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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 8/7/2017

Incident Details

Document Number: I1780153A

Report Number: 20170807-D832B-2147398321

Report Submitted Date: 8/7/2017

Who You Are: Consumer

Incident Description: A recall notice was issued by Hundai Motors in November, that advised the 2008 Hyundai Accent vehicles be treated for potential rusting issues with various chassis components (suspension, exhaust, braking, etc.).

A few weeks prior to receiving the notice, the exhaust pipe (from the front axle to the muffler) fell off the vehicle while driving. The repair was made, yet a reimbursement claim was denied without explanation. The recall notice asks the consumer to schedule complimentary service with a Hyundai dealership to have their vehicle sprayed for rust-proofing.

In March 2017, the front rocker arms required replacement due to rusting, in addition to the rotors and braking system. No claim was filed at the time.

Within the past week, the entire suspension system required replacement due to rusting. A claim will be filed with Hyundai later this week. The service done by the dealer was either sprayed over the existing issue--which was the reasoning for the recall--or was ineffective, causing the vehicle to be unsafe while driving.

Incident Date: 11/21/2016 This is an estimate

Incident Location: Street or Highway - Marsol Road, Mayfield Heights, Ohio, 44124, United States

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: [REDACTED]

Address: [REDACTED] Mayfield Heights, Ohio, [REDACTED], United States

E-mail: [REDACTED]

Phone Number: [REDACTED]

Product Details

Product 2008 Hyundai Accent; Vehicle is driven fewer than 7,000 miles per year, and has never been

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Description: driven a distance more than 75 miles at any time.

Product Automobile

Category:

Product Type:

Brand Name: Hyundai

Manufacturer / Hyundai Motor America

Importer /

Private Labeler

Name:

Model Name or Accent

Number:

Serial Number:

Date 1/1/2007

Manufactured:

Manufacturer

Date Code:

Manufacturer Not specified

Address:

Manufacturer

Website URL:

Manufacturer

Phone Number:

Retailer: Rick Case Hyundai

Retailer State: Ohio

Additional Details

Purchase Date: 5/1/2008 This date is an estimate

I still have the product in my possession. Yes

The product was damaged before the incident. No

The product was modified before the incident. No

Have you contacted the manufacturer? Yes

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

Explanation:

Your Contact Information

First Name:

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Last Name: [REDACTED]

Address: [REDACTED] Mayfield Heights, Ohio, [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