

January 02 2020

CL-11301990-2484

Sir:

First of all, let me say that I have worked in my family owned automotive repair garage and have a more than average knowledge of the mechanical operation of an automobile.

The cruise control problem I am addressing here is probably being caused by the new "intelligent continuous variable transmission" in my 2020 Hyundai Elantra.

Engaging the cruise control calls for higher, in some cases, much higher amounts of RPM's to maintain the speed set on the cruise control. These excess RPM's generated by the motor can be 1200 to 1500 (possible more) RPM's that are necessary if you maintained the same speed without having the cruise control engaged.

This causes extra wear on the motor and decreased gas mileage. I have achieved as high as 46 to 48 actual MPG with my previous 2017 Hyundai Elantra. I will never reach that level again because of the function of this cruise control in conjunction with the new variable speed

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transmission. I now realize that as soon as I engage the cruise control on this vehicle, I will be wasting gasoline and will be causing more wear on my motor than necessary. With the large amount of traveling we do, I use the cruise control extensively. I have to repeatedly disengage the cruise control when the RPM's reach levels where I am past uncomfortable with. Then engage the control again where the already high RPM level is forceably tolerable.

The sudden increase in unnecessary RPM's when you engage the cruise control at certain speeds can also become a safety hazard because of the sudden and unexpected acceleration of the motor to get to the set cruise control speed.

I can be traveling on a level road, or even on a road going slightly downhill, and when you engage the cruise control to maintain the same speed you are traveling, the motor will increase in RPM's and will not lower to a reasonable RPM level.

If I set the cruise control and maintain my foot on the gas pedal, the cruise **will not engage** and the RPM's will not increase **until I remove my foot** from the gas pedal.

If the cruise control is engaged, and the cruise has already excessively elevated the RPM's, I can lightly put my foot on the gas pedal and the RPM's will drop down (**as much as**

1000 rps or more) to where they would be if the cruise was not engaged. In this same situation, I can lightly press the gas pedal to increase my speed by one or two mph, and the RPM's will have still dropped down to where it should even though I am gaining one or two mph with the cruise control engaged.

Even when you reach the desired cruise control speed setting, the motor's RPMs **will not lower** to the RPMs necessary if you used only the gas pedal to maintain the speed desired.

This new 2020 Hyundai Elantra, with it's new transmission that is advertised as one of the reasons that owners will achieve better gas mileage, **will actually be getting lower gas milage** when you factor in the additional RPMs being demanded by the CVT to reach the speed selected by the cruise control operation.

The one thing for sure is that whenever I have this cruise control engaged, as compared to using just the gas pedal to maintain my vehicle speed, I am using more gasoline because of increased RPM's decreasing my miles per gallon. Having the engine generating excess rpm's which increases wear on the motor and transmission, and because of the excess and possibe sudden increase in rpm's, there is a possible safety factor concern because of

sudden changes in motor rpm's.

After saying all of this, I would also like to state some of my findings concerning the problems with the lane assist program on the vehicle. I have the lane assist program shut off in my 2020 Hyundai Elantra because of the negative response from it. One such situation was when the lane assist kept the front wheels in a turning situation even after the turn in the road was completed. I had to take control of the steering wheel and force the lane assist from continuing to try to turn the car when turning was not necessary.

It would be appreciated if I could receive a response from those receiving this letter of my concerns.

Thank you for your time.

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Poland Ohio [REDACTED]

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cc: CEO Hyundai Motor Corporation
Hyundai Motor Engineering Department
Consumer Reports
NHTSA

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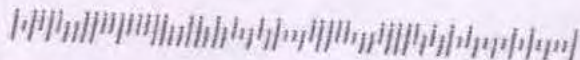


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