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

Form Approved: O.M.B No.2127-0008

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: 27-JUL-2021 AUG 17 2023

Repository ☐

Reference No. 11426678

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City: Hagerstown | State: MD | ZIP Code [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number: Same as above

E-mail Address [redacted] n/a have none

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	MAKE	Model	Model Year
5NPE24AF9KH[redacted]	HYUNDAI	SONATA SE 4DR SED	2019

Date Purchased	Dealer's Name and Telephone Number	Dealer's City	STATE	ZIP Code	Engine: No. Cylinders	Fuel Type
Nov. 5, 2019	Massey Hyundai 301-733-2742 on service b.ills; 301-739-6756 on buyer's order	Hagerstown, MD	MD	21740	4-2.4L Gasoline Direct Injection	Regular gasoline unleaded

Original Owner	Transmission Type	Antilock Brakes	Cruise Control	Powertrain	Multiple Failure	Incident Date(s)
☒	automatic	☐	☒			10-MAR-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 150000 SEAT BELTS

Failure Mileage: 10500.0

Failure Speed: car sitting at red light

Massey Hyundai service department supposedly put in new seat belt for $1013.32 paid by James Neill who said he got the money from my auto insurances company. "New" belt does not latch when car sitting still only when moving. Front right (passenger) seat belt latches when car sitting still & moving.

mileage 11900 when said need to replace seat belt

11,246 mi. repair & body damage

11,246 mileage on repair bill for belt

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: DOTMAL 9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☒ Yes ☐ No	☐ Yes ☒ No	1		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 & felt spine in 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 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.

Hyundai's service manager didn't know the dealership had to install belt nor did collision shop.

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

See attached letters to Brian Latarf, Chief Safety officer Hyundai North America: April 29, 2021 and July 25, 2021 On the Internet ~~May~~ 7, 2020 the NHTSA had received a thousand complaints re: Hyundai seat belts detaching during an accident; body repair costs to my car not including the seat belt: $3546.06 total medical cost for doctor visits, tests and scans, crutches, & other expenses re: feet & legs & hip that are still bothering A Paul, a Specialist w/ 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~~. 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

Reference no. 1142678

Hagerstown Police Department

MOTOR VEHICLE COLLISION INFORMATION EXCHANGE FORM

It is the policy of this police department to investigate and complete reports for traffic collisions that result in death or injury. In addition, officers may investigate property damage collisions in which a vehicle cannot be safely driven from the scene as well as those involving drivers who are intoxicated. A report will not be completed for collisions that do not meet one of these criteria.

Based on the observations of the investigator, a police report **WILL be completed.**

Barrack: **Hagerstown Police** Unit Phone: **3017903700** Case Number: [redacted]

Investigator: **OFF S. St. Clair 5035** Assignment: **Hagerstown Police** Phone: **3017903700**

Date: **03/10/2021** Time: **13:27** Weather: **Clear** County: **Washington**

Location: **NORTH POTOMAC STREET AT EAST AVENUE**

UNIT 1

Vehicle Registration: [redacted] State: **PA** VIN: **1FMYU94105K**[redacted] Type: **Sport Utility Vehicle**

Year: **2005** Make: **FORD** Model: **ESCAPE**

Insurance: **GEICO** Policy #: [redacted]

Owner Name: [redacted]

Address: [redacted] **HAGERSTOWN MD** [redacted]

Home Phone: Work Phone:

Driver Driver's License Number: [redacted] License State: **PA**

Name: [redacted] Date of Birth: [redacted]

Address: [redacted] **HAGERSTOWN MD** [redacted]

Home Phone: Work Phone:

UNIT 2

Vehicle Registration: [redacted] State: **MD** VIN: **5NPE24AF9KH**[redacted] Type: **Passenger Car**

Year: **2019** Make: **HYUNDAI** Model: **ELANTRA** Sonata should be

Insurance: **STATE AUTO** Policy #: [redacted]

Owner Name: [redacted]

Address: [redacted] **HAGERSTOWN MD** [redacted]

Home Phone: Work Phone:

Driver Driver's License Number: [redacted] License State: **MD**

Name: [redacted] Date of Birth: [redacted]

Address: [redacted] **HAGERSTOWN MD** [redacted]

Home Phone: [redacted] Work Phone: n/a

auxiliary policeofficer - Tim Burdette

run driveway 2 blocks from my home & died in 1993 6 days later.

model of my vehicle not correct — I have a Sonata, not an Elantra; talked with officer at police station to change kind of model; He refused, said too hard to do, take months to do record in California, model of my car on my auto insurance card & registration card; said officer who came to scene of accident shoulder would have known the model; don't know where officer came from, he not talk to me; auxillary (an elderly man did); guess force still under-staffed; officer at station not respond when I said info on report not accurate; same problem when my mother was struck by hit &

was sitting at traffic light for light to change; 2019 Sonata of [redacted] reference no. 11426678 only visible damage seen rear end damage from March 10, 2021 accident

To: US Department of Transportation/National Highway Traffic Safety Administration/Office of Defects Investigation, NEF-100 reference no. 11426678

September 30, 2021

The belt on the driver's seat will not lock if the car is sitting still, but it does on the right front seat (the passenger's seat). The driver's belt will lock if the car is moving, but not when the car is not moving. My car was sitting still at a red light when it was struck, and I was thrown forward. My knees hit the dash. My right knee hit first and harder than my left one. My concern is what happens if I am hit again while the car is sitting still. If I would not be able to drive this car and had to have someone drive me, that person could be injured. If I were to trade this car for another and it was sold to someone who was not told this problem existed, that person could be injured. If one knew this problem existed, would that person buy the car? The manufacturer is at fault for not correcting this problem. Add to that a problem of the engine catching on fire. The value now of this car?

