

CL-10524423-17908

JUL - 9 2013

[Redacted]

San Ysidro, CA [Redacted]
[Redacted]

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

June 26th, 2013

Re: Hyundai Accent Brake Light Switch Recall

To Whom it May Concern,

On June 17th, 2013 I took my 2008 Hyundai Accent to Frank Hyundai in National City, California regards a brake light switch recall. Among other symptoms, this defective brake light switch can cause the brake lights to not illuminate when the brake is depressed, creating a serious safety hazard.

I have enclosed copies of all documents provided me by the dealer on said visit. Please note that upon arrival at Frank Hyundai's service department, my brake lights were not working. I have highlighted the pre-inspection notes of the service advisor who assisted me acknowledging that my brake lights did not function.

After approximately an hour, I was informed that the recall work had been completed but due to an issue separate from the recall, my brake lights still did not work. The Frank Hyundai service advisor wanted \$99 to diagnose, and (if it was simply that the light bulbs were burned out) an additional \$140. For light bulbs!

The service advisor also made an additional \$1,037.98 worth of recommendations which may or may not be legitimate (primarily routine maintenance which would be due at 60,000 miles).

ET
7/10/13
SMD

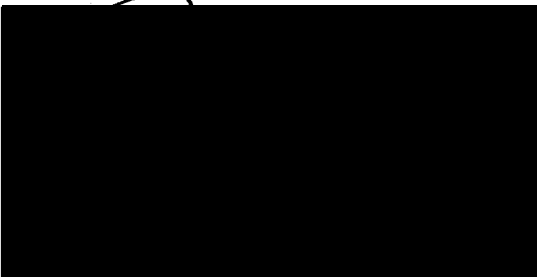
As I was simultaneously skeptical plus did not have the financial resources at the time, I declined to have the \$239 worth of work performed on my Hyundai. The Frank Hyundai service advisor then made a big deal of it, went into a protracted spiel about how dangerous it was and made me initial a disclaimer about said danger, which I did.

Both the Frank Hyundai service advisor and I walked out to the vehicle for delivery. I then asked him to step on the brake pedal. The brake lights worked perfectly. So then we started the car and turned on the headlights. Again, the brake lights and running lights worked perfectly.

I do not know if the service advisor, Mr. Manuel Gastelum knew he was lying to me when he said the brake lights were not working as he attempted to sell me additional work. It is possible he was given false information by the technician(s) who worked on my vehicle.

Regardless, this is a deceptive business practice and should be investigated. When people come in for a "recall" of any sort, that work should be performed at the manufacturer's expense, and absolutely no attempts to sell unnecessary work should be made in the process.

Interestingly, none of the paperwork given me makes any mention about the brake lights not working after the recall work was completed and I was not provided with a copy of the disclaimer I was forced to sign either.





2400 NATIONAL CITY BLVD. NATIONAL CITY, CA 91950-6695
SERVICE DIRECT (619) 477-4411
 B.A.R. # ARD-004452
 E.P.A. # CAD-028732808 E.P.A. # CAD-981404056

2940 NATIONAL CITY BLVD. NATIONAL CITY, CA 91950
SERVICE DIRECT (619) 470-5600
 B.A.R. # ARD-00261942
 E.P.A. # CAL-00352512

3150 NATIONAL CITY BLVD. NATIONAL CITY, CA 91950-7232
SERVICE DIRECT (619) 474-1503
 B.A.R. # ARD-125038
 E.P.A. # CAD-981575616

www.frankmotors.com

CELL: [REDACTED]

CUSTOMER NO. 593128	ADVISOR MANUEL GASTELUM	TAG NO. 864 130+	INVOICE DATE 06/17/13	INVOICE NO. HYCS798518
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 56,426	COLOR
SAN YSIDRO, CA	YEAR / MAKE / MODEL 08 / HYUNDAI / ACCENT / 4DR SDN GLS AT			DELIVERY DATE
[REDACTED]	VEHICLE I.D. NO. K M H C N 4 6 C 6 8 U			DELIVERY MILES
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 06/17/13	PRODUCTION DATE
REPAIR ORDER NO.	BUSINESS PHONE	COMMENTS	MO: 56426	

JOB# 1 CHARGES

LABOR

THIS BULLETIN PROVIDES THE PROCEDURE TO REPLACE STOP LAMP SWITCH ON APPLICABLE VEHICLES.
 APPLICABLE VEHICLES AND PRODUCTION RANGES
 ACCENT FROM DEC 1, 2006 TO FEB 28, 2009
 ELANTRA SEDAN FROM MAY 1, 2007 TO OCT 31, 2010
 GENESIS COUPE FROM DEC 1, 2008 TO AUG 31, 2010
 SANTA FE FROM APR 1, 2007 TO JUL 31, 2011
 VERACRUZ FROM DEC 1, 2007 TO FEB 28, 2009
 TUCSON FROM MAY 1, 2007 TO FEB 28, 2009
 SONATA FROM DEC 1, 2009 TO JAN 31, 2011
 COMPLETED AS PER TSB# 13-01-021
 AG00/864

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	93810-3KR0A-QQH	SWITCH ASSY-BRAKE		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

PERFORM TIRE PRESSURE CHECK AND INFLATE SERVICE
 30PSI ALL TIRES
 COMPLETED
 AG00/864

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

- RECOMMENDATIONS**
- 60K SERVICE COMING SOON
 - REC ENG AIR FILTER \$19.89
 - REC CABIN FILTER \$69.95
 - REC THERMOSTAT
 - REC UPPER/LOWER RADIATOR HOSES (MAINTENANCE)
 - REC A/T FLUID SERVICE \$97.95
 - REC TUNE UP \$99.95
 - REC NITROGEN AIR SERVICE \$24.95
 - REC BRAKE INSPECTION \$39.95 (MAINTENANCE)
 - REC POWER STEERING FLUID SERVICE (MAINTENANCE) \$109.95
 - REC EXTERNAL DRIVE BELTS (CRACK)
 - REC BRAKE LIGHT OUT DIAG \$99.00
- AG00/864E



FOR YOUR CONVENIENCE

Service and Parts Dept. Hours:
TOYOTA/SCION
 Monday thru Friday 7:00a - 6:00p
 Saturday 7:00a - 6:00p
 Sunday Closed
HYUNDAI/EQUUS
 Monday thru Friday 7:00a - 6:00p
 Saturday 7:00a - 5:00p
 Sunday Closed
SUBARU
 Monday thru Friday 8:00a - 5:00p
 Saturday 8:00a - 5:00p
 Sunday Closed

VEHICLES MUST BE PICKED UP DURING NORMAL SERVICE HOURS.

PLEASE SEE REVERSE SIDE FOR EXPLANATION OF WARRANTY & PROP. 65.

Thank You

Thank you for this opportunity to serve you. It is our aim to perform all the repairs on this repair order to your complete satisfaction. If you have any questions please contact your service advisor immediately

"Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice."

FOR YOUR CONVENIENCE WE ACCEPT THE FOLLOWING CARDS:
 VISA / MASTERCARD
 AMERICAN EXPRESS
 DISCOVER / ATM

The Reynolds and Reynolds Company EPA/NTS/HE C0707809 Q (08/12)

<input checked="" type="checkbox"/> CHECKED & OKAY	<input type="checkbox"/> WILL REQUIRE FUTURE ATTENTION	<input checked="" type="checkbox"/> REQUIRES IMMEDIATE ATTENTION
<input checked="" type="checkbox"/> May contribute to vehicle efficiency and a green environment		<input checked="" type="checkbox"/> Maintenance Wear Item

