

MAR 17 2015

Form Approved: O.M.B. No. 2127-0008

 U.S. Department of Transportation National Highway Traffic Safety Administration		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	
OWNER INFORMATION (Type or Print)		Date Received 05-SEP-2014		Repository ☐ Reference No. 10630944	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address NOEMAIL@UNK.GOV	
Address [REDACTED]		Evening Telephone Number			
City FORDS State NJ Zip Code [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 5NPEB4AC1EH [REDACTED]		Make HYUNDAI		Model SONATA	
Date Purchased		Dealer's Name and Telephone Number		Model Year 2014	
Original Owner ☐		Engine: No: Cylinders		Fuel Type:	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure: Incident Date(s) 21-MAY-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage 5851	
Failure Speed 35					
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)		☐ Original Equipment ☐ 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 ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured 0	
				Number of Deaths 0	
				Reported to Police N	
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 2014 HYUNDAI SONATA. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 35 MPH, THE STEERING WHEEL SEIZED AND EXCESSIVE FORCE ON THE STEERING WHEEL WAS REQUIRED. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS. THE MECHANIC STATED THAT THE STEERING COLUMN NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 5,851. MAILED OUT 11/12/14 CONSUMER REQUEST*LJ					
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.					

[REDACTED]
FORDS, N.J. [REDACTED]

PHONE: [REDACTED]

NOVEMBER 16, 2014

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

1200 NEW JERSEY AVENUE SE, WASHINGTON, D.C. 20077-9382

OFFICE OF DEFECTS INVESTIGATION ENFORCEMENT

DEAR RANDY REID CHIEF:

THANK YOU FOR SENDING MY INITIAL VEHICLE OWNER'S QUESTIONNAIRE FORM REF. # 10630944. I WISH TO UPDATE MY REPORT WITH THE FOLLOWING INFORMATION: DAVIS HYUNDAI DEALERSHIP REPAIR SERVICE INVOICE,(ATTACHED); MY DESCRIPTION OF MY TELEPHONE CONVERSATION WITH HYUNDAI FINANCE REPRESENTATIVE(STATED BELOW); A FEW SAFERCAR.GOV REPORTS(ATTACHED); AND SOME CORRESPONDENCE WITH HYUNDAI MOTORS AMERICA AND HYUNDAI FINANCE(ATTACHED).

ON SEPTEMBER 8, 2014, I CALLED ONE OF YOUR REPRESENTATIVES TO AMEND MY COMPLAINT TO ADD A CONVERSATION I HAD WITH A HYUNDAI FINANCE REPRESENTATIVE AND HIS EXPRESSING TO ME THAT HE TOO HAD A STEERING WHEEL FAILURE WITH HIS 2013 HYUNDAI SONATA. TO ME THIS WAS A BOMBSHELL. IT TOLD ME THAT HYUNDAI HAD PREVIOUS SAME MODEL UNCORRECTED DEFECTS. THAT LED TO MY FURTHER SEARCH AND I OBTAINED THE ATTACHMENTS PROVIDED. I WAS TOLD BY YOUR REPRESENTATIVE THAT AFTER I RECEIVE A COPY OF YOUR REPORT THEN I COULD AMEND MY COMPLAINT.

DUE TO THE DANGEROUS CONDITIONS OF THAT 2014 HYUNDAI SONATA I NOTIFIED BOTH HYUNDAI FINANCE AND HYUNDAI MOTORS AMERICA THAT THEY COULD TAKE BACK THEIR CAR FOR I DID NOT WISH TO BE A FURTHER TEST CASE OF THE DANGEROUS DEFECTS OF IT. I WAS REVOKING ACCEPTANCE. FURTHER EXPRESSED TO BOTH THEY MAY HAVE A POTENTIAL RECALL. I FELT THEY SHOULD NOT HAVE TO WAIT UNTIL THERE ARE LIVES LOST BEFORE ADDRESSING THE PROBLEM FULLY.

PLEASE UPDATE MY VEHICLE SAFETY DEFECTS REPORT AS SOON AS POSSIBLE AND MAIL ME AN UPDATED COPY OF MY UPDATED REPORT. I THANK YOU IN ADVANCE FOR YOUR CONSIDERATIONS!

TRULY YOURS,

[REDACTED]

Details ▲

0 Associated Documents

- Crash:No
- Fire:No
- Number of Injuries:0
- Number of Deaths:0

Manufacturer: Hyundai Motor Company
Vehicle Identification No. (VIN): 5NPEC4AC9EH...