A second issue with this Sonata came to my attention in August 2020 when I received a letter from a law firm in California with a class action lawsuit against Hyundai re: a possibility of the engine catching on fire. I asked the dealership and was told there were two items in file on their computer re: this and that I had an extended warranty. I was told I could have a copy of only one of the items on the computer. I asked a local lawyer about the letter re: the suit. His response was "Just drive the car." He did not indicate I should respond in any way to the letter. Re-reading this notice in writing this letter I don't know if it was the right answer. Since then, I don't completely fill my tank which means more trips to the gas station.

When I bought this car November 5, 2019, it was a high pressure sale. About three weeks before, my house and car keys were taken from my front door handle. My keys were there about an hour and half. Very few use my walk. I told this to the salesman. He tried to get me to drive home this Sonata I said I liked. I said I was not taking this car home until I called my insurance agent and I would come back the next day. He called the next morning and asked when I was coming. When I got there, he had a young woman to sit and talk to me while he ran back and forth to the finance man. When I said I was going to finance it through my former employee credit union, he said I would not get some discounts if I didn't go through the dealership. Then the finance man had written into the contract a prepaid maintenance contract ($834.00) and a carefree car protection plan ($2,062). I wonder if the latter is to cover the cost maybe of dealing with the engine catching on fire. These plans/contracts were not something I wanted at that time. Being [redacted] years old at the time and not knowing how much longer I would be able to drive, I would not have gotten these items. I asked a local lawyer about the letter re: the suit. His response was "Just drive the car." He did not indicate I should respond in any way to the letter. Re-reading this notice in writing this letter I don't know if it was the right answer. Since then, I don't completely fill my tank which means more trips to the gas station. These plans/contracts were not something I wanted at that time. Being [redacted] years old at the time and not knowing how much longer I would be able to drive, I would not have gotten these items.

August 30 or 31, 2021, I received a notice from Hyundai stating that I was to take my car to the dealership to have software updated. I went to Massey the day after I got the notice and was told there was no recall by service advisor Randy Mishler. He said the dealership knew nothing about it and Hyundai must have sent it out. The dealership had been getting calls about it, like thirty a day. I waited. Thinking the dealership might have gotten a notice re: this, I went again to Massey September 24 and

asked. Service lane manager Donnie Smith told me first my new software had been installed. When I asked when it was done because I saw no such indication on any invoice, he told me I had gotten it with the extended warranty. An extended warranty is not going to protect me from injury or anyone else who would be in this car. This is the notice I received.

PLEASE KEEP THIS BROCHURE IN YOUR HYUNDAI VEHICLE'S GLOVEBOX WITH YOUR OWNER'S MANUAL

INFORMATION ABOUT THE ENGINE IN YOUR HYUNDAI VEHICLE

If you have not obtained the free software update described in this brochure, please promptly visit your local Hyundai dealership or call to make an appointment.

HYUNDAI

Software Upgrade: Knock Sensor Detection System

Hyundai, working in conjunction with one of the world's leading engineering and scientific consulting firms, has developed new engine monitoring technology called a "knock sensor detection system."

This software is designed to detect early signs of excessive main engine bearing and/or connecting rod bearing wear within the engine's rotating assembly, which is ordinarily associated with an engine knocking noise.

The system will detect a knocking noise and will then notify the driver via dashboard warning lights, as well as place the vehicle into a reduced power, engine protection mode. The vehicle should be taken to a Hyundai dealership immediately if the dashboard warning lights illuminate and the vehicle goes into engine protection mode.

This technology is now available for your vehicle at no cost to you. If you have not done so, please visit a Hyundai dealership to receive this software update.

Lifetime Warranty

Hyundai is also providing limited lifetime warranty coverage for certain engine repairs for original and subsequent owners of the following vehicles, provided the software update on the previous page has been completed: 2011-2019 Sonatas, 2013-2018 Santa Fe Sports, 2019 Santa Fes, and 2014, 2015, 2018 and 2019 Tucsons. The lifetime warranty covers the short block assembly, consisting of the engine block, crankshaft and main bearings, connecting rods and connecting rod bearings, and pistons when damaged due to connecting rod bearing failure.

Regular maintenance is essential to obtaining the highest level of performance, safety, and reliability from your Hyundai. It is especially important to routinely check your vehicle's engine oil level (once a month) and regularly replace the engine oil and oil filter (see your Owner's Manual to determine how often you should change you vehicle's oil and filter – at least every 7,500 miles under normal usage and every 5,000 miles under normal usage for turbo vehicles). Maintaining your vehicle according to the Owner's Manual is required to ensure that your warranty coverage remains intact. You should keep detailed records of vehicle maintenance, including date of service, mileage at time of service, and a description of service and/or parts installation performed. The scheduled maintenance log in this brochure can help you document this information. If you sell your vehicle, be sure to give your maintenance records to the new owner.

