

January 31, 2026

Danbury Hyundai
102 Federal Rd.
Danbury, CT 06810

To Whom It May Concern:

I am writing this letter to document our recent service experience at Danbury Hyundai including the issues we are having with getting a dangerous, potentially life-threatening recall fixed.

We purchased our 2022 Hyundai Palisade SEL AWD on [REDACTED]. The tow hitch, which was an added feature at \$475.00 was a necessity for our family. Unfortunately, now that 3 years have passed, we have still not been able to use the tow hitch due to the danger of the recall that was never repaired.

The recall notice, Hyundai recall number 235 (NHTSA recall 22V633000) was issued on August 18, 2022. The recall notice advised us not to use the tow hitch, and to park away from structures due to the risk of the tow hitch harness catching fire while parked or driving. We were advised that there was not an immediate remedy, but once available, we would be notified and could bring our car in for the necessary repairs.

On [REDACTED] when we brought our car in for service, we asked about the recall. The service technician advised that there was not yet a remedy for the recall, but as shown on our service receipt, (copy attached), the technician took a photo of the rear bumper with tow hitch fuse, but no repair was made.

On [REDACTED] our car was once again in for service, and we asked about the tow hitch repair again. Once again, we were told that there was no remedy available yet. However, the technician noted on the service record (attached), that "performed 235 OEM Hitch and Harness, **removed fuse** and pics". No replacement harness was ever ordered or installed, which is clear from the service receipt.

The recall remedy was finally made available by Hyundai in May of 2023. This can be verified on Hyundai's website as well as the NHTSA. We had several other issues with our Palisade that we had addressed, and hadn't gotten the recall fixed yet as you will see from our service record but nothing was done related to the recall.



On [REDACTED] when we brought the vehicle in for service and requested the recall finally be fixed, we were told there was no open recall for this. However, as you can see from our service records, the only thing done to remedy the fire risk to our car was removing the fuse. The service manager argued with us that the recall was closed on our car and that there is no part available for us and insisted it was already done. However, she was not able to provide any service record proving this was done, because it was not. However, she agreed to call Hyundai to find out why the recall was closed and get the part ordered. We are not confident that she actually plans to do anything to help us resolve this though due to her dismissive and extremely rude and argumentative attitude.

If Danbury Hyundai is confident that this recall repair has been done, and we were to replace the fuse and begin using the tow hitch, leaving the car parked inside a garage with the fuse connected, and the car catches fire, this would be the responsibility of Hyundai for refusing to correct the safety recall as required by the NHTSA.

The part needs to be ordered and replaced in our car so there is no personal or property damage as a result of Hyundai's negligence. I expect a phone call and appointment for the repairs as soon as the part is received by Danbury Hyundai. In the meantime, this letter is our documentation of Danbury Hyundai's refusal to repair a recall due to your error stating the tow harness was already replaced and the recall closed, while providing no service records or dates that prove this.

I have attached copies of the service records where this issue was addressed, NOT repaired, but addressed. Note, none of the receipts show a new part was installed. When you are ready to make the NHTSA required repair, you can reach us at [REDACTED]

Sincerely,

[REDACTED]

Cc: Bill Sabatini, Danbury Auto Group
National Highway Traffic Safety Administration
Hyundai Motor America



Danbury Hyundai



GENESIS OF DANBURY

102 Federal Rd Danbury, CT 06810
(203) 730-4700 • (203) 730-5643

SERVICE DEPARTMENT HOUR

DIY Open Date

DIY Close Date

Pre-Invoice

Mileage In

Mileage Out

11951

11952

Service Advisor / Tech #

VINCENT FALCONE/4095*W*

Work Phone

Home Phone

Delivery Date

In-Service Date

KATONAH, NY

Year	Make	Model	Body	Color	License Number
2022	HYUNDAI	PALISADE	SEL AWD	GRAY	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>Caused by TECH INSPECTED TOW HITCH RECALL FOR TOW HITCH AND TOW HITCH FUSE. Corrected by (ZZ3) (I11) Tech: LUIS NAVARRO (173) TECH TOOK PICTURES OF THE REAR BUMPER WITH TH TOW HITCH AND TOOK A PICTURE OF THE TOW HITCH FUSE.</p>	Warranty
#4 - MPI: PERFORM COURTESY MULTI-POINT INSPECTION MULTIPOINT INSPECTION-- COMPLETED MULTI-POINT INSPECTION Sub Total: .00	
Please Note: WAIT CREATED 2022-09-03 09:07:00AM TAKEN BY	

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.

LABOR	10.90
PARTS	38.05
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.33
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	3.13
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	52.41

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Danbury Hyundai



GENESIS OF DANBURY

102 Federal Rd Danbury, CT 06810
(203) 730-4700 • (203) 730-5643

SERVICE DEPARTMENT HOURS
8:00 a.m. to 4:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

	Final
Mileage In	Mileage Out
20026	20028
Service Advisor / Tag #	
VINCENT FALCONE/2716*W*	

[Redacted]
KATONAH, NY [Redacted]

Work Phone [Redacted]
Home Phone [Redacted]

Year	Make	Model	Color	License number
2022	HYUNDAI	PALISADE	SEL AWD	GRAY
NU392830				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [Redacted] Email: [Redacted]	
#1 - RECALL: SERVICE RECALL CUSTOMER STATES 235 -TOW HITCH HARNESS INSPECTION (22-01-070H) Corrected by Tech: Thomas Turner III (222) PERFORMED RECALL 235 OEM HITCH AND HARNESS... REMOVED FUSE AND PICS	Warranty
#2 - RECALL: SERVICE RECALL CUSTOMER STATES 243 -DRIVER'S SIDE WIPER ARM REP. (23-01-026H) Corrected by Tech: Thomas Turner III (222) Installed 98311-S8200-QQH :ARM ASSY-W/SHLD WPR (DRI Qty: 1) PERFORMED RECALL 243 WIPER ARM	Warranty Warranty
#3 - 7500HPP: PERFORM 7500 COMPLIMENTARY MAINTENANCE. OIL AND FILTER CHANGE, TIRE ROTATION, TOP OFF FLUIDS, SET TIRE PRESSURES AND PERFORM MPI 7500 HPP COMPLIMENTARY MAINTENANCE Tech: Thomas Turner III (222) Installed 26320-3CKB0 :SERVICE KIT-OIL FILTER(2) 1@13.97 Installed OIL :MOTOR OIL 5@4.63 TECH COMPLETED 7500 MILE COMPLIMENTARY MAINTENANCE. OIL AND FILTER CHANGE, TIRE	30.90 13.97 23.15

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.

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



Danbury Hyundai

102 Federal Rd Danbury, CT 06810
(203) 730-4700 • (203) 730-5643

SERVICE DEPARTMENT
8:00 a.m. to 4:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday



Mileage In	Mileage Out
63202	63202
Service Advisor / Tag #	
ERIKA WOZNIAK/6901	
Vehicle Identification Number	
[Redacted]	
Delivery Date	In-Service Date
[Redacted]	[Redacted]
Color	License Number
GRAY	

Year	Make	Model	Body
2022	HYUNDAI	PALISADE	SEL AWD

DESCRIPTION	AMOUNT
Cell: [Redacted] Email: [Redacted]	
#1 - S101: OIL & FILTER CHANGE - CHECK AND TOP OFF FLUIDS, SET TIRE PRESSURES AND PERFORMED MPI INSPECTION. Tech: EVAN KOCH (604) Installed 26320-3CKB0 :SERVICE KIT-OIL FILTER(2) 1@12.60 Installed OILB :00232ENGOILWAR 7@6.31 TECH PERFORMED OIL AND FILTER CHANGE, CHECKED AND TOPPED OFF FLUIDS, SET TIRE PRESSURES AND PERFORMED MPI INSPECTION AS REQUESTED. Sub Total: 89.95	33.18 12.60 44.17
#2 - RECALL: SERVICE RECALL CUSTOMER STATES 283 -1ST/2ND ROW SEAT BELT BUCKLE(25-01-085H) Caused by parts not in stock on order list. Recall not complete. Tech: EVAN KOCH (604) parts ordered	Warranty
#3 - MPI: PERFORM COURTESY MULTI-POINT INSPECTION Tech: EVAN KOCH (604) COMPLETED MULTI-POINT INSPECTION Sub Total: .00	
#4 - DIAG: CUSTOMER STATES DIAGNOSE	See pg 2

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.

LABOR
PARTS
DEDUCTIBLE
SUBLET
\$ HO SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX ID.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

102 Federal Rd Danbury, CT 06810
(203) 733-4700 • (203) 730-5643

SERVICE DEPARTMENT HOURS
8:00 a.m. to 4:00 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturdays

63202 63202

Service Advisor / Tag #

ERIK WOZNIAK/6901

Work Phone

Vehicle Identification Number

KATONAH, NY

Year	Make	Model	Color
2022	HYUNDAI	PALISADE	GRAY

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

CS REAR TOW HITCH FUSE WAS TAKEN OUT AS A REMEDY
Caused by
need more info from customer, no open recalls for
tow hitch only open recall now is for seatbelt
which are not in stock at this time.
Tech: EVAN KOCH (604)
Special order harness for tow hitch recall
Sub Total: .00

Service manager claims shed
Contact Hyundai and order
harness for recall

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LABOR	33
PARTS	56
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX ID.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	91

WARRANTY ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

Katonah, N



PLACE STICKER AT TOP OF THE RETURN ADDRESS. FOLD AT DOTTED LINE.
CERTIFIED MAIL

CHESTER NY

5 2026 PM 2 L

RDC 99

NY 1-388

NHTSA
1200 New Jersey Ave
Washington Dc 20596

Department of

To: W35-210

Building: DOT

Mailstop: 2 West

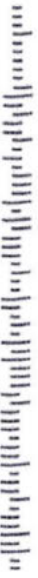
Rtg Symbol: S-30

External Carrier: Registered

Sender:

DOT

20590-



Retail

Transportation

2/19/2026 10:06:18 AM

UNDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

NHTSA
 1200 New Jersey Ave SE
 Washington DC 20590

COMPLETE THIS SECTION ON DELIVERY

A. Signature

- X** Agent
 Addressee

B. Received by (Printed Name) C. Date of Delivery

D. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No

3. Service Type

- Adult Signature
- Adult Signature Restricted Delivery
- Certified Mail®
- Certified Mail Restricted Delivery
- Collect on Delivery
- Priority Mail Express®
- Registered Mail™
- Registered Mail Restricted Delivery
- Signature Confirmation™
- Signature Confirmation Restricted Delivery

Domestic Return Receipt