

NVS-200

CL-10552361-3520

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

EXECUTIVE SECRETARIAT

NOV 12 2013

2013 NOV -6 A 10:35

RECEIVED - NNTSA

October 29, 2013

To: National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE

Washington, D.C. 20590

From: [REDACTED]

[REDACTED]

Shelbyville, IN [REDACTED]

RE: Air bag recall for 2006 Hyundai Sonata

Dear Administrator,

I'm writing concerning my recent visit to Ray Skillman Southside Hyundai in Greenwood, Indiana, for the air bag recall notice I received in the mail regarding my 2006 Hyundai Sonata. While the customer service was very good, I'm not sure why the diagnosis of the air bag problem in my 2006 Hyundai Sonata wasn't covered in the recall. I've included a copy of the service receipt for your review. The OCS test resulted in a pass or compliant, but the passenger belt buckle pertensioner didn't pass or comply even though it's operational. If the point of the recall was to provide safety concerning the air bag system of Hyundai vehicles shouldn't this repair be included at no charge (instead of \$180.74 for part # 88840-0A000-QD, and \$100.00 in labor)?

Please advise at your earliest convenience because I want to make sure my vehicle is safe and compliant for my family.

Best Regards,

[REDACTED]

ET  
11/13/13  
SMD



"WE SERVICE ALL MAKES AND MODELS"

1300 U.S. 31 South  
 GREENWOOD, INDIANA 46143  
 Phone: (317) 885-2300  
 www.rayskillmanhyundai.com

CUSTOMER NO. <b>193921</b>	ADVISOR <b>BRIAN CARPENTER</b>	997582	TAG NO. <b>H572</b>	INVOICE DATE <b>10/29/13</b>	INVOICE NO. <b>HYCS175697</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>101.610</b>	COLOR <b>/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>06/HYUNDAI/SONATA/</b>			DELIVERY DATE	DELIVERY MILES
<b>SHELBYVILLE, IN</b>	VEHICLE I.D. NO. <b>5 N P E U 4 6 F 6 6 H</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE <b>10/29/13</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 101610

JOB# 1 CHARGES-----  
 LABOR-----  
 J# 1 46HYZ CAMPAIGN TECH(S):997622 INTERNAL  
 CUSTOMER STATESTHE HAVE A RECALL NOTICE ON THE OSC AIR BAG C  
 ONCERN.  
 PERFORMED DIAGNOSIS AND SCAN TEST AND FOUND CODES B1706 AND  
 B1513 FOR PASSENGER BUCKLE FAILURE  
 FOUND NO CODES STORED FOR THE OSC AT THIS TIME  
 CUSTOMER DECLINED REPLACING THE PASSENGER SEAT BELT BUCKLE

JOB# 1 JOURNAL PREFIX HYCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----  
 LABOR-----  
 J# 2 11HYZINSP HYUNDAI MULTIPOINT TECH(S):997622 INTERNAL  
 FREE HYUNDAI MULTIPOINT INSPECTION  
 COMPLETED HYUNDAI MULTIPOINT INSPECTION

JOB# 2 JOURNAL PREFIX HYCS JOB# 2 TOTAL 0.00

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----  
 WAIT created 2013-10-28 03:08:00pm

RECOMMENDATIONS-----  
 PASSENGER FRONT SEAT BELT BUCKLE PERTENSIONER  
 PART# 88840-0A000-QD \$180.74  
 1.0 LABOR \$100.00  
 ENGINE AIR FILTER \$31.00  
 CABIN FILTER \$46.00

SERVICE REPLACEMENT PARTS  
 AND ACCESSORY WARRANTY  
 DISCLAIMER OF WARRANTIES: Any warranties  
 on the products sold hereby are those made by  
 the manufacturer. The seller, RAY SKILLMAN  
 HYUNDAI, INC. hereby expressly disclaims all  
 warranties, either express or implied, including  
 any implied warranty of merchantability or fit-  
 ness for a particular purpose, and RAY  
 SKILLMAN HYUNDAI, INC. neither assumes nor  
 authorizes any other person to assume for it any  
 liability in connection with the sale of said  
 products.

OTHER TERMS: THIS WARRANTY IS  
 EXPRESSLY IN LIEU OF ALL OTHER WAR-  
 RANTIES OF ANY KIND EXPRESS OR  
 IMPLIED, INCLUDING (WITHOUT LIMITATION)  
 ANY IMPLIED WARRANTIES OF MERCHANT-  
 ABILITY OR FITNESS FOR A PARTICULAR  
 PURPOSE APPLICABLE TO SUCH PARTS AND  
 ACCESSORIES. THE PAYMENT FOR REPAIR  
 OR REPLACEMENT IS THE EXCLUSIVE  
 REMEDY UNDER THIS WRITTEN WARRANTY.  
 THE DEALER SHALL NOT BE LIABLE FOR  
 SPECIAL, INDIRECT, INCIDENTAL OR  
 CONSEQUENTIAL DAMAGES. THE DEALER  
 ASSUMES NO OBLIGATION IN CONNECTION  
 WITH THE SALE OF SUCH PARTS OR  
 ACCESSORIES.

SERVICE DEPT. HOURS:  
 MON. - FRI. 7AM - 6PM  
 SATURDAY 8AM - 1PM

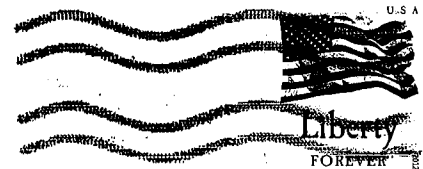
**Thank You!**  
 ... for coming to Ray Skillman Hyundai, Inc.  
 for your service work. We have one of the  
 largest and best equipped service centers  
 of any dealership in the midwest. WE  
 THEREFORE GUARANTEE ALL OF OUR  
 WORK FOR 90 DAYS OR 4000 MILES,  
 whichever comes first. This Guarantee is  
 valid provided you bring your vehicle back  
 to us and give us the opportunity to correct  
 any problem you may have. If you are  
 dissatisfied or unhappy with us in any way  
 please let us know. WE WANT YOUR  
 REPEAT BUSINESS!

*Ray Skillman*  
 COLLISION CENTER HOURS:  
 MON.-FRI. 7:30 AM - 6:00 PM  
 (317) 882-5211

Shelbyville, IN

INDIANAPOLIS IN 462

30 OCT 2013 PM 9 T



National Highway Traffic Safety Administration  
Attn: Administrator  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

