

[REDACTED]
Laguna Niguel CA
[REDACTED]

10/17/2014

Mr. John Krafcik - President and CEO
Hyundai Motor America
P.O. Box 20850
Fountain Valley, CA 92728-0850

OCT 29 2014

**Subject: Warrantee Complaint 2012 Hyundai/Elantra Vehicle I.D. KMHDH4AE5CU [REDACTED]
Allen Hyundai customer no. [REDACTED] invoice no. [REDACTED]**

Dear Mr. Krafcik

On 10/15/2014, I visited Allen Hyundai (Allen Automotive Group) with my wife's 2012 Hyundai/Elantra Vehicle I.D. KMHDH4AE5CU [REDACTED] for the third time our car was unable to start due to a dead battery. On each occasion the Auto Club of Southern CA. Roadside Service was able to jump start the car allowing me to return the dealership. On each occasion Allen Hyundai tested the battery and was not able to get a negative test result and I was informed they could not help me.

I find Allen Hyundai/ Hyundai Motor America inability to correct the problem unacceptable. With an obvious problem with this battery the dealer/manufacture hides behind corporate protocol to avoid honoring the warrantee.

The attitude of both Allen Hyundai/ Hyundai Motor America to my request for warrantee services is disingenuous. Allen Hyundai/ Hyundai Motor America are simply waiting out the warrantee so they will not have to do anything. This reluctance to honor the warrantee demonstrates a lack of corporate responsibility and no imagination to customer service. Allen Hyundai and Hyundai Motor America unwillingness to fix an obvious problem creates an unreliable impression of Hyundai products.

To resolve the problem, I request reimbursement for cost of the new battery I replaced to correct the problem. (Invoice attached)

I look forward to your reply and a resolution of this problem. Please contact me at the address or phone number on this letter.

Sincerely,

[REDACTED]

C.C.

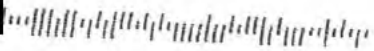
Frank Ferrara -Executive Vice President of Customer Satisfaction – Hyundai Motor America
Cliff Allen - Allen Automotive Group, Department of Consumer Affairs CA, U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation.

N.H.

11/14/2014

S.S.

[REDACTED]
Laguna Niguel CA. [REDACTED]



06502



U.S. Department of Transportation National
Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington, DC 20590

SANTA ANA
CA 926
18 OCT '14
PM 4 L