

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -----11527882-----
Date: Tuesday, July 11, 2023 9:15:07 AM
Attachments: [REDACTED]

From: [REDACTED] >
Sent: Monday, July 10, 2023 6:58 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Cc: [REDACTED]
Subject: Re: Follow up to ODI Complaint -----11527882-----

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.

[REDACTED] Reference #: 11527882 07/10/2023

- * Address correction: Change road name from Batteshop to Saddle Shop.
- * Auto purchase date: 08/12/2011 -- I am the only owner.
- * Enclosed: Detailed summary of the Underbody Corrosion issues between Corboy, Hyundai Motor America and Fred Beans Hyundai, Flemington, NJ.
 - File: Hyundai Fred Beans Corboy - detail
- * Enclosed: Detailed description of the corrosion damage to underbody parts and areas.
 - File: Hyundai Corboy 04-07023 Amwl Auto Insp Rpt
- * Enclosed: Photos of the corrosion damage to underbody parts and areas.
 - File: Hyundai Corboy 04-07-23 Amwl Auto Photos
- * Comments:
 - I have hard copies of Fred Beans inspection Invoice and RO #'s of their pre and post recall inspections that describe the "Rust" damage and the recommended repairs. These invoice and RO #'s are identified in the detailed summary mentioned above. I am not able to email you these doc's. If you provide me with a mailing address I can mail copies to you.
 - Hyundai Motor America requested Fred Beans reinspect my auto and document the underbody damage with photos. These photos were sent directly to Hyundai. Fred Beans says they do not have copies.

In a message dated 7/10/2023 8:24:24 AM Eastern Standard Time, EVOQ@dot.gov writes:

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.

NHTSA/Office of Defects Investigation

Rear brake condition



Call



Mail



Message



Customer Info & Concerns

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Requires Urgent Attention

[Click here to view details](#)



Requires Future Attention

[Click here to view details](#)



Good Items

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Tire Inspection

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9

11

9

4

au

admin user
Service writer

This report was signed off by

BG

04/07/2023 09:17 am

Brian Gordon
Technician
04/07/2023 10:08 am

Rear brake condition



Call



Message



Customer Info & Concerns
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Requires Future Attention
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Good Items
[Click here to view details](#)



Tire Inspection
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9

11

9

4

Brian Gordon

Technician

04/07/2023 10:08 am

04/07/2023 09:39 am

Rear brake condition



Call



Message



Customer Info & Concerns
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Requires Urgent Attention
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9



Requires Future Attention
Click here to view details

11



Good Items
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9



Tire Inspection
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4

This report was prepared by

au

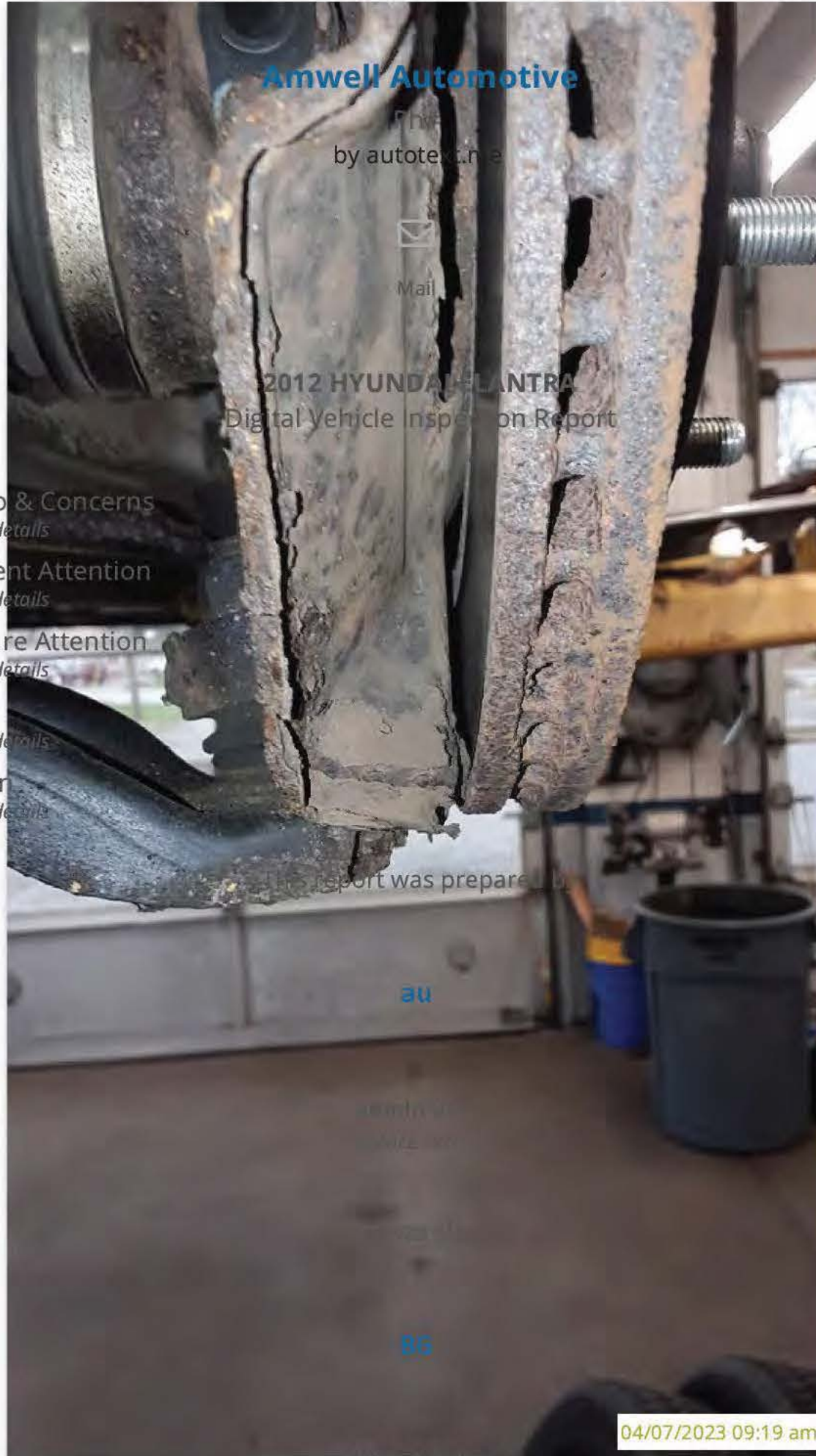
admin user
Service Writer

This report was signed off by

BG

Brian Gordon
Technician
04/07/2023 10:08 am

Front brake condition



Amwell Automotive

PH#
by autotext.net



Mail



Call



Message

2012 HYUNDAI ELANTRA
Digital Vehicle Inspection Report



Customer Info & Concerns
[Click here to view details](#)



