

12/14/2022

To whom it may concern,

After receiving a letter in the mail from Hyundai a few days ago regarding the safety recall on my 2022 Hyundai Sonata, I decided it was time to send a letter expressing my frustration.

I purchased my 2022 Hyundai Sonata from AutoMax Ocala on August 26th. The vehicle had just under 10,000 miles on it at the time, 1 previous owner and no reported accidents. After only having the car in my possession for a month, the vehicle shut down in traffic and I was forced to have it towed to Parks Hyundai of Gainesville. I left my vehicle at Parks Hyundai of Gainesville on September 25th and spoke in person with an associate of the service department the very next day. I was assured that the required tests would be ran to figure out the issue and it would be resolved as quickly as possible. Later in the week I called the service center to ask for a status update was told that there was a catastrophic transmission failure, and it would need to be replaced, but Hyundai would have to approve this transmission replacement. For weeks I called repeatedly to check on my vehicle, only to be sent to a hotline, and if I ever was fortunate enough to get someone on the phone at the service center, I was told the same thing time and time again...that they needed to run more tests to get the approval from Hyundai for the transmission replacement. On November 30th, I stopped by Parks Hyundai and spoke with Luciano Nunez, my Service Advisor, in person. Luciano told me at this point that the issue was not with the transmission itself, but with the transmission oil pump and that the required part had already been ordered and should be received and installed within the next week or two. I was very relieved to know that this long process was finally coming to an end. However, I was once again met with extreme disappointment when I received an email from Luciano Nunez yesterday stating that now "the part is on national back order with no ETA on when it will be available."

It's now been almost 4 months that my car has been at Parks Hyundai of Gainesville, and I still have no answers as to when it will be fixed. I feel as though if Parks Hyundai of Gainesville had run the required tests and ordered the correct part in an adequate timeframe that I wouldn't be in this situation, but since they waited so long, there is now a nationwide recall in place and the transmission oil pumps are few and far between.

I have attached all the email correspondence me or my father, [REDACTED] have had with the Service Advisor thus far. Anything you can do to assist with this situation would be greatly appreciated.

Thank you,

[REDACTED]

[Handwritten signature]

Re: ATTN: Luciano Nunez

1 message

Inunez parksofgainesville.com <lnunez@parksofgainesville.com>

Thu, Nov 17, 2022 at 1:53 PM

To: [REDACTED]

Good afternoon, Apologies for the unfortunate situation but can assure you were working as fast as we can to answer all Hyundai questions!

Unfortunately, when it comes to Techline we don't have a n exact time stamp on how long it takes for a case to approve. Usually, I'd say it can be anywhere between 1-2 weeks MAX. All depends on what documents they need and tests to be run. Once approval is provided, we anticipate about a week for parts to arrive and a few days for installment. Ball park of about 2-3 weeks for FULL completion of vehicle and having it back in your hands.

I do understand Hyundai's procedures aren't the most time efficient process and I apologies for that.

From: [REDACTED]
Sent: Thursday, November 17, 2022 11:19 AM
To: lnunez parksofgainesville.com <lnunez@parksofgainesville.com>
Subject: Re: ATTN: Luciano Nunez

Thanks for your response. Would you be able to tell me how long it will be until this Techline case is done? Once again, I have been told this same thing was being worked on for almost two months now, so none of this comes as any relief to me.

Also, would you be able to provide an accurate time-frame of when you believe my vehicle will be completely finished? I was told "1 to 3 months" about 2 months ago. I just want to make sure it's still on track to be finished next month, since it seems as though nothing has been done on it.

Sincerely,

[REDACTED]
[REDACTED]renton, FL [REDACTED]

On Wed, Nov 16, 2022 at 10:50 AM lnunez parksofgainesville.com <lnunez@parksofgainesville.com> wrote:

Good morning,
I apologies for the lack of communication in regards to the vehicle. This is why I provided your Father with my email, simply due to my job entailing me to be up and active through out my day.

