

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue S.E.

Washington, D.C. 20590

Campaign197-Hyundai

March 12, 2024

Dear Administrator,

Please see the attached documents regarding this complaint:

1. Safety Recall Notice 197
2. Three-page invoice from Young Automotive Group dated 03-23-2023.
3. Repair Estimate Young Hyundai dated 03-31-2023.
4. Invoice for service provided by All Repair Auto Care dated 04-13-2023.
5. Invoice for service provided by All Repair Auto Care dated 05-16-2023.

Upon receipt of the Recall notice, we contacted Young Automotive group for handling this recall notice. An appointment was scheduled for 03-23-2023.

Please note, the vehicle was completed on 03-31-2023. When asked after 5 days, what the delay was for the service, the response was that they could not get the parts for the service.

Upon receipt of vehicle, we received a "Repair estimate," stating a timing cover issue as well as a power steering leak. All Repair Auto Care had serviced our vehicles, at that time, for over 16 years. We have had exceptional service from them throughout.

Invoice dated 04-21-2023 from All Repair Auto Care shows how incorrect previous "Repair estimate" was. Also, the oil leak from the valve cover gasket, replaced at dealership, continued.

Replacing the catalytic converter may have been from the terrible work performed by the dealership. Nonetheless, the work was performed.

The mileage on the odometer at the time of Dealership service was 270135.

We since have moved to Montrose, Colorado. There are no Hyundai Dealerships close by.

The closest is 70 miles away in Grand Junction, Colorado.

We request another opportunity to have this service completed properly.

Currently, due to the oil leak, we have lost another alternator. We have only driven the vehicle approximately 2000 miles.

That will be 3 alternators since the work performed at Young Automotive group.

Awaiting your reply,

[REDACTED]

[REDACTED]

[REDACTED]

Montrose, Colorado [REDACTED]

[REDACTED]

22



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

23rd
11:30

NHTSA Recall Number: 20V-705
Hyundai Recall Number: 197



23725

IMPORTANT SAFETY RECALL

2007 - 2012 Veracruz
Oil Leak on Alternator

This is an important Safety Recall.

- Please contact your nearest Hyundai dealer to schedule the repair as soon as possible.
- This repair will be performed at **NO CHARGE** to you.
- To locate your nearest Hyundai dealer and schedule your appointment please visit:
www.HyundaiUSA.com/Campaign197

This notice applies to your Hyundai, VIN: KM8NU13C97U [REDACTED]

Dear [REDACTED],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above. Hyundai is conducting a safety recall in the United States to address a condition of engine oil leaking onto the alternator in vehicles involved in Recall 121 (NHTSA number 14V-415), a safety recall addressing a similar condition, issued in November 2014 in certain model 2007 - 2012 Veracruz vehicles built by Hyundai Motor Company ("HMC") for sale in the U.S. market.

What is the problem?

The subject vehicles were involved in Recall 121, a safety recall addressing a condition with engines potentially leaking oil from the front cylinder bank's valve cover onto the alternator. In certain cases, the remedy implementation in the previous campaign may not have been sufficient in preventing oil leaking from the valve cover's gasket. A sufficient amount of oil could damage the alternator resulting in illumination of the charging system warning lamp and disablement of the charging system. If the vehicle is continually driven with a disabled charging system, the engine can shut off, increasing the risk of a crash.

What will Hyundai do?

Your Hyundai dealer will inspect for T-joint leakage and install an oil protector to address this issue. If after inspection the T-joint shows leakage, the dealer will replace the LH cylinder head cover gasket and alternator before installing the oil protector. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please contact your nearest Hyundai dealer to schedule the recall repair as soon as possible.

If the Malfunction Indicator Light is illuminated in your vehicle, you should seek service at your Hyundai dealer as soon as possible. The actual time required to perform the inspection will take approximately one hour, and repairs may take up to 2 hours, however your vehicle may be needed longer. Therefore, we recommend scheduling a service appointment to minimize inconvenience.

If you have other questions

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer or Hyundai has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.safercar.gov>.

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America

CUSTOMER #:



INVOICE



HYUNDAI

3333 Wall Avenue

Ogden, UT 84401

Phone: (801) 394-1721

www.younghyundaiutah.com

SYRACUSE, UT

DUPLICATE 3
PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 103213 TIFFANY KRENZKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	07	HYUNDAI VERACRUZ	KM8NU13C97U		270135/270136	T4346	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN23 DD			18:00 23MAR23			CASH	31MAR23
R.O. OPENED		READY	OPTIONS: DLR:UT017				

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A C/S: 197 -T-JOINT INS & OIL PRO INS.(21-01-047H-1)
CAUSE:

SOP SPECIAL ORDER PARTS - CUSTOMER RETURN WHEN

PARTS ARE IN

102000 W

1 22453-3C120-QQH GASKET-ROCKER COVER,LH

1 37300-3C125-QQH GENERATOR ASSY

1 22400-3C000-QQH SERVICE KIT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

replaced alternator installed service kit at this time per campaign

197 campaign complete

B C/S: 085 -TRAILER HARNESS REPLC. (TSB# 19-01-014H)

RECALL DEFAULT

102000 W

1 3J061-ADUS1 TOW HITCH HARNESS SERVICE PART

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

replaced vehicle tow hitch harness at this time per campaign 085

C MULTI POINT INSPECTION

MPVI DEFAULT

102000 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** OTHER REPAIRS

NWD NO WORK DONE

102000 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you had the opportunity to inspect any replaced parts and received any parts (required to be returned to you). The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor and parts to the Repair Order for shop supplies used in connection with this repair.

