

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11466640
Date: Tuesday, December 13, 2022 6:36:31 PM

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Subject: Re: Hyundai Consumer Affairs Case# [REDACTED]
To: CSS@hmausa.com, consumer@wvago.gov, 4me+nhtsa@telesishq.com, jferretti@wvjusticelawyers.com, dkerby@winchester.cmacars.com, [REDACTED]

Issues this morning on 12/10/22 @7:15 am with my 2013 Hyundai Elantra 1.8L engine.

I went to Walmart for some groceries this morning approximately at 5:30 am. Everything seemed fine with my vehicle until I returned home @7:15 am. When pulling into my driveway and proceeding to park my vehicle, I was not able to shift to park including shift in reverse. My vehicle would only shift and stay on drive for almost 20 minutes. We had to put the vehicle's parking brake on in order to stop my vehicle from driving otherwise I would have gone over a cliff on our property. I did take 3 photos showing the mileage including once again no warning lights which the warning lights have never come on for 3 years including when the engine failed. I have also included a photo of my oil change sticker showing I am not yet due to have an oil change in order to provide this information in this email.

I have not had my vehicle that long since having the engine replaced. As my husband was trying to get the vehicle to shift we could hear a noise coming from under the hood as he attempted to get it to shift either in reverse or park at which time it would not. We tried this for 20 minutes and still no warning lights and eventually we had to again put the parking brake on in order for it not to move as it was stuck in drive. I proceeded to turn off the ignition at which time the vehicle still did not show warning lights. At that point the vehicle would not start as we tried to start many times. My husband then once again tried after 10 minutes and removed the parking brake and finally the vehicle started and he was able to get it to shift both in reverse then park. I called CMA's Hyundai of Winchester and spoke with the service department and talked with Darrell Kirby who was involved during the entire process of engine replacement and has been phenomenal. Mr. Kirby let me know that we can either drop off the vehicle or drive it in if we feel it is safe to drive it but it would take some time to look at it since they are booked. I informed him that it is the only vehicle we have and unable to drop it off and leave it for a few days to be looked at on a rotating shift but I would go ahead and schedule an appointment.

Unfortunately they are booked until December 26th at which time I scheduled an appt @8 am in order to diagnose the issue at which a diagnostic fee would be a little over \$161.00. I informed Mr. Kirby if I have this issue again before my set appt that I will contact him immediately and have my vehicle towed to him at that time. This is very upsetting due to the fact I have not had my vehicle that long since engine replacement including NO warning lights in order to tell me if the issue is due to the engine or something else at which I have stated the warning lights have never come on previous to or during issues with the engine. This is included in all documents I mailed by certified letters to WV Attorney General, NHTSA and Hyundai Case manager's Bianca, Diana and Thea. Therefore I want my case to stay open at which time I will continue to provide documentation by email and certified letter.

Thank You [REDACTED]

On Tue, Oct 4, 2022 at 11:19 AM <CSS@hmausa.com> wrote:
Good Morning [REDACTED],

My apologies for not being able to provide you with an update sooner. I called multiple times over the last couple of weeks trying to get an update, but always happened to call when the service adviser assigned to your vehicle was either busy with another customer or out of the office. This morning I decided to try to get an update on the

status of the parts from the parts department since I hadn't had any luck with the service department. I am happy to be able to report to you that all of the necessary parts have arrived at the dealership as of a couple of days ago. The parts adviser told me that the technician is busy building the head gasket right now and they are pushing to try and get this completed for you as quickly as they can. He did mention that this is an intensive repair and that it would likely be at least a couple more days before repairs are complete because of the nature of the repair. I will reach back out to the dealership on Friday morning to see if I can get an update directly from the service department.

Best Regards,

Theia
CSS Department
833-462-8722 ext. 65015
Hyundai Motor America

[REDACTED]
[REDACTED]
[REDACTED]

Thank you,

[REDACTED]

ASRC Federal Holding Company

[REDACTED]

7000 Muirkirk Meadows Drive, Beltsville, MD 20705

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WILLIAMSPORT AUTO CARE

301 E. Potomac St.
WILLIAMSPORT, MD 21795
(301) 223-8367

NEXT SERVICE DUE

DATE

8-22

MILEAGE

131500



OIL TYPE/WT

[Redacted]

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AVG. 31.5 MPG
ODO 131437 mi.



ECO



From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11466640
Date: Wednesday, December 14, 2022 5:59:13 PM

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[REDACTED]

Subject: Fwd: Car unable to shift again

To: dkerby@winchester.cmacars.com, 4me+nhtsa@telesishq.com, consumer@wvago.gov, jferretti@wvjusticelawyers.com, CSS@hmausa.com, [REDACTED]

I am sending a video of my 2013 Hyundai Elantra GLS once again for the second time showing I was unable to get it to shift. Thankfully this happened once I returned home from having X-Rays. I sent photos a couple of days ago when it happened and immediately contacted Mr. Darrell Kirby at Hyundai who has been great and I do have a set appointment with him in a couple of weeks. As you can see in the video I have provided, there are NO warning lights telling me there's an issue which as I have explained various times, that My vehicle has not alerted me to any issue for a little over 3 years as this is documented on all paperwork including every phone call during all communications. This is extremely upsetting at this point and continuous issues with my vehicle since 3 months after purchasing brand new which I have sent all documents proving this.

I do have an appointment tomorrow morning for a synthetic oil change and I have always made sure oil changes are completed on time as well as any service required. I would appreciate this being rectified asap as this is extremely upsetting because I have loved my vehicle but am at the point I am scared to death of driving it daily because I never know if something will happen that will cost me my life and this is not okay by any means. Hyundai Motor in California has yet to respond to my previous email and I have in fact received an automotive computer response that they are in receipt of it. Hyundai case managers do not and have never responded in previous calls or emails at which I expect they once more with no. I do understand in order to find the issue that diagnostics will need to be run on my vehicle with a cost of a little over \$161 and considering I just had engine replacement this cost should in fact be on Hyundai Motor America and not on Myself or the owner of the dealership. I expect a return response in a timely manner from Hyundai Motor America to this issue.

Thank You: [REDACTED]
(Wife of [REDACTED])

...

----- Forwarded message -----

From: [REDACTED]
Date: Tue, Dec 13, 2022 at 9:03 AM
Subject: Car unable to shift again
To: [REDACTED]

[REDACTED] 1004.2KB

Thank you,

[REDACTED]
ASRC Federal Holding Company


7000 Muirkirk Meadows Drive, Beltsville, MD 20705
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