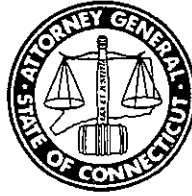


SEP - 8 2010

RICHARD BLUMENTHAL  
ATTORNEY GENERAL



MacKenzie Hall  
110 Sherman Street  
Hartford, CT 06105-2294

Office of The Attorney General  
State of Connecticut

August 31, 2010

[REDACTED]  
Windsor Locks, CT [REDACTED]

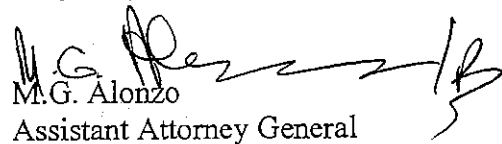
Dear Frank Monchun:

This is to acknowledge receipt of your correspondence and to thank you for contacting our Office in connection with this matter.

By copy of this letter, we are forwarding your correspondence to the National Highway Transportation Safety Administration, which will follow-up with you. We sincerely apologize for any delay this transfer may cause, but the subject of your letter can best be reviewed by that agency.

Please do not hesitate to contact this Office in the future if we can be of further assistance to you.

Very truly yours,

  
M.G. Alonzo  
Assistant Attorney General

MGA/pb  
Enc.

NHTSA  
Office of Objects Investigation/CRD ✓  
NVS - 216  
1200 New Jersey Ave. SE  
Washington, DC 20590

NH  
092110  
RW

344157  
CJM[REDACTED]  
Windsor Locks, CT [REDACTED]- home  
- cell

March 5, 2010

Office of the Attorney General  
55 Elm Street  
Hartford, CT 06106

Dear Attorney General Blumenthal:

I am writing for some help and guidance on a recall issued on my vehicle. This week I received in the mail a motor vehicle recall notice (see enclosed) from Hyundai regarding my 2002 Santa Fe. I placed a call to two dealerships in Connecticut and one dealership in Massachusetts to get my car in to be inspected for the recall. All three dealerships could get me in within a week's time to have the car inspected, however I was told that if my car was deemed unsafe to drive, that they would not be able to fix the problem until May or June due to the backup of repairs due to this recall. I inquired about a loaner car for the time that my car was in the shop being repaired and was told that Hyundai was not providing loaner cars as a provision of this recall. I also learned that this recall has been in effect since July 2009. I placed a call to Hyundai's Customer Service to inquire as to why I was just notified of the recall and to inquire about a loaner car. I was told that they would not provide a loaner car, that I could call my insurance company to see if they could assist me with a rental car. I was also informed that the notices were sent out in the mail in waves.

I have quite a few concerns with this. First, I have been driving a car that could potentially be unsafe to drive for the past eight months without knowledge that I was driving an unsafe car. Second, if the notices went out in waves, are there still owners that don't know about this recall? Third, if my car is deemed unsafe to drive, I will be without a car for 3 to 4 months. I will be forced to obtain alternate transportation, most likely in the form of a rental car. In essence, I will be paying for the repairs on my recalled vehicle by paying for a rental car. I am a single mom with 3 children. I really cannot afford to pay for a rental car for 3 to 4 months, nor do I feel that I should have to. Lastly, the recall is only for vehicles registered in and operated in the states deemed as the "Salt Belt". What if a car was originally registered in and operated in a Salt Belt state, but is now registered in and operated in a non-Salt Belt state. Are these owners being notified of this recall also? Those owners could potentially

be having the same problem in the recall due to the fact they lived in a Salt Belt state previously.

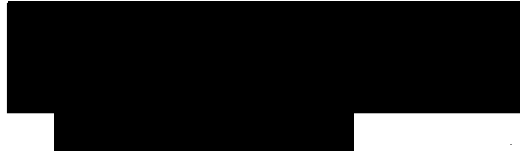
I have called the National Highway Traffic Safety Administration and was informed that they could not help me any further. I contacted the Federal Trade Commission and they have noted the complaint in their system and advised me to contact the Consumer Protection Agency in my state. My complaint number with the FTC is 25630270.

I have an appointment with a dealership in Springfield, MA to have my vehicle inspected on Monday morning and I hope that it does not get pulled off the road. If my car does get pulled off the road, I will be left without transportation home from work and for the next 3 to 4 months while my car is being fixed unless I rent a car.

I would like to contact the local television stations here in Connecticut to alert the public to potentially unsafe vehicles being driven on our streets and highways, but will await to hear back from your office first.

Any help that your office can give me would be greatly appreciated.

Sincerely,



Enclosures



Hyundai Motor America  
10550 Talbert Avenue  
P.O. Box 20838  
Fountain Valley, CA 92728-8937

## 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.

(over)

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



**State of Connecticut**

ATTORNEY GENERAL  
MACKENZIE HALL  
110 SHERMAN STREET  
HARTFORD, CONNECTICUT 06105-2294



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0004264981 SEP 02 2010  
MAILED FROM ZIP CODE 06106

**\$ 00.44<sup>0</sup>**

**NHTSA  
Office of Objects Investigation/CRD  
NVS - 216  
1200 New Jersey Ave. SE  
Washington, DC 20590**

