

Q-11315314-3195

11/21/2019

(1 of 2)

To: National Highway Traffic Safety Administration Auto Safety
1200 New Jersey Ave
Washington, DC 20590

From:

[REDACTED]

[REDACTED]

Sylacauga, Alabama [REDACTED]

[REDACTED]

Re: Recall #: 046 2000 Hyundai Tiburon Seatbelts: Front: Webbing

VIN#: KMHJG25FYU [REDACTED] (Case numbers for Hyundai Motor
Corporate Office Recall: Case#: [REDACTED] Case#: [REDACTED])

Dealership: Superior Hyundai

120 S Quintard Ave

P.O. Box 99

Anniston, Alabama 36201

1-256-236-7651

Manufacturer

Hyundai Motor

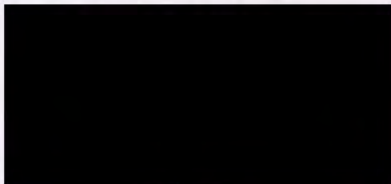
10550 Talbert Ave

Fountain Valley, CA 92708

EA
2.27.20
UD

We are writing this letter as a complaint about the above dealership and manufacturer. Please find attached complaint letter and exhibits. After the recall repairs were supposed to have been completed, the seat belts still did not operate properly. Please find attached complaint letter to Hyundai Motor and exhibits.

Thank You,



11/21/2019

(1 of 3)

To: Hyundai Motor Corporate Office

Attention: Complaint Department/Recall

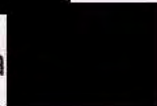
10550 Talbert Ave

Fountain Valley, California 92708

From:

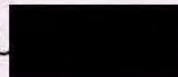


Sylacauga, Alabama

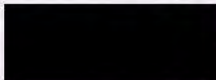


Re: Recall #046 Seatbelts: Front: Webbing

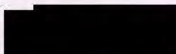
2000 Tiburon Hyundai (VIN #: KMHG25F7YU



Case #:



Case #:



Dealership: Superior Hyundai

120 S Quintard Ave

Anniston, Alabama 36201

1-800-239-1909

In October, 2012 took the above mentioned 2000 Tiburon Hyundai to Superior Hyundai in Anniston, Alabama 36201. At this time the above mentioned (recall #: 046 Seatbelt: Front:Webbing) was supposed to be repaired. The problem still persisted after the recall problem was supposed to have been repaired. The Service Advisor at that time was Thomas Green, (no longer with the dealership). In June of 2019 took the vehicle back to Superior Hyundai in Anniston, Alabama to have it serviced. At this time the Service Advisor who wrote up the work order was Marlena Taylor. She wrote up the work order for the new repairs and the complaint about the seatbelt recall. We also spoke to Tyler Thorton, Service Advisor at the time of checkout. Tyler Thorton told us that he had checked with the service department and the recall problem had been repaired previously in 2012, and that the estimated cost to get the seatbelts to retract and extend would be \$1,134.00 for both seatbelts.

Please see Exhibit - A: Copy of Receipt for new repairs with highlighted Estimate for seatbelt repair and copy of print out from website regarding recall. Copy of letter sent to National Highway Traffic Safety Administration Auto Safety.

Seatbelts are very slowly or not retracting at all and very hard to get them to extend.

Please see Exhibit - B: Current pictures of seatbelts.

Exhibits - A and Exhibits - B (See next 7 pages)

Exhibits - A

CUSTOMER #:

SUPERIOR**HYUNDAI**
 120 S. QUINTARD AVE.
 P.O. BOX 99
 ANNISTON, AL 36201
 (256) 236-7651

INVOICE

PAGE 1

SYLACAUGA, AL

HOME [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 10 MARLENA TAYLOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GL	00	HYUNDAI TIBURON	KMHJG25F7YU		201578/201583		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18DEC12 DD			WAIT 14JUN19		0.00	CASH	20JUN19

