



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

207 APR 23 AM 7:41
27-MAR-2007

Repository ☐

Reference No.
10186268

OWNER INFORMATION (Type or Print)

Name

Address

City

CORTEZ

State

CO

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 address to the vehicle manufacturer.

Signature of Owner

Date 4/10/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

KMBSC73DXX

Make

HYUNDAI

Model

SANTA FE

Model Year

2002

Date Purchased
02-SEP-02

Dealer's Name and Telephone Number

HORACE HYUNDAI 1-800-944-0366

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

FARMINGTON

State

N.M.

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

106220 POWER TRAIN-AXLE ASSEMBLY-AXLE SHAFT:SEAL

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

05-JAN-2007

Failure Mileage

125598

Failure Speed

OIL SEAL @ REAR OUT PUT SHAFT
" " @ transfer case / AXLE

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: DOTM19A8C036)

☐ 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 check boxes that apply to the incident. Failure to check boxes is not required.)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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).

TL*. THE CONTACT OWNS A 2002 HYUNDAI SANTA FE. DURING ITS LAST OIL CHANGE IT WAS NOTED THAT THE OIL WAS LEAKING AT THE JOINT. THERE WERE NO WARNING INDICATORS. THE DEALER DIAGNOSED THE VEHICLE AS NEEDING A NEW TRANS AXLE SEAL. THE FAILURE MILEAGE WAS 125,598. THE REPAIR WAS DONE AT A LOCAL REPAIR SHOP. THE OIL BEGAN LEAKING TWO DAY LATER. THE PART WAS ORDERED FROM HYUNDAI. *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.

CORTEZ, Co.

SIR,

The 2001-2005 Santa Fe is subject to severe oil leaks in the transfer case trans axle assembly. The leaks start near the end of the warranty period.

There are 3 service bulletins regarding this issue. There are no reasons given as to why 5 internal seals and one vent are leaking. The bulletins clearly state to attempt to fix the leaks once, and after that to replace the units. In my case, the transfer case needs replacement as it leaks after a repair was made, at my expense, \$700⁰⁰ labor to replace a \$15⁰⁰ seal. I'm now told the transfer case "must be replaced" at cost of \$3000⁰⁰ for the unit and \$1000⁰⁰ labor - a \$4000⁰⁰ bill to repair a seal of less than \$20⁰⁰!

My wife bought this vehicle new; it has

been on a formal maintenance program from day one.

We have a log that shows every tank of gas, date and mileage. It has been on a 3000 mile oil, filter, and inspection program - for which we have every invoice.

When our warranty ended, we took the car to a local service shop and had them do a front to rear inspection as per the owners service requirements and bring the vehicle up to Hyundai standards. The invoice for that service and the follow-up repair for the leaks are enclosed, as well as the invoices from the local Jiffy Lube that found the leaks during a routine service.

There is a serious problem here, that allows the internal fluids to be vented onto the catalytic converter, and Hyundai knows ~~with~~ something is seriously in error. We would appreciate your help.

Thank You

To all HYUNDAI, 2001-2005 Santa Fe owners. There are 3 service bulletins that refer to 6 oil leaks in the transfer case, transmission area. These bulletins state, make one effort to repair, if the leak persists, replace the transfer case, or the complete transaxle assembly.

This will be done free - if you are still under warranty, but the transfer case "repair" will cost you \$4000.00 and the original components can't be fixed!

There seems to be a design flaw in these components, and there is a national effort requesting a recall.

Please contact [redacted] at [redacted] if you have had this problem or need info.

Thank You
[redacted]

[redacted]

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

- ① oil leak @ transfer case/transax seal, and output shaft seal.
- ② continues to leak after repairs made using Hyundai parts/procedures. (Invoice Enclosed)
- ③ Hyundai has 3 service bulletins (2 enclosed) stating parts are to be replaced after 1 repair as they can't be fixed.
- ④ we are told our vehicle can't be fixed, and should not be driven.

ATTACH ADDITIONAL SHEETS IF NECESSARY - 1 ENCLOSURE

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590
OFFICIAL BUSINESS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle
has a safety defect?



