

From: [REDACTED]
 Subject: D-Audio system failure case [REDACTED]
 Date: December 5, 2020 at 10:44 AM
 To: consumeraffairs@hmtusa.com
 Cc: [REDACTED] Roy Roberts Roberts@Route60Hyundai.com, nhtsa.webmaster@dqt.gov

Hello:

My name is [REDACTED] I purchased my 4th Hyundai; a 2020 Sonata SEL plus, October, 15th from Route 60 Hyundai in Vero Beach FL, sales person Roy Roberts. I love the car but the **lack of NORMAL bluetooth functionality makes this car UNSAFE...!!!!**

I was told the handsfree bluetooth would function consistent with my current Sonata 2019, as well as all other Hyundai's I have owned and rented; **it does not...!**

Subsequent to my purchase, I have reviewed my issue on multiple calls to 800-633-5151; all representatives confirmed this is a standard feature, and puzzled why I am having problems. During my second appointment with Coconut Creek Hyundai, attempting to trouble shoot the problem, I was told this feature does NOT work with the "D-Audio head" in the car, and is ONLY available on a 2020 equipped with a navigation system. If I was made aware of this limitation I would NOT have purchased the vehicle.

Since this is a standard feature on ALL cars, from all manufactures equipped with bluetooth; it has become clear to me this is an **Audio System Failure**, trying to be passed off as an "**eliminated feature**". Below are just 3 of multiple documented instructions verifying how "bluetooth" functions in the car I purchased; most compelling is the video that appears in the "Bluelink" registered to my VIN number. In the "Hyundai Sonata Quick Reference Guide" that came with the car, page 118, "making a call using voice commands" **confirms this is a standard feature**. Re-confirmed in a December, 1st email direct from Hyundai (Hyundai@email.hyundaiusa.com) how bluetooth NORMALLY functions in the car I just purchased. The link contained "important user information" under bluetooth, in your literature it confirmed normal bluetooth operations.

Topic: How do I place a call using my Bluetooth system after my phone is connected?

Below is a basic outline of how to make calls:

1. Press the talk button located on the steering wheel.
2. Listen for a noise and radio display that indicates the Bluetooth is listening.
3. Etc

This feature does NOT work in my car...! When I press the "talk button" a pop-up menu appears "This feature is available when you connect Phone Projection; etc...

INFACT: The "Bluelink" app; linked to the car "How to Make a Call Using Voice Commands Using Display Audio states "Hyundai's bluetooth technology makes it easier than ever to keep your hands on the wheel and eyes on the road"

If I touch my iPhone's "home button" while driving in the car, Siri on my phone is activated thru the car audio system and I can voice dial out and/or send text. However, **this requires me to take my eye off the road**; defeating the SAFETY value of having bluetooth. When driving my 2007 Azera I would only use my cell phone with my bluetooth head set, which I could voice dial out on by pressing the button on the headset; similar to pressing the "voice dial button" provided as an integrated part of my steering wheel. Its all about keeping your eye and focus on the road at all times.

As a result my driving record says it all, with 50 years of driving an average of 15k a year, NO law enforcement violations, parking, speeding or other infractions. In 50 years only 3 accidents, most recently 2 years ago, others over 35 years ago; ALL insurance and police report found me at 0 fault.

I hate when the BIG guy try's to take advantage of the little guy... an I have a history of fighting for me, the "little guy". I first took on Heidelberg/Hell Graphic systems a division of Siemens, trial by jury for "fraud and the inducement" after a 12 day trial, the jury found them Guilty of Fraud and the Inducement after 2 hours of deliberation. Then Target falsely advertised their flat screen TV's; I sued in small claims court and settled before trial for a multiple of the amount sought. As a result Syntax Brilliant (Olevia) the TV manufacture that perpetrated the fraud on Target went out of business.

I pledge to continue investigating how bluetooth functions in current and future Hyundai's without navigation... the outcome will clearly identify if this is "**an eliminated feature**" or a "**system failure**".

If this lack of functionality results in a car accident... Hyundai should expect a lawsuit. In the mean time if I prove this is NOT an "eliminated feature" I will pursue all necessary options including a class action suit to be confident the car I am driving, as well as other customers has the expected safety features; functioning properly.

I am seeking one of 2 remedies:

1. Fix the system failure
2. Refund the purchase price of the car

Godspeed... in having the courage to properly address and remedy this safety defect.

Please advise...

Best regards,

[REDACTED]
Boynton Beach, Florida [REDACTED]

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