

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

January 09, 2012

[REDACTED]

Bloomfield Hills, MI [REDACTED]

NVS-216 rrr
Ref. No. 10418957

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2003 Hyundai XG350L. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that the front end collapsed on your MY 2003 Hyundai XG350L. You found that the left front tire was askew and the axle was detached. After the repair you were told that the left front ball joint had sheared off. You request that the government should mandate automobile manufacturers to provide proper lubrication for ball joints or develop a warning system or sensors that would alert owners before ball joint failures. In addition, you request to be advised of other ball joint complaints NHTSA received regarding MY 2003 Hyundai XG350L vehicles.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to ball joint problems in MY 2003 Hyundai XG350L vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. We did not identify any complaints that were similar to what you experienced. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect

trends that may require our attention. Your request to have the government mandate that manufactures provide proper ball joint lubrication, warning systems and sensors that will detect ball joint failures will be forwarded to NHTSA's Office of Rulemaking. If necessary, they may contact you for more information.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement