

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

eq-10548716-2790

Subject: FW: complaint # 10548716
Date: Monday, May 19, 2014 8:55:30 AM

VOQ # 10548716?

From: [REDACTED]
Sent: Friday, May 16, 2014 1:45 PM
To: Hershman, Larry (NHTSA)
Subject: Re: Your October 21, 2013 Complaint to NHTSA about your 2009 Hyundai Genesis

Dear Mr. Hershman,

Thank you for your response to my registered complaint. At present, I no longer own the 2009 Hyundai Genesis; it was voluntarily released to the creditor and has since been resold as of April 2014. Insofar as the recurrent brake problems experienced, unfortunately this was not resolved to my knowledge.

There were at least three episodes of the diode failure; initially on 6/16/12, again on 8/01/13 and then on 01/14/14 (within intervals of 12-6 mos.). The dealership service simply replaced the diode with the same parts. Attached are supporting documents as requested that may be of interest. Please feel free in contacting me as needed.

Again, thank for your response and I appreciate having this complaint reviewed by the NHTSA.

Sincerely,

[REDACTED]

-----Original Message-----

From: Larry.Hershman <Larry.Hershman@dot.gov>
To: [REDACTED]
Sent: Thu, May 15, 2014 4:05 pm
Subject: Your October 21, 2013 Complaint to NHTSA about your 2009 Hyundai Genesis

Dear [REDACTED]

Thank you for submitting your complaints to us on October 21, 2013 (our complaint # 10548716), about braking difficulty and the loss of brake lights on your 2009 Hyundai Genesis. I am a safety defect investigator for the National Highway Traffic Safety Administration (NHTSA), a part of the U.S. Department of Transportation.

Your vehicle may be covered under NHTSA recall # 13V489 which may relate to the braking problem you included in your complaint. NHTSA also had conducted an investigation into defective brake light switches on several models and model years of Hyundai vehicles, and that investigation led to NHTSA recall # 13V113 which may cover your vehicle.

I would like to get some additional information from you about your problems with the Genesis brake lights since you mentioned frequent failures of diodes causing brake light failure – not the brake light switch that was recalled. You stated that you had experienced recurrent/ongoing brake light failure

since June 2012.

Could you please tell me how many times the diode on your Genesis failed and roughly how much time elapsed between the failures?

What did your dealer or servicer do to correct the problem? Did they simply replace the diode with the same part or did they use a different part? If possible, please provide part numbers.

If you could, please scan and email me copies of your repair receipts for the diode-related repairs. You can simply send response to the email address of my message to you.

Did you ultimately get the problem resolved, and if so, what fixed it?

Thank you for bringing your problem to our attention and for following up to my requests. Please contact me if you have questions.

Sincerely,

Larry Hershman
Office of Defects Investigation, NVS-212
Office of Vehicle Safety - Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, DC 20590
☎ (202) 366-4929 | ✉ Larry.Hershman@dot.gov

CUSTOMER #: 9303794

48499

TAMERON IMPORTS, LLC

1595 Montgomery Hwy
Birmingham, AL 35216
(205) 380-6250

INVOICE

DUPLICATE 1
PAGE 1

BIRMINGHAM, AL
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 1514 RANDALL MCADORY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	09	HYUNDAI GENESIS	KMHGC46E79U [REDACTED]		74966/74968	T123	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP08 DD			19:00 16JUN12		0.00	CASH	16JUN12
R.O. OPENED	READY	OPTIONS: STK:I9065					
06JUN12	16JUN12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A			SERVICE LOANER , X10 RENTAL OR TOWING (SEE SUBLET)				
			1000 CK			0.00	0.00
PARTS:			0.00 LABOR:	0.00 OTHER:	0.00	TOTAL LINE A:	0.00

B CUST STATES BRAKE LIGHT S ARE INOP, CHECK HISTORY, AND ADVISE
CAUSE: F

A11 ENGINE MECHANICAL

1140 WK

1 91789-33000 DIODE (2P)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	(N/C) (N/C) 0.00
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74967 Z01 DIODE SHORT 0.30 COMPLETED INSPECTION AND REPLACEMENT OF
Z01 DIODE PER TSB. PARTS WARRANTY, LAST DIODE WAS REPLACED IN OCTOBER
OF 2011. P/N 91789-33000 STRIGHT TIME. N94/C15 RELATED OPP. 93810R00

C CUST HAS HAD BULB ISSUES IN PAST, HEADLIGHT , FOGLIGHT , BRAKE
LIGHTS, POSSIBLE DPSM CONTACT TO RESOLVE ISSUES.

A12 MECHANICAL OR ELECTRICAL

1140 CK

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00 0.00
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74967 MOISTURE GETTING IN FOG LAMP HOUSINGS 0.00 WARRANTY ON FOG
LAMP HOUSINGS IS 5 YEARS OR 60K MILES. BULBS ARE COVERED 12 MONTHS OR
12K MILES. VEHICLE IS OUT OF COVERAGE. BULBS SHOULD BE REPLACED IN
PAIRS SO THERE IS EQUAL RESISTANCE IN CIRCUIT AND BULB LIFE WILL REMAIN
RELATIVLY CLOSE TO EACH OTHER. NEW FOG LAMP HOUSINGS ARE \$185.53 EACH
ADD 1.5HRS LABOR FOR BOTH

D CHECK WITH JOE FOR GOODWILL POSSIBILITIES.

