

2

[REDACTED]
Downingtown, PA.
December 6, 2010

NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

To whom it may concern:

Enclosed please find a copy of a letter written to Hyundai Motor America, located in Fountain Valley California. This letter details the findings of a local Hyundai automobile dealership that they deemed to be serious enough to warrant the caution that the car "should not be driven from the lot" until it was fixed, to the tune of \$ 842.46. It goes on to explain the personal history of the automobile and included pictures of the offending cross-member to prove the point. The response from Hyundai, via telephone conversation, was that they were not inclined to accept any responsibility for this structural failure, end of discussion.

Please also find a follow-up letter asking for that be put into a written refusal of responsibility for this alarming failure. That request for a written response was never received.

Photographic documentation as well as a copy of the work order, stating that the cross-member was "rotted out bad".

Hyundai's refusal to accept responsibility is perplexing to me. This is a serious structural failure that could have resulted in a serious accident. I would like to ask you to review the written documentation as well as the visual evidence and evaluate the situation. If you concur that there is merit to this complaint, I would ask you to use your considerable influence to compel Hyundai to absorb the cost of this repair.

Thank-you in advance for your help in this matter.

Sincerely,

[REDACTED]

NH
1-4-11
TW

[REDACTED]
Devon, PA [REDACTED]
[REDACTED]

September 8, 2010

Hyundai Motor America
PO Box 20850
Fountain Valley, CA 92728-0850

To Whom It May Concern:

SUBJECT: CASE NUMBER 408664

I am the owner of a 2001 Hyundai Tiburon, which was gifted to me at the age of 18. I have been the principal driver and have placed approximately 109,000 miles on the car, mostly in West Virginia and Pennsylvania. I recently had my annual car inspection at a local automotive garage and failed due to a deteriorating/rotting rear cross-member. The mechanic showed me the exact location of the rot and recommended that I follow up with a dealership, as this is not an everyday finding (see attached photo).

The car was taken to Colonial Hyundai in Downingtown, Pennsylvania. The inspecting technician noted that he 'confirmed rear crossmember is rotted out bad' (see attached invoice). I was told that I should not be driving this vehicle at all until the problem was corrected for \$842.46. I am writing to you today to follow up on the case number 408664, which was recently filed. Obviously the rear crossmember is an integral part of the car's structure. It is not a part that would have normal 'wear and tear' associated with everyday driving. It should seemingly last the lifetime of the vehicle, which for mine, is in otherwise very good condition.

I have recently read about the Ford Windstar recall, which mirrors my current complaint. I would be interested to know if other Hyundai Tiburon owners have encountered this problem as manufacturers rarely create a problem that affects a sole vehicle. Obviously this situation has been not only time-consuming and inconvenient, but also frustrating and costly.

I have had a long history with this car, and for the most part, it has treated me well. I have grown to respect Hyundai as a very reputable manufacturer and have heard that their newer models are of extremely high quality. As I continue to tick away the miles on my Tiburon, finding its future replacement has become a priority. I have been highly considering staying with the Hyundai brand; however, this new, rather serious complication with my current automobile has left me second-guessing. While I understand that not all cars are created equal, I need to feel comfortable that I am buying a brand with a high quality product that they will stand confidently behind.

I look forward to hearing from someone in regards to this matter and I thank you in advance for taking the time to respond.

Sincerely,
[REDACTED]

Enclosures



[REDACTED]
Downingtown, PA. [REDACTED]
October 27, 2010

Hyundai Motor America
PO Box 20850
Fountain Valley, CA. 92728-0850

Case number 408664

To Whom it May Concern:

Enclosed please find a copy of the letter that was written and sent to you on September 8, 2010 by [REDACTED]. This letter concerns a major safety issue that he encountered during a mandatory Pennsylvania state automobile inspection, one that should not be expected or anticipated, in other words, not 'normal'.

Approximately a week after sending this letter, he received a telephone call from a representative of your company that verbally denied any interest in addressing this issue.

Frankly, the refusal to address this issue is perplexing and disturbing. This is a major safety issue, one that could have resulted in the worst possible scenario had it not been detected due to the mandatory state inspection. It would seem in Hyundai's best interest to both acknowledge the problem and, at the very least, assist in the correction and be part of the solution. It makes no sense to wait until there is a death involved before this problem is addressed.

The purpose of this letter is to ask for that refusal to be documented in writing, on official letterhead. At this point, it is pretty much a "he said-she said" kind of thing, and in order to pursue this any further, he needs written confirmation of your response. The letter should be addressed to [REDACTED] at the address on the original letter.

Your prompt attention to this matter is appreciated.

[REDACTED]



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INVOICE

DUPLICATE 1
PAGE 1



4423 W. Lincoln Hwy.
Downingtown, PA 19335
(610) 873-9000
Fax: (610) 873-9200

CONT: N/A		SERVICE ADVISOR: 2305 JASON MERKEL	
CELL:		VIN	LICENSE
COLOR	YEAR	MAKE/MODEL	MILEAGE IN/OUT TAG
	01	HYUNDAI TIBURON	106200/106201 T422
EL. DATE	PROD. DATE	WARR. EXP.	PROMISED
JAN00 DE	01JAN2000		
R.O. OPENED	READY	OPTIONS:	ENG:1975CC_DOHC

LABOR	LIST	NET	TOTAL
111 REPLACE REAR CROSSMEMBER 1460 TEMPLE, DANIEL LIC#: 1460 CH 2.00		190.00	190.00
1 62610-29010 CROSSMEMBE CHECKED OVER VEHICLE, CONFIRMED REAR CROSSMEMBER IS ROTTED OUT BAD, REDS NEW REAR CROSSMEMBER, PARTS AND LABOR \$794.77 + TAX, ORDERED ROSSMEMBER TODAY, CUSTOMER PREPAYING FOR PART TODAY, WHEN RETURNING CUSTOMER TO OWE \$190.00 + TAX FOR LABOR		604.77	604.77
MULTI-POINT INSPECTION MPI MULTI-POINT INSPECTION 1460 TEMPLE, DANIEL LIC#: 1460 CH 0.00		0.00	0.00

DESCRIPTION	TOTALS
LABOR AMOUNT	190.00
PARTS AMOUNT	604.77
GAS, OIL, LUBE	0.00
BURKET AMOUNT	0.00
MISC CHARGES	0.00
TOTAL CHARGES	794.77
LESS INSURANCE	0.00
SALES TAX	47.69
PLEASE PAY THIS AMOUNT	842.46

CUSTOMER COPY

2001 Hyundai Tiburon

Pama
9/4K

Downingtown, PA.



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20590

U.S. POSTAGE
PAID
DOWNTOWN, PA
19335
DEC 09, 10
AMOUNT

\$0.61
00090190-0E

**NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590**

