

NEF-010

CL-11179713-5850

FEB 07 2019

[REDACTED]
Hopkins, SC
January 29, 2019

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, DC 20590

RE: NHTSA Recall Number: 18V-137
Hyundai Recall Number: 174

Dear Administrator:

I would like to file a complaint against Stivers Hyundai, 101 Newland Road, Columbia, SC 29229 in reference to the above-referenced recall. As noted by the attached invoice and multi-point inspection report, it is really hard to determine if the recall work was actually done on my car or another person's car. Also as noted by the attachments, I have had to deal with a series of issues with my car since taking it to Stivers Hyundai on December 6, 2018. On January 24, 2019, I had to purchase and have installed a new battery for my once perfectly running car which had no electrical power and I believe Stivers Hyundai was responsible.

I recently heard that there may be another recall but I must admit I would be very hesitant to take my car to Stivers Hyundai to have any further work done.

Sincerely,

[REDACTED]
Attachments

CB
02/11/19
AS

12R



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Recall Number: 18V-13
Hyundai Recall Number: 17-

IMPORTANT SAFETY RECALL (REMEDY NOTICE)

2011-2013 Model Year Sonata Vehicles: Airbag Control Unit

The Safety Recall remedy is now available.

- Please contact your nearest Hyundai dealer to schedule the repair as soon as possible.
- This repair will be performed at **NO CHARGE** to you.
- To locate your nearest Hyundai dealer and schedule your appointment please visit:

www.HyundaiUSA.com/Campaign174



22909

This notice applies to your Hyundai, VIN: 5NPEC4AC5CH [REDACTED]

Dea [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2011-2013 Hyundai Sonata vehicles produced from December 11, 2009 through August 31, 2012 by Hyundai Motor Manufacturing Alabama ("HMM"). Our records indicate that your vehicle falls within this production date range.

What is the problem?

Your vehicle is equipped with an airbag control unit which detects collisions and commands deployment of the airbags and seat belt pretensioners as necessary. In some instances, electrical overstress damage has been observed in the module circuitry, which may prevent the frontal air bags, seat belt pretensioners, and side air bags from deploying. If the frontal air bags, seat belt pretensioners, and side air bags are disabled, there is an increased risk of injury to the vehicle occupants in the event of a vehicle crash that necessitates deployment of these safety systems.

What will Hyundai do?

Your Hyundai dealer will install an external wire filter kit that will prevent electrical overstress in the airbag control unit. This will be performed for **FREE**.

What should you do?

Please contact your nearest Hyundai dealer to schedule the recall repair as soon as possible.

The actual time required to perform the installation will take less than one hour, however your vehicle may be needed longer; therefore we recommend scheduling a service appointment to minimize inconvenience.

If you have other questions

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer or Hyundai has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.safercar.gov>.

We urge your prompt attention to this important safety matter.

Hyundai Motor America

Importante Retiro del Mercado por Motivos de Seguridad — Si tiene preguntas llame 800-633-5151 y oprima "8"

CUSTOMER #:



STIVERS BROTHERS AUTOMOTIVE, INC.

d/b/a Stivers Hyundai

101 Newland Road

Columbia, SC 29229

(803) 788-6800

INVOICE

PAGE 1

HOPKINS, SC

HOME:

BUS:

SERVICE ADVISOR: 8987 ISAAC DEAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	12	HYUNDAI SONATA	5NPEC4AC5CH		81916/81917	T1811	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP11 DD			WAIT 06DEC18		0.00	CASH	06DEC18
R.O. OPENED		READY	OPTIONS: SOLD-STK: DLR:				
09:58 06DEC18		13:21 06DEC18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A AIRBAG CONTROL UNIT (18-01-030)

CAUSE: .

174 AIRBAG CONTROL UNIT (18-01-030)

30247 W

1 91700-3S000-QQH WIRING KIT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

(N/C)

(N/C)

0.00

PERFORMED ACU MAIN WIRING HARNESS INSTALLATION CAMPAIGN 174

B PERFORM MULTI-POINT INSPECTION

CAUSE: .

HE99P PERFORM MULTI-POINT INSPECTION

30247 W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

(N/C)

0.00

Performed multi point inspection

EST: 76.01

06DEC18 12:45 SA: 8987

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****

,,SUMMARY BR12 Brake Pads, 2/32th Front (OEM) - Replace, Machine Rotors

MA10 Oil and Filter - Change / Due on window sticker

EL24 Bulb, Rear Lamp - Replace

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby, or used in the repair or service, are those made by the manufacturer. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and the Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of such products.

