

CL-10509039-3633

APR 15 2013

[REDACTED]
[REDACTED]
Tamarac, Fl, [REDACTED]

April 10, 2013

Auto Safety Hotline
1200 New Jersey Ave.
West Bldg
Washington DC 20590

Re: 2010 Elantra Touring
KMHDC8AE2AU [REDACTED]
LOUD Clunking Sound
Rear Area
HYUNDAI REFUSAL TO
RESPOND - APPEARS TO
BE HIDING ISSUE

Attached is correspondence regarding my 2010 Elantra Touring car.
Problem was first called to their attention March 23rd.
Hyundai Service Center in Plantation appears to be dodging me. Did not give me paper
work for initial visit, will not take my calls, avoids calls and e-mails.
I am concerned that there is a safety issue; but I am unable to communicate with the
Service Center.
Is the fact that I am a Senior Citizen (85 years old) giving them license
to ignore a potential safety issue?
I am asking for your help in correctly identifying and remedying the problem.

Thank you.

[REDACTED]

ET
4/16/13
SHD

Subj: **KMHDC8AE2AU** [REDACTED] **-ELANTRA - 2010**
 Date: 4/10/2013 11:10:39 A.M. Eastern Daylight Time
 From: [REDACTED]
 To: consumeraffairs@hmausa.com
 CC: rickcase@rickcase.com, [REDACTED] wildezavas@rickcase.com

Since March 23, 2013 my experiences with Hyundai have gone downhill. I brought my car into Rick Case's Plantation service center in a panic because terribly loud "clunks" were coming from the rear area.

I had been taking my Elantra to this location routinely, even though I bought the vehicle at Delray Acura/Hyundai in January 2011. I bought my 1st Hyundai the 2005 Tucson from Rick Case, but purchased the car in question in Delray

because their price was much better. I have been using the Plantation location for service because it is geographically nearer. Service at this location was OK, and I continued to use it even though everything they did took hours. (Including oil changes.)

On Saturday, March 23rd I drove my car to the service center in Plantation as I had been using Tom Owen there & explained that I came in a panic because I was frightened that there was something very wrong with the car because, VERY OBVIOUSLY, there was a LOUD clunking noise. The noise seemed to be concentrated in the right rear area, but did also seem to move to the left rear area. Mr. Owen did do a test drive with me initially about 11:30 AM - Agree there was a problem & said he would check it out. I waited in the waiting area until approximately 4:00 or 4:30PM and was told that they had it on the lift several times and did have two mechanics test drive the car; but no one could determine what the problem was. I was dismissed late in the afternoon with the promise that an appointment with the factory tech would be made for April 17th. I was told not to worry about it's safety.

I questioned the fact that I should not be concerned about the safety of the vehicle if the CAUSE WAS NOT DETERMINED.

Because I was confused by the double talk and the length of time waiting, I did not realize that the work paper was not given to me along with my keys. On March 28th I tried calling Mr. Owen, but my calls were directed to voice mail with a promise of a "call back". I still have not heard from him. I e-mailed Mr.

Wil DeZayas, Service Manager, on March 28th. He has failed to acknowledge or answer my e-mail. My daughter, [REDACTED]

called Mr. Larsen, General Manager, several times. The only response she received was that Mr. Larsen "would call back"

He never did.

It would appear that the Service Dept. at Rick Case in Plantation, is trying to hide my complaint and visit. They refuse to RETURN CALLS. I am concerned about the safety of this car. I have had no accidents, nor has the car been hit. I need this problem probably diagnosed and corrected for MY SAFETY, PASSENGERS AND OTHER VEHICLES ON THE ROAD.

RICK CASE WILL NOT RETURN MY CALLS. HOW CAN A PRODUCT BE DECLARED SAFE WITHOUT KNOWLEDGE OF THE CAUSE?? I HAVE BEEN UNABLE TO CONFIRM WHETHER A FACTORY TECH WILL DIAGNOSE THE PROBLEM APRIL 17th.

I can be reached at [REDACTED]

Enclosed is a copy of March 28, 2013's e-mail to Mr. DeZayas.

[REDACTED], Tamarac, FL [REDACTED]

cc: Auto Safety Hotline, Washington, DC
 Nat'l. Automobile Dealers Assn.

Wednesday, April 10, 2013 AOL: [REDACTED]

Subj: [REDACTED] - 2010 Elantra Touring
Date: 3/28/2013 3:53:54 P.M. Eastern Daylight Time
From: [REDACTED]
To: wilfredodezayas@rickcase.com

Re: [REDACTED] - 2010 Elantra Touring

Hopefully you are aware that I brought my 2010 Elantra Touring car into your shop this past Saturday, March 23, 2013 because there were and STILL ARE clunking sounds coming from the right rear area. I did not have an appointment, but Tom Owens agreed to service the car & test drove it with me. He agreed that there was a problem and would take care of it. I arrived about 11:00 AM & waited in your facility until about 4:00 PM. At that time I was informed that despite several attempts to examine the car on the lift and several test drives with mechanics, no one in your facility was able to pinpoint or correct the problem. I left with the promise that Hyundai's factory would be notified and a specialist would be in the area to examine the car. HOWEVER, THIS COULD NOT TAKE PLACE UNTIL APRIL 17th. I was verbally assured that there are no safety issues and I should be comfortable driving the car. Since my visit was on a Saturday and the factory was closed, the appointment call to Hyundai would be done the following Monday. I have been waiting for a con-firmation call to that effect, but none has come forth. I tried calling today, but my call was directed to voice mail. I DID

leave a message about 11:00 AM. It is now past 3:00 PM and no call back. I am still waiting.

Mr. DeZayas, I live alone and am dependent upon a SAFE car.

Even though I have been told "It is safe to drive" - How can I be sure that it is safe. NO SOLUTION CAN COME, OR ANSWER, SHOULD BE FORTHCOMING, UNTIL THE CAUSE HAS BEEN DETERMINED.

My family is on my case for accepting the car back in the same condition I brought it to your establishment. On the night of April 3rd I must pick my daughter up at the airport - this involves highway and night driving. She is a Florida attorney and will pressure me to be more effective; which, of course, will reflect back to you. I do not want this kind of family visit. I, very honestly, am frightened to drive my car and as a result have used it only when necessary.

Mr. DeZayas, I need your help. What is my next step?? I know my daughter will not permit me to be passive. Please help me resolve the problem, or furnish me with a loaner while "the clunker" is fixed. I have hit nothing - and nothing has hit me.

You know, as a matter of fact, when I left your facility on Saturday, I was so distraught that I forgot to take the paper work. But I am sure you must have a copy.

I can be reached at [REDACTED] or on my cell [REDACTED]

Thank you kindly,
[REDACTED]

Wednesday, April 10, 2013 AOL: [REDACTED]



Tamarac, FL

15c 100% RECYCLED PAPER
PERMIT NO. 1000 TAMARAC, FL 33440



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FOREVER

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1200 New Jersey Ave
West Bldg.
Washington, DC. 20590

20590

