

EXECUTIVE SECRETARIAT

Wheaton, MD
September 12, 2013

2013 NOV 18 P 3:40

RECEIVED - NHTSA

NOV 19 2013

Hyundai Motor America
P.O. Box 20850
Fountain Valley, CA 92728-0850

Re: 2008 Sonata
VIN No: 5NPET46C88H

To Whom It May Concern:

On November 2, 2013, I received a notice of a recall for the passenger-side airbag, Occupant Classification System. This is the first and only recall notice that I have ever received since purchasing this car on October 17, 2010. I feel quite certain that I would not have received this recall notice if I had not written to you on September 12, 2013, regarding the cost I incurred for the replacement of the brake-light switch. This has raised another concern I have regarding my car. Shortly after purchasing the car I began experiencing a problem with the blower/fan which would operate intermittently. After several visits to Fitzgerald Auto located at 11411 Rockville Pike they finally replaced the fan on 12/6/11. On or about July 2012, I again began experiencing the blower/fan operating intermittently. This time they offered to do a diagnostic test to determine the problem but, since the warranty had just expired by about one week (I reached 60,000 miles), the cost was more than I could afford. (Note: when I purchased the car, I was told that there had been one previous owner, a woman living in New York State.)

A couple of questions: First, since it appears that the recall notice I received for the passenger-side airbag was actually a defect that had been discovered at a much earlier date, I am wondering if there had ever been a known problem and/or recall for the blower/fan problem that I am still experiencing? Also, I wonder if the diagnostic testing that was recommended after the warranty had expired was something that could have and should have been performed while the car was under warranty and would it have been covered under the warranty? My son called the service manager for Hyundai explaining that this had been an ongoing problem that had never been properly resolved, but your representative refused to offer any explanation or remedy for the poor and inefficient service by Fitzgerald Auto. (Needless to say, I am not happy with the service I received from your dealership.)

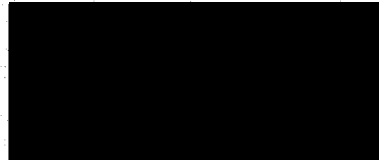
With regard to your response to my letter dated September 12, 2013, regarding replacement of the brake-light switch, I don't understand your delay in resolving this matter and what you mean when you state that you need to clarify the VIN number--I encountered a problem with my car that is clearly noted on your website to be serious enough to warrant a recall. My son drove a troubled car on a very heavily traffic highway that could have put him or another vehicle in serious danger. Also, your letter refers to

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another recall that I might be involved in (Campaign 113-rear suspension cross member) and I am instructed to call a designated phone number in December to get the status for my car, again pending the VIN number. Since this car was originally owned and operated in New York State, is it possible that severe weather conditions could have had an impact on any of these recall issues? I find it disturbing that your response, dated October 2, 2013, is not signed and nowhere does anyone's name appear in the letter--I have no idea who is handling this matter.

So far, my dealings with Hyundai have been very disappointing because of the service that I received from your dealership. At one point I was asked to respond to a survey regarding the service I received and, in an effort to be courteous, I agreed and did give a favorable rank to Fitzgerald Auto--if others have not been favorable regarding their association with this dealership, you should really take them at their word--my response was just me trying to be nice!

Very truly yours,



Copy to:
NHTSA



Silver Spring, MD

CAPITAL DISTRICT 2013

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Freedom
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West Building
WA., DC
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20590

