

[REDACTED]
Hagerstown, MD [REDACTED]

February 5, 2022

U. S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue, SE West Building
Washington, D. C. 20590

CL-11426678-1500

To whom it may concern:

re: Complaint No. 11426678

July 27, 2021 I filed a complaint with this department re: a 2019 Hyundai Sonata SE 4 DR SED I bought from Massey Hyundai of Hagerstown, MD November 5, 2019. I have heard nothing from this department. One day at the public library while looking up info on the Internet (which I do NOT have in my home) I saw on a site parts of the aforementioned complaint. The Hyundai rep Paul mentioned in my July 27, 2021 communication with this department was replaced by a Carlos who phoned me several times while I was not at home but left messages on my answering machine. When I tried to return his calls, I was not able to make connection with him. He left a message on my answering machine Monday, January 31, and said he would call me again Friday, February 4. Friday, I waited until after 2:20 p.m. and called him again Friday because I had errands to do. After ten or more rings, he answered. He said I had been assigned to another person whose name and number he gave me.

Finally Massey Hyundai service line manager Donald (Donnie) Smith, a guy with red hair, told me that a Hyundai engineer was coming January 12 to check my car. [A male of similar build and size with red hair { a different shade} is in the parts department.] That day I took my Sonata to Massey and told a young female service advisor who had waited on me before that I would like to speak to the engineer about two other issues I had with the car. I told her I was going to be in the sales room instead of the customer service waiting room where there were doors opening to the outside while the waiting room was enclosed and people were not wearing masks in that area when I had been there before. After my first time there during this Covid issue, I took a chair with me and sat outside while my car was in the shop. It was too cold to do that in January. She said okay.

Later a young male service advisor Austin Whetzel who has the same last name as the service director Matt Whetzel (?father, uncle, or cousin?) and who had waited on me before came and said the engineer was done with my car. When I got to the service area, I was told the service line manager Donnie Smith was bringing my car to me. When he came with my car, he said the engineer had driven my car twice and both times when he hit the brakes, my seat belt engaged and worked according to design. I asked to speak to the engineer to tell him my car at the moment of impact was **STOPPED, SITTING STILL AT A RED LIGHT, NOT MOVING!** He said the engineer had left. I was told in an intense tone that **"ENGINEERS DO NOT TALK TO CUSTOMERS!"** How can an engineer appropriately assess the operation of a vehicle at the time of impact when he does not have the actual or accurate conditions? Apparently it was not important for Massey to verify the details of what exactly happened at the moment of

John

U.S. Department
of TransportationNational 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

27-JUL-2021

Repository ☐Reference No.
11426678**OWNER INFORMATION (Type or Print)**

Name

Address

City

Hagerstown

State

MD

ZIP Code

Evening Telephone Number

Same as above

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

5NPE24AF9

MAKE

HYUNDAI

Model

SONATA SE4DA SED

Model Year

2019

Date Purchased

Nov. 5, 2014

Dealer's Name and Telephone Number 301-733-2742 on service bills

Massey Hyundai 301-733-6756 on buyer's order

Engine:

No. Cylinders: 4 2.4L
Gasoline Direct Injection

Fuel Type:

Regular gasoline unleaded

Original Owner

☒

Dealer's City

Hagerstown, MD

STATE

MD

ZIP Code

21740

Transmission Type

automatic

☐ Antilock Brakes☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

10-MAR-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 150000 SEAT BELTS. Massey Hyundai service department supposedly put in new seat belt for \$1013.33 paid by Massey/Neill who said he got the money from my auto insurance company. "New" belt does not latch when car sitting still only when moving. Front right (passenger) seat belt latches when car sitting still & moving.

Failure Mileage
10500.0

11,246 miles on repair bill

Failure Speed

Car sitting at red light

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: DOTM1 9AB036)

☐ Original Requirement☐ 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), Injury(ies).)

