



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

400 Seventh Street, S.W.
Washington, D.C. 20590

APR 5 2005

NVS-216 mjj
Ref. No. 10117270

[REDACTED]
Lexington, KY [REDACTED]

Dear [REDACTED]

Thank you for your e-mail correspondence dated January 24, 2005, concerning a problem you encountered with your model year (MY) 2003 Hyundai Tiburon. The National Highway Traffic Safety Administration's (NHTSA) Technical Information Services (TIS) forwarded your correspondence to NHTSA's Office of Defects Investigation (ODI) for a response. It was received on April 1, 2005.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate this report and the previous report (Reference No. 10108118) you submitted while visiting NHTSA's Internet Web site on January 28, 2005. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

In your e-mail correspondence, you asked the following questions, "Have there been other complaints of this nature and if so how were they handled?" Subsequent to forwarding your correspondence to ODI for response, TIS compiled a summary listing of reported problems associated with the clutch in MY 2003 Hyundai Tiburon vehicles. That summary listing of reports is enclosed for your information. With respect to your question asking how these reports were handled, there is no individual status for reports received by the agency. Complaint information received by the agency is compiled into a database system and ODI continually



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reviews that information to determine whether a serious safety-related defect trend exists to warrant opening a defect investigation. If an owner reaches an agreement with a manufacturer regarding resolution to a problem, the owner may or may not provide the agency with documentation or details of the resolution. When an owner provides the agency with any supplemental documentation (e.g., copies of service invoices, fire department reports, police department reports, written or electronic communication with a dealership or manufacturer, etc.), it is scanned into our database and added to the previous report. Documentation associated with a report is available to the public, minus personal identification information (e.g., name, address, telephone number, complete vehicle identification number, etc.), via NHTSA's Internet Web site.

A review of our database relative to reported problems associated with the power train system, specifically the clutch assembly, in MY 2003 Hyundai Tiburon vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with other reports to identify any safety defect trends that may require our attention.

We sympathize with the warranty problem you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Kentucky State Office of the Attorney General regarding your problem and your rights under the Kentucky State Lemon Law. You may also ask your local dealership for a meeting with Hyundai Motor America's district manager regarding your problem.

You can contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A DOT Hotline representative will return your call.

Additionally, as you are already aware, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

Handwritten signature of Alberto A. Jimenez in cursive, with the word "for" written below it.

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

cc: NHTSA's Technical Information Services (NPO-405)