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INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

[REDACTED]
Coral Springs, Florida [REDACTED]

**U.S. Department of Transportation,
National Highway Traffic Safety Administration,
Office of Defects and Investigation NVS-210,
1200 New Jersey Avenue South East, West Building,
WASHINGTON, D.C. 20590.**

MAR 25 2015

Dear Sir/Madam,

Please find attached a letter to the Hyundai Motor America. To date, Hyundai refuses even to inspect the car, and I am asking for your help in this matter as I have had to replace the car – I no longer felt safe driving this car and after major repairs (\$12,000.00) it was found that the car had a bent frame.

I would be pleased to send you any and all documents e.g. the police report, etc.

Thank you for your help.

Yours very truly,

[REDACTED]

ET
33015
SMD

[REDACTED]
Coral Springs, Florida [REDACTED]

23rd December 2014

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

TO WHOM IT MAY CONCERN:

I am the owner of a 2014 white Hyundai Elantra, Vin No. 5NPDH4AE4[REDACTED] which I purchased on April 10th, 2014 at the Hyundai Coconut Creek Branch. At present the odometer is reading 6,800 miles. On Tuesday, December 9th, at approximately 5:25 P.M. while driving my 2014 Hyundai Elantra at a slow speed (approximately 10-15 mph) in a shopping center parking lot located at 10100 W. Sample Road, Florida, I experienced a sudden and unexpected acceleration, which caused a severe crash involving two other vehicles. My vehicle suddenly accelerated which thereby caused me to lose control of the vehicle and collide with two parked cars (an SUV and a sedan). The impact was so severe that the rear bumper and tire of the SUV came off. Even after colliding with the SUV I still was unable to stop the vehicle which was traveling at such a high rate of speed that I collided with a second vehicle. It was only when I put the car into the park position did the vehicle come to a stop. At no time did the car's airbags deploy although I was led to believe that frontal air bags are generally designed to deploy in moderate frontal or near frontal crashes. Striking a parked car of a larger size at about 16 to 28 mph or higher would be considered a moderate to severe crash.

As you can imagine, I am beyond distressed about this accident. I am a safe driver and have never experienced an accident such as this before. Aside from my physical and emotional injuries, my sister who rushed to the scene of the accident collapsed and fell at the scene and has suffered several injuries. This has just added to my distress and disappointment about the accident. When I purchased the vehicle I was assured that this was a safe car, however, I have looked at the NHTSA website and there are multiple complaints about the Hyundai Elantra, including several sudden and unexplained acceleration crashes. I intend to file a complaint myself. The preliminary estimate of the damage to my car is over ten thousand dollars and now I face selling the car because there is no way that I would feel safe or comfortable driving it again. I have two young grandchildren that visit me frequently and I would never take the chance of having them in an unsafe car. I expect that you will be eager to conduct a full investigation into this matter and conduct a full inspection of my car as soon as possible. My car is at the Service Garage, 1290 NW 24th Street, Pompano Beach, Florida 33064 – 954-975-5659. I have attached the police report.

I look forward to hearing from you and how you intend to rectify this matter as soon as possible.

Yours truly,

[REDACTED]

PLACE STICKER AT TOP OF ENVELOPE TO THE TOP
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

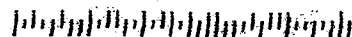
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1200 New Jersey Avenue South East
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Washington D.C. 20590



From:

Coral Springs, Florida