Crash

☒ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

1

Number of Deaths

Reported to Police

Y

Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2019 Hyundai Sonata. The contact stated while she was at a red light, another vehicle crashed into the back of her vehicle however, the seat belt failed to retract, causing the contact to suffer whiplash and a bump to her knees against the dashboard behind the steering wheel. A police report was filed. The contact stated she was able to drive the vehicle to her residence, where she noticed she had sustained injuries on her legs and her right leg was swollen. The contact sought medical attention. The contact stated that the vehicle was taken to the dealer and the driver's side seat belt was replaced however, the seat belt was still not latching securely. The vehicle was taken to an independent mechanic who advised the contact to drive the vehicle up to a certain speed and step on the brake pedal to see if the seat belt would operate as needed. The contact did so, and the seat belt operated as needed. The manufacturer was made aware of the failure and advised the contact to mail photos of the vehicle and other documents. The contact provided the needed documentation as requested. The approximate failure mileage was 10,500-11,246 miles on repair bill.

Car put in repair shop March 12. Concern re: rain getting into trunk

*Whiplash: My head was jerked forward w/force to ward windshield, threw hands up to windshield to prevent head hitting, R-knee hit dash w/force then L-knee but not as forceful, then whole body jerked backwards against seatback. I heard a faint spine & neck crunching. A concern due to 2 previous whiplash injuries when hit while sitting still. When went to ER, I said knees, ankles, hips were hurting. Concerned due to having osteoporosis - Have been told bones at high risk for fracture. My right ankle was slightly swollen. ER only X-rayed knees. After several days called my doctor due to hip hurting. R-hip X-ray ordered. Supposedly tiny crack in femur where meets hip. One of the not sure if crack there, another says it is but not sure if old or new; developed cellulitis in both legs at different times

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.



masseyauto.com

Complaint
11426698

1706 Massey Boulevard
Hagerstown, MD 21740
301-733-2742

R/O Open Date	R/O Number
07/22/21	
R/O Close Date	
07/23/21	Pre-Invoice
Mileage In	Mileage Out
14900	14902
Service Advisor / Tag #	
AUSTIN WURTZEL / 597*0*	
Vehicle Identification Number	
5NDE24AE9K	
Delivery Date	
11/05/19	11/05/19
Color	License Number
SYMPHONY S	

HAGERSTOWN, MD

Year: 2019 Make: HYUNDAI Model: SONATA

SE

SYMPHONY S

Cell: [REDACTED]

#1 - MPI: COMPLETE 27 POINT INSPECTION INSPECT ALL FLUIDS AND FILTERS COMPLETE MULTI POINT INSPECTION.
Sub Total: .00

#2 - 06HYZBODY1: INTERIOR / EXTERIOR BODY ITEMS
seat belt installation, Jay Neil is paying for repairs
Caused by
verified customers concern and found that the vehicles seatbelt sticks while trying to retract.
internal defect within seatbelt from customers accident and needs replaced

Tech: MICAH SHATZER (273)

Installed 88810-C2060-TTX :S/BELT ASSY-FR LH removed and replaced the vehicles drivers front seatbelt. vehicle is now operating as designed

Sub Total: 976.64

1@676.65

299.99
676.65

#3 - 10HYZ1: TIRE CONCERNS
customer states that the drivers rear tire is leaking check and advise

Tech: MICAH SHATZER (273)

Sub Total: 22.80

22.80

#4 - 31HYZ: 4 WHEEL ALIGNMENT

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE: "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on the streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR I.D.
DEPOSIT
DISCOUNTS
TOTAL DUE

We'd like to know...

