 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
<b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline				Date Received MAR - 5 2013 07-FEB-2013	Repository <input type="checkbox"/> Reference No. 10496745
<b>OWNER INFORMATION (Type or Print)</b>					
Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City	State	Zip Code			
PORT CHARLOTTE	FL				
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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
SNPDH4AE4CH		HYUNDAI	ELANTRA	2012	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
8/24/11	OBrien Imports of Fort Myers		No: Cylinders	Gas	
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>	FORT MYERS	FL	33966		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Auto	<input checked="" type="checkbox"/> Cruise Control			① 31-JAN-12 ② 6/18/12 ③ 11/15/12 ④ 12/13/12	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 010000 STEERING			Failure Mileage	Failure Speed	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:		
Tire Component Code			Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	N	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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 2012 HYUNDAI ELANTRA. THE CONTACT STATED THAT THE POWER STEERING FAILED AND THE VEHICLE FAILED TO DRIVE IN A STRAIGHT LINE. THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES. THE TECHNICIAN DIAGNOSED THAT THE STEERING COLUMN WAS DEFECTIVE AND NEEDED TO BE REPLACED AND THAT THE STEERING SOFTWARE NEEDED TO BE UPGRADED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THEY WOULD CONTACT HER BACK AT A LATER TIME. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS UNKNOWN AND THE CURRENT MILEAGE WAS 8,200.					
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 this questionnaire. Your response 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 response, or a statistical summary thereof, may be used in support of the agency's action.					

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

The car is a hazard. it is unsafe for my mother [redacted] to drive!  
Hyundai continues to make what they call repairs but 4 times for the same  
issue - the steering! - is unbelievable. At one repair time, they said  
they had one other car like this and it had to be forced in because it  
was unsafe. So, its not just this ONE car. The steering seems  
to do what it wants | when it wants toward the right mostly.  
See attached letter for details. Hyundai wrote a letter (attached)  
which means nothing. and has not returned the 2/7/13 phone call  
as of 2/25/13 when it was ~~created~~ *escalated* to a new case. \$15,000 bought my mom  
a car that will kill her!

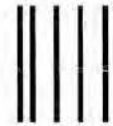
ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle  
has a safety defect?**



**If so:  
Use the enclosed  
form to file a report.**

**or visit:  
www.safercar.gov**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

[REDACTED]  
[REDACTED]  
Port Charlotte, Florida [REDACTED]

Phone [REDACTED]

2/27/13

Hyundai Motor Corporation  
P.O. Box 20850  
Fountain Valley, CA 92728

RE: [REDACTED]

Case No.: 529-8621

To Whom It May Concern:

On August 24, 2011 my mother, [REDACTED] purchased a 2012 Hyundai Elantra from O'Brien Imports of Fort Myers in Fort Myers, Florida. This vehicle has been in for repairs FOUR times on issues regarding the steering.

Florida Lemon Law requires that if a vehicle has been back to a service agent for repair of the same recurring problem at least three times, the consumer must provide written notification..... Upon receipt of notification, the manufacturer has ten days to direct the consumer to a facility for repairs.

Because the car has been in FOUR times already, I would like to advise that we are requesting Hyundai accept the fourth visit as the final visit, meeting the above requirements, and provide my mother with her choice of another vehicle or her purchase price refund.

This car obviously has serious issues and is not safe for my mother to drive. In fact, she now refuses to drive the vehicle on the highway! This is not the intent of owning a new car.

Please peruse the attached documentation and contact me, within ten days of receipt, as to how you plan to proceed in this matter.

Sincerely,

/s/

[REDACTED]

/s/

[REDACTED] Owner of the vehicle

## Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

The vehicle has been out of service at least 15 days to repair one or more substantial defects.

3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s): Taken to Palm Auto for 1<sup>st</sup> repair to steering (loose/pulling). Taken to O'Brien 3 times for the same steering issue. (1. A computer update for steering. 2. Replaced the steering column. 3. Computer update for steering.) The car is starting to have issues, again, and is not safe to drive (especially on the highway).

(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.)

