

CL-11000871-8693

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

June 23, 2017

Complaint ODI# 1100871

[REDACTED] Vail, AZ [REDACTED]

Enclosed are documents relating to the above referenced complaint number.

[REDACTED]

NM
9-13-17
LN

Dave Zuchowski, President
Hyundai Motors USA
Corporate Office Headquarters
10550 Talbert Ave.
Fountain Valley, CA 92707-6031

May 18, 2017

[REDACTED]
Vail, AZ [REDACTED]

Dear Mr. Zuchowski:

The only way I can describe my feelings in owning a new Hyundai Sonata Limited is – the style, interior and exterior color of the vehicle are beautiful. The accessories such as Blue Tooth, back up camera, lane change warning, are a plus. But I just know this vehicle is going to get me and other people killed. I have almost 23,000 miles on this vehicle since September 16, 2015, along with over a dozen life threatening experiences. What happens is, not on a consistent basis, I will be at a stop light and when it turns green I accelerate the gas pedal the car moves forward approximately 5 to 10 miles per hour and then just quits, then recovers.

The week of May 8, 2017 while transporting my two grandchildren and their parents from Disneyland California to Lego Land California, on south bound I-5 I thought we were going to die when changing lanes to exit the freeway, I accelerated the gas pedal and the engine just died. What a helpless feeling. Due to good driving skills I was able to exit the freeway.

I purchased the Hyundai at Jim Click Automotive in Tucson, AZ. I believe that there was a recall on the vehicle to replace the ECM (Electronic Control Module) along with an air bag check mark. As of this date neither one has been corrected.

We are just wanting to stay alive in driving this vehicle and ask for your help to continue our journey.

Sincerely,

[REDACTED]
Copies to:

Jim Click, Owner of Jim Click Automotive
Thurston Shrewsbury, Service Advisor

Re: ODI# 1100871

Joe Flannery, CEO
Hyundai Motors Headquarters
10550 Talbert Ave
Fountain Valley, CA 92707-6031

June 19, 2017

[REDACTED]
Vail, AZ [REDACTED]

Dear Mr. Flannery:

On June 10th my wife and I left Tucson, AZ to attend my brother-in-law's funeral at Miramar National Cemetery. After a week of driving my 2015 Sonata Hyundai in the Los Angeles and San Diego area there were several (more than 8) serious critical times when the Sonata just died when stepping on the gas pedal, or as my wife [REDACTED] explains it, the vehicle seems to catch and then releases. Jim Click our dealer in Tucson, where we purchased the Hyundai along with feedback from Hyundai Regional Personnel, still have not been able to fix the vehicle.

Anthony Goel, Hyundai Regional Office, in Hunting Beach, CA (714-887-2595) has followed up, with no results.

I offered to Jim Click or the regional office in CA to drive the Hyundai for a couple of weeks or five to seven hundred miles in Tucson or Los Angeles to experience what I have just explained. We just want it fixed.

To give you some feedback from what I experience this happens more often when at a stop light or stop sign and wanting to take a left hand turn. As the car slowly creeps forward to take the left hand turn I step on the gas pedal and at that time the car just won't go, it seems like forever when another car from the oncoming lanes is about to crash into the right side of the car. I am sure it is just a few seconds but it seems like forever. This problem also happens on right hand turns and sometimes when I am going slow and step on the gas pedal. I documented the dates and time these events happened, it's all repetitious but for your review if you wish. This problem has been going on since we purchased the Sonata in September 2015.

Sincerely,

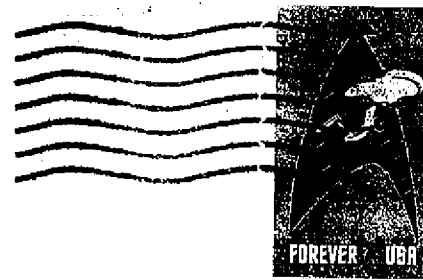
Engine hesitating during acceleration?

[REDACTED]
Copies to:

Anthony Goel
Jim Click, Owner of Jim Click Automotive
Shane Crist, Service Manager

Re: ODI #110087

Vail, AZ



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