

CL-10863149-4959

06/14/2016

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

[REDACTED]
2012 Hyundai Genesis
VIN# KMHGC4DDOCU [REDACTED]
NHTSA ID 10863149

JUN 22 2016

I would like to give additional information regarding my complaint with the HECU Brake failure.

I contacted Hyundai to get an explanation as to why my vehicle was not part of the HECU recall (NHTSA Campaign Number: 13V489000) and Hyundai emailed me stating that my vehicle was excluded from the recall because "the brake fluid which was used in your Genesis was not the same as the fluid used in the vehicles that were included in the recall" (see ex.1). I emailed Hyundai a copy of my service order (see ex. 2) showing that the brake fluid was replaced under a service campaign. At the time of the brake fluid replacement, I was not told why the brake fluid needed replacement. Hyundai did not give me an explanation and closed my complaint.

If the brake fluid that was originally in my vehicle was faulty, it could have caused my HECU module to fail.

If you have any questions, please call me at [REDACTED]

[REDACTED]

NM
62716
SMP

ex. 1

From: Equus Customer Connect Center <CustomerSupport@HyundaiEquus.com>
Sent: Friday, May 27, 2016 12:02 PM
To: [REDACTED]
Subject: [REDACTED]

Dear [REDACTED]

Thank you for contacting the Genesis Customer Care Center and Hyundai Motor America regarding your 2012 Genesis. We appreciate the opportunity to address your additional inquiry.

We apologize for any disappointment however, we must defer you to the Alternative Dispute Resolution information we provided to you on 05/24/16. For your convenience, we are again providing this information for you:

Governor's Office of Consumer Protection (OCP)
2 Martin Luther King Jr. Drive, Suite 356
Atlanta, Georgia 30334-9077
Phone: 404-651-9397

We thank you for contacting Hyundai Motor America.



-----Original Message-----

From: [REDACTED]
Sent: May 27, 2016 5:09:18 AM
Subject: RE: Case [REDACTED] has closed. [REDACTED]

Hello,

My car originally had the wrong brake fluid. I've attached a service order that shows my brake fluid was replaced under this campaign.

Thanks,

[REDACTED]

From: Equus Customer Connect Center

[mailto:CustomerSupport@HyundaiEquus.com]

Sent: Thursday, May 26, 2016 4:57 PM

To: [REDACTED]

Subject: Case [REDACTED] has closed. [REDACTED]

Dear [REDACTED]

Thank you for your continued contact with the Genesis Customer Care Center regarding your 2012 Genesis. We appreciate the opportunity to assist you and apologize for the frustration which may be caused.

After speaking with the appropriate department, we have additional information regarding inclusion or exclusion of vehicles during a recall campaign. We have been advised that there are very strict requirements that must be met for any vehicle that falls within a production period which will make them either included or excluded in a recall. For your 2012 Genesis, the brake fluid which was used in your Genesis was not the same as the fluid used in the vehicles that were included in the recall. It is because of this detail that your vehicle was excluded. We are providing you with detailed information about the recall #114, which prompted Hyundai Motor America to initiate it:

Recall Campaign #114 -

The brake fluid installed at the factory may not inhibit corrosion of the plating on the valves in the brake system's Hydraulic Electronic Control Unit (HECU) module. Corrosion may lead to a gel buildup on the valves affecting the valve's operation, resulting in low/soft brake pedal with reduced brake effectiveness. The brake fluid used when the vehicle was manufactured may not have contained a sufficient amount of an anti-corrosive additive. The replacement fluid used in the repair procedure will prevent corrosion of the Hydraulic Electronic Control Unit components.

We are confident that the above information regarding the recall details will sufficiently address your inquiry. In addition, the information regarding the BBB Auto Line provided to you in the prior response is incorrect. We must refer you to the following for any further assistance in this matter:

Governor's Office of Consumer Protection (OCP)
2 Martin Luther King Jr. Drive, Suite 356
Atlanta, Georgia 30334-9077
Phone: 404-651-9397

Thank you again for contacting Hyundai Motor America and the Genesis Customer Care Center.

ack_resize.jpg>

-----Original Message-----

From: [REDACTED]
Sent: May 26, 2016 5:07:19 AM
Subject: RE: CASE [REDACTED] - Final Decision [REDACTED]

Hello,

Can you tell me what requirements that my vehicle didn't meet to be included in Recall Campaign 114?

Thanks,

[REDACTED]

From: Equus Customer Connect Center
[mailto:CustomerSupport@HyundaiEquus.com]
Sent: Wednesday, May 25, 2016 5:58 PM
To: [REDACTED]
Subject: RE: CASE [REDACTED] - Final Decision [REDACTED]

Dear [REDACTED]

Thank for contacting Hyundai Genesis Customer Care Center, and for your continued correspondence. We would be happy to answer your questions in regards to adding your 2012 Genesis to Recall Campaign 114, so that you may be reimbursed for repairs.

