

OCT 23 2018

CL-11143131-4473

13 October 2018

Mr. Kyung Soo (Kenny) Lee
President & CEO
Hyundai
10550 Talbot Ave.
Fountain Valley, Ca. 92708

Dear Mr. Lee:

(Re: 2012 Hyundai Santa Fe, Pending Recall)

I am concerned after reading in the Oct 13, 2018 LA Times that my current automobile, 2012 Hyundai Santa Fe, is among 2.9 million cars in serious need of recall due to fires and melted wire as well as smoke and burning odors. One related 2017 death has been reported in Ohio. These complaints have been registered with the National Highway Traffic Safety Administration.

I understand that Hyundai is not anxious to undertake a second large recall after your 2015 recall of 470,000 vehicles – with a subsequent major recall in 2017. However, the consequences of letting this matter drag on are serious, not only to your customers, but to you as a manufacturer of automobiles. This is my second Hyundai Santa Fe, and I fully intended to purchase a new 2019 Santa Fe. However, you may be sure that this will not be happening until I am satisfied that my current Santa Fe is fully functional and safe to drive.

Please do not let me and your other loyal Hyundai customers down.

Sincerely,

[REDACTED]
Irvine, Ca. [REDACTED]

CC: National Highway Traffic Safety Administration

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AM
10/24/18
AS

[Redacted]
Irvine, CA

SANTA ANA CA 92705

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National Highway Traffic Safety
Admin.
1200 New Jersey Ave SE
West Bldg
Washington DC 20590

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