

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11483401
Date: Tuesday, December 20, 2022 7:25:44 PM

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[REDACTED]

Subject: Complaint 11483401
To: nhtsa.webmaster@dot.gov

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I was told to file a complaint due to the existing safety recall on my vehicle. It has been sitting at the dealership since MAY 2021.

Dealership says Hyundai not approving the engine replacement because I was driving a rebuilt title car (salvage according to Hyundai motor pre approval dept.). That it falls under "warranty work", not safety recall.

Hyundai USA customer service said they do safety recalls on ALL vehicles including rebuilt titles when I called (multiple times), but cannot give me info on who to contact. "It has to go through dealership." The dealership says that Hyundai co. only provides process for compliance under "warranty" work and there is no separate process provided by Hyundai corporate to file for "safety" recalls which is why it is being denied by the Hyundai approval department when they submitted the request.

The center for auto safety said repairs are required to be done for safety recalls on rebuilt title vehicles being driven on the roadways when I emailed them. That it is a violation of federal law for them to not do the work for the acknowledged existing safety recall.

Hyundai motor co. customer service emailed to saying I needed to go through the BBB after I told them I had email from The Center for Auto Safety stating it is a federal law violation.

BBB says they only deal with clear title vehicle issues with Hyundai, not rebuilt title vehicles.

I filed on line and was given case number 11483401, as directed by NHTSA, but haven't gotten any information in return.

Please let me know how to get Hyundai compliance for Safety Recall work done as required by federal law.

Please give me the part of the federal law that expressly exempts state inspected and approved retitled, valid licensed, insured, and on the road rebuilt vehicles from federal safety requirements for vehicles being driven on national highways if I have been mistakenly informed by the center for automotive safety and I will provide them with the specific part of the chapter of the law which states that. I myself have been unable to find that exclusion in the federal law.

I can provide a copy of the safety recall for my vehicle (which nowhere states "salvage vehicles ineligible") the email from The Center for Auto Safety, the names of Hyundai customer service representatives, the BBB response, the dealer information and responses, tag, title, insurance and even photos of my vehicle current condition and mileage in the parking lot of the dealership.

Thank you for your time in aiding me in getting my known, Hyundai acknowledged safety recall taken care of.

If you could provide me with the name, contact information, and which government department for whoever is in charge of such safety recall compliance enforcement, I would be more than happy to contact them as well.

Please advise.

Again, thank you

[REDACTED]

...

Sent from my iPhone

Thank you,

[REDACTED]

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[REDACTED]

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