

Aug. 1, 2019

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Copy → National Highway Traffic Safety Admin. NHTSA-010

AUG 1 4 2019

TO WHOM IT MAY CONCERN:

CL-11245716-8600

I own a 2013 Hyundai Tucson and I have kept the vehicle in perfect operating condition over the years.

Shortly before noon on Sunday, June 23, my car abruptly stopped on I-476 in eastern Pennsylvania. I was traveling at the speed limit of 70 miles per hour when my car lost power and simply shut down. I was just able to pull onto an area along the side of the busy highway.

Many hours and dollars later, I had my car towed across the state of Pennsylvania to my home in Oil City, Venango County. I had initially had the car towed to a service garage near I-476 and, upon inspection, was told by several mechanics that my vehicle had experienced "premature engine failure" and was inoperable.

Arriving home, I had my local mechanic inspect it and he, too, said the engine had failed.

This episode ended with a \$1,600-plus car-towing, a \$400-plus car rental expense and the loss of what had been my functioning vehicle.

Checking my files at home, I located a letter recently sent to me by Hyundai informing me that the company had learned there were "engine problems" with my make of car (and my VIN number was included in the correspondence). The letter did not advise me to have the engine checked but simply noted "no remedy" had yet been found for the problem and that I would be notified once the problem, and solution, had been identified.

In talking with your company in subsequent days, I got no definitive answer as to my recourse for the damaged engine. A Hyundai dealer in Erie, the closest one to where I live, informed me it would have to be towed to Erie, checked out and then diagnosed. That exercise was estimated to cost hundreds of dollars with no guarantee of any reimbursement.

I am filing a claim with Hyundai to cover the cost of having my car engine fixed.

TG
8/20/19
LD

112

I also want my towing bill and car rental bill to be reimbursed by Hyundai. All of this was due to an engine malfunction that you failed to issue any notification as to how it should be examined and how it should be fixed.

Please respond as quickly as possible as to what your "remedy" is and how reimbursement for repairs will be made.

I am not pleased with how your company has responded to this, to date, and I will take further action with appropriate agencies if those answers are not forthcoming.

Attached is a repair bill from my garage, which sold me the Hyundai Tucson, as well as bills associated with the towing and car rental expenses.

If this is not satisfactorily resolved, I will pursue other avenues, including a complaint to the National Highway Traffic Safety Administration.

[REDACTED]
[REDACTED]
[REDACTED]
Oil City, Pa.

Home: [REDACTED]

Work: [REDACTED]

(I have sent this letter and accompanying documents to Hyundai and am awaiting a response.

I believe your agency should be aware of this incident and the absurd letter sent to Hyundai owners re: "no remedy" !)

Short Street Motor Cars

119 East First Street

Oil City, PA 16301

(814) 677-0494

NAME/ADDRESS [REDACTED] OIL CITY, PA [REDACTED]	TODAY'S PHONE	MILEAGE 111,987	Estimate Number [REDACTED]
	HOME PHONE [REDACTED]	COLOR	Estimate Date 07/29/2019
ACCOUNT NO. [REDACTED]	WORK PHONE	LICENSE NO.	SOLD BY JOE SLOSS
	CELL PHONE	VIN KM8JUCACXD [REDACTED]	PURCHASE ORDER NO.

2013 Hyundai Tucson GLS 2.4L, L4, VIN C, USA/Canada

QTY.	PART NO.	DESCRIPTION	OTHER	PRICE	DISC	TOTAL
1.00	406858	USED ENGINE		\$3,350.00		\$3,350.00
5.00	5W20	ENGINE OIL		\$3.00		\$15.00
1.00	21334	OIL FILTER		\$5.99		\$5.99
2.00	ASAF	ASIAN VEHICLE ANTIFREEZE		\$19.29		\$38.58
13.40	SHOP LABO	ENGINE, R&R		\$85.00		\$1,139.00

NOISE IN ENGINE, TEARDOWN INSPECTION FOUND CONNECTING ROD BEARING
CYLINDER #2 BAD, CRANKSHAFT JOURNAL SCORED BEYOND REPAIR.

