

From: [Vehicle Safety Hotline](#)
To: [NHTSA ODI CED](#); [EVOQ \(NHTSA\)](#)
Subject: FW: ODI # 11529341
Date: Thursday, July 20, 2023 9:09:16 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Wednesday, June 28, 2023 1:42 PM
To: Vehicle Safety Hotline <vsh@dot.gov>
Subject: ODI # 11529341

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.

Evidence in reference to engine replacement due to metal shavings in engine and oil.

This has been a nightmare

I'm not a customer, I'm a client!

Last year, Kyle (Hyundai Case Mgr.) had an open conversations/communication back and forth, with me and Hyundai Corporate at the same time. I was able to communicate my concerns and negotiate issues directly with Kyle and Hyundai Corporate who was actually 100% involved with the car issue that was in hand.

Instead of Eumelio/Hyundai Dealership & Hyundai Corp communicating my car issue & coming to a communication understanding with all 3 parties.

I was instructed to call Hyundai Corporate VIA 800 Hotline who takes days of back and forth for communication and has no real understanding/Insight of what is going on!!! Complete disrespect to your Client/Hyundai car owners.

}
I have never had such a bad experience and disrespected as a Client with Hyundai and the new

service Tech the entire time going on at the Dealership Service department.

* **Eumelio**, has not had a very good method to no communication during this whole process. I have to call him, after weeks of waiting for word/updates. I have asked him many times that his communications are lacking and it was very upsetting to me. I also related this to his superior. I explained; Clients need to get updates and know what is going on. Not wait weeks and then the Client must call to get updated. But still, I don't get it from him!

Where does it come in line, at a business, that your representative, doesn't represent and communicate back and forth with Client & Hyundai Corp.

Conversation in regards to the car:

*After weeks of no word, I called **Eumelio**. He says they have done a thorough inspection and seems like it was a faulty engine that was put in. He said he would talk to his supervisor and get me a rental

that Hyundai would pay until I got my car back. Did not happen at that point either.

*It took Hyundai dealership approx. a month and 2 weeks for Eumelio to get back to me on my car on what was wrong.

Metal shavings

I grew up around Mechanics all my life, just because I'm a woman, doesn't mean they can put one over on me.

I understand it's a frustrating issue to have to put in another engine & a financial loss. The depart. is trying to come up with some/any reason/ make up a reason to push fault elsewhere, so Hyundai doesn't have to cover it or warranty/replacement of a faulty engine.

I do my research and diligence...

Mind you, it's a faulty engine. I have reports of this exact issue and recalls being done, lawsuits being granted and to find out my car could of caught on fire and I could be dead.

The only deal offered W/refusal of communication directly with Hyundai Corp and me:

Eumelio informed me Hyundai would pay 75% and I had to pay for the rest. Mind you, let me point out, It says right on the email that the car rental was included with the estimate. I have asked him to communicate about the findings and negotiation of current issue in hand. He refuses to do so.

I was forced to agree/pay! Or I would lose the Loaner and the faulty engine would not get fixed.

Again and again he refused to do any communication back and forth to Hyundai corporate for me, He said I would have to do that on my own. Which is the most Un-honorable and unprofessional way of conducting business I have ever heard! So, I have not had a say in this whole process! I have been highly disrespected.

* When I or individuals reach out to Hyundai Dealership I/we feel very disrespected there and even talked down too.

* I sent over report to an Army Mechanic Specialist who looked over the findings. Letter is attached.

*His findings, has to do with bad engine components and engine shimmying/vibration.

*Please see letter for details and documents of exact findings of my car, related in this manner.

*****For the last 2 years, repeated Engine issues, stranded along the highway repeatedly, Clients left hanging! This has left me in jeopardy of losing my job.. I have also lost clients because of it.

Current Owner			Repair Group	200 - ENGINE GROUP	
DTC Code			DTC Code		
DTC Code			Case Number		
Customer Concern	CUSTOMER STATE CHECK ENGINE LIGHT CAME ON AND ENGINE ITS MAKING NOISE				
PA Request Reason	FOUND METAL ON THE OCV VALVE PICTURES HAS BEEN SENT TROUGH STUI				
Remark from PWA CTR	PLEASE HAVE THE TECHNICIAN FOLLOW UP WITH TECHLINE AND REPORT ANY NEW FINDINGS, THANK YOU. NOTE: THE TECHLINE AGENT HAS NOT POSTED THEIR FINAL REPAIR RECOMMENDATION YET.				
Goodwill	Y		HMA %	75%	
Estimate	\$8,600.00	<i>? Not Hyundai's price</i>	Requesting Rental	Y	<i>Rental Included -</i>
Status	COUNTER OFFER		Labor Hours		
History	JOCELYN MACEDO	04/20/2023	HMA TO ASSIST WITH 75% OF THE ENGINE REPLACEMENT AT WARRANTY RATES. FOLLOW TSB FOR PART NUMBER REFERENCE ONLY. SUBMIT ON WARRANTY SCREEN. FOLLOW TSB'S 22-EM-010H AND TSB 22-EM-005H (TURBO INSPECTION). PARTS AND LABOR FOR TURBOCHARGERS REPLACED UNNECESSARILY WILL BE CHARGED BACK TO DEALER PER WARRANTY POLICY. REMAN MUST BE USED IF AVAILABLE. HMA WILL REVIEW ON ALL NEW ENGINE CLAIMS TO CONFIRM A REMAN AVAILABILITY. DO NOT ORDER A NON OOH ENGINE. SELECT "ACCEPT" TO FINALIZE THIS PA REQUEST, THANK YOU. ESTIMATE: \$8,600.00 — \$8,600.00 PERCENTAGE: → HMA 75 %		
	GUTIERREZ, EUMELIO	04/20/2023	WE DID, CHECK TECHLINE NOTES. TECHLINE RECOMMENDED A ENGINE REPLACEMENT DUE TO PISTON KNOCK AND CYL WALL SCORING AND OIL FOUND INSIDE COMBUSTION CHAMBER. TECHLINE IS DONE		
	EDGAR SAGARNAGA	04/20/2023	PLEASE HAVE THE TECHNICIAN FOLLOW UP WITH TECHLINE AND REPORT ANY NEW FINDINGS, THANK YOU. NOTE: THE TECHLINE AGENT HAS NOT POSTED THEIR FINAL REPAIR RECOMMENDATION YET.		
	GUTIERREZ, EUMELIO	04/20/2023	TECHNICIAN FOLLOWED TSB FOR PREVIOUS REPLACEMENT, HE FOUND NO EVIDENCE OF CONTAMINATION TO JUSTIFY THE REPLACEMENTS OF THOSE PARTS. IF WE DONT WE WONT REPLACE THEM TO AVOID A FUTURE CHARGE BACK. TECHLINE MADE THEIR RECOMMENDATIONS ON THIS PRESENT RO AND SUBMITTED THEM TO YOU. I HAVE ATTACHED THE PREVIOUS AND CURRENT RO TO THIS PA		
	MARVA KARD	04/08/2023	(1) WHAT WAS DONE TO SATISFY 22-EM-010H ON PVIOUS ENGINE, PLEASE ADVISE. (2) PLEASE ATTACH CURRENT AND PRIOR REPAIR ORDER TO THE PA. THANK YOU		
	VIDAL, MARCOS	04/05/2023	I NEED A PA EXTENTION		
	MICHAEL SOM	03/16/2023	HI, IN ORDER TO DETERMINE IF THIS ENGINE IS ELIGIBLE FOR A WARRANTY EXTENSION THE TECHNICIAN WILL NEED TO DETERMINE IF THE CONNECTING ROD BEARINGS HAVE FAILED. PLEASE HAVE THE TECHNICIAN FOLLOW NORMAL DIAGNOSTICS TO IDENTIFY THE CAUSE OF FAILURE. IF THE TECHNICIAN HAS EXHAUSTED ALL OTHER TECHNICAL RESOURCES SUCHAS HTSS BUT IS UNABLE TO DOCUMENT BEARING FAILURE, PLEASE CONTACT TECHLINE TO REPORT CURRENT FINDINGS AND REQUEST DIAGNOSTIC ASSISTANCE, THANK YOU.		
	GUTIERREZ, EUMELIO	03/16/2023	FOUND METAL ON THE OCV VALVE PICTURES HAS BEEN SENT TROUGH STUI		

(No subject)

Eumelio Gutierrez <egutierrez@hyundai-offortmyers.com>

Thu 4/20/2023 3:36 PM

To:

📎 1 attachments (61 KB)