SUMMARY:

MY HUSBAND AND I PURCHASED A 2014 HYUNDAI SONATA ON MAY 31ST. ON JUNE 15TH, I WAS SITTING IN A PARKING LOT WAITING ON MY HUSBAND, AND I REACHED INTO THE BACK SEAT TO HAND MY ONE YEAR OLD A TOY. WHEN I REACHED BACK, MY SEAT BELT SNAPPED AND BROKE FROM THE CONNECTING POINT ON THE FLOOR BOARD. MY HUSBAND TOOK IT ON TO HYUNDAI AND THEY HAVE STATED THEY ARE UNSURE AS TO WHY IT SNAPPED. MY HUSBAND WENT BACK TO GET THE VEHICLE AND THE SERVICE TECH STATED THAT IT STILL WASN'T FIXED. HE STATED THAT WHEN IT WAS INITIALLY FIXED AND SOMEONE SAT IN THE SEAT AND TURNED IT SNAPPED AGAIN. OUR VEHICLE IS STILL IN THE SHOP WAITING TO BE FIXED.

☐ Request Research

2

Date Complaint Filed: 05/31/2014
Component(s): STEERING
Date of Incident: 05/29/2014
NHTSA ID Number: 10595301

All Products Associated with this Complaint ▼

Vehicle MakeModelModel Year(s)

- HYUNDAISONATA2014

Details ▲

0 Associated Documents

- Crash:No
- Fire:No
- Number of Injuries:0
- Number of Deaths:0

Manufacturer: Hyundai Motor Company
Vehicle Identification No. (VIN): 5NPEC4AC6EH...

SUMMARY:

NO ACCIDENTS WITH VEHICLE AT THIS TIME. WE PURCHASED ON A MONDAY, MAY 26TH, AND I HAD NOT DRIVEN THE CAR ON THE INTERSTATE WHEN TESTING, ACTUALLY I DID NOT DRIVE THE VEHICLE, MY WIFE DID SINCE IT IS HER CAR. WHEN DRIVING THE SONATA FOR THE FIRST TIME THREE DAYS LATER, MAY 28TH, I NOTICED ON THE INTERSTATE, 55-70 MPH, THE CAR DRIFTS AND HAS TO BE CONTINUOUSLY CORRECTED LEFT AND RIGHT. DOING FURTHER RESEARCH ON THE INTERNET, THIS SEEMS TO HAVE BEEN AN ISSUE IN THE PAST MODEL YEARS AND NOT CORRECTED BY HYUNDAI. I AM 58 YEARS OLD, A CAR NUT, AND HAVE WORKED ON MY VEHICLES AS WELL AS TOTALLY RESTORED A 67 GTO AND I HAVE NEVER EXPERIENCE A NEW VEHICLE WITH THIS TYPE OF STEERING PROBLEM. I CONTACTED THE DEALER'S SERVICE MANAGER AND HIS

RESPONSE TO MY QUESTION WAS THAT THIS IS NORMAL FOR THE CAR WITH ELECTRIC STEERING AND THERE IS NO ADJUSTMENT. I HAVE DIRECTED MY WIFE TO BE CAUTIOUS DURING RAIN UNTIL WE HAVE EXPERIENCED HOW THE CAR HANDLES WATER BUILDUP ON THE ROAD SURFACE.



Request Research



Date Complaint Filed: 05/08/2014
Component(s): POWER TRAIN
Date of Incident: 05/07/2014
NHTSA ID Number: 10587231

All Products Associated with this Complaint

Vehicle MakeModelModel Year(s)

- HYUNDAISONATA2014

Details

0 Associated Documents

- Crash:No
- Fire:No
- Number of Injuries:0
- Number of Deaths:0

Manufacturer: Hyundai Motor Company
Vehicle Identification No. (VIN): 5NPEB4ACXEH...

SUMMARY:

ON MAY 7,2014 THE SONATA WAS LEAKING TRANSMISSION FLUID ON MY GARAGE FLOOR. THIS VEHICLE IS ONLY TWO WEEKS OLD AND ABOUT 700 MILES ON IT. WHEN O'BRIEN HYUNDAI TOWED IT TO URBANA,ILLINOIS. THE SERVICE MANAGER TOLD ME THE TRANSMISSION HAD LEAKED ONE QUART OF TRANSMISSION FLUID. HE ALSO STATED ONE OF THE PORTS HAD NOT BEEN SEALED AT THE FACTORY. WHEN PRESSED HE TOLD ME THE TRANSMISSION FLUID COULD HAVE CAUGHT ON FIRE. HE ALSO STATED WHEN THE CAR RAN OUT OF FLUID IT WOULD JUST LOCK UP. FRIGHTENING THOUGHT OF THE CAR WAS TRAVELING 70 MPH. THANKS FOR YOUR TIME IN THIS MATTER.



