

[REDACTED]  
[REDACTED]  
Portland, OR [REDACTED]  
Phone [REDACTED] Email [REDACTED]

July 5, 2024

Dicks Hillsboro Hyundai  
2871 SE Tualatin Valley Highway  
Hillsboro, OR 97123

RE: 2023 Ioniq 5 SEL (purchased 4/17/2024)

To Whom It May Concern:

I am writing to express my extreme disappointment with my purchase made on April 17, 2024. From the start it appears that you acted in bad faith by knowingly selling me a defective car that qualifies under the State of Oregon Lemon Law which states:

- Oregon's lemon law extends protection to two years or 24,000 miles from the purchase or lease of a new vehicle. If your vehicle is a lemon, you can receive a REPLACEMENT or a REFUND, less a reasonable allowance for the vehicle.
- To qualify for protection under Oregon's Lemon Law:
  - A part or system under warranty must not be working. **The problem must be significant enough to substantially reduce the vehicle's use, value or safety – The EV Battery needing to be replaced for the second time meets the above criteria.**

Reminder – I signed the contract to purchase this car (*my very first car – I have every bought*) on April 17, 2024 and it was delivered by the dealership a few days later. Which means I had my new vehicle for a total of 54 days from the time I signed the contract till the battery light came on telling me there was a problem with the EV battery.

Leading automobile industry experts [[CarandDriver.com](http://CarandDriver.com), [PCmag.com](http://PCmag.com) and the [Department of Energy](http://Department of Energy)] report that the EV Battery should last between 8 – 15 years with some reported to last as long as 20 years. Thus, further supporting the fact that I received a defective EV Battery with my purchase qualifying the car as a lemon.

- **Each malfunction must be reported to the manufacturer or dealer, so the Dealer/Manufacturer will have an opportunity to fix the problem.** The solution you offered on July 1, 2024 was to tell me that Hyundai's Techline would provide, "a refurbished EV battery in three weeks time." **This is unacceptable.**

R

[REDACTED]  
Portland, OR

Phone [REDACTED]

Email [REDACTED]

*As reported by US News & World Report in their 4/30/2024 article, "How Long do Electric Car Batteries Last?" – There's one component that's integral to the function of an EV car and that's the battery.*

The EV industry does not recommend considering a refurbished EV battery when replacing the battery after owning the car 8-15 years – why would you think this would be a possible solution for a nearly new car. **Again, this is unacceptable.**

Furthermore, having discovered that Hyundai had several major recalls on their KONA, ICONQ 5 & 6 and Genesis EV batteries, my concern would be that the refurbished EV battery is one of the previously recalled batteries being repurposed.

- At least three failed attempts to fix the problem must be made, **or the vehicle must be in the shop for A COMBINED TOTAL OF 30 OR MORE CALENDAR DAYS.** Which by the solution offered by Hyundai Techline, would qualify this car as a lemon, due to the number of days needed to fix the problem.

**The ONLY ACCEPTABLE SOLUTIONS to offer in an effort of showing good faith to the consumer and properly rectifying the situation is to provide one of the following:**

- A brand new battery, **NOT a Refurbished Battery;**
- A car of the same make, model, and value to replace the one I purchased;
- A refund of the purchase price, before the Hyundai's EV battery failed.

Sincerely,

[REDACTED]

CC: **BBB of Portland, Oregon** [111 SW Columbia Street, Ste.600 Portland OR 97201]  
**Honorable Ellen F. Rosenblum, Attorney General** State of Oregon [100 SW Market Street Portland OR 97201]  
**National Highway Traffic Safety Administration** 1200 New Jersey Avenue SE – West Bldg. – Washington, DC 20590

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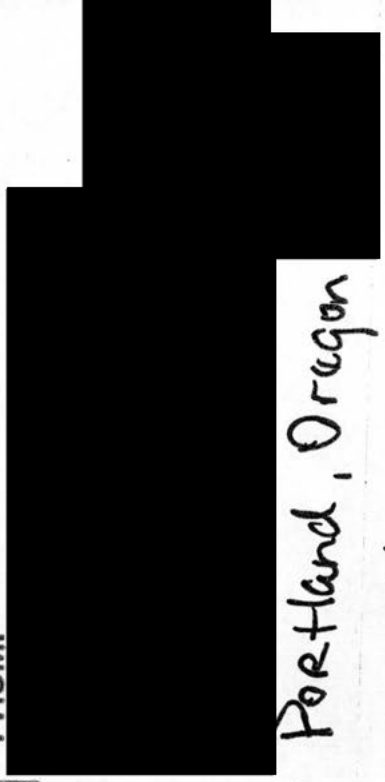


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