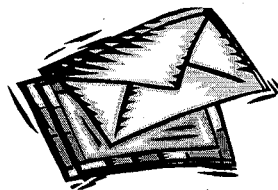


# NHTSA ccmMercury Routing Slip



CL-10928345-6247

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

Printed: 12/9/2016

<b>NHTSA #:</b> ES16-005633	<b>Rec'd Date:</b> 12/9/2016	<b>Referred By:</b> NAD-200
<b>XREF #:</b>	<b>Doc Type:</b> CNG	<b>Doc Date:</b> 12/8/2016
<b>Delivery:</b> EML	<b>Address To:</b>	<b>Due Date:</b> 1/9/2017
<b>S10 #:</b>	<b>DOT/I #:</b>	<b>RMP #:</b>
<b>Subject: LETTER FROM SENATOR SULLIVAN ON BEHALF OF CONSTITUENT [REDACTED] RE ALASKA NEEDS TO BE ADDED TO THE HYUNDAI RECALL STATES</b>		
<b>Ack Date:</b>	<b>Ack By:</b>	<b>Signed For:</b>
<b>Sign Office:</b> DIRECTOR, GOVERNMENTAL AFFAIRS	<b>Signature:</b> ALISON PASCALE	
<b>Cleared Date:</b>	<b>Cleared By:</b>	<b>Cleared For:</b>
<b>File Loc:</b>	<b>XREF File:</b>	<b>Closed Date:</b>
<b>Added By:</b> CBUTLER x60180	<b>Modified By:</b> Chris.Butler	
<b>Most Recent Comment:</b>		

**Author:**

THE HONORABLE DAN SULLIVAN  
UNITED STATES SENATOR  
851 EAST WESTPOINT DRIVE, SUITE 309  
WASILLA, AK 99654-7183  
Tel: 907-357-9956 Fax: E-mail:

DEC 16 2016

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	12/9/2016	1/9/2017	
NGA-010	SIGN	12/9/2016		

FR  
12/16/16  
SMD

**Butler, Chris CTR (NHTSA)**

---

**From:** Korkor, Julie (NHTSA)  
**Sent:** Friday, December 09, 2016 7:39 AM  
**To:** Butler, Chris CTR (NHTSA)  
**Subject:** FW: Responding to your message (Intranet Quorum [REDACTED])  
**Attachments:** [REDACTED]

Chris,

Please control and notify me.

Thanks!

Julie

---

**From:** Caldwell, Megan (NHTSA)  
**Sent:** Thursday, December 08, 2016 4:46 PM  
**To:** Korkor, Julie (NHTSA)  
**Cc:** Pascale, Alison (NHTSA); Wagner, Esther (NHTSA)  
**Subject:** FW: Responding to your message (Intranet Quorum [REDACTED])

Hi Julie,

Please control!

Thank you,

Megan

---

**From:** Harrison, Nefretiti (OST)  
**Sent:** Thursday, December 08, 2016 4:45 PM  
**To:** Pascale, Alison (NHTSA); Caldwell, Megan (NHTSA)  
**Cc:** Readinger, Patricia (OST); McMahon, Timothy (OST)  
**Subject:** FW: Responding to your message (Intranet Quorum [REDACTED])

Good afternoon Team NHTSA,


I received the attached correspondence from Sen. Sullivan requesting that one of his constituents be added to the Hyundai Salt Belt recall. I've advised the Senator that someone from your shop would follow-up.

Thanks,

Nef

Nefretiti Harrison  
Build America Bureau  
United States Department of Transportation  
D. 202.366.3063 | M. 202.308.0346



 Please consider the environment before printing this email.

