

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>  <b>To Report Vehicle Safety Defects</b>  <b>1-888-DASH-2-DOT</b>  <b>(1-888-327-4236)</b>  <b>INTERNET:www.nhtsa.dot.gov/hotline</b></p>		FOR AGENCY USE ONLY 100148	
		Date Received <b>MAR 21 2011</b> 28-FEB-2011	Repository <input type="checkbox"/>  Reference No. 10384722
<b>OWNER INFORMATION (Type or Print)</b>			
Name	[REDACTED]		
Address	[REDACTED]		
City	N. GLEN BURNIE	State	MD
Zip Code	[REDACTED]		
Daytime Telephone Number [REDACTED]			
Evening Telephone Number [REDACTED]			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side KMJHG35F51U [REDACTED]		Make HYUNDAI	Model Year 2001
Date Purchased 3/10	Dealer's Name and Telephone Number Auto-Net Auto Sales (A/C) 437-0991		Model TIBURON
Original Owner <input type="checkbox"/>	Dealer's City Pasadena	State MD	Zip Code 21102
Engine: 4 No: Cylinders	Fuel Type: Gas		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Incident Date(s) 28-FEB-2010
	<input checked="" type="checkbox"/> Cruise Control	Multiple Failure:	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 150000 SEAT BELTS		Failure Mileage 74000	Failure Speed 0
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code	Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
Reported to Police N			
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).			
TL*THE CONTACT OWNS A 2001 HYUNDAI TIBURON. THE CONTACT STATED THAT THE DRIVERS AND PASSENGER SIDE SEAT BELTS HAVE MALFUNCTIONED SINCE SHE WAS UNABLE TO RETRACT THEM. IT TOOK HER APPROXIMATELY TWO TO THREE ATTEMPTS BEFORE SHE COULD FULLY EXTEND THE SEAT BELTS IN ORDER TO SECURELY CLOSE THE LATCH. THE VEHICLE WAS NOT INSPECTED BY A DEALER NOR WAS THE VEHICLE REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 74,000.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			

1<sup>st</sup> email sent

Recall on my 2001 Hyundai Tiburon

Saturday, March 5, 2011 5:40 AM

From: [REDACTED]

To: consumeraffairs@hmausa.com

Hyundai Motor America  
Consumer Affairs  
10550 Talbert Avenue  
PO Box 20850  
Fountain Valley, CA 92728  
714-965-3000/800-633-5151

Re: Recall on my 2001 Hyundai Tiburon

To whom it may Concern at Consumer Affairs,

I am the second owner of a 2001 Hyundai Tiburon that I purchased a year ago for around \$6,000. I just found out about a week ago that there was a recall on my car. The reason I decided to look it up is because my friend, Tom, who has a Ford F-150 had a recall on his truck. I went to Bob Bell Hyundai Ford dealership on 7125 Ritchie Highway Glen Burnie, MD 21061 on 02/28/11 and spoke to whatever service advisor was on duty at 8:30 a.m. in the morning. When I researched the recall, I noticed I had the same problem with my 2001 Hyundai Tiburon that was listed for all 2001 Hyundai Tiburon's. My friend [REDACTED] who brought his vehicle in was NOT told that he needed an appointment and fixed his recall right there on the spot, which took about 15 minutes or so and ended up doing the paperwork later at around 8:30 a.m. in the morning. Isn't the paperwork suppose to be done first and suppose the recall on his vehicle was wrong. Over the phone they told [REDACTED] it would take an hour and a half so we planned our schedule around the hour and a half time it would take.

When I went to the service advisor and told him about my car, he's like well you need an appointment because we are very busy today and I might or might not be able to get you into today. So I made an appointment for Wednesday at 8:15 a.m. and was just going to leave my car there till the safety problem was fixed. I was like how long would it take to fix the seat belt recall, he's like an hour and a half. So I asked him how long it really takes, hoping he would ask one of the technicians but he too lazy too. If he had done his job and looked up the recall information when I checked in, [REDACTED] and I would have not wasted all that time dropping it off just to pick it up an hour later. Nor did the dealership offer to call Hyundai Headquarters and work with me to get the problem resolved. So I was like whatever and went home with [REDACTED] once his vehicle was done. An hour later they called me and said there is no recall on your car. I explained to them I found it on the internet on several sites. He said it wasn't for that model and I said yes, it's for the 2001 Hyundai Tiburon's. Also I noticed on the paperwork they gave back to me, they again, were to lazy to update my information on the warranty vehicle information. It currently states that the current owner and the original owner [REDACTED] are the same. I am the current/second owner.

