

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint ----- 11507181-----
Date: Monday, April 3, 2023 9:58:35 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, March 28, 2023 10:24 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: FW: Follow up to ODI Complaint ----- 11507181-----

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.

Updates to the attached document - description at bottom of document was NOT accurate. Please see updates.

2017 Hyundai Sonata owned by contacts husband. While husband was driving at various speeds, there was an abnormal knocking noise before the vehicle stalled. There was no warning lights illuminated. The driver was able to restart the vehicle and continue to drive to the residence and to and independent mechanic, where it was diagnosed with needing a new engine due to excessive connective rod barrings rubbing causing the engine to fail – but no warning light indicated any issue. The vehicle was NOT repaired. A dealer WAS contacted and the contact was advised nothing could be done for months due to the number of other vehicles with this same issue – an appointment WAS made with dealer. The manufacturer was informed of the failure and MANY other Hyundai Sonata's are being impacted by this same engine issue and ARE being fixed free of charge to the owners due to a recall. The manufacturer advised the contact that while their vehicle is experiencing the same exact engine issues as others that are being recalled, the contacts VIN is not part of the recall. The failure mileage was approximately 136,000.

[REDACTED]
----- Forwarded message -----
From: EVOQ (NHTSA) <EVOQ@dot.gov>
Date: Mon, Mar 27, 2023 at 4:32 PM
Subject: FW: Follow up to ODI Complaint ----- 11507181-----
To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

