

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI- 11530957
Date: Thursday, February 8, 2024 4:58:34 PM

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From: [REDACTED]
Sent: Wednesday, February 7, 2024 1:26 PM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - NHTSA tracking # 11530957

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This email is in regards to NHTSA tracking # 11530957. I have been driving cars for over 60 years and never had a oil drain plug fall out. Until on June 10 2023 My 2017 Hyundai Sonata VIN 5NPE34AF0HH [REDACTED] with 37,727 miles lost it's oil drain plug.

Dealer Hyundai Of North Charleston stated oil drain plug missing customer pay. Stated I should contact last oil change provider because they did not torque plug properly. BC auto did contact their Insurance. Which was denied because of 38 days and 1,516 miles after oil change that plug fell out with no apparent oil leak. After TSB 23EM-005H was released in October 2023 after I lost my drain plug. I pursued reimbursement from Hyundai Campaign Reimbursement case # [REDACTED]. which they denied as their was no campaign or recall relating to this issue for my car, and ignored the TSB 23-EM-500H. Maybe Hyundai should start a Campaign for this issue to assist the 180 + motorist who have had plug out issues possibly due to the double gasket in TSB 23-EM-500H and have not been reimbursed. I strongly believe the double gasket issue has some bearing on the oil drain plug falling out, and had I had my oil change done at Hyundai dealership it would have been fixed under warranty.

They are still blaming BC auto for not torquing oil plug properly. There was no sign of a oil leak until the catastrophic event which sized my engine. I'm wondering if the Magnuson-Moss Warranty Act may also apply. Because I have seen cases where Hyundai did replace engine under warranty when oil change done at a Hyundai dealership. Tracking # assigned by NHTSA is 11530957. I feel that government affairs should get involved because Hyundai campaign reimbursement still Feels that TSB 23-EM-500H has no bearing on my plug out

failure. They are refusing to accept any responsibility.

[REDACTED]
[REDACTED]
Schererville, IN [REDACTED]
[REDACTED]

Thank you

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