

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [REDACTED]
Subject: ODI# 11315976
Date: Tuesday, March 10, 2020 12:46:20 PM

Help re: Follow-up... What else can be done, who can I contact, to try to resolve this safety issue ?

Re:
2016 Hyundai Tucson ECO DCT
- Safety Complaint concerning random "Shudder / Hesitation"

My NHTSA case #: 11315976

Similar complaint links and information below.
It is evident Hyundai must be very aware of this problem.

I called and spoke to a Hyundai Case Manager at 1-800-633-5151, and I was given a Hyundai Case Number: [REDACTED] on 02/22/2020.

(The Case Manager stated to me on the phone that he was very aware of similar complaints.)

I was told he would call me back Monday to coordinate an appointment with the service dept at the dealer where I originally purchased, and had the regular vehicle maintenance done.
Each time the Service Department has said that they didn't detect the Shudder /Hesitation.

I told them it seems random, unpredictable, and usually occurs at slow speeds.

I have passengers that have experienced it, and said "what is your car doing ! ?"
I also mentioned that the Tachometer also suddenly revved very high all by itself for the first time, a few days ago, while I was driving at a steady speed with the flow of traffic on the highway.

I only have about 28,000 miles on the vehicle, and it has been well serviced and maintained.

The case manager said he "would coordinate a specialist to be there to look at it as well."

However, the case manager called back on Wednesday, and did a "one-eighty", telling me I had to "bring it back to the dealer service department", there was "nothing more he could do", and he was "Closing my case number", and "I would have to submit another complaint and I would have to get a New case number"!?!?!?
WHAT???

This makes no sense, and is not an acceptable response.

Please see numerous similar complaint links and more information describing the Shudder / Hesitation Safety Concerns below...

* * * * *

2016 Hyundai Tucson Transmission Gets a Free Fix - Consumer Reports
(.. The article references "a software update", after which people have still reported the "Shudder / Hesitation" issue.)

[REDACTED]

* * * * *

First Signs of the Carpalypse: 2016 Hyundai Tucson DCT Transmission Glitch | Car Talk

[REDACTED]

* * * * *

See Attachment:
Exhibit_A_Long_Form_Notice_(w_Date_Website_Phone).pdf

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File a Vehicle Safety Complaint | Safercar | National Highway Traffic Safety Administration (NHTSA)
(My NHTSA Case #: 11315976)
Welcome to United States Department of Transportation, National Highway Traffic Safety Administration's (NHTSA) Recalls Subscription List.

Your email has been confirmed with NHTSA. You will be notified of any recalls on the equipment or vehicles you have identified.

Thank you.

National Highway Traffic Safety Administration
United States Department of Transportation

To file a safety-related complaint on your vehicle, click on this link. [File a Complaint](#)
To find out more about United States Department of Transportation, National Highway Traffic Safety Administration (NHTSA), go to www.nhtsa.gov, and follow us on [Facebook](#) and [Twitter](#).

Vehicle Shudder Problems of the 2016 Hyundai Tucson

[Redacted]

My text reply re: Quality of Recent Service by Hyundai Service dept. person, Kearny Mesa, San Diego
Sat 2/29/2020 8:33 PM

Alton was very helpful, polite, and the regular servicing was fine. (Parts were on order from recent Regular Service Visit, for Left-Turn Switch, and Cruise-Control Switch came in, and they were replaced.) However the random "shudder" problem still needs to be resolved.

As I have mentioned it randomly occurs at slower speeds, and I've brought up my concern each time that I have had my vehicle regularly serviced (3 times). Of course it doesn't happen for the mechanic. I am positive that Hyundai is very aware of what the problem is with the 2016 Tucson Eco DCT. There were over 380 complaints of a similar "shudder" reported on just one web site alone! This is a potentially dangerous problem that could result in a rear-end or intersection collision because of the "shudder hesitation" that occurs randomly.

I did not have this problem with the previous Tucson I had purchased. But there is definitely a dangerous transmission or other defect causing this random "shudder" in this 2016 Tucson Eco DCT model that needs to be acknowledged and resolved.

(It did it again the very next day after being serviced!)

Sincerely,

[Redacted]

* * * * *

[Redacted]

Customer Service Representative



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