Hyundai will not deny a warranty claim solely because you do not have your records to show that you maintained your vehicle. However, damage or failure caused by an owner's neglect is not covered under warranty, including the lifetime warranty given by Hyundai in connection with the knock sensor software update described in this brochure.

In addition to the Lifetime Warranty, you may be eligible to receive compensation for future out-of-pocket expenses that are reasonably related to a connecting rod bearing failure or for related repair delays. Also, in the unlikely event you experience an engine compartment fire, you may qualify for compensation. Please refer to the settlement website (**HyundaiThetaEngineSettlement.com**) or call **(800) 633-5151** for additional details on reimbursement eligibility and how to submit a claim.

If you opted out of the settlement, you will be excluded from future lifetime coverage for your vehicle. Also excluded from future lifetime coverage are individuals and commercial entities engaged in vehicle sales, leasing, financing, or renting of vehicles, including automobile dealers, leasing companies, automobile auction houses, vehicle brokers, banks, credit unions, or other lienholders. Prospective buyers wishing to confirm whether there is applicable engine warranty coverage should call **(800) 633-5151**.

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no response after items he requested

HYUNDAI

June 16, 2021

[redacted]

Hagerstown, MD [redacted]

Re: 2019 Sonata - Hyundai Case Number [redacted]

Dear [redacted]

We thank you again for contacting Hyundai Motor America. We are sorry to hear of the circumstances which prompted you to reach out to us.

Attached you will find the Document Request Packet and the Authorization Request form. It's important to return all the requested documents to the following "Contact Us" site [redacted] You may also fax the requested documents if necessary to 714-965-5031.

In addition, you can always reach me directly by calling (833) 462-8722 x65053. My hours of operation are 7:00 a.m. to 4:00 p.m., Pacific Time, Monday through Friday. When calling, please reference your case number.

Sincerely,

Paul
Specialist, National Consumer Affairs
Hyundai Motor America

√

Reference no.
11426678

HYUNDAI

Date

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[redacted]

Hagerstown, MD [redacted]

Case Number: [redacted]

Dear [redacted]

This notice is sent to you in response to your recent inquiry. To assist us in our investigation, please send the following information or documents listed below:

A. Color photographs of the damage to your Hyundai, including the front end, side and rear, engine compartment, front and reor interior, Vehicle Identification Number (VIN) plate, located on the top left side of the dashboard.
B. Documentation reflecting payments made to you by your insurance company.
C. An itemized list of what you are seeking. Attach any supporting documents you may have in your possession.
D. A description of the Hyundai vehicle, including VIN, mileage and a copy of the current registration. (If you have not done so already, please ensure to preserve the vehicle in its current condition for possible inspection.)
E. All reports indicating the cause of the incident.
F. The date, location and details of the incident, including the usage of the vehicle prior to the incident.
G. Purchase Agreement/Bill of Sale/
H. Repair/maintenance invoices in your possession.
I. Signed Owner Authorization Request.
J. The Hyundai file number assigned to your case.
K. Current daytime telephone number.

Providing this information will expedite our investigation and ensure a prompt response to your inquiry. Providing authorization alone will not be sufficient. We need all relevant information and documentation in your possession as request above. We will contact you once the documents have been received and reviewed. Please be advised that any documents and/or photographs you provide will be disposed of within thirty (30) days of our receipt of them. Thus, we recommend you provide copies rather than originals.

If we do not receive all the information/documentation requested within 30 days from the date of this letter, we will presume that you no longer wish to have Hyundai review your matter.

Sincerely,

Hyundai, National Consumer Affairs

Please direct all correspondence to:

"Contact Us" Website -
[redacted]

Hyundai Motor America
10550 Talbert Avenue
Fountain Valley, CA 92708
T + 714 965 3000
F + 714 965 3816
www.hyundai.com

reference no. 11426678

[redacted]
Hagerstown, MD [redacted]
April 15, 2021

Mr, Brian Latouf
Chief Safety Officer Hyundai North America
10550 Talbert Avenue
Fountain Valley, CA 92728-0850

Dear Sir:

November 5, 2019 I bought a 2019 Hyundai Sonata from Massey Hyundai of Hagerstown, MD. March 10, 2021 I was sitting at a red light when someone ran into the rear of my Sonata (time of 13.27 on Hagerstown Police Department report) causing $3,550 in damages to my Sonata. I have no idea how fast the sixteen-years-old Ford sport utility vehicle was moving. (The posted speed is twenty-five miles per hour. It is a main north/south street going through the public square (the original center when the town was founded. The town has become a relocation settling point from the D. C. area, and the drivers have brought what I call their "kamikaze" driving ways here. Now at times and places there seems to be less traffic on the road with cars going at a higher rate of speed. Speed cameras are at certain intersections which probably have had too many accidents. A local delegate, a former Montgomery County resident and Maryland State Highway employee, got a law passed in the state legislature allowing ones to pass on the right side of a vehicle stopped to make a left-hand turn. I have had few uncomfortable instances (like a very large tractor and trailer – one with large construction equipment on its trailer and another one box-like) where ones have gone onto the grassy area along a highway because there was not much of a shoulder. Then there is the issue of cellphones.) The [redacted]-old male who hit me said his brakes did not work when he pressed the brake pedal. When was the last time he had his brakes serviced? I was not looking in my rearview mirror at the moment pf impact. I took my car to a body shop recommended by Massey for repair as it no longer had a collision center.

