

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

EQ-10548791-8201

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Nelson, Carla CTR \(NHTSA\)](#)  
**Subject:** FW: Complaint # 10548791  
**Date:** Wednesday, October 30, 2013 1:49:42 PM  
**Attachments:** [SKMBT\\_C552D13103009430.pdf](#)

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**From:** Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)  
**Sent:** Wednesday, October 30, 2013 12:45 PM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: Complaint # 10548791

Here's a questionnaire.

Maritza L. Marshall-Williams  
BLF Technologies Inc.  
on assignment with National Highway Traffic  
Safety Administration, Dept. Of Transportation  
W48-204  
[maritza.williams.ctr@dot.gov](mailto:maritza.williams.ctr@dot.gov)  
Ph: 202-493-0317  
Fax: 202-366-3081

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**From:** [REDACTED]  
**Sent:** Wednesday, October 30, 2013 9:47 AM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** Complaint # 10548791

Per your request

[REDACTED]  
John R Wood Realtors  
[REDACTED]  
Naples, Florida [REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**Sent:** Wednesday, October 30, 2013 9:44 AM  
**To:** [REDACTED]  
**Subject:** Message from KMBT\_C552DS



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

21-OCT-2013

Repository Reference No.  
10548791**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City NAPLES State FL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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 KMHGC46F09L [REDACTED]		Make HYUNDAI	Model GENESIS	Model Year 2009
Date Purchased 02/19/2009	Dealer's Name and Telephone Number Miami Hyundai - 239-417-1222		Engine: No: Cylinders 8	Fuel Type: Regular
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 20-JUL-2013

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 63000	Failure Speed 35
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**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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**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 2009 HYUNDAI GENESIS. THE CONTACT STATED THAT WHILE DRIVING 35 MPH, HE DEPRESSED THE BRAKE PEDAL BUT IT WENT TO THE FLOORBOARD. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION WHERE THEY STATED THAT THE ABS MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 63,000. THE VIN WAS UNAVAILABLE. VIN ADDED\* SMCH

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.

**October 5, 2013**

**Hyundai Motor America  
Consumer Assistance Center  
10550 Talbert Avenue  
P.O.Box 20850  
Fountain Valley, California 92728-0850**

**In February of 2009 I purchased the Hyundai Genesis 4.6 L 4 door sedan.**

**I traded in a 2006 Mercedes E-350 after reading the rave reviews this vehicle received from Car and Driver Magazine.**

**My first impression of the car after the first month of ownership was that it was a great car for the money but the suspension were too spongy and would take some getting acquainted with.**

**The first 50,000 miles I didn't have any major issues with the vehicle but that would soon change.**

**The first issue was the electronics which appeared to start malfunctioning. The blue tooth would continuously disconnect and the navigation system would freeze.**

**I brought the car into the dealership and the dealer stated that the main computer would have to be replaced at a cost of \$ 5,100.00.. My service advisor at the time pointed out that the 10 year 100,000 mile warranty didn't cover this component. He then made a few phone calls and it appears this was an ongoing issue and the dealer agreed to replace the component free of charge. I was satisfied with this resolution.**

**Last month, while driving in my town , the brake system had a complete failure. The brake pedal went to the floor and the vehicle eventually stopped after I had gone through a stop sign.. The dealer examined the vehicle and informed me that the ABS Brake Module had failed and I would have to pay \$2,100.00 to have it repaired as it also wasn't covered under warranty. I have owned many vehicles in the last 32 years and I don't ever recall losing complete braking ability.**

**What is further aggravating was to research on-line and see this is an issue that has occurred with other owners of the 2009 Hyundai Genesis. Going through my folder on this vehicle I can't find any recall notices on this issue and it would appear that Hyundai doesn't want to acknowledge this issue. This issue can cause a fatal accident and needs to be addressed immediately by Hyundai U.S.A. Furthermore, before you lose more customers over this issue let me offer you two simple solutions.**

- 1) Refund any and all monies that were paid by customers to correct this issue**
- 2) Extend the warranty to cover all components in the 2009 Hyundai to 10 years/ 100,000 miles**

**If you want to compete in the luxury car market and take market share from Lexus and Mercedes you have to behave like a luxury car dealer.**

**I was considering to purchase an Equis but after this experience I am leaning towards a Lexus.**

**You have a problem that you are aware of and you need to do the right thing and correct the problem.**

**I remain,**

**[REDACTED]**  
**Naples, Fla. [REDACTED]**  
**[REDACTED]**



PO Box 83835, Phoenix, AZ 85071  
800-633-6151 Fax # 602-588-2599  
ConsumerAffairs@hmausa.com  
www.hyundaiusa.com

**HYUNDAI MOTOR AMERICA  
HYUNDAI CUSTOMER CONNECT CENTER**

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October 9, 2013

[REDACTED]  
Naples, FL [REDACTED]

Dear [REDACTED]

Thank you for contacting Hyundai Motor America. We appreciate the opportunity to hear from our customers; however we apologize for the circumstances that prompted your contact regarding the necessary repair of the ABS module of your 2009 Genesis.

