

From: 4ME
To: EVOO (NHTSA); Robertson, Faithia (NHTSA); Lewis, Brenton
Cc: NHTSA ODI CED; Marion Strasser-King; AnnMarie Ambrose
Subject: ODI-11466640
Date: Monday, March 27, 2023 10:23:44 AM

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.

From: [REDACTED] >
Sent: Friday, March 24, 2023 11:24 AM
To: 4ME <4me+nhtsa@telesishq.com>; consumer@wvago.gov <consumer@wvago.gov>; Joe Ferretti <jferretti@wjjusticelawyers.com>; [REDACTED] >; HyundaiCaseManagement1@hmausa.com <HyundaiCaseManagement1@hmausa.com>; dkerby@winchester.cmacars.com <dkerby@winchester.cmacars.com>
Subject: Re: Request # [REDACTED] NHTSA ODI# 11466640

NHTSA # 11466640,

I received a Letter from Randy Reid, Chief, Consumer Engagement Division ODI enforcement when I returned home from The Charleston WV capitol while my husband was serving in the legislature. Thank you for investigating the defects associated with my 2013 Hyundai Elantra however, the letter which I have included in 2 attachments has stated 2013 Hyundai Sonata? I am wondering if this was just a typo as my vehicle is not a 2013 Hyundai Sonata but a 2013 Hyundai Elantra GLS. I wanted to make you aware of this.

I am also presently having issues again with my 2013 Hyundai Elantra at which I will be contacting Winchester Hyundai owner Mr. Darrell Kirby to schedule an appointment. While in Charleston WV the temp was in the late 70s and we realized my AC is blowing out Hot air and will not blow cold at all. This was not an issue prior to engine replacement. I am aware that the AC was worked on during engine replacement on October 11th, 2022 and at that time it was extremely cold outside and no need for AC until recently at which we were not aware of this. We have also experienced at times in the past month and a half that a burning smell is present inside my vehicle and when getting out of my

vehicle you can also smell it. This has been happening on and off including some rough sounds while driving and again noticed a drop of acceleration but not as extreme as it was before engine replacement. My 2013 Hyundai Elantra absolutely scares me to death while driving and I never know if I am going to be hit and killed on an extremely busy interstate and it is apparent that Hyundai Motor America does not care at all no matter how many times I said this before engine replacement and again now.

This is the only vehicle I have and not being able to go to my doctors because I don't know if the acceleration will drop drastically or if now it will catch on fire while I am driving it. My 2013 Hyundai Elantra is not only a nightmare but one that I don't know if I will be killed in it while driving and know one should ever feel unsafe in their vehicle. I will contact the dealership and schedule as well as an oil change that is due since returning from out of town.

Thank You: [REDACTED]

On Thu, Feb 2, 2023 at 4:09 PM NHTSA Service Desk <noreply@telesishq.com> wrote:

Dear [REDACTED],

A Ambrose mentioned you in the following request:

Request [REDACTED] NHTSA ODI# 11466640

[REDACTED]

Good Day [REDACTED],

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

We have received your email regarding ODI# 11466640 and it has been forwarded to the Office of Defects Investigation (ODI) to be added to your complaint. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

[NHTSA.dot.gov](https://www.nhtsa.gov) Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety

Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

<https://nhtsa.4me.telesishq.com/requests/594902>



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



March 2, 2023

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

NEF-109 ela
Ref. No. 11466640

Dear [REDACTED]

Thank you for the follow up letter about your model year (MY) 2013 Hyundai Sonata vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). I am pleased to respond.

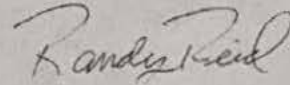
NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns. You can learn more about NHTSA's investigation and recall process on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

We appreciate you providing additional information about the problem you are experiencing with your vehicle. Reports from motorists are a very important source of information for NHTSA. We have received reports similar to yours and are reviewing all available data concerning allegations of engine failures in the MY 2013 Hyundai Sonata, among other Hyundai vehicles. On December 22, 2021, ODI opened an investigation, Engineering Analysis (EA) 21-003, to further analyze vehicle engine failures in MY 2011 through MY 2016 Hyundai vehicles. To date, our investigation continues, and no determinations have been reached. We encourage you to monitor our website at www.nhtsa.gov for future updates to our investigation.

Please note that NHTSA does not participate in tort litigation, nor do we have any authority to enforce the terms of settlements from lawsuits. As you have already filed a consumer complaint with the West Virginia Office of the Attorney General and the FTC, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in dark ink, appearing to read "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement