
Aurora, CO

ARAPAHOE HYUNDAI GENESIS
9899 E Arapahoe Rd
Centennial, Colorado 80112

Dear Arapahoe Hyundai,

My wife and I have bought five new vehicles from you. Our son has bought another. I thought we had a long and successful relationship. Recent events have proven me wrong.

I have completed two recall repairs on my 2014 Sonata. One was on February 12, 2018. Another was on March 27, 2019.

Then there is the Fuel Tube recall. On December 1, 2021, I had an appointment to address this recall. When making the appointment, I informed the service representative that I planned to wait on the work. Upon arrival, I was told I had to leave the car. That was not possible with my schedule, so I left.

On August 8, 2022, I was able to obtain an appointment on Friday 23, 2022 to again attempt to resolve this recall issue. I called to confirm the appointment on Monday, September 19. I arranged for a ride and dropped the car off before 9:00 AM. At 3:22 that afternoon I received a call from Caleb, who left a message. When I was finally able to get through, I learned that the inspection had occurred but that no work had been done due to lack of parts. I expressed my deep unhappiness with this outcome when I picked up my car, but I was going to let the issue slide.

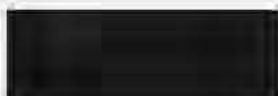
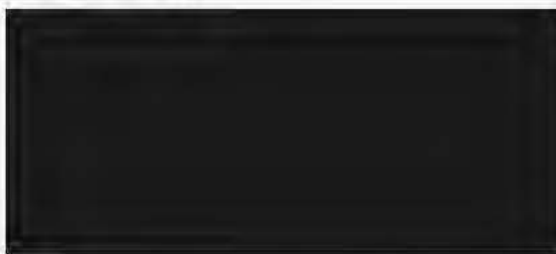
Then I received the attached email stating I had missed my appointment. The inaccuracy and unfairness of this assertion made me angry all over again.

I scheduled the September 23 appointment through a link provided in a recall notice email, so Hyundai knew exactly why I was bringing the car in for service. **Your organization displayed enormous contempt for my time and expense by letting me arrange a ride and drop the car off for a problem you knew you couldn't fix.**

Hyundai should focus on making cars with fewer defects because you are plainly inept at fixing them.

If you care to explain why I should ever do business with your organization again, I am willing to listen out of deference to our long business relationship.

Sincerely,




Attachment

From: service@arapahohyundai.com <service@arapahohyundai.com>

Sent: Saturday, September 24, 2022 3:19 PM

To: [REDACTED]

Subject: We missed you at ARAPAHOE HYUNDAI GENESIS

Hello [REDACTED]

We don't just care for your Hyundai - we care for you too. We noticed that you missed your recent service appointment and would like to get it rescheduled for you as soon as possible.

Proper care is key to keeping your Hyundai running at its best. You can trust our expert service team to get the job done right and get you on your way. And it's easier than ever to schedule your service. Don't wait, please make a new appointment today to reserve your appointment time today.

To reschedule service for your Hyundai, click the button below or feel free to give us a call at (303) 539-1700:

Confirmation Code: [REDACTED]

Date and Time: Sep 23, 2022 9:00:00 AM

Vehicle: 2014 HYUNDAI SONATA

VIN: 5NPE4C4AB8L [REDACTED]

Advisor: Brian McClure

Arrangement: Dropping off vehicle at the dealership

Recall Services:

FUEL TUBE INSPECT/REPLACE (20-01-030H)

• 189 -

We are here to help and we look forward to providing you with the highest level of service.

Sincerely,

ARAPAHOE HYUNDAI GENESIS

9899 E Arapahoe Rd

Centennial, Colorado 80112

(303) 539-1700

Copies to:

NHTSA

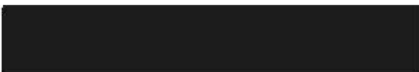
1200 New Jersey Ave., SE

Washington D.C. 20590

Hyundai Motor America.

P.O.Box 20850.

Fountain Valley, CA 92728-0850



Aurora, CO

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