

**From:** [REDACTED]  
**Sent:** Wednesday, December 15, 2021 10:42 PM  
**To:** NHTSAWhistleblower <[NHTSAWhistleblower@dot.gov](mailto:NHTSAWhistleblower@dot.gov)>  
**Subject:** 2012 Hyundai Sonata Hybrid

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Over the past couple of years, I have made several attempts regarding my 2012 Sonata Hybrid to Hyundai headquarters,, and my local Hyundai dealership. I have continued to have numerous problems and have tried several times to have these issues addressed at the local Hyundai dealer. An issue that I have, that seems to be ongoing is that my vehicle continues to stall., During this stalling process, the alarms on my dashboard read "stop the car and pull over safely. Check hybrid system" I have lost power while driving, and at times it jerks and acts as if it's going to die. There are times when I would pull over and wait 10 minutes and it would startup. I've taken it into our Hyundai dealership, which they say they can never find anything wrong. An engine recall for this particular year model was announced not that long ago, I took it in to have it checked and of course that found nothing wrong. I was told that it passed whatever kind of test or inspection that the dealerships were to perform on the affected cars. A couple of weeks before Thanksgiving it did all of the issues I mentioned earlier and wouldn't start. I had to pay to have it towed to the dealership, and they could not get to it for a couple of weeks due to the holidays and they were backed up with other cars which was understandable. I asked about a loaner car seeing that it would be so long, and they stated they did not do loaners anymore due to COVID. A week and a half ago I called to get an update on the status of my car. Needless to say, my MOTOR is LOCKED UP. It now is not under warranty. Maybe had someone caught the problem when I was trying to let someone know, it would have still been under warranty. The dealership told me there was no coolant in it when they checked it. Yes, I am aware that there was a small leak in the coolant hose and a leak at or around a gasket, but neither of those caused my motor to lock up. I am a single mother, and now with no car to get my children where they need to go, nor do I have money to pay weeks for a rental or buy a new motor when this particular car just had an engine recall on it. Any suggestions would be very much appreciated.

Thank you,

[REDACTED]