

CL-11425074-3412

June 23, 2021

JUL 16 '21 7:45AM

Brian Sobel
General Manager
Keyes Hyundai
5746 Van Nuys Boulevard
Los Angeles, CA 91401

Dear Mr. Sobel,

In August 2020, my husband, [REDACTED] and I purchased a Hyundai Kona at the Keyes dealership in Van Nuys, California. At first we were hesitant to buy an all-electric vehicle for fear of running out of power in Los Angeles traffic. However, the sales team and the sticker on the car itself, assured us that in a Kona, we could travel more than 250 miles on a full charge.

A recall of Kona battery packs was issued in October 2020. The recall involved installing an updated battery-management software, a physical inspection of the battery pack, and an advisory to park outdoors until the remedy. We did all that but never received a remedy for the reduced range. We are still awaiting a new battery pack that will allow us to travel the promised 258 miles on a full charge.

In the meantime, this weekend my husband drove the fully charged Kona to a golf course only 80 miles from our house. On his return trip the same day, in the middle of a scorching heat wave, he had to turn off the air conditioning to conserve enough electrical charge to make it back home, a round trip of only 160 miles.

We recently learned that Hyundai was aware of this battery defect in 2019. Clearly this vehicle was sold to us under false pretenses.

With all this in mind, we expect Hyundai to buy back the Kona, VIN: KM8K33AG8BLU [REDACTED]

I can be reached [REDACTED] or [REDACTED]

Sincerely,

[REDACTED]
Los Angeles, CA [REDACTED]

cc: Jose Munoz
President and CEO, Hyundai Motor North America
cc: Administrator
National Highway Traffic Safety Administration

TG
7/16/21

Los Angeles, CA

LOS ANGELES CA 900

24 JUN 2021 PM 9 L



Administrator
National Highway Traffic Safety Admin.
1200 New Jersey Avenue S.E.
Washington, DC. 20590

20590-