100-211111-100
NHTSA
WASHINGTON, DC 20590



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

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In the absence of an address to the vehicle manufacturer.
Signature of Owner Date 4/10/07

VEHICLE INFORMATION

(17 digit Vehicle Identification Number located at bottom of windshield on driver's side)
KMBC73

Make
HYUNDAI

Model
SANTA FE

Model Year
2002

Date Purchased
02-SEP-02

Dealer's Name and Telephone Number
HORACE HYUNDAI 1-800-944-0366

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
FARMINGTON

State
NM

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code
106220 POWER TRAIN:AXLE ASSEMBLY:AXLE SHAFT:SEAL

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
05-JAN-2007

Failure Mileage
125598

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OIL SEAL @ REAR OUT PUT SHAFT
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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: DOTM19ABC036)

☐ 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 check box(es) that apply to the failure(s), crash(es), and injury(ies).

Crash

☐ Yes ☒ No

Rte

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

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).

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HYUNDAI Technical Service Bulletin

Group	TRANSAXLE
Number	05-40-001
Date	FEBRUARY, 2005
Model	2001-2004 SANTA FE 2.7L 4WD

Subject
TRANSFER CASE AIR BREATHER VENT HOSE

CIRCULATE TO:	☐ GENERAL MANAGER	☒ PARTS MANAGER	☒ TECHNICIAN
☒ SERVICE ADVISOR	☒ SERVICE MANAGER	☒ WARRANTY MGR	☐ SALES MANAGER

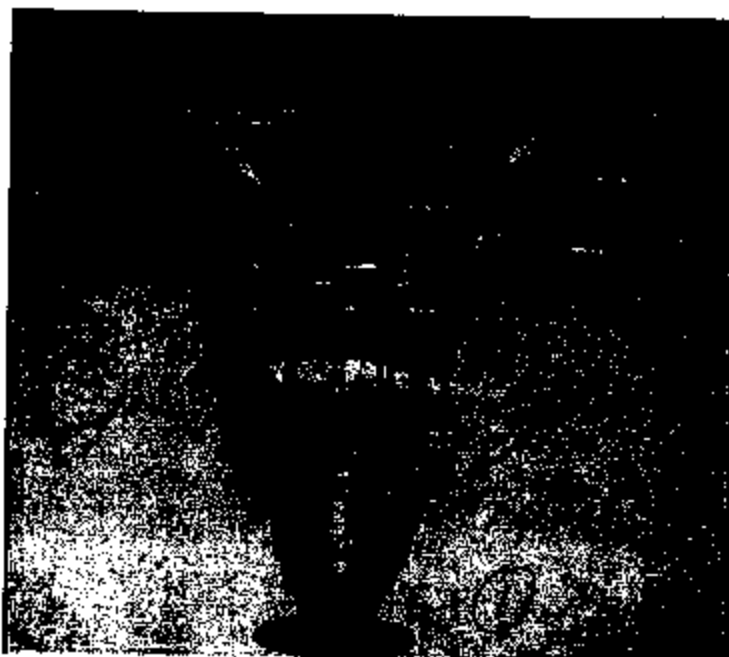
This bulletin updates TSB# 02-40-023 to include additional model years and recommended hose clamp location information.

DESCRIPTION:

Under some driving conditions, pressure inside the transfer case may cause transmission fluid to leak from the air breather vent and drip on the ground.

To correct this condition, an extension hose with a reservoir has been released. This bulletin provides the hose installation procedure.

NOTE: The extension hose should only be installed on vehicles confirmed to have dripped fluid on the ground.



OUR
UNIT
LEAKED
AT POINTS
1, 2, 3

VEHICLES AFFECTED:

- Model: 2001 - 2004 SANTA FE 4WD vehicles with automatic transmissions

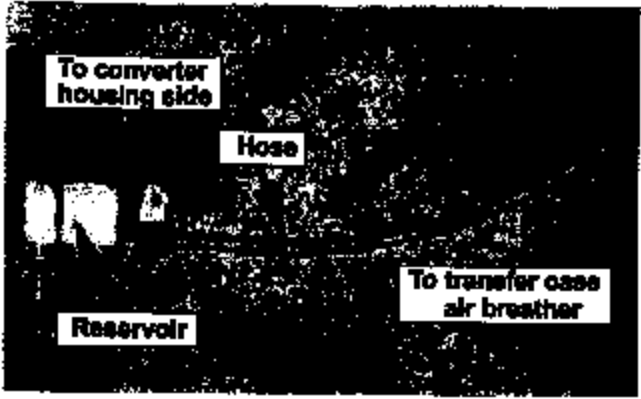
4-10-07 - This repair has been done @ my expense, but does not fix leaks @ points 1 + 3 !