After I got my car back, I took it to Massey to have an oil change and tire rotation as per a service contract I got at the time of purchase of my car. At that time I spoke to the service advisor about my seat belt. I said it did not latch like the one in my previous car, an almost ten-years-old Malibu. When I got in my Hyundai and I put the right-sided metal part into the part to the left and above my shoulder, it did not click and hold me like in my Malibu. Changes occur in cars over the years and vary in makers. I did not think of saying something when I took my car for previous service appointments. What occurred during this accident caused me to say something to the service advisor.

When I was hit, I was thrown forward suddenly. I thought I was going to be thrown head first into the windshield. I threw up my hands to prevent this because in the past I had experienced two whiplash injuries from being rammed once in the rear as I was sitting at a red light and another time in

reference no. 11426678

HYUNDAI

Date

[redacted]
Hagerstown, MD [redacted]

p 2/

my knees hit the dash area under the steering wheel. Momentarily I felt stunned. Years ago I suffered a concussion to the left back of my head from a fall on macadam. Years ago a radiologist told me I was like in state of shock because I couldn't remember some things. It was a kind of trauma to the brain.

Then I saw a young male pulling along my left side. I thought he was trying to go around me and leave the scene. I grabbed my cellphone and called 911. I asked for the police to be sent. The 911 person repeatedly asked if I wanted an ambulance. I replied no. As she was asking me questions, my head started to feel like it was spinning, and I was having sensations I had had before. An ambulance came and stayed with me for a period of time until I said I thought I was okay and the auxiliary officer said he thought my car could be driven. I declined being taken to the ER and drove my car home. Being almost [redacted] in retrospect it may not have been a good decision. My mind was bombarded by what to do: like who would get my car home or where it would be towed and transportation later to get it later. After I ate some lunch, my right ankles, knees, and hip started hurting, and I wasn't feeling right. I decided to take a cab to the ER at 3:40 p.m. I am used to eating at set times to keep my sugar levels in good order. I had nothing to eat until ten p.m. after I got home. Access to the snack bar was limited to staff. A nurse directed me to an area with machines. One ate some of my money. I only had with me enough for a cab each way and a little extra. It was cold in the waiting area. Then I was placed in a cubicle that was colder; it had a vent overhead. I was in much physical distress due to my Raynaud's. The next days and weeks were dealing with insurance companies, completing forms, not feeling well, going to see doctors with referrals and tests being done plus other things having to be done including physical therapy.

I took my Sonata to Massey for a scheduled service April 12. Massey's Tech wrote

```
#5 - 94HYZ: MISCELLANEOUS
     CUSTOMER STATES THERE DRIVERS FRONT SEAT BELT
     WILL NOT LOCK.
       Caused by
       VERIFIED DRIVERS FRONT SEAT BELT WOULD NOT LATCH
       INTERNAL FAULT IN SEAT BELT VEHICLE WAS IN A
       WRECK WILL NEED TO GO THROUGH INSURANCE FOR
       REPLACEMENT.
     Tech: HARRISON SMITH        (322)
```

That same day I went to the auto body shop. He said he would contact Massey. The next day I went back to Massey and talked with the service manager. I asked him about why my insurance company would have to pay when the belt was not working, I thought, properly before the accident. He gave me the impression it was because I hadn't said anything to Massey about it. Several times I attempted to get the belt to latch like my Malibu. The service manager said a sensor was damaged during the accident, and it was the responsibility of the repair shop to have checked it. I am not mechanically inclined, and it is in unreal for the ordinary person to remember everything in the books that come with car. I have always had all service done at the dealer's, even though it is supposedly more expensive, because the technicians are supposedly factory trained. All the work is done at one place. I went back to the body shop. He said the seat belt worked. When I said the belt did not latch for me, he got in and drove it. He said it latched. I said I did not drive it like he did as I did not want to jar my neck. He said he would talk to Massey. That evening I tested my car like I saw him do, but I did not go I think as fast as

as fast as he did. The seat belt latched. I think the issue is whether the car is sitting still or moving. The seat belt on my Malibu latched when I was sitting still or moving. This Hyundai only latches when it is moving. My seat belt goes five inches beyond my steering wheel and touches the front part of the dashboard. Mas-sey's service manager said the problem was a sensor. I spoke again with the man who repaired my car. He looked on his computer and said a new seat belt was seven hundred plus dollars. He has been very nice, and I was satisfied with how my car looked. He insisted on him contacting Massey and getting my car fixed. I do worry about what may have been damaged, particularly electronic parts, that haven't presented all themselves yet, like my body injuries.

When I went to the library to get on the Internet to get an address and person to write this letter, I came across some items re: Hyundai recalls on seat belts in 2017. I do not know if it is the same issue. It perturbs me vehicles are put on the road and then recalls follow after ones have been injured or killed. I had good Chevrolets from 1963 until my2010 Malibu had seven recalls, some suggesting possible loss of life was a risk. My father had a thirty-seven and forty-nine Chevrolet and a sixty-three Chevrolet after a problem Plymouth. He was a Packard and Essex dealer in the 1920's. He used to say to keep a car in good mechanical order and have good tires. April 20, 2021

Life and physical therapy has gotten in the way. I called Hyundai to verify an address to write to you and spoke with a Judy who took info re: what I have in this letter. She said someone from Hyundai would call and gave me a case number [redacted] April 19 I was back at Massey Hyundai to check if I was supposed to top off coolant and windshield wiper fluid or if Massey did it at an oil change my Chevy dealer did. The Chevy dealer gave me a sheet that listed all things by category done each time. Massey's sheet only has: "#3 – MPI: COMPLETE 27 POINT INSPECTIONINSPECT ALL FLUIDS AND FILTERSCOMPLETE MULTI POINT INSPECTION." No list. The service advisor this day said the tech should have topped off the fluids. The advisor did it. The tech supposedly checked the belt. The trunk lid would not latch. Enclosed are photos of my car before repairs.

Cc: Jose Munoz

Yours truly,

[redacted]

reference no. 11426678

[redacted]
Hagerstown, MD [redacted]
July 28, 2021 *daytime phone number* [redacted]

Mr. Brian Latouf
Chief Safety Officer Hyundai North America
10550 Talbert Avenue
Fountain Valley, CA 92728-0850

Dear Sir:

This letter is a follow-up of my letter to you April 15, 2021 and a Paul who did not acknowledge receipt of information he requested that I faxed to him July 6, 2021. I do **not** have an e-mail address because I do not have the Internet in my home and do not want the worry of it. Sometimes I go to the library where I have someone to assist me to look up info. Systems change. I like the newer ones less. Even staff there may have to ask other staff for help.

The seat belt problem with my 2019 Sonata is **still not resolved**. James Neill of Neill Auto Body was the person to whom Massey Hyundai service manager Matt (??Last name [I was not told when I asked. Never had that problem with Chevrolet who had it on an office door or posted in a list of employees in the dealership] referred me when I spoke to him about who did collision work because Massey did not have a collision shop like the Chevrolet dealership I used). Neill got upset when I said I was going to write to Hyundai about the seat belt because it might upset his relationship with Massey.

When a 2005 Ford Escape (a sport utility vehicle) slammed into the rear of my 2019 Hyundai Sonata while I was sitting at a red light waiting for it to change to green March 10, 2021, my total being was thrown forward toward the windshield and steering wheel. I threw my hands up above the front of my forehead because I thought my head was going to hit the windshield. My right knee hit the dash area behind the steering wheel. Then it was like my body was sucked backward against the seat back. I heard and felt the crunching of my spine in my neck. I was initially in a shock or panic mode because of whiplash injuries from auto accidents when my car was rammed while I was sitting still. Plus I thought the driver was going to run because he backed up and drove up along the driver's side of my car. I immediately called 911 and asked for police to come. While the 911 person kept asking if I needed an ambulance, the male who hit me stopped at my front door and said his brakes didn't work. His pedal went to the floor. I started feeling lightheaded and was concerned about passing out and agreed to an ambulance being sent. Being almost [redacted] years old didn't help and having to make decisions about my car and going to the hospital. My blood pressure skyrocketed. The rescue squad offered to take me to the ER. I declined but went later in the day because I started developing issues. Apparently the rescue guy didn't verify what he put into his computer. He put my gender as male. The officer who did the accident report wrote "Elantra" instead of "Sonata". When I went to the police station, the desk officer had a meltdown. I showed him my auto insurance card. He said it was too difficult and would take months to change it because the info was stored in California. He went briefly into another room. He didn't say anything when he came back.

Since the accident I have been dealing with issues with my legs that in part may have been

triggered by this accident and revived former injury and infection issues. That has been doctor visits and various tests and physical therapy. I contacted Neill and asked what he was going to do about the seat belt. He made the comment about "having dropped the ball and would take care of it." Included is the following that I sent to your representative Paul when he contacted me after I wrote you April 15, 2021. I do not know if he shared it with you.

While writing this letter, I looked up seat belts in my car manual. I found the following:

⚠ WARNING

Damaged seat belts and seat belt assemblies will not operate properly. Always replace:

- **Frayed, contaminated, or damaged webbing**
- **Damaged hardware**
- **The entire seat belt assembly after it has been worn in an accident, even if damage to webbing or assembly is not apparent**

Seat Belt Warning Light

Seat belt warning light (for driver's seat)

OLM033022

The driver's seat belt warning light and chime will come on according to the following table when the ignition switch is in the ON position.

Conditions		Warning Pattern	
Seat Belt	Vehicle Speed	Light (Blink)	Chime
Unbuckled		6 seconds	
Buckled		6 seconds	None
Buckled → Unbuckled	Below 3 mph (5 km/h)	6 seconds	None
	3 mph – 6 mph	6 seconds	
	Above 6 mph (10 km/h)	6 sec. ON / 24 sec. OFF (11 times)	
Unbuckled	Above 6 mph (10 km/h) ↓ Below 3 mph (5 km/h)	6 seconds *1 ↓ Stop *2	

*1 : The Warning Pattern repeats 11 times with an interval of 24 seconds. If the driver's seat belt is buckled, the light will stop within 6 seconds and chime will stop immediately.