Can you rate us a "10" for our service today? If not please contact the Service Manager so we can make it a "10". Thank you for your business.



masseyauto.com

1706 Massey Boulevard
Hagerstown, MD 21740
301-733-2742

Complaint #11426678

R/O Open Date	R/O Number
12/28/21	
R/O Close Date	
12/28/21	Pre-Invoice
Mileage In	Mileage Out
17785	17788
Service Advisor / Tag #	
DONALD SMITH / 592-W*	
Vehicle Identification Number	
5NDE24AF9KH	
Delivery Date	
11/05/19	11/05/19
Color	License Number
SYMPHONY S	

HAGERSTOWN, MD

Year	Make	Model	
2019	HYUNDAI	SONATA	SE

SYMPHONY S

Cell

#2 - MPI: COMPLETE 27 POINT INSPECTION INSPECT ALL FLUIDS AND FILTERS COMPLETE MULTI POINT INSPECTION.

#3 - 06HYZBODY1: INTERIOR / EXTERIOR BODY ITEMS
CUSTOMER STATES SHE HAS A SEAT BELT ISSUE. SOP IN
Tech: AUSTEN GALBRAITH (073)

Caused by

Customer states that the vehicles driver seat belt does not lock, verified customers concern deemed that the vehicles safety feature is not working recommend to have replaced

Tech: AUSTEN GALBRAITH (073)

Installed 88810-C2060-TTX :S/BELT ASSY-FR LH removed and replaced the vehicles drivers seat belt. vehicles seat belt is now operating as hyundai designed

Qty: 1

Warranty

Warranty
Warranty

not true

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE: "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on the streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	00
PARTS	00
DEDUCTIBLE	00
SUBLET	00
SHOP SUPPLIES	00
HAZARDOUS MATERIALS	00
SALES TAX OR I.D.	00
DEPOSIT	00
DISCOUNTS	00
TOTAL DUE	00

We'd like to know. . .

Can you rate us a "10" for our service today? If not please contact the Service Manager so we can make it a "10". Thank you for your business.

[REDACTED]
Hagerstown, MD [REDACTED]

February 7, 2022

U. S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue, SE West Building
Washington, D. C. 20590

To whom it may concern:

re: Complaint No. 11426678

February 5, 2022 I wrote you a letter re: a complaint with this department re: a 2019 Hyundai Sonata SE 4DR SED I bought from Massey Hyundai of Hagerstown, MD November 5, 2019. I mailed that letter today. While pulling together my papers tonight I printed a copy of a letter I had written January 13, 2022 (2021 on the letter except page one -- the day after an engineer from Hyundai came to Massey and test drove my car and said the belt was working as designed) to a Jeff Hampton of Hyundai. I was quite upset, stressed, and fatigued at the time dealing with this and the cold due to my Raynaud's.

As I drove out of Massey's lot and started toward Massey Boulevard, I noticed the mileage on my car. As I approached the traffic signal at the front corner of Massey's lot, it turned red. I picked up the invoice and looked at the mileage on it. It had 17,923 for mileage in and 17,926 out. The light changed, and I drove across Massey Boulevard into the parking lot opposite Massey. The mileage on my dash was 17,924. I had just gotten a new cell phone that had a camera on it. I had the instruction booklet in my purse. After numerous attempts, I managed to get some pictures of my dash on it. I drove to Staples a short distance above where I was to have pictures printed. Staples said it did not have the ability to print photos and referred me to Wal-Mart where I got the enclosed photos (pages five and six of my letter to Hampton). How could the mileage on my dash be 17,924 when the time in was 17,923 and time out 17,926? The engineer drove my car twice and the seat belt worked as designed? Did a Hyundai engineer come and test drive my car? I had forgotten to include these comments in my letter to Mr. Hampton.

[REDACTED]
phone

Yours truly,
[REDACTED]

WJm



masseyauto.com

1706 Massey Boulevard
Hagerstown, MD 21740
301-733-2742

R/O Open Date	01/12/22
R/O Close Date	01/12/22
Mileage In	17923
Mileage Out	17926
Service Advisor / Tag #	APRIL MARGETSON / 9778 *W*
Vehicle Identification Number	5NDE24AE91
Delivery Date	11/05/19
Color	11/05/19
License Number	SYMPHONY S

HAGERSTOWN, MD

Year	Make	Model	SE
2019	HYUNDAI	SONATA	SE

Cell:

#1 - MPI: COMPLETE 27 POINT INSPECTION INSPECT ALL FLUIDS AND FILTERS COMPLETE MULTI POINT INSPECTION.