① WHICH THE DEALER CAN'T IDENTIFY OR EXPLAIN!

*156.00
98.69
254.69
12.83
272.52*

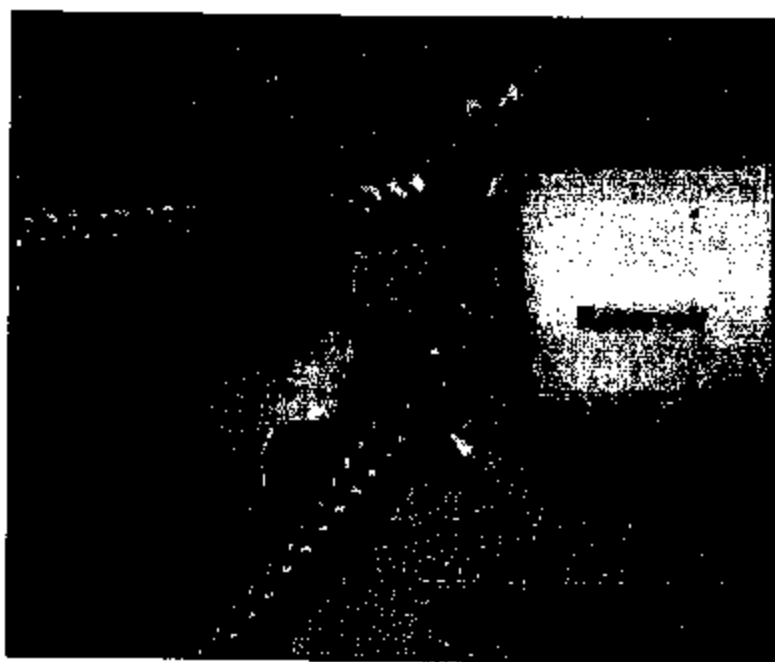
PRICE of fix from Hyundai, + \$100 LABOR.

PART INFORMATION:

PART NAME	PART NUMBER
Air breather extension hose with reservoir	
	00473-26000

HOSE CLAMP LOCATION INFORMATION:

Prior to installing the air breather hose, confirm that the screw type clamp is installed at the reservoir end and the spring type clamp is installed at the transfer case end as shown. (If the clamps aren't installed this way, swap the clamps to look like the photo below).





HYUNDAI Technical Service Bulletin

Group

TRANSAXLE

Number

05-40-001

PROCEDURE:

1. Record customer's preset radio stations.
2. Open and secure the hood.
3. Remove the engine cover.



4. Remove the battery.
5. Remove the air intake hose and air cleaner.



6. Disconnect the engine wiring harness connectors (8 total) as shown.



7. Set aside the disconnected connectors to the transaxle mounting bracket side.



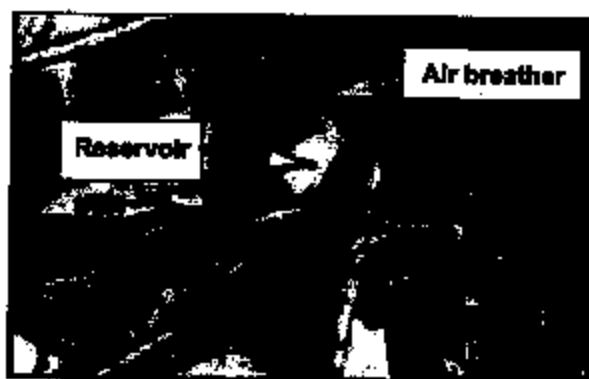
8. Remove the converter housing mounting bolt (14 mm, 1 each) as shown.



9. Attach the supplied reservoir side bracket to the converter housing using the removed bolt.

NOTES:

- The air breather must face the firewall.
 - Align the reservoir such that it is not interfering with adjacent parts (fuel hoses, wiring harness, etc.).
10. Raise the vehicle on a hoist and remove the right front wheel.