Request Research



Date Complaint Filed: 04/11/2014
Component(s): STEERING , SUSPENSION
Date of Incident: 04/11/2014
NHTSA ID Number: 10579075

All Products Associated with this Complaint

Vehicle MakeModelModel Year(s)

- HYUNDAISONATA2014

Details

0 Associated Documents

- Crash:No
- Fire:No
- Number of Injuries:0
- Number of Deaths:0

Manufacturer: Hyundai Motor Company
Vehicle Identification No. (VIN): 5NPEC4AC7EH...

SUMMARY:

THE NEW SONATA IS A SAFETY HAZARD WHEN DRIVING DOWN THE FREEWAY. IT WILL NOT STAY IN A STRAIGHT LINE. IT IS CONSTANTLY MOVING OR FADING RIGHT TO LEFT. HYUNDAI DEALERSHIP RESPONDS ITS BUILT TO GO TO THE RIGHT INCASE YOU FALL ASLEEP. I HAVE DONE SOME RESEARCH TO FIND THE SONATA HAS HAD A LONG HISTORY OF THIS SAME PROBLEM SINCE 2011. THE DEALERSHIP SAYS ITS THE ELECTRIC POWER STEERING PUMP. WELL AT HIGH SPEEDS ITS HARD TO HANDLE AND THE REACTION TIME IS MORE DIFFICULT TO COMPENSATE THE RIGHT AND LEFT MOVEMENT. I WILL BE TAKING INTO A SECOND HYUNDAI DEALERSHIP NEXT MONDAY SO THEY CAN EVALUATE IT. THESE SONATA'S REALLY NEED TO BE LOOKED AT. IF DRIVING AT HIGH SPEEDS THEY MOVE INTO THE OTHER LANE AND THAT IS A MAJOR CONCERN THAT HYUNDAI IS NOT LOOKING AT. THE ONLY THING THE FIRST DEALERSHIP DID WAS CHECK AIR IN TIRES AND TORQUE THE SUSPENSION AS WELL AS HOOK UP A COMPUTER TO THE STEERING ASSEMBLY AND TES THE STEERING MODES. WHICH SONATA HAS NORMAL, SOFT AND SPORT. THE FADE TO RIGHT AND LEFT HAPPENS IN ALL MODES.

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 6 - 7 out of 7

Date Complaint Filed: 02/20/2014
Component(s): SERVICE BRAKES
Date of Incident: 02/20/2014
NHTSA ID Number: 10565215

All Products Associated with this Complaint ▼

Vehicle MakeModelModel Year(s)

- HYUNDAISONATA2014

Details ▲

0 Associated Documents

- Crash:No
- Fire:No
- Number of Injuries:0
- Number of Deaths:0

Manufacturer: Hyundai Motor Company
Vehicle Identification No. (VIN): 5NPEB4AC1EH...

SUMMARY:

Report Receipt Date: APR 01, 2013
 NHTSA Campaign Number: 13V113000
 Component(s): EXTERIOR LIGHTING , SERVICE BRAKES, HYDRAULIC

All Products Associated with this Recall ▼

Details ▲

16 Associated Documents ▼

Manufacturer: Hyundai Motor Company

SUMMARY:

Hyundai Motor Company (Hyundai) is recalling certain model year 2006-2009 Accent, model year 2007-2011 Azera, Sonata and Santa Fe, 2006-2011 Tucson, 2009-2011 Elantra Touring, 2007-2010 Elantra, 2008-2011 Veracruz, 2009-2011 Genesis, 2010-2011 Genesis Coupe, 2007-2008 Entourage, and 2006-2008 Tiburon vehicles. Originally, in April 2013, Hyundai recalled 1,059,824 model year 2007-2009 Accent and Tucson, model year 2007-2010 Elantra, model year 2007-2011 Santa Fe, model year 2008-2009 Veracruz, model year 2010-2011 Genesis Coupe, and model year 2011 Sonata vehicles. In September 2013, Hyundai informed the agency that it was adding more vehicles to this campaign, representing an additional 652,512 units. The total number of vehicles being recalled is now 1,712,336. In the affected vehicles, the stop lamp switch may malfunction. A malfunctioning stop lamp switch may cause the brake lights to not illuminate when the brake pedal is depressed or may cause an inability to deactivate the cruise control by depressing the brake pedal. Additionally, a malfunctioning stop lamp switch may also result in intermittent operation of the push-button start feature, affect the operation of the brake transmission shift interlock feature, preventing the shifter from being moved out of the PARK position and cause the Electronic Stability Control (ESC) malfunction light to illuminate.