---

**From:** Senator Dan Sullivan (imailagent) [[mailto:casework\\_sullivan@sullivan.senate.gov](mailto:casework_sullivan@sullivan.senate.gov)]  
**Sent:** Thursday, December 08, 2016 4:34 PM  
**To:** Harrison, Nefretiti (OST)  
**Cc:** [margaret\\_sharpe@sullivan.senate.gov](mailto:margaret_sharpe@sullivan.senate.gov)  
**Subject:** Responding to your message (Intranet Quorum [REDACTED])

DAN SULLIVAN  
Alaska

702 HART SENATE OFFICE BUILDING  
WASHINGTON, DC 20510  
(202) 224-3004

## United States Senate

Dear Mr. Gresham,

On December 5, 2016, my office received a letter from [REDACTED] asking for my assistance with an issue within your agency's jurisdiction. Please find [REDACTED] correspondence attached, which is being forwarded for your review and response in compliance with all applicable laws, regulations, and agency policies. I appreciate your careful attention to this matter.

**REQUEST adding him to the Hyundai salt belt recall and an explanation of why or why not. His Office of Defects Investigation (ODI) number is 10928345.**

Please forward any information that may be helpful to my constituent to Margaret Sharpe in my district field office at the following location:

Office of Senator Sullivan  
851 East Westpoint Drive, Suite 309  
Wasilla, AK 99654-7183  
907-357-9956

Thank you for your prompt assistance.

Sincerely,



Dan Sullivan  
United States Senator



# Senator Dan Sullivan (Alaska)

## Privacy Act Release Form

This Privacy Act generally requires your written consent before a government agency will release information to my office regarding your records. To better serve you, please complete this form and return it to the address at the bottom of this page.

(Please Print Clearly)

First Name: [REDACTED]

Mailing Address: [REDACTED] City: BIL LAKS

State: AK Zip Code: [REDACTED] Phone: [REDACTED]

Social Security #: [REDACTED] Military Branch: [REDACTED]

Date of Birth: [REDACTED] Email: [REDACTED]

Agency/Department Involved \_\_\_\_\_

**PROBLEM:** Briefly explain your problem and outline the steps that have been taken by you and the agency with regard to your situation. In addition, please make your request for assistance as specific as possible. Should you require more room, feel free to attach a letter addressed directly to the Senator.

PLEASE SEE ATTACHED LETTER 2006  
HYUNDAI SONATA REAL CROSS MEMBER /  
SUBFLAME COLLISION / LUST. PLEASE INCREASE THE  
NHTSA CAMPAIGN 113 TO INCLUDE THE  
STATE OF ALASKA!

**PRIVACY ACT:** In accordance with the provision of the Privacy Act of 1974, I authorize the Office of U.S. Senator Dan Sullivan to obtain information about me from covered agencies in connection with my case.

Signed: [REDACTED] Date: 12/1/16

Please email, mail, or fax the signed and completed form and any attachments to:

U.S. Senator Dan Sullivan  
Mat-Su District Office  
851 E. Westpoint Drive, Suite 309  
Wasilla, AK 99654  
Phone: 907-357-9956  
Fax: 907-357-9964  
EMAIL: Senator\_Sullivan@sullivan.senate.gov

Senator Dan Sullivan  
851 East Westpoint Drive  
Suite 309  
Wasilla, AK 99654

December 1, 2016

Dear Senator Sullivan,

I am a personal friend of [REDACTED] I celebrated your primary election victory party with you in Anchorage. I am looking forward to the next primary victory celebration also!

Unfortunately, I own a 2006 Hyundai Sonata with a rusted, corroded cross member/subframe. These vehicles were recalled in August of 2013. Under Campaign 113 the National Highway Transportation Administration (NHTSA) recalled 239,000 2006 to 2011 Hyundai Sonatas and Azeras from rust belt states. The rust belt states include 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. **Guess which state is not included in this recall of rust belt states? Alaska.** No one has more winter than us. The same chemicals they use on the roads are used in Alaska. We use calcium chloride and potassium acetate on our roads.

