



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

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

May 30, 2013

[REDACTED]

Moline, IL [REDACTED]

Dear [REDACTED]

NVS-216 nlm  
Ref. No. 10513173

Thank you for your correspondence concerning your model year (MY) 2012 Hyundai Elantra vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

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

You indicate that you have encountered an alignment problem with your MY 2012 Hyundai Elantra that is causing the rear tires to wear prematurely. You contacted three separate Hyundai dealerships about the alignment problem. The dealerships told you to contact the manufacturer and suggested that you have the tires rotated more often. However, Hyundai advised that they could not help you because there is no way to adjust the rear suspension. In addition, you checked the alignment with your equipment and found the rear suspension was excessively out of toe. You would like to know what can be done to correct this problem because driving on worn tires is dangerous.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to alignment problems that cause excessive rear tire wear in MY 2012 Hyundai Elantra vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. 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. The NHTSA investigation and recall process is on our web site at [www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm). We recommend that you continue to work with Hyundai and a local dealer for further assistance.

If you have not done so, you may consider contacting your local Consumer Protection Agency or the Illinois 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 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](http://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](http://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](http://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 at our web site.

Sincerely,



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