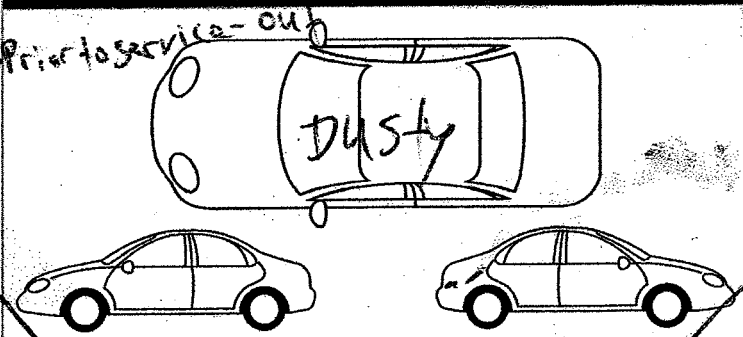
Name: _____ Date: _____
 E-mail address on file? Yes No E-mail address: _____ State inspection month: _____
 OK to text when ready? Yes No Phone number: **KMHEN46C68U** Mileage: **56926**
 Model / Year: _____ VIN: _____ RO / Hat #: **130**
 Waiting? Yes No Promise time: _____



BlueLink enrolled: Yes No N/A Subscription: Assurance Essentials Guidance

INSPECTION POINTS	
EXTERIOR	<input checked="" type="checkbox"/> Head Lights / Fog Lights / Turn Signals
	<input checked="" type="checkbox"/> Tail Lights / Brake Lights / License Plate Light
	<input checked="" type="checkbox"/> Windshield (cracks, chips and pitting)
	<input checked="" type="checkbox"/> Wiper Blades - Condition, operation
INTERIOR	<input checked="" type="checkbox"/> Cabin Air Filter
	<input checked="" type="checkbox"/> Horn (operation) / Interior Lights
	<input checked="" type="checkbox"/> Heat / A/C System (operation)
BATTERY	<input checked="" type="checkbox"/> Battery Terminals (Clean if necessary)
	<input checked="" type="checkbox"/> Battery Performance
UNDER HOOD	<input checked="" type="checkbox"/> Engine Air Filter
	<input checked="" type="checkbox"/> Cooling System (Check for visible leaks and damage)
	<input checked="" type="checkbox"/> Radiator, Heater, A/C hoses
	<input checked="" type="checkbox"/> Drive Belts
FLUID LEVELS	<input checked="" type="checkbox"/> Engine Oil Level - On arrival
	<input checked="" type="checkbox"/> Transaxle / Transmission (if equipped with dipstick)
	<input checked="" type="checkbox"/> Coolant (level / condition)
	<input checked="" type="checkbox"/> Brake Fluid (level / condition)
	<input checked="" type="checkbox"/> Power Steering Fluid (may be N/A)
	<input checked="" type="checkbox"/> Windshield Washer Fluid
UNDER CAR	<input checked="" type="checkbox"/> Drive Shaft Boots / Constant Velocity Boots (as equipped)
	<input checked="" type="checkbox"/> Shocks, Struts and Suspension components
	<input checked="" type="checkbox"/> Steering linkages / wheel end play / bearings
	<input checked="" type="checkbox"/> Transaxle, Transfer case, Driveshaft, Transmission, U-joints, Shift Linkage
	<input checked="" type="checkbox"/> Exhaust system (leaks, visible damage, loose parts, corrosion)
	<input checked="" type="checkbox"/> Oil and / or fluid leaks, visual inspection (Specify)
	<input checked="" type="checkbox"/> Brake lines, hoses, parking brake

RECEPTION INSPECTION AND WALK-AROUND

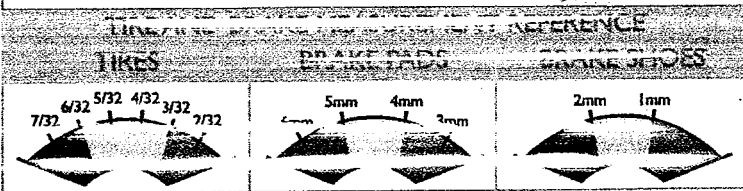


TIRES & BRAKES

LEFT FRONT	Tire Age _____	PSI set to Factory Spec _____	RIGHT FRONT
	Tire tread depth _____	Brake Lining _____	
LEFT REAR	Tire Age _____	PSI set to Factory Spec _____	RIGHT REAR
	Tire tread depth _____	Brake Lining _____	
SPARE TIRE	Tire Age _____	PSI set to Factory Spec _____	

Uneven Tire wear? NO YES If YES, we recommend:
 Improper inflation, check inflation pressure monthly
 Alignment check recommended
 Tire Replacement

Brake measurements not taken
 Tire Age: Any tires that are over six (6) years old based on the manufacturing date should be replaced by new ones. See Owners manual for additional information.



