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From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11466640
Date: Monday, September 12, 2022 6:37:47 PM
Attachments: [REDACTED]

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[REDACTED]

Subject: Tracking # 11466640
To: 4me+nhtsa@telesishq.com

Please add this letter to my case. I forgot to mention my previous married name was [REDACTED] and I remarried and I am now [REDACTED]

[REDACTED]

[REDACTED]

ASRC Federal Holding Company

[REDACTED]

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[REDACTED]
[REDACTED]
Falling Waters, WV [REDACTED]
[REDACTED]
[REDACTED]

10th September 2022

Stephanie R. Groom

WV Attorney General Consumer Protection & Antitrust Division
PO Box 1789
Charleston, WV 25326-1789

Dear Stephanie R Groom,

I wanted to also include information on service repairs on my 2013 Hyundai Elantra. I sent all the service records copies to your office on the 4th of August 2022. I just wanted to include Dates and what issues were repaired on those documents in order to help make all those service receipts easier to find, I apologize that this will be somewhat lengthy with dates and mileage.

You will find in the copies of the service repairs everything I list in order of dates and hopefully make it less time consuming. I did receive your follow up letter from the 30th of August that my case with Hyundai Motor America has been referred to a staff attorney in your office for further review to determine whether the business has violated the West Virginia Consumer Credit and Protection Act. I will now list dates of service below.

I purchased my 2013 Hyundai Elantra on 02/05/2013 from Ganley Westside imports in North Olmsted, Ohio 44070.

7-9-13 Ganley Dealership, I received recall campaign 109 from Hyundai Motor America for the Headliner bracket update. At this time I also reported my car was shaking while driving. Recall was performed but they were not able to diagnose the shaking while driving. Mileage in: 3892 Mileage out: 3895

7-25-13 Ganley Dealership, I reported shaking while driving again. They found Abnormal wear to front brake rotors & pads. Replaced Brake pads and Rotors Mileage in: 4231 Mileage out: 4237

5-12-14 Ganley Dealership, Tire pressure light has turned on since 3 months after purchase and I brought my car in. They replaced the TPMS at this time Mileage in: 12388 Mileage out: 12388

4-8-15 Ganley Dealership, I received another recall campaign 40C083R0 (14-01-063) ECM update. I made an appointment and they performed the update and I reported again that the left rear tire continues to go flat for a few months after purchase. They found a slow leak and repaired it and I again stated this has been ongoing since a few months after purchase but they did not replace the tire and only repaired the small leak. Mileage in: 23022 Mileage out: 23022.

11-9-15 Ganley Dealership, Made appointment for tire pressure light again and reported this has been ongoing. Dealership stated I need 4 new tires due to current tread depths. 3 Tires @ 5/32 and Right rear tire @ 3/32. I questioned the reason this has happened and I have complained since a few months after purchase on 2-5-13 and was told that the tire warranty is over and my car was only a little over 2 ½ years old at this time and this should not happen when I drive less than 30mph back and forth to work daily. They again would not honor the tire warranty. Mileage in: 31414 Mileage out: 31414.

1-9-15 Ganley Dealership, Made appointment again for tire pressure light. Once again they stated all 4 tires need replaced and the tread is almost gone.. I again questioned the warranty I received on the tires at the time of purchasing my car on 2-5-13 and the warranty is supposed to cover them. Now all tires are @ 3/32 and tread is almost gone. I was told the warranty is over even though I have had this issue since purchase. Tire pressure light was not addressed by the service department. Mileage in: 33458 Mileage out: 33458.

7-7-16 Ganley Dealership, I have reported to the dealership many times my car would not start and made an appointment and had my car towed and received a free loaner. They weren't able to diagnose the issue also engine light never came on and no codes showed when they ran diagnostics. I was informed that once again all new brake pads. I stated they just replaced brake pads and rotors due to abnormal wear on 7-25-13 just 5 months after purchasing my car. Also told again I need new tires and they measured @ 2/32. I stated brakes and rotors are still under warranty which they denied and stated they are not and I would need to pay out of pocket which I declined repair. Mileage in: 39615 Mileage out: 39615.

7-12-16 until 7-13-16 Ganley Dealership, Called dealership because my car would not start again and had my car towed and received a free loaner. This time they kept it overnight and continued to start the car which they had no issues with. No warning lights or codes. Mileage in: 39808 Mileage out: 39809.

