

[REDACTED]
Patchogue, NY [REDACTED]
[REDACTED]

NVS-200

OCT 29 2013

CL-10550248-1310

EXECUTIVE SECRETARIAT

2013 OCT 28 P 3:10

RECEIVED - NHTSA

October 20, 2013

Mr. John Krafcik, President
Hyundai Motors USA
10550 Talbert Ave.
Fountain Valley, CA 92708-6031

Mailed: Return receipt requested

RE: 2013 Hyundai Sante Fe

Dear Mr. Krafcik:

I have tried hard to work with Hyundai reps but my problem has not been solved. Therefore, I am writing to you as I know your charter is to stand behind your brand.

On February 7 2013, I purchased a new Sante Fe. The problem is the low beam headlight. When driving at night the front windshield has a line and shadow at about the half way point to the top that is a darker shade and as a result it is very dark and very hard to see, especially on poorly lit roads. This is clearly a safety issue, very dangerous and one feels like they are driving blindly which can result in a death trap.

I have researched the web on this and there are other customer complaints for the same situation.

I purchased my car from Hyundai 112 on 2096 Route 112 Medford, NY. I have been back several times and met with both Jessica Miller, service Mgr and Nick Trinidad, sales manager. Despite having appointments and my attempting to take Nick for a ride (four separate times) he has refused to ride in the car to see the problem. A complaint was filed (#5909082) and the Case Manager assigned was Rebecca (did not write down last name). All answers are no issue "vehicle operates as designed". A copy of my last service order dated July 23 is attached (VIN #5XYZUDLB5DG [REDACTED]).

My family owns four Hyundai cars (two Sante Fe, one Sonata and one Elantra) and have been very satisfied up to this point but am know extremely dissatisfied. Because I have been a loyal long term customer and I feel this is a death trap I am writing to you for help

NAM
103013
SMP

I purchased this car for my wife and she refuses to drive it at night.

Because of the danger that this presents I am copying the National Highway Transportation Safety Administration.

Please call me at the above number and help me. Thank you.

Very truly yours,

A solid black rectangular box used to redact the signature of the sender.

CC: NHTSA HQ 1200 New Jersey Ave, SE West Building Washington, DC 20590

PATCHOGUE, NY



2096 Rte. 112 (Medford Ave.), Medford, New York 11763
SALES 631-758-2200
SERVICE 631-289-2060 * PARTS 631-475-0798
N.Y.S. REPAIR SHOP NO. R 7077850

VICE ADVISOR MARY HUSSON

DATE ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
JUL13	24JUL13	YM1407X	5XYZUDLB5DG	C12856			24JUL13	134763
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
16:12	16:50	13	HYUNDAI SANTE FE		110.00	13FEB13	398	398
LEAGE IN	MILEAGE OUT	LICENSE NO.						
4892	4940							

TECH. TYPE HOURS LIST/UNIT NET/UNIT TOTAL

CUST STATES WHEN DRIVING ON ROADS AT NIGHT WITH NO STREET LIGHTS TOP HALF OF WINDSHIELD DARKENS CREATING VISIBILITY PROBLEMS

USE: ROAD TEST VEHICLE VERIFIED CONCERN. FOUND VEHICLE OPERATES AS DESIGNED 99 ROAD TEST VEHICLE 99IPASH (N/C)

NO CORRECTION MADE VEHICLE OPERATES AS SIGNED. DESIGN OF HEADLAMPS ALREADY JUSTED. LAST SERVICE VISIT.



12 MONTHS OR 12,000 MILES WHICH EVER COMES FIRST.

ALL PARTS AND ACCESSORIES WARRANTED FOR ONE YEAR

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

PRE-INVOICE **

We sincerely thank you for choosing Mazda 112, Chevrolet 112 and Hyundai 112 for all your ehicle maintenance and repairs. Please contact our service manager if any problem arises with the work performed. Our goal is total customer satisfaction!

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF. X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER COPY

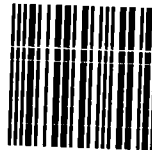
Patchogue, NY



7013 2250 0001 7233 1551



1000



20590

U.S. POSTAGE
PAID
PATCHOGUE, NY
11772
OCT 22, '13
AMOUNT

\$6.11

00032257-04

RETURN RECEIPT
REQUESTED

NHTSA HQ
1200 New Jersey Ave
SE West Building
Washington, DC 20590

W41-323

