

May 6, 2018

Dealer Principal
Burlington Hyundai
2016 Plains Road East
Burlington, ON L7R 5B3

Dear Sir,

I am writing to express my sincere appreciation to your Customer Service Team. In particular, I wish to commend the good services afforded to me by Mr. Ralph Ohlhoff and Garrett Leochko who has left your company.

My Hyundai Santa Fe was bought in August 2009 from another dealer in the area. Since the purchase, I had regular car maintenance performed by their service crew until I was getting much dissatisfaction from their team, then I started to look elsewhere.

I have been coming to Burlington Hyundai for my car care services since 2011. In fact, I valued your services and was so convinced that I signed up with your "**Customer 1/2 price Oil Life Program**" since May 2012. Ever since then, I have been coming to Burlington Hyundai regularly for servicing needs except for the periods that I was away from Canada.

On August 26, 2016, I experienced a faulty alternator during a Sunday grocery shopping. It was replaced elsewhere and at the time, it was suggested that the faulty alternator must come of end of life after years of service. I was told that it is rather typical. So not much checking was performed, I presumed. The new alternator and service cost me \$789.87.

A week later, I received the "**SPECIAL SERVICE CAMPAIGN NOTIFICATION**" addressing specifically to my vehicle from Hyundai Auto Canada Corp. In that notice, it clearly spelled out the "Engine Oil Leak" was the issue and the "valve cover gasket" needs to be replaced with the alternator. The letter also clearly stated that all previously paid repair related with this special service campaign will be attended by Hyundai dealers with the receipts of these earlier repairs.

In September 2016, I went to another Hyundai dealership where I bought the 2009 Santa Fe of 3.3L engine.

This dealership had my vehicle's new alternator inspected and replaced a "Valve Cover Gasket" at no charge. The Service Manager also filed in some form of "Reimbursement Claim" with my provided information and receipt.

Months passed, I didn't hear back from that dealership for a long while. I went back and was told by a new Service Manager that the old Service Manager has left. He searched for my record and told me that my application for reimbursement from Hyundai was denied on ground that "NO Mention of Alternator Failure on Provided Invoice".

On June 17, 2017, while we were driving from Burlington to Muskoka, and on the Highway 400 near Bradford, I found the vehicle was losing power and then speed, charging system warning light was on. In retrospect, I was lucky that the vehicle still held enough power to the nearby Husky gas station. By then, the engine was shut off and could not be restarted. I called CAA Service and was told about the faulty alternator problem again, not the new CAA battery. It was a Saturday and costed me \$298.32 for towing service back to Burlington Hyundai.

Burlington Hyundai checked and confirmed about the faulty alternator. As it should still have been within the alternator warranty period, Mr. Garrett Leochko advised me to take the car back to where I had the alternator replaced for claim.

That business was later informed by the manufacturer that the damaged alternator as proven in testing has failed due to oil contamination and not due to manufacturer workmanship. So, the warranty was void.

In the end, I had to replace the alternator again for another total replacement cost of \$554.83.

With the second engine-oil soaked alternators, it is clear to me now that "engine-oil leak" had been the root cause of the two faulty alternator incidents. These are entirely in-line with the "Engine-oil leak" problem known to Hyundai Canada for the "Special Service Campaign" which I was put into notifications. However, the notice letter arrived a week after I had the first alternator failed without such knowledge. The first reimbursement claim process had been poorly attended by the other Hyundai dealership I dealt with.

Nevertheless, it is a clear fact that the second faulty oil-soaked alternator further confirmed that Hyundai's engine oil leak problem is persistent even with gasket replacement from the other Hyundai dealership. Garrett again suggested to me that I should approach that Hyundai for suitable rectifications.

Per Garrett's suggestion, I returned to talk to the new Service Manager there. He said he will check the matters, then I was later informed that the oil leak was coming from the "Timing Cover" and Front Valve Cover Gasket is working; thus not a Hyundai problem. He said that I had to replace "Timing Cover" estimated at a total cost of \$3,100, or wait to having a third oil-leaked alternator fault in the midst of driving.

In January 2018, I returned to Burlington Hyundai for regular oil change service. At this time, it is found by the Burlington Hyundai technician:

“LEFT SIDE (FRONT) VALVE COVER LEAKING ONTO ALTERNATOR”.

Given such input, I returned to the other Hyundai dealership for clarification. The new Service Manager bluntly told me that I didn't have to see him for such replacement service. He said Burlington Hyundai should replace the leaky gasket and possibly the alternator if they found the problem while the car was on their service rack. And he said: "If Burlington Hyundai called him for affirmation for the service, he would agreed and confirmed”.

Can you imagine that kind of the customer attitude?

I went to see Ralph Ohlhoff for assistance. He took my case record and relevant photos and conferred with his colleague, Carson Atkinson; then he informed me that Burlington Hyundai will seek support from Hyundai Canada for my case.

In conclusion, after waiting for a month or so, it was a delightful outcome. Hyundai Canada consented to Burlington Hyundai to replace cover gasket and alternator at no charge. So finally, with the friendly assistance from Burlington Hyundai, Hyundai Canada recognized the faulty parts and the problem as noted in their “SPECIAL SERVICE CAMPAIGN NOTIFICATION”.

Hence, I wish to thank Burlington Hyundai for just for follow up the important matters prompted by Hyundai Canada. But, more importantly, for the cordial and supportive attitude of the whole customer team at Burlington Hyundai, notably Messrs. Ralph Ohlhoff and Garrett Leochko. Contrary to those at the other Hyundai dealership, It is your customer-focused service attitude of your team that makes the difference of customer experience, which creates customer loyalty and build business excellence.

Lastly, thank you for your taking time to listen to my case.

Yours sincerely, T. Leung