

National Highway Traffic Safety Administration

(1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148	
Date Received	Repository <input type="checkbox"/>
30-JUN-2021	Reference No. 11422894

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Home Telephone Number	[REDACTED]	E-mail Address	[REDACTED]
Address	[REDACTED]			Evening Telephone Number	[REDACTED]		
City	MATAWAN	State	NJ	ZIP Code	[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).

Recall NHTSA-21V-301 Hyundai 203

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	MAKE HYUNDAI	Model ELANTRA	Model Year 2020
KMH084LF8LU [REDACTED]			
Date Purchased 6/28/20	Dealer's Name and Telephone Number Freehold Hyundai 732-625-1200	Engine No: Cylinders 2.0L I47HP - DOHC-4Cylinder	Fuel Type Gas Regular
Original Owner <input type="checkbox"/>	Dealer's City Freehold Township	STATE NJ	ZIP Code 07728
Transmission Type A/C	<input checked="" type="checkbox"/> AntiLock Brakes	Powertrain Dual-SmartStream continuous variable valve	Multiple Failure Recall as well 21V-301 - 203
<input checked="" type="checkbox"/> Cruise Control		Incident Date(s) 01-SEP-2020	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 063000 ENGINE AND ENGINE COOLING, EXHAUST SYSTEM, 273000 LANE DEPARTURE: BLIND SPOT DETECTION	Failure Mileage 400.0	Failure Speed 05
Recall NHTSA-21V-301 Hyundai 203	1st tire goo	Accident

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Radial	Tire Model (Name or Number) 17-Allloy - 225/43 R17 HOKEN	Tire Size (Example P215/65R15) 225/45/R17
DOT No. (Example: DOTM149ABC036)	<input checked="" type="checkbox"/> Original Requirement	Failure Location: Brakes Hazard, HS / OTHER 409
<input type="checkbox"/> Prior Repair		Tire Failure Type would not stop at .05 miles in hour
Tire Component Code 025610 SJW2 U277MSV		

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make 2020	Date Manufactured:	Model No./Name
Seat Type 4 passengers Sedan	Installation System	N/A
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police Yes - Had Reverse Shoulder Replacement
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).				

The contact owns a 2020 Hyundai Elantra. The contact stated while driving at various speeds, the vehicle erroneously switched from smart mode to sport mode causing the vehicle to independently accelerated. Additionally, the lane departure system would erroneously activate. The contact also stated that while driving at an undisclosed speed the vehicle pulled to the right. The contact also stated that the exhaust pipe was rusted. The cause of the failures was not yet determined. The local dealer and manufacturer were notified of the failure. The approximate failure mileage was 400. - Had to buy New Tire at 2500 miles.

Leaking water (pouring out have video) Claims normal for AC. Exhaust pipe, part rotall, Rotting, pitted Sensors Keep changing by themselves. passenger seat belt Alarm was going off for 2 days. No one in Seat (passenger) Reported to BBB - filing Claim. Hyundai will Not Buy Back Vehicle, contacted corporate, emailed, many times, hung up on. Vehicle inspection Report After accident, cannot understand. Filed with BBB

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.

OVER →

Car In front of me, woman was on
Her cell phone!

Passenger Front Tire leaking gas ALL over + down
passenger side, Told it was oversprayed tire shine
eventually had to purchase a New Tire! Same

Address - 8/16/21 - National ~~Traffic~~ Highway Traffic
Society
Office of Defects Adm.
NVS - 240 Investigation
1200 H J Ave - Southeast ~~West~~
Washington DC 20590 Building

SHIPPED TO:

GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score ★★★★★

Based on the combined rating of frontal, side and rollover. Should ONLY be compared to other vehicles of similar size and weight. **▲ Safety Concern:** Visit www.safercar.gov or call 1-888-327-4236 for more details.

Frontal	Driver	★★★★★
Crash	Passenger	★★★★★

Based on the risk of injury in a frontal impact. Should ONLY be compared to other vehicles of similar size and weight.

Side	Front seat	★★★★★
Crash	Rear seat	★★★★★

Based on the risk of injury in a side impact.

