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GREELEY, PA [REDACTED]  
[REDACTED]

JUL 06 2010

June 26, 2010

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

RE: Motor Vehicle Recall  
2002 Hyundai Santa Fe  
KM8SC73D22U [REDACTED]

Dear Administrator:

I received a recall notice on my 2002 Hyundai Santa Fe in February 2010 stating that rear trailing arms on the vehicle needed to be replaced.

At this point in time, I am still waiting for Hyundai to make the appropriate repair to my vehicle. I had made appointments with Dickson City Hyundai for repair in April and in June, and both times, the parts were not available for the repair to be made. **According to the recall notice, deformation and loss of structural rigidity of the rear trailing arm may increase the risk of a vehicle crash.**

I rely on my vehicle not only to get back and forth to work each day, but I have a seriously ill child that requires transportation back and forth to doctor appointments. I need to have this repair made as soon as possible.

Sincerely,  
[Signature]  
[REDACTED]

cc: Dickson City Hyundai

EXECUTIVE SECRETARIAT  
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RECEIVED - NHTSA



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

# MOTOR VEHICLE RECALL

Dear 2001-2003 Santa Fe 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 2001 through 2003 Hyundai Santa Fe vehicles that were produced during the period beginning March 31, 2000 through January 27, 2003 and which are 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 rear trailing arms, which could lead to thinning or perforation of the rear trailing arm steel. The corrosion is progressive and occurs over time. You may see or feel slight to moderate changes in vehicle operation which will increase if the vehicle is not repaired. These changes include a lowering of vehicle height that can lead to tire misalignment and steering pull. You may also notice a creaking sound. If the corrosion is allowed to progress, the rear trailing arm may fracture while driving.

The deformation and loss of structural rigidity of the rear trailing 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 inspect the rear trailing arms for internal corrosion damage. If specified levels of corrosion damage are found, the rear trailing arms will be replaced with new rear trailing arms incorporating additional holes in the upper and lower panels. If your rear trailing arms do not require replacement, the dealer will add drainage holes to the rear trailing arms and will treat the rear trailing arms with rust-proofing material to arrest the corrosion process.

In addition to treating the rear trailing arms, the Hyundai dealer will inspect the front subframe of your vehicle for signs of corrosion that could potentially progress and ultimately affect vehicle performance. This additional inspection is a precautionary measure to offer improved drainage in the front subframe. If the dealer finds specified levels of corrosion damage, the dealer will replace the front subframe. Otherwise, the dealer will treat the front subframe with rust-proofing materials and add drainage holes.

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C/090

# MOTOR VEHICLE RECALL

Both procedures 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.

## **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 2001 through 2003 Santa Fes produced through January 27, 2003 who paid to have the rear trailing arm(s) 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 090.

We urge your prompt attention to this important safety matter.

Hyundai Motor America



Greeley, PA

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National Highway Traffic Safety  
Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