Tech: MICAH SHATZER (273)

Internal

#2 - 06HYZBODY1: INTERIOR / EXTERIOR BODY ITEMS
customer states driver side seat belt does not lock check and advise

Caused by

UNABLE TO VERIFY CUSTOMER CONCERN FRONT SEATBELT IS OPERATING AS DESIGNED PSE INSPECTED VEHICLE SEAT BELT IS FUNCTIONING AS DESIGNED TEST DROVE NUMEROUS TIMES WORKING AS DESIGNED.

Tech: MICAH SHATZER (273)

NO FIX NEEDED AT THIS TIME

Internal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE: "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on the streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

U.S. Department of Transportation
X Complaint # 1142 6678

LABOR	00
PARTS	00
DEDUCTIBLE	00
SUBLET	00
SHOP SUPPLIES	00
HAZARDOUS MATERIALS	00
SALES TAX OR I.D.	00
DEPOSIT	00
DISCOUNTS	00
TOTAL DUE	00

We'd like to know. . .

Can you rate us a "10" for our service today? If not please contact the Service Manager so we can make it a "10". Thank you for your business.

[REDACTED]



[REDACTED]

cc: Office of Attorney General Maryland: Consumer Protection Division case no [REDACTED]

[REDACTED]

[REDACTED]

Complaint #
11421162

Periodically I have heard and read news reports of various auto manufacturers recalling cars re: seat belts. I found Hyundai was one when I searched for an address to write to Hyundai. All service after my second car was done at the dealership as well any body work. I am also not happy with the body work individual Massey referred me to repair my car. He was not aware the owner's manual stated that a Hyundai technician had to install a new seat belt after an accident. That was another battle with service director Whetzel. The second item I wanted to speak about to the engineer was re: the "brake" light on the shelf area above the back of the rear seat. The rear window is so close and flat above the light I cannot suck out, blow out, or run anything between the light and rear window to remove a Japanese beetle that has been there since July and some other bugs. My two vacs and ones at car washes will not do the job.

My father began selling cars (Packards, Essexes, and Austins) before 1920, had a dealership in the earlier twenties that he lost in the 1929 crash. He started a bookkeeping and tax preparation service and had his office in our home. He did the accounts of seven used car dealers and one new dealer (Fiat) plus gasoline and service stations and independent mechanics. I worked for him and went with when he went to some of his customers' places or they came to his office. I heard all kinds of conversations. For a long time, I did not want an automatic transmission or foreign car due to the Fiat bills I posted. Cars today have a lot of electronics that can go wrong.

When Donnie Smith was talking to me about an engineer was coming, he said he thought I would do better with a different model like an Elantra or an SUV. He was going to give me a loaner car until an engineer came. His voice suggested surprise when I said my Sonata was paid for. I said I did not like SUV's. I've always had a sedan. When I went to Massey's and sat in an Elantra, Smith saw the top of the steering wheel was directly in front of my eyes. I needed a booster seat. Later I thought, "Are they trying to push me into buying another car?" I have continued to drive my car and worry.

I bought this Sonata November 5, 2019. The salesman was very aggressive. He knew I was under much stress looking for a car. In October someone took my house and car keys from my front door handle. I had forgotten to do so. That day I was fatigued and stressed from driving in a horrible rain to and from Frederick to have a 1976 root canal redone. I was inside about an hour and half before I went to fill a prescription the doctor gave me. While looking for a new car, each night I parked my car in a different place each night blocks from my home. Add to the duress I have endured following this accident, add getting a notice in summer 2020 from a California law firm who had a class action lawsuit due to the possibility of my car's engine catching on fire. Not knowing what to do, I talked with a local lawyer who charged me sixty-five dollars to tell me just drive the car. Then March 10, 2020 was the accident. Add to that Covid. I decided to contact the Consumer Protection Division of Maryland's Attorney General who told me to check with an attorney my rights. It was difficult to get a hold of someone. Finally one said it would cost me too much to do anything.