7-28-16 until 8-2-16 Ganley Dealership, I called again because my car would not stop and has been ongoing. Car was towed and received a free loaner. This time they decided to keep my car longer. No warning lights but eventually

the car would not start and they diagnosed they found the ground to the battery was corroded and slightly loose, They cleaned the corrosion and repaired connections. Also their Tire pressure light came on and once again they replaced the TPMS and recommended all new tires. I again stated the warranty on tires is supposed to cover new ones which they again said it was expired which was an ongoing issue months after purchase. Mileage in: 40292 Mileage out: 40294.

8-8-16 until 8-11-16 Ganley Dealership, Called the dealership to report the same issue that my car would not start. Car was towed and they again kept my car for a few days. I also decided to use my cellphone to video the car not starting when I tried turning it on and submitted the video to the dealership. Because this has been an ongoing issue they started a TAC case [REDACTED] and advised to replace range switch 42700R0 Switch Assy- Transmission range 1999 WH. Part # 42700-26500 Switch- Inhibitor. Mileage in: 40479 Mileage out: 40490.

3-18-17 Ganley Dealership, I received 2 recall campaigns and made an appointment for recalls including oil change. They performed ECM update TSB #17-01-008 60C113R0 also recalled a campaign on Brake pedal stopper pad 61C072R0. They also Rotors and brake pads and I stated brake pads and rotors were just done by them for abnormal wear on 7-25-13 and I have reported issues with the tires since 5-12-14 and months after purchase on 2-5-13 and they have told me the warranty which came with purchase is expired. I questioned this at every appointment since the issues began and they would not honor the warranty on the tires, brakes and rotors. Including constant complaints with my car not starting and ticking at that time the car would not start.

3-27-17 National Tire and Battery in North Olmsted Ohio. I made an appointment to replace all 4 tires and brakes and rotors once I received my income tax check because Ganley Hyundai refused to cover under warranty and quoted me over \$3,000-\$4,000. NTB found all rotors and brake pads had abnormal wear as well as rusted and corrosion. Also replaced all TPMS on tires. Total cost \$1,363.06. Mileage in: 46634 Mileage out: 46634

2-26-18 Ganley Dealership, Made appointment for oil change and Airbag warning light was on. They could not diagnose the issue with the airbag warning light. Mileage in: 54717 Mileage out: 54719

8-3-18 Ganley Dealership, Made appointment due to airbag warning light was on again. They found dte B148100/B134600 driver resistance too high and needed to replace the clock spring to fix. Resistance to high 1st stage 2nd stage. Replaced clock spring assy 93490F01, clock spring replacement 3490-3X040 Contact Assy-Clock Spring. Weeks after repair there was another recall campaign issued for this problem. Mileage in: 60180 Mileage out: 60183.

I moved from Ohio to Falling Waters WV.

11-19-18 National Tire and Battery Hagerstown MD. Car was due for free tire rotation and Balance and at this time I was notified that all 4 brake pads and rotors as well as wheel bearing on Right front and tie rod are rusted and corroded and needed to be replaced. They also stated I needed a new battery and my car was dangerous to drive. I declined repairs and took my car for a 2nd opinion.

11-21-18 Williamsport Auto Care MD. Mechanic notified me that all brake pads and rotors are corroded and rusted therefore needs to be replaced. They also replaced the right rear caliper. This was upsetting because brakes were replaced for abnormal wear at Ganley Dealership on 7-15-13 due to abnormal wear and stated they needed to be replaced again on 3-18-17 and would not honor the warranty and said warranty was expired and would not be approved by Hyundai Motor America. Total cost: \$549.58. Mileage in: 65845 Mileage out: 65845.

6-26-19 National Tire and Battery. Tire pressure light came on and I found I had to once again buy a new tire and the tread was gone. Just replaced the same tire at NTB in Ohio on 3-27-17 and the tire that was on my car at purchase on this side had tread that was gone also they notified me my right front outer tie rod had to be replaced. Total Cost: \$63.13.

6-27-19 Williamsport Auto, Made appointment for tie rod. On inspection they found the right front outer tie rod needed replaced due to abnormal wear and corrosion also needed alignment. This was replaced once by Ganley Dealership for the same reason. Total cost: \$245.25 Mileage in and Mileage out: 77376.