Rollover ★★★★★

Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the

Source: National Highway Traffic Safety Administration (NHTSA)

www.safercar.gov or 1-888-327-4236

ENTRY: TRUCK
 EXTERIOR COLOR: FLUO METAL
 SEAT COLOR: GRAY GRAY
 RT: TRUCK
 CURB WEIGHT: 3,112 lbs

Ⓢ The vehicle meets California Emissions regulations and is Certified as a Super Ultra Low Emission Vehicle (SULEV)

KEY FEATURES:

- BEST WARRANTY**
- 5-year New Vehicle Warranty*
- 10-year Powertrain Warranty*
- 3-year Anti-rust/Perforation Warranty*
- 24-hour Roadside Assistance
- *Please see dealer for details

SAFETY TECHNOLOGY

- Collision-Avoidance Assist
- Blind Spot Warning
- Rear Cross-Traffic Collision Warning
- Side Impact Side Curtain & Driver Knee Airbags
- Electronic Stability Control
- Dynamic Guidelines
- Electronic Brake Force Distribution & Brake Assist
- Traction Control
- ESC
- Traction Control

TECHNOLOGY

- 132 lbs-ft Torque, DOHC 4-Cylinder
- Variable Valve Timing
- Intelligent Variable Transmission

- 17" wheels w/ 225/45 R17 Tires
- High & Low Beam with High Beam Assist
- Running Lights & Taillights

CONVENIENCE

- 8-speaker Audio System w/ AM/FM/HD Radio
- 90-day Trial; Not Available in AK & HI
- Apple CarPlay (TM) & Android Auto (TM)
- Audio System
- Subwoofer
- Seat w/ Lumbar Support & Sliding Armrest
- Soft-Touch Surfaces & Heated Front Seats
- Shifter Pad
- Connected Services 3-years Standard (enrollment req)
- Push Button Start (3-year Complimentary Service)
- Temperature Control w/ Auto Defogger
- 12-speaker Audio & Cruise Control
- Armrest w/ Integrated Cup Holders
- Push Button Start & Hands-free Smart Trunk Release
- Rearview Mirror w/ HomeLink
- Compact Spare Tire
- as

Manufacturer's Suggested Retail Price: \$

ADDED FEATURES:

- Ultimate Package
- 8" Display Navigation
- Safe Exit Assist
- 4 2-inch color TFT Touch Instrument Cluster Display
- Power Sunroof
- Forward Collision Avoidance Assist
- Pedestrian Detection
- Smart Cruise Control
- Integrated Memory System
- Center Console Tray
- Carpeted Floor Mats
- Cargo Tie-Downs
- Cargo Tray

Key Set \$ 415.00

Key Set \$ 349.13

Sliver - 732-74-3145 Astor

26,085.70

Key \$ 1579.30

Inland Freight & Handling :

Total Price :

\$27,1



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

June 29th, 2021
1 866-944-7620

NHTSA Recall Number: 21V-301
Hyundai Recall Number: 203



IMPORTANT SAFETY RECALL (INTERIM NOTICE)

2019 – 2020 Elantra, 2019 – 2021 Kona, 2019 – 2021 Veloster
Piston Oil Ring

This is an important Safety Recall.

- We are currently preparing the remedy. **We will notify you when the remedy is ready.**
- For updated information, you can visit:

www.██████████

This notice applies to your Hyundai, VIN: KMHD84LF8LU ██████████

Dear ██████████

KMHD84LF8LU ██████████

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above. Hyundai is conducting a safety recall to address a condition involving engine failures resulting in a vehicle stall and/or fire in certain model year 2019 – 2020 Hyundai Elantra, 2019 – 2021 Hyundai Kona, and 2019 – 2021 Hyundai Veloster vehicles equipped with 2.0-liter “Nu” MPI engines and produced for sale in the U.S. and Canada.

The purpose of this letter is to explain what the recall is about and to keep you informed of Hyundai’s recall implementation plan. We are currently making preparations to implement the safety recall remedy which when available, will be performed at no cost to you. We will send you another notification when the remedy is available.

What is the problem?