I finally called the local Maryland Attorney General's Office. It contacted Massey and also interacted with someone from Hyundai. When I was told what the Hyundai person said, I asked for that person's address to communicate with him. I was told I could not have that info. I asked if the AG could send a letter I would write to that person. I wrote the letter and took it and a copy of it to the AG's office. Friday, February 4 the AG's office said it was closing the file because it could not do anymore be-

impact before the engineer tested my car. In July when Massey installed the second seat belt, I checked it before I left. It did not work! I went in and told the service advisor Austin that the belt was not working. He said he would come out. After a while, I went in the service area next to the parts department. I could hear parts of a conversation that indicated to me ones were talking about my car. Then the service advisor and another young male came out with me to my car. The advisor did not say who the other male was. Was he was the technician who installed the belt? I showed them the front passenger's seat belt latched when one pulled the belt between the two doors, but the driver's seat belt did not! Their response was the front passenger's seat belt latched to hold a child's car seat or a child. They said nothing when I said I thought a child's seat or child went in a rear seat. I left and went to the state police barracks and asked a man who let me in the building if a child's safety seat or a child was placed in the front seat. His response was he thought a child was to ride in a back seat, but he would have to check the law. He just stood there. I left. I do not know if it is Hyundai's or Massey's policy that an engineer cannot or does not talk to a customer or it is the engineer's. I do not know what the engineer was told, nor do I know if one even came! I showed Donnie Smith that the front passenger seat belt latched when the belt was pulled, but the driver's seat one did not! I got no response from him when I asked "Wasn't it important that the belt on the driver's seat should latch because the driver was the one who supposedly had control of the car?" His response was that he was cold, and he walked away and went in the garage.

I had two items re: the design of the car I wanted to bring to the engineer's attention. I had mentioned one to a young male service advisor when I was in for service. He smiled and shrugged his shoulders. One is re: a definite safety issue; the other, a sanitary or "housekeeping" one. The first one I put in my initial letter to Hyundai's Safety Engineer Brian Latouf, Chief Safety Officer Hyundai North America. My concern is re: the design of the windshield. One evening after supper I was driving on a street with a concrete curbed grassy area between a pair of lanes. I was facing the evening setting sun. Suddenly I could not see the street in front of the car. It startled me. I looked in my rear view mirror and saw no one was behind me. I stopped my car, opened my door, put one foot out, and looked to see if any car was parked along the right side of the street. I pulled my car over to the curb. Then I started moving toward the curb and forward until I was able to see through the windshield again. Since then when I travel certain streets in town at certain times of the day (when I am facing the sun directly), I have difficulty seeing what is ahead of me. I wondered if it was my cataracts. My eye doctor said last year that they were ready for surgery, but he wouldn't suggest doing it at that time. This week I had my annual eye exam. He said my retinas were great and wished he had as good ones as I had and I could still wait to have surgery. This week a retired man I know and I got into a discussion about today's cars. He said he didn't like some designs like the windows that were being made too flat. It caused a problem seeing through them. He said he did not have cataracts. He said he had been a mechanic and made some comments about things some did. I know some experiences I have had, and others did. I had two male neighbors who did not like the Chevrolet dealership here. My second car was a Chevrolet and all my others were until I got this Hyundai because my last one, a Malibu, had seven recalls (including one re: the seat belt). A [REDACTED] years-old woman I know who had cataracts removed told me she had issues with the afternoon sun hitting her windshield.