There seems to be a bit of confusion in regards to the vehicle. I'm not sure who spoke with you in regards to the PA, However the vehicle HAS NOT been approved for transmission at this time. Although we are confident Hyundai will approve transmission replacement, we do have to abide by the process and steps Hyundai would like for us to proceed by. The Prior approval (PA) is currently undergoing review and a Techline case has been started on your vehicle to further the process. Our technician is and will continue to work endlessly to provide Hyundai with documents and tests needed.

Once again, I apologies for the lack of communication. For any questions or concerns please feel free to email me, customers and I find this to be the best way to obtain updates on their vehicle. Thank you for providing me with an email, I look forward to your Prior approval's completion.

From: [REDACTED]

Sent: Wednesday, November 16, 2022 9:57 AM

To: lnunez parksofgainesville.com <lnunez@parksofgainesville.com>

Subject: ATTN: Luciano Nunez

Good morning Luciano,

Thank you for speaking with my father on my behalf. I understand that Hyundai has approved the new transmission for my vehicle as part of the warranty of my 2022 Sonata. I also understand they have requested that a technician complete a resubmission that they requested on Monday, November 14th but has not been performed yet. My father states that per your conversation with him, this will be done today and that Hyundai should respond within a 2-3 day period. This is baffling to me considering that I spoke with a woman at the front desk of your service department on Monday and was told that my car has already been approved by Hyundai for the new transmission and all that was left to be done was to order it and have it installed.

I am obviously disappointed in this lengthy process since my vehicle has less than 10,000 miles on it and has had a catastrophic transmission failure. I hope this is given a high priority status to complete this repair.

As a side note, there has virtually been no communication with me unless I have reached out to your dealership for updates. I am requesting that you please inform me as to any updates regarding this matter.

[REDACTED]

--

Sincerely,

[REDACTED]

[REDACTED] Tranton, F [REDACTED]

12/14/22, 3:27 PM

Mail - Fwd: [REDACTED] Hyundai

[REDACTED]

Fwd: [REDACTED]

1 message

[REDACTED]

Mon, Nov 21, 2022 at 11:19 AM

----- Forwarded message -----

From: Inunez parksofgainesville.com <Inunez@parksofgainesville.com>

Date: Mon, Nov 21, 2022, 11:17 AM

Subject: Re: [REDACTED] s Hyundai

To: [REDACTED] >

Good morning, Yes, As promised we have submitted and filled out all paper work requested from Hyundai. However, Our tech is starting a Techline case with Hyundai due to them requesting for our tech to fill out the wrong Transmission information sheets. Unfortunately, It looks like Hyundai is requesting documentation of which is abnormal for them to be asking. In order to clear confusion with Hyundai's Prior approval Department and Hyundai Technician assistance line our Service manager has instructed my technician to open a case. I apologize for the inconvenience this may cause, However, i can assure you we are working as fast as we can!
Thank you for your understanding.

From: [REDACTED] >

Sent: Monday, November 21, 2022 10:10 AM

To: Inunez parksofgainesville.com <Inunez@parksofgainesville.com>

Subject: [REDACTED] Hyundai

Luciano,

What is the new status of my daughter's transmission replacement? Did your service person send in the requested paperwork last Tuesday as promised?

Thank you for your prompt response.

[REDACTED]

12/14/22, 3:27 PM

[REDACTED] - Re: Update on vehicle

Re: Update on vehicle

1 message

Inunez parksofgainesville.com <Inunez@parksofgainesville.com>

Tue, Dec 13, 2022 at 12:06 PM

To: [REDACTED]

Good morning, unfortunately we are still waiting for the part. After speaking with parts department, the part is on national back order with no ETA of when it will be available. If there anything else I can do for you please let me know. For the time being I have requested Parts to place it on emergency order due to the vehicle being inoperative without the part, I've been informed parts have already placed it on E-order. Thank you for your understanding and patience with us, I apologize greatly for the inconvenience.

