

2008 OCT -9 PM 4: 25

CL-10245888-9341

Hyundai Motor America
10550 Talbert Ave.
P.O. Box 20839
Fountain Valley, CA. 92728-9937

9/25/08

Dear Sir / Madam,

I received the attached letter from Hyundai making me aware of a motor vehicle recall. I purchased a 2008 Hyundai in December of 2007 and my car does in fact have the issue with the passenger air bag light as described in your letter.

On Thursday, September 11, 2008, I brought my Sonata to the service department of the Hyundai dealer located at 315 Route 4 West in Paramus, New Jersey. I handed the service representative the enclosed letter and advised that my car did in fact have this problem. I went onto describe that when my wife who weights about 120 pounds or my son who weighs about the same, sits in the passenger seat, the airbag light remains illuminated, meaning the airbag will not deactivate in the event of an accident. This is exactly what your letter describes.

The Hyundai service person asked me to sit in the passenger seat and I complied with his request. Since I weigh 175 pounds, of course the passenger light went off. I was then told that this confirmed that the light was working properly and therefore there was nothing they could do. I questioned him by stating that the recall letter clearly described that the problem with the light pertains to smaller adults and that it makes no sense to have me sit in the seat to determine if there is a problem. I reminded him again that the reason I was there is because what is described in the Hyundai letter is EXACTLY what happens when my wife and 16 year old son sit in the passenger seat.

The service rep told me that the recall was to simply determine if the light was working, and by virtue of the fact that it went off when I sat in

ET
4:25
10/9/08
NCT

the passenger seat, that confirmed it was working okay. Huh?? I again told him the letter is suggesting the problem is with smaller adults. He told me Hyundai has not yet decide on a course of action on exactly how they are going to address that issue and that this recall was only to confirm the light does go on and off. I was told that "there is nothing more they can do".

I am writing this letter and copying in the National Highway Traffic Safety Administration to make everyone aware of my experience and to document that I am driving a 2008 Hyundai in which the passenger light remains illuminated when a small adult is sitting in the passenger seat. Based on what I have been told by the Hyundai service representative in Paramus, New Jersey, I will await further instructions from Hyundai. As things stands now, it seems apparent that there are safety issues with this car.

Yours truly

[REDACTED]

[REDACTED]

Dumont, N.J. [REDACTED]

c.c. National Highway Traffic Administration

HYUNDAI

Hyundai Motor America
10550 Talbert Avenue
P.O. Box 20839
Fountain Valley, CA 92728-9937

MOTOR VEHICLE RECALL

Dear 2006, 2007 or 2008 Sonata Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2006, 2007, and 2008 Hyundai Sonata vehicles.

What is the problem?

- Your Sonata is equipped with an advanced air bag system meeting all federal regulations, which features an Occupant Classification System (OCS) in the right front seat. The purpose of the OCS is to disable the right passenger seat front air bag when it detects the presence of a child restraint system or small child in the right front seat. The right front air bag is disabled to prevent injuries to a child that may result from right front air bag inflation during a crash.

The OCS installed in the right front seat of your vehicle may misclassify a small stature adult as a child. This would cause the "PASSENGER AIR BAG OFF" lamp to illuminate and would deactivate the passenger front air bag. Misclassification of a small stature adult as a child in the right front passenger seat may cause the right front air bag to not inflate in an accident that merits air bag deployment and may result in injury to the right front occupant.

What will Hyundai do?

- If your vehicle's "PASSENGER AIR BAG OFF" lamp illuminates while the right front seat is occupied by an adult or if your vehicle's "AIR BAG" warning lamp is illuminated, we are asking you to schedule an appointment as soon as possible to take your vehicle to your Hyundai dealer. The Hyundai dealer will check your vehicle to confirm that the OCS is not properly recognizing an adult passenger. After confirmation, the Hyundai dealer will remove the right front seat cushion assembly and send it to an evaluation and repair station, which will inspect the right front seat cushion assembly OCS for proper operation and then will reprogram the OCS, if necessary, to provide a greater margin of recognition for adults seated in the right front seat. This procedure will be performed at no charge to you. You should plan to leave your vehicle at your Hyundai dealer to have this service performed. Hyundai will provide you with a vehicle at no cost for your use while your vehicle is being serviced.

This reprogramming is not recommended for most vehicles and is not an upgrade or enhancement. The reprogramming is only intended to improve the capability of the OCS to recognize a small segment of adult seated passengers.

What should you do?

- You should make sure that adult passengers seated in the right front seat always sit upright with the seatback in an upright position, centered on the seat cushion, with the seat belt on and legs comfortably extended. This will help the OCS to recognize the seated occupant as an adult.

If your vehicle's "PASSENGER AIR BAG OFF" lamp illuminates while the right front seat is occupied by an adult or if your vehicle's "AIR BAG" warning lamp is illuminated, we urge you to call your Hyundai dealer to schedule an appointment to have this work performed as soon as possible.

What if you have other questions?

- If you have any difficulty having this repair performed, we recommend that you call the Hyundai Customer Assistance Center at 1-800-633-5151. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

WARNING: Hyundai recommends that Child Restraint Seats (CRS) must always be properly installed in the rear seat. Child restraint seats must never be installed in the front seat. Hyundai also recommends that all children under the age of thirteen always ride only in the rear seat, properly wearing their seat belts. Should an accident occur and cause the right front air bags to inflate, it could cause severe injury or death for an infant or child seated in a CRS or for a child seated in the right front seat.

We urge your prompt attention to this important safety matter.

HYUNDAI MOTOR AMERICA