

NVS-200
CL-10378991-6305

EXECUTIVE SECRETARIAT JAN 11 2011

2011 JAN 10 P 4:04

RECEIVED-NHTSA

[REDACTED]
Middleboro, MA [REDACTED]
[REDACTED]

December 30, 2010

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

Dear Sirs:

I am enclosing a letter mailed to Hyundai Motor America, Eastern Regional Office,
Consumer Affairs Dept., 1100 Cranbury South River Road, Jamesburg, NJ 08831,
(800) 633-5151.

I am also enclosing two computer print-outs of alignments done at Firestone Tire Store,
Route 44, Raynham, MA 02767 (508)880-0935 and one computer print-out of alignment done
at Route 44 Hyundai, 1094 New State Hwy., Raynham, MA 02767, (508) 824-7600.

The 2010 Hyundai Elantra GLS was purchased on October 31, 2010 from Route 44 Hyundai.
It now has a little over 1,500 miles on it. VIN#KMHU4AD4AU [REDACTED]

I am concerned about the statement on the 3 print-outs saying: "This value is not within
specification. Tire wear, handling and safety problems may result."

I would hope that an investigation is opened to see if a safety defect exists.

Sincerely,

[REDACTED]

Enclosures: 7

MC
1-19-11
TBE

[REDACTED]
Middleboro, MA [REDACTED]
[REDACTED]

December 30, 2010

Hyundai Motor America
Eastern Regional Office
Consumer Affairs Dept.
1100 Cranbury South River Road
Jamesburg, NJ 08831
(800) 633-5151

Dear Hyundai Representative:

On October 31, 2010 I purchased a 2010 Hyundai Elantra Sedan
VIN number KMH DU4AD4AU [REDACTED] from your Hyundai dealer named
Route 44 Hyundai, 1094 New State Hwy., Raynham, MA 02767,
telephone number (508)824-7600.

On December 20, 2010, in the afternoon we experienced the first snow of
the season. Numerous times the front tires swayed to the left and then right.
I did not turn the steering wheel when this happened and I was going 10 to 15 miles per
hour. I dreaded that this would happen every time it snowed this winter. I felt that if I
bought snow tires the car would handle better.

The tires that came with the car are KH16 P195/65R15 89T M+S DOT YOUJ YP5M 2410
SOLUS made in Korea 04 0225646S Radial Tubeless.

Since I had just paid thousands of dollars for the car, I looked on the internet
to find the best price for snow tires. I chose Firestone Tire Store, Route 44,
Raynham, MA. After I had the snow tires installed, as a courtesy I received
a free alignment check; the results of which I am enclosing with this letter.
The Service Technicians were appalled at the computer print out. (See page 1 and 2
from the Firestone alignment.) It stated, **"One or more values is not within
specification. Tire wear, handling and safety problems may result."**

I took the car and Firestone computer print-out to Route 44 Hyundai. I was given an Invoice #HYCS484104 which said, "Found front and rear toe out of specs, see attached sheet performed alignment road test after to verify proper operation." But, it still said, **"This value is not within specification. Tire handling and safety problems may result"**.

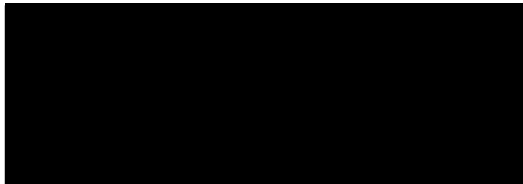
As you can see the Rear: Left and Rear: Right Camber values are still not within specification.

I brought the car back to the Firestone Tire dealer and asked if they would do another alignment check for me. Enclosed is page 2 stating that, **"One or more values are not within specification. Tire wear, handling and safety problems may result."**

I called the Service Manager, Mike Pavai the following morning. He said that he saw the alignment print-out and there is nothing wrong with my car.

Since this warning message has come up on both computers, it makes me believe that something is wrong with the wheels and should be fixed.

I would appreciate your help with my situation.



