

NOV 14 2017

I purchased my second Hyundai Sonata limited new in may of 2016. At five months old and 9512 miles as i drove the car i heard a popping noise in the roof above the drivers side. I took the car back to the dealer and they had it for six days. They said a spot weld in the left pillar a part of the frame had broken and they had to weld it back. This scared me to know that the frame of a brand new car broke and the dealer said they had never seen this before. 10 months later on 8-22-17 as i was driving when i hit bumps in the road i heard popping and crunching in the roof again but this time it is much louder and all over the roof. The dealer did not have a loaner car for me until 09-06-17. I am a medicare agent and i am in a car for 5 to 6 hours a day and my job requires a reliable car. So i had to wait until a loaner was available. This time they had the car for 30 days and called me and told me they found 3 more support beams in the roof with broken welds in the left front corner of the windshield d mount. Now i am upset and concerned that the frame has broken two times in four places in a new car in 15 months, Have i been driving a death trap from the beginning and not known it? This is the structural integrity of the car in a crash and now this has been compromised by a third part welder at a local body shop. Is he as good of a welder as the factory? I am not going to bet my life or that of my family in a car that obviously has a manufacturing defect in the metal and the welds that makes it unsafe to drive. When they first called to say it was ready for pick up i refused the car and called Hyundai and requested the purchase the car back and refund me my money because it was not safe to drive. Later they responded to me and used a loop hole in the Tennessee lemon law that states a car must have had three repairs for the same problem in the first year. so it does not meet the lemon law. The dealership called and wanted their loaner back and i can not afford to make payments and rent a car at the same time until the issue is solved. So i am driving my car and hoping i don't get in an accident. I guess Hyundai only worries about the bottom line in car sales and not the safety of their cars or their customers. I have talked to other body shops and welders and they said they have never seen welds break unless it was from an accident. I was told that it would be a combination of bad metal from the factory and the robot that makes the welds that would cause this. Hyundai says they have never seen this problem before in the Sonata, so i guess it is just my car that has this problem. Is this not the definition of a lemon. after all it is not like a bad part like an alternator is going bad it's the frame breaking. I have had to hire a lemon lawyer and this could take months and i am still not sure they can get around the three repairs in the first year rule. When this first happened i called the nhtsa and reported it and the lady i talked to said that the car was no longer safe to drive. I hope that the nhtsa could intervene and over rule the normal lemon laws in this situation, after all the nhtsa is responsible for safety ratings and recalls on cars. The worst part of all of this is that i like the car and if i went to trade it i would loose about four to five thousand dollars in a trade because it is only a year and a half old and i can not afford that. Any help you can provide would be appreciated. Thank you and buyer beware of Hyundai products.

I have provided copies of my repair orders from the dealer.

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

Subject: **address for nhtsa**

Date: 11/5/2017 10:08:59 AM Eastern Standard Time

From:

To:

Harriman, Tn



Hyundai - Subaru

8729 Kingston Pike
Knoxville, TN 37923
(865) 693-4550

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Saturday
Closed Sunday

R/O Open Date	R/O Number
10/13/16	
R/O Close Date	Status
10/18/16	Pre-Invoice
Mileage In	Mileage Out
9512	9513
Service Advisor / Tag #	
Clayton Hurst/353*W*	
Vehicle Identification Number	
5NPE34AFXGH	
Delivery Date	In-Service Date
5/05/16	5/05/16
Color	License Number
SHALE GRAY	

HARRIMAN, TN		Work Phone		
		Home Phone		
Year	Make	Model	Body	
2016	HYUNDAI	SONATA LTD	4DR	

DESCRIPTION OF SERVICE AND PARTS

Email:	AMOUNT
#1 - Customer Reports: CUSTOMER STATES THERE IS A CLICKING NOISE IN CABIN AT THE A PILLER Work performed by Henry Murphy (3) Work performed by GRAY012 : LEFT A-PILLAR HAS BODY CREAK AT SPOT WELD. REMOVED HEADLINER AND RESPOW WELDED A-PILLAR TO ROOF PANE L. REINSTALLED HEADLINER.	Warranty Warranty
#2 - Customer Reports: CUSTOMER STATES ENGINE KNOCKS AT COLD START UPS Work performed by Henry Murphy (3) RECOMMEND FACTORY OIL FILTER.	Warranty
#3 - FREEMPI: YOUR SERVICE ADVISOR HAS COMPLETED A COMPLIMENTARY WALK AROUND INSPECTION ON YOUR VEHICLE TODAY. Work performed by Henry Murphy (3)	Internal
#4 - Customer Reports: CUSTOMER STATES THE VECH IS A VIBRATION FROM 65MPH TO 80MPH Work performed by Henry Murphy (3) RIGHT REAR WHEEL BENT. RECOMMEND REPLACING WHEEL A ND BALANCING ALL WHEELS.	Internal
#5 * LOANER: YOU HAVE BEEN PROVIDED WITH A SERVICE	

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.

All disputes, claims, demands and controversies between the parties arising out of or in connection with this transaction shall be settled by binding arbitration pursuant to and in accordance with the Federal Arbitration Act. Neither the purchaser nor Grayson shall be entitled to join or consolidate claims in arbitration by or against other purchasers or customers with respect to other transactions, or arbitrate any claim as a representative or member of a class or in a private attorney general capacity.

A charge of 10% up to \$100.00 is added to the repair cost to cover the cost of supplies used in service and to environmentally handle and dispose of contaminants.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

X



Hyundai - Subaru

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(865) 693-4550

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Closed Sunday

R/O Open Date	R/O Number
9/06/17	
R/O Close Date	Status
10/06/17	Pre-Invoice
Mileage In	Mileage Out
29508	29509
Service Advisor / Tag #	
Brandon Desmond/7322*W	
Vehicle Identification Number	
5NPE34AFXGH	
Delivery Date	In-Service Date
5/05/16	5/05/16
Color	License Number
SHALE GRAY	

HARRIMAN, TN			Work Phone	
			Mobile Phone	
Year	Make	Model	Body	
2016	HYUNDAI	SONATA LTD	4DR	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Sub Total: .00	

#7 * Customer Reports: RO [REDACTED] BODY SHOP CORRECTION BODY SHOP FOUND 3 BROKEN WELDS IN LEFT FRONT CORNER OF THE WINDSHIELD D MOUNT, RE WELDED AND REFINISHED AREA Tech: House Tech (99) Sub Total: .00	

Please Note: CUSTOMER REQUESTED A LOANER CALL CENTER CREATED 20 17-08-23 12:27:00PM TAKEN BY BRANDI STEVENS ***** * NO EXISTING SERVICE CONTRACT ON YOUR CAR? ASK YOUR * * SERVICE ADVISOR HOW YOU CAN SAVE MONEY WITH AN EXTENDED* * SERVICE OR MAINT. CONTRACT! * *****	

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.

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NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	XXXXXANTY .00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00



X

A Name You Can Trust
Grayson
 FAMILY OF BROTHERS
 8729 Kingston Pike
 Knoxville, TN 37923
 (865) 693-4550

Hyundai - Subaru

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HARRIMAN, TN		Work Phone	
		Home Phone	
Year	Make	Model	
2016	HYUNDAI	SONATA LTD	4DR

DESCRIPTION OF SERVICE AND PARTS	AMOUNT	
Email [REDACTED]		

#3 - FREEMPI: YOUR SERVICE ADVISOR HAS COMPLETED A COMPLIMENTARY WALK AROUND INSPECTION ON YOUR VEHICLE TODAY. Tech: House Tech (99)	Internal	

#4 - Customer Reports: CUSTOMER STATES ROOF ON VEHICLE IS CREAKING AND PO PPING, STATES WELD HAD BROKE WHEN HE HAD PURCHASED THE VEHICLE Tech: House Tech (99) Sub Total: .00		

#5 * Customer Reports: CUSTOMER STATES WHEN VEHICLE IS PARKED ON AN INCLI NE, VEHICLE RATTLES ON START UP Tech: House Tech (99) UNABLE TO DUPLICATE CONCERN. RECC FACTORY OIL FILT ER Sub Total: .00		

#6 * LOANER: YOU HAVE BEEN PROVIDED WITH A SERVICE LOANER PLEASE REFILL WITH GAS AND DO NOT SMOKE IN LOANER ADDED OPERATION LOANER # [REDACTED] Tech: House Tech (99)		

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.*

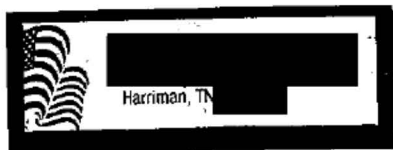
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HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	



KNOXVILLE TN 377

05 NOV 2017 PM 2:1



NHSTA US Dept. of Transportation
NHSTA Office of Defects Investigation
(NYS - 210)
1200 New Jersey Ave SE W Bldg.
Washington, DC 20590

20590-

