



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

1200 New Jersey Avenue SE.
Washington, DC 20590

May 26, 2009

[REDACTED]
[REDACTED]
Frederick, MD [REDACTED]

NVS-216 mec
Ref. # 10268088

Dear [REDACTED]:

Thank you for your correspondence dated April 20, 2009, concerning your model year (MY) 2008 Hyundai Accent vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on May 4, 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. 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 safety 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. In your letter, you indicated problems with the turn signal switch in your vehicle. You also request a refund or recall of your vehicle as soon as possible.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to problems associated with the turn signal switch in MY 2008 Hyundai Accent vehicles. We found no indication that a safety defect trend exists with regard to that issue. Although we are not opening an investigation at this time, we continually review all available data to determine whether an investigation may be warranted. A brochure explaining the investigation process is enclosed for your information. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

With regard to your request for reimbursement, we regret to inform you that reimbursement request do not fall under our jurisdiction. If you have not done so, you may consider contacting



your local Consumer Protection Agency, Better Business Bureau, or the Maryland Office of the Attorney General regarding your problem and your rights under State law.

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,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure