

Hyundai Motor America
Consumer Affairs Department
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In May of 2003, I purchased a 2003 Hyundai Santa Fe, VIN# [REDACTED].

Since that time, I have kept it up to date with all scheduled maintenance requirements.

I began to notice a problem with my Santa Fe in June 2004. I brought it into my local Hyundai service center when my check engine light came on. They reset the light and the service work was fully covered under the warranty. I thought everything was fine. I was without a car for the entire day. (Attachment A).

In October 2004, I serviced the Sante Fe at a local mechanic for a routine oil change. At that time, I asked them to look at a dragging noise coming from what appeared to be the right front side of the car that appeared whenever the accelerator pedal was pressed. They determined that there was a noise coming from the heat shield and another coming from the transmission. They referred me to the dealership since it was still under warranty. (Attachment B).

I have been to the Hyundai dealership four additional times trying to fix this problem, each time I leave without a solution:

Oct 21 2004 – I brought the car in with a new noise coming from under the glove compartment and again the dragging noise supposedly in the heat shield. During this service, the noise from the glove compartment was identified and resolved, but “the heat shield was operating as designed” and there was no solution to the dragging noise (Attachment C). They told me to bring it back if the noise continues. I was without a car for the entire day.

Dec 3 2004 – I got fed up with hearing the noise every time I used the car, so I brought it back to the service center. They apparently test drove it and heard the noise – and replaced the electronic 4-wheel drive module. The plastic clip under the glove compartment (which must have been removed on Oct 21 2004 service) became dislodged, and they reinstalled that. Also, the rear seat recliner clip was no longer working, and they stated they fixed that as well. I was without a car for the entire day. (Attachment D).

Dec 7 2004 – I brought the car back to the service center because the rear seats still would not recline correctly. They had not fixed anything with the rear seat when I brought the car in four days earlier. There was still a dragging noise from the right side of the car that has still not been fixed. They test drove it again, and “tightened all that was making noise”. They suggested that I leave the car overnight. (As I drove the car away the next morning, the noise continued all the way home.) They also ordered parts for the reclining seat after I showed them specifically the problem. I was without a car for two days. (Attachment E).

Jan 4 2004 – I brought the car back to have the ordered parts reinstalled. (Attachment F). The seats now recline correctly.

All of this, and I am now facing another repair.

On Jan 31 2004, I am scheduled to take the car back into the service center for the following problems:

- The clip under the glove compartment that was fixed on Oct 21 2004, then again on Dec 3 2004, fell off again and now sits on the mat in the passenger seat.
- I had the heater on nearly at full speed, yet cold air was rushing in from under the glove compartment. This was a new problem.
- The dragging noise coming from the right side of the car, as originally noted in Oct 2004, Dec 3, 2004, and Dec 7, 2004 needs to be permanently fixed. It occurs every time I press the accelerator.

Given my past experience with the service center – all of whom are very nice and friendly, mind you – I cannot continue to bring in the car and not have the problems fixed. Each time I bring in the car, I need to make alternate arrangements to get to work, get around all day, and come back to the dealership to pick up my car. I do not have faith that the problem will be fixed, and I fear that once the warranty period expires, I will have to pay them each time something continues to go wrong. I do not have a great feeling about the car I purchased, and as of now, will never buy another Hyundai again. How many times do I need to bring in the car to have something fixed? At what point will Hyundai address the issue and allow me to trade in the car for one that actually works?

I can be reached at [REDACTED] at work during the day, [REDACTED] at home at night, and [REDACTED] via e-mail anytime. I would like these issues and questions addressed promptly.

Timothy Lux
[REDACTED]