



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received

2003 JUN 11 AM 10:05

18-JUN-2003

Repository ☐

Reference No.

10024355

OWNER INFORMATION (Type or Print)

Name

Address

City

BLACKWOOD

State NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an authorized signature, NHTSA will NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 6/30/03

VEHICLE INFORMATION

Make
HYUNDAI

Model
ELANTRA

Model Year
2001

Date Purchased

2/2004

Dealer's Name and Telephone Number

Quality Lincoln Mercury Hyundai

Engine:

No. Cylinders

4

Fuel Type:

Reg

Original Owner

Dealer's City

Billville

State

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

110000 ELECTRICAL SYSTEM

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

4-6-03

Failure Mileage

69000

Failure Speed

N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTN19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

N/A

Number of Deaths

N/A

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

ALL OF THE ELECTRICAL COMPONENTS FAILED ON THE VEHICLE. *AK

See enclose & INFO
I went to court and settled that they reimbursed
for 750.00 b/y meeting & Judge
I don't want this to happen to anyone else.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

4/17/03

Hyundai Motor Corporation of America
Attn.: Customer Service
10550 Talbert Ave.
Fountain Valley CA. 92728

RE: File # 747518

To Whom it may Concern,

I am writing this letter to express my disappointment in the Hyundai Corp. I was the proud owner of a 2001 Hyundai Elantra. I purchased this vehicle new in February 2001. On many occasions I have been asked what I thought of my car? My response was always positive. I joyfully expressed my delight of the vehicle, especially because of the warranty given, it really gave me piece of mind. I drive about 55 miles of highway driving one way each day to and from work.

My whole perspective of Hyundai ownership changed on 4-6-03. On this Sunday I put down my windows then attempted to put them back up, however they wouldn't go up. I assumed a fuse went bad. I stopped at a Pep Boys service station. I had to leave the vehicle overnight and was told I would be contacted the next day. I was called and advised the wiring harness from the window regulator was bad, and they weren't sure if any other electrical damage had occurred. I was looking at about \$400.00 to correct the problem.

I called Quality Hyundai where I purchased the vehicle and spoke to Bill in the service department. He advised me to get the vehicle out of Pep Boys as soon as possible. He stated it was outrageous what they were claiming and what they were going to charge me for the repair. He was certain he could save me a lot of money. I informed him that the vehicle had 69,000 miles, and his response was, "Don't worry it couldn't be that significant". So I paid \$115.00 to Pep Boys (enclosed is my receipt). The next day I was contacted by Bill Davidson of Quality Hyundai and was totally blown away when he advised I had very extensive electrical wiring damage that has been corroding over time. He said the costs would run about \$1000.00. He told me he has seen this happen three times in the last couple of years. I asked, "What's to say this wouldn't happen again?". He advised it wouldn't because he would insulate the vehicle properly. Furthermore, he informed me that he had called their Regional Representative two times, prior to calling me, asking for financial assistance on this matter, but was declined (receipt and request of denial enclosed). It was further mentioned that the Rep looked at my track record/loyalty, as to having services performed at a Hyundai Dealership, and since I had none, that played a part in the decision process.

I called the Hyundai Corp. Customer Service on 4-9-03 or 4-10-03 and spoke to Lisa, whom I must say had no compassion what so ever. The outcome according to her was that they stand by their employees decision when it was made by a Regional manager. She called the dealership and was informed he made the decision and therefore, I had no recourse.

I also had a third opinion from a specialist who has been in business for many years and specializes in automobile electrical wiring. The owner concurred that on a two year old vehicle, it wouldn't have this extensive of an electrical problem, if vehicle had been insulated properly. The owner estimated the costs to correct this problem to be around \$1200.00. Also he advised there was a Technical Service Bulletin on my vehicle identifying the problem I was having. He stated the "TSB" filters down to him only when there is a significant problem (enclosed is a receipt and copy of the Technical Service Bulletin).

Again I spoke to Bill Amadea the service manager and he quoted he would do the job for \$850.00 and would again ask for assistance. He called me back and informed me it was again denied.

I strongly believe that if the vehicle was insulated properly, regardless of amount of miles, I wouldn't have this problem. When you spend \$15,000.00 on a new vehicle, you shouldn't have an extensive electrical problems within 2 years. Normal mechanical failures are to be expected due to my higher than normal mileage. I drive this vehicle in only normal weather conditions, and have always adhered to the strict maintenance requirements on a very timely manner.

It was further pointed out to me by the owner of Price Brothers Communications that no protective silicon sealant was used on the wires and had a higher amperage, bigger Molex plug been used, this would have prevented electrolysis (See enclosed professional letter).

I am asking the Hyundai Corporation to do the right thing and repair/correct their error. I am seeking reimbursement for all costs incurred. If my request is refused, I will diligently report this nightmare (to put it mildly), to the local news media, Consumer Affairs, Better Business Bureau, and to as many people as possible. Furthermore, I am contemplating legal action. I have had to inconvenience many people over last two weeks to chauffeur me around. I have been extremely inconvenienced by not having a vehicle and have incurred between \$1000.00 and \$1500.00 to date. I hope, by pointing this out, that others won't have to suffer as I have. I suppose it could have been a lot worse if it had happened on a much colder day, or if my head lights stopped working, or an electrical fire had taken place.

Your prompt attention to this matter would be greatly appreciated.