TERMS

I authorize the Dealer to perform the repair or service work described above or to diagnose the problems listed and to perform the appropriate repairs and service. I agree to pay the Dealer the charges for the repair and service work performed.

ARBITRATION AGREEMENT

Customer and Dealer agree that all claims, demands, disputes or controversies of every kind or nature that may arise between them concerning or relating to any of the negotiations for and performance of service or repairs to the Vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the Vehicle shall be settled by binding bilateral arbitration by one arbitrator selected by the Dealer with the consent of the Customer conducted pursuant to the provisions of the Federal Arbitration Act, 9 U.S.C. § 1 et. seq. To the extent that the South Carolina Court-Annexed Alternative Dispute Resolution (ADR) Rules can be applied to binding arbitration, the parties and the arbitrator shall be guided by the processes for the ADR Rules. Either party may demand arbitration by filing a written demand for arbitration with a copy to be served upon the other party. The customer and Dealer agree that the arbitration proceedings shall be conducted in the City of Columbia, South Carolina.

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 THIS AMOUNT	0.00

SERVICE DEPARTMENT HOURS

7:00 a.m. to 6:00 p.m. Monday - Saturday

MULTI-POINT INSPECTION REPORT

☒ CHECKED & OKAY

☐ WILL REQUIRE FUTURE ATTENTION

☒ REQUIRES IMMEDIATE ATTENTION

☒ May contribute to vehicle efficiency and a green environment

☒ Maintenance Wear Item

Name: [REDACTED]

Date: 12/06/2018

E-mail address on file? ☐ Yes ☐ No

E-mail address: [REDACTED]

State inspection month:

OK to text when ready? ☐ Yes ☐ No

Phone number:

Mileage: 105643

Model / Year: HYUNDAI ACCENT 2014

VIN: KMHCT4AEXEU[REDACTED]

RO / Hat #:

Waiting? ☐ Yes ☐ No

WebDCS Open Campaigns checked? ☐ Yes ☐ No

Promise time:

blueLink

BlueLink enrolled: ☐ Yes ☐ No ☐ N/A Subscription: ☐ Connected Care ☐ Remote ☐ Guidance

INSPECTION POINTS

- | | | |
|----------|-------------------------------------|--|
| EXTERIOR | ☒ | Head Lights / Fog Lights / Turn Signals |
| | ☒ | Tail Lights / Brake Lights / License Plate Light |
| | ☒ | Windshield (cracks, chips and pitting) |
| | ☒ | Wiper Blades - Condition, operation (M) |
| INTERIOR | ☒ | Cabin Air Filter (M) |
| | ☒ | Horn (operation) / Interior Lights |
| | ☒ | Heat / A/C System (operation) |

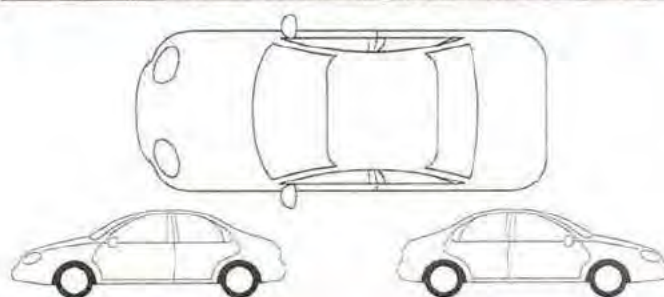
- | | | |
|---------|-------------------------------------|--|
| BATTERY | ☒ | Battery Terminals (Clean if necessary) |
| | ☒ | Battery Performance (M)
Attach Battery test results |

- | | | |
|------------|-------------------------------------|---|
| UNDER HOOD | ☒ | Engine Air Filter (M) |
| | ☒ | Cooling System (Check for visible leaks and damage) |
| | ☒ | Radiator, Heater, A/C hoses |
| | ☒ | Drive Belts (M) |

- | | | | | |
|--------------|-------------------------------------|-------------------------------------|-------------------------------------|---|
| FLUID LEVELS | OK | FILL | ☒ | Engine Oil Level - On arrival (M) |
| | ☒ | ☒ | ☒ | Transaxle / Transmission (M)
(if equipped with dipstick) |
| | ☒ | ☒ | ☒ | Coolant (level / condition) (M) |
| | ☒ | ☒ | ☒ | Brake Fluid (level / condition) (M)
If low, check pad wear |
| | ☒ | ☒ | ☒ | Power Steering Fluid (may be N/A) (M) |
| | ☒ | ☒ | ☒ | Windshield Washer Fluid |
| | ☒ | ☒ | ☒ | Drive Shaft Boots / Constant Velocity Boots
(as equipped) |
| | ☒ | ☒ | ☒ | Shocks, Struts and Suspension components |