HYUNDAI Technical Service Bulletin

Group

TRANSAXLE

Number

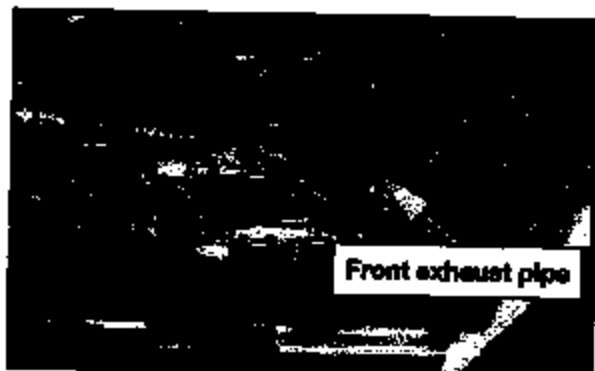
05-40-001

11. Remove the side cover.



12. Remove the engine under cover.

13. Remove the front exhaust pipe.



14. Remove the generator wiring connector and wiring terminal.

15. Remove the oxygen sensor attaching clip from the generator.



16. Remove the drive belt from the generator pulley while pulling the auto tensioner downward.

17. Remove the generator.



18. Locate the air breather plug on the transfer case.

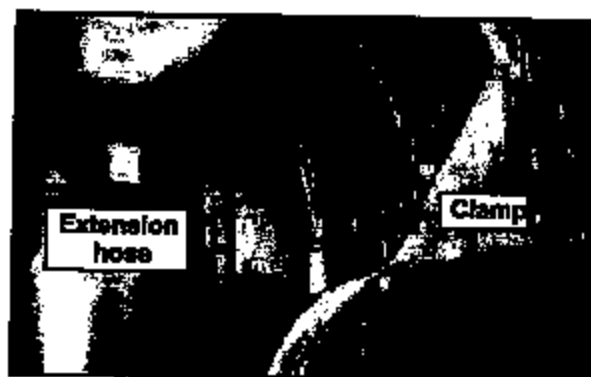
19. Pry off the air breather plug cap with a pry bar or a flathead screwdriver.



20. Attach the extension hose on the breather plug.

21. Slide the spring type clamp over the hose.

22. Reinstall all components in the reverse order of removal.



WARRANTY INFORMATION:

OP CODE	OPERATION	OP TIME	CAUSAL PART NUMBER	NATURE CODE	CAUSE CODE
47349RDF	Extension hose installation	1.0 M/H	47300-39010	*N89	**C38

