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

Date: 1/16/2024

To Whom it Concerns,

I received an "Important Safety Recall" letter in the mail dated 12-20-23 from Hyundai Motor America at P.O. Box 20839 Fountain Valley, Ca 92728-9957. It says it applies to me and my vehicle - a 2014 Hyundai Elantra Vin: 5NPDH4AE3EH[redacted]

It says when they have a remedy to repair the problem I will receive a second letter that they have the remedy to remedy the problem (module case to be replaced) I have never received a second letter and I think it's been too long a time waiting for them. I've contacted them a couple times (with phone numbers included on the letter I recall that they sent) and I get the same answer that they don't have the remedy to fix are working on it. I also called a phone # for Turk Hyundai where my vehicle would have to be remedied that's in Bangor

Marie (nearest dealer to Dover).
They said they've had no news of a
remedy for my Car's problem. No
one can tell me when a remedy will
be available or why it takes so long.
This is getting to be a problem
for me. I depend on my vehicle. I
live alone and need it to function
in my life. Can you shed some
light on this subject? Get some
kind of an answer for me? One
phone call said it would be remedied
the middle of this mo. Jan 2024.
Another told me it would be March
2024 which is too long a wait. I've
already waited long enough.
I'm not able to use my vehicle.
I'm told it should set in my yard un-
til they have the remedy that it could
cause a fire in my vehicles engine.
Also the Malfunction Indicator
Lamp has come on my Car's dash
which said could happen because of
the problem with it. My vehicles
book says to not use it. It could

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damage my car's engine or Catalytic Converter. So my vehicle is sitting in my yd. I'm unable to use it. I got a loan for my vehicle and a payment of 249.33 comes out of my Social Security Bank Account the 6th of every mo. I still owe $8,000 on my vehicle not to mention insurance payment also once every mo. and I'm unable to use my vehicle.

Your address is included on the bottom of my recall letter. I'd want to put in a complaint. That's what I'm doing. They haven't resolved the problem within a reasonable time. It is free of charge but I'm still waiting for results for my vehicles repair. My vehicle is how it came the way it is at the present time.

Can I get a favorable answer for my problem [redacted]

P.S. My phone [redacted]

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[redacted]
Harrington, ME [redacted]

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16 JAN 2024 PM 2 L

FOREVER USA

Administrator
National Highway Traffic Safety Administration
1200 New Jersey S.E.
Washington, D.C. 20590

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