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:1975

10:10 14JUN19 10:29 20JUN19

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER STATES A/C NOT COOLING

99 REPLACED A/C DISCHARGE HOSE DUE TO LEAKING

FREON, EVAC AND RECHARGED FREON

6339 CPH 2.00

1 56601 AC HOSE

24 00232-19046-WAR REFRIGERANT, R-134A,

WARRANTY

 240.00 240.00
 99.95 99.95

1.17 1.17 28.08

PARTS: 128.03 LABOR: 240.00 OTHER: 0.00 TOTAL LINE A: 368.03

B CUSTOMER STATES VEHICLE WONT START AT TIMES-CHECK BATTERY CABLES

99 REPLACED POSITIVE BATTERY TERMINAL FOR REPAIR

6339 CPH 0.50

60.00 60.00

PARTS: 0.00 LABOR: 60.00 OTHER: 0.00 TOTAL LINE B: 60.00

C CUSTOMER STATES CHECK ENGINE LIGHT IS ON

99 REPLACED IDLE CONTROL MODULE AND HOSE

6339 CPH 2.00

225.00 225.00

1 AC41 AIR MOTOR

311.00 311.00 311.00

1 35161-23002 HOSE 2- BY PASS AIR

11.63 11.63 11.63

99 REPLACED VALVE COVER GASKET

6339 CPH 1.00

120.00 120.00

1 VS50572R V/C GASKET

55.00 55.00 55.00

PARTS: 377.63 LABOR: 345.00 OTHER: 0.00 TOTAL LINE C: 722.63

D CUSTOMER STATES PRICE TUNE UP

99 REPLACED ALL FOUR SPARK PLUGS FOR TUNE UP

6339 CPH 1.00

120.00 120.00

4 18814-11051 PLUG ASSY-SPARK

4.00 4.00 16.00

PARTS: 16.00 LABOR: 120.00 OTHER: 0.00 TOTAL LINE D: 136.00

CUSTOMER PAY ENVIROMENTAL FEES FOR REPAIR ORDER

20.00

DISCLAIMER-OF WARRANTY: All warranties on these parts are the manufacturer's. The Seller, SUPERIOR HYUNDAI, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and SUPERIOR HYUNDAI, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, SUPERIOR HYUNDAI in no way affects the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profit, or income or any other incidental damages.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES PLUS INTEREST. I agree all my needs are clearly described as indicated below.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	765.00
PARTS AMOUNT	521.66
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	1306.66
LESS INSURANCE	0.00
SALES TAX	52.17
PLEASE PAY THIS AMOUNT	1358.83

CUSTOMER #:

SYLACAUGA, AL

HOME
BUS:CONT:
CELL:

WORKORDER

PAGE 2

Mr Jason
SUPERIOR HYUNDAI120 S. QUINTARD AVE.
P.O. BOX 99
ANNISTON, AL 36201
(256) 236-7651

SERVICE ADVISOR: 10 TAYLOR, MARLENA

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GL	00	HYUNDAI	TIBURON	KMHJG25F7YU		201578/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18DEC12 DD			** WAITER **		0.00	CASH	
R.O. OPENED		READY		OPTIONS: ENG:1975			

14JUN2019 10:10

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A 99 CPH CUSTOMER STATES A/C NOT COOLING

B 99 CPH CUSTOMER STATES VEHICLE WONT START AT TIMES-CHECK BATTERY CABLES

C 99 CPH CUSTOMER STATES CHECK ENGINE LIGHT IS ON

D 99 CPH CUSTOMER STATES PRICE TUNE UP

HYUNDAI

DISCLAIMER OF WARRANTY: All warranties on these parts are the manufacturer's. The Seller, SUPERIOR HYUNDAI, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and SUPERIOR HYUNDAI, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaims by the seller, SUPERIOR HYUNDAI in no way affects the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profit, or income or any other incidental damages.

I hereby authorize the repair work herein set forth to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount or repairs thereto.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

PRELIMINARY ESTIMATE \$

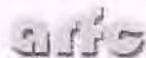
AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE



2000 HYUNDAI TIBURON Recall - Campaign #01V345000

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2000 HYUNDAI TIBURON RECALL - #01V345000**RECALL FOR SEAT BELTS : FRONT : WEBBING**

VEHICLE DESCRIPTION: PASSENGER VEHICLES. THE DRIVER AND FRONT PASSENGER SEAT BELTS MAY NOT EXTEND AND RETRACT SMOOTHLY THROUGH THE D-RING GUIDES MOUNTED ON THE BODY PILLARS AFT OF THE DOORS. IF THE SEAT BELTS DO NOT EXTEND AND RETRACT SMOOTHLY, THEY MAY TWIST IN THE D-RING GUIDES AND MAKE IT INCONVENIENT TO EXTEND AND RETRACT THE SEAT BELTS.

Information provided by the [National Highway Traffic Safety Administration](#).