CONSEQUENCE:

Failure to illuminate the stop lamps during braking or inability to disengage the cruise control could increase the risk of a crash. Additionally, when the ignition is in the 'ON' position, the transmission shifter may be able to be moved out of Park without first applying the brake. This may lead to unintentional movement of the car which may increase the risk of a crash.

REMEDY:

Hyundai will notify owners, and dealers will replace the stop lamp switch, free of charge. The safety recall began on April 22, 2013. Owners may contact Hyundai at 1-800-633-5151. Hyundai's recall campaign number is 110.

NOTES:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

— RECALL Subject : STEERING GEAR ASSEMBLY , 1 INVESTIGATION(S)

Report Receipt Date: OCT 01, 2010
 NHTSA Campaign Number: 10V457000
 Component(s): STEERING

All Products Associated with this Recall ▼

Details ▲

16 Associated Documents ▼

Manufacturer: HYUNDAI CARIBBEAN-PUERTO RICO

SUMMARY:

HYUNDAI IS RECALLING CERTAIN MODEL YEAR 2011 SONATA VEHICLES MANUFACTURED FROM DECEMBER 11, 2009, THROUGH SEPTEMBER 10, 2010. ON SOME OF THESE VEHICLES THE STEERING COLUMN INTERMEDIATE SHAFT UNIVERSAL JOINT CONNECTIONS MAY HAVE BEEN EITHER IMPROPERLY ASSEMBLED OR INSUFFICIENTLY TIGHTENED.

CONSEQUENCE:

IMPROPER ASSEMBLY OR INSUFFICIENT TIGHTENING OF THE CONNECTIONS COULD RESULT IN A COMPLETE SEPARATION OR COMPROMISED ATTACHMENT OF THE CONNECTIONS, SUCH THAT THE DRIVER COULD EXPERIENCE A LOSS OF, OR REDUCTION IN, STEERING CAPABILITY INCREASING THE RISK OF A CRASH.

REMEDY:

DEALERS WILL INSPECT THE STEERING COLUMN INTERMEDIATE SHAFT UNIVERSAL JOINT CONNECTIONS FOR PROPER ASSEMBLY AND TORQUE. IN ADDITION DEALERS WILL UPDATE THE POWER STEERING SOFTWARE FREE OF CHARGE. THE SAFETY RECALL BEGAN ON OCTOBER 11, 2010. OWNERS MAY CONTACT HYUNDAI CUSTOMER SERVICE CENTER AT 1-787-999-3333.

NOTES:

HYUNDAI DE PUERTO RICO SAFETY RECALL NO. 097. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://WWW.SAFERCAR.GOV).

1 Associated Investigation(s) ▼

— RECALL Subject : STEERING GEAR ASSEMBLY , 1 INVESTIGATION(S)

Report Receipt Date: SEP 20, 2010
 NHTSA Campaign Number: 10V426000
 Component(s): STEERING

All Products Associated with this Recall ▼

Details ▲

16 Associated Documents ▼

Manufacturer: Hyundai Motor Company

SUMMARY:

HYUNDAI IS RECALLING CERTAIN MODEL YEAR 2011 SONATA VEHICLES MANUFACTURED FROM DECEMBER 11, 2009, THROUGH SEPTEMBER 10, 2010. ON SOME OF THESE VEHICLES THE STEERING COLUMN INTERMEDIATE SHAFT UNIVERSAL JOINT CONNECTIONS MAY HAVE BEEN EITHER IMPROPERLY ASSEMBLED OR INSUFFICIENTLY TIGHTENED.

CONSEQUENCE:

IMPROPER ASSEMBLY OR INSUFFICIENT TIGHTENING OF THE CONNECTIONS COULD RESULT IN A COMPLETE SEPARATION OR COMPROMISED ATTACHMENT OF THE CONNECTIONS, SUCH THAT THE DRIVER COULD EXPERIENCE A LOSS OF, OR REDUCTION IN, STEERING CAPABILITY INCREASING THE RISK OF A CRASH.

