

Jackson, Norris CTR (NHTSA)

CL-10281088-7953

From: Reid, Randy (NHTSA)
Sent: Tuesday, August 18, 2009 4:47 PM
To: Jackson, Norris CTR (NHTSA)
Subject: FW: ODI report PE09-003
Attachments: EmailResponse.HyundaiSonata(09V122).doc

2009 AUG 18 Fri 5:00

From: Reid, Randy (NHTSA)
Sent: Tuesday, August 18, 2009 3:40 PM
To: Jackson, Norris CTR (NHTSA)
Subject: FW: ODI report PE09-003

Norris, please assign this owner complaint to the next writer and send me a note on who has it.

From: [REDACTED]
Sent: Tuesday, August 11, 2009 3:03 AM
To: Hershman, Larry (NHTSA)
Subject: ODI report PE09-003

Larry,

My name is [REDACTED], I'm from Venezuela but I've been living in Los Angeles, California since 2007 working for a major oil company. When I arrived to US I decided to buy a Hyundai Sonata based on its price-value ratio and a previous experience with this brand back in my country. A dealership offered me a used one 2006, just 1 year old at that time fully loaded and at a reasonable price, I did not think it twice and bought it right away.

Since then everything has been ok with the car, I just received a recall letter regarding the Airbag sensor for the passenger seat and I schedule an appointment, Hyundai fixed it without any charge and it was a really profesional service for such important safety device.

Despite this previous nice experience, I'm really shocked with the problem that I just faced. Last week, the car turned on the ABS/ESC light on the dash board and I also noticed that the control cruise was not working, other than that the car was performing OK.

I normally share the car with my wife and I feel confident because she is a really nice driver. Last time she was using it, she was driving in the car pool and riding with my 2 years old daughter; My wife suddenly brake due to a traffic slow down, normal here in LA, but behind her there was a Huge SUV coming fast and not able to identify that the Sonata was slowing down since the BRAKE LIGHTS were NOT working, it was a near miss.

My wife just realized the brake lights were not working after the SUV driver told her a lot of nasty words.

8/18/2009

MC
5/29
8/18/09
NJ

Last friday, I decided to visit the dealer to inspect the car, it wasn't normal to burn all the brake bulbs at the same time and it was having the ABS/ESC warning light. My surprise was that they told me there was a Recall campaign going on but I haven't received any letter yet neither any phone call or nothing in any newspaper....the dealer that I normally use offered me the same nice service and attention but after I picked up my car today I've been reviewing the diagnostic codes and the previous technical bulletins by hyundai regarding this switch.

I was able to track all the information regarding this particular problem, Hyundai identified it early 2006 but they were on the cheap way and just issued a technical bulletin to remediate the situation without replace the actual piece in many cases, after a couple of years they updated the same bulletin and changed its number along with some diagrams. Finally, I was able to find your investigation report, closed on April 24th after Hyundai informed your department of the new Recall but Hyundai actual recall to owners was issued on June 24th, 2 month after the investigation was closed (please see attachment).... on top of that after 1 month 1/2, my wife and myself the owner-users were totally ignorants of these situation.....I have the following questions / concerns, I hope you can help me to understand.

1. Is not possible to proof negligency inside Hyundai to resolve this problem if they were aware of this since 2006?
2. Why the DOT do not obligate car companies to publish recalls like this in the major national newspapers?
3. Is the DOT able to push Hyundai to perform a worldwide recall? is my understanding all the suspect components come from the same provider in Korea.
4. Why the DOT did not ask companies like Hyundai to issue the recall campaigns right away after an investigation is closed, Why 2 additional months?
5. What happens if somebody get hurt or result in a fatality due to this problem just because the users did not receive on time communication from Hyundai?
6. How Hyundai is going to check every user receives this recall bulletin on time?

I do believe that from those 170,789 units of Sonatas sold in 2006, there is an important number of owner-users out there which are about to face the problem with the brake switch...just like my wife, without any warning!!! and I'm pretty sure they have not receive the Hyundai letter neither....I hope they will have the same luck!!!

Regards, [REDACTED]

(please apologize any grammatical errors, I'm still working on my English)

Get news, entertainment and everything you care about at Live.com. [Check it out!](#)