

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

August 25, 2017

AUG 31 2017

CL-11030971-9082

Mr. W. Gerald Flannery  
Interim President & CEO  
Hyundai Motor America  
10550 Talbert Avenue  
Fountain Valley CA 92708

Re: 2011 Azera Limited Serial # KMHFC4DF3BA [REDACTED]

Issue: 8/27/13 replaced transmission range sensor @ 29,940 miles  
8/07/17 replaced transmission range sensor switch @ 81,511 miles

Dear Mr. Flannery,

I have experienced two instances where the car has "dropped dead" while in motion – a very dangerous, life threatening and scary situation.

The first incident was four years ago, June 2013. It took several visits to the dealer during a seven week period trying to identify the problem during which time I was also in contact with Hyundai's Region Office – case [REDACTED] In frustration, it was my brother who finally took the car to PepBoys to use their fault indicator and thus, found the problem and explained it to the dealer.

The recent problem occurred on Sunday, August 6<sup>th</sup> while driving on the Merritt Parkway, a CT two lane road going north. I had left my home in Medford NJ about three hours earlier. The traffic on the parkway was heavy; we were averaging about 25mph where the speed limit is 55mph. When we began a slight incline (one of many on this winding road), the car "dropped dead" as if I had turned off the ignition. I had the presence of mind to put on the hazard flashers and could hear the cars honking around me. I believe that because of the slow speed we were doing, I was not careened into by another car. I shut the ignition off and turned it back on – nothing. I then put my foot on the brake, put the shifter into neutral and turned the ignition key – again, nothing. The third try worked. I got the car started and got off at the next exit. On a side street, I parked, shut the car off and composed myself. I then drove a little, turned the car off etc. The car performed as if nothing had happened.

22

AM  
9-27-17  
WD

I knew I would be taking a chance to continue to my destination in NH, another 4 hours away. I was fortunate to have a friend, about 20 miles north in Fairfield CT, to stay with until I could find a dealership – which I did the next day, Monday August 7<sup>th</sup>. Fairfield Hyundai identified the problem and, had the part on hand. Yes, it was good to have the car repaired but I have concerns for when/if it will happen again. I was most fortunate to escape injury on the busy parkway this time.

It is curious that I would have the same dangerous problem twice. What is Hyundai doing to correct this apparent malfunction to make me and the public feel safer?

I am enclosing a copy of Fairfield Hyundai's invoice of \$286.17 for which I expect to be reimbursed.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

Medford NJ [REDACTED]

Encl: Burns Hyundai invoice 8/27/13 # [REDACTED]  
Fairfield Hyundai invoice 8/7/17 [REDACTED]

 NHTSA Headquarters  
1200 New Jersey Avenue SE  
West Building  
Washington DC 20590

CUSTOMER #: [REDACTED]

\*INVOICE\*



**FAIRFIELD HYUNDAI**  
 2269 Post Road  
 Fairfield, CT 06824  
 Phone: (203) 418-4445  
 www.fairfieldhyundai.com

MEDFORD, NJ

PAGE 1

HOME: CONT: [REDACTED]  
 BUS: CELL: [REDACTED] SERVICE ADVISOR: 12308 WILLIAM BRACKETT

|               |               |               |                        |         |                  |         |
|---------------|---------------|---------------|------------------------|---------|------------------|---------|
| COLOR         | YEAR          | MAKE/MODEL    | VIN                    | LICENSE | MILEAGE IN / OUT | TAG     |
|               | 11            | HYUNDAI AZERA | KMHFC4DF3BA [REDACTED] |         | 81511/81512      | T105    |
| DEL DATE      | PROD DATE     | WARR EXP      | PROMISED               | PO NO   | RATE             | PAYMENT |
| 07AUG17 IS    |               |               | 17:00 07AUG17          |         | 118.00           | CASH    |
| 07AUG17 DD    |               |               |                        |         |                  | 07AUG17 |
| R.O. OPENED   | READY         | OPTIONS:      |                        |         |                  |         |
| 09:29 07AUG17 | 11:12 07AUG17 |               |                        |         |                  |         |

| LINE                                                               | OPCODE      | TECH             | TYPE   | HOURS  | LIST  | NET           | TOTAL  |
|--------------------------------------------------------------------|-------------|------------------|--------|--------|-------|---------------|--------|
| A CUSTOMER STATES THE VEHICLE JUST SHUT OFF ON HER ON THE HIGH WAY |             |                  |        |        |       |               |        |
| VEHICLE WILL NOT GO IN TO GEAR SOME TIMES PLEASE CHECK             |             |                  |        |        |       |               |        |
| CAUSE: FOUND P0705 FALTY MALULFUNCTION OF A TRANS RANGE SWITCH     |             |                  |        |        |       |               |        |
| CS CUSTOMER STATES:                                                |             |                  |        |        |       |               |        |
| 199 OSCASIO, CARLOS LIC#: 14                                       |             |                  |        |        |       |               |        |
| C 1.50                                                             |             |                  |        |        |       |               |        |
| 1                                                                  | 42700-3B010 | SWITCH-INHIBITOR |        |        | 54.85 | 54.85         | 54.85  |
| PARTS:                                                             | 54.85       | LABOR:           | 201.00 | OTHER: | 0.00  | TOTAL LINE A: | 255.85 |
| 81511 FOUND P0705 FALTY MALULFUNCTION OF A TRANS RANGE SWITCH      |             |                  |        |        |       |               |        |
| REPLACED TRANS RANGE SWITCH CLEAR CODE AND TEST DROVE              |             |                  |        |        |       |               |        |
| *****                                                              |             |                  |        |        |       |               |        |
| CUSTOMER PAY ENVIRONMENT FEE FOR REPAIR ORDER                      |             |                  |        |        |       |               | 14.08  |

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

**STATEMENT OF DISCLAIMER**  
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 201.00 |
| PARTS AMOUNT           | 54.85  |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 14.08  |
| TOTAL CHARGES          | 269.93 |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 16.24  |
| PLEASE PAY THIS AMOUNT | 286.17 |

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

# BURNS HYUNDAI

Home of the NICE GUYS!  
Route 70 · Marlton, NJ 08053  
Phone: (856) 983-3700  
burnshyundai.com

MEDFORD, NJ

SERVICE ADVISOR CHRISTOPHER BEASLEY

|                         |             |             |                        |               |                         |                  |                    |             |
|-------------------------|-------------|-------------|------------------------|---------------|-------------------------|------------------|--------------------|-------------|
| REPAIR ORDER<br>WRITTEN | DATE READY  | STOCK NO.   | VEHICLE IDENTIFICATION | CUST. NO.     | TAG NO.                 | P.O. NO.         | INVOICE<br>PRINTED | INVOICE NO. |
| 24AUG13                 | 27AUG13     |             | KMHFC4DF3BA            |               | T1203                   |                  | 27AUG13            |             |
| TIME IN                 | TIME READY  | YEAR        | MAKE & MODEL           | TELEPHONE NO. | CUST. PAY<br>LABOR RATE | DELIVERY<br>DATE | PREPARED<br>BY     | S/A         |
| 11:41                   | 14:32       | 11          | HYUNDAI AZERA          |               | VARI                    | 21FEB11          | 5903               | 5903        |
| MILEAGE IN              | MILEAGE OUT | LICENSE NO. |                        |               |                         |                  |                    |             |
| 29935                   | 29940       |             |                        |               |                         |                  |                    |             |

A CUSTOMER STATES CHECK ENGINE LIGHT ON, WHEN  
SHIFTING FROM PARK TO R,D BANGS INTO  
GEAR. VEHICLE SHUTS OFF WHILE DRIVING  
CAUSE: SCAN: P0705 TRANSMISSION RANGE SENSOR  
CIRCUIT MALFUNCTION.

CEL CHECK ENGINE LIGHT ON  
4241 WARH 1.00

1 42700-3B000

SWITCH-INHIBITOR

FC:

PART#: 42700-3B000

COUNT: 1

CLAIM TYPE:

AUTH CODE:

TECH CONFIRMS CHECK ENGINE LIGHT &  
SHIFTING CONCERN. FOUND TRANSMISSION RANGE  
SWITCH HAS INTERNAL FAILURE. REMOVED &  
REPLACED TRANSMISSION RANGE SWITCH, CLEARED  
CODES & TEST DRIVE. AFTER REPAIRS VEHICLE  
OPERATING TO MANUFACTURE SPECIFICATION.

| DESCRIPTION               | TOTALS |
|---------------------------|--------|
| LABOR AMOUNT              | 0.00   |
| PARTS AMOUNT              | 0.00   |
| GAS,OIL, LUBE             | 0.00   |
| SUBLET AMOUNT             | 0.00   |
| MISC. CHARGES             | 0.00   |
| TOTAL CHARGES             | 0.00   |
| LESS INSURANCE            | 0.00   |
| SALES TAX                 | 0.00   |
| PLEASE PAY<br>THIS AMOUNT | 0.00   |

STATEMENT OF DISCLAIMER  
DEALER GUARANTEES THE LABOR  
PERFORMED IN THIS REPAIR SHOP HAS  
BEEN COMPETENTLY PERFORMED AND  
THAT ANY DEFECT WHICH OCCURS WILL BE  
CORRECTED WITHOUT CHARGE BY THIS  
REPAIR SHOP FOR A PERIOD OF 12 MONTHS  
OR 12,000 MILES FROM THE DATE OF THE  
REPAIR, WHICHEVER FIRST OCCURS.

X

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(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE



SOUTH JERSEY NJ 080

25 AUG 2017 PM 4 L



NHTSA Headquarters  
1200 New Jersey Ave SE  
West Building  
Washington, DC

20590

20590-