PARTS RETURN WAIVER: I hereby waive the return of any replaced parts.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

I, the Customer, agree to pay Young Hyundai ("Dealership") for the described part(s) and service. I authorize Dealership to subcontract any required work. I grant Dealership power of attorney to endorse any payment to me. Dealership has title and a security interest to all part(s), additions, or substitutions and service until paid in full. Dealership retains all rights to pursue all liens and actions. Dealership charges a service charge of 18% per annum until paid in full. If a third party debt collection agency or licensed attorney is used to collect the debt owed to the Dealership, Customer agrees to pay a collection fee of the lesser of the actual amount the Dealership is required to pay a third party debt collection agency or licensed attorney, regardless of whether that amount is a specific dollar amount or a percentage of the principal amount owed to the creditor for a debt; or forty (40) percent of the principal amount owed to the Dealership. Customer agrees if any suit or action is instituted under or in relation to this contract, the prevailing party has the right to collect reasonable attorneys' fees, court costs, and litigation expenses.

CUSTOMER #

Young
 AUTOMOTIVE GROUP


HYUNDAI

3333 Wall Avenue

Ogden, UT 84401

Phone: (801) 394-1721

www.younghyundautah.com

INVOICE

DUPLICATE 3

PAGE 2

SYRACUSE, UT

CONT
CELL

BUS:

SERVICE ADVISOR: 103213 TIFFANY KRENZKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	07	HYUNDAI VERACRUZ	KM8NU13C97U		270135/270136	T4346	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN23 DD			18:00 23MAR23			CASH	31MAR23
R.O. OPENED		READY	OPTIONS: DLR:UT017				

10:32 23MAR23 12:36 31MAR23

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

ESTIMATE: 0.01

23MAR23 15:05 SA: 103213

CONTACT:

null for VIN:

KM8NU13C97U

YOU WILL RECEIVE SURVEY FROM HYUNDAI MOTOR AMERICA. IF YOU HAVE BEEN SATISFIED, PLEASE TELL OTHERS AND GIVE US A 5 STAR REVIEW. IF NOT, PLEASE TELL US, WE ARE HERE TO HELP YOU. TAYLOR HUGHES 801-394-1721

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor and parts to the Repair Order for shop supplies used in connection with this repair.

PARTS RETURN WAIVER: I hereby waive the return of any replaced parts.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #:

Young
 AUTOMOTIVE GROUP


HYUNDAI

3333 Wall Avenue

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www.younghyundaiutah.com

INVOICE

DUPLICATE 1

PAGE 1

SYRACUSE, UT

 HOME: CONT
 BUS: CELL SERVICE ADVISOR: 103213 TIFFANY KRENZKE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	07	HYUNDAI VERACRUZ	KM8NU13C97U		270135/270136	T4346	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN23 DD			18:00 23MAR23			CASH	23MAR23
R.O. OPENED		READY	OPTIONS: DLR:UT017				

10:32 23MAR23 16:04 23MAR23

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S: 197 -T-JOINT INS & OIL PRO INS. (21-01-047H-1)
 SOP SPECIAL ORDER PARTS - CUSTOMER RETURN WHEN
 PARTS ARE IN
 102000 ISP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 parts has to order service kit for vehicle

B C/S: 085 -TRAILER HARNESS REPLC. (TSB# 19-01-014H)
 RECALL DEFAULT
 102000 W (N/C)
 1 3J061-ADUS1 TOW HITCH HARNESS SERVICE PART (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 replaced vehicle tow hitch harness at this time per campaign 085

C MULTI POINT INSPECTION
 MPVI DEFAULT
 102000 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** OTHER REPAIRS
 NWD NO WORK DONE
 102000 ISP (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

ESTIMATE: 0.01 23MAR23 15:05 SA: 103213

CONTACT:

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*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor and parts to the Repair Order for shop supplies used in connection with this repair.

PARTS RETURN WAIVER: I hereby waive the return of any replaced parts.

