



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

April 1, 2013

[REDACTED]

Spooner, WI [REDACTED]

NVS-216 nlm
Ref. No. 10494101

Dear [REDACTED]

Thank you for your correspondence concerning model year (MY) 2013 Hyundai Elantra vehicles. The Wisconsin Department of Agriculture, Trade and Consumer Protection forwarded your letter to the National Highway Traffic Safety Administration (NHTSA) and ask that we respond directly to you.

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. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate the MY 2013 Hyundai Elantra you previously owned became unsafe to drive in snowy weather conditions. Snow began to compact in the wheel wells and wheels which resulted in a vibration and the vehicle becoming difficult to control. You also allege the Hankook tires equipped on the vehicle are too rigid and contributed to the traction problem in snow. The sales manager admitted seeing this same problem on other Elantra vehicles and recommended replacing the 16" tires with 15" tires to alleviate the problem. Hyundai informed you they do not warranty tires and it would be your responsibility to have them replaced. You disagree and feel that the tires and wheels should be replaced by Hyundai free of charge. As a result, you traded the MY 2013 Hyundai Elantra for a different vehicle.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to snow compacting in wheel wells, wheels, and Hankook tire problems in MY 2013 Hyundai Elantra vehicles. At this time, there is insufficient evidence to indicate a defect trend and thus warrant opening a safety defect investigation. However, 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.

Your requests to have the tires and wheels replaced free of charge would not have fallen under our jurisdiction. If you have a similar vehicle problem in the future we recommend you consider contacting your local Consumer Protection Agency or the Wisconsin 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 the manufacturer's 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.

Also, you may 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, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement