



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

1200 New Jersey Avenue SE.
Washington, DC 20590

February 26, 2009

[REDACTED]
Woodridge, IL [REDACTED]

NVS-216 et
Ref. No. 10257891

Dear [REDACTED]

Thank you for your correspondence dated January 19, 2009, concerning your model year (MY) 2001 Hyundai Elantra vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on February 3, 2009.

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.

In your letter you expressed dissatisfaction with your dealership's refusal to replace the air bag module in your vehicle and agreeing to only perform the preventive remedy repairs specified in the recall. Please see the enclosed technical service bulletin and remedy instructions to dealers that include details of Hyundai's reimbursement plan. You can contact Hyundai's customer service center 1 (800) 633-5151 and reference recall number 088.

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, reading "Frank S. Borris II". The signature is written in a cursive style with a large, stylized "F" and "B".

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

Enclosure