Our records indicate you previously contacted Hyundai Motor America by phone on July 18 and 19 of this year regarding the repair of the ABS module in your Genesis. At that time a decision was made by our regional office that as the repair of the ABS module occurred outside of your vehicle's 5 Year/60,000 Mile New Vehicle Limited Warranty, no assistance is possible.

The response that you received from our regional office is Hyundai Motor America's final decision regarding your claim. This response is based on the information made available to us for review. It is Hyundai's final position in this matter and we are unable to offer any assistance to you with regard to this claim.

Our records indicate that there is not a known concern with the characteristic that you have described. Should Hyundai become aware of a concern that affects occupant safety or vehicle operations, we will investigate it appropriately. If the investigation warrants action by Hyundai, at that time, all affected vehicle owners will be properly notified with instructions for addressing the concern.

We understand that you may have become aware of a concern that appears common or a running campaign from a third party source; such as internet findings, independent repair facility, friends, etc. Please understand that Hyundai is unable to validate the credibility of third party sources and is only able to accept diagnosis from certified Hyundai technicians. Additionally, some mechanical concerns can be caused by many factors unrelated to "common concerns" or running campaigns and we apologize for this inconvenience.



PO Box 83835, Phoenix, AZ 85071  
800-633-5151 Fax # 602-588-2599  
ConsumerAffairs@hmausa.com  
www.hyundaiusa.com

**HYUNDAI MOTOR AMERICA  
HYUNDAI CUSTOMER CONNECT CENTER**

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We appreciate that you have taken the time to contact us regarding this concern, and we value you as a Hyundai customer. If you have new information that you feel is pertinent to your case, please provide us with that information in writing. When contacting us, please use your existing case number, 5896103.

Sincerely,

Hyundai Motor America

**October 19, 2013**

**Hyundai Motor America  
Consumer Assistance Center  
10550 Talbert Avenue  
P.O.Box 20850  
Fountain Valley, California 92728-0850**

**Reference # 5896103**

**In response to your letter dated October 9, 2013 in response to my letter dated October 5, 2013 you stated, "Our records indicate that there is not a known concern with the characteristics that you have described".**

**I am sending you information that I have obtained from other Hyundai owners concerning Brake Failures in the 2009 Hyundai Genesis. I am sure you have the ability to contact your dealers in the United State and pull the service records for the 2009 Hyundai Genesis.**

**Your denial of this issue and your lack of concern is downright scary.**

**Someone is going to be killed or severely injured and you certainly are aware of this issue.**

**I don't understand what you are thinking in allowing this to continue and not resolving the issues with the owners.**

**It makes no sense at all, from a business standpoint ,as well as a human standpoint.**

**Do what you need to do to fix the issue.**

**I remain,**

**[REDACTED]**  
**Naples, Fla.**  
**[REDACTED]**



# TAMiami HYUNDAI-MITSUBISHI

1229 N. Airport Rd.  
NAPLES, FLORIDA 34104

Telephone: (239) 417-1222

Fax: (239) 417-1582

TamiAmiHyundai.com

TamiAmiMitsubishi.com

CUSTOMER NO. 1680	ADVISOR NANCY MATTHIS 34424	TAG NO. 343	INVOICE DATE 07/19/13	INVOICE NO. HYCS174841
	LABOR RATE	MILEAGE 65,549	COLOR STERLING BL	STOCK NO. P042212
NAPLES, FL	YEAR / MAKE / MODEL 09/HYUNDAI/GENESIS/4.6L V8		DELIVERY DATE 04/14/11	DELIVERY MILES 30,812
	VEHICLE I.D. NO. K M H G C 4 6 F 0 9 U		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/18/13	
RESIDENCE PHONE	COMMENTS			

MO: 65551

TOTALS

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 11/14/2013 / 70549 MI 01HYZ27PI MULTI-POINT INSPECTI \*  
 \*\*\*\*\*

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK CK NO. [ ] \*  
 \* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
 \* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
 \*\*\*\*\*

TOTAL LABOR.... 230.00  
 TOTAL PARTS.... 1768.42  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 18.50  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 121.02

**TOTAL INVOICE \$ 2137.94**

FROM YOUR SERVICE DEPARTMENT AT TAMiami HYUNDAI & MITSUBISHI WE WOULD LIKE TO THANK YOU FOR YOUR BUSINESS. YOU MAY BE RECEIVING A SURVEY IN THE MAIL. WE ASK THAT IF FOR ANY REASON YOU CAN NOT FILL IT OUT "COMPLETLEY SATISFIED" THAT YOU CONTACT THE SERVICE DEPARTMENT SO THAT WE CAN ASSIST YOU AND YOUR CONCERNS. AGAIN THANK YOU.