In my opinion the people in the service department and warranty department at Bob Bell are

very lazy. I have worked in the warranty department of a dealership and I know that they don't want to work with people who have warranty issues because the car company does not want to shell out more pennies than it has too. So after wasting time and [REDACTED] gas dropping my vehicle off and picking it back up, I then called Hyundai Headquarters and told the person on the phone my problem.

He said there was nothing he could do and gave me a Case#4309307 and his name was Jerry. I said are you kidding me? It's the SAME EXACT PROBLEM I am having with mine. He didn't bother to ask anyone above him or research it further and get back to me. Another example of another lazy employee trying to get me off the phone as soon as possible that works for Hyundai. I said, okay then do you know of a safety commission that I could call, he said no. So I did some research on the internet and ended up the Department of Transportation/National Highway Traffic Safety Administration/www.safercar.gov sites. I called their number (888-327-4236) and explained my problem. Kamika, I believe her name was said there might or might not be an investigation and also gave me a confirmation/CDI number. They said they would send me some paperwork in the mail and research if there have been other complaints relating to the problem I am having with your company. I'm curious to know how many other complaints there are for the same problem for people who pursued it and for people who just gave up on it because they felt like Hyundai was not willing to work with them to solve the problem. 42,782 Models were/are potentially affected by this recall described below.

**Model Affected:**  
**2001 Hyundai Tiburon**

**Summary:**

**VEHICLE DESCRIPTION: PASSENGER VEHICLES. THE DRIVER AND FRONT PASSENGER SEAT BELTS MAY NOT EXTEND AND RETRACT SMOOTHLY THROUGH THE D-RING GUIDES MOUNTED ON THE BODY PILLARS AFT OF THE DOORS. IF THE SEAT BELTS DO NOT EXTEND AND RETRACT SMOOTHLY, THEY MAY TWIST IN THE D-RING GUIDES AND MAKE IT INCONVENIENT TO EXTEND AND RETRACT THE SEAT BELTS.**

**Consequences:**

**IF THE SEAT BELTS ARE INCONVENIENT TO USE, THE SEAT OCCUPANT MAY NOT BE INCLINED TO WEAR THE SEAT BELTS PROPERLY, INCREASING THE RISK OF INJURY IN THE EVENT OF A CRASH.**

**Remedy:**

**DEALERS WILL INSTALL A STOPPER OVER EACH FRONT SEAT BELT D-RING GUIDE TO ASSIST THE SEAT BELT TO SMOOTHLY EXTEND AND RETRACT. OWNER NOTIFICATION BEGAN DECEMBER 10, 2001. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT HYUNDAI AT 1-800-633-5151.**

My Vin# is KMHJG35F51U [REDACTED]. As described above in the recall, it is the EXACT SAME PROBLEM I am having with my 2001 Hyundai Tiburon. Seat belts are a major safety hazard if not installed and able to be used properly. If I get an accident and it is made worse by the fact that my seat belts were never fixed under the recall that my car is entitled, I would not hesitate to sue and I'm sure a lawyer would be happy to help me. The Federal Motor Vehicle Safety Standards are regulations that motor companies must follow which states safety related to a defect in vehicle or

equipment is a requirement for the public's safety. I am unemployed and do not have money to fix YOUR seat belt problem that you manufactured. Out of the 42,782 potential units affected, its very possible and VERY likely someone at the factory/recall department forgot my VIN# in the list of potential units affected or mixed up the number so it was not in the list. Probably another lazy employee I suspect. I really like driving my 2001 Hyundai Tiburon except for the fact that I have to fool with the seat belts %75 of the time when I get in my car to make sure I AM FOLLOWING THE LAW and being safe. Also any passenger who rides with me has the SAME EXACT PROBLEM and has to fool with them to ALSO FOLLOW THE LAW of wearing a seat belt.

