



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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

NOV 30 2013  
21 OCT 2013

Repository

Reference No.  
10548712

**OWNER INFORMATION (Type or Print)**

Name

Address

City PALM BAY

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
KMHWF35H54A

Make HYUNDAI

Model SONATA

Model Year 2004

Date Purchased  
July, 2004

Dealer's Name and Telephone Number  
Carroll Hyundai of Melbourne, FL  
State FL Zip Code

Engine:  
No: Cylinders V6

Fuel Type:  
Regular

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)  
20-OCT-2013

Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 020000 SUSPENSION

Failure Mileage  
120000

Failure Speed  
0

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured  
0

Number of Deaths  
0

Reported to Police  
N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**

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 2004 HYUNDAI SONATA. THE CONTACT STATED THAT WHILE AT THE DEALER FOR ROUTINE MAINTENANCE, THE TECHNICIAN STATED THAT THERE WAS A HOLE CORRODED IN THE SUB FRAME. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 09V124000 (SUSPENSION) BUT WAS ADVISED BY THE MANUFACTURER THAT THE VIN WAS NOT INCLUDED IN THE RECALL. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 120,000.

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 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.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

*Please see additional sheets.*

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation  
**National Highway Traffic Safety Administration**  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382  
  
Official Business  
Penalty for Private Use \$300



**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle  
has a safety defect?**



**If so:  
Use the enclosed  
form to file a report.**

**or visit:  
[www.safercar.gov](http://www.safercar.gov)  
or call:  
Vehicle Safety Hotline  
888-327-4236**



Vehicle Owners' Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

11/18/13

From: [REDACTED]

To: NHTSA.

In reference to Hyundai Sonata yR, 2004. We purchased this car from Coastal Hyundai of Melbourne, Fl. in 2004, new. We have had the car serviced on a regular basis at this dealership since we purchased it. The last service date was approx 10/18/13. At that time a mechanic told me there was a large hole rusted in the sub-frame and showed it to me. No mention of rust in this area during any previous servicing. A salesman approached me immediately, told me it would cost \$2900.00 to fix it. He stated, "the car isn't worth \$2000. dollars, you can trade it in on a new car." He stated, "the car isn't safe to drive." Research online showed a recall in northern states for 2004 to 2009 Hyundai Sonatas due to road salt and water in the sub frames which had no drain holes to drain the water from the sub frames, thus they rusted out. The salt content of Fl. east coast is higher than the north, year round. If no holes was drilled in this sub frame and not painted, over a period of time metal will rust out, whether in the North or the South.

Cont. —

On a personal note: I am 81 yrs old, and my wife is 70 yrs. old. I have worked on cars all my life and have never seen a sub-frame rusted out this badly. This car is paid for and has served us well. I do not believe this rusting happened suddenly. The dealership is negligent during servicing not to have seen signs of rusting and taken preventive measures.

I have requested service records from Coastal Hyundai of Melbourne, but they have never responded. I will take no further action against them until I receive a response from NHTSA.

Sincerely,

