

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

From: [REDACTED]
To: [Chan, Steve \(NHTSA\)](mailto:Chan.Steve@nhtsa.gov)
Subject: [REDACTED]: Your report to NHTSA; ref: 2006 Hyundai Sonata Sub-frame
Date: Tuesday, December 11, 2012 4:09:43 PM

EQ-10437887-5347

Mr. Chan,

Hyundai completed repairs and replaced the rear sub-frame free of charge. I will attempt to locate the repair invoice. Attached are the photos I took. The front also has some smaller holes, but I did not take photographs and no repairs were made by Hyundai after their technicians inspected and repaired the rear sub-frame.

I was also told the new Hyundai Sonatas are using heavier steel, so I assume they are aware of a design issue already.

Regards,

[REDACTED]
[REDACTED]

From: Steve.Chan@dot.gov [mailto:Steve.Chan@dot.gov]
Sent: Tuesday, December 11, 2012 3:31 PM
To: [REDACTED]
Subject: Your report to NHTSA; ref: 2006 Hyundai Sonata Sub-frame

Dear [REDACTED],

Thank you for reporting to the National Highway Traffic Safety Administration (NHTSA) concerning:

“THE CONTACT OWNS A 2006 HYUNDAI SONATA. THE CONTACT STATED THAT THE FRONT SUB-FRAME WAS CORRODED. THE CONTACT WAS DRIVING 65 MPH WHEN THE REAR STABILIZERS SEPARATED FROM THE VEHICLE. THE VEHICLE WAS NOT BEEN INSPECTED OR REPAIRED. THE FAILURE AND THE CURRENT MILEAGES WERE 176,000. UPDATED 03/16/12 *BF THE CONSUMER STATED THE VEHICLE WAS NOT REPAIRED, BECAUSE THE FRAME WASN'T BROKEN..”

1. Please email pictures of damaged frame / suspension area(s), and the repair invoice, if available.
2. Was the sub-frame in question for the front or for the rear suspension?

Steve Chan
Safety Defects Engineer
Office of Defects Investigation /NHTSA

From: [REDACTED]
To: [Chan, Steve \(NHTSA\)](mailto:Chan, Steve (NHTSA))
Subject: [REDACTED]: Your report to NHTSA; ref: 2006 Hyundai Sonata Sub-frame
Date: Tuesday, December 11, 2012 11:10:27 PM
Attachments: [Hyundai Invoice.pdf](#)

Mr. Chan,

Prior to the incident, there was absolutely no warning. I recall hearing a loud "pop" from the rear of the vehicle and then it became a wild ride. I actually thought I had blown a tire. Fortunately, when the incident took place I was on a straight portion of a two lane divided interstate, with no traffic near my vehicle as it took both lanes of northbound traffic to bring the vehicle back under control and safely to the shoulder of the road.

With regard to the repairs, the rear sub-frame was found to be rotted out as well as the upper control arms were found to be broken off. Hyundai replaced upper control arms, sub-frame, lower control arms and left and right trailing arms. I have attached a copy of the Customer Copy of the Invoice, dated 12/16/11 which consists of two pages.

Regards,

[REDACTED]
[REDACTED]
Pulaski, NY [REDACTED]

[REDACTED]

From: Steve.Chan@dot.gov [mailto:Steve.Chan@dot.gov]
Sent: Tuesday, December 11, 2012 5:30 PM
To: [REDACTED]
Subject: RE: Your report to NHTSA; ref: 2006 Hyundai Sonata Sub-frame

Thank you very much for the quick reply and the photos. Did you discovered the rear sub-frame problem when the rear stabilizer separated?

Just to confirm, it was the stabilizer bar, not a rear control arm that separated from the rear sub-frame, correct?

Prior to the incident, were there any kinds of warnings (noises, poor vehicle handling, etc.)?

Steve

From: [REDACTED]
Sent: Tuesday, December 11, 2012 4:09 PM
To: Chan, Steve (NHTSA)
Subject: RE: Your report to NHTSA; ref: 2006 Hyundai Sonata Sub-frame

Mr. Chan,

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To: [REDACTED]
Subject: Your report to NHTSA; ref: 2006 Hyundai Sonata Sub-frame

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2. Was the sub-frame in question for the front or for the rear suspension?