*N89: Leaks

**C38: Improper sealing

Actual
MAR 29 2003
6789



TECHNICAL SERVICE BULLETIN

Group
40 - TRANSAXLE
Number
03-40-012
Date
08-2003
Model
Santa Fe 2001-2003

Subject

TRANSFER CASE OIL LEAK DIAGNOSIS AND REPAIR PROCEDURES

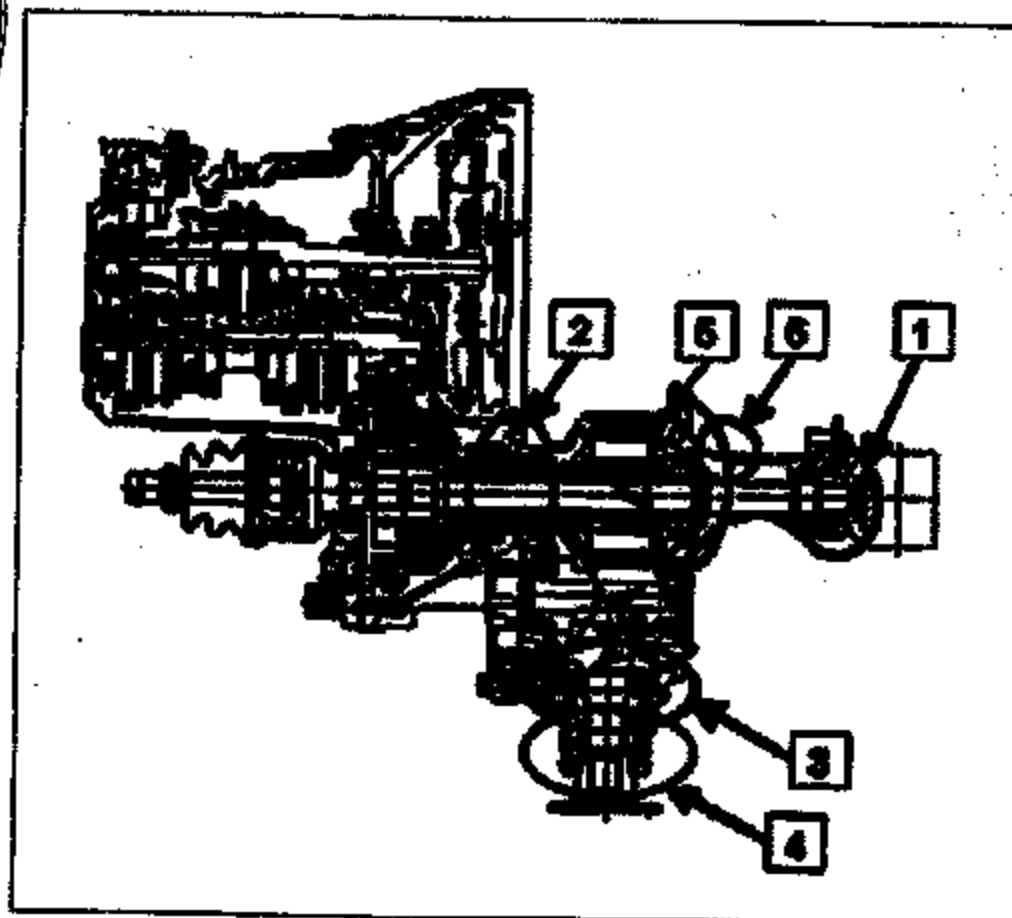
DESCRIPTION:

This bulletin provides diagnostic information, repair procedures, parts information and labor time information to service transfer case oil leaks.

VEHICLES AFFECTED:

Model: ALL SANTA FE vehicles with full time 4WD system

AFFECTED LOCATIONS:



LOCATION DESCRIPTION AND CORRESPONDING SERVICE PROCEDURE:

LOCATION	DESCRIPTION	PROCEDURE
1	Leak from the right side axle seal	A
2	Leak between transfer case and transmission	B
3	Leak between pinion case and transfer case	C
4	Leak at end of pinion case	D
5	Leak between transfer case cover and housing	E
6	Leak from the vent tube	F

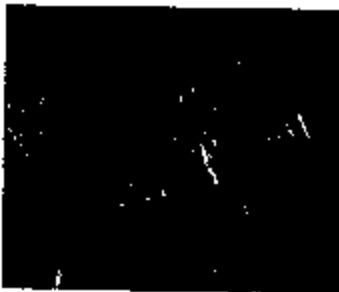
NOTE

For Procedures "B", "C", "D" and "E" - Drain the transfer case oil prior to transfer case removal.

SERVICE INFORMATION:

LOCATION	CONDITION	REMEDY	PROCEDURE
1	Leak from the right side axle seal 	- Verify that the CV shaft has not disengaged from the transfer case (If the shaft over hang is more than 20.8 mm and the shaft end play is more than 1 - 1.5 mm, the CV shaft may disengage.  - If it has disengaged, replace the transfer case. - If not, replace the transfer case cover side oil seal (P/N: 47350-39010).	See repair procedure "A" for more detailed information
2	Gear oil leak between the transfer case housing and transmission 	- Replace the oil seal (P/N: 47462-39000) between the transfer case housing and transmission. NOTE - The oil seal can be replaced without overhauling the transfer case after removing the transfer case from the vehicle. - Ensure the oil leaks are from the transfer case and not from the transmission.	See repair procedure "B" for more detailed information
	Leak between the pinion case and transfer case housing	Replace the "O" - ring (P/N: 47353-39000) after removing the pinion case sub-assembly.	

THIS WAS A LEAK POINT ON OUR SANTA FE.

3		NOTE • Be sure to use new flange bolts (seal bolts) (P/N: 47360-39000) when installing the pinion case sub-assembly to the transfer case. • Reinstall the removed spacer to prevent noise from the hypoid gear.	• See repair procedure "C" for more detailed information
<i>ANOTHER LEAK POINT ON OUR UNIT</i> 4	Leak at the end of the pinion case 	• Replace the transfer case assembly. <i>THE PROCEDURE SAYS THIS LEAK CANT BE FIXED DO NOT</i>	• See repair procedure "D" for more detailed information <i>ATTEMPT</i>
5	Leak between the transfer case cover and housing 	• Reseal the transfer case using liquid gasket (P/N: 21451-33A01). NOTE • Be sure to use new flange bolts (P/N: 47356-39000) when reinstalling the transfer case.	• See repair procedure "E" for more detailed information
6	Leak from the vent tube 	• Install the "extension hose with reservoir" to the air breather after removing the air breather tube cap. NOTE • Ensure the oil leaks from the air breather tube.	• See repair procedure "F" for more detailed information

NOTE

If the vehicle returns to the dealer with the same condition after one of the above repairs, replace the transfer case.

TRANSFER CASE OIL SPECIFICATION:

SHELL SPIRAX AX (SAE 80W/90, API GL-5)

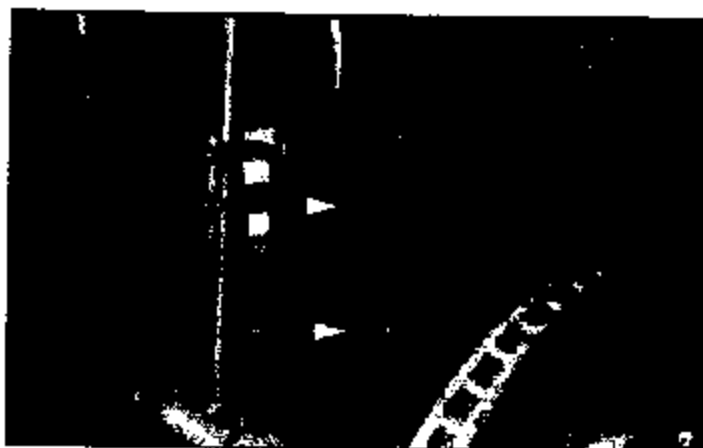
NOTE

For oil quantity and fill procedure, refer to the applicable Shop Manual procedure.

REPAIR PROCEDURE:

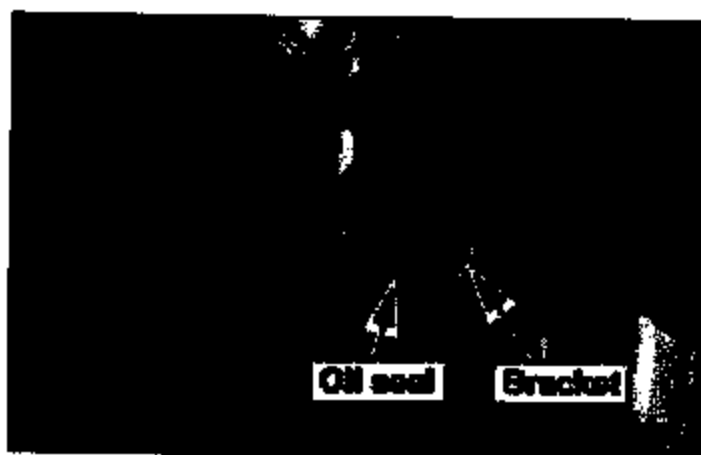
Procedure "A": Leak from the right side axle seal (transfer side)

1. Raise the vehicle.
2. Remove the right front wheel.
3. Remove the front wheel speed sensor wire grommet from the bracket.
4. Remove the strut and two bolts and nuts mounting the knuckle.



Tightening torque: 100-120 Nm (1000-1200 kg.cm, 74-88 lb.ft.)

5. Remove the driveshaft from the transfer case inner shaft using a hammer and brass bar.
6. Remove the driveshaft bracket mounting bolts (14 mm: 2 each, 12 mm: 3 each).