We understand your frustration as the parameters for inclusion as well as the concern itself are similar to Recall Campaign 114. However, your vehicle

does not meet all requirements to be included in the recall campaign. We know this is not the outcome you were hoping for, and apologize for any disappointment this may cause.

At times Hyundai Motor America and our customers may not agree on the final outcome; for these instances customers may utilize the alternative dispute resolution arbitration program, through the Better Business Bureau Auto Line. You may find more information on this impartial third-party service in

the back of your owners manual. For your convenience, we have also provided their information below:

BBB AUTO LINE

We have documented your comments on case number [REDACTED], which can be referenced if we can be of further assistance. Should you have any additional questions or concerns regarding your 2012 Genesis, please do not hesitate to reply to this e-mail or call our toll-free customer service phone number at (877) 378-8727.

Hyundai Customer Care Center Hours of Operation are as follows:

Monday - Friday: 5:00 AM to 7:00 PM Pacific Standard Time
Saturday - Sunday: 6:30 AM to 3:00 PM Pacific Standard Time

Thank you for being a valued Hyundai owner and for contacting Hyundai Motor America.

ack_resize.jpg>

-----Original Message-----

From: [REDACTED]

Sent: May 25, 2016 5:29:39 AM

Subject: RE: CASE [REDACTED] - Final Decision [REDACTED]

Hello,

Can you explain why you believe "that there is no possibility of inclusion"?

As I understand, my part that failed is the same part that failed on other Hyundai Genesis vehicles.

Thanks,

[REDACTED]

From: Equus Customer Connect Center
[mailto:CustomerSupport@HyundaiEquus.com]
Sent: Tuesday, May 24, 2016 5:00 PM

To: [REDACTED]
Subject: CASE [REDACTED] - Final Decision ([REDACTED])

Dear [REDACTED]

Thank you for contacting the Genesis Customer Care Center regarding your brake concern with your 2012 Genesis. We appreciate the opportunity to assist you and apologize for any frustration caused by your experience.

We are writing to provide you with an update to your case [REDACTED]. Our research department has determined that while your symptoms may have been similar, there is no possibility of inclusion into the campaign. In addition, we reviewed the warranty on this part as 5 years or 60,000 miles and it has been determined that this has expired by mileage. It is because of these reasons that Hyundai Motor America is declining your request for reimbursement. We apologize for any disappointment caused by our decision. This is Hyundai Motor America's final decision.

We realize that mutual agreement on some issues may not be possible. For your convenience, we are providing you with additional information which you

may find useful.

Governor's Office of Consumer Protection (OCP)
2 Martin Luther King Jr. Drive, Suite 356
Atlanta, Georgia 30334-9077
Phone: 404-651-9397

We appreciate the opportunity to assist you and we have updated your case accordingly. Your case will now be closed.

If you require assistance in the future, please feel free to contact us at 877-378-8727. We are available 7 days a week to better serve you.

Genesis Customer Care Center Hours of Operation:
Monday - Friday 5:30am - 7:00pm Pacific
Saturday - Sunday 6:30am - 3:00pm Pacific

Thank you for contacting Hyundai Motor America and the Genesis Customer Care Center.



THORNTON ROAD HYUNDAI

669 Thornton Road - Lithia Springs, GA 30122
(678) 715-5000 - Fax: (678) 715-5010
www.thorntonroadhyundai.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

ex-2

R/O Open Date	R/O Number				
4/09/13					
R/O Close Date	Status				
4/09/13	Pre-Invoice				
Mileage In	Mileage Out				
32429	32429				
Service Advisor / Tag #					
REBECCA MYERS/					
Vehicle Identification Number					
KMHG4DD0CU					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2012	HYUNDAI	GENESIS	4DR SDN V6		

Address: [REDACTED]
City: DOUGLASVILLE, GA [REDACTED]
Work Phone: [REDACTED]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - AA10: ELECTRICAL CUST STATES VEHICLE WILL NOT START Caused by CUSTOMER STATES THAT VEHICLE WILL NOT START. TESTE D VEHICLE BATTERY, BATTERY TESTED BAD, 114/740 COL D CRANKING AMPS Installed 00275-17000 :INTERSTATE BATTERY-95AMP Qty: 1 REPLACE BATTERY</p>	Warranty
<p>#2 - AA11: CAMPAIGN TL6 - BRAKE FLUID REPLACEMENT Caused by CAMPAIGN COMPLETE 20C022R0 .7 Corrected by 20C022R0: Work performed by KURTIS GULLEY (752) Installed 00232-19053 :BRAKE FLUID, DOT 4, 12 OZ. Qty: 6 CAMPAIGN COMPLETE 20C022R0 .7</p>	Warranty Warranty
<p>#3 - AA11: CAMPAIGN P15 Corrected by P15PRG1: Work performed by KURTIS GULLEY (752)</p>	Warranty
<p>#4 * C03: AIR FILTER CABIN REPLACE Work performed by KURTIS GULLEY (752) Installed 08790-3M000-A :AIR FILTER Qty: 1 @ 26.95 Sub Total: 59.95</p>	33.00 26.95
<p>***** * THANK YOU FOR VISITING THORNTON ROAD HYUNDAI *</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

