

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Johnson, Lajuan CTR \(NHTSA\)](#)  
**Subject:** FW: Emailing: 2010 Hyundai Sonata Handles Falling Off.mp4 - YouTube  
**Date:** Monday, November 04, 2013 9:24:24 AM  
**Attachments:** [2010 Hyundai Sonata Handles Falling Off.mp4 - YouTube.htm](#)  
**Importance:** High

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-----Original Message-----

**From:** Williams, Maritza CTR (NHTSA) On Behalf Of DataQuality, DataQuality (NHTSA)  
**Sent:** Friday, November 01, 2013 10:08 AM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: Emailing: 2010 Hyundai Sonata Handles Falling Off.mp4 - YouTube  
**Importance:** High

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Thursday, October 31, 2013 2:22 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** Emailing: 2010 Hyundai Sonata Handles Falling Off.mp4 - YouTube  
**Importance:** High

To NHTSA/Office of defects investigation, complaint 10548725

I filed my complaint on Oct. 21 2013 re: The door handles (2) that cracked in half/pulled right off the door under normal use.

Sending you a link currently on YOU TUBE. The video is exactly what I am talking about. After you view the video, please scroll down the page to view the written complaints of dozens of Hyundai owners of all models, with the same problem. Most of these owners are frustrated, being told by dealers they have to pay for the repair, not warranted, it's your fault and so on. I assume that they did not know how important it is to report defects to NHTSA. I did respond to some of these owners, advising them to report the problem to NHTSA. I will be faxing the "vehicle owner's questionnaire" I received from you A.S.A.P.








Regards,

[REDACTED]

2010 Hyundai Sonata Handles Falling Off.mp4 - YouTube

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