

[REDACTED]  
Spring Hill Fl  
[REDACTED]

To Whom it May Concern,

This letter is being written in regards to Hyundai Motor Corporations recall # 251, addressing the Anti-Lock Brake (ABS) system module in the 2014 Hyundai Elantra models. These models according to the recall, have the potential and propensity to leak brake fluid from the ABS module, causing an electrical short which in turn can cause a fire within the engine compartment. The same can happen, according to Hyundai, even if the car is not in motion and parked. Hyundai, according to its recall instructions, "strongly advised, due to 'FIRE' risk, to park your vehicle outside and away from structures"? (My car is garage kept). Because of the brake fluid leak, and the subsequent fire, the brakes themselves have also been known to fail as well. Now Hyundai states that the issue is fixed by replacing the ABS fuse. These actions and statements have resulted in some concern.

If the ABS fuse was bad, and in need of replacement, it would send a code to the ECM (Electronic Control Module), thus illuminating the check engine light. The code would then translate to an ABS failure somewhere in the braking system. There were no codes found regarding the ABS system or any other system, the Technician looked, (refer to repair summary enclosed), either current or stored in my cars ECM. In addition, the check engine light wasn't on. So, Hyundai replaced a good fuse with another good fuse. Sounds redundant and somewhat fruitless, as fuses really have nothing to do with fixing leaks. For example: If the radiator was suspect to leaking antifreeze, would you replace a fuse thinking that would prevent the radiator from leaking? If the engine was suspect of leaking oil fom the oil pan, would you replace a fuse to prevent the oil from leaking? Absolutely not!! t. So than why does Hyundai think that replacing the ABS fuse would prevent or even stop the ABS module from leaking brake fluid, and thus causing a fire inside the engine compartment? It is scary to think of the number of customers who actually believe that this issue is fixed as a result of changing a fuse.

I understand that most automotive components that have the potential or propensity to leak dont always need to be replaced. However, this

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component(the ABS Module)is well known to be faulty, and is infamous for leaking in the 2014 Elantra models. It has been targeted by Hyundai due to repeated customer complaints, and has a long history of known failures as evidenced by this recall. Unlike a radiator leak, these failures have severe consequences and can cause horrible fires , resulting in catastrophic property damage, and loss of human life. Hyundai refuses to remedy the problem by replacing the ABS Module. Rather than correct the problem they replace an ABS fuse and tell the customer the issue is fixed when in fact nothing has been done. This type of poor buisness practice is highly deceptive.

Picture this if you will: You are driving down the expressway doing 70 mph when the engine compartment of your car suddenly erupts into flames. You probably would not initially be able to see the fire or smoke because it is burning under the cars hood, thus using up precious seconds which could be used to possibly escape the vehicle. After realizing that the car is on fire, you go to apply the brakes in an effort to stop and escape the vehicle. But now you realize the brakes have failed because unbeknownst to you, your ABS module is leaking and has sprayed the engine compartment of your car with hydraulic brake fluid which in turn has caused an electrical short and subsequent fire. You are now doing 70mph in a car which is on fire, which you cannot stop, and from which there is no escape! All because Hyundai thought it was a good idea to fix a faulty brake module by replacing a fuse. This is the fuel of nightmares.

The idea of changing a good fuse with another good fuse to fix a defective component that could leak is insane. Expecially a component that has a long history of leaking brake fluid and starting fires. It's like knowing the kitchen sink you bought is going to leak water and then changing out the kitchens electrical breaker thinking that that will stop a leak, or its propensity to leak in the future. Anyone can see that one has nothing to do with the other. Hyundai has knowingly and intentionally disregarded there moral, ethical, and legal obligation(s) to make there cars safe to drive. Hyundai's idea of fixing this recall has nothing to do with solving the actual problem. It is more focused on saving money at any cost, even if that cost is human lives. The simple and logical solution is to replace the ABS module which is the actual part that has the propensity to leak and is in fact 'The Problem'. The same way you would replace a radiator or oil pan if it leaked water or oil ,respectively. But when ABS modules cost between \$1,200.00-\$1,300.00 a piece(installed,according to KBB) and fuses run for pennies on the dollar, it becomes easy to see why Hyundai has not elected to change the modules and instead has chosen this totally unrelated option of changing out an inexpensive fuse. To add insult to injury, Hyundai then states the problem is fixed when in fact

it hasn't, and they know it hasn't. These type of business tactics are clearly deceptive to those who are not mechanically inclined and are left to believe who they think are the "experts".

Hyundai is looking for the cheapest possible way to get out of this predicament, regardless of the consequences of their actions. But changing fuses to stop or prevent leaks has reached an all time low in their effort to place profits above human lives. I fear for my life and my family's everytime I drive the car, and even more so now, knowing that the problem has not been fixed, as a result of this recall. It's like living with a potential fire bomb that could ignite and possibly explode at any time whether moving or parked. Now I'm being told the problem "is" fixed and the issue resolved when I know very well that it's NOT!!!

I feel like I've been lied to and deceived into thinking that this problem has been rectified, when in fact nothing has been done at all. I have the same ABS module but a new ABS fuse which replaces the good ABS fuse that was already 'originally' installed. What was done to prevent the ABS module from leaking and my car from being engulfed in flames....NOTHING!

