

January 31, 2010

From: [REDACTED]
[REDACTED]
Cheektowaga NY, [REDACTED]
Mobile [REDACTED]



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

Copy to: Daniel Smith
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington D.C. 20590

Dear Hyundai representative:

Re: NHTSA Campaign No. 09V-124/Hyundai Campaign No. 089

I am requesting reimbursement under case number 3819227 for the total loss of my 2000 Hyundai Sonata VIN KMHWF25S0YA [REDACTED] with approximately 106,000 miles.

My daughter, [REDACTED] was driving the vehicle on Route 33, the Kensington Expressway, between East Delevan and Humboldt Parkway on Thursday, March 12 at approximately 12:45 PM in traffic when the front frame broke causing the body to fall to the pavement, and caused the front wheel to become disconnected from the transaxle.

The car was towed to Davron Collision at 2425 Broadway in Buffalo (Call to AAA for tow at 13:02 on 03/12/2009).

Davron Collision contacted Northtown Hyundai, where the car was purchased, to develop an estimate for the repair of the vehicle. The cost of to repair was estimated to be roughly equal to the value of the vehicle and not recommended. Note: in addition to the frame replacement, the drive shaft was pulled from the transaxle, potentially damaging it.

The vehicle was subsequently scrapped with arrangements made by Davron Collision. On March 20, 2009, the NY State License Plates were surrendered to the NY State Department of Motor Vehicles.

I had to purchase another vehicle to replace this one and made the purchase Saturday, March 14, 2009 from Northtown.

On January 14, 2010, I received a Safety Recall Notice for the vehicle stating "Hyundai has a program for reimbursing owners of 1999 through 2004 Sonatas or 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."

I am requesting reimbursement under this program noting the vehicle was not repaired because the damage caused by the frame collapse while the vehicle was driven caused more damage to the vehicle than the vehicle value.

For reference, I found the following information on your recall and note that the Dealers were not notified of the problem with vehicle frames until four months after the accident:

July 10, 2009 – Letter to dealers, posted on website same day about recall

July 13, 2009 – Letter to Dan Smith of NHTSA indicating the notice to owners will be sent starting July 17, 2009.

October 29, 2009 – Report to Dan Smith of NHTSA indicating 188,282 vehicles are involved in the campaign, 26,602 vehicles were inspected, and 26,602 vehicles were repaired.

On January 15, 2010, I contacted Hyundai Customer Assistance Center at 1-866-633-5151 and spoke to Ruth (54252), Supervisor Hyundai Customer Services, Salt Lake City Utah and gave her the information she requested. Ruth stated she would check with others and get back to me in 2 to 3 business days. At this writing, January 31, 2010, it has been nine business days without a response.

At this time I am requesting immediate reimbursement for the loss of the vehicle based on a the value of the vehicle as of the date of the accident, March 12, 2010 based on a vehicle in excellent condition; plus the costs I incurred of having to immediately replace the vehicle:

Registration and NYS Inspection	\$ 120
Cash down payment for new vehicle	\$ 2000

Sincerely,