*2 : The light will stop within 6 seconds and chime will stop immediately.

2 Safety system of your vehicle

2-23

If Mr. Neill is referred to customers by Massey Hyundai for collision repair, why don't the service manager and Neill seem not to know what is on page 2-23 and page 2-28 *(see next page)* in the owner's manual? The service manager said Neill had to take care of the seat belt because it was related to the accident. ?Also the men who work for Neill? Neill said Massey was going to take care of fixing the seat belt. He told me to bring my car to his shop, and he would drive me to Massey's. I said I saw no point in that. I was capable of driving to Massey's. I said I didn't see any reason to use up his time to do that. He gave me no indication of how much time was needed to do the repair. I called and asked Massey's service manager Matt if Massey was doing the seat belt repair. He said yes. When I asked how long the repair would take, he said an hour. I did not think to ask how much it was going to be. I read the service manual when I purchased the car, but these two pages did not stick in my memory. I didn't expect to be in an accident. With the Chevrolet dealer, a collision shop was on its site. I either drove or had my cars towed to the collision shop, and they took care of everything.

reference no. 11426678

Safety system of your vehicle

Pre-tensioner seat belt (Driver and front passenger)

Retractor Pre-tensioner

Your vehicle is equipped with driver's and front passenger's Pre-tensioner Seat Belts. The purpose of the pre-tensioner is to make sure the seat belts fit tightly against the occupant's body in certain frontal collisions. The pre-tensioner seat belts may be activated in crashes where the frontal collision is severe enough.

If the system senses excessive tension on the driver's or passenger's seat belt when the pre-tensioner activates, the load limiter inside the pre-tensioner will release some of the pressure on the affected seat belt.

When the vehicle stops suddenly, or if the occupant tries to lean forward too quickly, the seat belt retractor will lock into position. In certain frontal collisions, the pre-tensioner will activate and pull the seat belt into tighter contact against the occupant's body.

OLMB023039

Seat Belt Anchor Pre-tensioner

The purpose of the Seat Belt Anchor Pre-tensioner is to help the lap belt fit tightly against the occupant's lower body in certain frontal collisions. The Seat Belt Anchor Pre-tensioner may be activated in crashes where the frontal collision is severe enough.

⚠ WARNING

- **Always wear your seat belt and sit properly in your seat.**
- **Do not use the seat belt if it is loose or twisted. A loose or twisted seat belt will not protect you properly in an accident.**
- **Do not place anything near the buckle. This may adversely affect the buckle and cause it to function improperly.**
- **Always replace your pre-tensioners after activation or an accident.**
- **NEVER inspect, service, repair or replace the pre-tensioners yourself. This must be done by an authorized HYUNDAI dealer.**
- **Do not hit the seat belt assemblies.**

Between Monday and Wednesday Neill called me several times from different phone numbers. Once he said he apologized for calling on his fax number. Monday July 19 Neill and I talked about ordering the seat belt which he said he could get normally in two days. Massey would order it and deliver it to him. I asked him why he had to drive my car to Massey for the belt repair. I said the service manager told me that Neill had to drive my car to Massey, not me. I said I lived closer to Massey than his shop and asked where I was to be while the repair was being done. He said he would talk to Massey and get back to me.

Neill called me Wednesday, July 21, 2021 and said my seat belt was in and he had sent it back to Massey. I went to Massey's and asked two young women at a reception-looking desk in an area to the left side in the front of the building housing the service department and asked who the manager was. One replied she didn't know who I meant. I said the boss or person in charge. The two had a verbal exchange and said they guessed it would be Cindy Massey. When I asked if I could speak to her, they said she was not in. I was taken over to the finance man who had done the title, service plan, and other work when I bought my car. I told him I was to bring in my car for a belt replacement the next day (July 22) and was going to speak to the service manager about it but wanted to speak first to the dealership manager. He went away and came back with the service manager "Matt" who looked very angry. He said the seat belt was on the delivery van and would be at Massey at the end of that day and the belt would be replaced Thursday, the next day. When I asked how long it would take, He said two hours. When I said he had told me an hour, he said it would take two hours. I asked if a tire that was leaking air could be looked at and an alignment be done. He said yes. I asked him to look at something on my car. We went out to my car and showed him gaps that had developed between the fender piece below the

trunk lid and the side pieces over the rear tires. He said I would have to take it back to Neill's. I then went to Neill's and showed him what I had showed Massey's service manager Matt. He said he did not know why it was the way it was. He made some comments I don't recall. He said something about putting it in an oven. He said I could bring it to his shop, and he would drive me home. He did not indicate how long he would have my car. He made a comment about leaving my car for eleven days. He had the same time on the initial estimate of record for repair of my car.

Adjuster: BEYER, JOHN, (614) 917-4071 Business

[redacted] Owner Policy #: [redacted] Claim #: [redacted]

COLLISI - COLLISION Date of Loss: 03/10/2021 11:00 AM Days to Repair: 11

I noticed on the estimate to my insurance company that he had 11:00 a.m. as the time of the accident. Police report had "13:27."

