

MISSION, TEXAS

March 25, 2020

CUSTOMERAFFAIRS@HMAUSA.COM

CCMR: [REDACTED]
HYUNDAI MOTOR AMERICA
ATTN: CUSTOMER ASSISTANCE
10550 TALBERT AVE,
FUNTAIN VALLEY, CA, 92728-0850

CCMR: [REDACTED]
HYUNDAI MOTOR FINANCE
P.O. BOX 105299
ATLANTA, GA 30348

CCMR: [REDACTED]
HYUNDAI PROTECTION PLAN, INC
3161 MICHELSON DR., STE. 1900
IRVINE, CA 92612

CCMR: [REDACTED]
HYUNDAI MOTOR AMERICA/PHOENIX
CUSTOMER CARE CENTER
P.O. BOX 83835
PHOENIX, AZ 85071-3835

TO WHOM IT MAY CONCERN:

I am writing to notify you of the problems I am experiencing with my 2018 HUYNDAI SONTATA VIN: 5NPE24AF1JF [REDACTED] and to request that you correct this problem within thirty (30) days of your receipt of this letter.

I purchased my vehicle from HUYNDAY OF PHARR, FINANCE MANAGER, 1605 W. EXPRESS WAY, PHARR, TX 78577 on or about SEPTEMBER 11, 2018. Approximately 3 days of purchasing this vehicle, I took it to the dealership so that it could have taken a look at it as the brakes or if they could replace them because looked old and rusty.

I got to the dealership, I parked my car in the service area, I got off the vehicle. A couple of minutes later I see employee Adam reversing on a SUV Tucson/Santa Fe vehicle and HIT the front bumper of my vehicle with back bumper a customer's SUV, he got off the car, I was really upset and mad about the situation. Adam look at both vehicles and he said nothing happened and that there was no need to report it, and no damage to any of the vehicles. Due to his answer to the situation, I requested to speak to a supervisor, but I was told that there was no need to do so as there was no damage to the vehicle. I explained them that I needed for that to be recorded as if I ever wanted to trade in the vehicle, they were going to take that into consideration to devalue the price of the auto. I was not listen to and blown off with my concern.

Another of the incidents I had with the vehicle was that the pressure lights were going on, when I took it to the dealership, they said that there was nothing wrong with it and that they fixed connected the auto to the computer so that the lights could go off.

I took the vehicle for an inspection and to make sure that the vehicle was inspected correctly as I had several issues with the brakes. The brakes will slide and with no grip to stop or hold on to. The vehicle will slide forward and will not stop on time, almost to the point of almost getting in a car accident in two different occasions. As per the dealership the vehicle was tested, different pressures were applied to the breaks and as per the dealership service department, there was not problem found at the time. The service department stated in that they engaged the breaks with sudden force, however there was no problems found and that the vehicle were working as supposed. (THIS WAS THE FIRST TIME I TOOK THE VEHICLE IN FOR A BREAK CHECK, FOR THIS INSPECTION, THERE WAS NO CHARGE OR FEE FOR THE INSPECTION WALK THRU AS IT WAS COVERED UNDER THE POLICY FOR THE NEW CAR)

On a different occasion, I called the dealership and I spoke to Adam, I explained him the situation with the vehicle. I went to do the oil change a couple of weeks ago and told them about the tire. That the air pressure light was on, on the dashboard. Since Hyundai did not have shuttle service on the weekend, I was carless that day (people are most likely to need a shuttle service on the weekend that during the week, it would make more sense to have the shuttle service available for customers on Weekends than during the week. Either way, the service departments is open half day, not the whole day for service). I had to get an Uber/Lift to go to work and then get another one to go pick up my car, which is kind of an inconvenience, because for the 2-3 years that I have been with Hyundai, I have always have some kind of issue with the vehicles and their service.

When I spoke with Adam I told him that the dealership told me that they sent me a text message regarding my tire and to come back on Tuesday (this was on a Saturday), but due to work and errands I was not able to make it on time. The dealership never called me back to tell me, this is what we found out or following up with the tire thing they found. When I went to pick up the vehicle, a sales manager helped me take the car out because service was closed, and I was not aware of it. Also, when I asked if they left any notes on the vehicle, I was told "no", I was handled the keys and that was it for that day.

So, when I called, I told Adam that I had a flat tire and that I wanted to know if I could take my car and borrow one for the day until they fixed mine, because I have to go to work and work Saturday too. Adam said that was not possible and that I could not get a loaned vehicle because the warranty on the vehicle was the extended warranty and not the dealership warranty. Also, they said that they did not have the tire and he or the department could not check on it because I had to take the vehicle in to see the tire. That they only keep the tires for 30 days and that if we don't go back, they will use it for another vehicle if necessary. BUT I never got a follow up call regarding the tire. (However, when the dealership wants me to upgrade or trade in, they call me non-stop and send correspondence to my house. That is the only time the dealership staff contacts me, other than that, the service is horrible. As soon as they get you with the car, they change attitude and don't care about you anymore). I asked them, if you don't have the tire, can you reorder it based on the information they already had on my vehicle and they told me that they could not because

they needed to see the tire. What does not make sense to me is that they already had to order the tire, how come Adam said that they had to look at the tire again to see what was wrong with it, when they already had order one, is not like the tire was going to auto-repair and the issue that it had was going to be less to not order the tire again.