[View all complaints filed for the 2000 HYUNDAI TIBURON](#)
[Read review for the 2000 HYUNDAI TIBURON](#)

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Recall Details

Vehicle	2000 <u>HYUNDAI TIBURON</u>
Manufacturer	<u>HYUNDAI MOTOR COMPANY</u>
Manufactured between	3/1/1996 - 8/28/2000
Recalled on	11/15/2001
Influenced by	HYUNDAI MOTOR COMPANY
Owners Notified on	12/10/2001
# Affected	42,782
Recalled for	SEAT BELTS:FRONT:WEBBING
Description	VEHICLE DESCRIPTION: PASSENGER VEHICLES. THE DRIVER AND FRONT PASSENGER SEAT BELTS MAY NOT EXTEND AND RETRACT SMOOTHLY THROUGH THE D-RING GUIDES MOUNTED ON THE BODY PILLARS AFT OF THE DOORS. IF THE SEAT BELTS DO NOT EXTEND AND RETRACT SMOOTHLY, THEY MAY TWIST IN THE D-RING GUIDES AND MAKE IT INCONVENIENT TO EXTEND AND RETRACT THE SEAT BELTS.
Consequences	IF THE SEAT BELTS ARE INCONVENIENT TO USE, THE SEAT OCCUPANT MAY NOT BE INCLINED TO WEAR THE SEAT BELTS PROPERLY, INCREASING THE RISK OF INJURY IN THE EVENT OF A CRASH.
Corrective action	DEALERS WILL INSTALL A STOPPER OVER EACH FRONT SEAT BELT D-RING GUIDE TO ASSIST THE SEAT BELT TO SMOOTHLY EXTEND AND RETRACT. OWNER NOTIFICATION BEGAN DECEMBER 10, 2001. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT <u>HYUNDAI</u> AT 1-800-833-5151.
Notes	ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).
See also	
Technical Service Bulletins	Dec 29, 2009 - 061000 ENGINE AND ENGINE COOLING:ENGINE HYUNDAI: AUTOMATIC TRANSAXLE RANGE SWITCH DIAGNOSTIC TROUBLE CODES P0705 (RANGE SWITCH SIGNAL PROBLEMS), P0707 (RANGE SWITCH OPEN CIRCUIT), AND P0708 (RANGE SWITCH SHORT CIRCUIT OR MULTIPLE INPUTS). AN IMPROPERLY ADJUSTED OR IMPROPERLY OP Dec 29, 2009 - 103000 POWER TRAIN:AUTOMATIC TRANSMISSION HYUNDAI: AUTOMATIC TRANSAXLE RANGE SWITCH DIAGNOSTIC TROUBLE CODES P0705 (RANGE SWITCH SIGNAL PROBLEMS), P0707 (RANGE SWITCH OPEN CIRCUIT), AND P0708 (RANGE SWITCH SHORT CIRCUIT OR MULTIPLE INPUTS). AN IMPROPERLY ADJUSTED OR IMPROPERLY OP Jan 19, 2006 - 106000 POWER TRAIN:AXLE ASSEMBLY AUTOMATIC TRANSAXLE DIAGNOSTIC TROUBLE CODES LIST. "TT Aug 10, 2005 - 103000 POWER TRAIN:AUTOMATIC TRANSMISSION AUTOMATIC TRANSAXLE DIAGNOSTIC TROUBLE CODES LIST. "TT Jul 08, 2005 - 063200 ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE

Exhibits - B





(3 of 3)

Have spoken with two representatives this year from the Hyundai Recall Department: (Eric at): 1-714-965-4892. He stated that the recall problem had been repaired according to the dealership. I told him that the problem had not been repaired and that it was a safety hazard.

We have continually tried to get the recall problem repaired. On 10/22/2019 spoke with Regional Manager (Tina at: 1-714-965-3957) of Hyundai Motor Corporate Office. She stated to me, [REDACTED] that she had contacted the dealership and they stated that the recall problem had been repaired. I told Tina that the recall was a safety hazard. We are also forwarding a copy of this letter to the National Traffic Safety Administration in Washington, DC.

Thank You [REDACTED]

[REDACTED]

[Redacted]
Sylacauga, AL

[Redacted]

7019 1120 0000 9823 5688
PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL
7019 1120 0000 9823 5688

U.S. POSTAGE PAID
PC 1555
SYLACAUGA, AL
35760
NOV 22, 18
\$7.60
NOV 22, 18

National Highway Traffic Safety
Administration Auto Safety
1200 New Jersey Ave,
Washington, DC 20590

Department of Transportation
To: W48-226
Location Code: DOT
Cost Center: 4 West
Mail Point: NVS-200,210,300,010
External Carrier: PRIORITY
Sender:
Manufacturer:
Purchase Order:
DOT

W48-226

12/2/2019 12:26:36 PM
70191120000098235688

[Redacted]

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