Enclosures: 5



ROUTE 44 HYUNDAI

1094 New State Hwy.
RAYNHAM, MA 02767
(508) 824-7600

CUSTOMER NO.	34643	ADVISOR	PATRICIA WASHINGTO	117440	TAG NO.		INVOICE DATE	12/29/10	INVOICE NO.	HYCS484104
		LABOR RATE		LICENSE NO.		1,564	COLOR	GRAY/	STOCK NO.	H34879
		YEAR / MAKE / MODEL	10/HYUNDAI/ELANTRA/4DR SDN GLS AT PZ				DELIVERY DATE	10/31/10	DELIVERY MILES	29
MIDDLEBOROUGH, MA		VEHICLE I.D. NO.	K M H D U 4 A D 4 A U				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.			R.O. DATE	12/29/10		
	BUSINESS PHONE	COMMENTS								MO: 156

LABOR & PARTS

CUSTOMER STATES VEHICLE PULLING
OUT OF ALIGN
CHECK ALIGNMENT AND FOUND FRONT AND REAR TOE OUT OF
SPECS SEE ATTACHED SHEET PERFORMED ALIGNMENT ROAD
TEST AFTER TO VERIFY PROPER OPERATION

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

CUSTOMER INFORMATION SECURITY POLICY
SEND WRITTEN REQUEST ATTN: KEVIN PERRY

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR SERVICING YOUR VEHICLE AT ROUTE 44 HYUNDAI. *
SERVICE & PARTS HOURS
MON, TUE, THUR, FRI 8:00-5:00
WEDNESDAY 8:00-7:00
SATURDAY 8:00-3:00
CLOSED SUNDAY

ON HYUNDAI'S SURVEY ANYTHING LESS THAN "10" IS NOT A PASSING
SCORE. IF YOUR SERVICE WAS ANYTHING LESS PLEASE CALL MIKE P
MAKE SERVICE APPTS OR ORDER PARTS @ ROUTE44HYUNDAI.COM

CUSTOMER SIGNATURE

"The Factory Warranty Constitutes All Of
The Warranties With Respect To The Sale
Of This Item/Items. The Seller Hereby
Expressly Disclaims All Warranties, Either
Express Or Implied, Including Any Implied
Warranty Of Merchantability Or Fitness For
A Particular Purpose And The Seller Nei-
ther Assumes Nor Authorizes Any Other
Person To Assume For It Any Liability In
Connection With The Sale Of This
Item/Items."

THIS FORM IS AN ITEMIZED LIST OF
REPAIRS AND IS PART OF A REPAIR
ORDER. THIS REPAIR ORDER CONTIN-
UATION IS SUBJECT TO ALL THE CON-
DITIONS OF THE ORIGINAL REPAIR
ORDER.

RT 44 HYUNDAI AND RV

12/29/10 12:20 PM

Hyundai : Elantra : 2007-10

Front : Left

Actual	Before	Specified Range
-0.8°	-0.8°	-1.1° -0.1°
		3.8° 4.8°
0.00°	0.00°	-0.10° 0.10°
		12.9° 13.9°
		11.8° 13.8°

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front : Right

Actual	Before	Specified Range
-0.8°	-0.8°	-1.1° -0.1°
		3.8° 4.8°
0.01°	-0.11°*	-0.10° 0.10°
		12.9° 13.9°
		11.8° 13.8°

Front

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Actual	Before	Specified Range
-0.1°	-0.1°	
0.01°	-0.11°	-0.20° 0.20°

Rear : Left

Actual	Before	Specified Range
-2.0°*	-2.0°*	-1.5° -0.5°
0.13°	0.13°	0.01° 0.21°

Camber
Toe

Rear : Right

Actual	Before	Specified Range
-1.9°*	-1.9°*	-1.5° -0.5°
0.10°	0.12°	0.01° 0.21°

Rear

Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified Range
-0.1°	-0.1°	
0.23°	0.24°	0.02° 0.42°
0.02°	0.01°	

The steering wheel was level before the alignment.

* This value is not within specification. Tire wear, handling and safety problems may result.

