

ATTN: Administration National Highway Traffic Safety Administration

**ATTN: HYUNDAI MOTOR AMERICA  
RE: HYUNDAI TUCSON RECALL  
TO WHOM IT MAY CONCERN,**

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

NOV 15 2016

My name is [REDACTED] on August 21, 2016 I purchased a 2016 Hyundai Tucson Limited SUV VIN number KM8J33A23GU [REDACTED] from Hyundai dealership of Miami on 15895 South Dixie Highway Miami, FL 33157. I am writing this letter in regards to the issues I have been having with my car since I purchased it and after receiving notifications and a letter of recall on my Hyundai Tucson I called and complained and set an appointment to have it fixed. I decided to write this letter because I have been getting no resolution and the run around. I decided to purchase a brand new car to avoid any problems. However it turns out that the car is having issues.

I have been having the following issues: I am having issues with the acceleration. When I am in traffic and the car is stopped and I began to drive again the car jumps and it is having a delay engagement when accelerating from a stop. I also noticed that when the accelerator pedal is repeatedly pressed the vehicle does not accelerate. The motor also makes a shaking movement as if it is going to turn off. I am highly concerned especially because I have too young children an [REDACTED] month old baby and a [REDACTED] year old child. I am concerned for their safety and my safety.

I have called numerous times to Hyundai. They made an appointment I took my vehicle on September 24, 2016 and they said the problem was fixed. However, the issue was not fixed. The car continued to have the same problems. I made another appointment took and left my vehicle on Thursday, October 27, 2016 at 8 am. It has been one week my car has been there and I never got a response or call back in regards to my car it was not until I filed a complaint and called numerous times to the Hyundai hotline 1-800-633-5151. Shortly after my complaint I received a call on Tuesday from the dealership saying that there was nothing wrong with the car but they were waiting for an engineer to check my car today November 3, 2016. When I called the dealership they told me that the engineer never arrived. I am extremely upset, I feel disrespected, ripped off, lied to about the car and misled by the Hyundai dealership selling me a brand new car with known safety and accident provoking issues and not advising me the consumer of these issues and selling me a problematic car. I am also highly disappointed and offended from the lack of customer service and from the issues that I have been having with my car a brand new car. I spend \$578.39 a month paying for my Hyundai Tucson. I bought a new car so I can have peace of mind driving my family in this car without worrying of getting into an accident and jepordizing our safety. I wanted to be enjoying my new car without having the headache of having it in the mechanic because of issues the fabricator made on the car. I have been one week without a car that I am paying a hefty price for and now stuck having to pay \$578.39 for a brand new car that is unsafe and having issues that is jeopardizing my life, my family's life and the life of others because of the issues the transmission is having which may cause an accident. To make matters worse I continue to pay my monthly payment of \$578.39 to not be able to drive a supposedly brand new care and have to drive around in a Ford focus they rented me. A car that is not even valued or worth half the price I'm paying.

ET  
11/18/16  
SMD

I am tired of getting the run around, getting no answers and the issues with my car not being resolved and I continue to have to wait around for this issue to be resolved. I want this issue to be resolved right away. They are not being clear and every time I call there is a different story and no resolution. I don't think it is fair that I have to continue to waste time, take days off or lose work hours to resolve these issues. I don't think it is fair that I paid a down payment and I pay a hefty amount a month for a brand new car that is having issues, including having recalls and sitting at the shop of HYUNDAI.

I hope that there will be a resolution to this issue promptly. You can contact me to discuss this further at [REDACTED]

[REDACTED]  
[REDACTED]  
Miami, FL  
[REDACTED]



Hyundai Motor America  
P.O. Box 20839  
Fountain Valley, CA 92728-9937

NHTSA Campaign Number: 16V-628

# IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN: KM8J33A23GU [REDACTED]



Dear Hyundai Tucson Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2016 Hyundai Tucson vehicles equipped with a Dual Clutch Transmission (DCT) produced beginning on May 20, 2015 through May 31, 2016. Our records indicate that your vehicle is equipped with a DCT and falls within this production date range.

## What is the problem?

- In higher ambient temperatures and specific operating conditions, the transmission clutch application logic can result in a delayed engagement when accelerating from a stop. If the accelerator pedal is steadily depressed for approximately 1.5 to 2 seconds, the vehicle will begin to accelerate and normal driving is resumed. However, if the accelerator pedal is repeatedly cycled, the vehicle will not accelerate. Inability to move the vehicle in traffic may increase the risk of a crash.

## What will Hyundai do?

- Your Hyundai dealer will reprogram the Transmission Control Module. This procedure will be performed at no charge to you. The actual time required to perform the procedure should be less than 1 hour, however your vehicle may be needed longer; therefore, we recommend scheduling a service appointment to minimize inconvenience.

1888-327-4236

## What should you do?

### This is an important Safety Recall

- Schedule a service appointment at your local Hyundai dealer.
- For more information regarding this Recall Campaign, including a link to make a service appointment online, please visit:

[www.HyundaiUSA.com/Campaign149](http://www.HyundaiUSA.com/Campaign149)

\*91-844-462  
5557

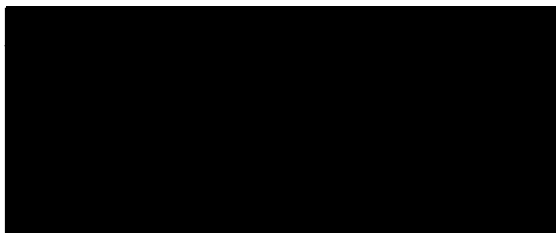
1-800-633-5151

## What if you have other questions?

- If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you are not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

## Reimbursement Notification

- Hyundai has a program for reimbursing owners of certain Model Year 2016 Hyundai Tucson vehicles

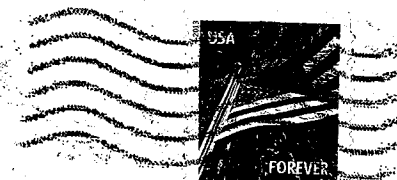


Miami, FL



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

