



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

January 30, 2013

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

[REDACTED]

Dania, FL [REDACTED]

NVS-216 nlm
Ref. No. 10492782

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2002 Hyundai Santa Fe vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that while your wife was driving her MY 2002 Hyundai Santa Fe, the left front steering control arm broke away from the sub frame due to corrosion. A technician determined that the entire under carriage of the vehicle was dangerously rusted out. Your research revealed a manufacturer's recall of MY 2000 through MY 2004 Hyundai Santa Fe vehicles for sub frame corrosion. You contacted Hyundai for assistance; however, they declined to repair your vehicle under the recall because it was not purchased in a salt belt State. As the original owner you are upset that you were never notified of the recall. In addition, you request reimbursement from Hyundai for the repairs you paid for.

We were unable to locate the recall you mentioned concerning sub frame corrosion. However, NHTSA is aware of a recall (NHTSA Safety Recall Campaign 09V-123, summary enclosed) that addresses internal corrosion of the rear trailing arms that can lead to misalignment and steering pull in MY 2001 through MY 2003 Hyundai Santa Fe vehicles. Please note that this recall only

applies to vehicles sold and registered to owners in salt belt States that use high amounts of salt for de-icing. Therefore, Hyundai may rule that your vehicle is not eligible for this recall. We recommend that you continue to work with Hyundai and your dealer for a resolution. 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. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov.

Your request for assistance in retrieving your money or a reimbursement does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Florida Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Hyundai district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over warranty and remuneration matters. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at, -800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq. 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,



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

Recall Detail

Recall Num: 09 V 123 000 **573 Date:** 14-APR-2009 **573 Date Rcvd:** 16-APR-2009 **Potentially Affected:** 83,355 **Potentially Defective:** 83,355
Mfr Recall Num: 090
Subject: REAR TRAILING ARM CORROSION FAILURE **Remedy Type:** Inspect and Replace **RP Num:** **FMVSS Num:**
Recall Type: Defect **Recall Effect:** Crash Avoidance **NHTSA Inv Num:** EA08-023 **Influenced by:** ODI
Problem Exp: Complaints **Manufacturer:** HYUNDAI-KIA AMERICA TECHNICAL CENTER INC **Recall Status:** CONDUCTING RECALL

Problem Descr: HYUNDAI IS RECALLING 83,355 MY 2001-2003 SANTA FE VEHICLES ORIGINALLY SOLD IN OR CURRENTLY REGISTERED IN THE STATES OF CONNECTICUT, DELAWARE, ILLINOIS, INDIANA, IOWA, MAINE, MARYLAND, MASSACHUSETTS, MICHIGAN, MINNESOTA, MISSOURI, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, OHIO, PENNSYLVANIA, RHODE ISLAND, VERMONT, WEST VIRGINIA, WISCONSIN, AND THE DISTRICT OF COLUMBIA. ROAD SALT APPLIED IN THESE JURISDICTIONS DURING THE WINTER MONTHS MAY RESULT IN PROGRESSIVE, INTERNAL CORROSION OF THE REAR TRAILING ARMS, WHICH COULD LEAD TO THINNING OR PERFORATION OF THE REAR TRAILING ARM STEEL. OWNERS MAY SEE OR FEEL SLIGHT TO MODERATE CHANGES IN VEHICLE OPERATION WHICH WILL INCREASE IF THE VEHICLE IS NOT REPAIRED. THESE CHANGES INCLUDE A LOWERING OF VEHICLE HEIGHT THAT CAN LEAD TO TIRE MISALIGNMENT AND STEERING PULL. OWNERS MAY ALSO NOTICE A CREAKING SOUND.

Consequence: IF THE CORROSION IS ALLOWED TO PROGRESS, THE REAR TRAILING ARM MAY FRACTURE WHILE DRIVING, THEREBY INCREASING THE RISK OF A VEHICLE CRASH.
Remedy Type: DEALERS WILL INSPECT THE REAR TRAILING ARMS FOR INTERNAL CORROSION DAMAGE. IF SPECIFIED LEVELS OF CORROSION DAMAGE ARE FOUND, THE REAR TRAILING ARMS WILL BE REPLACED. REAR TRAILING ARMS THAT DO NOT REQUIRE REPLACEMENT WILL HAVE DRAINAGE HOLES ADDED AND WILL BE TREATED WITH RUST-PROOFING MATERIAL TO ARREST THE CORROSION PROCESS. INSPECTION, TREATMENT AND REPLACEMENT PROCEDURES WILL BE CONDUCTED AT NO COST TO OWNERS. THE RECALL IS EXPECTED TO BEGIN DURING MAY 2009. OWNERS MAY CONTACT THE HYUNDAI CUSTOMER ASSISTANCE CENTER AT 1-800-633-5151.

Notes: HYUNDAI RECALL NO. 090. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO HTTP://WWW.SAFERCAR.GOV .

MFR Knowl Dt: **Prod Change Dt:** **Mfr Press Release Dt:** **NHTSA Press Release Dt:**
Stop Sales: **Regional:** Y
Supplier: **Mfr Toll Free Num:**

Products	Vehicle Usage	Beginning Mfg Date	Ending Mfg Date
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Hyundai Motor Company Make :HYUNDAI Model :SANTA FE Model Year :2002 Type :MULTIPURPOSE PASSENGER VEHICLE	Passenger	31-MAR-2000	27-JAN-2003
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Hyundai Motor Company Make :HYUNDAI Model :SANTA FE Model Year :2001 Type :MULTIPURPOSE PASSENGER VEHICLE	Passenger	31-MAR-2000	27-JAN-2003
Product Type :VEHICLE Product Category :LIGHT VEHICLES Manufacturer :Hyundai Motor Company Make :HYUNDAI Model :SANTA FE Model Year :2003 Type :MULTIPURPOSE PASSENGER VEHICLE	Passenger	31-MAR-2000	27-JAN-2003

Component Name
 SUSPENSION:REAR

Influencing Investigation(s)

Investigation Num	Subject	Investigator	Relationship
EA 08 023	REAR TRAILING ARM CORROSION FAILURE	DEREK RINEHARDT	Influencing

Recall Detail

Related Recalls

Yr	Type	Major Sub	Relationship
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Recall Characteristics

Unique Recall

Regional recall

Unique Descr

Recall Communications

Fax Ack: 16-APR-2009	Letter Ack: 16-APR-2009
Draft 577 Received: 16-APR-2009	Draft 577 Approved: 16-APR-2009
Final 577 Received: 22-JUL-2009	Owner Notification: 17-JUL-2009
Phased: N	577 End:
Renotification:	Envelope Approved:
Dealer Notification Received: 28-APR-2009	Dealer Notification: 15-APR-2009