

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

From: [ArtemisSupport](#)
To: [NHTSA ODI CED](#)
Cc: [EVOO \(NHTSA\)](#)
Subject: ArtemisSupport Inbox - VOQ# 11537010 [REDACTED] - Needs Help - Thanks for Letting Us Know About Your Safety Problem.
Date: Friday, August 18, 2023 4:51:51 PM

Hello CRD Inbox,
Consumer sent this 4 times. (see below)

Thanks,
Cameron Olson
Artemis Help Desk
artemis@dot.gov

From: [REDACTED]
Sent: Wednesday, August 16, 2023 2:09 PM
To: ArtemisSupport <ArtemisSupport@dot.gov>
Subject: Re: Thanks for Letting Us Know About Your Safety Problem

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.

Hyundai is has avoided taking responsibility from the beginning. I have had a year of multiple expenses I had to pay out of pocket to keep my car going. This is also a breach of contract as I paid 3k for an extended warranty I was not allowed to use on my engine test except for a hose replacement which I had to do at another dealership in utica NY. My own would not authorize any tests in the engine under warranty or at no cost to me, they simply denied warranty use or application to the engine and wanted me to flip the bill. It is well documented Theta 2 engines blow. Engine issues started early and progress until 90k when it caused operation issues/shaking and lack of power. At 130k, it blew. It had failed an oil consumption test. I requested a buy back over and over. I have a loan of about 14k with NO property/car. Loaner was on me, Hyundai did not help me at all or guarantee money would be given back or approved. THIS COMPANY IS A SHAM>

I need help!! I am being robbed of my money and put in a financial situation that is very hard, plus the overwhelming time spent to care for a dying car.
Case number [REDACTED] at hyundai. I sent over 400 message and calls in the past year with very little help.

[REDACTED]
On Wed, Aug 16, 2023 at 2:08 PM [REDACTED] > wrote:

Hyundai is has avoided taking responsibility from the beginning. I have had a year of multiple expenses I had to pay out of pocket to keep my car going. This is also a breach of contract as I paid 3k for an extended warranty I was not allowed to use on my engine test except for a hose replacement which I had to do at another dealership in utica NY. My own would not authorize any tests in the engine under warranty or at no cost to me, they simply denied warranty use or application to the engine and wanted me to flip the bill. It is well documented Theta 2 engines blow. Engine issues started early and progress until 90k when it caused operation issues/shaking and lack of power. At 130k, it blew. It had failed an oil consumption test. I requested a buy back over and over. I have a loan of about 14k with NO property/car. Loaner was on me, Hyundai did not help me at all or guarantee money would be given back or approved. THIS COMPANY IS A SHAM>

I need help!! I am being robbed of my money and put in a financial situation that is very hard, plus the overwhelming time spent to care for a dying car. Case number [REDACTED] at hyundai. I sent over 400 message and calls in the past year with very little help.

[REDACTED]
On Wed, Aug 16, 2023 at 2:08 PM [REDACTED] wrote:

Hyundai is has avoided taking responsibility from the beginning. I have had a year of multiple expenses I had to pay out of pocket to keep my car going. This is also a breach of contract as I paid 3k for an extended warranty I was not allowed to use on my engine test except for a hose replacement which I had to do at another dealership in utica NY. My own would not authorize any tests in the engine under warranty or at no cost to me, they simply denied warranty use or application to the engine and wanted me to flip the bill. It is well documented Theta 2 engines blow. Engine issues started early and progress until 90k when it caused operation issues/shaking and lack of power. At 130k, it blew. It had failed an oil consumption test. I requested a buy back over and over. I have a loan of about 14k with NO property/car. Loaner was on me, Hyundai did not help me at all or guarantee money would be given back or approved. THIS COMPANY IS A SHAM>

I need help!! I am being robbed of my money and put in a financial situation that is very hard, plus the overwhelming time spent to care for a dying car. Case number [REDACTED] at hyundai. I sent over 400 message and calls in the past year with very little help.

[REDACTED]
On Wed, Aug 16, 2023 at 2:08 PM [REDACTED] > wrote:

Hello

Hyundai is has avoided taking responsibility from the beginning. I have had a year of multiple expenses I had to pay out of pocket to keep my car going. This is also a breach of contract as I paid 3k for an extended warranty I was not allowed to use on my engine test except for a hose replacement which I had to do at another dealership in utica NY. My own would not authorize any tests in the engine under warranty or at no cost to me, they simply denied warranty use or application to the engine and wanted me to flip the bill. It is well documented Theta 2 engines blow. Engine issues started early and progress until 90k when it caused operation issues/shaking and lack of power. At 130k, it blew. It had failed an oil consumption test. I requested a buy back over and over. I have a loan of about 14k with NO property/car. Loaner was on me, Hyundai did not help me at all or guarantee money would be given back or approved. THIS COMPANY IS A SHAM>

I need help!! I am being robbed of my money and put in a financial situation that is very hard, plus the overwhelming time spent to care for a dying car. Case number [REDACTED] at hyundai. I sent over 400 message and calls in the past year with very little help.

[REDACTED]

On Mon, Aug 7, 2023 at 6:10 PM <NHTSA-ODI-Consumer-Communication@service.govdelivery.com> wrote:

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11537010](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](https://www.nhtsa.gov) with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [NHTSA.gov](https://www.nhtsa.gov), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)

|