometer. I am almost 65 years old and estimate that I have driven over a million miles in my life so I consider myself somewhat knowledgeable and experienced relative to driving.

There are two things about the Hyundai Elantra that cause me concern. Both are about design failure not workmanship or materials. To explain.

Window Shield Wiper Design Failure:

The wiper blade on the passenger side is very short and the bottom end of the wiper blade leaves a semi-circular water streak right in front of the person sitting in the passenger seat on every wipe of the blade. To say this is irritating and frustrating to the passenger is an understatement. You can obtain confirmation of this from my mother who has to look through this water streak and now tells me I hate her because I brought the 2013 Hyundai Elantra knowing how much the streaking would upset her. I find it hard to believe that this very irritating and frustrating condition was not caught and corrected during initial testing of the pro-type prior to releasing the 2013 Hyundai Elantra to market. The only possible explanation I can think of is it was not tested because no self-respecting person testing the pro-type would allow such an obvious design failure to get into production. If this is not so then this design failure was left in the 2013 Hyundai Elantra on purpose which would be unforgiveable.

Furthermore, this "may" result in a dangerous situation in winter because the semi-circular water streak may freeze thereby causing the drivers wiper blade to ride up on the ridge of ice which will allow the driver blade to become covered with ice. As I am sure you know an ice covered wiper blade not only doesn't clean the window it may actually result in obscuring the driver vision and when that happens the potential for an accident significantly increases. Not having driven my 2013 Hyundai Elantra in winter yet this of course is only an "assumption" on my part which I hope is unfounded.....this coming winter may address this concern.

Note: There is a spot at the bottom of the windshield where the passenger wiper blade leaves a short inverted "V" type spot that the drivers wiper blade does not clean which will surely freeze into ice in winter. This will create a spot that the driver's wiper blade will have to ride up over allowing the driver's wiper blade to become covered with ice. Even though it might involve a small amount of money to correct this design failure if it saves even one life I should think it would be worth it to Hyundai who created the condition in the first place. And if it prevents even one mother from feeling her son hates her because he brought a 2013 Hyundai Elantra that's worth more than money can buy.

Steering Design Failure::

The steering on my 2013 Hyundai Elantra is too sensitive. I have been told it is electric assisted steering which may be related to the condition. The steering is so sensitive that I constantly have to move the wheel left and right just to stay out of the oncoming traffic lane and stay in my lane of traffic. Several times now while driving in a slight cross wind with various groups of trees on windward side of the road (making the cross wind start and stop) the level of steering sensitivity has forced me to run off the edge of the road to avoid entering the oncoming traffic lane. I can only assume this serious steering condition will be worse in winter with snow and ice on the road. This coming winter may address this concern.

Also, on a few occasions I have had to hit the brakes harder than normal but not hard enough to engage the ABS system. With the electric assisted steering it is impossible to feel if the car is centered in my traffic lane prior to using the brakes so what has happened is using the brakes has pulled my 2013 Hyundai Elantra toward the oncoming traffic lane and I have had to jerk the wheel to the right keep from running into oncoming cars. As a result, and on a subconscious level, I have caught myself starting to turn the steering wheel toward the edge of the road every time I have to use the brakes which in itself may be dangerous.

As I mentioned in my opening paragraph while waiting for the oil to be changed on my 2013 Hyundai Elantra an employee told me they have already had three complaints about the steering issue and one complaint about the wiper blade issue. They told me Hyundai will not fix the wiper blade issue and that I need to learn how to drive a car that has electric assisted steering because Hyundai was not going to fix it. I didn't express my feelings about those responses to the employee because I was raised that men don't say such things to a lady.

This is to advise Hyundai that if Hyundai does not correct these design failures that Hyundai created I will hold Hyundai both economically and legally responsible in both the short and long term for any results these design failures may be related to from any perspective.

If my Hyundai Elantra is to be made safe to drive these design failures must be corrected. I await your reponse.

Constantine, MI [REDACTED]

cc: National Transportation Safety Board (NTSB)
490 L'Enfant Plaza, SW
Washington, DC 20594



Constantine, MI

2012 AUG 27 AM 8:51

RECEIVED
AT KTSBHQ MAILROOM

HS

GRAND RAPIDS MI 494

21 AUG 2012 PM 4 IL



National Transportation Safety Board
490 L'nfant Plaza, SW
Washington, DC 20594

20594