Requires Urgent Attention
[Click here to view details](#)



Requires Future Attention
[Click here to view details](#)



Good Items
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Tire Inspection
[Click here to view details](#)

9

11

9

4

au

86

04/07/2023 09:19 am

Brian Gordon
Technician
04/07/2023 10:08 am

Front suspension



Call



Message



Customer Info & Concerns
Click here to view details



Requires Urgent Attention
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9



Requires Future Attention
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11



Good Items
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9



Tire Inspection
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4

This report was prepared by



au

admin user
Service Writer

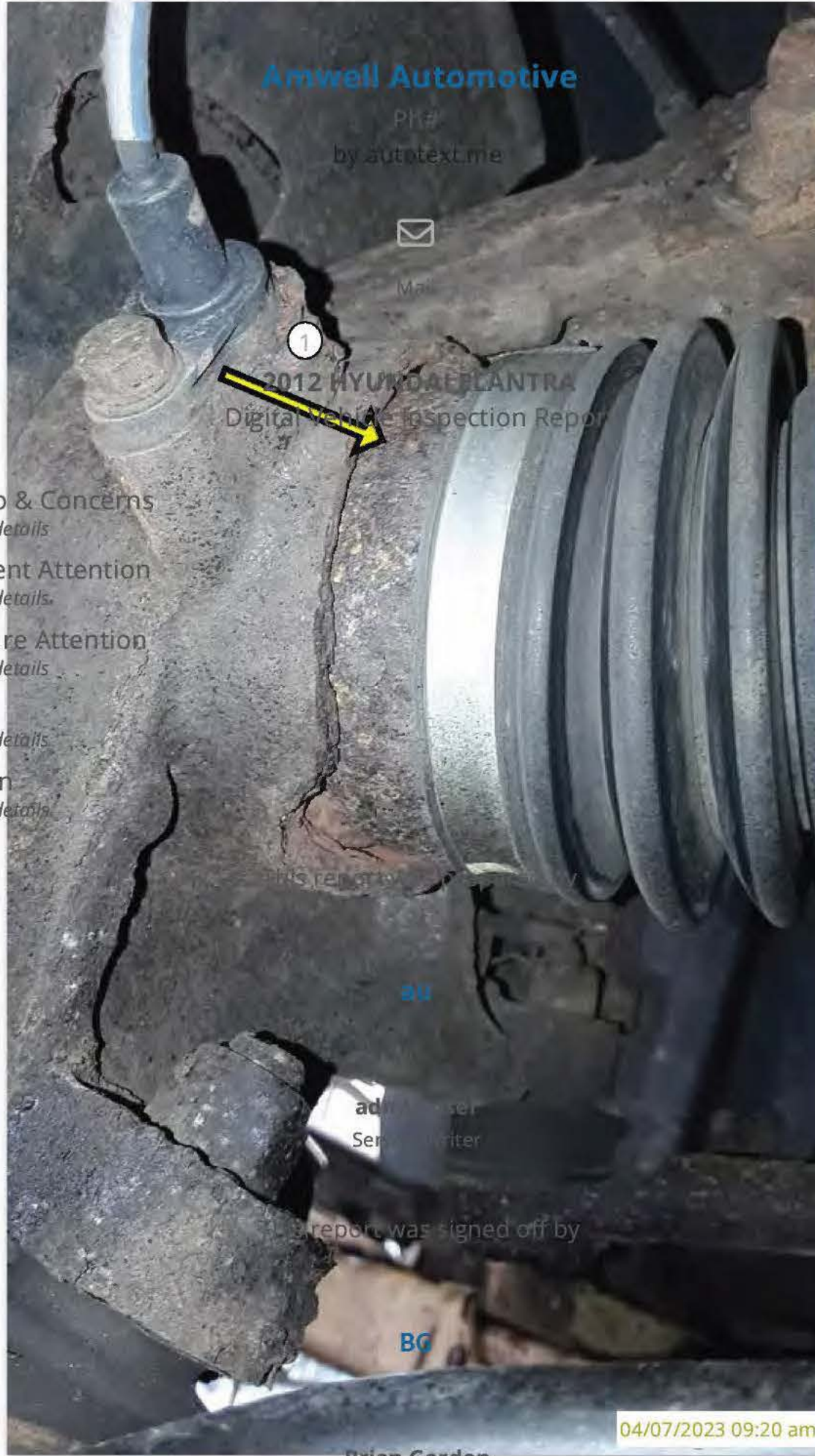
This report was signed off by



BG

Brian Gordon
Technician
04/07/2023 10:08 am

Drive axles and joints



Call



Mail



Message



Customer Info & Concerns
Click here to view details



Requires Urgent Attention
Click here to view details



Requires Future Attention
Click here to view details



Good Items
Click here to view details



Tire Inspection
Click here to view details

9

11

9

4

Brian Gordon

Technician

04/07/2023 10:08 am

04/07/2023 09:20 am

Exhaust condition



Call



Message



Customer Info & Concerns
Click here to view details



Requires Urgent Attention
Click here to view details

9



Requires Future Attention
Click here to view details

11



Good Items
Click here to view details

9



Tire Inspection
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4

This report was prepared by



admin user
Service Writer

This report was signed off by



Brian Gordon
Technician
04/07/2023 10:08 am

Visual condition of frame and body



Call



Message



Customer Info & Concerns
[Click here to view details](#)



Requires Urgent Attention
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Requires Future Attention
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Good Items
[Click here to view details](#)



Tire Inspection
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9

11

9

4

admin user
Service Writer

Brian Gordon
Technician
04/07/2023 10:08 am

Visual condition of frame and body



Call



Mail



Message



Customer Info & Concerns
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Requires Urgent Attention
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9



Requires Future Attention
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11



Good Items
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9



Tire Inspection
[Click here to view details](#)

4

This report was prepared by



admin user
Service Writer

This report was signed off by



Brian Gordon
Technician
04/07/2023 10:08 am



2012 Hyundai Elantra

Report URL: <https://atxt.me/6qLJNE>

Customer Name	[REDACTED]	Phone No.	(xxx)-xxx-[REDACTED]
Submodel		Engine Size	1.8l
2WD or 4WD	FWD	VIN	5NPDH4AE4CH[REDACTED]
License	[REDACTED]	Mileage	29602
ABS	Yes	Transmission	A/T
Est/Invoice#	[REDACTED]	Oil Filter	1334
Notes			

Reason vehicle is here

- Found None!