To whom it may concern:February 5, 2022.....page four

cause Hyundai's engineer said the seat belt was functioning as designed. The belt works when the car is moving, **NOT** WHEN SITTING STILL WHEN THE DRIVER'S FOOT IS ON THE BRAKE BEFORE IMPACT!!!! It was suggested I contact this department. I said I had already filed a report. The only thing I knew or thought I knew that this department had received my complaint was when I went to the library to get some info on the computer, I saw comments which sounded like my accident. I also saw Hyundai has been having seat belt problems since 2011 and other issues. I saw Hyundai had a recall re: windshields this year in January. How many people have to be injured or killed before Hyundai or other car manufacturers get their acts together? Ford had a problem re: toxic fumes inside a SUV. I know someone who had one.

My right knee was jammed hard against the dash; my left knee, not as hard. If I had not thrown up my hands against the windshield, my head might have hit it. I heard and felt my spine in the back of my neck make a crunching sound as my head was jerked forward and back. My bones are at high risk for fracture. I have my mother's osteoporosis. Friday while having some medical tests, I learned I have lost a half inch in height. I am now five one. I used to be five three. I am still having problems with my feet and legs, particularly the right one. Some days my feet wake me up stinging, burning sometimes numb like. Also swollen at times and hurting and color change. I was not happy with physical therapy and do not know which one to trust. I know someone who is going through wound care who developed neuropathy in her feet due to what was done in physical therapy. It is like the crack in the trochanter of my femur next to my right hip. They weren't sure if it was old or new. That hip was not hurting before the accident. Since I do not have family here, I have to pay someone to take me when I cannot drive myself. This past year the charge was \$27 an hour with a guarantee of at least three hours. I was two hours in a doctor's office this past week. Part of the time I was standing at a podium updating medical info on an electronic device. I don't know what I did or did not do, but an employee had to come from behind a counter to get this device functioning that I could finish registration. I was not the only one. Some had ones with them to do this. In other doctors' offices, I have been able to sit and do this.

My only ways of communication are speaking in person or by phone and writing a letter. I have a phone with an answering machine. I return legitimate calls. In this situation, when I got calls from Smith, sometimes I went to the dealership to talk with him in person. Several times he was not available or was gone for the day (so I was told), and I had to go back the next day. I am not comfortable using electronic devices. I DO NOT HAVE AN E-MAIL because electronic devices can be hacked and things altered. Electronic devices are expensive and require replacement periodically. They are not cheap. There is the monthly charge to use them. As for a Carlos of Hyundai corporate who called when I was not home who left a message he had called, he spoke so fast leaving a message, I had to play it multiple times to get info from the call. When I got hold of him Friday, February 4, he said another person had been assigned to my case. He did not say whether that person would call me or I was to call that person. This has been exhaustive being [REDACTED] years old.

Enclosures: Massey invoices:

Jly 23,,2021; Dec 12, 2021 & Jan 12, 2022

U.S.Dept.of Transportation form 25Jly2021 (no:11426678)

Yours truly
[REDACTED]

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See attached letters to Brian Latort, Chief Safety Officer Hyundai North America: April 20, 2021 and July 28, 2021. On the Internet May 7, 2020 the NHTSA had received a thousand complaints re: seat belts detaching during an accident; body repair costs to my car not including the seat belt: \$3546.06 total cost for doctor visits, tests and scans, crutches, & other expenses re: foot & legs & hip that are still bothering. A Paul, a Specialist of National Consumer Affairs, Hyundai Motor America, contacted me by phone & the enclosed letter. Got the items together & faxed them to him. He indicated one item missed. Found it & faxed it. Heard nothing since. Had difficulty getting him to understand I not have Internet in my home. I am [redacted] live alone in independent unit in senior community & have no family here. Have to pay \$27 an hour for what is not included in contract. I had to get things together plus deal w/ issues w/ my legs & feet & hip, tests, & doctor appointments & physical therapy.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



masseyauto.com

Complaint # 11426678

1706 Massey Boulevard
Hagerstown, MD 21740
301-733-2742

R/O Open Date	
07/22/21	
R/O Close Date	
07/23/21	
Mileage In	Pre-Invoice Mileage Out
14900	14902
Service Advisor / Tag #	
AUSTIN WHITZEL / 587*W*	
Work Phone	Vehicle Identification
	5NPE24AE9K
Home Phone	Delivery Date
	11/05/19
	In-Service Date
	11/05/19
	Color
	License Number
	SYMPHONY S

