

**From:** [Ambrose, Ann-Marie L](#)  
**To:** [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)  
**Cc:** [NHTSA ODI CED](#); [Strasser-King, Marion C](#)  
**Subject:** ODI-11563223  
**Date:** Thursday, January 4, 2024 12:48:36 PM  
**Attachments:** [Report a Vehicle Safety Problem, Equipment Issue NHTSA.pdf](#)  
[Hyundai Assey Repair\\_Redact\\_Redact\\_Redact.pdf](#)

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-----Original Message-----

**From:** [REDACTED]  
**Sent:** Wednesday, January 3, 2024 9:02 AM  
**To:** [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)  
**Subject:** [EXTERNAL] - 11563223

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Complaint Number: 11563223, submitted electronically to NHTSA on 1/3/2024, 8:52:10 AM.

## 1. Vehicle Information

Vehicle Identification Number (VIN)

KMHLN4AJ4PU [REDACTED]  
2023 HYUNDAI ELANTRA

## 2. Incident Information

Problem Parts

Which parts of your vehicle were affected?

Electrical

Power Train

What happened?

In your own words, tell us what happened.

Auto would not go into reverse or drive gears at startup in regular parking space. Received a Bluetooth message that Drive Train would not function. Towed to dealership where problem confirmed. Electric engine ordered along with high voltage wires. Upon installation of these parts it was discovered that the Assay Harness was severely crimped during construction of vehicle at the factory and had crimped (cut) wires. Parts ordered and repaired. Hyundai refused to install new electric motor, only replaced Harness and wires. Please note this appears to be a defective auto as built at the factory.

## Additional Details

When did this happen?	11/30/2023
Was there a crash?	No
Was there a fire?	No
Was there an injury or fatality?	No
How fast were you going? (in mph) (optional)	Not answered
About how many miles were on the vehicle at the time of the incident? (optional)	3025

## 3. Personal Information

This information is necessary in case we need to contact you for additional data or to clarify your entries.

Name:	[REDACTED]
Email:	[REDACTED]
Address:	[REDACTED] Fort Myers, FL [REDACTED]
Phone:	[REDACTED]

## **Information Sharing Notice**

NHTSA may share your complaint, including your name and contact information, with the vehicle or equipment manufacturer in the interest of safety. You can opt-out of this sharing below. However, NHTSA may still share your complaint with the manufacturer (even if you opt-out) if there is an official safety investigation or safety recall.

**DO NOT share my personal information with the manufacturer prior to the start of a safety investigation or recall.**

## **Safety Recall Alerts**

NHTSA will use the email address in this form to alert you if your vehicle could be subject to a safety recall.

**I DO NOT wish to receive safety recall alerts from NHTSA.**

If you have questions regarding your complaint, please contact NHTSA's Vehicle Safety Hotline at 888-327-4236 (TTY: 888-424-9153), Monday-Friday, 8 a.m. to 8 p.m. ET. You can also email us (hyperlink [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)) – be sure to include your complaint number in the email.



# HYUNDAI OF FORT MYERS

2850 Colonial Blvd.  
Fort Myers, FL 33966  
(239) 990-8130

STATE OF FLORIDA MV# [REDACTED]

CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADV SOP	GARY ARABACI	3106	12/27/23
[REDACTED]	[REDACTED]	LABOR RATE	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	YEAR MAKE MODEL	23/HYUNDAI/ELANTRA HYBRID/4DR SDN DC	3,026 SCARLET RED	[REDACTED]
[REDACTED]	[REDACTED]	VEHICLE ID NO	K M H L N 4 A J 4 P U	[REDACTED]	10
[REDACTED]	[REDACTED]	RESIDENCE PHONE	[REDACTED]	[REDACTED]	11/30/23
[REDACTED]	[REDACTED]	BUSINESS PHONE	[REDACTED]	[REDACTED]	REPRINT# 1
[REDACTED]	[REDACTED]	CC/MP/AS	[REDACTED]	[REDACTED]	MO: 3026

FADA

JOB# 1 CHARGES-----

LABOR-----  
 # 1 30HYZ AUTO TRANSMISSION TECH(S):32321 WARRANTY  
 CUSTOMER STATES VEHICLE WILL NOT GO INTO DRIVE OR REV OR  
 MOVE TOW IN  
 CHECK AND ADVISE  
 clutch actuator harness assy  
 scanned vehicle had a dtc for transmission hall effect  
 sensor. during further inspection found that the harness was  
 damaged. 2 broken wires. no visible signs of outside damage  
 or tampering. appears to have been damaged during  
 instillation.

**Service Guarantee**  
 We guarantee our parts and labor for 1 year or 12,000 miles. All parts are new or factory unless otherwise indicated.  
 \*U: Used R/Rebuilt RC/Reconditioned  
 NO: No Charge W: Warranty RD: Reduced Warranty

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	41481-2B000	WIRING ASSY-CLUTC		0.00
				TOTAL - PARTS	0.00

**Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges**  
 This charge represents costs and profit for the major vehicle repair facility or miscellaneous shop supplies or waste disposal. Fr\$ 559.905(1)(h)

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
 # 2 00HYZHE99R \*VEHICLE INSPECTION TECH(S):32321 0.00  
 PERFORM VEHICLE INSPECTION.  
 COMPLETED VEHICLE INSPECTION.

**Tire and Battery Fee**  
 The State of Florida requires a \$1.00 fee to be collected for each new tire installed in the state [s.403.718], and a \$1.00 fee to be collected for each new non-manufactured battery sold or installed [s.403.7185].

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----  
 # 3 00HYZCFNA CFNA TECH(S):99 0.00  
 HAVE WE MENTIONED OUR MORGAN PLATINUM CARD?  
 IN HOUSE FINANCING WITH DEFERRED INTEREST FOR 6 MONTHS  
 10% OFF YOUR FIRST TIME USE (UP TO A MAX OF \$200)  
 RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR  
 HAVE WE MENTIONED OUR MORGAN PLATINUM CARD?

Yes (we) authorize us to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you. You are not required to provide this authorization as a condition of purchasing any goods or services.

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX HYCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----  
 # 4 70HYZ03 RENTAL TECH(S):99 WARRANTY  
 CUSTOMER IN ENTERPRISE VEHICLE RENTAL.

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	WARRANTY
	56971			12/27/23	RENTAL	0.00
					TOTAL - SUBLET	0.00

CUSTOMER SIGNATURE  
 BY SIGNING YOU AGREE TO ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS DOCUMENT.

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