

6/22/13.

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received JUL - 8 2013		Repository ☐	
		10-JUN-2013		Reference No. 10516112	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
BAYONNE	NJ				
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).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
5NPDH4AEODH		HYUNDAI	ELANTRA	2013	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
5/27/13	HUDSON AUTO GROUP / HYUNDAI		No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
☐	JERSEY CITY	NJ	07304		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control			27-MAY-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: VISIBILITY/WIPER (PWS)		Failure Mileage		Failure Speed	
EVEN W/ MAXIMUM LIGHT UN-SAFE - POOR POSITIONING DESIGN OF DEF. AREA -		220			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment		Failure Location:		
	☐ Prior Repair				
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:		Model No./Name:		
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
APPLICABLE INCIDENT INFORMATION					
(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	
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). 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 2013 HYUNDAI ELANTRA. THE CONTACT STATED THAT THE COLOR OF THE DEFROSTER DISH CAUSED A GLARE IN THE FRONT WINDSHIELD AND THE CONTACT WAS DISTRACTED WHEN DRIVING. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR INSPECTION. THE PROBLEM WAS REPORTED TO THE MANUFACTURER. THE VIN WAS NOT AVAILABLE. THE FAILURE AND CURRENT MILEAGE WAS 220.					
MADE CALL ON 6/10 TO NHTSA & HYUNDAI CONSUMER AFFAIRS ON 6/11 DID VISIT DEALER (SEE NOTES ON PPR) & CALLED HCA AGAIN AS of today 6/22/13 NOTHING FROM HYUNDAI!					
POSITIONING & DESIGN ARE IN MY ESTIMATION - POOR/SUSPECT. A PROMINENT REFLECTION APPROP 3" X 36" - ON LOWER THIRD OF WINDSHIELD - DISTRACTING/ANNNOYING DRIVER SIGHT LINE WHILE DRIVING -					
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 to 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.					

HAVE BEEN WORKING ON THIS
 PROBLEM SINCE 19,000+ I HAVE TO DO THIS

Called again 6/25 Consumer Affairs
 & 6/28 Dealer - NO HELP

DAY OR NIGHT - ANY LIGHT CAUSES THE
 CONDITION - IT IS DEPLORABLE

6/28

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

I spoke to Anna on 6/10/13 rec'd this form on 6/22 - sorry for the delay to return - busy w/ working OT. (i) the "sight line" for drive in this vehicle is at least 18 to 23% (down part) distorted w/ persistent reflection - maybe a rep/tech. of yours could make spot calculations from an Elantra 2013 you can look at. ?? (Sonata model is probably the same?) - this is not a mechanical flaw/issue but rather a design/positioning/color/engineering mis-step or many gadgets on car - BUT simply looking out the windshield to drive is annoying & distracting - less than 100% safe in my estimation NOT GOOD

ATTACH ADDITIONAL SHEETS IF NECESSARY

I am sending a letter to Hyundai in California - since no one on the phone has helped me - nor has anyone sent a reply in the mail - I've made at least 5 calls I will copy you on the letter THANK YOU [REDACTED]

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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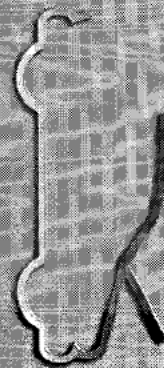
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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

safercar.gov

Bayonne, NJ

6/28/13

Dear HMA - HYUNDAI MOTOR AMERICA 800-633-5151
CUSTOMER CONNECT CENTER
PO BOX 20850 FOUNTAIN VALLEY, CA. 92708
re: CASE # 5801463

well, I'll try to do this the best I can. you have the above mentioned case # to refer to. I've called 6/10 6/12 waited for some/any response - NONE - called again 6/25 (3x HCA - HYUNDAI CONSUMER AFFAIRS) - visited dealer 6/11 called dealer/service mgr 6/28. the best I've been able to get is "I've documented your complaint" - 3 guys told me the same thing - your training process is at least working!

I will be 57 years of age next month. This is only my second new car in my life (other one was back in 1980 - a long time). I figured it would/will be my last. I am a blue collar guy and work very hard to earn a living - Was very excited and upbeat to even be able to purchase a new car. and now (since about 6/4-5 - car purchased on 5/27) I can't stand the thought of keeping it any longer than I must. I am annoyed, disgruntled and angry at the original issue and now (even more so) with the lack (ignoring me) of any help, suggestion or

resolution. Guess the idea is \$ in pocket & car off lot - now what - CUSTOMER "DIS" SERVICE (??)

I have contacted & spoken to NHTSA, FTC and Chase-master card (my 10k deposit - too much - dumb me??) I've filled out things for them and will copy them with this letter.

