

DEC 30 '20 11:17 AM

[REDACTED]
Long Valley, NJ [REDACTED]

November 28, 2020
[REDACTED]

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE

Washington, D.C. 20590

Dear Sir or Madam:

On Sunday November 8th, I experienced an engine failure in my 2012 Hyundai Sonata, which is my only vehicle. The auto is in the class of vehicles covered in the safety recall (bulletin enclosed) and subject to the terms of the settlement agreement. After having the vehicle towed to a local station, I contacted Hyundai Customer Care Center. The representative confirmed that I had complied with the recall request in April 2016. The representative assigned a claim identification number to the case [REDACTED] and advised that I would be contacted by a case advisor to be provided with more information. A few days later I was contacted by a representative who gave his name as Tom (email enclosed). The case advisor, Tom, indicated that towing charges are not covered and a loaner car may be provided by the local dealer who received the vehicle. If a vehicle was leased Hyundai would pay \$30 a day for a Hyundai model car or \$20 a day for other models. My vehicle required a tow of \$80 to a local repair and \$160 tow from local repair to the nearest Hyundai dealer. After reading the recall notice it appears towing is a covered expense as is a lease vehicle since the local dealer didn't have a loaner. I do not see any requirement that a rental vehicle must be a Hyundai model.

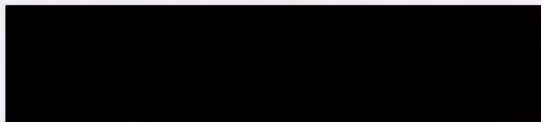
Currently my vehicle is at the Hyundai dealer and I have been assured a new engine will be installed under the terms of the recall. However I am very concerned that the case advisor, Tom, provided erroneous information concerning benefits under the settlement agreement. Based in this misinformation I returned a rented vehicle prematurely and incurred a substantial expense with a long term lease.

2

I believe that Hyundai should be required to reimburse the cost of the long term lease until the return of my Sonata.

I would appreciate the intervention of the NHTSA to resolve this issue. Thank you.

Respectfully,

A large black rectangular redaction box covering the signature area.

enclosure

Hyundai Consumer Affairs Case# [REDACTED]

NationalCA@hmausa.com Thu, Nov 12, 9:37 AM

to [REDACTED]

Dea [REDACTED]

Thank you for taking the time to speak with me today regarding your 2012 Sonata.

Your case number is [REDACTED]

Thank you for contacting Hyundai Motor America.

TOM

National Consumer Affairs

(714) 887-2478

Hyundai Motor America

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