

[REDACTED]
Mesquite, NV [REDACTED]
August 11, 2022

Jose Munoz, President and CEO
Hyundai Motor America
10550 Talbert Ave
Fountain Valley, CA 92728-0850

Subject: Your Immediate Action Is Required Regarding Completion of Recall 193 on My Hyundai Elantra

Dear Mr. Munoz,

You need to do two things:

- 1) contact the M.J. Sullivan Hyundai Service Department ASAP at 860-442-4371 and require them to complete Recall 193 on my 2012 Hyundai Elantra!** Today, the Service Department indicated it could not complete the Recall because the original equipment was not in the car. The equipment was apparently removed by Meriden Hyundai when they installed a spare tire approximately 10 years ago. Meriden Hyundai was the only company which ever performed service in that area of my vehicle. Perhaps, you may want to contact Meriden Hyundai Service Department at 844-811-6788 to inquire as to the reasons for removing this equipment!

The original car had no spare, which we had installed after experiencing the inconvenience of a flat during the first year of ownership. I had no reason to and did not remove the original equipment – Hyundai Service apparently removed the equipment without my authorization and should be responsible for completing Recall 193 without needing to “take pictures” of the original equipment, which they indicated is “Hyundai Policy.” You need to contact the M.J. Sullivan Service Department to complete Recall 193 ASAP because I am only in this location for the remaining few weeks of Summer. **M.J. Sullivan has the parts, so you simply need to require the company to install them in my vehicle!**

- 2) reimburse me \$214.50 for the inconvenience of fruitlessly returning a second time for a scheduled Recall 193 appointment as senselessly directed by the M.J. Sullivan Service Department.** On May 18, 2023, Hyundai sent me an email indicating “Recall 193 – Remedy is Available.” When I arrived at my appointment with M.J. Sullivan Service on July 28, 2023, it quickly became apparent that the Recall was NOT READILY AVAILABLE! I was told (along with another customer) that this Recall required a two-step approach: 1) an inspection first to see if there is a problem; and 2) parts would then need to be ordered because parts were not available in the Service Department to complete the Recall (despite the fact that I had made the appointment nearly 2-weeks in advance). I subsequently made a second appointment for August 11, 2023 to complete the Recall and called the Service Department two days ahead of that date to confirm that Service had the parts; which they did.

Tragically, after traveling extensively and waiting nearly two hours during my August 11th appointment, I was told that the Recall could not be completed because the original equipment was not in the car. When I asked why the "inspection" during my first appointment did not reveal that the equipment was missing, the Service Department changed its story that the "inspection" was not specific to Recall 193 which is contrary to what they indicated two weeks earlier that "an inspection was needed first before the parts could be ordered to complete the Recall."

Recall 193 needs to be completed because it is a Safety Issue! The Tire Mobility Kit eases a flat repair and makes the operator less vulnerable to injury or death when attempting to repair a flat tire. For this reason alone, you need to contact M.J. Sullivan to require its Service Department to complete the Recall without "the need to take pictures of the original equipment before installing the new parts" (which they now have) especially when Meriden Hyundai apparently removed the original equipment without my authorization! Do you really want to endanger the life of a loyal Hyundai customer who is now in his 8th decade of age?

In addition to this 2012 Elantra, I previously owned a 2008 Elantra as well. My daughters have owned a 2009 Elantra and currently own a 2018 Elantra.

Such "loyalty to the brand" deserves both recognition and reimbursement for my \$214.50 unsuccessful and senseless, second appointment inconvenience cost!! This amount is calculated as follows:

174.8 miles x \$.655 per mile (IRS approved reimbursement rate) =	\$114.50
5 hours of "wasted" travel and waiting room time at \$20 per hour =	<u>100.00</u>
Total =	\$214.50

Please provide the reimbursement in the form of a check as opposed to a "limited time credit on future service" because I have recently had extensive service performed on the vehicle and anticipated no major repairs for several years to come.

Thank you for your attention and expeditious response.

Sincerely,


Loyal Hyundai Elantra Owner


cc: Barry Ratzlaff, Chief Customer Officer
Randy Parker, Chief Executive Officer
Paul Imhoff, Director – Customer Experience
✓ Ann Carlson, Acting Administrator – National Highway Traffic and Safety Administration (NHTSA)
Service Manager, M.J. Sullivan Service Department
Service Manager, Meriden Hyundai Service Department



Mesquite, NV

(NEF)



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