A12 MECHANICAL OR ELECTRICAL

1000 CK

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00 0.00
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In consideration of the sale and purchase of the repair or service described above for the above stated price, the parties hereby acknowledge and agree that all disputes and controversies of every kind and nature between Purchaser and Seller arising out of or in connection with the repairs or service, including but not limited to any claim or allegation of breach of contract, breach of warranty, misrepresentation, fraud, deceit or suppression relating to any matter shall be resolved by arbitration in accordance with the procedure set forth on the reverse side of the shop work order and the customer copy of this invoice.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #: 9303794

66973

TAMERON IMPORTS, LLC

1595 Montgomery Hwy
Birmingham, AL 35216
(205) 380-6250

INVOICE

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HOOPER, AL
HOME: [REDACTED]
BUS: [REDACTED] CONT:N/A
CELL:

SERVICE ADVISOR: 1162 TODD HILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	09	HYUNDAI GENESIS	KMHGC46E79U [REDACTED]		93384/93385	T33A	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N	RATE	PAYMENT	INV. DATE
19SEP08 DD			19:00 01AUG13		0.00	CASH	01AUG13

R.O. OPENED	READY	OPTIONS: STK: I9065
30JUL13	01AUG13	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES THAT THE BRAKE LIGHTS ARE INOP

A12 MECHANICAL OR ELECTRICAL

1140	CK					109.50	109.50
1	91789-33000	DIODE(2P)		8.99	8.99		8.99
1	93810-0W000	SWITCH ASSY-STOP LAMP(4P)		8.24	8.24		8.24

PARTS: 17.23 LABOR: 109.50 OTHER: 0.00 TOTAL LINE A: 126.73

93385 BRAKE LAMP Z01 DIODE BLOWN 1.00 Z01 DIODE BLOWN CAUSING BRAKE LAMPS TO BE INOPERATIVE. REPLACED DIODE AND INSPECTED OPERATION OF STOPLAMPS. LAMPS WORKING NORMALLY. REPLACED STOPLAMP SWITCH ALSO FOR A TRANSIENT CURRENT ISSUE WHICH MAYBE PREMATURLY DEGRADING DIODE.

B CUST STATES THAT THE BRAKE PEDAL IS SPONGY

A12 MECHANICAL OR ELECTRICAL

1140	CK					0.00	0.00
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PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

93385 ESC HYDROLIC MODULE INTERNAL VALVE MALFUNCTION 0.00 NEEDS ESC HYDROLIC MODULE REPLACEMENT FOR INTERNAL VALVE MALFUNTION. \$1924.47 FOR MODULE PLUS 3.0HRS LABOR.

C CUST STATES THAT THE FOG LIGHT IS INOP

A12 MECHANICAL OR ELECTRICAL

1140	CK					32.85	32.85
2	SYLV-H8 AAP4692			32.38	32.38		64.76
2	18645-05009-N	BULB		5.98	5.98		11.96

PARTS: 76.72 LABOR: 32.85 OTHER: 0.00 TOTAL LINE C: 109.57

93385 BLOWN LEFT FOG LAMP BULB 0.30 REPLACED BOTH LEFT AND RIGHT BULBS FOR EVEN RESISTANCE. RIGHT BULB THAT WAS STILL GOOD IS IN PACKAGE AND LABELED. FOUND REAR TAG BULBS BLOWN ALSO AND REPLACED BULBS.

D PERFORM WALK-AROUND AND MULTI-POINT INSPECTION

BAT PERFORM WALK-AROUND AND MULTI-POINT

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		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
	SALES TAX		
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: 9303794

74186

TAMERON IMPORTS, LLC

INVOICE

1595 Montgomery Hwy
Birmingham, AL 35216
(205) 380-6250

HOOVER, AL

PAGE 1

HOME [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: SERVICE ADVISOR: 1162 TODD HILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	09	HYUNDAI GENESIS	KMHGC46E79U [REDACTED]		102018/102019	T219C	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19SEP08 DD			17:00 10JAN14		0.00	CASH	14JAN14
R.O. OPENED	READY	OPTIONS: STK:I9065					
10JAN14	14JAN14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CAMPAIGN 110 STOP LAMP SWITCH REPLACEMENT

CAUSE: F
 A12 MECHANICAL OR ELECTRICAL
 1140 WK (N/C)
 1 93810-3KR0B-QQH SWITCH ASSY-BRAKE PEDAL (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

102019 PERFORM 110 0.30 COMPLETED REPALCEMENT OF STOPLAMP SWITCH PER CAMAPIGN 31C017R0 030HRS

B CAMPAIGN 114 HECU INSP AND BRAKE FLUID REPLACEMENT

CAUSE: F
 A12 MECHANICAL OR ELECTRICAL
 1140 WK (N/C)
 1 58920-3M050-QQH HYDRAULIC MODULE ASSY (N/C)
 5 00232-19053 BRAKE FLUID, DOT 4, 12 OZ. (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

102019 PERFORM 114 2.30 COMPLETED INSPECTION OF HECU. UNIT FAILED PER CAMPAIGN GUIDELINES. PEDAL DID NOT LIFT UP OFF THE FLOOR DURING VALVE TEST. REPLACED HECU AND FLUSHED AIR WITH PRESSURE BLEEDER. VARIENT CODED AND PER FORMAED ALL CALIBRATIONS. SEE PRINTOUTS. RE-TESTED VALVE WITH NEW HECU. UNIT PASSED PEDAL PRESSURE RETURNED. 31C072R2 2.3HRS

C CUST STATES THAT THE TRUNK LATCH WILL NOT OPEN

A12 MECHANICAL OR ELECTRICAL
 1140 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

102019 NO TROUBLE FOUND 0.00 CUSTOMER HAD VALET LOCK ON. NO TROUBLE FOUND

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		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

