

**From:** [ArtemisSupport](#)  
**To:** [NHTSA ODI CED](#)  
**Cc:** [EVOO \(NHTSA\)](#)  
**Subject:** ArtemisSupport Inbox - VOQ# 11492913, [REDACTED] - Concerns about 2016 Hyundai Genesis - Thanks for Letting Us Know About Your Safety Problem.  
**Date:** Thursday, April 6, 2023 2:50:12 PM

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Hello CRD Inbox,  
Consumer has concerns about the safety of the 2016 Hyundai Genesis. (see below)

Thanks,  
Cameron Olson  
**Artemis Help Desk**  
[artemis@dot.gov](mailto:artemis@dot.gov)

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**From:** [REDACTED]  
**Sent:** Thursday, April 6, 2023 8:54 AM  
**To:** ArtemisSupport <ArtemisSupport@dot.gov>  
**Subject:** RE: Thanks for Letting Us Know About Your Safety Problem

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

This concerns 11492913, which is about a 2016 Hyundai Genesis with steering binding issues. For several months, I have tried to work with both the dealer and Hyundai USA, and have gotten nowhere. The dealer seems unwilling or incapable of fixing the problem, and all Hyundai USA does is just tells me to take it back to the dealer. The car has been out of service for over three months total.

The car only has 36,000 miles on it. It is dangerous as the steering will bind up and has to be tugged back to center. Both Hyundai and Genesis have to know about the problem, as it has affected many of their cars. There should be a recall issued before somebody gets killed. Someone will eventually get hurt with this car, and nobody seems to care.

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**From:** NHTSA-ODI-Consumer-Communication@service.govdelivery.com <NHTSA-ODI-Consumer-Communication@service.govdelivery.com>  
**Sent:** Wednesday, November 9, 2022 1:42 PM  
**To:** [REDACTED]  
**Subject:** Thanks for Letting Us Know About Your Safety Problem

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11492913](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

### **What happens next?**

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](#) with your family, friends and others in your community.

### **Will my vehicle be recalled?**

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)  
TTY: 888-424-9153  
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>  
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

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