10-1-19 National Tire and Battery, Replaced right rear tire again due to abnormal tread loss. Total cost: \$70.65.

11-25-19 Williamsport Auto, Replaced left outer tie rod for same reason on 6-27-19 and alignment. Total cost: \$219.39. Mileage in and Mileage out: 86369.

1-27-20 NTB. Both front tire tread was gone and had to be replaced again. I was then notified by the store manager Joshua Trammell that he had the exact same 2013 Hyundai Elantra as mine and he had to continue to replace tires in which the Hyundai dealership told him this make. Model and year has a defect that would cause continuous abnormal tread wear no matter how many times I replace the tires including if they are the best tires. Total cost: \$248.70.

5-20-20 Williamsport Auto, My car was ticking and when I arrived, the ticking noise was no longer apparent which happened often. They had to perform fuel induction service due to carbon deposits. Also spark plugs were corroded and

they replaced the spark plugs during this time. Total Cost: \$ 300.33. Mileage in and Mileage out: 94385.

10-26-20 NTB, I noticed when braking my car had difficulty. They diagnosed abnormal wear on all brake pads and rotors. Once again Replaced all brake pads and also resurfaced all rotors. I have had this issue since 7-15-13 and have continued replacing brakes and rotors. Total cost: \$453.87.

3-2-21 NTB. Once again abnormal tread wear and replaced 2 tires and another tie rod due to corrosion. Also had to have alignment. My car was ticking and shaking and I assumed it was an issue with tires but ticking noise was not present at arrival. Total cost: \$405.35 Mileage in and Mileage out: 110358.

8-20-21 Williamsport Auto, My car was ticking again and scheduled an earlier oil change. Ticking again was not present at time of arrival and the service department did oil change and again replaced the right front turn signal bulb. Turn signal bulbs and brake lights including headlights have been replaced numerous times. Total cost: \$36.58. Mileage in and Mileage out: 117771.

10-21-21 NTB, ticking noise present and assumed a tire issue again. Performed an oil change again even though one was just done on 8-20-21 at Williamsport Auto. They were not able to diagnose the ticking because it was no longer present at the time. Total cost: \$24.94

2-10-22 NTB, ticking noise again and proceeded with another oil change but noise was not present and would come and go. Total cost: \$26.21

3-21-22 Williamsport Auto, made an appointment due to loud ticking and knocking noise as well as shaky including drop in acceleration. At this time my AC stopped blowing cold air in which they did EVAC and recharge the AC system with dye. Also performed another filter and oil change in which they found the oil was thick and sludge which has never happened. Service tech changed oil and filter with additives. Upon further investigation of the ticking they found it was the engine and suggested I take it to Massey Hyundai Dealership due to known engine failure in my make, model and year and 1.8l engine. Total cost: \$233.17. Mileage in and Mileage out: 1265000

5-3-22 NTB, Made appointment due to my car shaking and wanted tires checked. Upon arrival the store manager Joshua Trammell ran out the doors due to how loud the ticking and knocking noise was as he could hear it inside the building. Joshua immediately took my car into the service bay to inspect. Service technician confirmed it was coming from the engine and requested I take my car to Massey Hyundai in Hagerstown MD.

I apologize that this detailed account of service dates and issues is very long. I have known since a few months after purchasing my 2013 Hyundai Elantra

from Ganley Hyundai in North Olmsted, Ohio that my car was not operating correctly. I stated this many times at Ganley Hyundai dealership when the problems continued and each time I was told Hyundai Motor America will not cover the tires, brakes, rotors or tie rods under warranty even though I knew this not to be true. I know I sent many documents to your office and I wanted to type the exact date from the copies of service records in your possession of consistent issues I have had. I sincerely thank you for taking my case and I pray that my engine will be replaced by Hyundai Motor America or at least made whole. I am disabled and have many important doctor appointments that I am no longer able to keep due to not having my vehicle. I thank you for your time and again. Apologize to whomever has to review such long documents.

Sincerely,

[REDACTED]

CC: NHTSA tracking #11466640, WV Attorney General Patrick Morrissey & West Virginia Delegate [REDACTED].