

[REDACTED]  
Bridgeton, NJ [REDACTED]

Hyundai Eastern Region  
1122 Cranbury South River Road  
Jamesburg, NJ 08831

July 21, 2022

I am the owner of two Hyundai cars: a 2011 Sonata and a 2014 Santa Fe Ultimate

This letter concerns the 2014 Santa Fe with the 6 cylinder motor (VIN KM8SRDHF3E [REDACTED]). On May 30, 2022, (Memorial Day) while driving on the Garden State Parkway, the engine began to make a severe knock. The check engine light came on but did not flash. I pulled over in Mays Landing and had the vehicle towed to Action Hyundai in Millville, NJ, where I bought the car and have it serviced. The service manager informed me the engine at 130,000 miles experienced a failure and needed total replacement for \$14,000. I placed a \$6,000 deposit and have been waiting almost 2 months for the repair.

The engine was running on semi-synthetic oil as serviced by Action Hyundai. The last oil change was 11,000 miles ago, which I acknowledge is 3,500 miles more than the owner's manual recommended oil change every 7,500 miles. However Hyundai would agree that would not cause their motors to suffer a complete failure.

As the owner of two Hyundai cars I have significant concerns about both vehicles. The 4 cylinder Sonata has a motor recall and as a result a lifetime guarantee. Now my Santa Fe Ultimate has a failed engine. The replacement engine at \$14,000 only has a 10,000 mile warrant. As you can imagine my faith and trust in Hyundai seems misplaced.

I am asking that the engine replacement, even though beyond the 100,000 mile guarantee, be honored by Hyundai Corporation as warranty work.

A quick and favorable review would greatly restore my faith and trust in Hyundai. Of course any other finding would negate all the advertising in the world.

I await a timely response.

[REDACTED]

c: National Highway Traffic Safety Administration ✓

Bridgeton, NJ

SOUTH JERSEY NJ 080

21 JUL 2022 PM 5 L



received by ES 7/27/22  
to NEF

NHTSA  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

20590-