The bottom line is the Hyundai Corporation is wrong in this matter. It's your duty and ethical and moral responsibility when you, the manufacturer sell cars to the public to make sure it is safe in every way for the owner/driver/passenger(s) to drive on the road. You have not done your job and slacked off that my VIN# was not included in the recall list in which you forgot or did it by mistake. The responsibility is not mine to fix a seat belt problem on my car that was suppose to be on your recall list. It's yours.....

[REDACTED]  
[REDACTED]  
Glen Burnie, MD [REDACTED]  
[REDACTED]

2nd email sent along with response to the 1st email



Re: Email Response from Hyundai Consumer Affairs/Recall on my 2001 Hyundai Tiburon

Tuesday, March 8, 2011 12:21 AM

From: [Redacted]  
To: "Hyundai Consumer Affairs" <ConsumerAffairs@hmausa.com>

How do you explain my car having the SAME EXACT PROBLEM that is stated in the recall? So basically your saying you dont care about my safety in a car that came off the assembly line having a seat belt mistake? It's not my fault the seat belt is like that. I spoke to the previous owner and he said its not his fault and that the car came like that and he didnt know there was a recall on thos type's of cars. As stated in the previous letter, it's a mistake on your part that my apparently VIN# was not included in the recall that should have obviously been extended to include my car because my car has THE SAME EXACT SEAT BELT PROBLEM.

"We are glad you like driving your Tiburon as we are committed to producing quality vehicles with our customers in mind."

How can you say that when you didnt produce a quality vehicle?

I will keep pursuing this matter til its fixed at your expense.....due to it not being my fault the car is damage with the SAME EXACT PROBLEM as stated in the recall. There are many agencies out there who look after consumers safety concerns due to a fact that big companies, such as yourself, will not fix what is morally and ethically and your mistake to begin with, thats suppose to be fixed.

[Redacted]

--- On Sun, 3/6/11, Hyundai Consumer Affairs <ConsumerAffairs@hmausa.com> wrote:

From: Hyundai Consumer Affairs <ConsumerAffairs@hmausa.com>  
Subject: Email Response from Hyundai Consumer Affairs/Recall on my 2001 Hyundai Tiburon  
To: [Redacted]  
Date: Sunday, March 6, 2011, 5:05 PM

Response (Hyundai Consumer Affairs)

03/06/2011 10:05 AM



Dear [Redacted]

Thank you for contacting Hyundai Motor America. We are sorry to learn you are experiencing issues with the seat belts in your 2001 Hyundai Tiburon.

According to our records your Tiburon is not affected by any open recalls. The recall you are referring to

campaign 046 Hyundai has determined that a defect, which relates to motor vehicle safety, exists in certain 1997, 1998, 1999, 2000 and 2001 model year Tiburons produced through August 28, 2000. Your Tiburon was produced on August 14, 2001. Your Tiburon was not part of the recall.

We recommend you schedule an appointment with your Hyundai dealership to have the seat belts inspected and any needed repairs completed. Bob Bell Hyundai can be reached at (410) 766-3600.

We appreciate your comments concerning your recent service experience at Bob Bell Hyundai. Your feedback is important so that we can bring this concern to the attention of the dealership's General Manager. In addition the information you provided helps us to better understand our customers' experiences and serves in the development of future dealership guidelines.

We are sorry you felt your Case Manager Jerry did not assist you when calling our Consumer Affairs office. We will forward this information to the appropriate department within Hyundai. We encourage every department to maintain standards that have been established by our company for effectively providing a positive experience to our customers.

We are glad you like driving your Tiburon as we are committed to producing quality vehicles with our customers in mind. Your satisfaction is our priority and we appreciate your taking the time to share your comments with us.

We have documented your comments in your existing Case # 4309307. Please reference your case number if you have any additional comments to provide.

Thank you for contacting Hyundai Consumer Affairs.