O.E. Actual

Tire Inspection

	Tread Depth(32") 9	Tread Depth(32") 9	
PSI Before			PSI Before
After			After
	XLF XLR	XRF XRR	
PSI Before			PSI Before
After			After
	Tread Depth(32") 9	Tread Depth(32") 9	

Tire Name	Notes
LF Tire	All tires six years old



Full inspection

✓ 5 Requires Urgent Attention

#	Insp Item	Notes
---	-----------	-------

[A] Test drive and exterior

X	Warning and maintenance indicators	Tpms light is on
---	------------------------------------	------------------

[B] Under hood and fluids

X	Air filters and tune up components	Engine air filter is good . Cabin air filter is very dirty and has mouse nest inside blower box .
---	------------------------------------	---

[C] Brake system

X	Rear brake condition	Rear brake pads at 50% . Rear rotors rotted and calipers are seized. Both rear backing plates are rotting away Recommendation: ["Replace rear brake pads, rotors and calipers"]
---	----------------------	---



[D] Steering and suspension

X	Shocks, struts and springs	Right front strut leaking Recommendation: ["Replace front struts"]
---	----------------------------	--



[E] Top priorities

X	Top priorities listed in order	Replace rear brakes, wiper blades and cabin air filter. Monitor rust at future visits. The rust will become a structural issue likely over the next year or two. Replacement plans should be considered
---	--------------------------------	---

✓ 11 Requires Future Attention

#	Insp Item	Notes
---	-----------	-------



[A] Test drive and exterior

!	Noises present/driveability concerns	Little bit of tire noise
!	Exterior lighting	Exterior lighting all functional Headlights hazed Recommendation: ["Headlight restoration"]
!	Wiper blades	Wiper blades torn

[B] Under hood and fluids

!	Coolant level and condition	Fluid level set Recommendation: ["Previously recommended service "]
!	Brake fluid level and condition	Fluid level set Recommendation: ["Previously recommended service "]

[C] Brake system

!	Front brake condition	Front brake pads thinning @ 30% recheck at next . Front backing plates are severely rotted and hitting rotor
---	-----------------------	--



[D] Steering and suspension

!	Front suspension	Front suspension is tight . Both ball joints have severe corrosion
---	------------------	--





[E] Under vehicle

!	Drive axles and joints	Both front axles are severely corroded
---	------------------------	--





!	Exhaust condition	The exhaust hardware is severely rotted
		
!	Visual condition of frame and body	Significant rust visible on undercarriage, monitor at future visits
		
!	Miscellaneous	No reading from LF, RR, or LR TPMS Recommendation: ["Diagnose and repair TPMS system"]

✓ 9 Good Items

#	Insp Item	Notes
[A] Under hood and fluids		
✓	Power steering fluid level and condition	Electric steering, no serviceable fluid
✓	Transmission fluid level and condition	Not equipped with a dipstick for fluid level. There are no transmission leaks
✓	Timing and accessory belt condition	Not equipped with a timing belt. Serpentine belt good
✓	Battery condition	The battery passes a load test.
[B] Steering and suspension		
✓	Steering linkage	Steering linkage in good condition
✓	Rear suspension	The rear suspension is in good condition
✓	Wheel alignment	No visible alignment problems
[C] Under vehicle		
✓	Fluid leaks	No fluid leaks present



Amwell Automotive

Phone#

Full inspection

Invoice No# [REDACTED]

Report Date: 04/07/2023

by autotext.me



Brake and fuel lines/hoses

All in good condition

This report was signed off on 04/07/2023 10:08 am

Service Writer: admin user

Technician: Brian Gordon

	A	B	C
1	From:	[REDACTED]	[REDACTED], Ringoes, NJ [REDACTED] Pg. 1 of 15
2		Ph: [REDACTED]	email: [REDACTED] Date: 06/21/2023
3	Auto:	2012 Hyundai Elantra GLS VIN: 5NPDH4AE4CH [REDACTED]	04/03/23 Milage: 29,586
4	To:	Hyundai Motor America and Fred Beans Hyundai Flemington, NJ	
5	Hyundai Consumer Vehicle Issue case #	[REDACTED]	
6	Hyundai Motor America priority code #	[REDACTED]	
7	National Highway Traffic Safety identification #:	ODI # 11527882	
8	Issues:	(1) Corrosion/Rust/Scale-Rust (C/R/S-R) damage to the underbody of my	
9		vehicle. The amount of damage is extreme.	
10		(2) Will Hyundai America pay to fix the damage caused by C/R/S-R.	
11		(3) Overcoating (sealing) existing corrosion on the vehicle. Shouldn't	
12		Hyundai America inform the auto owner that if they already have	
13		corrosion damage sealing over It can worsen the damage.	
14		- The Hyundai Recall notice should have explained this and advised the	
15		vehicle owner to consider the option of not having the corrosion	
16		preventative procedure done.	
17		- The Hyundai dealer doing the corrosion preventative procedure should	
18		explain to the vehicle owner this overcoating (sealing) of the corrosion	
19		damaged areas could actually make the problem worse.	
20		- I was not aware of this issue until after the recall was completed (2X).	
21			
22	()	<-- Designates location of supporting document(s) in my summary notebook.	
23			
24	(B)	This Summary Document:	
25			
26		Introduction: Gives quick explanation of issue	
27		• The issue/problem is Corrosion damage to the underbody of my vehicle.	
28	(C)	• Hyundai Motor America sends a "Recall" notice to auto owner to perform	
29		"Underbody Corrosion Preventative Service" at a Hyundai dealership.	
30		- Recall is for certain Hyundai Elantra's from 2011 : 2016. Mine is 2012.	
31		Comment: Recall, in effect infers, that Hyundai Motor America is aware	
32		of underbody corrosion/damage occurring on 12⁺ years old	
33		autos, if they weren't aware why would they put out this recall?	
34	(F)	Comment: Pg. 2 of the "Service Campaign 984" technical service bulletin	
35		addresses the issue of PARTS IN NEED OF REPLACEMENT that	
36		are covered or not covered under warranty. To me this means	
37		Hyundai recognizes there can/will be corrosion damage.	
38		They even mention possibility of "Goodwill Consideration"	
39		continued next page	File: Fred Beans Corboy 04-21-23 - detail form

