

To whom it may Concern,
Hello,

October 11, 2015

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My name is [REDACTED] I am [REDACTED] brother and I am writing this letter on behalf of... [REDACTED] Canandaigua, N.Y. [REDACTED] the owners of this Hyundai, VIN 5NPEB4AC0CH [REDACTED]

Listen to this gut wrenching trip my Sister and Brother in Law took in their 2012 Sonata 2.4L. They had business close to Jackson Tennessee in March of this year and were driving from Canandaigua New York. Before they left they had the vehicle serviced at a local oil change outlet that they have used for many years. This included an oil change on the engine. This vehicle has close to 100K miles on it.

As they reached the outskirts of Jackson TN., my brother in law, who was driving had to pass a couple of tractor trailer rigs to make his exit. He passed the trucks @ approximately 85 mph and as they reached the ramp their car let out a loud squeal and the engine quit. He called me in Prattville, Alabama to ask what might have happened to the car. I asked him the try to crank the vehicle and he told me he had already done this and the engine was knocking. I told him do not crank or drive the vehicle, and to call the closest Hyundai Dealership.... Turns out this was a

VERY BIG MISTAKE.

Upon calling the Jackson Hyundai Dealership and explaining the events, the first words from the person that answered the phone in the service department was, "**It's your oil filter. WHAT!**" this guy wasn't even there, how in the world could he have any idea what had happened to their car. The tow truck arrives, the car gets hauled to this dealership and they place it in the service isle, while they ask my Sister and Brother in Law to wait in the customer service lobby. They watched as a group of employees' huddled around the vehicle and then moved the car to a bay in the back of the service department. 30 minutes pass and then an employee comes in to the service lobby holding an oily oil filter. He says, "see I told you it was the oil filter. My brother in law looks at the filter and the top area where it threads on the male threads of the engine oil housing are destroyed. Looking further into the oil filter the fluted tube that runs down into the filter and disperses the oil into the filter was mangled beyond belief. To the point where the paper element was coming out into the oil filter center tube. WHAT! [REDACTED] immediately calls me and I tell him they are not being truthful. No car drives 1100 miles after an oil service and the oil filter looks like this. The dealership tells him, you had someone put the wrong oil filter on your car and that's what caused the engine to destroy itself.

To make a long story shorter, the Dealership won't do anything about the engine failure. My Sister and Brother in Law rent a car drive 1100 miles home to N.Y. They go to the oil service facility and what do you know... this business uses under the vehicle, in the oil pit, CAMERA'S. They look at the video. No problems what so ever with the technician installing the new oil filter. It went right on like it was supposed to. The filter was a Valvoline so Sis contacts the maker of the oil filter and tells them this exact story. They want the oil filter and it is sent to the Purolator Lab in Fayetteville NC. The lab says, "who took a large screwdriver and mangled the inside of this oil filter"? The lab requests the video from the oil service shop, views it and finds no hint of a problem with the oil service on this vehicle that day. This is all conveyed to Regional Hyundai, the Jackson Hyundai Dealership.... and nothing. No goodwill, No help, Oh you will have to pay for a new engine.

The reason I have such an interest in this unscrupulous saga of events is... well of course it's my sister. But I am a Certified ASE Master Automotive Technician with 45 years working in the automobile profession and business. My partner and I owned Eurasian Motorcars in Montgomery Alabama for years. Our shop catered to the high end European vehicles. We also performed work on many Asian cars. I am a certified Bosch electronics technician and factory trained Alfa Romeo technician. I have completed numerous schools

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and classes in the course of my training and I now restore vintage motorcycles, Jaguars, Austin Healey's and have built cars from the ground up starting with a frame. I have built 2 1965 427SC Shelby Cobra's and various vintage automobile's that have won National awards. My brother and I drag raced a car for years. I am currently restoring a 1954 Jaguar XK120 Roadster. And I personally inspected the oil filter and the damage was intentionally caused.

This Dealership has gone too far. They sabotaged the oil filter and have caused my family members un-due stress and hardship. They may have thought they could pull the wool over my family's eyes but I know for a fact...something is rotten in Jackson Tennessee and that's besides the sewage plant. What comes around goes around, and low and behold, the Jackson TN. Hyundai Dealership gets caught in their own deception. THE HYUNDAI ENGINES DID HAVE FAULTY MACHINE WORK AFTER ALL. (failure to thoroughly clean metal debris from the machining process (cross-drilling of the oil passages) in the crankshafts), performed right here at the Montgomery Alabama Hyundai Plant.

But if you do your homework and read the on-line stories from other Hyundai owner's, you will find numerous Hyundai Dealership's that stepped right up to help their customer's, month's before this engine recall, without problems.

But why would a Dealership do this? I was a Service Mgr. on the isle of a Chrysler / Dodge Dealership and this would have been no skin off their nose to make a customer happy. I have even been involved with arbitration hearings and dispute resolutions with customers to reach an agreement that is in the best interests of both parties. Most of the time the Manufacturer was willing to help a customer that purchased their product for the effect it has on future sales.

You would think this would be upmost in the Jackson TN. Dealerships' minds. No they took it as if they had built the car and could treat the customer any way they pleased. Making it look like the customers fault. Hyundai does not need representatives of their product who would stoop this low and the Hyundai Corp. of America should investigate this travesty to the fullest extent, including paying for my Sister's rental car (\$1400.00), also being without their car for 45 days. Then this dealership had the gall to require payment from my Sister of (\$1800.00) for the labor to replace the engine. It was all that she could do to get her insurance company to pay this charge. Also on the drive back from Jackson TN. to Canandaigua N.Y. the car stopped running 5 times, and one of the times it quit they were on the Ohio River Bridge going into Cincinnati Ohio in 4 lanes of traffic and almost had a very bad accident. This scared my Sister to tears.

When they returned home they took the vehicle to their local Hyundai dealership in Canandaigua N.Y. and explained this nonsense to them and the Service Mgr. tells them that their shop would have replaced the engine no questions asked and at no charge. Once again this is months before the afore mentioned Hyundai recall.

This type of practice needs to be brought into the light of the proper agencies, and this will be done. The NHTSA, Hyundai's Top Management, The Jackson TN. Better Business Bureau, and the State Attorney General's Office in TN. are just a few of the letter's that will be sent. I hope this information reaches the concerned groups of professionals that will investigate this to the fullest extent.

[REDACTED]
Prattville, Alabama [REDACTED]

Prattville, Al.

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