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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 3/13/2014

Incident Details

VQ-10582766-4422

Document Number: 11430249A

Report Number: 20140313-7F975-2147446421

Report Submitted Date: 3/13/2014

Who You Are: Consumer

Incident Description: The internals of the door handles on the 2010 Hyundai Sonata are made of a brittle, inferior plastic instead of metal. This causes the door handles to easily break off of the vehicle and sometimes even fall off after simply being exposed to cold temperatures. Hyundai is well aware of this problem yet they have never issued a recall nor agreed to cover the cost of repairing broken handles with consumers who have complained to them. I myself filed a complaint with them 3/13/14 case# 6467343 through their complaint line 855-671-3059. My concern is that in an emergency situation the handles could easily be broken off leaving any incapacitated motorists trapped inside their vehicles. In the event of a collision, fire, or submersion of the vehicle first responders may not be able to get passengers out of the vehicle in time to perform necessary lifesaving emergency procedures because of the faulty, poor quality door handles. The only way for first responders to reach incapacitated individuals in the event the door handle breaks (two of mine did in one day) would be to shatter the tempered glass window possibly resulting in injury to emergency personnel and/or further injury to the passengers of the vehicle. Please consider this important safety concern and I strongly urge you to demand that Hyundai provide a solution to this problem and that they do so as soon as possible.

Incident Date: 3/13/2014

Incident Location: Street or Highway - [REDACTED], Columbia, Missouri, [REDACTED] United States This is my home address

Victim Details

First Name: [REDACTED]

Last Name: [REDACTED]

Injury Information: Incident, No Injury

Victim is of Hispanic/Latino origin? No

Race: White

Other Race/Ethnicity:

My Relationship to Victim: Self

Gender: Male

Age when incident occurred: 29 Years

Address: [REDACTED], Columbia, Missouri, [REDACTED] United States

E-mail: [REDACTED]

Phone Number: [REDACTED]

Product Details

Product Description: Motor Vehicle. 2010 Hyudnai Sonata GLS four door sedan. Exterior door handles.

CPSC does not guarantee the accuracy, completeness, or adequacy of the contents of the Publicly Available Consumer Product Safety Information Database on SaferProducts.gov, particularly with respect to information submitted by people outside of CPSC.

Product Category: Sports and Recreation

Product Type: Recreational Vehicles (Unlicensed)

Brand Name: Sonata

Manufacturer / Importer /

Private Labeler
Name:

Model Name or Number: Sonata

Serial Number:

Date 3/13/2010

Manufactured:

Manufacturer
Date Code:

Manufacturer Address: Not specified

Manufacturer
Website URL:

Manufacturer
Phone Number:

Retailer: Corwin Hyundai

Retailer State: Missouri

Additional Details

Purchase Date: 2/16/2013

I still have the product in my possession. Yes

The product was damaged before the incident. N/A

The product was modified before the incident. N/A

Have you contacted the manufacturer? Yes

If not, do you plan to contact them? N/A

Explanation:

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

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Address: [REDACTED], Columbia, Missouri, [REDACTED] United States

E-mail [REDACTED]

Phone Number: [REDACTED]

Consent

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in CPSC's Public Database? Yes, you may include my Report with any attachments on SaferProducts.gov.

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report? Yes, you may release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I have reviewed the Report and that the information provided in this Report is true and accurate to the best of my knowledge, information, and belief. Yes

OMB Control Number 3041-0146