Omit: I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s) on the following vehicle:

Add: I am requesting that Hyundai accept the 4<sup>th</sup> visit to the dealer as the final opportunity to correct the defect(s) on the following vehicle:

Vehicle Make: **Hyundai** Model: **Elantra** Year: **2012**  
VIN: **5NPDH4AE4CH** [REDACTED] Date of Delivery: **08/23/2011**

Name and City/State of selling dealer or leasing company (if applicable):

**O'Brien Imports of Ft. Myers**  
**2850 Colonial Blvd.**  
**Fort Myers, Florida 33966**  
**(239) 277-1222**

Name and City/State of authorized service agent(s) attempting previous repairs:

<b>Palm Auto Mall (1st only)</b>	<b>O'Brien Imports of Ft. Myers (2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>)</b>
<b>1901 Tamiami Trail</b>	<b>2850 Colonial Blvd.</b>
<b>Punta Gorda, FL 33980</b>	<b>Fort Myers, FL 33966</b>
<b>(941) 639-1155</b>	<b>(239) 277-1222</b>

[REDACTED]  
[REDACTED]  
Port Charlotte, FL [REDACTED]

Contact: [REDACTED] daughter at [REDACTED]

Signature: \_\_\_\_\_

Date Mailed: \_\_\_\_\_

## TIMELINE REGARDING 2012 HYUNDAI

- 8/24/2011 Purchased vehicle from O'Brian Imports of Ft. Myers
- Oct/Nov '11 Noticed the trunk was popping open (when not prompted, sometimes without the vehicle running)  
Noticed tugging issues with the steering.
- Dec, 2011 Flew to Phila
- 1/31/12 Vehicle went for service to Palm Auto to have trunk and steering fixed. (Was given the wrong vehicle to leave lot in. Copies of the paperwork for the day with a notation of vehicle switch were requested and retained. When the vehicle was taken to O'Brien for the next repair, the visit to Palm did not appear on the computer. O'Brien added notes to file.)
- Apr/May '12 Noticed steering issues again - more dominant when on the highway. The car wants to veer off to the right, heading towards other lanes of traffic. You have to pull to the left and then it over-steers, heading towards the other lane of traffic. Can't drive down the highway without feeling like you need to be prepared to sideswipe other vehicles.
- 6/18/12 Vehicle went to O'Brien. They stated it needed a steering computer update. (We never received notice of any update available and should be installed on the car.) The tech also said that we adjusted the steering so that it was more human steering than computer steering. Car seemed ok when we left the lot and for a little while after.
- Jun/Jul '12 Flew to Phila
- Sep/Oct '12 Similar issues to before. Car tugging (wanting to go towards) right. Still when on highway (70 mph) but now sometimes on daily roads (45 mph). Mother driving 1½ hours with other women in the car felt so unsafe she was looking for a Hyundai dealership. Unfound in unknown territory, she traveled home very slowly. Made appointment at O'Brien.
- 10/29/12 Called Corporate offices to tell them about issues and car being in for repairs previously. Advised we had an appointment on 11/5. Was given a case number (5072786), file was opened and was told to advise outcome of appointment.
- 11/5/12 Took car to O'Brien with the same complaint as last time. Now they claim the car is unsafe and needs a new steering column. They supply a **MINI VAN(!)** not a compact car. When we pick the car back up, the

steering wheel is spinning lose on turns. At a stand still we could just spin the wheel freely! In the parking lot we called out the service advisor who spun the wheel and said that's how it's supposed to be! The car is a hazard. Turning at a stop sign is dangerous. Shifting lanes of traffic is dangerous. The car is still tugging. The driver has less control than ever.

