

# INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

To: [REDACTED]  
Subject: FW: Follow up to ODI Complaint —11398690 —  
Date: Wednesday, October 27, 2021, 10:53:26 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.

My name is [REDACTED] and my 2010 Hyundai engine blew up and I am still waiting on reimbursement. Hyundai owes me a car, and now that I have a lawyer, I plan to escalate..  
What do I need to do to get back on the front burner?

Please help me expedite this claim. I am not going away, and the loss of this vehicle has been devastating.

### Forwarded Conversation

Subject: FW: Follow up to ODI Complaint —11398690 —

From: [REDACTED]  
Date: Mon, Mar 22, 2021 at 8:13 AM  
To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [datasquality@dot.gov](mailto:datasquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA Office of Defects Investigation

From: [REDACTED]  
Date: Wed, Mar 31, 2021 at 3:50 PM  
To: EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>

I have been away for awhile, sorry for my delay. This report was written beautifully, thank you. I can even imagine what might have happened if other cars were around.

The Hyundai dealership was contacted, the vehicle was towed to their service department, in Greeley, CO. This was per Hyundai's Corp Customer Service, as well advised by your team. Hyundai chose not to repair the car, even though they knew it was the same engine problem that recalled 497,000 cars. My vehicle and engine were made in Alabama. I will attach the vehicle ID to this email. They basically said my car's VIN number was NOT a part of the recall. However, common says it should have been.

[REDACTED]

From: [REDACTED]  
Date: Tue, Oct 19, 2021 at 2:00 PM  
To: EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>

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 thre 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](mailto: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 [REDACTED] IN GREELEY AS A LOCATION WHERE YOUR VEHICLE. THIS WILL BE AT NO COST TO YOU AND I WILL BE PAYING THE BIL. YOU ARE NOT







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	Repository <input type="checkbox"/>
02-MAR-2021	Reference No. 11398690

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		Daytime Telephone Number	E-mail Address
Address	[REDACTED]		[REDACTED]	[REDACTED]
City	State	Zip Code	Evening Telephone Number	
GREELEY	CO	[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
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Fuel Type: Gas
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain FRONT WHEEL DRIVE	Multiple Failure: 1
	<input type="checkbox"/> Cruise Control		Incident Date(s) 02-FEB-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)	Failure Mileage 116000	Failure Speed 70
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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.



Express Service

**ELITE**



COUNCIL OF  
PARTS & SERVICE  
PROFESSIONALS



**HONDA**

GENUINE PARTS+SERVICE



MANUFACTURED BY  
HYUNDAI MOTOR MANUFACTURING ALABAMA

May/13/09

GVWR 4299 lbs

PAINT VK

GAWR FRONT 2513 lbs

GAWR REAR 2138 lbs

TRIM V2

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL  
MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS  
IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE

V.I.N

5NPET4AC8AH [REDACTED]

PASSENGER CAR





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