

[REDACTED]
[REDACTED]
Sussex, NJ [REDACTED]
[REDACTED]

Thurs, Aug. 1st, 2024

Jose Munoz, President & CEO
Hyundai Motor America
10550 Talbert Avenue
Fountain Valley, CA 92798-6031

2019 Sonata
vin: 5NPE24AFXKH [REDACTED]

Dear Sir:

During my service appointment for the above mentioned Sonata, I asked the technician (Sean from Suresky Hyundai, 2 Hatfield Lane, Goshen, NY) to look for a possible oil leak because I had needed to add oil 3 times totaling 2 quarts since my last oil change. The car was purchased certified in December of 2022 with only 24000 miles. He returned to tell me that it was "normal" for this model to add a quart of oil every 1000 miles and is "simply from normal wear and tear."

Its outrageous, 5 qts of oil per oil change and up to 5 qts between changes – something is wrong and being covered up. A brief internet search shows that this is not an isolated case. As an [REDACTED] lieutenant, equipment maintenance was critical. Oil is a lubricant and does not burn in the engine unless there is a problem especially as this is a relatively young car at 65000 miles. I have never had to add any oil between oil changes for my other 3 Hyundai's (an '11 Veracruz, '11 Sonata, and '17 Santa Fe). That rapid rate of loss is a threat to the life of the car and low oil can destroy your car's engine.

I will be sharing this story as often as I can...about this car, about the dealership, and about Hyundai so that others do not have to go through this and possibly lose their investment. For most of us, their car is the largest investment next to their home and we should feel it can be preserved without unusual measures. How can I trust your company in the future.

Sincerely,

[REDACTED]

Cc: N.J. Division of Consumer Affairs, Lemon Law Unit, 124 Halsey Street P.O. Box 45026
Newark, NJ 07101
National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington,
D.C. 20590
BBB Serving Metropolitan New York, 30 East 33rd Street, 12th Floor, New
York, NY 10016

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TO: NCF
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National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

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