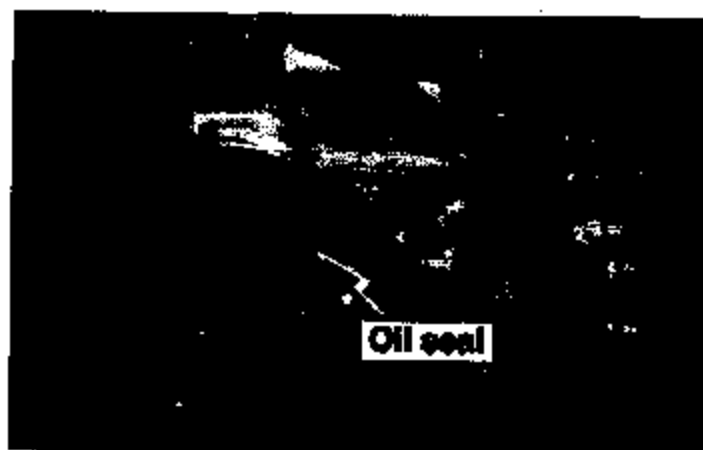
Tightening torque: 24-28 Nm (240-280 kg.cm, 17-20 lb.ft)

7. Remove the oil seal and then install the new oil seal (P/N 47350-39010).
8. Reinstall all removed components in the reverse order of removal.

Procedure "B": Gear oil leak between transfer case housing and transmission

1. Drain transfer case oil
2. Remove the transaxle using the procedure outlined in TSB# 02-60-006 or use the appropriate Santa Fe Shop Manual.

3. Remove the old seal; install a new oil seal (P/N 47452-30000).

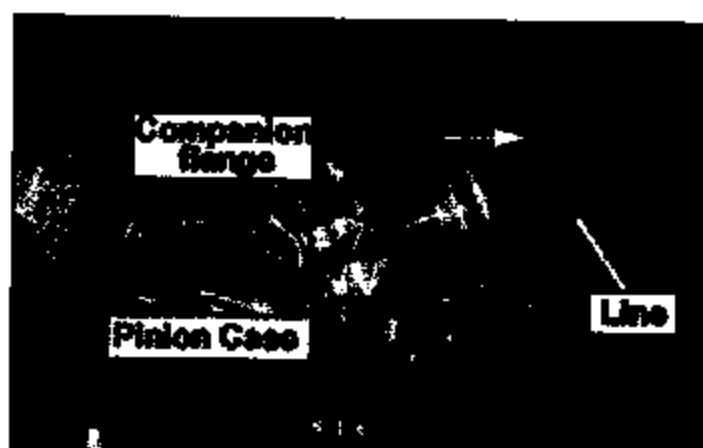
**NOTE**

Oil seal installer, special tool, (P/N 09473-28000) may be used for this operation.

4. Reinstall the transfer case.
5. Replenish the transfer gear oil. Oil specification: Use SHELL SPIRAX AX(SAE 80W/90, API GL-5)
6. Road test and check for oil leak between the transfer case and transmission.

Procedure "C": Leak between pinion case and transfer case housing

1. Raise the vehicle.
2. After marking the companion flange and flange yoke, and the differential companion flange and rubber coupling with a line, remove the propeller shaft.



3. Drain the transfer case oil.

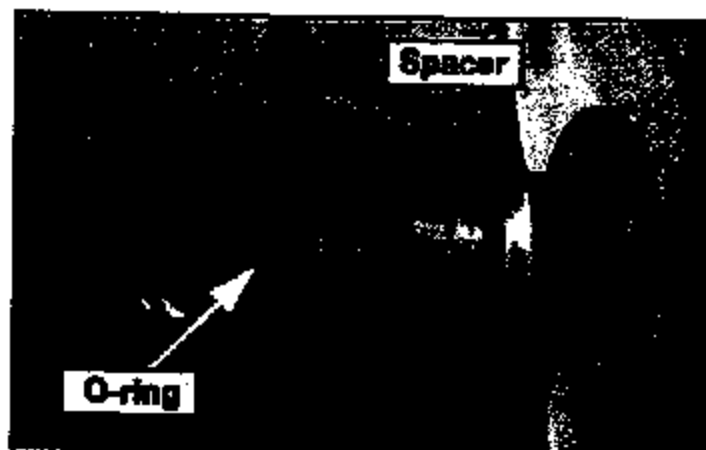


4. Remove the pinion case mounting bolts (12 mm, 5 each) and then remove the pinion case from the transfer case.



Tightening torque: 34-37 Nm (340-370 kg.cm, 25-38 lb.ft)

5. Install the new o-ring (P/N 47353-39000).



CAUTION

- Be sure to use new flange bolts (seal bolts) (P/N 47360-39000) when installing the pinion case sub-assembly to the transfer case.