The engines in the subject vehicles may have been assembled using piston oil rings that were produced with inconsistent heat treating by the piston oil ring supplier resulting in excessive oil ring hardness. Excessive hardness can cause chipping of the piston oil ring’s outer periphery, which could lead to scuffing of the engine’s cylinder bore. A damaged cylinder bore could create accelerated oil consumption, which may then cause abnormal knocking noise from the engine and/or illumination of the oil pressure warning light. Continual operation of the vehicle in this condition could result in a seized connecting rod bearing, which could cause damage to the engine block and stall the vehicle, increasing the risk of a crash. A seized connecting rod could puncture the engine block and cause engine oil to leak onto hot surfaces, increasing the risk of a fire.

What should you do in the interim?

We appreciate your patience. Hyundai is currently making preparations to implement the recall remedy. You will receive a second notification letter when the free remedy is available. **If the Malfunction Indicator Light and/or Oil Pressure Warning Light is illuminated in your vehicle, you should seek service at your Hyundai dealer as soon as possible.** Hyundai also encourages you to periodically check your vehicle’s engine oil level. If the oil level is low, top off with the correct oil as indicated on the engine oil filler cap. For updated information regarding this recall, please visit:

www.██████████

If you have other questions

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer or Hyundai has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.safercar.gov>.

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America

April 28th 2021
June 29th 2021 } 60 days
11422894
vsh@DOT.gov
NHTSA → Filed June 30, 2021

Importante Retiro del Mercado por Motivos de Seguridad – Si tiene preguntas llama 1-800-633-5151 y oprima “8”

August 13, 2021



National Programs
BBB AUTO LINE®

[REDACTED]

- VIN KMHD84LF8LU [REDACTED]

MATAWAN NJ [REDACTED]

Re: [REDACTED] vs Hyundai Motor America

Dear [REDACTED]

Recently you contacted BBB AUTO LINE about problems with your vehicle. We sent you a email notification for creating an online consumer account for printing and returning your *Customer Claim Form*. It does not appear we have received the completed form back from you. If you would continue with filing a claim, please complete the attached *Customer Claim Form* and return it by creating an online consumer account or via fax so that we receive it within **14 days** from the date of this letter. If we do not hear from you within that time, we will assume your claim has been resolved. A link for creating your consumer account is in the body of this email notification.

If you choose not to return the *Claim Form* to us, please take a few moments to indicate your reason below and return this form to us:

My problem has been resolved.

My problem has not been resolved, but I do not wish to pursue my complaint through BBB AUTO LINE.

IF YOU HAVE ALREADY RETURNED YOUR DOCUMENTS, PLEASE DISREGARD THIS LETTER. Your documents can be uploaded via your online consumer account or faxed to 703.247.9700. If you have any questions, you can contact me at 800.955.5100.

Sincerely,

Tammy Scaife at Extension 3811

→ Sending After Sept 3rd 2021 Appt.
for recall to BBB

**BBB AUTO LINE
Customer Claim Form**

Case number: [REDACTED]
Contact Date: 07/30/21
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Matawan	State: NJ	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone: [REDACTED]
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Hyundai	Model: Elantra	Year: 2020	Current mileage: 5600
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Freehold Hyundai, , NJ			
Primary Servicing dealer/city/state: Freehold Hyundai,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is your vehicle Certified Pre-Owned? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
Purchase/lease date: 08/28/20		Mileage at purchase/lease:	
First repair attempt date: 09/10/20		First repair attempt mileage: 451	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Customer would like a Buyback and refund of the downpayment which was \$6400.00

+ 2 month payment!

