

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [REDACTED]
Subject: Re: FW: Follow up to ODI Complaint ---11398690 ---
Date: Tuesday, October 19, 2021, 10:00:55 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

What ever happened to this recall as it relates to my car??

Is it possible that my blown engine on my 2010 Hyundai Sonata was eventually covered under the extended warranty? THIS IS AN IMPORTANT QUESTION. And if so, which I think it was, how do I make a claim? This blown engine has cost me dearly, and I did everything to get it repaired, but to no avail. See attached report and claim.

BTW, for those that have a sense of humor, I continue to get reminders directly from the Hyundai dealership, telling me I am past due for maintenance.

We all know that there is NO WAY, my Hyundai was not the same engine type, with the same engine, from the same manufacturing plant, that had the same issues with oil flow and blown engine. I was running Mobile 1 High mileage engine oil with an extended mileage oil filter, and no one has argued that fact. And yet, I had a blown engine at 116,000 miles. Someone still owes me a car.

[REDACTED]

I am still at the same address in Greeley. I asked the then service managing supervisor Ryan to be my advocate, but instead sent me a ture threatening letter... to stop contacting his dealership. Below is the last email from Ryan at Hyundai.



Compose

221 of 3,005

HYUNDAI SONATA General

Ryan McManus <rmcmanus@hondaofgreeley.com>

Wed, Mar 10, 4:29 PM

to me

[REDACTED]

MY NAME IS RYAN MCMANUS WITH HONDA AND HYUNDAI OF GREELEY, I AM ALEX BUSTOS SUPERVISOR. I AM NOW TAKING OVER THIS REPAIR ORDER, WILL NOT BE DOING ANY FURTHER WORK TO THIS VEHICLE. HYUNDAI OF AMERICAN HAS DENIED ALL REQUESTS FOR ASSISTANCE FOR THE REPAIRS NEEDED. THE VEHICLE WILL BE REMOVED FROM OUR PROPERTY AND NO OTHER REPAIRS WILL BE COMPLETED TO THIS VEHICLE AT THIS LOCATION.

I AM WILLING TO TOW YOUR VEHICLE TO A LOCATION THAT YOU CONFIRM, I HAVE 1247 49TH AVE COURT IN GREELEY AS A...





U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
02-MAR-2021

Repository
Reference No.
11398690

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City GREELEY State CO Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

E-mail Address [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
5NPET4AC8AH [REDACTED] Make HYUNDAI Model SONATA Model Year 2010
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders 4 Fuel Type: Gas
Original Owner Dealer's City State Zip Code
Transmission Type Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Multiple Failure: 1 Incident Date(s) 02-FEB-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS) Failure Mileage 116000 Failure Speed 70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured Number of Deaths Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2010 HYUNDAI SONATA. THE CONTACT STATED THAT WHILE DRIVING 70 MPH, THE ENGINE THREW A ROD AND THE VEHICLE STALLED WITHOUT WARNING. DUE TO THE FAILURE, THE CONTACT PULLED THE VEHICLE OFF TO THE SIDE OF THE ROADWAY AND HAD THE VEHICLE TOWED TO AN INDEPENDENT MECHANIC. THE MECHANIC CONFIRMED THAT THE ENGINE THREW A ROD WHICH LED TO COMPLETE ENGINE FAILURE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INFORMED THE CONTACT TO TOWED THE VEHICLE TO AN AUTHORIZED DEALER FOR ASSISTANCE. THE VEHICLE WAS THEN TOWED TO HYUNDAI OF GREELEY (4533 W 29TH ST, GREELEY, CO 80634) AND HE WAS INFORMED THAT THE VEHICLE WAS NO LONGER UNDER WARRANTY. NEITHER THE DEALER NOR THE MANUFACTURER OFFERED ANY FURTHER ASSISTANCE. THE VEHICLE REMAINED IN THE POSSESSION OF THE DEALER. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 116,000. *DT*JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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