I called Hyundai of New Port Richey, Florida, on Friday January 3, 2025, concerning this issue, and spoke with a service supervisor whose name was Rutger. After a lengthy conversation with Rutger, I was told that there is nothing he could do about the matter because according to Rutger, "This is what Hyundai tells us to do." It's important to note that after speaking with Rutger as to the effectiveness and integrity of the repair, that he too was in question as to whether changing a fuse was indeed the right course of action to take. He kept repeating, "This is what they tell us to do."

Hyundai needs to put aside their greed for monetary gain and prioritize the lives of their customers over profits, by doing what is right. I want the ABS module on my car to be replaced. This is the only viable and logical solution. The solving of this problem is imperative as it can and will undoubtedly save human lives. Hyundai Motor Corporation needs to act responsibly in this matter and fix this problem correctly. You have the authority to make this happen. Make the change and save someone's life. No one deserves to be trapped in their car because a multi-billion dollar company was at fault and too preoccupied with profits to make the necessary repairs. It could be someone you love who burns. Do what's right!!

You have 30 days to respond upon receipt of this letter. If a satisfactory resolution is not met within a 30 day period, this issue will be escalated and a copy of this letter will be mailed to the below listed regulatory agencies.

Have a nice day!

Sincerely,

[REDACTED]

2014 Hyundai Elantra owner

CC: Florida State Attorney Generals Office  
Dept of Highway Safety and Motor Vehicles  
Better Business Bureau  
Division of Consumer Affairs; Automotive Division

Customer Number [REDACTED]

Invoice No: [REDACTED]



of New Port Richey #396

3936 US Hwy 19 New Port Richey, FL 34652

Main Phone: (727) 203-7300

Service Direct: (727) 203-7064 Service Fax: (727) 203-7373

www.hyundaiofnewportrichey.com

Remit Payment To: Lithia Motors Support Services

PO BOX 679811, Dallas, TX 75267-98

Repair Shop Registration Number: MV105692

NEW PRT RCHY, FL [REDACTED]

Home:

Bus:

Cell: [REDACTED]

E-mail: email [REDACTED] home

SERVICE ADVISOR: 275104 BRIANNA TREMAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WINDY-SEA-	14	HYUNDAI ELANTRA	KMHDH4AH9EU[REDACTED]		167703 / 167704	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14JAN14			WAIT 30DEC24			CASH	30DEC24
R.O. OPENED	READY	OPTIONS: STK:141112 ENG:2.0_LITER_DOHC					
13:44 30DEC24	15:40 30DEC24						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET.	TOTAL
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B 966 - ENGINE MONITORING LOGIC (24-01-068H) ENGINE MONITORING LOGIC (24-01-068H)  
 CAMPAIGN ENGINE MONITORING LOGIC (24-01-068H)  
 246402 W (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

167703 performed DTC scan for trouble codes prior to update. no codes found. proceeded with engine monitoring logic S/W UPDT. for vehicle. update completed. photo's of completed update uploaded to STUI  
 \*\*\*\*\*

C 251 - ABS FUSE REPLACEMENT (24-01-027H-9) ABS FUSE REPLACEMENT (24-01-027H-9)  
 CAMPAIGN ABS FUSE REPLACEMENT (24-01-027H-9)  
 246402 W (N/C)  
 1 91MD2-11200-QQH FUSE KIT (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
 167703 performed 251 ABS fuse replacement. replacement completed, part returned to parts department for warranty. photo's of completed procedure uploaded to STUI  
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D\*\* NO MULTI POINT INSPECTION NEEDED  
 CAUSE: DID NOT PERFORM COMPLIMENTARY MULTI POINT INSPECTION.  
 NIN NO MULTI POINT INSPECTION NEEDED

999 CX 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
 \*\*\*\*\*

~|-14738  
 RECALL ABS FUSE?

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

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer;

NEW PRT IRCHY, FL

Home: Bus: E-mail: home

Repair Payment To: Within Minutes Support Services PO BOX 679811, Dallas, TX 75267-9811 Repair Shop Registration Number: MV105692

SERVICE ADVISOR: 275104 BRIANNA TREMA

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes vehicle details for a Hyundai Elantra and repair dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

ESTIMATE: 0.00, 30DEC24 13:44 SA: 275104 CONTACT:

#914BT WAIT CREATED 2024-12-09 11:36:00AM TAKEN BY STEPHANIE HOLT

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES...

\*SHOP SUPPLY COSTS: We have added a charge equal to 10.54% of the total cost of labor and parts, not to exceed \$38.98, to this Repair Order...

Telephone Consumer Protection Act: I acknowledge that by signing below and providing my telephone numbers, including any wireless telephone number and/or e-mail address...

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services herein itemized in this invoice...

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, and RELEASE PAY.

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice...

Customer X Customer X ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

Spring Hill, FL

TAMPA FL 335  
SAINT PETERSBURG FL  
7 JAN 2025 PM 4 L

National Highway Traffic Safety Admin.  
1200 New Jersey Ave. S.E.  
Washington D.C. 20590

Attn: Administrator's Office

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