Barrack: Hagerstown Police Unit Phone: 3017903700 Case Number: [redacted]
Investigator: OFF S. St. Clair 5035 Assignment: Hagerstown Police Phone: 3017903700
Date: 03/10/2021 Time: 13:27 Weather: Clear County: Washington
Location: NORTH POTOMAC STREET AT EAST AVENUE

Thursday, July 22 I arrived at Massey about 9:30 a.m. and drove my car into the service. A young male named Austin who had waited on me when I had my car there for service before checked me in. I went into the customer waiting area for a while and then went outside and sat in the shade and read. Austin came and said my car was ready. I went with him and wrote a check for the alignment and repair for the tire that supposedly had a nail in it. I left Massey's before noon. That evening I realized I was not given paper work re: what was done on my car. I was not feeling well Thursday morning and had only slept about four hours due in part to what has occurred. Friday I went to Massey service and asked for Austin. First a service writer told he had gone to the bathroom. Another came out of the garage area and said Autin was busy with a customer and would be a long time. I said I would wait. Shortly Austin came, and I asked for the paperwork I had not been given. Austin gave me the following three pages.

Reference no. 11426678

massey
Peace of Mind Comes Standard.
masseyauto.com

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

R/O Open Date: 07/22/21 | R/O #: [redacted]
R/O Close Date: 07/23/21 | Status: Pre-Invoice
Mileage In: 14900 | Mileage Out: 14902
Service Advisor / Tag #: AUSTIN WHETZEL/582*W*
Vehicle Identification Number: 5NPE24AF9KH[redacted]
Delivery Date: 11/05/19 | License Number: [redacted]

[redacted]
HAGERSTOWN, MD [redacted]
Work Phone: [redacted]
Home Phone: [redacted]

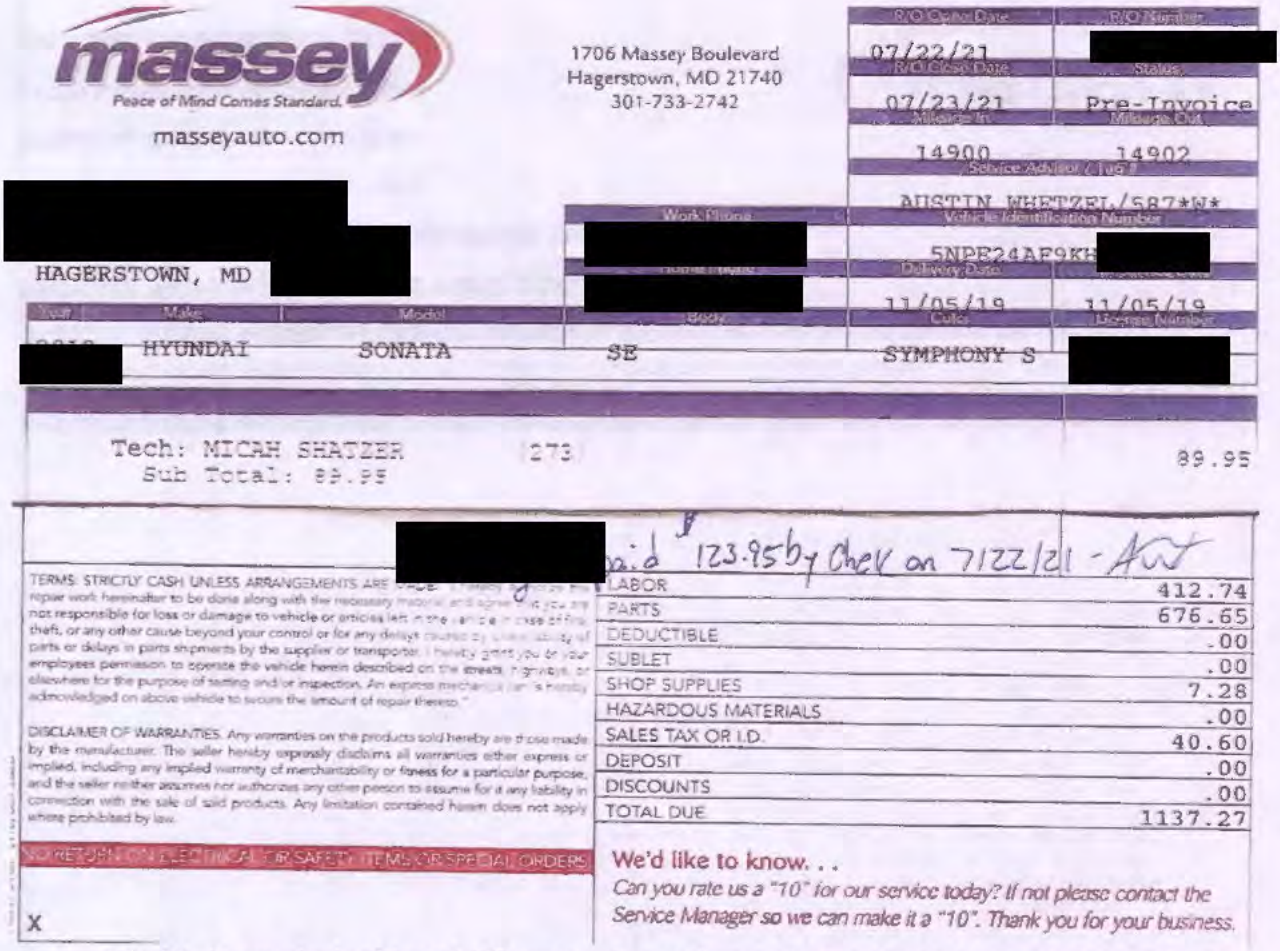
Year	Make	Model	Trim	Color
2019	HYUNDAI	SONATA	SE	SYMPHONY S