Approx. \$6900.00

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER **KMHDS46FSLU** [REDACTED]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: [REDACTED]

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
tire leaking fluid	Freehold Hyundai - same dealer			yes
veh kept changing from different sensors by itself	11 3 times		1 - 1st noticed at 3000 or less - 2 times took it in for oil change	yes
potential engine fire	Bringing car in Sept. 3rd		Made appt as water keeps leaking + Recall fix	yes
brake fail	4/29/21		Accident 4/29/21	yes
cabin filter was replace	TORM?		when I took in for water leaking have video's keep happening	yes
grease leaking out tire at 400 miles	Had to buy a new tire		Told oversprayed tire shine. Had to buy New Tire.	yes
vehicle pulling to the right	Due to grease, 500			yes
Recall	Sept 3rd taking car in.			
Went for 3rd opinion about rotted pipe	Circle Hyundai Tinton Falls, NJ			

Total days out of service for all problems: Never gave me a loaner, only 2 times

Signature of Titled Owner(s) [REDACTED] Date 8/30/21

Printed Name of Titled Owner(s) [REDACTED]

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
 1676 International Drive, Suite 550
 McLean VA, 22102
 Fax: 703-247-9700

Warren, MI
9-5 Mon-Fri

18219438

this is why they did the inspection - Refuse to give me a report.

LAST EMAIL:
Dear

We appreciate the opportunity to hear from our customers, however, we apologize for the circumstances that prompted your contact.

The response that you received from our offices is Hyundai Motor America's final decision regarding your claim. This response is based on the information made available to us for review. It is Hyundai's final position in this matter and we are unable to offer any assistance to you with regard to this claim.

4/29/2

Car Accident

If you have new information that you feel is pertinent to your case, please provide us with that information in writing. This communication must be mailed to:

Attn: National Customer Connect
Hyundai Motor America
PO Box 20850
Fountain Valley CA 92728-0850

Please reference your case number if we can provide further assistance.

Thank you for contacting Hyundai Customer Care and being a valued member of our Hyundai Family.

Respectfully,

Hyundai Customer Care
Hyundai Customer Care: (800) 633-5151
Hyundai Blue Link Customer Care: (855) 225-8354
Monday-Friday 6:00 AM-5:00 PM Pacific Time
Saturday 6:30 AM-3:00 PM Pacific Time
Sunday Closed
For open campaign information, please visit: www.hyundaiusa.com/campaignhome

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

6/30 -
Called for copy of report again, Hyundai Corp -
said to Jeff -

A fter Accident
4/29/21



CONFIDENTIAL
ATTORNEY-CLIENT PRIVILEGED
ATTORNEY WORK PRODUCT

[Redacted] (Legal No. [Redacted])

Based on the information provided, I recommend that no assistance be provided but that we advise the customer of the following:

We have completed our inspection of your Hyundai Elantra and have reviewed your claims. We were unable to identify any defects in your vehicle relating to the manufacture of the vehicle. Accordingly, while we sympathize with you about the incident, we will not be accepting any financial responsibility or liability with regard to your accident.

In response to your request for a copy of the inspection report, we must respond that the inspection was performed at the direction of the HMA Legal Department and therefore the inspector's findings are covered by privilege. However, we are attaching your EDR data which belongs to you as the owner of the vehicle.

To the extent you intend to pursue this matter further, this letter will advise you of your duty to maintain the vehicle in its post-accident condition for possible future examination, and that any alteration to the vehicle could result in claims for spoliation of evidence.

Report After Accident 9/29/21

Brakes Sailed

107

AUTHORIZATION REQUEST

HYUNDAI MOTOR AMERICA HAS BEEN ASKED TO INSPECT THE FOLLOWING:

Customer: [Redacted] ← Accident 9/27/21

VIN#: KMHD84LF8LU0 [Redacted]

Model: Elantra Limited

Year: 2020

HMA File #: [Redacted]

Vehicle Location: [Redacted] Matawan, NJ [Redacted] - Home

Please authorize a representative from Hyundai Motor America to perform the necessary interior/exterior inspection of the vehicle and retrieval of any electronically-stored data (if applicable). Thank you in advance for your cooperation.

Present Owner/Lessor/Lessee/Representative Attorney:

[Redacted] authorize and consent the inspection of the
[Printed Name]

following vehicle, (VIN) KMHD84LF8LU0 [Redacted] including the retrieval of any
[Vehicle Identification Number]

electronically-stored data in the vehicle (if applicable). I understand this data may include imaging data from the Vehicle's Event Data Record (EDR) and/or information about the movement and operation of the above vehicle, including parameters such as vehicle speed, braking, and steering, and the use of the front seat belts, as well as diagnostic information and information about the deployment of the airbags and seat belt pretensioners. I acknowledge and agree voluntarily to waive any privacy rights to the information or data imaged from the subject vehicle's EDR or other computer memory.