WORK ORDER
104763
12/29/2010

FIRESTONE COMPLETE AUTO CARE
120 ROUTE 44
RAYNHAM, MA. 02767

SERVICE ADVISOR
05 JAY
508.880.0935

2010 HYUNDAI ELANTRA GLS

4-1975 2.0L DOHC

LIC # ? MA

VIN #

IN 12/29/10 01:08P EST. MILEAGE 1,500

DUE: 05:00PM 12/29 Waiting APPT: No

MIDDLEBORO, MA

Alt. Auth. Name & Phone:

Store # 028398

INITIAL ESTIMATE

Description	Article Number T# Qty	Part	Labor	Extended Price	Job Total
FREE ALIGNMENT CHECK W/TIRE PURCHASE					0.00

Symptoms:-

NO CHARGE ALIGNMENT CHECK

067074810

1

N/C

N/C

INSPECTION

FROM PRIOR INSPECTION



Flat rate charged per internal & Mitchell labor manuals

Time In: 01:08PM 12/29/2010

Parts Return: No

Cust Status: Waiting Appt: No Pay Type: Unspecified

Hub Cap Lock:

Elantra GLS

OE: P195/65R15 PSI 32

Torque 65-80

Summary

Parts	0.00
Labor	0.00
ShopSupply	0.00
Sub	0.00
Tax	0.00
Total	0.00



I ACKNOWLEDGE THAT I HAVE REVIEWED THIS ESTIMATE OF REPAIR AND SERVICE WORK. I HEREBY AUTHORIZE THE ABOVE WORK TO BE DONE, INCLUDING THE INDICATED PARTS AND LABOR, AND PROMISE TO PAY FOR ALL SUCH WORK. I GRANT PERMISSION TO OPERATE THE REFERENCED CAR, TRUCK OR VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF INSPECTION AND/OR TESTING. I UNDERSTAND THAT ALL CLAIMS MUST BE ACCOMPANIED BY AN INVOICE. AND IF ADDITIONAL WORK IS REQUIRED, YOU WILL OBTAIN MY VERBAL OR WRITTEN AUTHORIZATION BEFORE ANY ADDITIONAL WORK IS BEGUN, UNLESS OTHERWISE SPECIFIED ON THIS ESTIMATE.

Please do not leave Cell Phones, CDs, Money, Jewelry, or any other valuables in your vehicle.
Firestone Complete Auto Care is not and will not be held responsible for missing or stolen items.

WAIVER

I understand that I have the right to know before authorizing any repairs what the repairs to my vehicle will be and what their cost will be. You need not obtain approval from me for repairs or inform me prior to performing repairs what the repairs are or their cost, if the total amount for repairs does not exceed \$_____.

