



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

2006 MAR 17
02-MAR-2006

Repository

Reference No.
10151630

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LEESVILLE State SC Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number
SAME

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

Signature of Owner _____ Date 1 / 1 /

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
KMHND5F [REDACTED] Make HYUNDAI Model TIBURON Model Year 2003

Date Purchased
12-MAY-05

Dealer's Name and Telephone Number
Capitol Hyundai

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner

Dealer's City
Columbia S.C.

State SC Zip Code 29229

Transmission Type
MANUAL

Antilock Brakes
 Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
101000 POWER TRAIN:CLUTCH ASSEMBLY

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-MAR-2008 Failure Mileage 37850 Failure Speed 15
STOCK 03-04 Hyundai Tiburon (41E0BS9140) part
needed PRTC 411039145
Clutch/Flywheel/Pressure Plate/Throttle Body

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/66R16)
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Report _____ 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), crash(es), and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured _____ Number of Deaths _____ 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).

DT: THE CONTACT STATED WHILE DRIVING 15 MPH SHIFTING FROM FIRST TO SECOND GEAR THE CLUTCH FAILED. THE VEHICLE WAS TAKEN TO THE DEALERSHIP FOR INSPECTION. THEY REPLACED THE CLUTCH HOWEVER THE PROBLEM STILL EXISTS. THE MANUFACTURER WAS ALERTED.

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.

To:whom it may concern

3/06/06

Leesville S.C.

[REDACTED]

**The following is info taken from the web site
www.newtiburon.com on the 2003-04**

hyundai tiburon

2.7 V6 6speed rearding the Tiburons

Clutch/repair with the wrong

clutch/componenet over and over agian.

Thanks

[REDACTED]

[REDACTED]

Repair Estimate

V6

6 speed Trans.

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RO No.

RS/MJ

Customer Name

Year 03

Make Hyundai

Model Tiburon

Vin

Quantity	Description	Part No.	Total Parts \$	Labor \$	TOTAL \$
✓	Clutch	41100 - 39140	[REDACTED]	6.0	
✓	Pressure Plate	41300 - 39115			
✓	Release Bearing	41421 - 39000			
	Resurface Rotors (Vibration)			1.5	
	gear oil for Transmission		30		
			[REDACTED]		
	This is my Bill Showing the Replacements with the wrong Clutch/Components		[REDACTED]		
	Thanks, <u> </u>		[REDACTED]		

9/22/03

*#800 of
MAD*

Production date.....Part
10/01/2001-02/24/2003....4110039140
02/24/2003-Present.....4110039145

Now, the TSB, issued in March 2004, states that ALL pre-April 2003 production Tibs are to be repaired with the updated clutch 4110039145. The reason I found as to why they are still to this day repairing the clutches and using the old part is that their online manuals were issued BEFORE the TSB and have NEVER been updated. This was an amazing revelation, almost too difficult to believe for such a large company as Hyundai. But, they screwed up! So, the dealership service departments are only relying and following their online manuals assuming they have been updated with the TSB, which is in itself an update superceding the online manual's listing of parts to be used for repair. It is true that the dealers have the TSBs, however, they are usually in a separate binder, or in a separate database that is not cross-referenced by the online manual. So, the tech in the shop gets a car, looks up the part number in the online manual assuming that Hyundai has updated their online manual, and unknowingly orders the wrong part.

This problem is not unique to the dealership I went to. In January 2006 is when I obtained a copy of this TSB for clutch repairs. When I did, I compared it to my first clutch repair back in November 2004 which was done in a dealership over 150 miles from the dealership I'm using now. And guess what? The first repair done in November 2004 in that other dealership was also done using the wrong part contrary to the TSB issued in March 2004. I suspect that this may be a problem widespread throughout the country with the exception of those unique and few techs that have either memorized their TSBs or checked them meticulously every time they get a car in for repair. A really poor and inefficient way of conducting business.

In addition to the bad hydraulics, I suspect that this erroneous use of the old part being continued to be used in clutch repairs, contrary to their own TSB, may be contributing to the multiple clutch failures we are experiencing in our Tibs. I am currently in contact with corporate Hyundai to advise them by phone and registered mail of my findings in the hope that they correct and update their online service manuals.

In the meantime, check your clutch repair orders to ensure they have been repaired with the updated parts. This is a continuing problem in our Tibs. Even the newer Tibs, not just the 2003 model, are starting to report clutch assembly problems. Again, if you have ever had, or are currently experiencing any clutch related problem such as total failure, slippage or anything please file your complaint with the NHTSA. You can find more information on this thread:

Or go to the following link to their online complaint form:

<http://www-odi.nhtsa.dot.gov/voq/>