

[REDACTED]
[REDACTED]
Sequim, Washington [REDACTED]
[REDACTED]

Dear Sir or Madam:

Sept 24, 2024

Subject: HNTSA Recall # 24V-107. Hyundai Recall #254 Starter Assembly Solenoid repair.

Vehicle VIN# Kmhgn4je4fu [REDACTED] 2015 Hyundai Genesis.

I write this correspondence because of a bad factory repair recall that has left my vehicle non-running for 6 weeks. I went into Haselwood Hyundai of Bremerton WA. on August 9th 2024 for factory recall repair. Please find details of incidents of recall repair costing additional funds.

1. After factory recall completed Aug 9th, 2024 car ran for approx. 100 miles then completely failed and had to be towed.
2. Dealership stated that car needed new alternator and battery. I told them there was nothing wrong with alternator or battery when brought to dealership. Cost \$1, 567.00 for battery and alternator. Note: New parts did not solve problem.
3. After leaving dealership car failed approx. 70 miles from dealership. Car again had to be towed to dealership. Dealership said car may need power control module Cost@ \$3,202.00.

Note: Dealer was not authorized to provide PCM since they did not know if this would solve problem. Car at this writing has only operated 4 hours since factory recall for electrical work. Because of this recall problem I've purchased a new vehicle.

I have told dealer on a number of occasions that they started the problem after electrical recall. They do not want to take responsibly and continue to thru parts at the problem. The NHTSA has this information recorded under complaint number 11612980.

I have provided the following written enclosures for your review and reference.

1. NHTSA complaint # form 11612980 Dated Sept 9th 2024.
2. Letter to Dan Lewandowski CEO of Haselwood Auto Group Headquarters Sept 11th.
3. Letter to Mr. Dan Grisham General Manager Haselwood Hyundai of Bremerton.
4. Copy of repair invoice for new Alternator and Battery \$1,567.00. Note these parts were not needed since they did not repair car.
5. Power control Module was quoted verbally at \$ 3,202.00 by Service manager Sam.

RL

Page 2.

6. Copy of NHTSA complaint # 11612980 filed Sept 6th 2024.

I've filed complaints with Hyundai Corp. along with expenses for reimbursement for not having a car to use for 6 weeks.

Conclusion:

I took a great running car in for a factory electrical repair and after recall vehicle has only run for 4 hours total and has been at dealership. This has caused me to go out and purchase another car since dealer can't find out electrical problem with car. Paid over \$1,500 for an Alternator and battery I did not need and did not solve problem. The car is still at dealership who thinks car needs Power Control Module but there not sure?

This has been a time consuming mess for me and my family. I'm not sure where to turn at this point.

Any help the NHTSA can provide to solve this problem would be appreciated. I thank you in advance for your time and interest in this request.

Sincerely,



Enclosures



Complaint Number: 11612980, submitted electronically to NHTSA on 9/6/2024, 7:44:35 AM.

1. Vehicle Information

Vehicle Identification Number (VIN)

kmhgn4je4fu [REDACTED]
2015 HYUNDAI GENESIS

2. Incident Information

Problem Parts

Which parts of your vehicle were affected?

- Electrical
- Engine
- Other/I Am Not Sure

What happened?

In your own words, tell us what happened.

Factory recall 24V-107: On Aug 9th 2024 took car to Haselwood Hyundai of Bremerton WA. for MANF. recall Genesis Starter Solenoid water contamination. Recall was completed in 2 hours when driving home car went into emergency mode and shut down on freeway with completely dead battery. Was told by dealership they would not pay 1200 tow bill. Applied for AAA membership and was approved. Car was towed back to dealership on August 28th with approx. 100 miles driven since Aug 9th. Dealership had no idea that costs would be reimbursed by

Hyundai. Had they known this the car would have been towed ASAP after breakdown. Note: This vehicle had no issues prior to this factory recall being installed. On August 29 service adviser Brandon said Alternator and battery needed replacement. This made no sense because car had no electrical problems prior to factory install. Authorized dealer to replace this equipment if necessary since I would be reimbursed. Sept 2nd Paid dealer \$1,567.00 for repairs. After leaving dealer car ran for 62 miles went into emergency mode with completely dead battery. Sept 3rd car again towed into dealership. My car has run for a total of 4 hours since Aug 9th factory recall repair. I've been without transportation going on 4 weeks because of this incident. Hence, I write to text to you asking for assistance in getting this incident over with. I thank you in advance for your time and interest in this request.

