

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 21, 2023 12:14:23 PM

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From: [REDACTED]
Sent: Thursday, April 20, 2023 8:50 AM
To: 4ME <4me+nhtsa@telesishq.com>; consumer@wvago.gov <consumer@wvago.gov>; Joe Ferretti <jferretti@wvjusticelawyers.com>; [REDACTED] >; HyundaiCaseManagement1@hmausa.com <HyundaiCaseManagement1@hmausa.com>
Subject: Crankshaft position sensor ODI# 11466640

NHTSA Office of Defects,

Since engine replacement in October 2022 I have had continuous mechanical failures again. My vehicle as I stated in a prior email with video attachment my 2013 Hyundai Elantra once more would shut off as I was driving and the RPM's stayed at 0. Our Mechanic was unable to duplicate the issue until recently as I was driving to drop it off to Williamsport Auto Care in Williamsport MD. At that time while driving my vehicle once more shut off while I was driving in the middle of a very busy road at which I was once again almost rear ended due to it shutting off while I was driving 20mph. For the very first time in many years the engine light did come on at which I was able to start my vehicle to drive it just a few minutes down the road to our mechanic.

They visually saw the engine light and were able to receive the code P0335 which is the Crankshaft Position sensor. This did not show 3 days previously which is something that has continued with my vehicle since 2016 just 3 years after purchasing new and I have made sure it is documented on all service paperwork at Hyundai during that time until presently at which Hyundai has NEVER addressed as to why my vehicle does not alert me to any issues as it should and they have never bothered to address this issue each time I have been asked if any warning lights come on when something happens.

This I have found is something that also happens with many vehicles after engine replacement. Also my AC was not working a

month ago at which I returned back to CMA's Winchester Hyundai and they said that the AC compressor was damaged and pushed in to the side and classified it as damage from an accident. I stated it was impossible as I did not have any accidents since having the engine installed in October 2022 and I do not have any damage to the front of my vehicle. The service manager proceeds to tell me that someone may have backed into my vehicle which caused the damage to the AC compressor at which I again responded I do not have damage to the front of my vehicle and again impossible.

They also found that the right front ball joint was loose and needed to be replaced. The cost was over \$2,000 and I decided to take it to our mechanic at Williamsport Auto for repairs and much less. They confirmed the AC compressor wouldn't have been this way by an accident since I did not have damage to the front of my vehicle from someone backing into it.

My vehicle AC was working fine before engine replacement and knowing that these issues will continue with mechanical failures is causing much anxiety and health issues with not knowing if my vehicle will once again shut off in the middle of the interstate of road and my life will be taken. Hyundai continues to treat me with rudeness and refuses to correct this issue to present and they want me to sign and waive all liability of past, present and future repairs if I accept the reimbursement for the trans switch that was replaced years ago and once again a couple of months ago and I refused to sign such a letter.

I know my case is with the Office of Defects but knowing I still have to drive something that may cost me my life daily because it is my only vehicle is causing much mental distress and anxiety.

██████████

WILLIAMSPORT AUTO CARE

301 E POTOMAC ST
WILLIAMSPORT, MD 21795-1201
Tel: 301-223-8367
williamsportautocare@gmail.com

Invoice

Date: 04-17-2023 2:33 PM

R/O:

Customer

Falling Waters

Home:

Cell:

Work:

Alternative Contact:

Vehicle

2013 Hyundai Elantra L

1.8 GAS

KMHDH4AE6DU

Miles In: 136,877

Miles Out: 136,877

License Plate:

Work Performed

Labor

Labor	Tech	Hrs	Price	Total
CHECK ENGINE LIGHT CAME ON FOR A CRANKSHAFT POSITION SENSOR-- REMOVED AND REPLACED CRANKSHAFT POSITION SENSOR		1.50	75.00	112.50

Parts	Part No	Qty	Price	Total
CRANKSHAFT POSITION SENSOR	AAACSC1093	1.00	118.99	118.99

			Labor	SubTotal	\$231.49
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Total

Labor 112.50

Parts 118.99

Hazmat* 2.00

Supplies* 9.34

Taxes 7.14

Invoice Total \$249.97

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal

Authorization

Original Estimate Total:

Authorization Method: ☐ email ☐ text ☐ phone ☐ fax ☐ in person

Date:

Contact Details:

Authorized By:

X

Customer Signature

Save replacement parts for inspection or return? (Core may apply)

☐ Yes

☐ No

CUSTOMER'S RIGHTS

The customer may request a written estimate for work in excess of \$50; and may not be charged any amount ten percent in excess of the written estimate without the customers consent. The customer is entitled to return of any replaced parts except when parts are required to be returned to the manufacturer under warrant agreement. The repairs not originally authorized by the customer may not be charged to the customer without the customers consent.

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturers or NHTSA. In addition, certain consumer publications or organizations publish this information, which may be available for fee or for free.

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