From: [REDACTED]

Sent: Tuesday, December 13, 2022 11:31 AM

To: Inunez parksofgainesville.com <Inunez@parksofgainesville.com>

Subject: Re: Update on vehicle

Good morning,

Any update on whether the part has come in or when it is expected?

Thank you!

Sincerely,

[REDACTED]
Trenton, FL [REDACTED]

On Thu, Dec 8, 2022 at 2:59 PM Inunez parksofgainesville.com <Inunez@parksofgainesville.com> wrote:

I sure will! You are very welcome!

From: [REDACTED]

Sent: Thursday, December 8, 2022 1:35 PM

To: Inunez parksofgainesville.com <Inunez@parksofgainesville.com>

Subject: Re: Update on vehicle

Thank you. Will you please let me know once the part is received?

Sincerely,

[REDACTED]
Trenton, FL [REDACTED]

On Wed, Dec 7, 2022 at 2:52 PM Inunez parksofgainesville.com <Inunez@parksofgainesville.com> wrote:

Good afternoon, Yes i would like to believe we are still on track. Looks like we're still waiting for Hyundai to get the part to us at this time. Once we receive the part we should be able to proceed with repairs! For any questions or concerns please feel free to contact me at your earliest convenience! Thank you!

From: [REDACTED] >
Sent: Wednesday, December 7, 2022 9:16 AM
To: lnunez parksofgainesville.com <lnunez@parksofgainesville.com>
Cc: [REDACTED]
Subject: Update on vehicle

Good morning Luciano,

I'm just checking in to see if you have any updates on the completion of my Sonata. I know when we spoke a week ago in person you said that it was possible that it could be finished either this week or next. Is this still accurate?

Thanks for your time.

Sincerely,

[REDACTED]

[REDACTED], Trenton, FL [REDACTED]



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Recall Number: 22V-746
Hyundai Recall Number: 236



IMPORTANT SAFETY RECALL

2021 – 2022 Santa Fe, Sonata, Veloster N and 2022 Santa Cruz, Elantra N, Kona N
8-Speed Dual-Clutch Transmission (DCT)

This is an important Safety Recall.

- We are currently preparing the remedy. We will notify you when the remedy is ready.
- For updated information, you can visit:

www.HyundaiUSA.com/Campaign236

This notice applies to your Hyundai. VIN: 5NPEK4JC7NH [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 - 2022 model year Santa Fe, Sonata, Veloster N and 2022 model year Santa Cruz, Elantra N, and Kona N vehicles. Hyundai is initiating Safety Recall 236 to repair a condition involving the 8 Speed Dual-Clutch Transmission (DCT) system in these vehicles in the U.S. Your vehicle, with the VIN shown above, is among the impacted vehicles.

The purpose of this letter is to explain what the recall is about and to keep you informed of Hyundai's recall implementation plan. We are currently preparing to implement the safety recall remedy which when available, will be performed at no cost to you. We will send you another notification when the remedy is available.

What is the problem?

When prompted by a transmission high-pressure electric oil pump malfunction while driving, the vehicle's "fail-safe" limited-mobility drive mode may be impaired, resulting in illumination of multiple warning lights and approximately 20 - 30 seconds of normal drive power, followed by a complete loss of drive power. A loss of power while driving could increase the risk of a crash.

What should you do in the interim?

We appreciate your patience. Hyundai is currently preparing to implement the recall remedy. You will receive a second notification letter when the free remedy is available. If you have further questions regarding this recall or notice, you can reach out to the Hyundai Motor America Virtual Assistant by calling 1-855-371-9460. To stay updated on the remedy status of this recall, please visit:

www.HyundaiUSA.com/Campaign236

Additional information

If you believe that the dealer and/or Hyundai has failed or is unable to remedy the defect without charge, or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.safercar.gov>.

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America

[REDACTED]
[REDACTED]
Chiefland, FL [REDACTED]

ATTN: Administrator
National Highway Traffic Safety
1200 New Jersey Ave S.
Washington, D.C. 20590

W41-306