Additional Details

When did this happen?

8/9/2024

Was there a crash?

No

Was there a fire?

No

Was there an injury or fatality?

No

Was there a police report?

No

How fast were you going?

(in mph) (optional)

Not answered

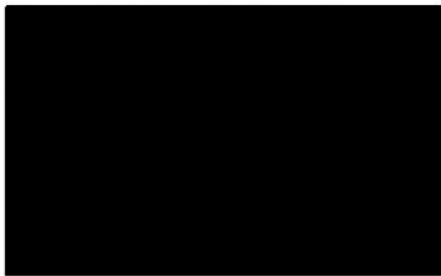
About how many miles were on the vehicle at the time of the incident? (optional)

95080

3. Personal Information

This information is necessary in case we need to contact you for additional data or to clarify your entries.

Name:

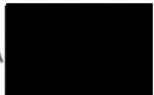


Email:



Address:

SEQUIM, WA, WA



Phone:



Information Sharing Notice

NHTSA may share your complaint, including your name and contact information, with the vehicle or equipment manufacturer in the interest of safety. You can opt-out of this sharing below. However, NHTSA may still share your complaint with the manufacturer (even if you opt-out) if there is an official safety investigation or safety recall.

DO NOT share my personal information with the manufacturer prior to the start of a safety investigation or recall.

Safety Recall Alerts

NHTSA will use the email address in this form to alert you if your vehicle could be subject to a safety recall.

I DO NOT wish to receive safety recall alerts from NHTSA.

If you have questions regarding your complaint, please contact NHTSA's Vehicle Safety Hotline at 888-327-4236 (TTY: 888-424-9153), Monday-Friday, 8 a.m. to 8 p.m. ET. You can also email us ([hyperlink nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)) – be sure to include your complaint number in the email.

[REDACTED]
Sequim, Washington
[REDACTED]

Haselwood Hyundai of Bremerton
Mr. Dan Grisham General Manager

September 5, 2024 Attn:

Reference: 2015 Hyundai Genesis VIN KMHGN4JEFU [REDACTED] NHTSA # 24V-107
Manufacturer recall# 254[H], 01BG [G] Genesis Starter Solenoid water
contamination.

Mr. Grisham:

I met you recently at your Beach sales event. You helped me pick up my Genesis since your service department was not open. Thank you for your assistance. It was interesting to know that we both had the same job. I sold transit buses state wide and you provide cars for state motor pool.

Unfortunately, the car stopped working approx. 70 miles from dealership and had to be towed. The new battery was completely dead and put on a 2 amp slow charge for 16 hours this only brought battery back to 20 percent. The car was towed back to dealership on Sept 3rd. This the 4th week I have been without a car. From the time you did the factory starter solenoid recall to this date the car has only run a total of 4 hours.

The NHTSA recall states that Hyundai will reimburse customers for out of pocket expenses due to this recall. Brandon service adviser had no knowledge of reimbursement as stated under NHTSA recall # 24V-107. He asked me to send him a copy of recall report. I feel that a service adviser should know about these items that effect your customers. I've included a copy of NHTSA recall requirements. On page 3 of this document you will find information on reimbursement by Hyundai for your review and reference. I felt you might use this a learning lesson for your service staff.

To date I've have expenses of approx. \$ 2,200.00 all receipts accounted for in this amount. I have not rented a car to keep expenses down. I told Brandon I have to have a car for the up coming weekend and this would add another expense of \$200.00. I asked Brandon on two separate occasions to change service techs as feel this problem has not been handled correctly. The initial recall install of Aug 9th started a series of events that have left me without a car for almost a month. For whatever reason Brandon refused to put another Tech on job? After Aug 9th recall install car ran for approx. 100 miles went into emergency mode and could not be moved.

I've provided an outline of events below for your reference.