Good Afternoon [REDACTED] included in this email is the Prior approval for Hyundai with their response regarding the claim for this engine failure, Hyundai is offering to contribute with 75% of engine replacement at warranty rates. Engine failure is not related to the connecting rod bearing failure included in the warranty extension for this engine. Engine failure is suspected to come from the pistons which is not a warrantable defect on this engine. If you would like us to move forward with this engine replacement let us know so we can reply to hyundai and accept the offer. This will apply to the rental bill, let us know what you decide to do. By the way technician found the oil filter to be slightly cross threaded causing it to leak oil out of the engine and to his knowledge this can cause lack of oil pressure in key components of the engine causing premature wear in it. As a courtesy we replaced the oil filter and oil as per Hyundai techline recommendations as well as the OCV valve which was full of metal shavings. Thanks

Engine evaluation Notes

2014 Hyundai Sonata (Turbo)

VIN: 5NPEC4AB4EH

We talked about the report and what I saw was that Hyundai stated the engine needs replacement due to piston knock and cylinder wall scoring and the combustion chamber had oil present, this would mean that the rings are bad.

Also, they stated that there were metal shavings found, this would indicate the rings on the pistons were not correctly installed or shimmed to tolerance. This caused them to scrape the inner wall of the piston chamber.

This is a mechanical issue and has nothing to do with the Owners negligence.

John Giddens

Armed Forces Mechanic Specialist

239-362-8863

johnWgiddens@gmail.com

RA #:
Invoice #:
Invoice Date:
Reservation #:

03/31/2023



1905 BOY SCOUT DR
33907-2130 FORT MYERS, UNITED STATES

BILLING DETAIL

Description	Qty	Period	Rate	Amount
Taxable Charges:				
TIME & DISTANCE	21	DAY	40.48	850.08
FL WASTE TIRE & BATTERY FEE	21	DAY	0.02	0.42
SC REC - FL SURCHG RECOV	21	DAY	2.00	42.00
VEHICLE LICENSE FEE RECOVERY	21	DAY	0.50	10.50

SALES TAX 903 % 6.50 58.70

Total (USD) 961.70

PAYMENTS

Deposit	03/16/2023	VI	5142	183.19
Deposit	03/10/2023	VI	5142	437.38
Payment	03/31/2023	VI	5142	341.13

Total Payments (USD) 961.70

Balance Due (USD) 0.00

Individual line item charges such as rental rates for Time and Distance, percentage-based charges (e.g., sales taxes and fees or surcharges), and charges divided between multiple parties may be rounded up or down a whole cent to ensure that the charges equal the actual Total Amount Due and/or to avoid fractional cents.

BILL TO

CAPE CORAL, FL, UNITED STATES

RENTAL INFORMATION

Driver: 03/10/2023 16:24
Check Out: O'BRIEN HYUNDAI
Location: 03/31/2023 16:00
Check In: O'BRIEN HYUNDAI
Location: CFAR / CFAR
Reserved Car Class: CFAR / CFAR
Charged Car Class: VP
Type: VP
Rate Plan: HYUNDAI GENESIS OF FORT MYERS / NON HYUNDAI VEHICLES

RENTAL VEHICLES

#	Year	Make	Model	Series	Class	Reg. Date	Start	End
1	2021	NISSA	KICKS	S2	CFAR		03/10	03/31
#	Lic Plate	MRP	CO2	Fuel	KM/M	Beg. / End. / Total		
1						49597 / 51079 / 1482		
#	VIN #	Eng.	HP	KW	Unit			
1	3N1CP5BV4ML		122	90	8C222B			

CLAIM INFORMATION

Claim#/PO#/RO#:
Repair Shop: HYUNDAI GENESIS OF FORT MYERS

Fed Tax Id : 59-1664426

FOR BILLING INQUIRIES

Tel#
SWFARADMIN@EHI.com



HYUNDAI OF FORT MYERS

2850 Colonial Blvd.
Fort Myers, FL 33966
(239) 990-8130

STATE OF FLORIDA MV# 105515

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR EUMELIO GUTIERREZ	31246	TAG NO. 2332	INVOICE DATE 06/21/23
LABOR RATE	LICENSE NO.	MILEAGE 181,592		COLOR RED/
YEAR / MAKE / MODEL 14/HYUNDAI/SONATA/4DR SDN 2.0L LT			DELIVERY DATE 06/27/14	DELIVERY MILES 105,408
VEHICLE I.D. NO. 5 N P E C 4 A B 4 E H			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.			P.O. NO.	R.O. DATE 03/10/23
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 181592

JOB# 1 CHARGES

LABOR-----
J# 1 10HYZ06 CHECK ENGINE LIGHT TECH(S):1600 26524 WARRANTY

CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND ENGINE IS MAKING NOISES. CHECK AND ADVISE tech check the ocv and fount metal particles on it . tech create a pa for this car and then they tell me to call techline and they tell me to star replacing the ocv valve and do an oil change. submitted pa for engine replacement and it was approved. ordered engine. REMOVED AND REPLACED TURBOCHARGED ENGINE. ENGINE ECM ALREADY HAD THE LATEST UPDATE. CLEARED ALL CODES AND RESET ADAPTIVE VALUES. TEST DROVE VEHICLE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	24375-2G500	OIL FLOW CONTROL	
	1	21111-2GK60-QQH	SERVICE KIT	
	1	21111-2GK70-QQH	SERVICE KIT	
	1	25470-2G650-QQH	TUBE ASSY-OIL COO	
	1	21101-2GK80-QQH	ENGINE ASSY-SUB	
	5	5W30SYN	5W30 FULL SYN	
	1	00232-19010	COOLANT/ANTI-FREE	
	1	28231-2G410	TURBOCHARGER	
				TOTAL - PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY
WARRANTY
WARRANTY
WARRANTY
WARRANTY
0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
9DRWMM 05/10/23 rental TOTAL - SUBLET

WARRANTY
0.00

MISC	CODE	DESCRIPTION	CONTROL NO
	HD	HYUNDAI GOODWILL DEDUCTIBLE	107003
	HD1	HYUNDAI GOODWILL DEDUCTIBLE	107003
	LR	CP LABOR COS - HYUNDAI	
			TOTAL - MISC

2266.77
WARRANTY
-650.00
1616.77

JOB# 1 TOTALS-----MISC-----1616.77

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 1616.77

JOB# 2 CHARGES

LABOR-----
J# 2 00HYZHE99P *VEHICLE INSPECTION TECH(S):26524 0.00

Multi Point Inspection
COMPLETED VEHICLE INSPECTION.

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR-----
J# 3 00HYZCFNA CFNA TECH(S):26524 0.00

Service Guarantee

We guarantee our parts and labor for 1 year or 12,000 miles. All parts are new or factory remanufactured unless otherwise indicated.

*U/Used R/Rebuilt RC/Reconditioned
NC/No Chg/Warranty RD Reduced/Warranty

Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F/S 559.905(1)(h)

Tire and Battery Fee

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

☒ You also authorize us to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you. You are not required to provide this authorization as a condition of purchasing any goods or services.

X

CUSTOMER SIGNATURE

BY SIGNING YOU AGREE TO ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS DOCUMENT.



HYUNDAI OF FORT MYERS

2850 Colonial Blvd.
Fort Myers, FL 33966
(239) 990-8130

STATE OF FLORIDA MV# 105515

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR EUMELIO GUTIERREZ 31246	TAG NO. [REDACTED]	INVOICE DATE 06/21/23	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 181,592	COLOR RED/
[REDACTED]	YEAR / MAKE / MODEL 14/HYUNDAI/SONATA/4DR SDN 2.0L LT	DELIVERY DATE 06/27/14	DELIVERY MILES 105,408	STOCK NO. [REDACTED]
[REDACTED]	VEHICLE I.D. NO. 5 N P E C 4 A B 4 E H [REDACTED]	SELLING DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]	
[REDACTED]	F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	R.O. DATE 03/10/23	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS [REDACTED]	MO: [REDACTED]	

HAVE WE MENTIONED OUR MORGAN PLATINUM CARD?
IN HOUSE FINANCING WITH DEFERRED INTEREST FOR 6 MONTHS
10% OFF YOUR FIRST TIME USE (UP TO A MAX OF \$200)
RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR
HAVE WE MENTIONED OUR MORGAN PLATINUM CARD?

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX HYCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
J# 4+70HYZ02 LOANER VEHICLE TECH(S):99 0.00

LOANER VEHICLE PROVIDED
ATTACH LOANER VEHICLE CONTRACT TO REPAIR ORDER AT CLOSE OUT.

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX HYCS JOB# 4 TOTAL 0.00

COMMENTS-----
X06BF3XSCC:#2332 created 2023-03-10 03:35:10pm taken by RIKI BURKHA
RT

TOTALS-----

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 2266.77
TOTAL MISC DISC -650.00
TOTAL TAX..... 105.09

TOTAL INVOICE \$ 1721.86

Thank you for your visit today!!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Service Guarantee

We guarantee our parts and labor for 1 year or 12,000 miles. All parts are new or factory remanufactured unless otherwise indicated.

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