

[REDACTED]  
Cincinnati, OH [REDACTED]

April 2, 2025

Jose Munoz  
Hyundai President, CEO  
10550 Talbert Avenue  
Fountain Valley, CA 92708

Mr. Munoz,

We are reaching out to you and your corporate office directly to address our ongoing concern with regards to a paint issue involving a white 2017 Hyundai Elantra. I've reached out to your company (Jake Sweeney Hyundai) before by way of the attorney general's office of Ohio with no success, only to be told by Hyundai that we cannot have this recall issue addressed because we are not the original owners of the vehicle.

Due to a recent cosmetic repair that the car required, a prior Hyundai company employee that completed the work asked us why we haven't had the paint addressed via recall. We explained our "not being the original owner" response that we received from Hyundai. The individual looked puzzled and pointed out to us that they had worked for Hyundai in the past and completed a significant number of vehicles recall paint jobs that were not owned by the "first owner". They went on to say that a recall due to failure of the company's manufacturing process, means "Recall", period. They went on stating that they would be more than happy to provide us with their own specific experiences and information if needed.

### **Summary of Events**

When we bought the vehicle in August of 2023 at the Columbia Hyundai Dealership in Montgomery, Ohio, **no one** mentioned the recall status. At that time, there was an area peeling and my wife and I even made a comment to the salesman about having the area painted. Yet, he did not disclose that the peeling is a manufacturing defect issue that would continue to spread across the vehicle, which **has** occurred to date. This also establishes that the vehicle, while under the ownership of the dealership, was decidedly not addressed by said dealership.

Additionally, the whole complaint process was disingenuously handled by the State of Ohio **and** by Hyundai's Customer Service department. We initially received a voicemail from one Hyundai agent who sounded like they were ready to assist. However, after returning the call, we were told that someone else was assigned to the case. A male who had an Asian accent, who was very short and dismissive, advised us of the recall requirement.

*Handwritten mark*

Sadly, this gets worse; this all surfaced after having to take the car to the Jake Sweeney Hyundai Dealership in April 2024 to have the **engine** eventually replaced. This was after only having the car 8 months (again, purchased in August of 2023) which technically puts the vehicle in Lemon law territory. The Jake Sweeney Hyundai employee stated that the repair shouldn't be of any cost to us. However, it was stated because we are not the original owners of the vehicle, Hyundai would need to contact the third-party warranty we had on the vehicle to cover the cost. This was in June 2024. It is critically important to note that this Hyundai employee also explained that our long repair wait was due to the other **40 vehicles that were ahead of us with similar issues.** This clearly indicates that this is yet another manufacturing issue that clearly should have been a cost covered by Hyundai. We finally got the Elantra back in early **August 2024**. We bought it for our daughter to start her first year of college and four months of the twelve months having the car, went by without having the vehicle due to the engine repair. No rental vehicle was offered. Yet we were making a monthly payment on this car that we didn't have in our possession from April 2024 to August 2024. Disgraceful.

This will be our last attempt through these channels to have these issues remedied and Hyundai take ownership and accountability of their failure to provide a quality product. Otherwise, we assure you legal action will be the next step to address all unlawful business practices, policies or agreements as they relate to Hyundai Motors and the State of Ohio as they relate to how your recall processes are conducted.

Sincerely,

A large black rectangular redaction box covers the signature and name of the sender.

cc: National Highway Safety Administration  
Ohio Representative: Cindy Abrams  
Ohio Governor: Mike DeWine  
Governors SW Regional Office  
Columbia Hyundai & Genesis

CINCINNATI, OHIO

CINCINNATI OH 450  
8 MAY 2025 PM 4 L



NHTSA  
1200 New Jersey Ave SE  
West Bldg  
Washington, DC 20590

20590-