

SEP - 3 2013

August 13, 2013

Hyundai Motor America
P.O. Box 20839
Fountain Valley, California 92728-9937

To Whom It May Concern:

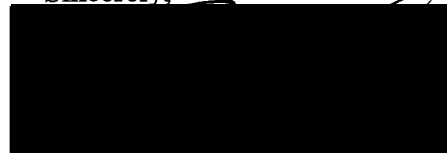
In April 2013, I received a recall notification on my 2009 Hyundai Accent for a stop lamp switch malfunction (Campaign 110). On November 19, 2012, my car was repaired at a nationwide recognized facility and the stop light switch was replaced due to not brake lights.

I followed all the procedures of the recall notification under vehicles already repaired. I called your toll free number (1-855-671-3059) to inquire what documents were required for the reimbursement. I sent all documents requested via fax on April 30, 2013. On August 12, 2013, I called your customer care center to check the status of my reimbursement (claim number 5698331). After doing about five minutes of research, I was told "you will have to take your vehicle which was already repaired to a Hyundai dealer to be inspected and verified before the reimbursement could be made."

This is no way to treat a customer whom was never told anything about an inspection of another company's work either verbal or in the recall letter. I feel I am being penalized for not taking my vehicle to a Hyundai dealer. Rest assured if this is in fact the philosophy of Hyundai, I will never buy another vehicle from you.

I will await a response from your company, if any. Thank you in advance for any assistance in this matter.

Sincerely,



Battleboro, NC

CF:
Adminstator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

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