

NEF-010

Sacramento CA
30 June 2017

NHTSA Headhunters
120 New Jersey Ave SE
West Building]
Washington D. C. 20590

JUN 28 2017

Sir:

**I own a 2012 HYUNDAI ELANTRA, FOUR DOOR SEDAN,
VIN 5NP-DH4-AE8-CH [REDACTED]**

**The floor mat on the drivers side has two holes in it,
each hole is lined with a metal. These holes fit over two
steel pins on the floor, and they hold the mat in the correct
and safe position on the floor.**

**This automobile very seldom carries passengers. As a
consequence, the drivers side floor mat is badly worn and
torn so that it will not stay safely in place as desired while
driving.**

**I asked my dealer, Hyundai of Roseville CA, to order me
a new drivers side floor mat. He stated that he was
absolutely unable to sell me that mat because I must buy all
four mats to get the only one I need. The others are as good
as new.**

**He demanded about \$150.00 for a full set of four mats.
Obviously, this is a absolutely illogical, ridiculous, possibly
criminal and definitely unsafe and is a requirement which
amounts to pure theft and greatly decreases the safety of all
who own one of these vehicles.**

**I have read many stories about other cars whose
drivers floor mat got jammed against the accelerator pedal,
and cased car crashes.**

I think safety is a lot more important than making a few

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more bucks for HYUNDAI, don't you?

If I have three good tires, and one defective one, is it logical to force me to spend all that extra hundreds of dollars for their safety of my car and throw three good tires away?

Most people are like me and will not spend the extra money for a safe drivers side mat if they have to buy three more that they do not need.

I would certainly appreciate a response as to how NHTSA feels on this subject.

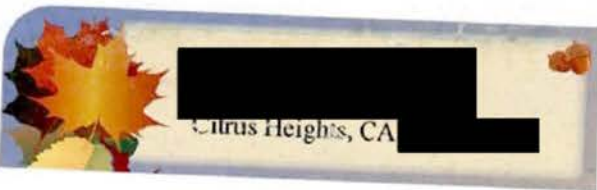
My local dealer gave me a Hyundai Headquarters Customer Service number. I called and called and talked to Judy, (who refused to give me her last name) and she gave me the impression that she thought I was a cheap, idiot, and perpetual complainer.

Thank You 



Citrus Height CA 

PH. 



SACRAMENTO CA 957

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