

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [Ambrose, Ann-Marie L](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11530957
Date: Thursday, April 18, 2024 10:49:24 AM
Attachments: [REDACTED]

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.

From: [REDACTED]
Sent: Tuesday, April 16, 2024 9:46 AM
To: NHTSA <nhtsa.webmaster@dot.gov>
Subject: [EXTERNAL] - ODI# 11530957

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.

NHTSA,

Could you please update my incident 11530957 with the attached PDF

Thanks in advance [REDACTED]

Thank you

Ann-Marie Ambrose

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asrcfederal.com | Purpose Driven. Enduring Commitment.

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Had my first oil change today 3/26/2024 on my new engine installed by Hyundai of North Charleston on 6/14-6/16 2023 on my 2017 Hyundai Sonata VIN 5NPE34AF0H[REDACTED] The oil drain plug washer did not come out with plug. It was stuck in the oil pan and had to be pried out just as TSB 23-EM-005H states. Obviously double gasketing on all Hyundai vehicles and engines produced prior to October 2023 and the release of TSB 23-EM-005H can happen. This justifies my complaint that double gasketing was the reason that my oil drain plug fell out 38 days and 1516 miles after my last oil change. Was directly due to a manufacturing defect that caused stuck gaskets. See Receipt below.

[REDACTED]
Schererville, IN
[REDACTED]

BC AUTO REPAIR
700 US HIGHWAY 41
Schererville, In.. 46375
Phone: 219-322-1577

INVOICE

Org. Est

INVOICE

Printed Date: 03/26/2024 Work Completed: 03/26/2024

2017 Hyundai - Sonata Limited - 2.4L, In-Line4 (144CI) VIN(F)
Lic # Odometer In : 41100

Schererville, IN

Cellular

VIN # : 5NPE34AF0 HH

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext
SYNTHETIC MOTOR OIL 5W20S	5.00	7.99	39.95	OIL & FILTER CHANGE	20.00
OIL FILTER M4459	1.00	3.49	3.49	Took out oil plug and no gasket on it. Oil plug gasket stuck on the oil pan.	
Shop Supplies			3.17		

Org. Estimate 64.98 Revisions 0.00 Current Estimate 64.98

Labor:	20.00
Parts:	46.61
SubTotal:	66.61
Tax:	3.04
Total:	69.65
Bal Due:	\$0.00

[Payments - Visa - \$69.65]

Vehicle Received: 3/26/2024

Customer Number

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____