I cannot express how lousy and let down I feel about this situation. I will try to date line recap things for everyone:

5/27/13 VIST Dealer in JC/NJ memorial day - look/chat

test drive 5-800N / Elantra & Sonata - very sunny nice day - did not absorb the subject reflection that day - not pointed out to me - during pre-delivery process operation of defroster & other things not reviewed in detail - not a big deal - but maybe I would have noticed this then -

6/4/56 about this time it occurs to me that this 2 to 3" reflection, which is up of the windshield bottom by another 3 to 4" is now "ever present" these days were rainy & overcast - maybe it didn't sink in to me with all the sunny days. - ANY amount of light causes this - the defroster dash/dash area is poorly set up - too far from windshield, not angled, not black (silver gray) - THE REFLECTION ONTO THE WINDSHIELD

IS A DISGRACE. The driver (normal sized person 5'7" to 6'2") has a distorted/distracted sight line while operating this vehicle — life threatening — NO mechanically ineffective — NO but totally annoying and (to me) not 100% safe — YES.

6/10M, made 1st call to HCA — spoke to Sean — 40MN — took info — gave claim #

6/11TU visit Dealer JC/NT (by this time I had black mapkins on the driver side area to "block" the reflection) Spoke to Both Greg Frederick — SLS MGR and Jack Moqueira — SVS MGR —

I explain my dilemma in detail, providing measurements of the effected area. They both sat in the car and agreed with me (it seemed). I showed the area w/ Black mapkins on and without. Mr. Moqueira took me inside — took my info and said he'd contact the Engineering Dept on this — not sure what can be done — Then the Salesman KENIE EKEDD came over to install my Plates/Tape — told him what was going on — told him he should point this out to prospective buyers — he just smiled — if this were pointed out — without doubt — sales of this car would drop — I almost find it hard to believe that many others have not reported

this before - probably too ashamed / embarrassed to do so. its so disappointing to know that days / weeks / months and lots of money / effort go into designing these cars with all the gadgets & luxuries - but no one can realize a terrible reflection right in the driver's sight line - it really has potential to divert the driver's attention / concentration, thus my feeling of less than 100% safe conditions.

6/12^W called HCA again - second call - spoke to Chad - listened to me - case# already set - "will document our conversation" - ok will wait for something in the mail?

6/25^{TU} called HCA again - third call - spoke to Chuck - this guy seemed annoyed at me for calling! "your complaint has been documented" - "this is the design of the car". "didn't you know this before you purchased it?" well, no - or I would not have purchased it - looked at a different model - or went elsewhere told me to write a letter to Fountain Valley office - he cannot do anything else! ok! ☹️

note: I worked W/TH/F 26/27/28 - so I am just getting to this letter (NO COMPUTER / EMAIL / ETC) old fashioned letter!

6/26 W in mail, an envelope from HYUNDAI -
or maybe this is something ^{NO} notification
that first payment (199) is due 7/11/13 -
WOW call that # Dallas TX - get rep. Kesha
explain what is going on - really feel not
compelled to pay anything until we get
some action here - She said she
has nothing to do with it - only a finance
place (guess another sub-contractor who
really is so distanced from the customers)
can't help me -

note: I hope something gets going on this ASAP - I do
not want to be delinquent with payment (maybe
I'll pay this first one) however, I do not
want to pay anything until we get
something done -

6/28 F called Hyundai Dealer JC/NT - Greg Fredricks
met in - spoke to Jack Moqueira - SVC MGR -
he remembered me / "your complaint has been
documented" - "wish I could help you"
"its the manufacturer you must deal with"
WHAT whose HYUNDAI? a team of people
or just a bunch of individuals who
point the finger at each other ??

note: WHO HELPS/RESPONDS TO THE CUSTOMERS ??

6/28 Fri 10pm my hand hurts from writing
this letter! I've stated my case, offered
facts, feelings and opinions

I am your customer - what are you
going to do - ignoring your customers
is the absolute worst thing you can do.

Please help me, this is so wrong -
I've now replaced the black mapkins w/ Black
cardboard - cut. to fit the areas in question -
it's better I haven't had to use the defroster
yet (probably got in the car to drive 100 times -)
but will have to move it when I do - worse is -
when I will have someone riding with me -
I'll take the black cardboard out - that's right -
a 19,000\$ investment and I've got black
cardboard on the forward part of the dash 😞

I may suggest:

- replace/modify/add a thin cover piece to this area
- let me pick out a different model
- refund the down payment (charge me for the
5 to 6 weeks I've had the car) & I'll go elsewhere
- convert this purchase into a lease deal - shortest
term - you can hopefully have something
nice for me in 2015 -

I will work with you - but you need to work with me. I cannot picture driving the vehicle as presently constituted for any longer than I must - and certainly not for five to ten years (or beyond) -

It is probably too late for the 2014 models, however I would suggest that some "fresh eyes" look at this situation for the 2015 line-up -

trying to remain optimistic,
I am,
Respectfully.

CC: ✓ NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
CHASE • MASTER CARD
FEDERAL TRADE COMMISSION



Bayonne N.J.

DVD F&DC

KE&RMV N1070

29 JUN 2013 PM 9 L



US DEPT OF TRANSPORTATION
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OFFICE OF DEFECTS INVESTIGATION, NVS-210
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