	A	B	C
40	From:	[REDACTED]	[REDACTED], Ringoes, NJ [REDACTED] Pg. 2 of 15
41		Ph: [REDACTED]	email: [REDACTED] Date: 06/21/2023
42	Hyundai Consumer Vehicle Issue case [REDACTED]		
43	Hyundai Motor America priority code # [REDACTED]		
44			
45	<i>continued</i> Introduction: Gives quick explanation of issue		
46	Question: Is the underbody metal used to manufacture these autos		
47	unusually susceptible to corrosion damage. The need for a		
48	recall on 12⁺ year old autos to address corrosion issues		
49	certainly makes me think it is.		
50	• Corrosive damage to the underbody of my vehicle is documented.		
51	- Note: Reader should read/examine the below listed documents (lines 55		
52	and 56) before proceeding further. This report and these photos		
53	describe/show the condition of my 2012 Hyundai Elantra. This will		
54	provide proof of the magnitude of the corrosion damage to the		
55	underbody of my auto.		
56	(E)	- Amwell Automotive 04/07/2023 report on description of damage.	
57	(E)	- Amwell Automotive 04/07/2023 photographs of damaged areas.	
58	• Fred Beans of Flemington provided Hyundai Motor America with their own		
59	and Amwell Automotive's corrosion damage documentation of my auto at		
60	Hyundai Motor America request. They said they would ask (?) Hyundai to		
61	pay for the repairs to the documented corrosion damaged areas of my auto.		
62	• Hyundai Motor America instructs Fred Beans to re-examine the underbody		
63	of my auto and to provide a report with photos. Also request autos owner to		
64	provide an estimate of the damage with a cost estimate to repair. Both		
65	requests were complied with.		
66	Note: When Fred Beans did the re-inspection they reported, "Severe Rust,"		
67	under vehicle. (Invoice [REDACTED]. This was not reported in 1st inspection.		
68	• Hyundai Motor America denies the request to repair my auto. Fred Beans		
69	says they have no emails or documents to give me that verifies this denial.		
70	• Mr. Sal Cannella (Mgr. at Fred Beans) thinks this underbody corrosion issue		
71	has been around for a long time. He told me about a vehicle (approx. 2007,		
72	Sonata?) that is on their lot. The underbody corrosion damage is so severe		
73	it is to damaged to drive safely. Hyundai and the autos owner are having		
74	discussions/negotiations on how to solve the issue.		
75	He also said it seems Hyundai autos are more susceptible to underbody		
76	corrosion damage than other manufacturers autos.		
77	continued next page		File: Fred Beans Corboy 04-21-23 - detail form
78	From:	[REDACTED]	[REDACTED] Ringoes, NJ [REDACTED] Pg. 3 of 15

	A	B	C
79			Ph: [REDACTED] email: [REDACTED] Date: 06/21/2023
80			Hyundai Consumer Vehicle Issue case [REDACTED]
81			Hyundai Motor America priority code # [REDACTED]
82			
83			<i>continued</i> Introduction: Gives quick explanation of issue
84			• I wonder how the public would feel if they new about the corrosion issue
85			with Hyundai vehicles and how long it has existed.
86			Issues with Fred Beans Hyundai Flemington, NJ
87	(F)		• Hyundai Motor America provides Service Campaign 984 instructions on the
88			"Underbody Corrosion Preventative Service" procedures to it's dealerships.
89			• - These instructions are not provided to auto owner.
90			• These instructions tell the dealerships that the auto should be allowed to
91			cool for at least 4 hours (pg. 1) before starting the "Preventative Corrosion
92			Service" procedure .
93	(F)		• - Dealership did not follow the Service (984) instructions procedure.
94			My car service time from Start to Finish = 73 minutes (8:14AM to 9:27AM).
95	(D)		Time logged in Fred Beans Invoice [REDACTED]
96	(D)		• Dealership states that they " Thoroughly Inspect your vehicle ". This
97			inspection includes an " Under Vehicle "_inspection. Also states that a " Full
98			Health " report will be provided. This information is stated on Invoice [REDACTED]
99	(F)		Hyundai Motor America Service Campaign 984 includes instructions on how
100			to remove "Debris" (corrosion?) on pg.'s 7, 8 & 9.
101			• - An inspection report with repair estimate was provided to owner by Fred
102	(D)		Beans. Report = RO# [REDACTED]
103			- Nowhere in the dealerships inspection/repair-estimate (RO# [REDACTED]
104			is there any mention of the serious amount of corrosion damage to the
105			underbody of my vehicle. This is hard to understand considering the
106			recall directly addresses how to remove "Debris" (corrosion?) and how
107			to do the UNDERBODY CORROSIVE PREVENTATIVE procedure.
108			- On page 2 of Service Bulletin 984 it specifically addresses "PARTS IN
109			NEED OF REPLACEMENT." Fred Beans did not identify any parts that
110			need to be replaced due to CORROSION or RUST damage.
111	(L)		- When Fred Beans re-inspected my auto, at Hyundai Americas request,
112			this time they reported "Severe Rust" under vehicle. Invoice [REDACTED]
113	(L)		- Photos were taken. Photo document is labeled STUI Portal/WebDCS
114			05/16/23 2:19PM. My copies are to small to be very informative.
115			continued next page File: Fred Beans Corboy 04-21-23 - detail form
116	From:	[REDACTED]	Ringo, NJ Pg. 4 of 15
117			Ph: [REDACTED] email: [REDACTED] Date: 06/21/2023

	A	B	C
118	Hyundai Consumer Vehicle Issue case #		[REDACTED]
119	Hyundai Motor America priority code #		[REDACTED]
120			
121			<i>continued</i> Introduction: Gives quick explanation of issue
122			• The fact that the dealership did not follow the Service Campaign 984 cool
123			down instructions and did not report the, very obvious, corrosion damage is
124			very worrisome. Is this or is this not a safety issue?
125			• This issue of overcoating (sealing) existing corrosion. My vehicle has a
126			substantial amount of underbody corrosion damage. The corrosion
127			preventative care procedure was done twice by the dealer.
128			- Neither Hyundai America or the dealer informed me that overcoating
129			(sealing) over the corrosion can actually increase the rate of corrosion
130			damage in the effected areas because it traps the corrosive causing
131			elements. <i>Unfortunately for me I was not aware of this issue before my</i>
132			<i>vehicle had the preventative care procedure done twice by the dealer.</i>
133			
134			Overview of the Sequence of Events:
135			My issue is damage caused to the underbody area of my vehicle by
136			Corrosion/Rust/Scale-Rust that was brought to my attention by Amwell
137			Automotive, Ringoes, NJ. When I brought this to the attention of Fred
138			Beans Hyundai of Flemington, NJ (Sal Cannella) they/he advised me to call
139			Hyundai at 1-800-633-5151. I called and Hyundai gave me a claim #
140			[REDACTED]. I was contacted by Jostin, X65432. After back and forth phone
141			calls and emails with Jostin the bottom line is Hyundai/Jostin could not help
142			me. Jostin said that the dealerships are the people who represent Hyundai
143			in mechanical issues. After many days of interaction between Hyundai (Jostin)
144			and me (04/19 : 04/25/23) I was back where I started. i.e. Jostin told me I
145			had to address my issues with a dealership. Met with Mr. Sal Cannella
146			(Mgr. at Fred Beans Hyundai). He will arrange for underbody inspection and
147			then provide Hyundai America with the inspection results and with his
148			recommendations on work needed to repair the corrosion damage and at
149			whose expense. On 5/07/2023 I dropped my auto off at Fred Beans for
150			underbody C/R/S-R damage inspection and re-do of corrosion preventative
151			<i>continued on next page</i>
152			
153			
154			File: Fred Beans Corboy 04-21-23 - detail form
155	From:	[REDACTED]	Ringoes, NJ [REDACTED] Pg. 5 of 15
156	Ph:	[REDACTED]	email: [REDACTED] Date: 06/21/2023

