

APR 09 2019

[REDACTED]
Pottstown, PA [REDACTED]
March 28, 2019

CL-11196317-8161

NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

To Whom It May Concern:

I would like to submit a complaint concerning a problem my husband and I have with the windshields on our two 2018 Hyundai Elantra vehicles. We did write directly to Hyundai Motor America on February 18, 2019, however, there has been no response to the following:

This is to advise you that my husband and I have experienced a problem with the windshields on both our 2018 Hyundai Elantra SEL (VIN #KMHD84LF9J[REDACTED]) and our 2018 Hyundai Elantra SE (VIN #5NPD74LF6JH[REDACTED]). Currently both vehicles have less than 5,000 miles on the odometers.

The problem with the SEL occurred after using a brand new standard ice scraper during the previous month or two to remove ice on cold winter mornings, after which the windshield sustained scratches. This is the first time ever, with any vehicle owned over the years that we ever had such a problem.

The problem with the SE is two-fold and occurred first after attempting to clean a recurring streak on the windshield that existed from the beginning of ownership and continues to appear in the line of site on the driver's side while operating the wipers during every rain event, some scratches appearing after the window cleaning; and subsequently after using a brand new standard ice scraper during the previous month or two to remove ice on cold winter mornings, after which the windshield sustained additional scratches.

Although we purchased the vehicles on May 25, 2018 at a dealership in Downingtown, PA, when the vehicles need service we will be using the services of Piazza Hyundai of Pottstown, and during recent visits for state inspection, the issue was raised with the service department, however, they merely suggested the name of a third party company for us to contact to attempt to remove the scratches from the windshield.

After doing some online research, it appears that the problem exists over a wide range of Hyundai models and years of production. Many people have had this problem with their windshields, suggesting that there may be a defect in the production of Hyundai windshields, or, that Hyundai is using glass that is softer than that used by other manufacturers.

Since this is an ongoing problem for many Hyundai owners, and there is no mention in the Owner's manual regarding any special care to be taken with the cleaning of ice from the windshield, it is our position that there is something wrong with the windshields installed by Hyundai.

TG
4.10.19
UD

To date we have had no major complaints with the vehicles, however, if you do not address this widespread problem, that will definitely influence our decision when it comes time to purchase another vehicle.

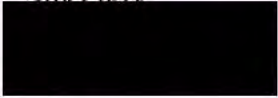
It would be our request that you look into the problem to determine why so many people are experiencing scratches from washing their windshields and/or removing ice and snow in a normal fashion and that your service technicians advise why the problem occurred in the first place, and whether special care needs to be taken with the windshields in the future.

In addition, we would request that Hyundai Motor America resolve the issue with our vehicles by reimbursing any cost to remove the scratches (if that is at all possible) and/or by replacing the windshields under warranty.

We appreciate your consideration and look forward to hearing from you concerning this matter. Thank you.

It would be appreciated if the NHTSA would look into this matter regarding the Hyundai windshields and determine if a recall should be made to correct the problem. Thank you.

Sincerely,



Pottstown, PA

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