

CL-10721956-3798

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

[REDACTED]
Roseville Minnesota [REDACTED]

May 14, 2015

Hyundai Motor America
10550 Talbert Avenue
P.O. Box 20839
Fountain Valley CA 92728-9937

MAY 27 2015

Re: NHTSA Campaign Number 15V-100

Recall for the Electronic Power Steering (EPS) for my vehicle #KMHDU46DX9U [REDACTED]

After receiving the safety recall letter, I made an appointment for Friday April 30 with Buerkle Hyundai. The time required for the work was supposed to be less than one hour so I decided to wait while the repairs were made. After a short time, I was told that they would have to order a part and the car would not be ready before Monday (May 4th). They gave me a loaner car to use in the meantime. Monday came and I was informed that the car was not ready; the engineers were having a problem and would be working to solve the problem. Later that week they said they would try to fix the problem using the software. On Thursday I was told they were going to do the repair using a new part that they ordered. The car was finally finished by Friday afternoon May 8.

Now it seems to me that if notices of a safety recall were sent out, it stands to reason that dealerships should have been prepared with the necessary knowledge and/or parts to remedy the situation.

Yours truly,

[REDACTED]

✓ Cc: Administrator

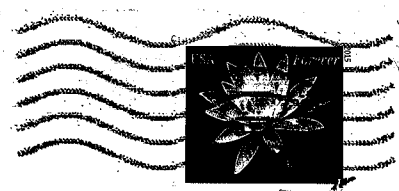
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington DC 20590

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