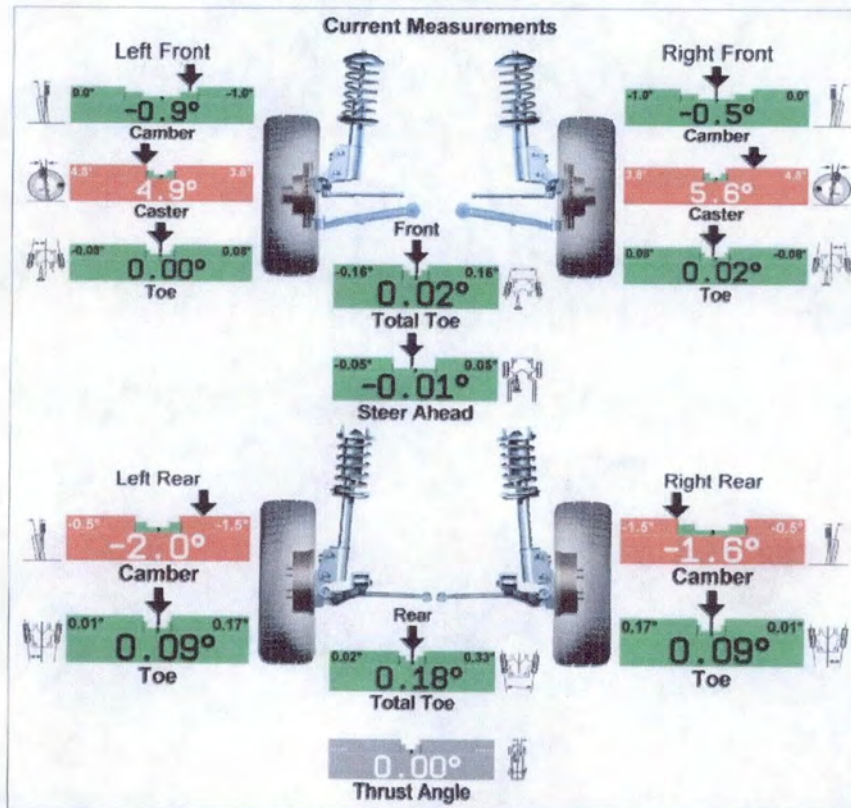
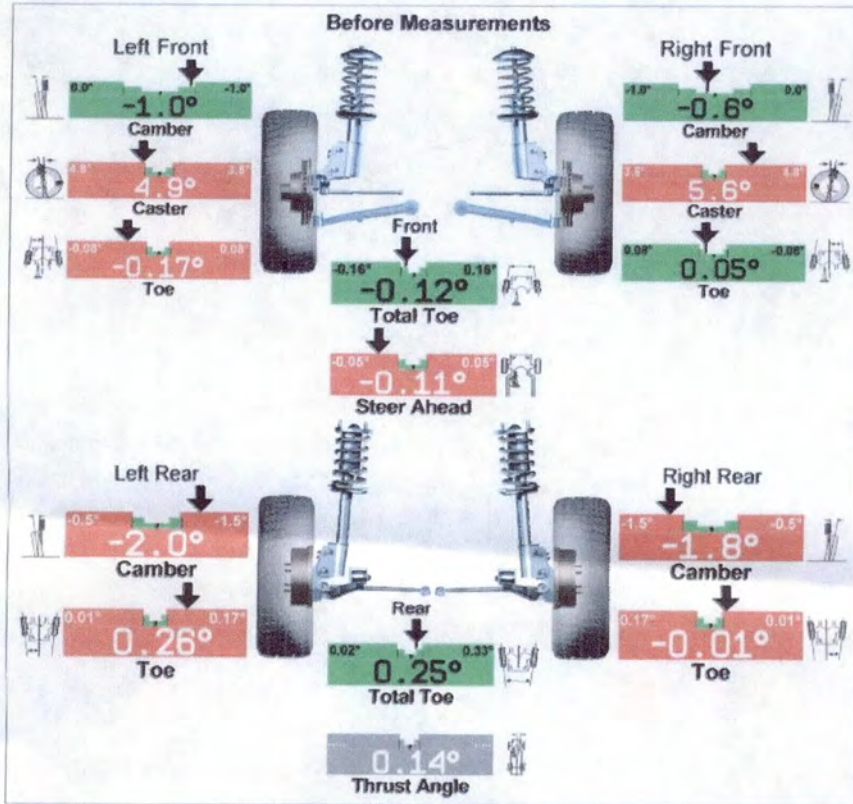
Customer Signature X

FIRESTONE TIRE STORE
ROUTE 44
RAYNHAM, MA

12/29/10 2:01 PM

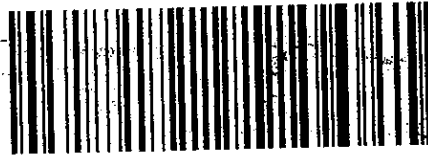
Hyundai : Elantra : 2007-09

2

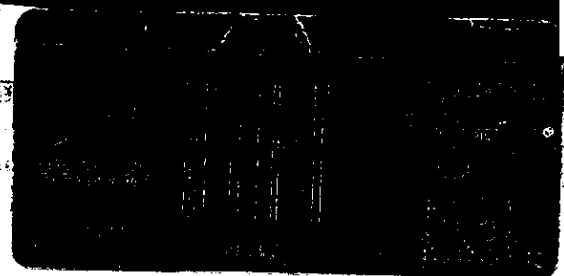


* One or more values are not within specification. Tire wear, handling and safety problems may result.

[Redacted]
Middleboro
MA [Redacted]



1402 5696



DOT Mailroom

TO: W40- 304

Building: DOT

Mailstop: 4 West

Route Sym: NOA-010

external carrier:

Sender:

Manufacturer:

Purchase Order:

Item 1 of 1



34798056930

1/10/2011 1:16:09 PM

STRATOR, NHTSA

W JERSEY AVENUE, SE

BUILDING

GTON, DC 20590

W40-304

