

CL-10605525-9135

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

Hyundai Sonata 2012
Vin# 5NPEC4AC0CH [REDACTED]

CC:
NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

AUG -6 2014

July 2014

Dear Sir or Madam:

I am writing this letter, still in shock, and with much consternation over recent events with my 2012 Hyundai Sonata. I am lucky to be able to write this letter at all, given that a design flaw in the car nearly resulted in my being run over by my own vehicle. Though I consider myself lucky to be alive, I still find it hard to believe there is no recognition of this issue by Hyundai, ignorance at the dealerships, and no recall or fix either existing or in the works. As well as, no process in place whereby I can appeal to you to help cover the costs incurred in fixing the damage to my car and environs due to this design flaw.

With this letter, I am requesting a buyback, at full purchase price (replacement cost for a new car) of my car, given I am nervous to drive it with this issue, but must as I rely on a car for my job. I am a safe driver, with a clean record, and this is the first time I have ever had an issue like this.

The events of July 13 unfolded as such:

Arriving home from visiting a friend, I pulled into my garage, and used the push button to turn my 2012 Hyundai Sonata off. Leaving my dog in the car momentarily, until I could bring her into the house, I started to walk down my driveway to get my mail.

Somehow, I sensed suddenly that something was wrong. I looked back to see my car rolling down my driveway straight at me. I reacted on instinct, quickly jumping toward the car to open the door and stop it somehow, but the force of the rolling car was too great, and in the process I was knocked over and propelled or dragged slightly down the driveway. At that moment, lying bloody on the ground, I envisioned myself being run over and killed, as I had no idea where the car was in relation to me.

I managed to get up as quickly as I could, bleeding from hands, feet, face and arms, bruised on my torso and with the wind knocked out of me, and watched as the car continued to roll, knocking my mailbox down, turning to roll onto the driveway next door, and reversing to drive onto the lawn of the house across the street, where it finally came to rest and stopped. Thankfully none of the young children normally playing on that lawn were outside, and no other cars were coming down the street, or there could have been even more serious consequences.

DURING ALL THIS THE CAR WAS OFF. THERE WAS NO ENGINE POWER.

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SMD

The best the police and I can piece together, the car was not in Park when it turned off. This seems, to me, a major flaw of the Hyundai's keyless ignition. There was no attention-catching signal, no warning, no inability to shut the car off – with a key ignition, the key will not come out until the car is in Park. An attention getting, physical warning that something is wrong.

I was quite torn up from this, and went to the emergency room where I was admitted for a full check, and given stitches on my chin, and bandaged and given pain medication and antibiotics to prevent infection. Due to my injuries, I also missed several days of work.

My back bumper and trunk were damaged from hitting the mailbox, and I went into the dealership to show them what happened and try to have this issue fixed. They were convinced the car did not move when off, and were **surprised** to learn differently. The car can be put off in any gear, will roll then, roll whether on flat or hilly surface. I would have liked help paying for the damage to the car, but was turned down. I asked for a more audible notification or other signal if the car was in Park and was told it could not be done.

I have since searched online, and discovered this issue is not uncommon. There are numerous accounts on Safetycar.gov of the exact same issue

My car cost several thousands of dollars to fix. I chose to purchase this car, not lease it, as I trusted in the value and safety record of Hyundai. I had planned to keep it for some time – it is not even fully paid for yet – a few months to go. I am afraid this might happen again and want to get rid of this car as there is no fix available to solve the problem.

To reiterate, I am requesting a buyback on my car at the purchase price (replacement cost for me to get a new car without this issue). At the very least, I would expect reimbursement for medical bills and auto body work. I would appreciate the courtesy of a reply to begin this discussion of reparations/ recompense.

I can be reached at ...

Thank you.

Sincerely,

West Caldwell, NJ

W. Caldwell, NJ



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