CUSTOMER SIGNATURE

**ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED**

**COMPREHENSIVE WARRANTY**

IF THE REPAIRED ITEM FAILS WITHIN 3 MONTHS OR 4,000 MILES (WHICHEVER OCCURS FIRST) DURING NORMAL USE, DEALERSHIP WILL REPAIR IT FREE OF CHARGE IN OUR SHOP. MANUFACTURER PARTS CARRY A 12 MONTH OR 12,000 MILE (WHICHEVER OCCURS FIRST) WARRANTY.

**ENVIRONMENTAL COMPLIANCE CHARGE**

VEHICLE SERVICING ROUTINELY INVOLVES THE USE OF CHEMICALS AND CAN LEAD TO GENERATION OF WASTES (OILS, SOLVENTS, SPENT FILTERS & METALS, ABSORBANTS, AND MORE). MANY OF THESE WASTES MUST BE MANAGED AND DISPOSED OF PROPERLY TO COMPLY WITH LOCAL, STATE, & FEDERAL GUIDELINES. A FEE IS ASSESSED IN THE AMOUNT OF 10% OF PARTS AND LABOR UP TO \$25.00 MAXIMUM REPRESENTING RECOVERY OF EXPENSE AND PROFIT ASSOCIATED WITH MANAGEMENT AND DISPOSAL OF THESE WASTES. [S.559.904(4)]

**TIRE/BATTERY STATE FEE**

THE STATE OF FLORIDA REQUIRES A \$1.00 FEE FOR EACH TIRE SOLD IN THE STATE [S.403.718] AND A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE [S.403.7185]

**STOWAGE**

A STORAGE FEE OF \$25.00 PER DAY MAY BE APPLIED TO VEHICLES WHICH ARE NOT CLAIMED WITHIN 3 WORKING DAYS OF NOTIFICATION OF COMPLETION.

**METHOD OF PAYMENT**

CASH  CHECK   
 OTHER  CREDIT CARD

CUSTOMER SIGNATURE CUSTOMER ACKNOWLEDGES RECEIPT OF COPY



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1229 N. Airport Rd.  
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Telephone: (239) 417-1222

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TamiAmiHyundai.com

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RESIDENCE PHONE [REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 07/18/13	
COMMENTS				MO: 65551

### LABOR & PARTS

CUSTOMER STATES BRAKE PEDAL GOES TO THE FLOOR  
 FEELS LIKE LOSS OF HYDRAULIC-CHECK AND ADVISE  
 INSPECTED BRAKES SYSTEM NO LEAKS FOUND INTERNAL FAILURE  
 ABS MODULE  
 REPLACED ABS MODULE/PUMP

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	58920-3M0A5	HYDRAULIC MODULE	1868.42	1768.42	1768.42
JOB # 1 TOTAL PARTS						1768.42
JOB # 1 TOTAL LABOR & PARTS						1998.42

MULTI-POINT INSPECTION AND WALK AROUND  
 34 POINT INSPECTION  
 PERFORMED A COMPLETE WALK AROUND AND MULTI-POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

CUSTOMER REQUESTS CAMPAIGN TL6 BRAKE FLUID REPLACEMENT  
 REPLACED BRAKE FLUID PER CAMPAIGN TL6

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	5	00232-19053	BRAKE FLUID, DOT			
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	01	ENVIRONMENTAL DISPOSAL SUPPLY		18.50
TOTAL - MISC				18.50

COMMENTS  
 NEEDS SHUTTLE

**ALL PARTS ARE NEW OR  
 REMANUFACTURED UNLESS  
 OTHERWISE INDICATED**

**COMPREHENSIVE WARRANTY**  
 IF THE REPAIRED ITEM FAILS WITHIN 3 MONTHS OR 4,000 MILES (WHICHEVER OCCURS FIRST) DURING NORMAL USE, DEALERSHIP WILL REPAIR IT FREE OF CHARGE IN OUR SHOP. MANUFACTURER PARTS CARRY A 12 MONTH OR 12,000 MILE (WHICHEVER OCCURS FIRST) WARRANTY.

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**METHOD OF PAYMENT**  
 CASH  CHECK   
 OTHER  CREDIT CARD

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER ACKNOWLEDGES RECEIPT OF COPY

The Reynolds and Reynolds Company BRAINTUNE CC885174 0 (08/12)

**THANK YOU!**