

Jackson, Norris CTR (NHTSA)

CL-10286432-5614

From: Reid, Randy (NHTSA)
Sent: Monday, September 28, 2009 2:43 PM
To: Jackson, Norris CTR (NHTSA)
Subject: FW: 2003 Hyundai Elantra recall

SEP 28 2009

Norris, please assign this complaint to the next writer.

From: [REDACTED]
Sent: Thursday, September 24, 2009 5:08 PM
To: Test, Crash (NHTSA); Test, Crash (NHTSA)
Subject: 2003 Hyundai Elantra recall

I recently received a recall notice for my 2003 Hyundai Elantra. The only dealer we had in town (Richmond, IN) left the city during the economic downturn. When I called the toll-free number given me in the recall notice I received a recorded message telling me that the nearest Hyundai dealer is almost 40 miles away. It also says that I must be prepared to leave my car to have the procedure done. It is impossible for me to take my car 40 miles away and leave it, if necessary, to have this procedure done. What am I supposed to do? Can I have a certified mechanic of my choice inspect the vehicle in my city? Please advise. This is a real dilemma. What are my options if I am unable to get this procedure done?

Thank you. (I think).

[REDACTED]
[REDACTED]
Richmond, IN [REDACTED]
[REDACTED]

9/28/2009

MC
9/28/09
NJ