Steve Chan
Safety Defects Engineer
Office of Defects Investigation /NHTSA



FUCCILLO IMPORTS, Inc.
18822 U.S. RT. 11 * P.O. BOX 578



ISUZU

HYUNDAI

Outer Washington Street
WATERTOWN, NY 13601
Phone 315-782-1600 Toll Free 800-359-7777
Fax 315-782-0506

Repair Shop #
7063809

CUSTOMER NO. 43382		ADVISOR MICHELLE KENNEL	3109	TAG NO. 6585	INVOICE DATE 12/16/11	INVOICE NO. HYCS148549
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 176,297	COLOR BLACK/	STOCK NO.
PULASKI, NY [REDACTED]		YEAR / MAKE / MODEL 06/HYUNDAI/SONATA/4DSD			DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. 5 N P E U 4 6 F 2 6 H [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS	R. O. DATE 12/01/11	
[REDACTED]		[REDACTED]		MO: 176299		

LABOR & PARTS
1 10HYZ DRIVEABILITY TECH(S):3162 WARRANTY
CUSTOMER STATES STABILIZER ROTTED OUT FROM SUBFRAME,
CAUSING CUSTOMER TO GO OFF THE ROAD
CHECK AND FOUND REAR SUBFRAME ROTTED OUT AND UPPER CONTROL
ARMS BROKEN OFF.
REPLACED UPPER CONTROL ARM, SUB FRAME AND LOWER CONTROL
ARMS. ALSO REPLACED LEFT AND RIGHT TRAILING ARMS.
SET ALIGNMENT ALL OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	55410-3K710	CROSSMEMBER-RR			WARRANTY
JOB # 1	4	54559-1F000	FLANGE NUT-SELF L			WARRANTY
JOB # 1	1	55110-3K000	ARM ASSY-RR UPR L			WARRANTY
JOB # 1	1	55120-3K000	ARM ASSY-RR UPR R			WARRANTY
JOB # 1	2	33131-42000	NUT			WARRANTY
JOB # 1	2	13612-1400D	WASHER-SPRING			WARRANTY
JOB # 1	2	55263-3K000	PLATEB			WARRANTY
JOB # 1	2	55250-3K700	ARM ASSY-RR ASSIS			WARRANTY
JOB # 1	2	55260-3K000	BOLT-CAM			WARRANTY
JOB # 1	2	62616-2E000	WASHER-PLAIN			WARRANTY
JOB # 1	2	62617-3K000	BOLT			WARRANTY
JOB # 1	2	62617-3K300	BOLT			WARRANTY
JOB # 1	2	62617-3K400	BOLT			WARRANTY
JOB # 1	2	55260-3K100	CAM-BOLT ASSY			WARRANTY
JOB # 1	1	55210-3K700	ARM ASSY-RR SUSPE			WARRANTY
JOB # 1	1	55220-3K700	ARM ASSY-RR SUSPE			WARRANTY
JOB # 1	2	51768-2E000	NUT-CASTLE			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

2 10HYZ01 DRIVEABILITY CONCERN TECH(S):3162 INTERNAL
CUSTOMER STATES VEHICLE IS EXTREMELY UNSTABLE AT SPEEDS OVER
35 TO 40 MPH
SEE JOB 1 FOR ALL REPAIRS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
						0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

3 99HYZ 99HYZ1 TECH(S):3162 INTERNAL
CUST REQ COMPLETE RECALL
072 FRONT SEAT BACK RECL HANDLE REPLACE (05-01-011)
RECALL OPEN FOR THIS VEH
ORDERED PART, WILL LET CUSTOMER KNOW WHEN PARTS COME IN

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	0	88185-3K005-QSC	KNOB-RECLINER FR			WARRANTY
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
JOB # 3	0	88285-3K005-QSC	KNOB-RECLINER FR			WARRANTY
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

Advanced Forms (800) 552-5532 FA-013



FUCCILLO IMPORTS, Inc.
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Outer Washington Street
WATERTOWN, NY 13601

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Repair Shop #
7063809

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[REDACTED]		F.T.E. NO.			P.C. NO.
[REDACTED]		[REDACTED]			R.O. DATE 12/01/11
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
[REDACTED]	[REDACTED]	MO: 176299			

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS
DROP

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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

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RETURN YOUR SURVEY FOR A CHANCE TO WIN A \$100 GAS CARD !!!!!
APPLY FOR OUR FUCCILLO CREDIT CARD WITH 6 MONTHS TO PAY ! !
IF YOU HAVE ANY QUESTIONS OR CONCERNS ABOUT YOUR SERVICE
VISIT, PLEASE CALL SCOTT JONES @ 315-782-1600
CHECK OUT OUR COUPONS AT www.fuccillo.com ! !
THANK YOU FOR YOUR BUSINESS! WE LOOK FORWARD IN SEEING YOU!!

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