- | | | |
|-------------------------------------|-------------------------------------|--|
| UNDER CAR | ☒ | Steering, linkages / wheel end play / bearings |
| | ☒ | Transaxle, Transfer case, Driveshaft,
Transmission, U-joints, Shift Linkage |
| | ☒ | Exhaust system (leaks, visible damage, loose
parts, corrosion) |
| | ☒ | Oil and / or fluid leaks, visual inspection
(Specify) |
| ☒ | ☒ | Brake lines, hoses, parking brake |

RECEPTION INSPECTION AND WALK-AROUND



TIRES & BRAKES (M)

		Tire Age _____			
LEFT FRONT	☒	☒	34 PSI set to Factory Spec	34	RIGHT FRONT
	☒	☒	Tire tread depth	☒	
		Brake Lining		☒	☒
		Tire Age _____			
LEFT REAR	☒	☒	34 PSI set to Factory Spec	34	RIGHT REAR
	☒	☒	Tire tread depth	☒	
		Brake Lining		☒	☒
SPARE TIRE	Tire Age _____				
	PSI set to Factory Spec _____				

Uneven Tire wear? ☐ NO ☐ YES If YES, we recommend:

☐ Improper inflation, check inflation pressure monthly

☒ Alignment check recommended

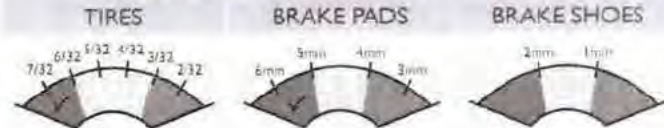
☐ Tire Replacement

☒ Brake measurements not taken this service visit

Tire Age: Any tires that are over six (6) years old based on the manufacturing date should be replaced by new ones. See Owners manual for additional information.



TIRE AND BRAKE MEASUREMENT REFERENCE



Comments

Technician Name and/or Signature James Stacey Dow, JamesStac

Consultant Name Isaac Deas

Customer Signature

CUSTOMER #:

INVOICE



STIVERS BROTHERS AUTOMOTIVE, INC.

d/b/a Stivers Hyundai

101 Newland Road

Columbia, SC 29229

(803) 788-6800

HOPKINS, SC

PAGE 1

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 8987 ISAAC DEAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	12	HYUNDAI SONATA	5NPEC4AC5CH		81953/81957	T1820	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP11 DD			17:00 07DEC18		0.00	CASH	07DEC18
R.O. OPENED		READY	OPTIONS: SOLD-STK:		DLR:		
10:48 07DEC18		13:17 07DEC18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CS SCREWS WERE LEFT ON DASH FROM PREVIOUS REPAIR - CHECK AND ADVISE.

91950NTT CS SCREWS WERE LEFT ON DASH FROM

PREVIOUS REPAIR - CHECK AND ADVISE.

30247 IPS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

Performed center console missing screw inspection due to previous campaign 174 maintenance. Result: Noticed center console storage bucket missing 02ea base support screws. Reinstalled missing screws. Normal center console storage support operation.

B CS CHECK ENGINE LIGHT CAME ON WHEN 1ST STARTED VEH. THIS MORNING - CHECK AND ADVISE.

91950NTT CS CHECK ENGINE LIGHT CAME ON WHEN 1ST STARTED VEH. THIS MORNING - CHECK AND ADVISE.

30247 IPS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

Performed road test. Result: Not able to duplicate CEL light activation. Performed GDS diagnostic tool operation and steering angle calibration. Result: Not active CEL codes. Attached GDS test print to workorder.

EST: 0.00 07DEC18 10:48 SA: 8987

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby, or used in the repair or service, are those made by the manufacturer. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and the Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of such products.

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SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SERVICE DEPARTMENT HOURS

7:00 a.m. to 6:00 p.m. Monday - Saturday

**FOLLOW UP ON SERVICE VISIT**

2 messages

Chris Bruce <cbruce@stiversonline.com>

Wed, Dec 19, 2018 at 8:29 AM

To: [REDACTED]

Cc: Randy Abbott <rabbott@stiversonline.com>

Good morning [REDACTED]

Chris Bruce, Service Manager here at Stivers Hyundai. I have been informed that you've had some issues during your last service here. I would like to speak to you at your earliest convenience to discuss your concerns. Please call me @ 803 788 6800. Looking forward to speaking to you soon, and have a great day.