Sincerely

[REDACTED]
Blackwood, NJ [REDACTED]
[REDACTED]

The letter above was faxed on 4/21/03. As it stands the vehicle was dropped off on April 17, 2003 at Quality Hyundai dealership for service. I had been told the earliest the job would be done was April 25, 2003. I have incurred added expenses due to me having to rent a car since the dealership was unable to provide one for me. Once again I ask for help in this matter.

I received a call that was left on my answering machine from Mike Biljack, a representative for Hyundai Corp. He stated possibly they would meet me half way for costs incurred only at the dealership, but that would really be stretching it. He was not sure if it was possible, but he wanted to get my feeling on this. He also stated that nonloyalty to the dealership in getting service done there played a part in their decision. He further stated that the vehicle has 77,000 miles on it, not 69,000 and was further over the warranty, then I reported it.

I called dealership to check on the vehicle and Bill Thompson confirmed my statement that my vehicle had 69,450 miles on it. However he informed me the wrong part was ordered for the vehicle therefore it wouldn't be done tonight, but possibly by Monday night.

I called Mike Biljack and left a message telling him of my conversation with Bill Thompson and I further stated I didn't think meeting me half way with dealer costs was fair because of other additional costs i.e. rental car, costs incurred at Pep Boys and other shops, and foremost all the inconvenience and aggravation incurred.

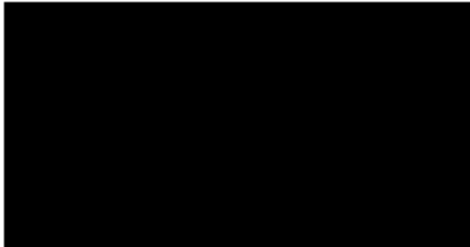
Mike called me back and said he was sorry, but they wouldn't help me at all. His request for assistance was declined by their regional Rep. I was notified by the dealership on April 28, 2003 that another part needed to be ordered and would cost about \$400.00 more. They told me my car would be finish tonight. I picked up my car and paid \$1269.47

While driving the car on April 29, 2003, during the evening, I noticed my dashlights and the rear defroster didn't work, the windows only operated from the drivers panel, and the headlights no longer flashed when locking the door with key pad.

On April 30, 2003 at the request of the service manager, I dropped off car to be checked again. I picked up my car on May 2, 2003, the dashlight worked, was told there was another problem with the rear defroster with parts and labor it would be very expensive to repair. No estimate was given and I wasn't charged for work done. The service manager Bill Amade, told me that the Representative from the dealership would be at the dealership on Monday and they would work to get me financially reimbursed. I was notified on May 15, 2003 that Hyundai again declined assistance.

Enclose are receipts totaling about \$1500.00. In addition I would like rear defroster to be repaired.

Sincerely,



CORROSION IN THE FRONT DOOR WIRING CONNECTOR

D.J.'s Auto Electric
39 South Broadway
Gloucester City, NJ 08030 (856)456-1968

Highlighted Article Text
2001 Hyundai Elantra

TECHNICAL SERVICE BULLETIN

2001 ELANTRA CORROSION IN THE FRONT DOOR WIRING CONNECTOR

Reference Number: 01-90-004

Date Of Issue: May, 2001

HYUNDAI: 2001 Elantra

GROUP: Body Electrical

DESCRIPTION

A water leak between the front outer panel and cowl panels may result in corrosion of the front door wiring connector pins if the vehicle is operated in areas where road salt is used. The corrosion may affect the operation of the electrical circuits in the door, such as the speakers, power windows, etc. To correct this condition, reseal the seams and inspect the door wiring connectors for corrosion. If necessary, replace the door wiring connector and the door wiring by following the service procedures described in this TSB.

VEHICLES AFFECTED

Model: 2001 Elantra (XD)

- * Affected vehicle production date range:

2001 - Start of 2001 Elantra Production through January 30,

- * Affected VIN range:

- 4 Door: Through KMH0N41AP1U137093



PRICE BROTHERS

Communications Headquarters

Two Way Radio Sales & Service
Commerical - Amateur - Aircraft - Marine
Antenna Systems & Accessories
Phone: (609) 641-1564 Fax: (609) 641-2445

April 16, 2003

Mr. Keys;

I have examined the electrical harness in question on your 2001 car. It is evident by the electrolisis on the multi pin Molex type connector that there has been exposure to some sort of moisture source to permit the heavy bridging of the pins on the connector related to the amount of current being applied through the connector, and the fact that there appears to have been no silicone or other dielectric compound to prevent this from happening. Upon examining several other similar connectors on the fuse box area, there is no silicone protect ant applied on those connectors either.

As a professional electronics installer with over 25 years personal experience, I can say that this type of problem occurring on such a new vehicle should be considered as a factory recall. Fortunately there were no accidents as a result in your case.

I suggest that you take digital photographs of the corrosion, and forward it to the consumer reporting system to warn others of the potential problems associated here. You have also stated that this car was never in a flood, or parked in close proximity to the ocean with the windows down. I also did not find any evidence of a wet floor insulation layer, or other water damage.

It is also my opinion that the Molex plug used in this application may not be rated to handle the amount of current that may travel across the pins in the connector if all are in use. This would have to be determined by the manufacturer.

Let me know how you make out.

Sincerely,

Bill Price
Lead Installer/Technician
Price Communications

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**