1. August 9th Car went in for Starter solenoid factory recall. Took two hours to complete. Car died approx. 100 miles from dealership with a completely dead battery to the point it would only take a 20% charge. I called dealership and asked what I should do since towing charges would be about \$1200 and who would pay charges. Service adviser said he did not know and I should have it towed and see if battery could be recharged. Had service advisers known about reimbursement by Hyundai for charges incurred by this recall the car would have been towed in no problem? But since I had not reviewed NHTSA 24V-107 at this time. I did not know about reimbursement provided by Hyundai. I applied for AAA tow insurance to get car back to dealership. They had a 7 day waiting period prior to 1st tow request.
2. August 28th car was towed from Sequim to Bremerton via AAA towing.
3. August 29th was informed by Brandon that service Tech was having a hard time finding power drain. Brandon stated that car had a bad alternator and battery. I questioned this since when car went into recall service there were no electrical issues what so ever. I was not sure why I was billed for this since NHTSA recall

states that Hyundai will take care of any issues experienced by owner. Note: See page 3 of Recall 24V-107 as provided in this correspondence. I let him do the service thinking I would get reimbursed by Hyundai. I wrote you a check on Monday Sept 2nd for \$ 1, 567.00. Again fix on electrical did not work car died and went into emergency mode 62 miles after leaving dealership. The problem was not with the alternator or battery it has to do with a direct power drain from battery indicating a short in power system. I told Brandon I did not think alternator was bad since no problems prior recall service.

4. Sept 2nd picked up car at dealership and was side lined on road with dead battery 62 miles from dealership [Note new battery installed prior to leaving dealership].

5. Sept 3rd car again towed to dealership via AAA towing. Currently at dealership waiting for repair.

Conclusion: I took a great running car into dealership and almost a month later the car has only been driven 4 ½ hours since leaving dealership. I have incurred expenses of over \$2,200 currently and request were I should send receipts for reimbursement. I have had to rent a car for the weekend this will add another \$200.00. Mr. Grisham I asked Brandon to have service tech call Hyundai service corporate helpline for assistance. For whatever reason he did not want to do this.

I worked in the Vehicle transportation bus business for over 20 years in Washington. My car sports a Purple Heart license plate since I'm currently rated at 70 disability by Veterans administration. In fact one of your employees noted this on Labor Day. This has gone on far too long. Please assist service team to get this handled in the correct manner it would be appreciated.

I thank you in advance for your time and interest in this request.

Sincerely,


Genesis owner.

Attachments

[REDACTED]
Sequim, Washington [REDACTED]
[REDACTED]

Haselwood Auto Group Corp. Headquarters

Sept 11, 2024

Attn: Mr. Dan Lewandowski General Manager

Subject: Hyundai Genesis Recall ID#254 H, 01BG G NHTSA Campaign 24V107000 Starter Solenoid water contamination. Car not running for 30 days after Recall installed.

Dear Mr. Lewandowski:

I hope this correspondence finds you and your staff ready for the fall of 2024. I submit this text to you for review for actions that have taken place since factory recall work done on August 9th, 2024 by Haselwood Hyundai.

Please find letter outline directed to Dan Grisham written on September 5th reviewing problem with my 2015 Genesis not running since Aug 9th install of factory recall. Please note actions taken since vehicle has been not running for over 30 days.

1. Certified letter written to Dan Grisham of Sept 5th. Copy enclosed for your review.
2. NHTSA Campaign manager written to informing them of ineffective fix for Hyundai Starter Solenoid water contamination. They will post online to see number of other owners effective by this recall problem. Complaint filed September 6th. See copy of Recall by NHTSA.
3. Hyundai Recall center informed that recall was ineffective and advised that car has not run but 4 hours total since recall installed on Aug 9th. Hyundai has started research investigation to see if other owners have had this experience.
4. Hyundai Reimbursement center advised that recall ineffective. Have not submitted receipts for inbursement since still collecting expenses for no personal vehicle. Receipts currently total; over \$ 2,600 dollars.

Conclusion:

Page 2:

A great running 2015 Hyundai Genesis went in for factory recall at Hyundai of Bremerton. What I got back was an auto that has been towed 2 times to dealer and not run for more than 4 hours in 30 days. The inconvenience of not having a working auto for over 30 days has been immense.

The following attachments are included in this correspondence,

1. Copy of NHTSA campaign letter showing description of recall and reimbursement to owners for inconvenience.
2. Three page letter written to Dan Grisham General Manager of Hyundai of Bremerton. Dated on Sept 5th.
3. Copy of letter sent to Hyundai Reimbursement stating that car is not running even if they have paid invoice for repair by Bremerton Hyundai. I asked if they wanted current receipts totaling \$ 2,400 or wanted to wait and process all receipts when car starts running again. I also advised them that factory recall has been advised of electrical problems.

Mr. Lewandowski I was in the Auto vehicle business in Washington State for over 22 years. I sold anywhere from 45 million to 65 million worth of Bluebird bus products for over 20 years. I know this experience should never have happened to a [REDACTED] year old combat veteran who is rated 70% disabled for actions in Republic of Vietnam. It has carried on for too long and so I ask for your participation to help solve this problem.

