



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

October 1, 2008

[REDACTED]  
[REDACTED]  
Columbus, OH [REDACTED]

NVS-216 nlm  
Ref. # 10241514

Dear [REDACTED]:

Thank you for your correspondence dated August 16, 2008, concerning your model year (MY) 2008 Hyundai Sonata. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on September 4, 2008.

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 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. Reports from motorists are a very important source of information for us. We are aware of a recall (NHTSA Campaign No. 08V-161) concerning the advance air bag system in certain MY 2006, 2007, and 2008 Hyundai Sonata vehicles. If your vehicle's "passenger air bag off" lamp illuminates while the right front seat is occupied by an adult or if the vehicle's "Air Bag" warning lamp is illuminated, NHTSA strongly recommends that you make an appointment with an authorized Hyundai dealer to confirm that the Occupant Classification System (OCS) is not functioning properly. After confirmation, Hyundai will inspect the right front seat cushion assembly OCS for proper operation and then reprogram the OCS, if necessary, to provide a greater margin of recognition for adults seated in the right front seat.

We sympathize with you concerning the service problem you reported having with Dennis AutoPoint; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or Better Business Bureau regarding your problem and your rights under State law.

If you continue to experience problems with the Dennis AutoPoint dealer we suggest you attempt to use another dealer. For your convenience, we have provided you with the information on two Hyundai dealers in your area.

Dennis Hyundai of Dublin  
2441 Billingsley Road.  
Columbus, OH 43235  
614-889-2441

Hatfield Hyundai  
1400 Automall Drive  
Columbus, OH 43228  
614-870-9559

Additionally, 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 you 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>.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. 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>.

Sincerely,



Frank S. Borris II, Acting Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement