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

October 12, 2012

OCT 23 2012

U.S. Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defect Investigations - NVS - 210
1200 New Jersey Ave. SE West Building
Washington D.C. 20590

Re: NHTSA Recall Number 09V - 125

To the Engineering Dept.

My 2001 Hyundai Elantra experienced on two occasions the catastrophic failure of both the front lower control arm on the front left and the front right side. The first event occurred on November 21, 2012 while the second event occurred on July 10, 2012. As the third owner of the car, I was never informed by Hyundai of the danger of the control arm failing. I am hereby making two requests of the Office of Defect Investigations.

First, in my case, I tried to alert the Federal Trade Commission (FTC) of the control arm defect so that my experience could be added to any other complaints that they have received in relation to this part. I would like to expand the number of complaints that they may have logged by adding the referral of the National Highway Traffic Safety Administration to their list. Your agency obviously has investigated the control arms of Hyundai's products and has posted 17 documents on the NHTSA website in relation to this failed auto part. The listing of the NHTSA with the FTC might provide the sufficient number of referrals that they need in order to launch their own investigation of this part or to pursue other procedures and remedies available to them.

Second, I have reviewed a number of the documents posted by the NHTSA on the agency's website. I could not find any evidence submitted by the manufacturer that would discuss or acknowledge the possibility that other automobile parts could be adversely impacted by the failure of the control arms. In my own case, when my car was towed to commercial garages, I needed to have an axle, stabilizer link, wheel balance, and alignment jobs done by mechanics. These repairs were, in my view, directly related to the failure of the control arms. However, I didn't save the parts that were replaced because I had no idea that the control arms had been subject to a recall. As a consequence, it makes it difficult for me to assert that the failure of the control arms caused these other parts and systems to be damaged and therefore in need of repair or replacement. Had the consequences of a control arm failure in terms of its impact on other auto parts and systems been addressed in the documentation that was part of NHTSA's investigation, I would have useful information I need to be made whole.

It also strikes me that in light of the company's admission that the failure of a control arm can result in a "crash," that the company or the NHTSA should have specified the likely sequence of events that would cause such an event. What other auto parts, for example, would be impacted in such a way that a motorist could become involved in a collision?

I hope you can address my concerns.

Sincerely,

Wallingford, CT

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PW



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US DEPT OF TRANSPORTATION
NAT. HIGHWAY TRAFFIC SAFETY ADMIN.
OFFICE OF DEFECTS INVESTIGATION - NVS-210
1200 NEW JERSEY AVE. SE WEST BUILDING
WASHINGTON, D.C. 20590
20590 