Name (please print): [Redacted]

Status (i.e., Owner, Lessor, Lessee, Representative Attorney, etc.): Owner

Signature [Redacted] Date: 5/6/21

Additional owners/lessees, please sign below (required in Arkansas and Oregon):

Signature of additional owner/lessees: _____

Print Name and Date: _____



EDR

Report
From

After car
accident 4/29/21

Vehicle Information

HYUNDAI ELANTRA(AD) 2020 AIRBAG SYSTEM	
VIN as Programmed into EMS	KMHD84LF8LL [REDACTED]

Additional Information

User-entered VIN	KMHD84LF8LL [REDACTED]
User Name	[REDACTED]
Case Number	[REDACTED]
Crash Date	04/29/2021
Saved-on Date	2021-05-25 08:26
EDR Tool Version	E-P-H-01-00-0038
EDR Report Version	EDR001-R01
Tire Size(s)	P225/45R17
Memo	

Data Limitation

General Information:

Tools for downloading and interpreting the EDRs in Hyundai vehicles have been developed for vehicles produced after September 1, 2012. Currently, there is no tool for downloading and accurate interpreting data from the EDRs in Hyundai vehicles produced prior to this date.

The EDR Report requires Adobe Reader Version 9.00 or higher to open.

EDR(Event Data Recorder):

- The EDR function is part of the Airbag Control Unit(ACU).
- ACU can store up to two events.
- Event means a crash or other physical occurrence that causes the trigger threshold to be met or exceeded, or any non-reversible deployable restraint to be deployed, whichever occurs first:
 1. Deployment Event:
 - 1) the event which is recorded if an airbag is commanded to deploy.
 - 2) the event is locked and cannot be overwritten.
 2. Non-deployment Event:
 - 1) the event which is recorded, but in which an airbag is not commanded to deploy
 - 2) the event is not locked and can be overwritten by a subsequent event (Deployment or Non-deployment event), for example, Pretensioner(s) only deployment
 - 3) An example of a non-deployment event is a pretensioner-only deployment with no airbag deployments
- Ignition cycle count will increment by 1 in the following cases
 1. the power mode change from OFF/Accessory to IGON ON/RUN
 2. EDR data download by tools
- The ACU can record data for all or some of the following events. But, depending on the vehicle's configurations, data for side crash and/or rollover crash(event) may not be recorded.
- If power supply to the ACU is lost during an event, all or part of the data may not be recorded.

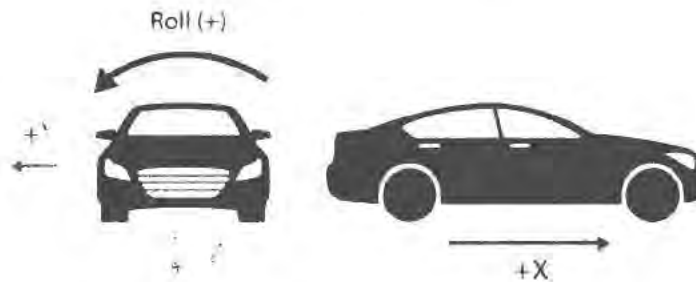
Data Limitation

Data Element Sign Convention:

The following table provides an explanation of the sign notation for data elements that may be included in the EDR report. Directional references to sign convention are from the point of view of the driver.

Data element name	Positive sign	Note
Longitudinal acceleration	Forward direction	+X at the figure 1
Delta V, longitudinal	Forward direction	+X at the figure 1
Lateral acceleration	Left to Right direction	+Y at the figure 1
Delta V, lateral	Left to Right direction	+Y at the figure 1
Normal(vertical) acceleration	Downward direction	+Z at the figure 1
Vehicle roll angle	Clockwise about the longitudinal axis	Roll(+) at the figure 1
Steering input	Counterclockwise rotation	-

Figure 1. Sign Conventions



Data Sources:

Many EDR data elements are sourced from other control modules in the vehicle.