HAGERSTOWN, MD

Year	Make	Model	Body
2019	HYUNDAI	SONATA	SE

Tech: MICAH SHATZER
Sub Total: 89.95

(273)

P.2

89.95

4-wheel
for alignment

paid \$ 123.95 by check on 7/22/21

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. Repair work hereinafter to be done along with the necessary parts. We are not responsible for loss or damage to vehicle or articles therein in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on the streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	74
PARTS	55
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	7.28
HAZARDOUS MATERIALS	.00
SALES TAX OR I.D.	40.60
DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1137.27

We'd like to know...

Can you rate us a "10" for our service today? If not please contact the Service Manager so we can make it a "10". Thank you for your business.

X



1706 Massey Boulevard
Hagerstown, MD 21740
301-733-2742

R/O Open Date	R/O Number
01/12/22	
R/O Close Date	
01/12/22	Pre-Invoice
Mileage In	Mileage Out
17923	17926
Service Advisor / Tag #	
APRIL MARGETSON / 977A *W*	
Vehicle Identification Number	
5NDE24AB91	
Delivery Date	In-Service Date
11/05/19	11/05/19
Color	License Number
SYMPHONY S	

ERSTOWN, MD

Make Model SE
2019 HYUNDAI SONATA

1		1671
#1 MPI: COMPLETE 27 POINT INSPECTION INSPECT ALL FLUIDS AND FILTERS COMPLETE MULTI POINT INSPECTION. Tech: MICAH SHATZER (273)		Internal
#2 06HYZBODY1: INTERIOR / EXTERIOR BODY ITEMS customer states driver side seat belt does not lock check and advise Caused by UNABLE TO VERIFY CUSTOMER CONCERN FRONT SEATBELT IS OPERATING AS DESIGNED FSE INSPECTED VEHICLE SEAT BELT IS FUNCTIONING AS DESIGNED TEST DROVE NUMERCUS TIMES WORKING AS DESIGNED. Tech: MICAH SHATZER (273) NO FIX NEEDED AT THIS TIME		Internal

STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE: "I hereby authorize the work hereinafter to be done along with the necessary material and agree that you are responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, any other cause beyond your control or for any delays caused by unavailability of parts shipments by the supplier or transporter. I hereby grant you or your employee permission to operate the vehicle herein described on the streets, highways, or for the purpose of testing and/or inspection. An express mechanic's lien is hereby created on above vehicle to secure the amount of repair thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied including any implied warranty of merchantability or fitness for a particular purpose. The seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply to the prohibited by law.

TURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	00
PARTS	00
DEDUCTIBLE	00
SUBLET	00
SHOP SUPPLIES	00
HAZARDOUS MATERIALS	00
SALES TAX OR I.D.	00
DEPOSIT	00
DISCOUNTS	00
TOTAL DUE	00

We'd like to know. . .

Can you rate us a "10" for our service today? If not please contact the Service Manager so we can make it a "10". Thank you for your business.



cc: Office of Attorney General Maryland: Consumer Protection Division case no [REDACTED]

Complaint #
1142165

Hagerstown, Md

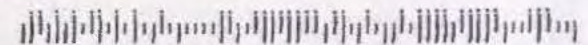
BALTIMORE MD 212

7 FEB 2022 PM 7 L



U. S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue, SE West Building
Washington, D. C. 20590

20590-



Hagerstown, MD

#11426678

BALTIMORE MD 212

8 FEB 2022 PM 8 L



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20590-

