

MAY 04 2018

NEF-010

To: Hyundai Motor America

April 23 2018

From: [REDACTED]

CL-11093049-2047

Woodruff South Carolina [REDACTED]

Re: Premature tire failure

To whom it may concern

I purchased a new 2015 Hyundai Genesis from Hyundai in Elyria, Ohio. (April, 2015) I received a recall letter about the tires on my Genesis about 2 months after I purchased the car. The Elyria dealership said they had some complaints about the tires on my Genesis and wanted to replace all 4 tires with a different brand (Michelin). The car had about 5 or 6000 miles on it when the Elyria dealership replaced them. They also told me they checked the alignment and found the rear wheel alignment needed adjusting and they would take care of it for me. I took the car back to the Elyria dealership for an oil change one more time before I moved to South Carolina in August 2016. The next scheduled oil change I took the car to Dick's Hyundai of Greenville S.C. I then found a closer dealership to where I lived in Greer S.C. The next oil change (21285 miles) I took the car to the Greer, S.C. dealership. They suggested an alignment which I declined since I knew the Elyria dealership had previously checked the alignment. The Greer dealership said they check the tread depth on all 4 tires and where all showing the same amount of wear, which was very little wear. They didn't recommend a rotation at the time. I then returned to Hyundai of Greer for the next oil change (26763 miles). This time after driving the car for only 5498 miles they are telling me I need to replace the 2 rear tires. This is hard to believe since I only drove the car for only 5498 miles after they told me all 4 tires showed little wear and didn't need rotated.

I wasn't quite sure what was going on because usually the front tires wear out first. I decided to have an independent service facility check the 4 wheel alignment. They told me the rear wheels were in alignment according to factory specs. Why are my rear tires (Michelin) worn out? Maybe I should have left the original tire on the car. I'm not sure what to do at this point. The Genesis is not a cheap car. I bought this car thinking I wouldn't have any problems, but now I'm not so sure.

Basically these tires have worn out at 19000 miles. My wife and I are both retired business owners. We usually purchase a new car about every 5 years but not sure now if it will be a Hyundai!

Both the Elyria and Greer dealerships recommended I call Michelin but neither one offered to call them in my behalf. One of the business I owned in Ohio was a 15 bay automotive service facility and as I understand it the caster on the rear wheel is not adjustable. Caster on its own does not cause tire wear but the caster angle can cause the toe to change. An insufficient or excessive caster angle can cause toe wear even when set to specifications

It appears to me the problem was caused by 2 trips I had to make back to Ohio for a sick sister and subsequent death. We had the trunk loaded with luggage and 3 people in the car and was enough weight to change the caster angle which also effected the toe leading to excessive rear tire wear. Maybe you should take a second look at the caster angle on this type of car. I would highly recommend you rotate all 4 tire on every scheduled oil change, this way all 4 tires would wear out at the same time around 55000 miles (Est). I wouldn't have a problem with that. One last complaint, the Greer, SC dealership wanted \$496.00 to replace 2 rear tires, little high don't you think? Also this was my first Hyundai.

Concerned [REDACTED]

[REDACTED]

rs

AM  
5-8-18  
W

CC: Hyundai Motor America

Quality control  
PO Box 20850  
Fountain Valley, Ca 92728-0850

Hyundai Customer Care Center  
10550 Talbert Ave  
PO Box 20850  
Fountain Valley, Ca 92728-0850

Hyundai Motor America  
Southern Regional Office  
Consumer Affairs Dept.  
3025 Chastain Meadow Parkway  
Suite 100 Marietta, Ga 30066

BBB Auto Line  
Alternative Dispute Resolution Division  
Council of Better Business Bureaus, Inc.  
3033 Wilson Boulevard, Suite 600  
Arlington, Virginia 22201

Administrator, NHTSA  
1200 New Jersey Ave, SE  
West Building Washington DC 205090

Hyundai of Greer  
14435 E. Wade Hampton Blvd  
Greer, SC 29651

Elyria Hyundai  
845 Leona St.  
Elyria, Ohio 44035



GREENVILLE SC 296

24 APR 2018 PM 1 L



Administrator, NHTSA  
1200 New Jersey Ave, SE  
West Building Washington, DC 205090

20590-