Cell: [redacted]

#1 - MPI: COMPLETE 27 POINT INSPECTIONINSPECT ALL FLUIDS AND FILTERSCOMPLETE 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)		299.99
Installed 88810-C2060-TTX :S/BELT ASSY-FR LH	1@676.65	676.65
removed and replaced the vehicles drivers front seatbelt. vehicle is now operating as designed Sub Total: 976.64		
#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 | LABOR | PARTS

This customer said the seat belt did not click and hold in place when I took hold of the belt and pulled it down from my left shoulder toward my lap like in my former car, a ten-years-old Malibu. I thought the mechanism was different in my Hyundai and never thought to mention it during the few times set by the maintenance plan I was sold when I bought the car. The original seat belt would stretch beyond the steering wheel toward the windshield or pull down on loops toward my lap, and the new one (?) is doing the same. In my Malibu once it clicked, the belt stayed in place. I tested the belt on the front passenger's seat, and the belt locked like it used to in my Malibu. I asked someone if I could look at her car. She had a different make of auto. We discovered hers clicked on two attempts but didn't lock. We found that one on the front passenger side did like the one on my Hyundai.



massey
Peace of Mind Comes Standard.
masseyauto.com

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

R/O Open Date	R/O Number
07/22/21	[redacted]
R/O Closed Date	Status
07/23/21	Pre-Invoice
Mileage In	Mileage Out
14900	14902
Service Advisor (Tag)	
AUSTIN WHETZEL/587*W*	

[redacted]
HAGERSTOWN, MD [redacted]

Work Phone	Vehicle Identification Number
[redacted]	5NPE24AF9KH[redacted]
Home Phone	Delivery Date
[redacted]	11/05/19

Year	Make	Model	Body	Color	License Number
[redacted]	HYUNDAI	SONATA	SE	SYMPHONY S	[redacted]

Tech: MICAH SHATZER	273	89.95
Sub Total: 89.95		

[redacted] paid $123.95 by Check on 7/22/21 - AW

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE [redacted]. I hereby grant you 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

X

LABOR	412.74
PARTS	676.65
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.

I decided to go dealerships of different makes. When I asked at the first one, a salesman sent me to someone in maintenance. That person said it should latch like my Malibu. He tried various ways, but it would not latch. He told me to take it some place where there was no traffic, get the car up over thirty miles per hour, and slam on the brake. When I did that, the belt locked and restrained me. My conclusion is that belt will only hold the driver in place when the car is moving. I was sitting still at a red light when the Ford Escape slammed into the rear of my car. Since I only weigh [redacted] pounds, I do not know if that was a factor. The technician's comment: " replaced the vehicle's drivers front seat-belt. Vehicle is now operating as designed." ?It was designed not to restrain the driver and caused the driver to be thrown against the steering wheel and cause one's knees to hit the dash." ? I have been asked if the air bag deployed. The answer is no. Was the air bag supposed to have inflated?

This past week I went to the library and looked at Massey Hyundai's website and saw that the service manager Matt and service advisor's last name was "Whetzel. Father and son or nephew and uncle? I saw no Cindy Massey listed, but there were several Masseys.

reference no. 11426628

massey
Peace of Mind comes Standard.
masseyauto.com

1706 Massey Boule
Hagerstown, MD 21
301-733-2742

MASSEY HYUNDAI
1706 MASSEY BLVD
HAGERSTOWN, MD 21740
07/23/2021 10:59:42
MID: XXXXXXXXXXXX373 TID: XXXX723
DEBIT CARD
DEBIT SALE

Pre-Invoice
14902
TEL/587*W*
11/05/19

[redacted]
HAGERSTOWN, MD [redacted]

2019	HYUNDAI	SONATA	SE

Tech: MICAH SHATZER (273)
Sub Total: 89.95

Card = Taken
Network: VISA
Chip Card: US DEBIT
AID: A0000000980840
ATC: 0003
ARQC: 0D8FD3460A0952E3
SEQ #:
Batch #:
INVOICE
Approval Code: 925657
Entry Method: Chip Read
Mode: Issuer - PIN Bypassed
Tax Amount: $0.00

89.95

SALE AMOUNT $1013.32

I agree to pay above total amount according to card issuer agreement.
(Merchant agreement if Credit)

MERCHANT COPY

[redacted]
DATE July 23, 2021 $123.95
Massey Hyundai
The Hundred County Insurance and Fleet
alignment
M&T Bank
PAY TO THE ORDER OF
HAGERSTOWN, MD

Customer 123.95

5-4 - $1,013.32

LABOR	412.74
PARTS	676.65
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

How in good conscience can you put a car like this on the road?

Yours truly,

[redacted]

Cc: Munoz
driver's seat belt still does not latch

[redacted]

HAGERSTOWN, MD [redacted]

3 of P

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

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FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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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