- Most of them can be measured and calculated by the ACU. For example, Delta-V and Rollover angle can be calculated from internal sensors in the ACU (if applicable).
- The following pre-crash data can be transmitted to the ACU via the vehicle's communication network.
 - Vehicle Speed
 - Engine RPM
 - Engine Throttle
 - Acceleration Pedal
 - Service Brake
 - ABS Activity
 - Stability Control
 - Steering Input Angle

*Note) Depending on the vehicle's configuration and the conditions described above, some items may not be recorded.
- Pre-crash data is recorded in discrete intervals. Due to different refresh rates within the vehicle's electronics, the data recorded may be asynchronous to each other.

Data Limitation

Data Definitions:

- Data recorded by the ACU and imaged by the EDR tool is displayed relative to Time zero(T0). Time zero(T0) is not typically the time at which the vehicle made contact with another vehicle or object.
- Time zero (T0) means whichever of the following occurs first
 1. For systems with "wake-up" air bag control systems, the time at which the occupant restraint control algorithm is activated; or
 2. For continuously running algorithms,
 - 1) The first point in the interval where a longitudinal cumulative delta-V of over 0.8 km/h (0.5 mph) is reached within a 20msec time period; or
 - 2) For vehicles that record "delta-V, lateral," the first point in the interval where a lateral cumulative delta-V of over 0.8 km/h (0.5 mph) is reached within a 5msec time period; or
 3. Deployment of a non-reversible deployable restraint.
- Multi-event crash means the occurrence of 2 events, the first and last of which begin not more than 5 seconds apart. If an event is not part of a multi-event crash, the value of this data element will be "1".
- Service brake, on or off means the status of the device that is installed in or connected to the brake pedal system to detect whether the pedal was pressed. The device can include the brake pedal switch or other driver-operated service brake control,
- Engine RPM means
 1. For vehicles powered by internal combustion engines, the number of revolutions per minute of the main crankshaft of the vehicle's engine, and
 2. For vehicles not entirely powered by internal combustion engines, the number of revolutions per minute of the motor shaft at the point at which it enters the vehicle transmission gearbox.
- Engine Throttle is a measure of the throttle position.
- Accelerator Pedal is a measure of the accelerator pedal value.
- Seat belt status is determined by whether the buckle switch is open or closed.
- Delta-V means the cumulative change in velocity, and is calculated from internal sensors in the ACU

Last Correspondence

Hyundai Consumer Affairs Case#: [Redacted]

7 messages

CSS@hmausa.com <CSS@hmausa.com>

Wed, Aug 4, 2021 at 3:21 PM

To [Redacted]

Hello [Redacted]

Thank you for your continued patience, As I look forward to speaking with you about your case please answer the questions below.

Is your vehicle with you or at a Hyundai dealership? (If at a dealership please specify which one)

Which state/ dealership did you purchase your vehicle from, and when ? (please provide the name of the dealership)

Are you leasing or financing your vehicle ? What are your monthly payments?

Please list your concerns with your vehicle.

For customer satisfaction, What is the desired outcome you would like to see from Hyundai in regards to your case?

Thank you for providing the needed information, As I receive your email I will follow up to provide more information. Thank you for being a valued customer.

KIMBERLY
Customer Service Specialist
(833) 462-8722
Hyundai Motor America

ext 45075

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Thu, Aug 5, 2021 at 12:26 AM

To [Redacted]

Good day Kimberly,

You are my 4th or 5th contact regarding this matter I believe. I would like this to be easy and hope that Hyundai understands that sometimes cars have issues. Mine does.

[Redacted]
Matawan, NJ

H
C

Is your vehicle with you or at a Hyundai dealership? (If at a dealership please specify which one)

Vehicle was Purchased at Freehold Hyundai 4065 U.S. 9, Freehold Township, NJ 07728

Which state/ dealership did you purchase your vehicle from, and when ? (please provide the name of the dealership)

New Jersey 8/28/20

Are you leasing or financing your vehicle ? What are your monthly payments?

Financing at \$287.00 monthly

Please list your concerns with your vehicle.

1. Had to bring this car in at 469 Miles due to leaking a greasy substance for 4 or more days spraying on windshield then all down the passenger side of the car for over 5 days all along thinking I was driving my car into something on the road. I did not. Took the car in and wanted a full inspection as cars do not leak greasy substance from the Wheel Well for no reason. Something was wrong. Contacted 3 Tire Dealerships, told me it could have been several different things. Dealership told me "it was over sprayed with Tire Shine". I have owned 6 New cars.

Tire Shine is NOT SPRAYED ON TIRES, ever.

2. Sensors keep changing on their own. Have Photos and Videos.

3. Car changed from Smart to Sport Mode by itself.

4. Backup Camera changes views, yellow >>>> then nothing.

5. Lane Assistance keeps going off and on.

6. Same with Side Mirrors.

7. I HAD TO PURCHASE ""BUY"" A NEW TIRE, WHICH WAS THE TIRE, WHEEL WELL THAT WAS LEAKING THE GREASY SUBSTANCE AT 469 MILES.

8. THESE TIRES ARE ALL BAD, KONA, SHOULD ALL BE REPLACED. LOOKED THEM UP AND CONTACT KONA. NOT MY RESPONSIBILITY.

9. IN MOTOR VEHICLE ACCIDENT. BRAKE FAILURE. WAS STOPPED, TOOK FOOT OFF BRAKE ONLY, DID NOT ENGAGE GAS PEDAL, WOMAN SLAMMED ON BRAKES, I WAS NOT EVEN GOING .05 MILES AN HOUR IF WHAT I READ ON THE REPORT WAS CORRECT. ENGAGED THE BRAKE, CAR SURGED FORWARD HITTING HER IN THE REAR, SURGED BACKWARD, THEN FORWARD AGAIN HITTING HER A SECOND TIME, THEN BACKWARD, HAD TO PUT THE EMERGENCY BRAKE ON AND PUT THE CAR IN PARK. ATTORNEY FEE COST ME \$400.00 PLUS TICKETS \$480.00 FOR A GRAND TOTAL OF \$880.00, DUE TO FAULTY BRAKE SYSTEM IN THIS VEHICLE.

10. RECALL 203 - ENGINE FAILURE-POTENTIAL FIRE. NO FIX IN PLACE SINCE MAY 6TH 2021. NOTIFIED BY HYUNDAI IN THE MAIL, WITH NOT DATE ON LETTER JULY 29TH, 2021.

11. PART OF MY EXHAUST PIPE IS ROTTING AND PITTED. HAVE A VIDEO, THE DEALERSHIP IN TINTON FALLS AND FREEHOLD BOTH SAID IT IS "PASSABLE AND THAT HYUNDAI WILL NOT APPROVE REPLACING THE PIPE. MY NEIGHBORS EXHAUST PIPES ARE GLEAMING AND THEIR CARS ARE OLDER THAN MINE. HERE I AM A 64 YEAR OLD WOMAN UNDER CARS TAKING VIDEOS THAT JUST HAD A REVERSE SHOULDER REPLACEMENT JUST TO PROVE THAT THE PIPE IS ROTTING.

12. WHEN DRIVING DOWN THE ROAD, THE CAR WILL PULL TOWARD EITHER THE RIGHT OR THE LEFT, WHICHEVER WAY THE ROAD IS CURVED, WITHOUT MY DOING SO!! VERY WEIRD. NEVER DROVE A CAR LIKE THIS BEFORE.

MAYBE IT IS BECAUSE FREEHOLD HOLDS THEIR CARS IN A DIRT LOT WITH POTHLES FILLED WITH WATER AND MUD... I WAS THEIR LOOKING AT CARS AND SAW IT WITH MY OWN EYES. DROVE THIS VEHICLE OUT WITH THE SALESMAN...THIS ONE THAT I PURCHASED....

