



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 100148

Date Received
205 AUG 12 AM 7:18
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Repository
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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City HOOKS State MI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to contact the manufacturer of your vehicle? YES
In the absence of an authorized signature or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 8/3/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on drivers side
KMHWF25S1 [REDACTED] Make: HYUNDAI Model: SONATA Model Year: 2003

Date Purchased: 28-NOV-03 Dealer's Name and Telephone Number: NUMBER 1 RICARD AUTOMOTIVE 800-332-5872 Engine: No. Cylinders: 4 Fuel Type: Gas

Original Owner Dealer's City: COLUMBUS State: OH Zip Code: 43227

Transmission Type: MANUAL Antilock Brakes: Powertrain: FRONT WHEEL DRIVE Vehicle Component Code: 1B5000 VEHICLE SPEED CONTROL:CRUISE CONTROL
 Cruise Control Multiple Failure: ?

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 28-NOV-2003 Failure Mileage: under 600 Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM198BC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

Yes No Yes No 0 0 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).

DT: THE VEHICLE IS A 2003 HYUNDAI SONATA. THE CRUISE CONTROL WILL NOT HOLD. CONSUMER WILL SET IT FOR 70 MPH ON THE INTERSTATE, AND IT ALLOWED THE VEHICLE TO GO UP TO 85 MPH BEFORE THE CONSUMER NOTICED IT. THE SPEED INCREASED GRADUALLY, WHICH WAS WHY THE CONSUMER DID NOT NOTICE IT AT FIRST. THIS PROBLEM OCCURRED AT LEAST 8 TIMES, AND ALWAYS ON A LEVEL ROAD. IT HAPPENED IN VARIOUS CONDITIONS, AND AT A VARIETY OF SPEEDS. CONSUMER CONTACTED THE DEALER, WHO TOLD HIM HE WAS NOT ALLOWED TO REPLACE IT. WHEN CONTACTING THE MANUFACTURER, THEY TOLD HIM THAT THEY WOULD NOT REPLACE IT. ALSO, THEY TOLD HIM THAT IT WAS NORMAL FOR IT TO BE OFF 5 MPH. MECHANIC TOLD CONSUMER THAT ON HIS VEHICLE IT WAS OFF 7 MPH, BELOW WHAT IT WAS SET FOR. THEY HAVE NOT BEEN ABLE TO CATCH IT INCREASING IN SPEED. CONSUMER STATED THAT THIS WAS THE ONLY SAFETY ISSUE WITH THE VEHICLE. DEALERSHIP WAS DENIL WALL EAST MASON STREET GREEN BAY, WISCONSIN, 54302, 800-801-3368. *AK

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 responses 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 responses or a statistical summary thereof, may be used in support of the agency's action.

Cooks, MI
October 24, 2004

KICART AUTOMOTIVE

Attn: Lynn Dewitt, Consumer Affairs Div.
4255 S. Hamilton Rd.
P.O. Box 27120
Columbus, Ohio 43227-9939

I am the owner of a Hyundai Sonata which I purchased from you last Thanksgiving. The nearest dealers in this area are in Green Bay, WI (170 miles) or the Soo (about 160 miles) or Traverse City in the Lower Peninsula of Michigan. I have been extremely satisfied with the Sonata, except for its cruise control. Both my wife and I were favorably impressed by your dealership when we bought the car, and again at our first maintenance visit. However, this last visit left a lot to be desired. At first I did not want to say anything, but have decided that perhaps I can help you improve your standards.

We had taken a trip to Philadelphia, and were coming back through Columbus, so I called to set up an appointment. I called during working hours, but since all were busy, I put my message on voice mail. After I arrived at my sister's home in Bexley, I called again to find out about an appointment... and was offered one the next day. I explained some of the items which needed attention, but did not feel that I was getting through. So I said I had explained it on the voice mail. The next morning, I arrived at the appointed time to find the service advisor had checked the phone message, and I thought all was well. Imagine my surprise? when I picked up the car late in the afternoon, the driver's seat had not been cleaned (Oh, I forgot.) and the cruise had not been corrected (She had written only that it stuck at 85 mph, when actually that was only a small part of what I had told her.) Thus my day without a car in Columbus was wasted, as the seat was still dirty and the cruise did not work properly. She did ask if I could bring back the car the next day, but I said that it was not possible, and left.

