



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

November 4, 2008

[REDACTED]
Dumont, NJ [REDACTED]

NVS-216 et
Ref. No. 10245888

Dear [REDACTED]

Thank you for your correspondence dated September 25, 2008, concerning the difficulty you encountered in having the safety-related corrective action for a recall performed on your model year (MY) 2008 Hyundai Sonata. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on October 9, 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. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

In your letter you express your dissatisfaction with the inspection of your MY 2008 Hyundai Sonata that you delivered for a recall remedy. It has come to NHTSA's attention that the inspection clause of the recall campaign is inadequate. As a result, Hyundai has revised the recall and remedies will no longer be dependent on dealer witnessed failure; owners will be able to decline the inspection and request the remedy. Hyundai is in the process of communicating the change to dealerships. Your understanding of the recall remedy was correct and we recommend that you return to the dealership with your wife or son for a proper inspection and remedy.



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,

A handwritten signature in black ink that reads "Frank S. Borris II". The signature is written in a cursive style with a large, prominent "F" and "S".

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