I thank you in advance for your time and interest in this request.

Sincerely,

[REDACTED]
Enclosures

HASELWOOD

VOLKSWAGEN | HYUNDAI

5008 Auto Center Blvd Bremerton, WA 98312

Parts: (360) 377-3855 • Service: (360) 443-5139 • Sales: (360) 616-3751
haselwoodhyundai.com

SERVICE DEPARTMENT HOURS

7:30 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	08/28/24	Status	Pre-Invoice
R/O Close Date	08/31/24	Mileage In	95181
		Mileage Ou	95183
Service Advisor / Tag #		Brandon Faunce/1750	
Vehicle Identification Number		KMHGN4JE4FU	
Delivery Date	11/28/23	License Number	
Color	OTHER		

[Redacted]		Work Phone	[Redacted]
[Redacted]		Home Phone	[Redacted]
Year	Make	Model	Body
2015	HYUNDAI	GENESIS	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [Redacted] Email: [Redacted]	
#1 - 50ESR: ELECTRICAL SYSTEM REPAIR ELECTRICAL SYSTEM REPAIR ELECTRICAL SYSTEMS DIAGNOSIS - CUSTOMER STATES HAP PENING SINCE RECALL 254 PLS CK AND ADVISE Caused by check for charging system failure. vehicle went into emergency mode Tech: JEREMIAH IKAIKA (431)	220.32
Caused by check battery output Tech: JEREMIAH IKAIKA (431)	35.99
Installed R112127 :ALTERNATOR	1@555.00 555.00
Installed 95RPLT :BATTERY	1@349.84 349.84
inspected starter relay kit installation from campaign 254, found nothing wrong. scanned for codes, found p0620 & p0625, which are both alternator codes. further diagnosis needs to be done on another line. Sub Total: 1161.15	

#2 - 00EXMPVI: PERFORM MULTI POINT VEHICLE INSPECTION PERFORM MULTI POINT VEHICLE INSPECTION Sub Total: .00	

#3 - 10DIAG: DIAGNOSE CUSTOMER CONCERN	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

By signing I acknowledge that I am taking delivery of stated vehicle.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X _____ Date: _____

HASELWOOD

VOLKSWAGEN | HYUNDAI

5008 Auto Center Blvd Bremerton, WA 98312

Parts: (360) 377-3855 • Service: (360) 443-5139 • Sales: (360) 616-3751
haselwoodhyundai.com

SERVICE DEPARTMENT HOURS

7:30 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
08/28/24	
R/O Close Date	Status
08/31/24	Pre-Invoice
Mileage In	Mileage Out
95181	95183
Service Advisor / Tag #	
Brandon Faunce/1750	
Vehicle Identification Number	
KMHGN4JE4FU	
Delivery Date	In-Service Date
	11/28/23
License Number	
OTHER	

[Redacted]		
SEQUIM, WA [Redacted]		
Year	Make	Model
2015	HYUNDAI	GENESIS

Work Phone	[Redacted]
Home Phone	[Redacted]
Body	[Redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Test charging system for power draw or charging failure that caused battery to die and vehicle go into power mode Tech: JEREMIAH IKAIKA (431) Sub Total: 179.95	179.95

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

By signing I acknowledge that I am taking delivery of stated vehicle.

LABOR	436.26
PARTS	904.84
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	93.88
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	132.02
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1567.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X _____ Date: _____

FIRMLY TO SEAL

PRESS FIRMLY TO SEAL

UNITED STATES
POSTAL SERVICE

PRIORITY[®]

MAIL



Retail

delivery date specified

Department of Transportation

306

DOT

4 West

to: NEC, NOA, NIA

IF: DELIVERY CONFIRMATION

9/27/2024 9:16:03 AM

US POSTAGE PAID

\$9.85

Origin: 98324
09/24/24
5411340406-03

PRIORITY MAIL[®]

0 Lb 4.10 Oz

RDC 03

DELIVERY DAY: 09/27/24

WASHINGTON DC 20590

USPS TRACKING[®] #



INSI



FROM:



SEQUIM, WA



TO:

ADMINISTRATOR NATIONAL HWY
SAFETY ADMINISTRATION
1200 NEW JERSEY AVE SE
WASHINGTON DC
20590

W41-306



PRIORITY MAIL
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POSTAGE REQUIRED



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SAFETY ADMINISTRATION
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WASHINGTON DC 20590

F
27/24