When I bought the car, I was told that if the seats/upholstery were soiled, people would come to my house to clean it or repair it. When the Service Advisor told me that it was only done in the repair shop, I was disturbed that I had been told the other. Living as far away from the Service Facilities as I do, I would never have purchased the seat/upholstery cleaning. When I returned to our home, I used cleaning spray (that I had used on previous cars) and cleaned up the seat.

But the real problem is the cruise control. Just this morning, I was returning from church. I had just passed some cars, and wanted to gradually creep away from them. I set the cruise for 62, and kept watch that it didn't slow down too much. Some time later, I looked in my rearview mirror... and noticed I was far away from those cars. I looked at

the speedometer and found I was traveling at 71 mph. That's not very good in a 55 mph zone.

The car has "speeded up" only a few times while on cruise control. Most often what happens is this: I come up on slower traffic, touch the brake, follow them until I can pass, pass them, and push the resume button. But since I am then going faster than the set speed, I do not notice whether or not the "resume cruise" has been activated. For example, the cruise had been set at 58 mph, so when I pressed "resume" after passing (at 65) the slower vehicles, the cruise often does not reconnect at 58, but will actually drop to 52. Thus, to keep the slower cars from running into me, I have to use the gas pedal, not the cruise, to stay ahead of them until I can trust the cruise again. And a number of times, the cruise has not reconnected at all... but lets the car slow down to 40 or less. I have talked with other Sonata owners, and they do not have this problem with their cruise control. I would very much appreciate having the cruise fixed so that it works. Ever since I bought it, the cruise has varied as much as 5 mph up or down. This makes me nervous for fear I shall have to pay a speeding fine. Your Service department did find and replace a broken switch last April. But I still have a problem: the cruise control does not always keep the speed near where it was set, and it often (10-20% of the time) does not "resume" properly.

Perhaps it is my fault that I never wrote out all the aspects of the problem. I just knew it was not working as it should. Now I think I have given a fairly complete description of the problem. And I would appreciate having it fixed so that it operates as it should. Then I would love my car 100%. And then I wouldn't complain about my dealer or the Service Department.

I have enclosed the card you sent. As I hinted before, I did not want to report all this since I did not want to cause a person to lose their job. But I also realized you cannot afford to have employees making mistakes (listening haphazardly) in dealing with your customers. Hopefully, all will benefit from these comments. Thank you for your help in the past. I appreciate your dealership and the work it does.

Sincerely



Cooks, MI [REDACTED]
November 26, 2004

Lynne DeWitt
Consumer Affairs Ricart Automotive
P O Box 27130 Columbus, OH 43227

Dear Ms DeWitt,

When I returned from Columbus this afternoon, I found your letter of 19 November waiting for me. After I had written you, my plans were changed, and I accepted my sister's invitation to be with her in Columbus for Thanksgiving. Since I was leaving for Columbus on November 22, I called and made an appointment with your service department for Tuesday, November 23rd. I had been hoping your reply would get here before I left but that did not happen.

Your Service department helped me by finding the cause and correcting the problem with the airbag warning light. They corrected the problem with my headlights. They serviced the car. But although they road tested the car, they could not duplicate the Cruise Control problem I described to them. And, since they could not duplicate it, they could not fix anything. I was unhappy with this information, but could see the logic of it. I asked what alternative I had, since this was a real problem, and I was at wit's end what to do about it. I was advised to write directly to Hyundai.

When I left your establishment and headed back to Berley, I set the cruise at 60, drove about 1/2 mile, touched the brake, then speeded up to 65 and pressed the resume button. The car slowed down to 56 before the resume took effect. And on the almost 600 mile trip back here today, there were many times where I had unkind thoughts about the Cruise Control and the company that produced it. Part of the time, the cruise worked perfectly. At least 3 times, the "resume" dropped 5 miles below the set speed before it took effect. Once it did not connect at all. Another time, when it was set at 72, I found myself going 80 with no sign of slowing down. And, as always, it is a beast in traffic, for it does not always hold to the set speed. So when you are in close traffic on a freeway, you either climb up on the bumper of the person who has just passed you, or you aggravate the person you just passed when you slow down in front of him. In other words: even though the problem is intermittent, the Cruise Control is untrustworthy and causes resentment towards an otherwise excellent vehicle.

Although my wife and I love this car, I feel that the Cruise Control is cheating me from having enjoyable driving. If I have to put up with this problem much longer, Hyundai will be getting lots of negative advertising from me. I would very much appreciate it if you could help me solve this problem. Thanks in advance for whatever help you can give.

