

From: 4ME
To: EVOO (NHTSA); Robertson, Faithia (NHTSA); Lewis, Brenton
Cc: NHTSA ODI CED; Marion Strasser-King; AnnMarie Ambrose
Subject: ODI-11466640
Date: Friday, April 14, 2023 2:33:23 PM
Attachments: [REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: Thursday, April 13, 2023 12:04 PM
To: consumer@wvago.gov <consumer@wvago.gov>; 4ME <4me+nhtsa@telesishq.com>; Joe Ferretti <jferretti@wvjusticelawyers.com>; [REDACTED];
HyundaiCaseManagement1@hmausa.com <HyundaiCaseManagement1@hmausa.com>;
dkerby@winchester.cmacars.com <dkerby@winchester.cmacars.com>
Subject: Acceleration Issues with my 2013 Hyundai Elantra

West Virginia Attorney General Patrick Morrissey, NHTSA ODI
#11466640,

I have attached videos of my vehicle when leaving the grocery store. When I left the grocery store and tried to start my 2013 Hyundai Elantra it wouldn't start three times. When it finally did my car started shaking and wouldn't accelerate. When I was finally able to get my car to move it was barely accelerating and began shaking as if it was going to stall in the middle of a busy road. The RPM's wouldn't move even though I was able to get up to 20mph. When I stopped at the light my vehicle again began to shake as if it was going to stall and I put my hazards on because there was no where for me to pull off the road. The entire time I was driving it would still not accelerate including the RPM's stayed at 0 and once again there were no warning lights to alert me anything was wrong which has been this way for years and I have reported this constantly.

Due to the other videos being to large they wouldn't attach but one did. I will see if it's possible for me to find a way to attach them in another email. I just had a new engine installed October 11th, 2022 which was 6 months ago at 129,038 K on my odometer and just had an oil change done at CMA's Hyundai of

Winchester in Winchester VA on April 3rd, 2023 and have had oil changes prior to this date and service paperwork showing this. I am furious that this is happening again and knowing we will once again be hit with a Diagnostic charge and having no vehicle as I also do not feel safe driving my vehicle since before receiving a new engine the exact same thing happened with drop of acceleration on an extremely busy interstate at which I was almost slammed into by semi's and cars and once again happened today!

I have included Hyundai Motor America case management in this email as well as others. I requested from Hyundai previously to take back my vehicle and replace it with a newer model since I have had constant mechanical failures since 3 months after purchasing on February 5th, 2013 at which Hyundai has not offered or willing to make this right and continues to mislead me and speak rudely.

I would like this taken care of before I am killed in this vehicle and it's the only vehicle I have and I can't miss extremely important doctors appointments anymore.

[REDACTED]