

[REDACTED]
[REDACTED]
The Villages, Florida [REDACTED]
[REDACTED]

April 11, 2026

Re: NHTSA Safety Recall Remedy Delay – 2020 Hyundai Sonata (Vehicle withheld since Feb. 2, 2026)

Administrator
National Highway Traffic Safety Administration (NHTSA)
Administration (NHTSA)
1200 New Jersey Avenue S.E.
Washington D.C. 20590

To Whom It May Concern:

I am submitting this letter as a formal complaint regarding an unresolved safety recall repair for my 2020 Hyundai Sonata. My vehicle has been in the possession of Jenkins Hyundai (Ocala, Florida) since February 2, 2026, after I responded to an “important safety recall” notice from Hyundai Motor America. As of today, more than two months have passed and the recall remedy has not been completed, and I have not been provided with a clear, verifiable timeframe for completion.

Vehicle/Recall Information

- Vehicle: 2020 Hyundai Sonata
- VIN: [REDACTED]
- Current mileage: 31,448
- Recall number / campaign: 25V-796
- Dealer: Jenkins Hyundai, Ocala, FL

Timeline (summary)

- Feb. 2, 2026: Vehicle dropped off at Jenkins Hyundai for safety recall remedy.
- Feb.–Apr. 2026: I requested status updates; no confirmed completion date was provided. During this period, the dealer repeatedly discussed purchasing the vehicle rather than completing the recall repair.

- Approximately four days ago, the dealer informed me that the vehicle had been sent to a body shop for repairs. However, I was not provided with the name or location of the shop, contact information for anyone there, or an estimated completion date.

Issue and Safety Concern

I am concerned that the recall defect has not been remedied within a reasonable time after the vehicle was surrendered for repair, and that I have been unable to obtain basic information needed to verify where the vehicle is located, what work is being performed, and when the safety recall remedy will be completed. I am also concerned that repeated purchase offers may be discouraging timely completion of a safety recall repair.

Requested NHTSA Assistance

I respectfully request that NHTSA record this complaint and, as appropriate, review Hyundai Motor America's and Jenkins Hyundai's handling of this safety recall remedy, including whether delays are widespread and whether owners are being left without timely repairs. I also request that Hyundai/dealer be required to provide in writing: (1) confirmation of the vehicle's current location, (2) the specific recall remedy work plan, (3) the parts availability status (if applicable), and (4) a firm repair completion date or alternative remedy.

Please contact me at [REDACTED] if you need additional information. I am prepared to provide copies of the recall notice and any written communications or repair documentation I have received.

Sincerely,
[REDACTED]

The Villages, Florida

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4/21/26

Administrator
National Highway Traffic Safety Administration
(NHTSA)
Administration (NHTSA)
1 200 New Jersey Avenue S.E.
Washington D.C. 20590

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Small handwritten mark or characters, possibly a date or initials, located below the main signature.