Total Jobs	\$0.00	Subtotal	\$4,563.57
Total Parts	\$3,409.57	Disc	\$0.00
Total Labor	\$1,139.00	Sales Tax %	6.000
Total Other	\$0.00	Sales Tax	\$273.82
Shop Supplies	\$15.00	Total	\$4,837.39

Customer to receive old part YES NO

KARL'S TOWING
 1128 ROUTE 115
 SAYLORSBURG, PA 18353
 (570) 992-2008

Road Service

DATE <i>6-23-2019</i>	TIME <i>PM</i>	A.M. <i>PM</i>	REQUESTED BY <i>[Signature]</i>	P.O. NO.
NAME <i>[Redacted]</i>			PHONE	
ADDRESS				
CITY			STATE	ZIP
LOCATION OF VEHICLE <i>Main St 2003 Saylorburg</i>				
YEAR, MAKE, MODEL <i>2013 Honda Civic</i>			COLOR	DRIVER
STATE	LIC. PLATE NO.	VEHICLE I.D. NO.		REGISTERED OWNER
MILEAGE		SERVICE TIME		EXTRA PERSON
FINISH _____		FINISH _____		FINISH _____
START _____		START _____		START _____
TOTAL _____		TOTAL _____		TOTAL _____
REASON FOR TOW			SPECIAL EQUIPMENT	
<input type="checkbox"/> ACCIDENT <input type="checkbox"/> ABANDONED <input type="checkbox"/> ARREST <input type="checkbox"/> STOLEN CAR <input type="checkbox"/> UNREGISTERED <input checked="" type="checkbox"/> BREAK DOWN <input type="checkbox"/> TOW ZONE <input type="checkbox"/> LOCK OUT <input type="checkbox"/> SNOW REMOVAL <input type="checkbox"/> START			<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> IMPOUNDED <input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY	
TYPE OF TOW		TOWED PER ORDER OF		VEHICLE TOWED TO
<input type="checkbox"/> SLING/HOIST TOW <input checked="" type="checkbox"/> FLAT BED/ RAMP <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/>		<input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input type="checkbox"/> OWNER <input type="checkbox"/> DEALER		FIRST TOW <i>oil city pa</i> SECOND TOW
STORAGE FROM			TOWING CHARGE <i>1400</i>	
_____ TO _____ DAYS @ \$ _____			MILEAGE CHARGE	
PAID BY			EXTRA PERSON	
<input checked="" type="checkbox"/> CASH <input type="checkbox"/> CHECK DRIVERS LIC. NO. _____ <input checked="" type="checkbox"/> CREDIT CARD <input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> AMEX EXP. DATE _____			SPECIAL EQUIPMENT	
CC NO. _____			LABOR CHARGE	
OPERATOR'S SIGNATURE _____ DATE _____			STORAGE	
TRUCK NO. _____			SUB-TOTAL	
AUTHORIZED SIGNATURE _____ DATE _____			TAX	
VEHICLE RELEASED TO _____ DATE _____			TOTAL <i>1400</i>	

Not responsible for loss or damage to vehicle in case of fire, theft or any other cause beyond our control.

Thank You
 PRODUCT 2525

Find messages, attachments, photos or people

Home

Compose

← Back [Icons] Archive Move Delete Spam [Icons]

- Inbox 1
- Unread
- Starred
- Drafts 2
- Sent
- Archive
- Spam
- Trash
- ^ Less
- Views Show
- Folders Hide
- + New Folder
- Drafts
- Notes

Enterprise Rental Agreement [Redacted]

Yahoo/Inbox



DoNotReply@Enterprise.com

Jun 23 at 1:52 PM

To: [Redacted]



[Redacted] - Thanks for choosing Enterprise!

