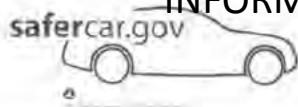


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



NOV 17 2013

Thank you for your Vehicle Safety Complaint

EQ-10549634-4866

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: **10549634**.

Your Complaint will be available within 72 hours at <http://www.odi.nhtsa.gov/vehiclecomplaints>.

An acknowledgement was sent to [REDACTED]

1. Vehicle Information

Vehicle Identification Number (VIN): KMHGC46E59L [REDACTED]

Make / Model / Year: HYUNDAI GENESIS 2009

2. Incident Information

Approximate Incident Date: 08/08/2013

Fire: No

Vehicle mileage at time of incident: 68,282

Crash: No

Vehicle speed at time of incident: 45 (mph)

Injury or Fatality: No

Affected Parts: Brakes

Tell us what happened:

Without warning, the Brake pedal traveled almost to the floor of the car before stopping the vehicle. The first occasion happened on August 7, 2013, but the problem corrected itself and the brakes seemed fine until October 20, 2013, when my husband and I were vacationing in the MOUNTAINS of North Carolina, approximately 5 hours from our home. Again, without any warning, the brake pedal went almost to the floor before stopping the vehicle. We made it home safely, but the brake failure was a major safety concern. After seeing information online about a recall of the Genesis related to the brakes, we took the vehicle to the Hyundai dealership in Goldsboro, NC, on October 23, and they replaced the brake fluid, which failed to correct the problem with the brakes. They told us the master cylinder needed to be replaced. Based on the history of the problem, we did not agree with that diagnosis and, on October 24, took the Genesis to Johnson Hyundai in Raleigh, NC, where they determined the problem was caused by a failure of the Hydraulic Module for the antilock brake system. The Hyundai company told us they are currently investigating this very same problem with the 2009 Genesis but the investigation is not far enough along to determine if a recall will be made. Further, that we should have the repairs done (over \$2100) and if a recall is made, we would be reimbursed. Johnson Hyundai is trying to help us find a resolution to this issue. The vehicle is only four years old and about 10,000 miles out of warranty; \$2100 in a repair bill is a lot of money for us to pay for a brake problem of which Hyundai is already aware.

3. Personal Information

Name: [REDACTED]

Email: [REDACTED]

Daytime Phone: [REDACTED]

Evening Phone: [REDACTED]

Address1: [REDACTED]

Address2: [REDACTED]

City, State, Zip: Four Oaks, NC [REDACTED]

[REDACTED]
Four Oaks, NC [REDACTED]

November 1, 2013

U S Department of Transportation

National Highway Traffic Safety Administration

Office of Defects Investigation (NVS-210)

1200 New Jersey Avenue, S.E.

West Building

Washington, DC 20590

Re: Update to Complaint No. 10549634 re 2009 Hyundai Genesis Brakes

Gentlemen:

I recently filed a safety complaint (copy enclosed) regarding the failure of the brakes on our 2009 Hyundai Genesis. Please update my information on your website to reflect that Johnson Hyundai and Hyundai Corporation replaced the defective hydraulic ABS module **at no charge to us**. They provided excellent customer service.

Thank you,
[REDACTED]

[REDACTED]
Enclosure

Four Oaks, NC

RALEIGH NC 275
Research Triangle Region
01 NOV 2013 PM 3 L



US Dept. of Transportation
National Highway Traffic Safety Administration
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