CUSTOMER #:



669 Thornton Road
Lithia Springs, GA 30122
Phone: (678) 715-5000

INVOICE

DOUGLASVILLE, GA

PAGE 1

HOME:
BUS:

CONT
CELL

SERVICE ADVISOR: 186000 JOSEPH H SAVAGE JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	12	HYUNDAI Genesis	KMHGC4DD0CU		92524/92524	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN12 IS			18:00 03MAY16			CASH
R.O. OPENED	READY	OPTIONS: ENG;3.8_LITER_DOHC				INV. DATE
03MAY16	05MAY16					05MAY16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CHECK BRAKES; CUSTOMER STATES WHEN DRIVING PEDDLE WENT TO FLOOR. HAD TO PUMP BRAKES TO STOP

04HOZBRKSHS CHECK BRAKES
175857 CPH

1 58920-3M0A6 HYDRAULIC MODULE ASSY 345.00 345.00

3 00232-19053 BRAKE FLUID, DOT 4, 12 OZ. 1952.50 1694.00 1694.00

PARTS: 1710.92 LABOR: 345.00 OTHER: 0.00 TOTAL LINE A: 2055.92

92524 service complete 3.00 upon inspection found that the brake pedal was going to the floor i then performed hecu valve test and the hecu failed. i then replaced the hecu and reprogrammed and bled the brakes. test drove vehicle and no further concerns found. vehicle operates as designed.

B PERFORM HYUNDAI MULTIPOINT INSPECTION, AND VEHICLE WALK AROUND
MPI PERFORM HYUNDAI MULTIPOINT INSPECTION, AND
VEHICLE WALK AROUND

175857 CPH
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 29.95

**** WE THANK YOU FOR YOUR BUSINESS *****
*** WE AT THORNTON ROAD HYUNDAI STRIVE FOR
100% *** ** CUSTOMER SATISFACTION. IF THERE
IS ANY ** *** REASON WHY WE DID NOT ACHIEVE
THIS ***** CONTACT THE SERVICE MANAGER ROD
WILLIS AT 678-715-5000

ALL PARTS INSTALLED ON THIS VEHICLE ARE NEW OR REMANUFACTURED UNLESS OTHERWISE SPECIFIED.

Thank you for servicing your vehicle at



DESCRIPTION	TOTALS
LABOR AMOUNT	345.00
PARTS AMOUNT	1710.92
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	29.95
TOTAL CHARGES	2085.87
LESS INSURANCE	0.00
SALES TAX	146.02
PLEASE PAY THIS AMOUNT	2231.89

Please see reverse side for information regarding repairs.

Search Results

Recalls
N/A

Investigations
N/A

Complaints
1 Result(s)


Manufacturer Communications
N/A

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

Date Complaint Filed: 05/04/2016
Component(s): SERVICE BRAKES
Consumer Location: DOUGLASVILLE, GA

Date of Incident: 05/03/2016
NHTSA ID Number: 10863149

All Products Associated with this Complaint ▾

Details ▲

0 Available Documents ?

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
Manufacturer: Hyundai Motor America
Vehicle Identification No. (VIN): KMHGC4DD0CU...
SUMMARY:
TL* THE CONTACT OWNS A 2012 HYUNDAI GENESIS. WHILE DRIVING APPROXIMATELY 25 MPH AND ATTEMPTING TO STOP, THE BRAKE PEDAL EXTENDED TO THE FLOORBOARD AND THE VEHICLE WOULD NOT STOP. AFTER PUMPING THE BRAKE PEDAL SEVERAL TIMES, THE VEHICLE WAS ABLE TO BE STOPPED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE HYDRAULIC ELECTRONIC CONTROL UNIT WAS FAULTY AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 92,000.

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153
6.0.22

[REDACTED]
Douglasville, GA [REDACTED]

ATLANTA METRO 300

14 JUN 2016 PM 9:1



US Dept. of Transportation
NHTSA
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
West Building
Washington, DC 20590

20590-

