



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

AUG 24 2005

Mark A. Elliston, Esq.
Elliston Law Offices
P.O. Box 453
Webb City, MO 64870

NVS-216 mjj
Ref. No. 10125845

Dear Mr. Elliston:

Thank you for your correspondence dated May 16, 2005, concerning the problems your clients, [REDACTED] encountered with their model year (MY) 2003 Hyundai Sonata vehicle. Your correspondence was received on June 9, 2005. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay may have caused you.

The National Highway Traffic Safety Administration (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 the report you provided on behalf of [REDACTED]. 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.

A review of our database relative to problems associated with MY 2003 Hyundai Sonata 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.

If [REDACTED] have not done so, they may consider contacting their local Consumer Protection Agency, Better Business Bureau, or the Missouri State Office of the Attorney General



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

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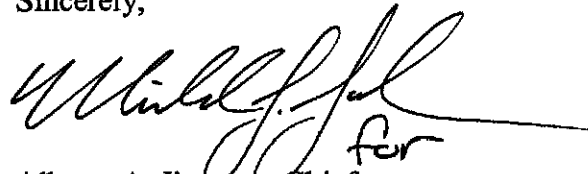
Mark A. Elliston, Esq.

regarding their problems and their rights under the Missouri State Lemon Law. They may also ask their local dealership for a meeting with Hyundai Motor America's district manager regarding their problems.

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways [REDACTED] can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

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,

A handwritten signature in black ink, appearing to read "Alberto A. Jimenez" with a stylized flourish at the end.

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