For that issue to be fixed I had to wait until next time, when I had a day or morning off, because Adam said that they were booked for Saturday, that if they did not have the tire, that I would not get my vehicle until Monday. If I wanted to take it today, I could go ahead and do that, but I would not get a loaner and that I would have to wait again to see if they have the tire.

Besides the issue of the tired, I had another issue with one of the fog lights, I barely have a year with this vehicle and I am having all kinds of issues and problems (I have a 2002 ranger truck and I have not have problems with brakes and or light issues)

I also got a copy of the multi-point inspection; I am not sure about what the tires and brakes section mean but now the tire Tread depth went from green to Yellow. One of the things that will happen is that when the tires go to Red, the dealership will emphasize that I need to buy new tires, when they know better than me that they could have taken care of this under the warranty.

For the following visit, I took the vehicle for the normal oil change. At the same time, I asked them go ahead and check the vehicle wipers because when the windshield is dirty, the wipers do not clean 100% the way they should. During the check up on the vehicle, I was told by the service agent that the wiper was old and damaged and I needed to replace it. The dealership charged me for the wipers. Which was something that upset me because almost nothing is covered by the warranty or extended warranty of the vehicle. They always end up charging me for something when I find a problem with the vehicle. I'm surprised that they have not cut off the oil change warranty or come up with a random reason not to go ahead and do the oil change under warranty.

Another of the concern that I had was that when I took the vehicle in, I mentioned them that the vehicle does not turn on when it is really cold outside and that sometimes it takes about 15 minutes for the vehicle to turn on. And when it does, it turns on out of nowhere without me expecting, instead of the vehicle turning on automatically with no issue since the vehicle is less than a year and half new.

For this problem, I had to leave the vehicle overnight so that the service department could start working on it all day off on Saturday, as per the diagnostic from the service department, there was nothing wrong with the vehicle and but they still charged me for labor when the labor when they did not found anything wrong with it, and I was hoping that this problem would be covered under the warranty.

I had this issue with the vehicle a week or two before and the dealership did not find anything on the vehicle. Once again, the issue is repeated which is that when the temperatures go below 47°F the vehicle would not turn on, and this is not the time that it happened. Sometimes it takes more than 5-15 minutes for the vehicle to start and for the engine to run.

I originally thought that it was the battery but I was not sure since it was a "brand new vehicle" and battery life times should be able to last at least 3-6 year depending on the condition of the weather and the conditions of the vehicle.

When the battery was tested, they ended up finding out that the battery was not good, so they had to replace it. This battery did not even made it to the average battery life spam, even thought it is a brand new vehicle with all the new parts needed for the vehicle.

Another issue with the vehicle was that when it turns on, it makes a super loud noise which makes it seem as if the engine is forcing itself too much to turn on and warm up the vehicle before taking off. I took a video sound of the issue, showed it to the service department and they said that they were going to take a look at it. Even thou I had proof that the vehicle was making a loud noise, they were "not able to replicate" the concern. Once again, they did not find anything and the vehicle is working fine as per the service department.

On every single service and every inspection, the service department "always makes an inspection walk through" and they never find any problems with the vehicle, but as soon as I get it, they issues seem to be back.

The last and most recent incident happened earlier this month. On my way to work, driving in an area with a speed limit of 35 mph, as I was coming to a red light. As I was braking making my way into a complete stop, the breaks were not working, they were sliding, I was about 15 yards away from vehicle in front of me. The breaks were not working, they were sliding, and the steering wheel was shaking along with the brake pedal, I was forced to turn into the middle lane to make sure I was not going to crash into anybody. I called the dealership to make an appointment and the call center told me that the was going to be a fee of \$140 for them to inspect the vehicle. I had already taken the vehicle for them to inspect it for the same reason and they did not find anything. I had to leave the vehicle and make sure they looked at it at least to see if they could find something.

Once again the service department concluded that there was nothing wrong with the vehicle, as expected since they are never able to find anything wrong with the auto. Their explanation was that the reason why the vehicle slides when breaking is because the breaks get wet with the mist so they do not allow the breaks to work properly, which makes no sense because the breaks should be working at all times regarding the speed and regarding of the weather conditions.

I have had enough of the problems with this vehicle, I always have some kind of issue with the vehicles, when I was not satisfied with the vehicle, the vehicle experience and the service at all. The dealership only solution was that they want to get me into an new model instead or taking the vehicle back and cancelling my balance due to the numerous issues I have had.

After numerous attempts to have my vehicle repair, the dealer has been unable to correct the problem.

This problem creates a serious safety hazard. Therefore, if you and/or your dealer are unable to correct this problem, I will expect you to Repurchase the vehicle pursuant to Chapter 2301, Subchapter M of the Texas Occupations Code Annotated.

Please contact me on receipt of this letter at the above address or telephone number to arrange a mutually convenient date and time for you to have an opportunity to inspect my vehicle and make any necessary repairs.

Sincerely,



Enclosures

Cc:

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W41-306

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PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE
CERTIFIED MAIL



7016 0750 0000 1026 47



Department of Transportation

To: W41-306
Location Code: DOT
Cost Center: 4 West
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External Carrier: PRIORITY
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Manufacturer:
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