- 11/30/12 Responded to a survey in letter form. Sent to survey center and Corporate.
- 12/13/12 Car goes back to O'Brien. On the way to the dealership, I (Linda) had to drive past the exit and take my mother to the airport. From the airport on the way to the dealership, I had to exit right on the ramp off of the highway then curve left to turn onto Colonial (dealership road). The car did not want to curve to the left and almost put me into the guardrail (or through it and down an embankment!). Service advisor comes out after a while and asks again what is happening. They can't seem to find anything. I told him to drive it an hour on the highway, not 5 minutes on the local road. Service advisor comes back and asks me to follow him to the car. He gets in the passenger seat and asks me to drive. I drive all around the parking lot. There is a difference in the steering as it is not spinning freely and is tighter.
- 12/13 - 12/26 In Phila
- 12/26/12 Car starting to act up again.
- 1/2/13 Received letter from Customer Connect Center which advised us that O'Brien assured them our concerns had been met.
- Jan '13 Car has the feeling in the steering that it is going to start again.
- 2/7/13 Called (800)633-5151, spoke with Elizabeth who escalated the previous case to a new case (no.: 529-8621). Was told someone would be calling us within 2 to 5 days. Never received a phone call.
- 2/25/13 8:15 am. Having received no response with 2 to 5 days of 2/7/13, I called and spoke to a Richard at (800)633-5151. I was told "There is a note here, dated the 20<sup>th</sup> that states they are working it out....it has been forwarded to a regional level office regarding Lemon Law issues, they are in contact with the dealer and are planning to contact you." I asked for the name and number of the person handling it. No phone number is available. I looked up the Corporate phone number online (714) 965-3000 and called when they opened (11 am my time). An oriental woman (couldn't make out her name) told me to call Robert Staples at the Southern Regional

Office (770) 739-9400 and he will assist me.

12:20 pm I left a voice mail for Robert.

Robert phoned me back to advise that the District Service Manager/Field Rep for Parts & Service (named Mike) was assigned to this. He had emailed Mike and had to wait to hear back from him as to what was going on.

Received two voicemails later same day. Jim Hague from O'Brien was telling me to call to set up an appointment for repair. And Robert calling me back to state that Mr. Hague would be calling.

I phoned Mr. Hague back first and told him that the car would not be coming back in to the shop for a fifth repair on the same issue. I told him that I felt that Corporate dropped the ball in his lap and there was nothing he could do at this time.

I phoned Robert back and advised that the car was not going in for a fifth repair, that I had returned Mr. Hague's call, that I had reported the car to the Department of Transportation/Highway Safety Administration and that the car falls under the Lemon Law.

I told him that with regard to the Lemon Law, Hyundai should accept the last repair (12/13/12) as the final attempt to repair the vehicle because if it hasn't been fixed after 4 attempts, a 5<sup>th</sup> is not going to fix it or make my mother feel safe driving it.

*LEMON LAW: The Lemon Law covers defects or conditions that substantially impair the use, value or safety of a new or demonstrator vehicle (these are called "nonconformities"). These defects must be first reported to the manufacturer or its authorized service agent (usually, this is the dealer) during the "Lemon Law Rights Period," which is the first 24 months after the date of delivery of the motor vehicle to the consumer. If the manufacturer fails to conform the vehicle to the warranty after a reasonable number of attempts to repair these defects, the law requires the manufacturer to buy back the defective vehicle and give the consumer a purchase price refund or a replacement vehicle*

***If the vehicle has been back to the service agent for repair of the same recurring problem at least three times, the consumer must give written notification by certified, registered or express mail, to the manufacturer (not the dealer) to afford a final opportunity to repair the vehicle.***

*Upon receipt of the notification, the manufacturer has 10 days to direct the consumer to a reasonably accessible repair facility, and then up to 10 days from delivery of the vehicle to fix it.*

**NOTE:** The vehicle has been in for service FOUR times for the same recurring problem. Therefore, when the form is submitted to Hyundai, the manufacturers right to a fourth repair attempt has already been met and should not be required.

Vehicle Owner's Questionnaire and Motor Vehicle Defect Notification were both mailed out on 2/7/13 via U.S.P.S. Certified Return Receipt Mail by Linda Armstrong.

