

Administrator 11/28/2022
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC

Dear Sir/Madam;

I have a problem for which I have been referred to your department by HyundaiUSA, the entity unwilling to resolve the problem. I am the party seeking a just solution. I purchased a 2020 Hyundai Palisade, (VIN KM8R5DHE5L [REDACTED]), from McDonald Hyundai, (6500 S. Broadway, Littleton, CO, 80121/phone-303 795 1100) in July 2020. I had my first routine service at McDonalds approximately a year later for routine oil change, tire rotation, etc. The car had low mileage, (3681), as I basically drive around the neighborhood.

My second routine service maintenance was performed at Arapahoe Hyundai, (9899 E. Arapahoe Road, Centennial, CO 80112; 303 539 1700), in approximately March, 2022. It consisted of the same routine, based on mileage. So far, no problem.

Then my wife and I moved from Denver to San Diego, CA in late June 2022. We drove the vehicle 1200 miles with no apparent problem. I went for my third routine maintenance on 5 October 2022 at Bob Baker Hyundai, (5285 Car Country Drive, Carlsbad, CA, 92008/phone 760 929 4900), with a mileage of 16,407. I was informed by the service man that, when they prepared to rotate the tires, that one of the five "metal stems," that project out of the metal wheel, and to which the lug nut screws on to was stripped. He postulated that a mechanic at the prior shop, Arapahoe Hyundai, had absent-mindedly failed to fully tighten all of the lug nuts when they finished rotating the tires. Then, with continued use, the stripping apparently worsened.

His message to me: We can fix for around \$250.00, but if the damage goes deeper than the stem, it could cost between \$500 to \$600.00. They would expect me to pay for that repair. I told him to, for the time being, to just close it up and let me address the issue with Arapahoe Hyundai, the perpetrators of this whole thing, in my opinion.

Since that time, I have made multiple inquiries of Arapahoe Hyundai to first, send me paperwork from that date, (since I cannot locate mine). They stated more than once that they would comply, but I have waited and they have completely failed to do so. I next called Hyundai USA, (1 855 371 9460), and explained my problem. The lady stated, in essence, that it was a problem between me and Arapahoe Hyundai. I stated that my warranty was still in effect and that I believe that this would come under their drive train warranty. I am the totally innocent party, and have never used any facility except authorized Hyundai dealers. She replied that it makes no difference. They refuse to cover it.

Lastly, I re-connected with Arapahoe Hyundai via their website and could only communicate with a young lady, their chat person. After several failed attempts to talk with their manager, I wrote a detailed note, (attached), to them via their chat mechanism. The young lady assured me that they would get back to me but, of course, they never have.

Thus, I am appealing to your department in hopes of getting this dilemma resolved. Next month I will be [REDACTED] years old and am at wits end. I do not need problems such as this plaguing me. My auto is still under full warranty. Three years, or 36,000 miles is the shortest warranty and I am well below both. I believe that it is unfair for me to foot a bill of around \$500.00, given the above circumstances. I have done nothing wrong. It has to have been a repairman at Arapahoe Hyundai who absent-mindedly failed to tighten all lug nuts sufficiently. Since they are dragging this all out by their failure to respond, my mileage continues to increase with more driving required of me here in San Diego.

I would greatly appreciate your office addressing this problem, and if administratively appropriate, come to a decision concerning this matter. I have done no wrong. I believe that Arapahoe Hyundai is the party to blame and that they should be forced to cover my repair bill to have this problem corrected. I request that it be at an authorized Hyundai dealer, (such as Escondido Hyundai), here in San Diego County. I thank you for your time and consideration.

Sincerely,

[REDACTED]



San Diego, CA





Chat transcript From: Arapahoe Hyundai

1 message

Gubagoo <leads@gubagoo.com>

Thu, Nov 10, 2022 at 12:06 PM

To: Guest <[redacted]>

CHAT TRANSCRIPT:

Guest (11/10/22 14:58:07 pm): I was "chatting" with Jessica and suddenly she is gone. Can we reconnect??

Jessica (11/10/22 14:58:36 pm): Hi my name is Jessica. It's great to have you with us!

Jessica (11/10/22 14:59:16 pm): I would be happy to help you with if you are able to connect. Unfortunately, I am not seeing the details listed for connecting back to an agent, however I see that your information was already submitted. My team will contact you as soon as possible. Can I help you with anything else?

Guest (11/10/22 15:01:12 pm): Yes. If I communicate with you, can I be furnished with a copy of our chat permanent record of what transpired?

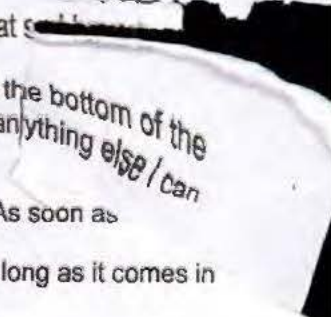
Jessica (11/10/22 15:01:23 pm): Once this chat has ended, you will see "Get chat transcript" located at the bottom of the window. You can then click this to receive a copy of our conversation to your preferred email. Is there anything else I can do for you?

Guest (11/10/22 15:03:08 pm): I may be blind but I see no such Get a transcript message here

Jessica (11/10/22 15:03:20 pm): My apologies, you are not seeing that yet as the chat has not ended. As soon as ended on my part, it should be available. Do you have any other questions?

Guest (11/10/22 15:04:38 pm): Thanks. I'll await for the answer to my first inquiry there today so long as it comes in a timely manner

Jessica (11/10/22 15:05:21 pm): Thank you for visiting us. Have a great day!



11/28/22 My main, detailed letter (via chat) they have not, I will not, send back to me since it lay out all of the details.



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