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Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI- 11530957
Date: Thursday, February 22, 2024 5:24:57 PM

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From: [REDACTED]
Sent: Sunday, February 18, 2024 12:38 PM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - ODI 11530957

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I disagree with NHTSA final conclusion to DP 22-003 on incorrect maintenance procedures. Finding a paint fused gasket is no easy task when the gasket and pan are the same color, and the gasket is recessed in the pan hole. Oil drain plugs do not fall out 1,500 miles and 38 days with no oil leakage due to oil drain plugs being torqued incorrectly. The release of HYUNDAI TSB 23-EM-005H which addresses the manufacturing defect of painted in gaskets causing a double gasket issue which is more than likely the cause of the oil drain plugs falling out after driving at highway speeds many miles and days after an oil change. I feel Hyundai should cover under warranty the replacement of a new engine, no mater who changed the oil, due to the total loss of oil which seized the engine.

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. I did have Hyundai Service my 2011 Santa Fe in 12/22/ 2014 they over tightened the oil drain plug and split the gasket with in a few days I noticed oil on my garage floor. Returned to Hyundai 1/2/2015 and they fixed the problem. which shows that oil drain plug problems do show up shortly after service not 38 days and 1,500 miles.

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 23-EM-005H was released in October 2023 long 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 166 + 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 had 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. I do not feel I should be penalized for not having my last oil change done at Hyundai. The first 10 oil changes were done at World Hyundai of Matteson, Illinois the next and last were done at BC Auto repair in Schererville Indiana. The reason being that I could not make a appointment at World Hyundai until a month after it was due. I went back to World Hyundai for my next oil change which took 2 and one half hours which is unacceptable so I went back to BC auto repair. I have free life time oil changes at world Hyundai because I paid \$300 dollars up front and have a World Hyundai sticker in my rear window.

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 was 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. Oil plugs do not just fall out thousands of miles and months after an oil change with no evidence of leakage due to improper maintenance procedure!!!

[REDACTED]

[REDACTED]

Schererville, IN [REDACTED]

[REDACTED]

[REDACTED]

Thank you

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