

MAY 16 2018

NEF-010

CL-11097408-4518

Dear Mr. Danielson,

May 8, 2018

Subject: Fraud or Defect

I am the owner of a new 2018 Hyundai Elantra GT Sport. It has all the standard features plus the Sport Tech Package. I purchased it because of its safety features.

I have operated the vehicle with all options fully engaged.

The Lane Keep Assist seems to work.

The Smart Cruise Control works as it should.

The Forward Collision Warning function does not work.

The Automatic Emergency Braking has never worked except once when the Pedestrian Detection function was tested many times.

I have run my own tests on the Collision Warning and the Automatic Emergency Braking functions and they have yet to alert me to any danger.

The dealer [ Coastal Hyundai of Melbourne, FL ] has not helped to fix the functions and showed incompetence originally stating the functions were not installed.

During the dealers support they finally did what I would call an electronic plug test and said all systems in question were good. They stated that they had no other way to test the functions.

Also, while supposedly performing tests on my vehicle they gave me a loaner car identical to mine except for color. I ran collision warning and automatic braking tests on the loaner finding the features in question did not work on this vehicle.

My understanding of these systems is considerable. I have also read everything I could find about them and watched many YouTube demonstrations.

I want my safety functions to work for those driving around me as well as for other owners.

I have included information regarding what I have done and the interaction with the dealer in a separate attached document.

I am asking for your support regarding this matter. Do I have it?

Very Truly yours,

[REDACTED]  
[REDACTED]  
[REDACTED] Melbourne, FL [REDACTED]

Cc; Kyung Soo Lee, CEO, Hyundai Motor America

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SUPPLEMENT TO [REDACTED] LETTER OF MAY of 8  
DEALER INTERACTION

I took my Elantra GT Sport to the dealer after about 1000 miles usage because of steering pull and that the Automatic Braking and Collision Warning systems did not appear to work. A worker saw that the pull problem was fixed but I was told the car did not have the system sensors installed.

I got the attention of the Sales Manager after showing that the car brochures said I was to get the systems. The person in charge of service followed up and was convinced. Then a manager produced a computer printout stating the systems were GOOD. This process took so much time I had to leave for another appointment.

I ran tests on the Automatic Braking and Collision functions with no success. I will describe the tests later. After a while I returned to the dealer and saw the General Manager. He was friendly and did test drive my car but ran no tests. He then went to see a shop foreman that said he would drive my car home that night to look at it. Later the GM said they would rig up a pedestrian test but they would take some time and they gave me a loaner. The same functions in the loaner did not work as stated in my letter.

I received a call the next day saying I could pick up my car. The GM was not there and I spoke to the Service Manager unsatisfactorily and was not allowed to see the man that supposedly took my car for the night.

TESTS AND OTHER INFORMATION

I have read everything available I could find, ran my tests and looked at YouTube tests.

During tests on the road, at speeds the systems should work, I drove up the back of a vehicle with about a car length separating before I would brake. No warning signal or automatic braking occurred. I did this behind vehicles with also their rear lights on. Still no warning signal or automatic braking I tried testing the Pedestrian Detection function. I purchased a full size cardboard mannequin and taped some aluminum foil on its back. Someone held the mannequin at extended arm length [ but close enough to the car's bumper that it should engage the function ] and I went a speed that said it should work. We did this multiple times including one having the mannequin propped up sideways on the road. No signals or braking occurred except for once when the car came to screeching stop.

Watching many videos on YouTube I have seen the automatic braking, pedestrian detection and collision warning systems work. One test among others showed a Hyundai UNIQ model in a collision warning test where the driver would come up behind a car and then divert to another lane. A collision warning signal would always occur. My car or the loaner car would not give of warning signal under the same conditions. Link to UNIQ test:

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MELBOURNE

ORLANDO FL 325

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JACK DANIELSON  
EXECUTIVE DIRECTOR, NHTSA  
1200 NEW JERSEY AVE, SE  
WASHINGTON, DC 20590

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