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**Customer:** [REDACTED]

03/04/2011 10:40 PM

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===== text File Attachment =====  
Attachment 1.txt, 7340 bytes, added to incident

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Thank you for contacting Hyundai Motor America.

Your email has been forwarded to our Consumer Affairs team for review and follow-up.

Hyundai Consumer Affairs

3rd and final email  
Sent along with  
Response from the  
2nd email



Re: Email Response from Hyundai Consumer Affairs/Recall on my 2001 Hyundai Tiburon

Wednesday, March 9, 2011 6:25 AM

From: [Redacted]  
To: "Hyundai Consumer Affairs" <ConsumerAffairs@hmausa.com>

Thank you for blowing me off.....

-- On Tue, 3/8/11, Hyundai Consumer Affairs <ConsumerAffairs@hmausa.com> wrote:

From: Hyundai Consumer Affairs <ConsumerAffairs@hmausa.com>  
Subject: Email Response from Hyundai Consumer Affairs/Recall on my 2001 Hyundai Tiburon  
To: [Redacted]  
Date: Tuesday, March 8, 2011, 6:44 PM

Response (Hyundai Consumer Affairs)

03/08/2011 11:44 AM



Dear [Redacted]

Thank you for contacting Hyundai Motor America. We apologize for your frustrations that the seat belts are not covered under the recall for your 2001 Hyundai Tiburon.

We recommend calling a Hyundai dealership in your area to schedule an appointment for your Tiburon to be inspected and any necessary repairs completed. The repairs will not be covered under the recall because your Tiburon does not fall within the production dates of vehicles affected by the recall. We apologize for any disappointment this may cause.

To locate an authorized Hyundai dealership in your area, you may visit our website at <http://www.HyundaiUSA.com>. Once on the website, you may access dealership information by clicking on "Find a Dealer" in the top right hand corner of the screen. You can also call our automated dealership locator at 866-400-0384 to locate the nearest dealerships.

We have documented your comments and complaints in your existing Case # 4309307. Please reference your case number if you have any additional feedback.

Thank you for contacting Hyundai Consumer Affairs.

Customer: [Redacted]

03/07/2011 05:25 PM

How do you explain my car having the SAME EXACT PROBLEM that is stated in the recall? So basically your saying you dont care about my safety in a car that came off the assembly line having a seat belt mistake? It's not my fault the seat belt is like that. I spoke to the previous owner and he said its not his fault and that the ca came like that and he didnt know there was a recall on thos type's of cars. As stated in the previous letter, it's a mistake on your part that my apparently VIN# was not included in the recall that should have obviously beer extended to include my car because my car has THE SAME EXACT SEAT BELT PROBLEM.

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--- On Sun, 3/6/11, Hyundai Consumer Affairs <[ConsumerAffairs@hmausa.com](mailto:ConsumerAffairs@hmausa.com)> wrote:

From: Hyundai Consumer Affairs <[ConsumerAffairs@hmausa.com](mailto:ConsumerAffairs@hmausa.com)>  
Subject: Email Response from Hyundai Consumer Affairs/Recall on my 2001 Hyundai Tiburon  
To: [REDACTED]  
Date: Sunday, March 6, 2011, 5:05 PM

#yiv30630742

Response (Hyundai Consumer Affairs)  
03/06/2011 10:05 AM

Dear [REDACTED]

Thank you for contacting Hyundai Motor America. We are sorry to learn you are experiencing issues with the seat belts in your 2001 Hyundai Tiburon.

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We appreciate your comments concerning your recent service experience at Bob Bell Hyundai. Your feedback is important so that we can bring this concern to the attention of the dealership's General Manager. In addition the information you provided helps us to better understand our customers' experiences and serves in the development of future dealership guidelines.

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We have documented your comments in your existing Case # 4309307. Please reference your case number if you have any additional comments to provide.

Thank you for contacting Hyundai Consumer Affairs.

Customer: [REDACTED]  
03/04/2011 10:40 PM

=====  
Attachment 1.txt, 7340 bytes, added to incident

Thank you for contacting Hyundai Motor America.

Your email has been forwarded to our Consumer Affairs team for review and follow-up.

Hyundai Consumer Affairs

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Hyundai Consumer Affairs