Sincerely,
[REDACTED]

[REDACTED]
Cooks, MI, [REDACTED]
December 28, 2004
Tel/fax [REDACTED]

Hyundai Motor America
Consumer Assistance Center
10550 Talbert Avenue
P. O. Box 20850
Fountain Valley, CA 92728-0850

Dear Sirs:

I love my Hyundai Sonata... except for an intermittent problem with the cruise control. I bought my Sonata in Columbus, OH on Thanksgiving Weekend in 2003. My nearest dealer is in Green Bay, WI, about 160 miles from here. (2003 Sonata, 24403, VIN KMHWF25S1 [REDACTED])

The cruise did not always connect properly, so the first time I returned to Columbus, I took it to the dealer (Ricart) and they found some broken parts and fixed the "connect" problem. But they could not fix another problem: a variation in the speed of +/- 5 mph from the set speed.

Since that time, I have been there 2 times with a more major problem. But, because it is intermittent and they have not been able to duplicate it, they have not fixed it. But this problem is making me very unhappy, and keeping me from enjoying my Sonata.

The problem? Sometimes (10% of the time?) the resume speed does not function or functions poorly. The most common situation occurs after passing another vehicle. I set the cruise for 55mph, come up to a slower vehicle which I am not able to pass at the time, so I touch the brake to slow down and then, when traffic permits, I speed up to pass. I will pass them at 60 - 65 mph, touch the resume speed button, and hope for the best. For it will usually not resume speed at the set 55 mph, but will drop down below 55 before kicking in, sometimes as low as 50 mph. And sometimes it will not resume at all. This means that each time I pass another vehicle and want to resume my former speed, I have to watch the speedometer closely lest having passed the vehicle, I slow down below his speed and cause his temper to flare.

Another problem: Three times in the year I have owned the car, the car has gradually built up speed beyond the set speed... once to 80 mph before I caught it, and the other times to 75 and 70. I don't know how fast it would have gone if I had not caught it.

I might expect a malfunctioning speed control in an older used car, but I am very disappointed to have my new car act this way. And I am disappointed that the mechanics told me that unless they can duplicate the problem, they can't do anything about it.

I would very much like to have some help in solving this problem. I agree that it is an intermittent problem, but it is very real and VERY frustrating. Thank you for your help.

[REDACTED]

Cooks, MI, [REDACTED]
February 25, 2005
Tel/fax [REDACTED]

Mr. David Allen,
Service Manager,
Denil Wall
Green Bay, WI

Dear Sir:

Last Friday, I traveled 160 miles to see the District Representative per instructions from Hyundai California. (I am writing this to you, with a copy to them, since I have lost their letter and do not know who is to receive this letter.) I arrived at 9:30, and waited until almost 11:00 to see him. He had taken a 10 mile test drive in the car to try to see the problem with the cruise control. I wish he had taken time to speak with me about the problem, or taken the time to read the letter I had written for him.

Instead, he began his conversation with me by stating in the test drive he had found nothing wrong with the cruise control, and that Hyundai had never been informed that there was a warranty problem. I said that struck me as strange since I had taken it back 3 times for the same problem, and I had the work sheets with me noting my complaints (3-24-04, 8-9-04, 11-23-04). He then stated that no repairs had been made. I said he was in error, for on my first visit (3-24-04) the mechanics had found a broken part in the cruise switch on the steering wheel and had replaced it. He looked at his list more closely and found that my statement was accurate. He then told me my car probably was slow in down-shifting, and this was causing my problem. This ridiculous comment surprised me very much, since he had just taken a test drive in my car... I reminded him that I had a 5 speed manual transmission, not an automatic. He had to admit that was also true, but he quickly pointed out that the 4 cylinder engine was underpowered and that is why the cruise control had problems resuming speed. I tried to point out that the problem I had reported each time was not that the "resume" could not speed up the car, but that the cruise was not electronically connecting in time to keep the car at speed, or was holding on too long and taking the car above the set speed. He then assured me that there was no problem and that the cruise was operating within specifications. I was astounded. Perhaps what he had seen during the test drive was within specs, but was he saying that a variation of +/- 5 mph on the cruise control was normal? He said it was within the specifications. I then asked him to put that in writing. He said that he could not write anything, but he assured me that the cruise control was within specifications. Again I asked him to put it in writing, but he refused. The first four points he had made had all been in error, and now he expected me to believe a statement that he wouldn't put it in writing? I was very close to broadcasting to the world the joys of owning a Sonata with an intermittent problem!!! I was very grateful that you had suggested tightening the cable, even though you gave no promises about correcting my problem. But it gave me hope that someone was listening and might possibly find a solution.

