

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 27, 2022 6:26:42 PM

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Subject: Re: Hyundai Consumer Affairs Case#: [REDACTED]
To: HyundaiCaseManagement1@hmausa.com, consumer@wvago.gov, 4me+nhtsa@telesishq.com, jferretti@wvjusticelawyers.com, [REDACTED]

HMA case manager, NHTSA and WV Attorney General Patrick Morrissey,

I am updating regarding my scheduled appointment this morning 12/26/22 @8 am at which I have also attached a photo of the mileage in my 2013 Hyundai Elantra GLS for your records. I took my vehicle to CMA'S Hyundai of Winchester located at 2934 Valley Avenue, Winchester, VA 22601 phone number (540)665-0144, This is the dealership I also had the engine replaced. The service manager/owner Mr. Darrell Kirby proceeded to make me aware of the recent recall issued for my vehicle of underbody corrosion and he took care of this recall as I awaited the diagnostic on the issue with shifting my vehicle from drive to reverse at which I made you aware of including NHTSA and the West Virginia Attorney General Patrick Morrissey at which this email will be sent to each including I will follow up with a phone call to the WV attorney General's office shortly as well as your number and extension you provided to me.

During my wait Mr. Kirby was able to duplicate the problem with shifting and found that the entire Shifting assembly has failed and will need to be replaced. At the time Mr. Kirby notified me that they will need to order the parts in order to repair the shifting assembly which will take 3-5 days and once parts have been received he will contact me in order to bring my vehicle back the following day for repair. This repair is \$714.00 dollars and absolutely upsetting that yet another mechanical failure is present with which has been an ongoing issue since 3 months after purchasing brand new on February 5th, 2013. Knowing we just had a new engine (Short Block) put in my vehicle and picked up on October 13, 2013 then only 10 weeks and 5 days since engine replacement we now have to replace the shifting assembly and has continued to cause us constant financial hardship on mechanical failures in a vehicle that was said to be rated as the safest most reliable vehicle during 2013. This should not ever happen with consistent mechanical failures that have put my life in danger and I would hope as a lifelong loyal customer that Hyundai would earn back my trust and approve this repair instead of creating more financial hardship on us and not decide to deny it as you have done with the long battle of overturning the recent denials on engine replacement.

This is unexceptable on the highest level and not being able to feel safe each time I drive my vehicle is not something a loyal Hyundai customer should ever feel. I would appreciate a response in a timely manner and not a constant automated email that you are in receipt of my email and will get back to me shortly which to date from my prior email I have yet to receive. I do hope that this financial burden of \$714.00 dollars will be taken care of by Hyundai instead of us.

Thank You: [REDACTED]
(Wife of West Virginia Delegate [REDACTED])

On Thu, Dec 15, 2022 at 1:56 PM [REDACTED] > wrote: > Good Afternoon Michelle, > > Thank you for reaching out yesterday by voicemail as well as email. I apologize I am just now getting back to you as yesterday was very busy. Thank you for also responding in a timely manner as this is much appreciated as well. I have attached your voicemail as well as the service paperwork from my mechanic shop which shows I had a scheduled oil change and also they took a look at the issue with the shifting. I do have an appointment scheduled with the dealership that installed the engine in my 2013 Hyundai Elantra GLS on December 26th @8

am. This appointment is with Winchester CMA's Hyundai of Winchester. Unfortunately they did not have an earlier appointment as they are completely booked however, Mr. Darrell Kirby did inform me that we can either drive in my vehicle or have it towed and they can try to do a diagnostic when they can but for now I did schedule the appointment through Mr. Kirby who has been very helpful. We would drop off or tow the vehicle now but this will leave us without any vehicle for extremely important meetings and doctor's appointments at which being disabled I can not miss these very important appointments. > > I missed many urgent doctor's appointments during the process of waiting to be approved for the engine replacement including during. As you can see in the service paperwork I have attached the mechanic did have the same problem with my vehicle not shifting to reverse including park but able to drive. Also, since one week after picking up my vehicle from the approved engine repair the left turn signal bulbs have continued to malfunction. At that time we did not think anything of this issue and had it replaced by my mechanic shop at which time they replaced the left front turn signal bulb. Within 4 days the same bulb again went out and we once more had this replaced. About a week and a half later the left turn signal once again alerted me that another bulb had an issue. Abone arriving again at my mechanic it was found that the left front headlight was out and they proceeded to replace it. Then just days later my left turn signal once again alerted me that another bulb had an issue. During my scheduled oil change yesterday approximately @8 am, it was found that it was the back left turn signal that also stopped working at which it was again replaced. As the day went on and I was driving home and exited 81 South and proceeded to the light I turned my left turn signal on and once again it is alerting me that there is an issue. These things (Shifting and bulbs) have never been present or an issue until after engine replacement and this is very upsetting and troubling to us. > > I am aware and understand once my vehicle is at Winchester Hyundai Dealership December 26th that they will run diagnostics on my vehicle at that time and contact me. I have kept pristine records of all service on my vehicle and taken great care of it. I have loved my vehicle tremendously however, I have had continuous and ongoing problems only 3 months after purchasing a brand new vehicle in February 2013 and all I want is for my vehicle to work as I was promised when purchased and Hyundai Motor America to stand by its promise and correct the issue which I have yet to see and this is very upsetting to say the very least. My vehicle only being 9 years old should not be falling apart and it has been ongoing 3 months after purchase. This includes constant brake/rotor replacements including tires and tie rods. All repairs when purchasing my vehicle are substantiated in your system including when purchased. > > I have consistently asked HMA to rectify this and I hope it will finally happen. As a lifelong and loyal customer, I am extremely disappointed in Hyundai and I hope this changes. > > Thank You: [REDACTED] > ([REDACTED])

[REDACTED] > > On Wed, Dec 14, 2022 at 1:42 PM <HyundaiCaseManagement1@hmausa.com> wrote:

Dear [REDACTED],

I would like to introduce myself by informing you that I have recently been assigned to your case and will be your Case Manager from this point forward.

We have tried to contact you by phone to speak with you regarding your 2013 Elantra. We attempted to contact you at the number provided [REDACTED] but we were unable to reach you.

I will look forward to your response, as your case is important to us so we will continue to attempt to reach you by phone. Or feel free to email an alternate phone number and convenient time to call.

Thank you for contacting Hyundai Motor America.

Warm regards,

DOLLY
National Consumer Affairs
(877) 864-6006 xX53044
Hyundai Motor America

[REDACTED] 7MB

Thank you,

[REDACTED]

ASRC Federal Holding Company

[REDACTED]

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