

From: [Ambrose, Ann-Marie L](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11572458
Date: Tuesday, February 27, 2024 6:46:41 PM

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From: [REDACTED]
Sent: Saturday, February 24, 2024 4:04 PM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - NHTSA Tracking #11572458 / Hyundai ABS Recall

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Hello,

I am writing to follow up on the NHTSA complaint that I filed. I have not received any written response yet from NHTSA other than a notification that I have a tracking number for the complaint I filed: #11572458.

My complaint relates to two issues:

1) The ABS recall is a serious safety risk (engine could catch fire anytime while parked or driving...) and it has been an open recall since September 2023 with still no remedy as of today, 2/24/24.

2) On 2/13/24, I experienced a dangerous situation where my car (a 2012 Hyundai Elantra) stopped functioning while driving on a busy street at night at 30 mph. Three lights went on: check engine, check battery and check fluid. I could not re-start the engine for over 10 minutes while I desperately called 911. I believe the engine overheated or experienced some type of electrical short, likely related to the open recall. This incident happened on 2/13/24. I have been emailing with Hyundai about it daily since then, but no one is taking responsibility for addressing this issue. Hyundai told me to get it assessed by a Hyundai dealer within 3 days, but no dealer near me has any ability to fit in an assessment of an urgent issue. They all tell me it will be weeks before they can look at my car. I get the sense that they don't want anything to do with assessing my car. Hyundai says they have limited power to do anything and limited ability to make a Hyundai dealer do anything. I have asked about a rental car until the open recall is remedied and Hyundai again says only the dealer can decide this. But, no local dealer will look at my car in a reasonable time frame. I am getting the runaround and no one is taking responsibility for this. I am scared to drive the car, even though we get it serviced and maintained regularly. My husband has driven it a few times in the last week, within 5 miles of our home, and it is continuing to stop functioning after stopping at stop lights. This

is extremely dangerous and results in a high risk of cars crashing into us from behind.

I have tried filing a consumer complaint with the CA state office of the Attorney General, but they will not follow up because they say my issue is under the jurisdiction of the NHTSA. I would like to get a written response from NHTSA on this as soon as possible and I would like NHTSA to put some pressure on Hyundai to take responsibility for this issue. It is totally unacceptable that we should be expected to continue to drive the car in this condition while no entity takes responsibility for a vehicle assessment and/or rental car.

Thanks,

[REDACTED]

[REDACTED]

Corte Madera, CA [REDACTED]

cell phone: [REDACTED]

Thank you

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