This vehicle was driven primarily by a [REDACTED] year old woman and stored in a garage. A cross member/sub frame should not fail. The vehicle is a 2006 with 164,000 miles. I have contacted Hyundai. My case number with Hyundai is [REDACTED] I have contacted Lithia Hyundai of Anchorage. Both Hyundai Customer Care in Arizona and Lithia Hyundai have refused to stand behind their product.

I pastor a church in Big Lake, Alaska. This car was formerly owned by [REDACTED] They are members of the church I serve. Two weeks ago [REDACTED] was very upset. He took the vehicle on July 27, 2016 to Lithia Hyundai because it was swerving all over the road in Anchorage. His wife was almost in an accident. Lithia Hyundai did \$1300 worth of work on the rear suspension (see enclosed receipts). **Lithia Hyundai of Anchorage replaced many parts. However, the replaced parts all bolt to the rusted, corroded, unstable rear cross member/ sub frame!!** Three times [REDACTED] asked Lithia Hyundai, "Is the vehicle fixed?" They replied, "Yes."

Imagine his shock after spending \$1300 on August 2, 2016 for the same problems to reoccur in mid-November of 2016. He took the vehicle to Midas and was told that the rear sub frame needed to be replaced. [REDACTED] is [REDACTED] years old with no retirement. He is still working hard commuting from Big Lake to Anchorage. He was so discouraged he planned to give the vehicle to Midas. I said, [REDACTED] let me work on this and see if Hyundai will stand behind their product." I am the owner of the vehicle now (see

attached title). My plan is for Hyundai to repair the vehicle and then I will return it to [REDACTED]

I contacted the NHTSA and lodged a complaint. The ODI number is 10928345.

Alaska needs to be added to the Hyundai recall. It is not right for a vehicle that is ten years old to corrode like this. **If there is any way you could encourage the NHTSA to broaden the recall to include Alaska I would be grateful.**

If you have any questions, please contact me at [REDACTED].

Sincerely,

[REDACTED]  
Big Lake, Alaska



# STATE OF ALASKA CERTIFICATE OF VEHICLE TITLE

MOT

TITLE NO. [REDACTED]



VEHICLE IDENTIFICATION NUMBER

YEAR

MAKE

MODEL

BODY

ODOMETER

DATE IS

5NPET46C26H [REDACTED]

2006

HYUN

SON

4D

163700

11/22

REMARKS/LEGENDS

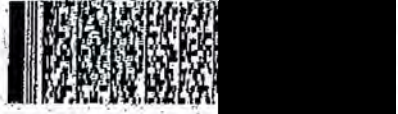
NAME AND MAILING ADDRESS OF REGISTERED OWNER

RESIDENCE ADDRESS

[REDACTED]  
CASB # [REDACTED]

[REDACTED]  
BIG LAKE AK [REDACTED]

[REDACTED]  
BIG LAKE AK [REDACTED]



The Department of Administration hereby certifies that due diligence has been used in ascertaining that the registered owner herein named is the legal described vehicle subject to any lien as shown hereon. This vehicle may be subject to other security interest not filed with this department.



NAME AND ADDRESS OF LIENHOLDER

Odometer Reading is Actual unless indicated below.

(no tenths) Sale Date \_\_\_\_\_  
Excess of mechanical limits \_\_\_\_\_  
 Not the actual reading. WARNING: ODOMETER DISCREPANCY.

SELLER RELEASE OF INTEREST

NO LIEN

RELEASE BY LIENHOLDER

X \_\_\_\_\_  
SIGNATURE OF SELLER

\_\_\_\_\_  
LIENHOLDER NAME

X \_\_\_\_\_  
SIGNATURE OF SELLER

by \_\_\_\_\_  
SIGNATURE OF AUTHORIZED AGENT

KEEP IN A SAFE PLACE - ANY ALTERATION, ERASURE, OR DEFACING VOIDS THIS TITLE

Form 835 Rev. 12/2015



TITLE NUMBER [REDACTED]

VIN 5NPET46C26H [REDACTED]

## FOR YOUR PROTECTION

To protect yourself from liability resulting from a crash, you have sold or transferred your vehicle, report the sale as possible. To ensure the sale is immediately reported <http://doa.alaska.gov/dmv/titles/sale2ind.htm> this form from the title and deliver or mail to any DMV remain in your name until it is retitled.

DATE OF SALE OR TRANSFER

CURRENT LICENSE PLATE NUMBER

PRINTED NAME OF PURCHASER OR TRANSFEREE

ADDRESS OF PURCHASER

CITY/STATE

ZIP + 4

TITLE NO. [REDACTED]

I certify that I have sold or transferred the vehicle described here and delivered the Certificate of Vehicle Title to the buyer or transferred all rights and interest to this vehicle.

X \_\_\_\_\_

X \_\_\_\_\_

Signature of registered owner(s) as appears on the face of

← FUEL TANK

RUSTED COLLAPSED SUB FRAME  
CROSS MEMBER





INVOICE

Invoice #

Tag #



LITHIA HYUNDAI OF ANCHORAGE #127

5400 Old Seward Hwy.  
Anchorage, AK 99518-1457  
Phone: (907) 762-5105  
Fax: (907) 762-5140

BIG LAKE, AK

Home: [redacted] Bus: [redacted] Customer: [redacted]  
Cell: [redacted] Email: email [redacted] home

Service Advisor: 173851 PETER DONAHOO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
SILVER	06	HYUNDAI SONATA	5NPET46C26H		165685	165686
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PG NO.	RATE	PAYMENT
19JUL06			17:00 27JUL16			CASH
INV. DATE	R.D. OPENED	READY	LINE OPCODE TECH TYPE HOURS			
02AUG16	16:35 27JUL16	17:30 02AUG16	LIST NET TOTAL			

FROM ALL OF US AT LITHIA HYUNDAI OF ANCHORAGE  
THANK YOU FOR YOUR BUSINESS. YOU MAY RECEIVE  
A SURVEY BASED ON TODAY'S VISIT, IF YOU'RE  
UNABLE TO ANSWER "COMPLETELY SATISFIED" TO  
ALL QUESTIONS, PLEASE CALL OUR SERVICE  
MANAGER, CHRIS KEMP.  
THANKS AGAIN AND HAVE A GREAT DAY!!



DOES YOUR VEHICLE  
NEED A SPA DAY?

CALL TO SET UP YOUR  
APPOINTMENT TODAY

OPTIONS: STK:OH [redacted] 1LSSP404002, EXECUTIVE 2IFESC: NPART01742, 18JUL06, COMP, ZERODED, 84/100K 3]LOF, LSSP404002, 18JUL06, EXEC (More...)

PAID  
AUG 05 2016

"I acknowledge notice and oral approval of an increase in the original estimated price.  
Signature or Initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT: in the course of servicing, OE equivalent parts may be used. The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C 5 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity. MOTOR VEHICLE REPAIR TRADE PRACTICES ARE REGULATED BY ALASKA STATUTES 45.45.130-45.45.240. ADMINISTERED BY THE ALASKA DEPARTMENT OF LAW.  
CUSTOMER SIGNATURE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

LABOR AMOUNT	618.38
PARTS AMOUNT	708.62
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1327.00
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY	0.00

PREPARED BY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

LITHIA HYUNDAI OF ANCHORAGE  
5400 OLD SEWARD HWY  
ANCHORAGE AK 99518  
907-762-5135

AKANCHYU\_SERVICE

Date: 08/05/2016 12:25:15 PM

CREDIT CARD SALE

[REDACTED]

S

TRAN AMOUNT: \$1,327.00  
APPROVAL CD: 07362D  
RECORD #: 000  
CLERK ID: pd173851  
SALES TAX: \$0.00  
INVOICE #: [REDACTED]  
Description: [REDACTED]

Customer Copy

[REDACTED]