	A	B	C
157			Hyundai Consumer Vehicle Issue case # [REDACTED]
158			Hyundai Motor America priority code # [REDACTED]
159			
160			Continued -- Overview of the Sequence of Events:
161			care work. Also to install Anti-Theft software as per another recall.
162			05/08/2023: Mr. Sal Cannella phoned me. Inspection is complete,
163			documenting photos were taken. Report of C/R/S-R damage with photos and
164			recommendations sent to Hyundai. Corrosion recall re-do was done after the
165			C/R/S-R inspection was completed. Anti-theft software inspection upgrade
166			installed. Will know wait for response from Hyundai.
167			05/15/2023: Mr. Sal Cannella phoned me. Hyundai has requested a re-inspect
168			of my auto with (i) more photos from him of damaged areas and (ii) a cost
169	(L)		estimate from Amwell Automotive to repair the damage. Amwell Automotive
170			prepared a cost estimate which I hand delivered to Mr. Cannella at his office.
171			He made a copy from my UBS. Mr. Sal Cannella gave me copies of the
172	(L)		re-inspection photos he took of the corrosion damaged underbody areas that
173			he sent to Hyundai. The copies of the photos are small and not very
174	(E vs L)		informative. Nowhere near as clear or informative as the Amwell Automotive
175			photos.
176			05/23/2023: Picked up my auto at Fred Beans Hyundai, Flemington, NJ.
177			Still waiting for Hyundai Corporate to respond.
178			06/01/2023: Mr. Sal Cannella phoned me. Hyundai denies my request to
179			repair my auto. No emails or other documentation is available to me stating
180			this denial or why they denied. He suggested I refer to Hyundai Motor
181			America "Priority code 100926" if I want to have further contact/discussions
182			with Hyundai Motor America.
183			
184			Corrosion and Safety comments (from Corboy):
185			• Severe Corrosion/Rust/Scale-Rust (C/R/S-R) damage to multiple underbody
186			parts is present on my vehicle.
187	(E)		• My auto service company (Amwell Automotive) says -- They think the
188			damage is significant. They estimate that the "C/R/S-R" damage will become
189			a structural issue in the next year or two.
190			
191			
192			File: Fred Beans Corboy 04-21-23 - detail form
193	From:	[REDACTED]	[REDACTED], Ringoes, NJ [REDACTED] Pg. 6 of 15
194		Ph:	[REDACTED] email: [REDACTED] Date: 06/21/2023
195			Hyundai Consumer Vehicle Issue case # [REDACTED]

	A	B	C
196			Hyundai Motor America priority code # [REDACTED]
197			
198			Corrosion Recall vs Auto Age and Safety: Corboy Comments:
199	(C)		• The Hyundai Recall notice is for 2011 : 2016 Elantra vehicles. It authorizes a
200			procedure to perform underbody "Corrosion Preventative Service". Why is
201			Hyundai concerned about, and sending out a recall notice for Corrosion
202			Preventative Care , on autos that were manufactured as long as 12 ⁺ years
203			ago?
204			- Makes me think that they have reason to be concerned that metal
205			underbody parts on the Elantra models manufactured in these years
206			are unusually susceptible to C/R/S-R damage. Mine apparently is!
207			• I am very concerned about the potential current and future safety issues
208			from the C/R/S-R damage on my vehicles underbody.
209			
210			History of Corboy/Hyundai Corrosion Damage by Date/Task/Issue:
211			
212	(C)		Recall for Underbody Corrosion Preventative Service (Campaign 984)
213			• 03/16/23: I received a "Recall" notice for Underbody Corrosion Preventative
214			Service from Hyundai Motor America.
215			
216			Inspection and Recommendations Overview (Fred Beans Flemington, NJ):
217			• 04/03/23: Went to Fred Beans (F/B) , Flemington, NJ for the recall service.
218	(F)		• Hyundai America recall work procedure instructions (#984 - pg. 1) says wait
219			at least 4 hours for auto to cool before doing the procedures.
220			- <i>I was not aware of this requirement at the time. I did not get a copy of</i>
221			<i>the "Service Campaign 984" instructions until 04/07/23.</i>
222			• I arrived with my auto at Fred Beans at approx. 8:15AM. Auto to service
223			area at approx. 8:30AM. Service completed and I left with my auto at
224			approx. 9:45AM.
225			- Total time on site approx. 1h/30m (90 min) -- Not 4 hours plus
226	(D)		procedure time. -- See F/B invoice [REDACTED] for confirmation.
227			• I am concerned that the Wax and/or Sealant were applied over unremoved
228			C/R/S-R damaged areas. Will the C/R/S-R damage continue damaging the
229			metal with this overcoating applied? Online opinions are "Yes".
230			<i>continued on next page</i>
231			File: Fred Beans Corboy 04-21-23 - detail form
232	From:	[REDACTED]	[REDACTED], Ringoes, NJ [REDACTED] Pg. 7 of 15
233		Ph:	[REDACTED] email: [REDACTED] Date: 06/21/2023
234			Hyundai Consumer Vehicle Issue case # [REDACTED]
235			Hyundai Motor America priority code # [REDACTED]