Comments: **Brake Lights Inop**

Technician Name and/or Signature _____ Consultant Name _____

Customer Signature _____

Maintenance Menus

FRANK HYUNDAI

Hyundai 2008 Accent 95/11 Base 1.6L DOHC 4 Cyl

SCHEDULED MAINTENANCE MENU - 2008 Accent Normal

Additional Services

60,000 Mile or 48 Month Service A/T at 60000 miles

- Air Conditioning Cabin Filter, r&r - 08/11
- Air Filter, r&r - 06/08
- Canister Air Filter, r&r - 06/09
- Drain & Refill Cooling System (Incls 1 Gal Coolant) - 06/11
- Inspect A/C Refrigerant Level - All
- Inspect Brake Fluid - All
- Inspect Brake Pads, Shoes and Lines - All
- Inspect Crankcase Ventilation Hose - All
- Inspect Drive Belts - All
- Inspect Driveshafts & Boots - All
- Inspect Exhaust Pipe & Muffler - All
- Inspect Fuel Lines, Fuel Hoses & Connections - All
- Inspect Fuel Tank Cap & Lines - All
- Inspect Lower Arm Ball Joint - All
- Inspect Power Steering Pump, Belt & Hoses - All
- Inspect Rear Brake System - All
- Inspect Steering Gear Box - All
- Inspect Steering Linkage & Boots - All
- Inspect Suspension Mounting Bolts - All
- Inspect Vacuum Hoses - All
- Oil & Filter Change W/ Multi Point Inspection - 2008

- BG Engine Oil Flush - 2008 \$93.91
- Front Wiper Blade Refill, r&r - 06/11 Both \$62.00
- Brake Inspection - All \$39.95
- Rear Wiper Blade Refill, r&r - 06/10 \$19.35
- Rear Wiper Blade, r&r OEM - 06/10 \$33.29
- Flush Power Steering System - All \$118.33
- Align Four Wheels - 06/11 \$89.95
- Fuel Induction Service - All \$144.94
- Front Wiper Blade, r&r OEM - 06/11 Both \$40.84
- Flush Brake System - All \$112.83
- BG Complete Fuel Induction Service - All \$125.91
- BG A/C Service - All \$118.33
- Spark Plugs, r&r (Standard) - 06/11 \$102.16
- Battery, r&r - 96/08 \$168.40

12-23-13
83426

FRANK HYUNDAI

3150 NATIONAL CITY BLVD
NATIONAL CITY, CA 91950

Maintenance Menus

FRANK HYUNDAI

Hyundai 2008 Accent 95/11 Base 1.6L DOHC 4 Cyl

SCHEDULED MAINTENANCE MENU - 2008

Accent Normal

Additional Services

Rotate Tires & Inspect Brake Pads/Shoes - 08/11

Spark Plugs, r&r (Standard) - 06/11

Timing Belt r&r - 06/11

****Additional Dealer Added Operations****

Inspect & Adjust Tire Pressure - All

Road Test - ALL

Automatic Trans Fluid, r&r - 95/11

Maintenance Menu Total

\$1,037.98

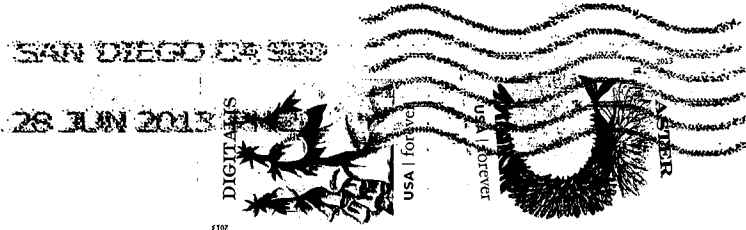
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