Thanks to you... for when I left on my trip to Minneapolis, the cruise operated much better...for the first 50 miles. I could feel it "connecting" much sooner than it had before. And this reminded me of something I had wanted to tell the District Representative. On my way to see you that morning, I had my wife read me the "Cruise Control" section in the Owner's Manual. It stated that it took 3 seconds for the cruise to connect. So I timed it. One time it took 8 seconds for it to connect, another time it took 5 seconds. I wish the District Rep had asked me to

describe all I knew about the problem, for I would then have remember to tell him about the 3 second normal to the 5-8 seconds I had at times. When he told me all that wrong information, I was disgusted and felt there was no use talking to someone who had his mind made up without knowing the facts.

After you had tightened the cable, I could feel the cruise connecting...something I had never felt before. (Don't know if that is good or bad.) Now, for the first time, it was connecting electronically at the correct speed. However, as all the miles went by, it seemed to revert to its former problems... but not as far off as before. I did not notice any negative effects from your tightening the cable, and I noted some positive ones, so I would like to return to see if you can adjust it a little more. Or find a better solution.

Just for information, so you know a little about me. I am a retired Lutheran Pastor, and I do not lie to protect or gain advantage for myself. I do not sue. I have 2 earned Masters Degrees, but also have worked much with my hands. Besides changing oil and filters and plugs, I have (for my former cars) rebuilt a carb, and have installed seatbelts, 2 cruise controls, several radios and CBs. This does not make me a mechanic, but it should point out that I have an idea of what should be happening against what is happening. So let me state: when I talked about the variation of +/- 5 mph in the cruise, I was not testing it going up or down hills. This was on level road, and the cruise did not react (connect electronically) as it should have. It had nothing to do with the size of the engine. In fact, this car holds the speed on hills, up and down, better than my Dodge Spirit or Plymouth Breeze did. The time lag after it connects until it gets up to speed is not the point. The most common problem, intermittent as it is, is that the cruise sometimes fails to kick in, or is very late in connecting. I still would like to have this fixed. Since, on several occasions, the cruise had continued to accelerate on its own, I feel that this is also a serious safety problem and I would like to have the Hyundai company treat it as a serious (though intermittent) problem, rather than just stating that it is within the specifications.

Thank you for what you did that day, and I will be making an appointment as soon as I can see my way clear to get back to Green Bay.

Sincerely,



CC HyundaiCalifornia

[REDACTED]
Cooks, MI, [REDACTED]
May 11, 2005
Tel/fax [REDACTED]

Hyundai Motor America
Consumer Assistance Center
10550 Talbert Avenue
P. O. Box 20850
Fountain Valley, CA 92728-0850

Dear Sirs:

On December 28, 2004, I sent you a letter describing a problem with my Hyundai Sonata (2003 Sonata, 24403, VIN KMHWF25SI [REDACTED])

You advised me to meet with the District Representative to try to solve the problem. I arranged to meet him in Green Bay, WI, at Denil Wall, which is the closest dealership to us. At the meeting, the District Representative did not represent the Hyundai Motor Company very effectively. I sent you a copy of the letter I wrote to Denil Wall about the unsatisfactory visit, but since you did not comment on it, I will assume that you did not receive it. I will enclose another copy of that letter. Your representative did not ask me anything. He only made emphatic statements... the first three of which were incorrect, and the fourth missed the point. So after his four incorrect statements, it was difficult for me to believe his next statement, "The cruise control is within specifications." I asked him to put this in writing, but he refused.

There is no complaint about the engine or the power of the car. On hills, it holds the set speed better than other cars I have owned. The problem is the erratic electronic engagement of the control. Here are some examples:

From the day I bought the car, the cruise has varied 1 to 5 mph above or below the set speed. This has been an intermittent problem, and most of the time it has held its speed accurately. But it means that the cruise control cannot be trusted, for when it is set at 55 mph, it may travel at 50 or at 60 mph.

Six times the car has increased its speed more than 10 mph above the set speed... and was still slowly accelerating when I noticed it and cancelled the cruise control. This is a safety issue which should be corrected.

Twice in the past two weeks, when the "resume" button was pushed after passing a car, the cruise engaged and held the car at a speed of 8-9 miles per hour above the previously set speed. I allowed it to run at this higher speed for about 2 miles to observe it. When it showed no sign of going faster, or returning to the original speed, I cancelled the cruise and then reset it.