Chris Bruce

Wed, Dec 26, 2018 at 11:27 AM

To: Chris Bruce <cbruce@stiversonline.com>

Cc: [REDACTED] Randy Abbott <rabbott@stiversonline.com>

As of today, December 26, 2018, I have not heard back from you. During our last telephone conversation on Wednesday, December 19, 2018, you assured me that you would contact me later that day to get me a rental and have me bring my car in for you to take care of the issues. What started out on December 6, 2018 as a simple airbag recall has gone from missing screws on the console and my check engine light coming on to an inoperable radio and CD player with an unknown adapter left in my car. These issues may have been able to get resolved if you had followed through with your commitment on December 19, 2018. However, when I attempted to crank my car on December 24, 2018, it would not even start. Prior to bringing my car in on December 6, 2018, I was not having any of these issues. I have made every attempt to allow your company to take care of these issues. At this point, I feel my only recourse is to seek assistance from the news media or take some type of legal action if I do not hear from you this week.

Virus-free. www.avg.com

[Quoted text hidden]

12/24/2018

Stivers Hyundai | Columbia, SC | Verified Reviews

Review for Stivers Hyundai

[view all reviews](#)

CE

Hopkins, SC

2012 Hyundai Sonata

 Verified Customer

This review is currently pending verification from the business.

Stivers Hyundai

12/24/2018 Category: Service

Poor Service

I took my car in for an airbag recall and now I have had one issue after another, like screws left on console and radio stopped working.

[view all reviews](#)

Location

Address

101 Newland Road
Columbia, SC 29229
(803) 788-6800

[Send a message](#)

About The new Stivers Hyundai offers the highest quality maintenance and service for your vehicle.



CHRISTOPHER B BRUCE from Stivers Hyundai has replied to your SureCritic review

1 message

Stivers Hyundai <noreply@surecritic.com>

Wed, Dec 26, 2018 at 12:58 PM

Reply-To: cbruce@stiversonline.com

To: [REDACTED]

Regarding your recent review of Stivers Hyundai on SureCritic, CHRISTOPHER B BRUCE has replied:

Spoke with [REDACTED] We discussed her concerns about her issues with her vehicle. Made arrangements to retrieve her vehicle that wont start.

Your Review: [REDACTED]

You received this email because of your business relationship with Stivers Hyundai. If you do not want to receive these communications you may click [Opt-Out](#).

Copyright (C) SureCritic, Inc.



01/17/2019

If there was a zero rating, that is what I would give Stivers Hyundai. I took my 2012 Hyundai Sonata to Stivers Hyundai on 12/6/18 for an airbag recall. The next day my check engine light came on and there were loose screws on the console. I contacted Stivers on 12/7/18 and took my car in to have the screws replaced. A few days later my radio and CD player stopped working and there was a mysterious adapter in the cup holder. I remembered when I left Stivers Hyundai on 12/6/18 my radio was on a station I never listen to. I wrote the president of Stivers about the poor service. I was contacted by the service manager on 12/19/18 and told he would look for me a rental and call me later to let me know what time I could bring my car in. I never received a call back that day. On 12/24/18, I got in my car and it would not start. I contacted Stivers Hyundai and the service manager came to my house on 12/27/18 and said it was the battery. He called later that day and offered me a battery at a discount. When I said this was unacceptable, he asked if he could get me a battery "free and clear including parts and labor" would I change the one-rating I had given on my previous visit to a five. I said I could not make such an agreement without seeing the finish work on my car. That was my last conversation with Stivers Hyundai. A few calls to the service manager since then have been unsuccessful. I had a perfectly running car that now will not even start thanks to Stivers Hyundai negligence.

Stivers Hyundai Response

01/17/2019

Customer did bring the vehicle in to have the airbag recall performed. Stivers performed the airbag recall and returned vehicle back to customer. Customer contacted Stivers on 12/07/19 stating that her check engine light was on and there were two loose screws in console. Stivers could not duplicate the check engine light on, but did tighten the 2 screws. We apologized to customer for the screws being left loose. Customer complained that a few days later the radio/CD stopped working. Chris ***** (service manager) contacted customer and explained that the airbag recall had nothing to do with the radio, but we would check and see if there was a blown fuse. He noted that it was working when she left. Customer also stated that in her complaint(see line 3), Customer contact Chris ***** and stated that her vehicle would not start. Chris ***** drove out to customer home and check vehicle-found battery bad. Chris received a estimate for a battery and contacted customer. He told customer that he would discount the battery for her. Customer stated that was unacceptable and said she would contact the radio stations and her lawyer. At that time, Chris stated that he was done. At this time stivers feels we have tried to help customer. I will help customer out with a discount on the battery as a one time goodwill. Any questions feel free contact me-Randy Abbott(Service and Parts Director)

Hopkins, SC



Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590