



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

31-DEC-2009

Repository

Reference No.

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OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City SHELburn

State IN

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

KMHWF35V3YA [REDACTED]

Make

HYUNDAI

Model

SONATA

Model Year

2000

Date Purchased

APRIL 2001

Dealer's Name and Telephone Number

SYCAMORE HYUNDAI

Engine:

No: Cylinders

V6

Fuel Type:

GAS

Original Owner

Dealer's City

TERRE HAUTE,

State

IN

Zip Code

47802

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

15-DEC-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2000 HYUNDAI SONATA. HE RECEIVED RECALL ID NUMBER 09V124000 (SUSPENSION). THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER. THE TECHNICIAN STATED THE FRONT SUB FRAME REQUIRED REPLACEMENT. THE FRONT END SUSPENSION WAS REPLACED. HOWEVER, THE TECHNICIAN STATED THEY WOULD NOT BE RESPONSIBLE FOR ACCIDENTAL DAMAGES THAT MAY POSSIBLY OCCUR ON OTHER COMPONENTS DURING THE RECALL REMEDY REPAIR PERFORMED ON THE VEHICLE. THE FAILURE MILEAGE WAS UNAVAILABLE. THE CURRENT MILEAGE WAS 83,000.

[REDACTED]

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

untitled

NHTSA,

Shelburn, IN
Jan 16, 2010

I received this recall notice from Hyundai in December. I called Sycamore Hyundai and took the car to them for inspection, and/or possible replacement of the subframe if necessary. However, after inspection, they said the subframe needs to be replaced, BUT, ANY PARTS, ATTACHED TO THIS SUBFRAME THAT MAY BE DAMAGED DUE TO REMOVAL AND REPLACEMENT, WOULD BE AT MY EXPENSE !

I strenuously objected to this and called your office.

I still have not had the subframe replaced, but will do so in the near future.

The letter I received from Hyundai, states " AT NO COST TO YOU" ! for replacement of this DEFECTIVE PART !


Shelburn, IN 



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

MOTOR VEHICLE RECALL

Dear 1999-2004 Sonata or 2001-2004 XG300 or XG350 Owner:

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

Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain model year 1999 through 2004 Hyundai Sonata vehicles produced beginning on September 15, 1998 through November 20, 2003 and certain model year 2001 through 2004 Hyundai XG300 and XG350 vehicles produced beginning on July 13, 2000 through November 20, 2003. This recall affects such vehicles registered in and operated in Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin, and the District of Columbia (the Salt Belt).

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

What is the problem?

- During winter months, large quantities of salt are used to de-ice roads in the Salt Belt states, noted above. Road salt may result in internal corrosion of the front subframe that is progressive and may result in thinning or perforation of the subframe steel. The corrosion is frequently visible and often discovered during inspection or routine maintenance. You may also hear noises or notice tire misalignment and steering pull. These are indications your vehicle should be serviced. If these signals are undetected or unheeded, the corrosion may progress and the forward mounting of the lower control arm may detach from the sub-frame. If that happens, the vehicle may lose drive power to the wheels. In more severe circumstances, the front wheel may make contact with the fender or wheel well.

The corrosion provides warnings in the form of noises, tire misalignment and steering pull. If allowed to progress, separation of the forward mounting of the lower control arm may increase the risk of a vehicle crash.

What will Hyundai do?

- We are asking you to schedule an appointment as soon as possible to take your vehicle to your Hyundai dealer. The Hyundai dealer will measure the thickness of the front subframe and inspect the front subframe for corrosion damage. If specified levels of corrosion damage are found, the front subframe will be replaced with a new subframe that incorporates additional holes in the upper and lower panels. If your front subframe does not require replacement, the dealer will add drainage holes to the subframe and will treat the subframe with rust-proofing material to arrest the corrosion process. **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. Repair times will vary and depend on your dealer's appointment schedule.

(over)

MOTOR VEHICLE RECALL

What should you do?

- 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>.

Reimbursement Notification

- Hyundai has a program for reimbursing owners of 1999 through 2004 Sonatas or 2001 through 2004 XG300 and XG350 vehicles produced through November 20, 2003 who paid to have the front subframe replaced after April 14, 2008 and prior to receiving this recall notification letter.

To obtain information about reimbursement from Hyundai, please call the Hyundai Customer Assistance Center at 1-800-633-5151. Ask about reimbursement information for campaign 089.

We urge your prompt attention to this important safety matter.

Hyundai Motor America



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed. Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