ER #: CH [REDACTED]

111156

**PALM MAZDA OF PUNTA GORDA  
PALM HYUNDAI**

1603 Tamiami Trail, PUNTA GORDA, FL 33950  
(941) 639-1155 / Ft. Myers (941) 332-2861  
1-800-226-7256  
www.palmautomall.com

\*INVOICE\*

PORT CHARLOTTE, FL [REDACTED]  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

Florida Registration: MV-8167

SERVICE ADVISOR: 794 CHAD S SWINDLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	HYUNDAI ELANTRA	5NPDH4AE4CH [REDACTED]		1830/1830	T5831	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN12 DE			17:00 31JAN12			CASH	31JAN12
R.O. OPENED	READY	OPTIONS: ENG:1.8_Liter_DOHC					
07:49 31JAN12	09:11 31JAN12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THE VEHICLE PULLS TO THE RIGHT  
CAUSE: TIRE PRESSURE OFF IN EACH TIRE.

NWO NEED WARRANTY OPERATION

651 W1

1830 TIRE PRESSURE OFF IN EACH TIRE. ADJUSTED TIRE PRESSURE 34 PSI.  
WORKING AS DESIGNED.

(N/C)

\*\*\*\*\*

B CUSTOMER STATES THE TRUNK RANDOMLY COMES OPEN. DOESN'T HAVE TO BE IN  
THE VEHICLE. WALKS OUTSIDE AND FINDS TRUNK OPEN  
CAUSE: TRUNK STOPS TOO FAR OUT.

NWO NEED WARRANTY OPERATION

651 W1

1830 TRUNK STOPS TOO FAR OUT. ADJUSTED TRUNK STOPS INWARDS. WORKING  
AS DESIGNED.

(N/C)

\*\*\*\*\*

C PERFORM QUALITY WALK AROUND INSPECTION. INCLUDES CHECK ALL FLUIDS TOP  
OFF IF NEEDED, ADJUST TIRE PRESSURE TO FACTORY RECOMMENDED  
SETTINGS, AND COMPLETE INSPECTION FORM.

23P PERFORM QUALITY WALK AROUND INSPECTION.

INCLUDES CHECK ALL FLUIDS TOP OFF IF NEEDED,  
ADJUST TIRE PRESSURE TO FACTORY RECOMMENDED  
SETTINGS, AND COMPLETE INSPECTION FORM.

1830 PERFORM 23 POINT INSPECTION AS ATTACHED - REVIEW INSPECTION  
SHEET

0.00 0.00

\*\*\*\*\*

THANK YOU FOR BEING OUR GUEST TODAY!! OUR  
GOAL IS TO PROVIDE YOU EXCEPTIONAL SERVICE  
FOR ALL YOUR AUTOMOTIVE NEEDS, IF WE HAVE NOT  
MET YOUR EXPECTATIONS PLEASE CALL MATT LEE AT  
941.639.1155 EXT 3200 WE WOULD LIKE TO HEAR  
OF YOUR CONCERNS OR SUGGESTIONS! THANKS AGAIN  
FROM YOUR SERVICE TEAM CHAD AND CATHY !!!

*Along vehicle diagnosis  
and repaired Tech notes  
wrong vehicle -*

**WARRANTY DISCLAIMER:** ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY 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 ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR 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.

**\*SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

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.

DATE: 1/31/12  
CUSTOMER SIGNATURE: [REDACTED]  
AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: [REDACTED]

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.



LEMON LAW  
# back on  
want new car

[Redacted]  
[Redacted]  
Port Charlotte, Florida [Redacted]  
Phone [Redacted]  
Alt. [Redacted]

(800) 633-5151 Elizabeth  
Lyn  
Call Mon 2/7/13  
Calculating  
from previous call  
2.5 days  
will call back

November 30, 2012

Hyundai Motor America Survey Center  
P.O. Box 5329  
Thousand Oaks, Ca 91359-9665

Hyundai Motor Corporation  
P.O. Box 20850  
Fountain Valley, Ca 92728  
Corp files

Re: 2012 Hyundai Elantra [Redacted]  
VIN No.: 5NPDH4AE4CH [Redacted]  
R.O.: 545879 11/5/12 from Survey Center  
Reference No.: 5072786 from 10/29 call to Corporate

To Whom It May Concern:

I want to start by saying that I do not drive on the highway often which is why there are long time spans between the reported steering issue. But, it has been in question since the car was purchased.

First I took the car into Palm Hyundai which was a mistake. They did not correct the issue and then did not even record the issue because they put me in the wrong vehicle to go home. If this visit is on record now it is because I gave the paperwork to O'Brien Hyundai and they entered notes into their computer.

The second time I took the car in for the steering issue, I went to O'Brien Hyundai. I was told that there was a steering computer update that had to be installed. This was done and my daughter took the car on the highway several times after the update to make sure all was well. Eventually the problem arose again.

The third time I took the car in for the steering issue, I went back to O'Brien Hyundai. This time I was advised that there was an issue with the steering column and it would have to be replaced. I left the car on Friday, 11/5 and returned for it Monday, 11/8. My daughter was with me to pick it up and she was not happy with the "new" steering. The steering wheel spun too easily when the car was stopping or slow moving and did not seem safe. We called the service tech who came out, spun the wheel and assured us this is the way the electronic steering of the 2012 Elantra was supposed to be.

4th time 12/13/12  
Almost went off road  
Dropped mom @ airport then headed to O'Brien taking @ exit off 75 car didn't want to curve left to continue ramp exit kept pulling @ - almost went off road! They couldn't find anything wrong - finally said they got a NEW - NOT RELEASED yet

*I do not like the steering on the vehicle. I believe the steering to be hazardous, as does my daughter. And, now, the steering is beginning to be an issue again.*

SEE pg 1

for 4th time to shop

*We would like to know how I am to have peace of mind driving this car. I cannot avoid highway driving all of the time and should not have to. I would appreciate Hyundai investigating this issue further in order to find resolution to the problem. I may be contacted at [REDACTED] or my daughter, [REDACTED] may be contacted at [REDACTED]*

*Sincerely,*

*Additional comments to survey form:*

- 7A: *I had to leave the vehicle in Fort Myers for the defective steering issue. I was supplied with a rental vehicle which was appreciated. However, my vehicle is smaller and I was supplied with a van! I did not appreciate having to pay for gas for an additional trip to Fort Myers in a larger vehicle. I should not have had to pay for gas at all!*
- 26: *The first time they didn't fix it. The second time they said it was a computer update. The third time they said it was the steering column. Now the steering is too loose.*
- 31: *I received a voicemail from a woman named Mary. When I phoned back, Mary was a lunch so I left a message that I was returning her call and would like to speak with her. To this day I have not received a return call.*
- 32: *Before we left the lot, we called the service tech and told him the steering was loose. He came out, spun the wheel and said that's how it is supposed to be.*



PO Box 83835, Phoenix, AZ 85071  
800-633-5151 Fax # 602-588-2599  
ConsumerAffairs@hmausa.com  
www.hyundaiusa.com

**HYUNDAI MOTOR AMERICA  
HYUNDAI CUSTOMER CONNECT CENTER**

---

January 2, 2013

[REDACTED]  
[REDACTED]  
Port Charlotte, FL [REDACTED]

*Bull*  
*response to*  
*11/30/12*  
*letter*

Dear [REDACTED]

Thank you for contacting Hyundai Motor America. We appreciate the opportunity to hear from our customers, but apologize for the circumstances that prompted your contact.

While we understand your experiences influence your perception of Hyundai Motor America, please be assured that we take an intense interest in our customer's satisfaction. We appreciate you taking the time to bring your concerns to our attention and we will ensure that all appropriate parties, including Hyundai management, are made aware of your experience.

We have been in contact with O'Brien Hyundai and the Service Director Jim assured us that your concerns have been addressed. If that is not the case please contact us so that we may be in touch with the dealership to see what else can be done. We apologize for the frustration that you have experienced and look forward to assisting you with your future needs.

We have documented your concerns as case number 5072786 which may be referenced if we can provide further assistance. If you have additional questions or comments, please call our toll-free number at 1-800-633-5151 or email us at [ConsumerAffairs@hmausa.com](mailto:ConsumerAffairs@hmausa.com). We are open from 5:00 a.m. – 7:00 p.m. PST Monday through Friday, and from 6:30 a.m. – 3:00 p.m. on the weekends.

Sincerely,

Hyundai Motor America

2850 COLONIAL BLVD.  
 FT. MYERS, FLORIDA 33966  
 (239) 277-1222



STATE OF FLORIDA REGISTRATION  
 NUMBER WV - 35525

**HYUNDAI MITSUBISHI SUBARU**

CELL: [REDACTED]

CUSTOMER NO. <b>75261</b>	ADVISOR <b>DOUG CADE</b>	474 TAG NO. <b>287</b>	INVOICE DATE <b>12/13/12</b>	INVOICE NO. <b>HYCS551755</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>8,189</b>	COLOR <b>SILVER/GRAY</b>
<b>PORT CHARLOTTE, FL</b>	YEAR / MAKE / MODEL <b>12/HYUNDAI/ELANTRA/GLS</b>		DELIVERY DATE <b>08/24/11</b>	STOCK NO. <b>H096475</b>
[REDACTED]	VEHICLE I.D. NO. <b>5NPDH4AE4CH</b>		SELLING DEALER NO.	DELIVERY MILES <b>20</b>
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>12/13/12</b>	PRODUCTION DATE
REPAIR PHONE	BUSINESS PHONE	COMMENTS	<b>MO: 8190</b>	

**LABOR & PARTS**  
 # 1 57MIZ MISC TECH(S):582 WARRANTY  
 CUSTOMER STATES THE STEERING STILL HAS RESISTANCE WHEN BRINGING THE STEERING WHEEL BACK TO CENTER AFTER TURNING  
 EPS SYSTEM NEEDS UPDATED AND RESET  
 PERFORMED DIAGNOSTICS AND RESET EPS SYSTEM AND RECHECKED

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS-----  
 \*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ]  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE  
 \*\*\*\*\*

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
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

VISIT US ON THE WEB AT - WWW.OBRIENEASY.COM  
 SERVICE & PARTS ARE OPEN M-F 7:30AM TO 6PM & SAT 8AM TO 2PM  
 \* \* \* \* \*  
 WE APPRECIATE YOUR BUSINESS! YOU MAY SOON BE RECEIVING A SURVEY FROM THE MANUFACTURER. THIS IS YOUR SERVICE ADVISORS REPORT CARD. IF FOR ANY REASON YOU CANNOT SCORE ALL (10'S) PLEASE CALL THEM IMMEDIATELY FOR A PROMPT RESOLUTION. YOUR FUTURE BUSINESS IS VERY IMPORTANT TO US. AGAIN, THANK YOU!

CUSTOMER SIGNATURE

*Doug said they installed an update that wasn't lined out yet. Corrects what we complained of ... fight's direction you want to go and cushy wheel*

**DISCLAIMER OF WARRANTIES**  
 The Seller, herein expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or 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 this vehicle or product. TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE. I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as they be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All items due you shall be paid immediately upon completion of the necessary repairs. In the event I fail to pay any such amount due you I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle or care of me, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to inspect the vehicle herein described at your shop, home or elsewhere for purpose of testing and inspection. An express mechanic's lien is hereby acknowledge on vehicle to secure the amount of repairs. Parts and labor on original equipment parts are guaranteed for 12 months or 12,000 miles, whichever comes first.  
 \*Your repair cost will include a charge for miscellaneous shop supplies or waste disposal. The charge will be calculated at 3% of the total labor; with a maximum of \$20.00 per customer visit. This charge can be found on the miscellaneous charge line of totals column. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [s.403.7135].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

The Reynolds and Reynolds Company EBANTINVE C2290751 Q (10/09)



Port Charlotte, FL [redacted]

W48-226

U.S. POSTAGE  
 PAID  
 PORT CHARLOTTE, FL  
 33948  
 FEB 27, 13  
 AMOUNT  
**\$2.07**  
 00043105-10




1000 20077

USPS TRACKING NUMBER



9574 2104 3105 3058 4879 29

US Dept of Transportation  
 Nat'l High Traffic Safety Admin  
 Office of Defects Investigation NRS-210  
 1200 New Jersey Ave SE  
 Washington, DC 20077-9382

  
**BubbleWrap**  
 BRAND  
 INSIDE!

CHECKED MAR 05 2013