

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

April 26, 2021

Hyundai Customer Care Center
Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

Invoice # [REDACTED]
NHTSA Recall number: 20V-746
Hyundai Recall Number 198

To Whom It May Concern

Case # [REDACTED]

On January of, 2019 as we were driving from Payson, AZ to Phoenix on Highway 87, the Sante Fe started coughing and sputtering like it was out of gas. I was able to get it over to the shoulder just as it died.

All the gauges looked normal except the downhill assist light came on, but briefly. The SF did start up and we crossed our fingers hoping it would not die, not start and leave us stranded in the middle of the desert many miles from any type of assistance.

That following week we took it into Camelback Hyundai. When we picked it up, we were told that no problems had been found.

This same scenario happened again a few months later when we were going uphill. The stretch of highway we were on had very limited shoulders. We did make it over to the side. It started again.

Back to Camelback Hyundai. I told them to keep the car and let it be driven as needed. Picking it up was the same report - no problems. I can't believe the computers on it cannot read or find the problem.

A little after that time we heard that Sane Fes were being recalled. Ours was on the list. An appointment was made this time with Chapman Hyundai on April 16, 2021 for the recall issue.

UNDERSTAND THAT THROUGHOUT THIS TIME, IT WOULD FREQUENTLY DIE ON THE SR51. That is a freeway where the traffic is heavy and the speed fast. I was pleased that the Sante Fe was in the shop, getting fixed, and back to normal. I was frustrated when Chapman said there was nothing wrong with it. The computer said there was nothing wrong with it. But I could spend around \$180 for a different diagnostic test. WAIT, isn't that what the recall is supposed to do??

In addition, it seems all the service advisor wanted to do was up sell me to purchase flushes, etc to the tune of almost \$1000. Why in the !@# would I spend one thousand dollars on a vehicle that

they cannot find the problem even though the symptoms are exactly the same as the recall.

I understand that enhanced engine control software, KSDS, was to be installed. I see no indication in my paperwork that it was not done.

The problem needs to be resolved and repaired through the recall effort or replaced. Your words not mine, "the engine could become damaged and stall the vehicle during operation increasing the risk of a crash."

Stalling is the big problem. And it ONLY stalls when it is being driven fast, not on residential or surface streets. It needs to be repaired or replaced. Frankly, I do not trust that either Hyundai dealership is capable of repairing it since they cannot find the problem. I also do not trust the car at this point. We definitely don't leave town with it as we are afraid at some point it will die and not start.

I have tried your telephone number to no avail. Awaiting your response.

[REDACTED]
Phoenix, AZ [REDACTED]

[REDACTED]
[REDACTED] cell

If no answer, leave a message and phone number.or e-mail

[REDACTED]
VIN: 5XYZG3AB6C [REDACTED]

Hyundai Customer Care Center
1-855-371-9460

Submit a complaint to the Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E. Washington D.C. 20590

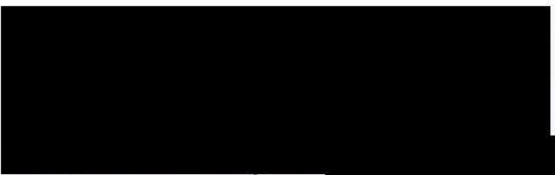
Vehicle Safety Hot Line
1-888-327-4236

4/26/2021

National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E. Washington D.C. 20590.

Please find enclosed a letter to Hyundai regarding the Recall # 198. I need some help regarding that Safety Recall. Thank you.

[REDACTED]



Phoenix, AZ

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National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington DC 20590

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