X

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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Repair Estimate

Service Advisor

TIFFANY KRENZKE (103213)

TIFFANY.KRENZKE@YOUNGHYUNDAIUTAH.COM

PREPARED FOR

Date 03/31/2023 12:50 PM

2007 Hyundai VERACRUZ

VIN KM8NU13C97U

Mileage 270,135

RO#

Service Name	Price
[Primary]: RECALL : C/S: 197 -T-JOINT INS & OIL PRO INS.(21-01-047H-1) (W)	\$0.00
[Primary]: RECALL : C/S: 085 -TRAILER HARNESS REPLC. (TSB# 19-01-014H) (W)	\$0.00
[Primary]: MPVI : MULTI POINT INSPECTION	\$0.00
[Other]: OTHER REPAIRS recommend resealing timing cover at this time timing cover is leaking a large amount of oil	\$2254.00
[Other]: OTHER REPAIRS recommend replacing power steering pump at this time power steering pump is leaking fluid	\$488.98
PUMP \$347.44 PUMP ASSY-POWER STEERING OIL \$840.84	
[Other]: OTHER REPAIRS recommend performing campaign 197 recommend replacing alternator valve cover gaskets and oil protector per campaign 197 (W)	\$0.00
Printed on March 31, 2023	
Quote expires on April 30, 2023	

PUMP
Subtotal \$3090.42
Shop Charges \$34.84
Tax \$221.89
Total \$3347.15

PUMP ASSY-POWER STEERING OIL
Subtotal \$3583.82
Shop Charges \$34.84
Tax \$266.92
Total \$3875.58



Young Hyundai
3333 Wall Avenue
Ogden, UT 84401

(888)414-9864

State
ALL REPAIR AUTO CARE LLC
196 N SUGAR ST SUITE 5
LAYTON, UT 84041
PHONE: 801-444-9995 FAX: 866-611-9422

All Repair Auto Care

196 N Sugar St. #5

Layton, UT. 84041

Phone: 801-444-9995 Fax: 866-611-9422

Like us on Facebook to receive special offers!

INVOICE

Printed Date: 04/21/2023

Work Completed: 04/13/2023

2007 Hyundai - Veracruz SE - 3.8L, V6 (230CI) VIN(C)

Lic # :

Odometer In : 270161

Odometer Out : 270162

VIN # : KM8NU13C9 7U

AMOUNT: \$ 211.15
CREDIT CARD FEE: \$ 6.34
TOTAL: \$ 217.49 in

CARD ENTRY MORE
APPLICATION NAME

Visa

CVN
AID
IVR
IAD
IS1

Qty	Sale	Ext	Labor Description	Ext
-----	------	-----	-------------------	-----

9.38

CUSTOMER ADVISED AT DEALERSHIP VEHICLE IS
LEAKING POWER STEERING FLUID HE HAS NOT
NOTICED ANY FLUID

n/c

. NO POWER STEERING LEAKS FOUND. VEHICLE HOWEVER IS
LEAKING OIL FROM THE FRONT VALVE COVER GASKET.
CUSTOMER JUST HAD GASKET REPLACED AT DEALERSHIP.

VEHICLE WILL NOT PASS EMISSIONS. SEE
ATTACHED INSPECTION

n/c

FOUND CODE FOR CHECK ENGINE BULB BURNED OUT
SWAPPED OUT BULB NOW CODE IS GONE VEHICLE NEEDS A
DRIVE CYCLE COMPLETED.

INSTRUMENT CLUSTER - Remove & Replace BULB
FOR CHECK ENGINE LIGHT

187.50

[Payments -]

All Repair Auto Care--We truly care about your repair

ALL REPAIR AUTO CARE LLC IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN
CASE OF FIRE, THEFT OR ANY OTHER CAUSE

I have authorized the above repair work to be done along with the necessary material and agree that an express mechanic's lien
is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I agree to pay interest at the rate of 18%
annually on all past due balances from the original due date, plus court costs and reasonable attorneys' fees, with or without
suit, incurred in collecting any past due balance, and a collection fee if my account is assigned to a collection agency.

IF SUPPLYING MY OWN PARTS, WHERE ALL REPAIR AUTO CARE LLC IS NOT IN CONTROL OF THE QUALITY OF THE
SUPPLIED PART, I AKNOWLEDGE THERE IS NO WARRANTY ON THE INSTALLATION OF THAT PART.

Vehicle Received: 4/13/2023

Signature

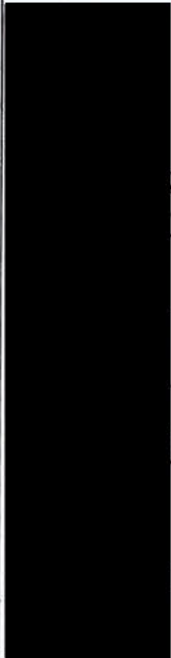
Date

Labor:	187.50
Parts:	9.38
Sub:	196.88
Tax:	14.27
Total:	\$211.15
Bal Due:	\$211.15

Customer Number : 1218

Org. Es

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Montrose, CO.



stamps.com
L28386.15



stamps.com
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GRAND JUNCTION CO & S

TUE MAR 12 2024 PM



ADMINISTRATOR
National Highway Traffic Safety
1200 New Jersey Avenue
Washington, D.C. 205