

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint -----11562422-----
Date: Sunday, February 11, 2024 11:15:01 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.

I received this email that said I could add any new info... Yet I did not see how to do that so I am doing it in this response.

I complained yet again to the dealership maintenance service department and got an appointment for Jan 8 2024. I took it in and went over everything I had been through since they performed the work on the recall as well as things they did not say or report that they had done. Like when they picked me up to pick up my vehicle... I was sent back home without it because the power steering was not working and they kept it another day and a half before returning it to me. After which, the 2012 Hyundai Veracruz has a continuing battery drain.

They tried to tell me it was because I was not driving it enough because I had not put that many miles on it. I explained it was hard to drive it when 50% of the time I was not able to drive it because of the issue with the battery drain killing batteries.

During the Jan. 8, 2024 appointment... I had to continually ask them if the alternator belt was checked to see if it was loose, if they checked the starter wires, etc... to see if they were tight, etc etc. The answer was always no & they would go back to presumably check, came back and told me that was not the problem. I assumed they actually checked because they came back later saying no problem found.

I later I checked the alternator belt & it felt tighter than it was before I took it in. Which left me thinking they were lying to me. They kept telling me they found no problem ...I asked about the battery terminal on the positive side because they had bent it all up from the previous work done on it... and the computer lead offs also were loose as they wobbled on the side of the terminal...

They came back and told me it was the wrong battery which I did not believe but since they emphasized that the only place I could get the right battery was from the dealership... I asked them IF they had one on hand in stock. They did. I said I would pay for it IF that would fix my problem but I wanted to check it before leaving to make sure everything was tight and fixed as it should be. Before signing papers, I asked if they replaced the terminal and was told no. BUT upon inspection after the installation of the new dealership battery... I noticed there was a new terminal on both the negative and the positive post...which they had told me they had not changed. That was another lie! The positive one was no longer bent up and looked new and the negative terminal was a dull silver. The one on their now was more of a chrome shinier silver.... Guess they thought i would not notice the difference especially since I was a woman.

After all that, I assumed the problem was fixed. WRONG!!! It still has a battery drain

and I have to disconnect the battery terminals every time i park it and then re attach them when I need to go somewhere. Totally!@#\$%.

Sincerely,



On Wednesday, February 7, 2024 at 08:33:19 AM CST, EVOQ (NHTSA) <evoq@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation