

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [REDACTED]
Subject: Case# 11240632
Date: Tuesday, August 20, 2019 10:56:04 AM

Good day,

I am following up on the existing case for my 2010 Hyundai Azera. Wednesday night 8/14/19 I was finally able to get ahold of Robert (no last name given) at Hyundai Consumer Affairs and have a conversation with him about my situation (which took over a week). First of all, he was highly unpleasant to deal with and really acted like he could care less about my safety or concerns. The situation boiled down to Hyundai not doing anything to rectify my issue, and being left to fix it on my own. Real compassionate about their customers like myself who have owned 7 Hyundai \KIA vehicles.

My vehicle is a 2010, with about 69K on it. As you can see it is less than the 10year 100,000 mile power-train warranty Hyundai preaches. It would be one thing if the vehicle was trashed, or hadn't been kept up, but one look at it, you know it has been.

The issue is a KNOWN PROBLEM. These lambda V6 3.3 Liter and 3.8 Liter engines all have these same issues, regardless of what vehicle they are in. Veracruz, Azera, Sonata, Sedona, Entourage, and so on. The valve cover's leak oil onto the alternator and cause them to fail, causing the entire vehicle to lose power and control while driving. SUPER UNSAFE. This is exactly what happened to me. Fortunately I was only by Route 1 here in Maryland and not on 95, 495 or somewhere like the bay bridge. I have pics taken that afternoon at the gas station I swung into in Jessup to show you what happened. These are consistent with this issue across this type of engine.

There have been thousands of complaints on this issue from owners across the US. Look at any Hyundai forum, owner's site, or really anywhere and you will see it. If you want to compare it, look at the recall for the Hyundai Veracruz, it is exactly the same issue on the Azera. See below:

Recall Number

14V415000

Recall Date

07/08/2014

Component

ENGINE AND ENGINE COOLING:ENGINE

Summary

Hyundai Motor Company (Hyundai) is recalling certain model year 2007-2012 Veracruz vehicles manufactured from December 26, 2006, through July 24, 2012. The affected vehicles may experience an oil leak from the front cylinder bank valve cover gasket. If there is a sufficient amount of oil dropped onto the alternator, the alternator will be damaged causing the charging system to become inoperative. Consequence

If the alternator is damaged, the charging system warning lamp in the instrument cluster will illuminate, and the engine will lose power and the vehicle will eventually stop operating while being driven. An unexpected failure of motive

power while driving increases the risk of a crash.

What Owners Should Do

Hyundai will notify owners, and dealers will inspect/repair or replace the alternator and the front valve cover gasket, free of charge. Hyundai sent out an interim letter to owners on September 3, 2014. Owners may contact Hyundai customer service at 1-800-633-5151. Hyundai's number for this recall is 121.

I have now been without my vehicle since 7/29/19. I don't believe a known issue like this should be my responsibility to fix. Dealer quoted me \$750 for the new alternator and install, \$125 to seal the leaking gasket and so on. Hyundai needs to be held responsible for this, and make this a formal recall before someone gets hurt or worse.

NHTSA, I call on you to hold Hyundai\KIA responsible. MAKE THEM RECALL THE LAMBDA V6 3.3 AND 3.8 LITER ENGINES FOR THE SAME ISSUE AS THEY DID IN THE VERACRUZ.

Thanks!

[REDACTED]

[REDACTED]

Customer Service Representative



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Contracting Vehicles: GSA FSS 70, GSA 8(a) STARS II, CIO SP3 (SB), Seaport-e, ITES-3S, RS3

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