	A	B	C
236			
237			Continued -- Inspection and Recommendations Overview (Fred Beans
238			Flemington, NJ):
239	(F)	•	Service instruction 984 (pg. 15) identifies 3 areas of the completed work to
240			be photographed. Copies of the photographs are to be sent to Hyundai
241			Motor America.
242			- Copies of these photographs are not available to give to autos owner.
243	(D)	•	A Fred Beans Inspection report (Invoice [REDACTED] and a Repair estimate report
244			(RO# [REDACTED]) were given to me. Numerous repairs were recommended.
245			Neither mentioned corrosion or rust damage.
246			- Note: No underbody C/R/S-R caused damage was addressed/described
247			verbally or on either of the Fred Beans documents given to me.
248			Since the "Recall" states that underbody corrosion may exist why
249			wasn't this serious issue (already existing corrosion damage to my
250			vehicle) brought to my attention. Especially since Fred Beans states
251			they do a "Thorough Inspection" and also, that the Hyundai
252			Campaign 984 instructions instructs the dealer (pg.'s. 7, 8 and 9) on
253			how to remove "Debris (corrosion?).
254			This bulletin also mentions PARTS IN NEED OF REPLACEMENT and
255			GOODWILL CONSIDERATIONS prior to repair. (pg. 2 at bottom)
256	(D)		Because numerous repairs were recommended by Fred Beans (RO# [REDACTED] I
257			decided to make an appointment with my auto service shop ASAP.
258			
259			Inspection and Recommendations Overview (Amwell Automotive Ringoes,
260			NJ):
261		•	04/07/23: Amwell Automotive Inspected underbody of my auto.
262	(E)		- Detailed inspection and recommendation report prepared. Invoice #
263			[REDACTED]. Significant C/R/S-R damage observed and documented with
264			photos. Copies of the inspection report and of the more detailed photos
265			given to Fred Beans (Mr. Sal Cannella, mgr.) -- See 04/11/2023 comments.
266			- Damage to Rear brakes is severe. Rotors are rotted. Calipers are seized.
267			<i>continued on next page</i>
268			
269			File: Fred Beans Corboy 04-21-23 - detail form
270	From: Corboy	[REDACTED], Ringoes, NJ	Pg. 8 of 15
271	Ph:	[REDACTED] email: [REDACTED]	Date: 06/21/2023
272	Hyundai Consumer Vehicle Issue case #	[REDACTED]	
273	Hyundai Motor America priority code #	[REDACTED]	
274			

	A	B	C
275			Continued -- Inspection and Recommendations Overview (Amwell
276			Automotive Ringoes, NJ
277			- Both Rear Backing plates are rotting away. Note: Both rear brake pads
278			remaining life was estimated at 50%.
279	(E)		- Note: I had the Rear brake Pads, Rotors and Calipers replaced on
280			04/10/2023 as a safety precaution. Invoice 31539 Amwell Auto
281			- Front brakes: Pads at approx. 30%. Backing Plates are severely rotted
282			and are hitting the rotor.
283			- Note: Front brake Backing Plates were adjusted on 04/10/23.
284			- Both Front Axles are severely corroded. Exhaust hardware is severely
285			rotted.
286			- Front Ball Joints have severe corrosion.
287			- Significant rust visible on undercarriage.
288			- They estimate that the "C/R/S-R" damage will become a structural issue
289			in the next year or two. -- Amwell Automotive listed this as a top
290			priority.
291			
292			1st [REDACTED]/Fred Beans meeting (Mr. Sal Cannella mgr.) to discuss Fred
293			Beans (F/B) and Amwell Automotive (A/A) Inspection results and
294			Recommendations reports.
295			• 04/11/23: Met with Sal Cannella, Mgr. Fred Beans Hyundai Flemington, NJ.
296	(E)		• Gave him a copy of Amwell Automotives inspection report, including
297			photos. It also includes a recommended repair list from F/B vs from A/A.
298			- He offered to repeat corrosion preventive service. No charge.
299			- He agreed that there is significant and serious Corrosion/Rust/
300			Scale-Rust damage to the underbody of my Elantra.
301			• Question: Did the recall work overcoat (seal over) unremoved C/R/S-R
302			damaged areas? Mr. Cannella did not have an answer.
303	(G)		He suggested I call Hyundai America and let them know my issues.
304	(G)		- Told me to call 1-800-633-5151
305	(I)		- I called and got claim #: [REDACTED]
306			
307			
308			File: Fred Beans Corboy 04-21-23 - detail form
309	From:	[REDACTED]	Ringoes, NJ [REDACTED] Pg. 9 of 15
310		Ph: [REDACTED]	email: [REDACTED] Date: 06/21/2023
311			Hyundai Consumer Vehicle Issue case [REDACTED]
312			Hyundai Motor America priority code # [REDACTED]
313			

	A	B	C
314			Hyundai America/Corboy interaction status/results:
315	(J)	•	(04/19:25/2023 Phone and email log. Also copy of all Hyundai/Corboy emails.
316	(J)	•	04/21/23 email: Hyundai Customer Affairs / (833)462-8722 / Jostin X65432.
317			He stated that Consumer Affairs reps are not technically trained. He wrote our
318			eyes and ears are the dealerships.
319			The dealership is the one able to address mechanical concerns as is the
320			corrosion. I (Jostin) will speak with the dealership to see if they are able and
321			willing to assist by checking and repairing. Will provide dealership with
322			recommendations.
323	(J)	•	04/21/23: I received email (1:12PM) from Hyundai Customer Affairs
324			(833)462-8722/Jostin/X65432. He told Fred Beans of Flemington that my
325			vehicle had a lot of underbody corrosion and it is even damaged and this is
326			what I would like to have checked out and repaired. He wrote, and I quote,
327			"the dealership referring me to Hyundai Corporate was not correct".
328	(J)	•	04/24/23: I received email (1:25PM) from Hyundai/Jostin/X65432.
329			Dealership (Fred Beans Flemington, NJ) says the vehicle is out of warranty.
330			Jostin did not identify the person at Fred Beans Hyundai who he spoke with.
331	(J)	•	04/24/23 email quote: The only way to remove the corrosion would be to
332			replace the components affected at owners expense.
333			<i>- I am glad I have the email that documents the above</i>
334			<i>quote. It might be needed to remind F/B of this F/B</i>
335	(F)		<i>opinion. See Campaign 984 bulletin, page 2, bottom.</i>
336		•	My rebuttal to the F/B email answer/statement on lines 330 and 331 above:
337			(1) This does not take into account that the Hyundai Corporate recall
338			was for Corrosion Preventative Care on 2011 : 2016 Hyundai Elantra's.
339			Obviously Hyundai Corporate is concerned about corrosion on auto's
340			that are as much as 12 ⁺ years old and presumably no longer have
341	(F)		any warranty coverage. Need for warranty addressed in Campaign
342			984 service bulletin on page 2 at bottom of the page.
343			<i>continued on next page</i>
344			
345			
346			File: Fred Beans Corboy 04-21-23 - detail form
347	From:	[REDACTED]	[REDACTED], Ringoes, NJ [REDACTED] Pg. 10 of 15
348		Ph: [REDACTED]	email: [REDACTED] Date: 06/21/2023
349			Hyundai Consumer Vehicle Issue case [REDACTED]
350			Hyundai Motor America priority code # [REDACTED]
351			

	A	B	C
352			<i>Continued -- Hyundai America/Corboy interaction status/results:</i>
353			(2) Apparently Fred Beans forgot/did-not-know that Mr. Sal Cannella
354			recommended I contact Hyundai after I had explained, and showed
355	(E, H)		photographs, to him my vehicles corrosion damage. I had provided
356			Mr. Cannella with copies of the Amwell Automotive photographs.
357			
358			2nd Corboy/Fred Beans meeting (Mr. Sal Cannella mgr.) (04/28/2023)
359			• Mr. Sal Cannella copied the following documents, from a UBS I supplied,
360			onto his computer. I think he labeled them starting with the word "Corboy".
361	(E)		- The Amwell Automotive 04/07/23 inspection report to me of their
362			inspection of my 2012 Hyundai Elantra after Fred Beans had done the
363			Corrosion Preventative Care service on 04/03/23.
364	(E)		- The Amwell Automotive 04/07/23 photographs (more detailed) to me
365			taken during their inspection of my 2012 Hyundai Elantra after Fred
366			Beans had done the Corrosion Preventative Care service on 04/03/23.
367	(K)		- A version of the outline I had prepared for the (04/28/23) discussion I
368			was about to have with Fred Beans (Mr. Sal Cannella).
369			The following is a list of the action items to be arranged for/completed by Fred
370			Beans (Mr. Sal Cannella) that were agreed to at this meeting.
371			• (A) Will do a thorough inspection of underbody and underbody parts.
372			Will document with written description and photographs.
373			• (B) Will prepare and send a Report to Hyundai of the inspection results with
374			recommendations on what should be done about the corrosion damaged
375			areas and parts. Report will include the photographs from task (A) above.
376			• (C) Will include, with the report, his opinion to Hyundai on "who should pay
377			for the repairs." He has not told me what his recommendation was.
378			Note: A and B above must be completed before D and E (below) are done.
379			• (D) Will re-do the Corrosion Preventative Recall Care work. At no charge.
380			- Both me () and Sal Cannella have reservations about what (if any)
381			the corrosion preventative care process will accomplish towards
382			<i>continued on next page</i>
383			
384			File: Fred Beans Corboy 04-21-23 - detail form
385	From:		Ringoes, NJ Pg. 11 of 15
386	Ph:		email: Date: 06/21/2023
387	Hyundai Consumer Vehicle Issue case #		
388	Hyundai Motor America priority code #		
389			

	A	B	C
390			<i>Continued -- 2nd Corboy/Fred Beans meeting (Mr. Sal Cannella mgr.)</i>
391			(04/28/2023).
392			<i>addressing/solving the existing underbody corrosion problems.</i>
393			<i>- Refer back to lines 330 & 331 above for Fred Beans quote about</i>
394			<i>corrosion and how to correct damaged areas.</i>
395			• (E) Anti-Theft software recall work will be installed. -- Another recall.
396			• (F) We discussed the lawsuit against Hyundai about engines with "Nu 1.8
397			liter engines. Does it apply to my vehicle? He will look into it for me.
398			• (G) We made an appointment for 05/08/2023 to leave my auto at Fred Beans
399			Hyundai and for them to do/address items A, B, C, D, E and F above.
400			- He said I should be prepared to leave my vehicle at the dealership for
401			up to a week. It could take that long to complete the work/inspection
402			and for Fred Beans and Hyundai to communicate back and forth.
403			• We had an interesting discussion about other vehicle years that have had
404			or have underbody corrosion issues.
405			• He thinks this underbody corrosion issue has been around for a long time.
406			- An example: Mr. Sal Cannella told me about a vehicle (approx. year 2007,
407			Sonata?) that has been sitting in the Fred Beans lot for approx. a year. It
408			has such extreme and extensive corrosion damage to it's underbody
409			that it is definitely not safe to drive. The owner and Hyundai are having
410			discussions/negotiations to resolve the issue. Mr. Sal Cannella thinks
411			Hyundai is probably going to offer a solution that will be acceptable
412			to the owner.
413			
414			05/06/2023: Auto dropped off at Fred Beans Hyundai for Inspection/Work
415			described in lines 368: 401 above. Work to be done week of 05/08-12/2023
416			• As instructed I locked my car and than left the filled out instruction
417			envelope in the drop box. Auto milage was 29,766. Time approx. 5:30PM.
418			<i>continued on next page</i>
419			
420			
421			
422			File: Fred Beans Corboy 04-21-23 - detail form
423	From:		, Ringoes, NJ Pg. 12 of 15
424	Ph:	email:	Date: 06/21/2023
425	Hyundai Consumer Vehicle Issue case #		
426	Hyundai Motor America priority code #		
427			

	A	B	C
428			<i>Continued</i> -- 05/06/2023: Auto dropped off at Fred Beans Hyundai fo
429			inspection/Work described in lines 368 : 401 above. Work to be
430			one week of 05/08-12/2023
431			• 05/08/2023: Fred Beans Hyundai (Mr. Sal Cannella) contacted me by phone.
432			C/R/S-R Inspection completed. Took documenting photographs. Sent
433			inspection report with photographs and recommendations to Hyundai. Will
434			have to wait for response from Hyundai. I was not given a copy of the report.
435			• After the inspection was completed and documented the "Corrosion
436			Preventative Care" procedure was done. <i>(This is a re-do)</i> .
437			• The Anti-Theft software upgrade was installed. <i>(This is another recall)</i> .
438			
439			05/15/2023: Phone call from Mr. Sal Cannella with the following information:
440			• He has been in contact with Hyundai.
441	(E)		- He did provide Hyundai with Amwell Automotives Report and Photographs
442			along with his own report and photographs.
443			- Hyundai has asked him for the following:
444			- Fred Beans is to re-inspect the underbody of my vehicle and provide
445			photographs of the damage to the underbody of the vehicle.
446	(L)		- If Amwell Automotive has provided a cost estimate to repair the damage
447			to my vehicle, Hyundai would like a copy.
448			- <i>Comment: Mr. Cannella said Hyundai has provided the funding for</i>
449			<i>independent auto repair shops to provide repair service on customer</i>
450			<i>vehicles in the past.</i>
451			- <i>I think!</i> He also said that Fred Beans would not necessarily do the
452			<i>repair work.</i>
453			- If I get an estimate from Amwell Automotive I should give him a copy and
454			he would forward a copy to Hyundai.
455			• 05/15/2023: I contacted Amwell Automotive. I asked them to cost out their
456			04/07/2023 observations and recommendations report.. They said they
457			would and would email me a copy tomorrow (05/16/2023).
458			
459			
460			File: Fred Beans Corboy 04-21-23 - detail form
461	From:		Ringoes, NJ Pg. 13 of 15
462	Ph:		email: Date: 06/21/2023
463	Hyundai Consumer Vehicle Issue case		
464	Hyundai Motor America priority code #		
465			
466			05/16/2023: Amwell Automotive emailed me a repair cost estimate and I