- Reuse the removed spacer; otherwise, noise from the hypoid gear may occur.
- 6. Install the pinion case sub-assembly to the transfer case. Tightening torque: 34-37 Nm (340-370 kg.cm, 25-38 lb.ft)
- 7. Remove the oil plug.
- 8. Add the specified amount and type of oil into the oil hole.



Oil specification: Use SHELL SPIRAX AX(SAE 80W/90, API GL-5)

- 9. Install the oil filler plug.

Procedure "D": Leak at end of pinion case

- 1. Replace the transfer case assembly.

PLEASE NOTE !!!

*This was one of our leaks
there is "NO REPAIR"
just replace the
"3000" transfer case
to fix a "16" seal!*



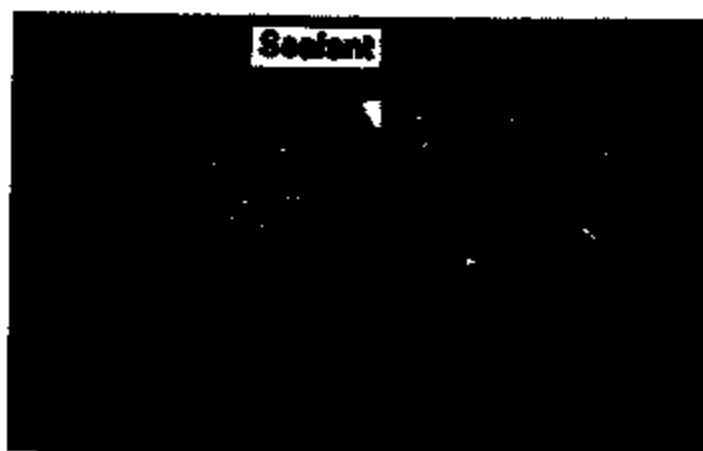
*LEAKS
HERE*

NOTE

Drain the transfer case oil before removal.

Procedure "E": Leak between the transfer case cover and housing

- 1. Drain the transfer case oil.
- 2. Remove the transaxle using the procedure outlined in TSB# 02-50-006 or use the appropriate Santa Fe Shop Manual.
- 3. Reseal the transfer case using liquid gasket (P/N 21461-33A01 or equivalent).

**NOTE**

Be sure to use new flange bolts (P/N 47355-39000) when reinstalling the transfer case.

Tightening torque: 34 - 37 Nm (340-370 kg.cm, 25-38 lb.ft)

Procedure "F": Leak from the vent tube (air breather plug)

1. For repair procedure, refer to TSB# 02-40-023.
2. To obtain the air breather extension hose (P/N 00473-26000), call the Hyundai Technical Assistance Line.

PART INFORMATION:

PART NAME	PART NUMBER
Air breather extension hose with reservoir	
	00473-26000

WARRANTY INFORMATION:

OP CODE	OPERATION	OP TIME	CAUSAL P/N	NATURE CODE	CAUSE CODE	REMARK
47350R0F	Leak from the right side axle seal	1.3 MH	47350-39010	*N89	**C38	Service proced
47452R0F	Gear oil leak between transfer case housing and transmission	4.6 MH	47452-39000			Service proced
47353R0F	Leak between pinion case and transfer case housing	1.1 MH	47353-39000			Service proced
47300R0F	Replacement of transfer case assembly (Leak at end of pinion case)	A/T 4.6 MH	47300-39010 or Applicable T/C P/N			Service proced
47314R0F	Leak between the transfer case cover and housing	5.0 MH	47300-39010 or Applicable T/C P/N			Service proced
47349R0F	Installation of extension hose with reservoir	1.0 MH	47300-39010 or Applicable T/C P/N			Service proced

*N89: Leaks

**C38: Improper sealing

S/R,

In missing the page that describes service procedure in the above chart, but I saw & read that page and they (A-F) are the same i.e. REPLACE THE ENTIRE UNIT; TRANSFER CASE and/or TRANS AXLE ASSEMBLY!

**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).**