

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11473144
Date: Tuesday, July 19, 2022 7:01:08 PM

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[REDACTED]

Subject: engine stall while driving - NHTSA complaint #11473144 - Hyundai claim [REDACTED] - 2018 Hyundai Sonata - [REDACTED]
To: fnossa@superstoreauto.com, aSabondzhyan@superstoreauto.com
Cc: HyundaiNationalCustomerCare@hmausa.com, consumeraffairs@hmausa.com, nhtsa.webmaster@dot.gov, contact@autosafety.org

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Felipe,

This will confirm what you told me by phone yesterday morning:

1. Hyundai will not be replacing my engine
2. After running a pass/fail test (the engine noise inspection?), my engine "passed" so your service department sees nothing wrong with the engine, despite my recounting of how the engine seized & stalled while I was driving it last Saturday
3. Your service department installed a "sensor" (knock sensor detection software?) yesterday (Friday, July 15) afternoon

I realize it usually takes you a few days to call me back, but please call me at your earliest convenience. I really don't appreciate the delay tactics you're using.

The TRUNK LATCH RECALL FIX is still outstanding -- and it is unclear if you've addressed this. I discussed it with Hyundai's Customer Care people on Monday that y'all would complete this while you had my car in for the engine issue. My car was towed to your dealership on Monday, July 11. How much longer will you have my car? BTW, it appears that in 2019 I already received this fix: ECM & CLUSTER UPDATE-ENGINE MONITORING LOGIC PRODUCT IMPROVEMENT

[REDACTED]
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