REMEDY:

DEALERS WILL INSPECT THE STEERING COLUMN INTERMEDIATE SHAFT UNIVERSAL JOINT CONNECTIONS FOR PROPER ASSEMBLY AND TORQUE. IN ADDITION DEALERS WILL UPDATE THE POWER STEERING SOFTWARE FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING OCTOBER 2010. OWNERS MAY CONTACT HYUNDAI CUSTOMER ASSISTANCE CENTER AT 1-800-633-5151.

NOTES:

HYUNDAI'S SAFETY RECALL CAMPAIGN NUMBER IS 097. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

1 Associated Investigation(s) ▼

[REDACTED]
Fords, New Jersey [REDACTED]

Telephone: [REDACTED]

E-Mail: [REDACTED]

June 5, 2014

Hyundai Motor America

P.O. Box 20850

Fountain Valley, CA 92728-0850

Dear Sir:

I, [REDACTED] had a leased 2011 Hyundai Sonata, vehicle identification number: 5NPEB4AC4BH [REDACTED], from Brad Benson Hyundai, Monmouth Junction, New Jersey. I re-newed that lease, on October 22, 2013, getting a 2014 Hyundai Sonata, vehicle identification number: 5NPEB4AC1EH [REDACTED]. This 2014 Hyundai Sonata is unsafe and I strongly believe you may very well have a recall problem. On May 22, 2014, while my daughter was driving it, with my [REDACTED] year old grand-daughter in the car there was a steering column failure (see attached). That scary dangerous incident made me want nothing further to do with that vehicle. There is a Lemon Law in New Jersey to which I wish to avail myself to, or just outright sue, if there is no satisfactory resolution with you. The Hyundai was repossessed June 4, 2014 in the evening at my daughters address [REDACTED], Morrisville, Pa., for late payments. There were constant efforts of resolving the late payments, and arrangements were being made with apparently different departments, responding and not responding. I have records of those attempts. Part of the dispute of amount owed started with the lease termination. I was informed that due to my buying numerous cars from Hyundai I was a loyal customer, and would be given the Customer Loyalty Program. Also I was told that part of it would be three months of non-payment on the lease. The "We Owe" "You Owe" paper has typed in "Deal

includes all incentives/rebates/dealer Promotions". To settle the matter with Hyundai Finance, I requested the full details of the lease from Brad Benson Hyundai. I have documented visits, attempts and phone call conversations in trying to resolve this matter. The Finance Officer Evie was checking; I was told Rocco was handling it. After contacting him, Rocco told me he knew nothing about such a program where they pay three months. This is the Hyundai Pull Ahead Program. After plenty of stalling by the Recovery Department and threats of my credit being ruined from the Collection Department, I was debating paying and resolving it later. But I felt what was customer loyalty was out the window from all at Hyundai. It can be considered that I was breaking the lease agreement by being late and trying to resolve the reconciliation of that lease account, so you repossessed the vehicle. The unsafe vehicle you provided me with also is reason for me to say keep it. I felt a mean spiritedness on the part of some on the collection end of Hyundai Finance and their eagerness to ruin my credit and or repossess the vehicle. Now it has been done. I can I imagine I can reclaim the vehicle after paying past due payments, repossession fees and storage. That I am not interested in! I am appealing to you and alerting you as to my request to have this lease terminated at no cost to me. You have your vehicle! I don't want it! You may ask, why would I want to do that? Why would anyone, including Hyundai, do it with their family member being frighten to death by that type of incident. You should investigate to consider a possible recall. If you could arrange for me to walk away for that lease arrangement free and clear we will be what I consider even. If we can't find common ground unfortunately after many years of doing business with you I would be left in the position of reserving my rights to New Jersey Lemon Law or a Civil Law Suit. I thank you in advance for your considerations! Please feel free to contact me at the above with any questions or suggestions.

Yours truly,

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

[REDACTED]
Fords, New Jersey [REDACTED]

Telephone: [REDACTED]

September 7, 2014

Hyundai Motor America

P.O. Box 20850

Fountain Valley, CA 92728-0850

Dear Sir:

I, [REDACTED] am writing to you again concerning the 2014 Hyundai Sonata lease, account number: [REDACTED], I had, for which you assigned case number: [REDACTED] for future reference. I was seeking some sort of mediation with Hyundai Finance, as advised by you, to no avail. However, the only thing they were focused on was their belief of my believed money owed. Finally I received an Early Lease Termination Liability letter from Hyundai Finance (attached), for the amount of \$8,0156.87. I called the telephone number provided (1-800-570-3037) for your information, and expressed my request to terminate the lease of that dangerous car as I expressed to you in my previous letter at no cost to me, while talking with and explaining the dangerous steering wheel failure, the customer affairs agent, told me that they had the exact same problem on their 2013 Hyundai Sonata! That Hyundai Finance Agent directed me to Hyundai Consumer Affairs at 1-800-633-5151, and I was told that there was no type of mediation and it appeared that they were, as previous Hyundai calls I made, only interested in my paying any believed money owed and suggested that you were the only ones that could intercede in this matter. As of this time, reading over the lease I saw where it had remedies of the New Jersey lemon Law, for which they say, since you have already retrieved the vehicle, they can no longer be involved. I was told that I do however have more remedies under Federal Magnuson Moss statues. Also it offers Arbitration and Mediation for which I feel Hyundai Finance is not considering. Lastly, I can obtain an attorney and sue, which I think a bit much considering the circumstances. You have your car back! Any so called Adjusted Lease Balance is off-set due to the danger of that steering wheel failure and as I expressed this is not a first occurrence. I do not plan on being a test case to see if the problem is ironed out. If there was the same problem with your 2013 Hyundai Sonata Models, it should have been ironed out. Regardless, I want out and at no cost to me! Again, before this new 2014 Hyundai Sonata lease I have always spoken highly of my Hyundai's that I bought and leased. But, although I was so called a favored and loyal customer, I have since that new leased car received some of the most shabby treatment. I hope you can you intercede on behave of this case for I will not be force to eat a dangerous vehicle.

Yours truly,

C: Hyundai Finance

CUSTOMER #: [REDACTED]



INVOICE

dba DAVIS HYUNDAI
1655 N. Olden Ave. • Ewing, NJ 08638
Phone (609) 883-3500 Fax (609) 883-8077 • Toll Free (800) 593-9719
www.davishyundai.com



MORRISVILLE, PA [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 309 WILLIAM L BRISTER JR

BUS:		CELL:		SERVICE ADVISOR:		333		
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT	TAG
	14	HYUNDAI SONATA		5NPEB4AC1EH			5851/5854	T827
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO. NO.	RATE	PAYMENT	INV. DATE
01JAN14 DD			18:00 21MAY14			100.00	CASH	22MAY14
R.O. OPENED		READY		OPTIONS: ENG:2.4_Liter_DOHC				

09:54 21MAY14 14:23 22MAY14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES ESC LIGHT IS ON AND STEERING IS VERY TIGHT
CAUSE: STEERING COLUMN FAILURE - CASE# [REDACTED] TECH LINE

56300R0S STEERING COLUMN SHAFT ASSEMBLY (MDPS)

(N/C)

140 WH4

(N/C)

1 56310-3Q602 COLUMN ASSY-UPR

56300RQ0 DIAGNOSTIC TOOL OPERATION

(N/C)

140 WH4

4WA CLIENT REQUESTED COMPUTERIZED 4 WHEEL
ALIGNMENT.

(N/C)

140 ISCS

FC: C10

PART#: 56310-3Q602

COUNT: 1

CLAIM TYPE:

AUTH CODE:

B IF TIME AND WEATHER PERMITS WOULD YOU LIKE TO RECEIVE A FREE COURTESY
CAR WASH? YES NO

CAUSE: PERFORMED CAR WASH

WASH IF TIME AND WEATHER PERMITS WOULD YOU LIKE
TO RECEIVE A FREE COURTESY CAR WASH?

YES NO

(N/C)

140IFREE

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR
VEHICLE. OUR GOAL IS TO SATISFY 100% OF OUR
CLIENTS 100% OF THE TIME. IF YOUR EXPERIENCE
WAS LESS THAN PERFECT PLEASE LET US KNOW. WE
VALUE YOUR FEEDBACK.
SINCERELY,
YOUR DAVIS DEALERSHIPS SERVICE TEAM

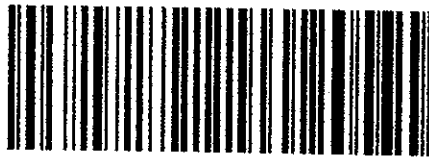
LIMITED LABOR WARRANTY
THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 1 YEAR OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEMS WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.
DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.
TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT; SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIR.
ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.
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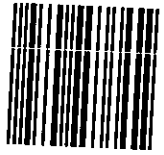
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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