	A	B	C
467			met with Mr. Sal Cannella. (3rd meeting). Cost, Report & Photo to HMA.
468	(L)	•	Amwell Automotive emailed me the repair estimate at 1:22PM
469			Estimate: Parts/Supplies = \$5,546.34 Labor = \$2,501.96 Tax = \$533.57
470			Total = \$8,587.52
471		•	Met with Mr. Sal Cannella at approx. 2:30PM at his office.
472			- He made a computer copy of the Amwell Automotive repair cost
473			estimate from the UBS that I provided. He said he would send it to
474			Hyundai as per their request.
475	(L)	•	At the meeting Mr. Cannella gave me hard copies of the reinspection
476			photos he took of the underbody corrosion damage. He took these
477			additional photos at the request of Hyundai.
478			- The images he gave me are very small and almost useless for
479			assessing damage. He said the photos that were sent to Hyundai
480			were much better but because these photos are sent directly to
481			Hyundai he does not have copies of them.
482	(L)	•	05/23/2023: Invoice [REDACTED] (dated 05/09/2023) was given to me. It says, took
483			pictures of SEVERE RUST UNDER VEHICLE and REINSPECTED UNDERBODY FOR
484			SAFETY. No details were provided.
485	(D)		- Comment: No Severe Rust observation was reported on the 1st
486			inspection that was done on 04/03/2023, but, was reported in this
487			reinspection report.
488		•	He expects he will need to keep my car for at least another day.
489		•	No response from Hyundai Corporate yet.
490		•	I picked up my car. The "Tire Pressure Sensor" light is not on. It was when I
491			dropped my car off. On 04/03/2023 (RO# [REDACTED]) Fred Beans had
492			recommended that I replace all 4 Tire pressure Sensors. I called Mr. Cannella
493			and he said that the F/B technician probably reset the sensors. He also said
494			that if a sensor is defective the pressure sensor warning light will come back
495			on. I asked if installing the Anti-Theft software could effect the pressure
496			sensor circuit, he said it would not. If resetting corrected the problem, why
497	(D)		had they recommended replacing all 4 sensors in RO# [REDACTED] (04/03/2023).
498			File: Fred Beans Corboy 04-21-23 - detail form
499	From:	[REDACTED], Ringoes, NJ	Pg. 14 of 15
500	Ph:	[REDACTED]	Date: 06/21/2023
501		email: [REDACTED]	
501		Hyundai Consumer Vehicle Issue case # [REDACTED]	
502		Hyundai Motor America priority code # [REDACTED]	
503			
504			06/01/2023: Mr. Sal Cannella from Fred Beans Hyundai of Flemington, NJ

	A	B	C
505			called.
506			• Hyundai has declined to repair my vehicle.
507			- I asked if he had any communications from Hyundai documenting this.
508			He said he has none.
509			- Asked if Fred Beans had a document on file addressing this decline
510			statement from Hyundai. They don't.
511			- There is a Hyundai "Priority Code" number that is used by Hyundai and
512			Fred Beans to reference the Corboy issue. It is 100926.
513			- I told Mr. Cannella that I would probably seek a lawyers advice.
514			
515			06/09/2023. I Spoke with Mr. Sal Cannella on the phone. Recheck of info:
516			• Mailing address:
517			- He has no mailing address to give me to contact HMA. He uses a Hyundai
518			Motor America direct contact line and refers to the Priority code #.
519			The code number for the Corboy issue is 100926.
520			• email address:
521			- He gave me this address: pahmausa.com
522			• Written description of the reinspect photos sent to Hyundai Motor America.
523			- He has no written description that goes along with the STUI Portal Inquiry
524			(100926) photos that were sent directly to Hyundai Motor America by the
525			Fred Beans technician who did the inspection. He said there probably was a
526			written description that accompanied the photos but he has no access to it.
527			• Repair denied by Hyundai Motor America.
528			- Has no document from HMA stating the denial to repair my auto.
529			• Why Repair was denied:
530			- Has no document from Hyundai Motor Anmerica stating why they denied
531			repairing my auto.
532			<i>Continued on next page</i>
533			
534			
535			
536			File: Fred Beans Corboy 04-21-23 - detail form
537	From:	[REDACTED], Ringoes, NJ	Pg. 15 of 15
538	Ph:	[REDACTED] email: [REDACTED]	Date: 06/21/2023
539	Hyundai Consumer Vehicle Issue case #	[REDACTED]	
540	Hyundai Motor America priority code #	[REDACTED]	
541			
542			

	A	B	C
543			<i>Continued</i> -- 06/09/2023. I Spoke with Mr. Sal Cannella on the phone. Recheck
544			of info:
545			• Underbody damage:
546			- He said the degree of damage observed on my vehicle was normal for
547			Hyundai vehicles of my autos age. They see this level damage all the time
548			on Hyundai vehicles.
549			• Susceptible to underbody damage caused by corrosion.
550			- Says Hyundai vehicles from 2009 and over approx. next 10 years seem to be
551			more susceptible to corrosion damage than other manufacturer autos.
552			• Auto with corrosion damage on lot for 1-2 years.
553			- He talked again about the auto (2007, Sonata?) that been on the Fred Beans
554			Hyundai lot for 1-2 years and that has so much corrosion damage to it's
555			underbody that it is not safe to drive. Said fixing it would not be a reasonable
556			expense.
557			
558			06/20/2023. I called the National Highway Traffic Safety Administration
559			at Phone #: (888)327-4236.
560			- Spoke with James at approx. 11:40AM EST
561			- Explained my vehicle underbody corrosion damage issue. Also gave brief
562			overview of my dealings with (i) Fred Beans Hyundai, Flemington NJ
563			(ii) Hyundai Motor America and (iii) Amwell Automotive, Ringoes NJ. (AA = my
564			auto service shop).
565			- Was given the following:
566			- ODI #: 11527882 = (Office of Defects Investigation Number)
567			- Can contact ODI via email = vsh@dot.gov (need to refer to the ODI#)
568			- Was told to expect to be contacted by NJDOT Office of Defects Investigation
569			by email and/or by phone as a follow up to this phone conversation.
570			- Was also given a Federal Transportation Commission phone number to
571			call if I want to file a complaint with the Federal Gov.. (877) 382-4357.
572			
573			
574			File: Fred Beans Corboy 04-21-23 - detail form