This email is not your Rental Agreement. Attached is your full Rental Agreement and Terms and Conditions for RA [Redacted] from STROUDSBURG.

Rental Agreement Summary

RA#: [Redacted]

Renter: [Redacted]

Additional Drivers

No Additional Drivers are authorized to drive the vehicle with the exception of the drivers listed below.

(Additional driver names listed here if applicable)

Dates & Times

Location

Sunday, June 23, 2019 1:43 PM

STROUDSBURG
1425 N 9TH STREET

Shop now

STROUDSBURG, PA 18360-7574
(570) 424-9442

Monday, June 24, 2019 1:00 PM

STROUDSBURG
1425 N 9TH STREET

STROUDSBURG, PA 18360-7574
(570) 424-9442

\$421.74 - PAID

ALL POINTS TOWING

@ Lehighton, PA

6/23/2019

\$128 ⁹⁶



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

NHTSA Recall Number: 19V-063
Hyundai Recall Number: 181

8225

IMPORTANT SAFETY RECALL (INTERIM NOTICE)

2010-2013 Tucson Engine Inspection

This is an important Safety Recall.

- We are currently preparing the remedy. **We will notify you when the remedy is ready.**
- For updated information, you can visit:

www.HyundaiUSA.com/Campaign181

This notice applies to your Hyundai, VIN: KM8JUCACXDU [REDACTED]

Dear [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 your vehicle, with the VIN shown above. Hyundai is conducting a safety recall in the United States to inspect, and if necessary, replace the engine assembly in Certain Model Year 2010 through 2013 Hyundai Tucson vehicles equipped with 2.4 liter engines produced from May 1, 2010 to December 31, 2012 by Hyundai Motor Company at the Ulsan plant in the Republic of Korea.

The purpose of this letter is to explain what the recall is about and to keep you informed of Hyundai's recall implementation plan. We are currently making preparations to implement the safety recall remedy which when available, will be performed at no cost to you. We will send you another notification when the remedy is available.

What is the problem?

The subject vehicles may have an engine oil leak from the seal between the oil pan and engine block which, if left unrepaired and operated over time, could eventually lead to engine damage. A damaged engine could lead to a high-speed stall, increasing the risk of a crash. It could also increase the risk of a vehicle fire.

What should you do in the interim?

We appreciate your patience. Hyundai is currently making preparations to implement the recall remedy. You will receive a second notification letter when the remedy is available. In the interim, if the Malfunction Indicator Light is illuminated in your vehicle, you should seek service at your Hyundai dealer as soon as possible. For updated information regarding this recall, please visit:

www.HyundaiUSA.com/Campaign181

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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>.

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America



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

[Redacted]
 OIL CITY, PA [Redacted]

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8225



If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days

No longer own this vehicle?

Changes to your name, address, or if you no longer own this vehicle — Update your information and return this form using the enclosed postage-paid envelope.

Information Change Card

VEHICLE IDENTIFICATION NUMBER

KMBJUCACXDU

Name and address has changed (print new information below)

LAST NAME FIRST NAME MI
 MAILING ADDRESS STREET APT. NO. TELEPHONE NUMBER
 CITY STATE ZIP
 E-MAIL ADDRESS

181

[Redacted]
 OIL CITY, PA [Redacted]

I no longer own this automobile as of ___/___/___
 It was: DATE

- SOLD (Print name and address of new owner above, if known).
- EXPORTED STOLEN
- DESTROYED I have NEVER owned this Hyundai

The Vehicle Identification Number on this card is incorrect.
 The VIN of my Hyundai is

Oil City, PA

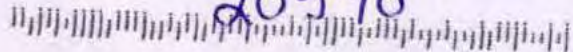
PITTSBURGH PA 150

06 AUG 2019 PM 2 1



Administrator
National Highway Traffic Safety Admin.
1200 New Jersey Ave S.E.
Washington, D.C.

20590-



20590