HAVE 5300 MILES ON THIS CAR, YOU CAN SEE ON BLUELINK YOURSELF. AND ON BLUE LINK MY DRIVING SCORE IS BAD????? FUNNY. I AM DISABLED AND DO NOT WORK. 5300 MILES IN ALMOST A YEAR AND I AM A BAD DRIVER. MAYBE IT IS THE CAR.

For customer satisfaction, What is the desired outcome you would like to see from Hyundai in regards to your case?

BUY BACK. I WANT MY DOWN PAYMENT OF \$6,400.00 AND 2 MONTHS OF PAYMENTS. YOU CAN HAVE IT BACK WITH ME OWING \$0.00 TO YOU.

\$6400.00 + \$573.58 = \$6,973.58.

I BELIEVE I OWE \$16,000.00 AFTER LAST MONTH PAYMENT (JULY

A VEHICLE WITH A POTENTIAL ENGINE FAILURE IN WHICH A FIX IS NOT ONLY NOT IN PLACE, BUT YOU WILL MOST LIKELY HAVE TO TEAR THE ENGINE APART, I WANT NOTHING TO DO WITH THIS CAR. I HAVE A WEDDING IN WHICH I HAVE TO DRIVE OVER 4 HOURS IN SEPTEMBER. WOULD YOU TRUST DRIVING THIS VEHICLE. NOW YOU ARE POTENTIALLY TAKING ABOUT SOMEONE GETTING SERIOUSLY INJURED. THIS IS NO JOKE.

YOU CAN EMAIL ME WITH A TIME AND A DAY THAT YOU WILL BE CALLING ME AS I HAVE PHYSICAL THERAPY, 3 TIMES A WEEK FOR A REVERSE SHOULDER REPLACEMENT AND OTHER ISSUES, SO I WOULD LIKE A DAY AND TIME IF POSSIBLE.

EST. NEW JERSEY.

THANK YOU AND LOOKING FORWARD TO SPEAKING WITH YOU.

[Quoted text hidden]

To: CSS@hmausa.com

Recall Sept 3rd Appt. will send via email After I find out about Recall Fix!

Thu, Aug 5, 2021 at 12:27 AI

Case #

44 Complaints for 2020 HYUNDAI ELANTRA



Hyundai 2020

FILTER COMPLAINTS BY AFFECTED COMPONENTS

- Air (44) AIR BAGS (2) ELECTRICAL SYSTEM (4) ELECTRONIC STABILITY CONTROL (1) ENGINE (8) EXTERIOR LIGHTING (3)
- FORWARD COLLISION AVOIDANCE (3) FUEL/PROPULSION SYSTEM (2) LANE DEPARTURE (1) POWER TRAIN (14) **SERVICE BRAKES (1)** STEERING (9)
- STRUCTURE (2) UNKNOWN OR OTHER (3) VEHICLE SPEED CONTROL (6) VISIBILITY/WIPER (1) WHEELS (3)

August 28, 2020

NHTSA ID NUMBER: 11351834

Components: **SERVICE BRAKES**

NHTSA ID Number: 11351834

Incident Date August 20, 2020

Consumer Location MOUNT PROSPECT, IL

Vehicle Identification Number 5NPD84LF0LH****

Summary of Complaint

CRASH Yes
 FIRE No
 INJURIES 2
 DEATHS 0

ON THURSDAY AUGUST 20 I HAD ACCIDENT AND THE FAC FAILED TO WORK AND NOW I HAVE INJURIES, THIS ACCIDENT WASNT MY FAULT. THE MAN WAS IN THE LEFT LANE THEN HE DECIDED TO CHANGE HIS MIND AND CAME ALL THE WAY TO THE RIGHT SIDE AND HE WAS IN FRONT AND SENSORS ON MY CAR SHOULD HAVE ALERTED ME AND DIDNT. THANKS

1 Affected Product ^

Vehicle

MAKE	MODEL	YEAR
HYUNDAI	ELANTRA	2020

Request Research (Services fees apply)

800-633-5151

9/1 Hyundai Corporate sp/w brw (man)

Case # [Redacted]

Recently Searched

National Adveaan will contact me, if I do not hear from him by Tues. Call back w/ case #.
 Area code will be [Redacted]