Twice in the past 10 days, when the "set" button was pushed at the desired speed, the cruise engaged and held the car at a speed 10 miles per hour below the speed which had just been set.

I recognize the difficulty of diagnosing an intermittent problem. I also think that some engineers could look at the symptoms, ask more questions, and come up with an answer that would solve the problem. Or you can just pretend that there is no problem until an accident reveals the problem for all to see.

[REDACTED]

[REDACTED]
Cooks, MI [REDACTED]

July 1, 2005

Tel/fax [REDACTED]

Hyundai Motor America
Consumer Assistance Center
10550 Falbert Avenue
P. O. Box 20850
Mountain Valley, CA 92728-0850

Dear Sirs:

On December 28, 2004, I sent you a letter describing a problem with my Hyundai Sonata (2003 Sonata, 24403, VIN KMHWF25S1 [REDACTED]). I followed your suggestion to meet with your District Representative, and have already written you about the unsatisfactory meeting (although it now seems that his last words were actually accurate, even if all his earlier ones were not. But after giving me 4 false statements, you will understand that I had troubles believing his fifth statement, particularly when he would not put it in writing.)

On May 11, 2005, I again wrote about this problem with my cruise control. Your representatives contacted me and arranged for me to have the problem examined at Denil Wall Company in Green Bay, WI. Although they are 170 miles away, they are the closest/easiest accessible dealer to me here. I was happy to comply.

When the Service Manager took me along for the test drive, he experienced one of the problems I had talked about. He set the cruise, he pretended that he had to brake for a car, and after he passed the imaginary car, he pressed the resume button. The car slowed down to the set speed and then below the set speed, and only "resumed" 7 mph below the set speed. This obviously would irritate any driver we would have just passed. Mr. Allen tested this "passing procedure" many times, and found that although it "resumed" fairly accurately at some times, he found that sometimes it resumed 4, 5, 6, and 7 miles BELOW the set speed during our short test drive. This was not due to hills or the power of the engine. The problem is in the "connect" of the cruise control.

Upon our return to the Service Department, he contacted your company for help in correcting the problem. You may check on the advice he received, but the end result was that your mechanics/engineers claimed that the cruise control is perfectly normal. Their only "test" suggestion was to drive the car, set the cruise control speed, apply the brakes to disengage the cruise, let the car slow down, and then touch the resume button. If the car's speed climbed to the set speed, the cruise control was operating properly. It begs the question of how the cruise control should react after you have passed a slower driver.

I have come to this conclusion. If the mechanics/engineers actually understood the problem we were describing, and if they were telling the truth that the described problem

7-1-05

is not a problem, but is normal for this model, then Hyundai Motors has produced a wonderful car with a Mickey Mouse Cruise Control. It is a very poor representation of your fine car.

I purchased the Sonata after having researched *Consumer Reports* and finding their opinion that it was an excellent car. I contacted them yesterday, and told them that if their report had stated the "normal operation" of the cruise control, I very likely would not have bought the car. I am certain that *Consumer Reports* would also find a problem with the safety of the cruise. Although my problem is intermittent, I have reported it several times... that it gradually increases in speed to 10-20 mph above the set speed. This has happened only 6 times in 40,000 miles, so I realize it might be difficult to fix. But if an inexperienced driver would set his speed at 55, and not notice that his speed has crept up to 75, the resulting accident would certainly be the fault of the "normal" cruise control.

In conclusion, let me state that my Hyundai Sonata is the nicest, best, most wonderful car I have ever owned. But it is also the only one whose cruise control I could not trust. (Even the two I installed were far better than this one.) And I have problems with what I have been told is a company policy: that mechanics dare not repair parts unless they are obviously broken or the mechanic has seen/experienced the problem. I agree that this saves some unnecessary repair work, and saves the company money. But after having been told a number of times that my cruise control could not be fixed unless they could verify the problem... and now the problem was verified... then the word comes down that the "problem" was really normal. Is the increase in speed, as noted in the preceding paragraph also normal? If it is considered normal, there is no point in taking the car to the dealer to have him verify the problem.

I wish the best to your engineers and mechanics as they try to iron out this problem in newer vehicles. They may call it normal, and no problem. But no consumer can agree with that assessment. And it would be a shame to have one item like this destroy the good name of a really terrific car.



P.S. I just returned from a 26 mile drive. At first the speed control was fine, but the last 3 times I used the *resume* button, the car resumed speed at 10 mph above the set speed. Something is not right with the speed control.. and I would hope that someone would do something to fix it.