

August 1, 2021

[REDACTED]  
Roseburg, Or [REDACTED]

Butler Hyundai  
5000 Crater Lake Ave  
Medford, Oregon 97504

We bought a 2018 Hyundai Sante Fe LL almost a couple of years ago. I have one problem with it, I am [REDACTED] tall, a woman, and cannot see out the front window in the passenger seat, without a cushion under me. With the cushion under me the warning light comes on and says air bag is off. Is there anything that can be done about this problem. We bought the car at Butler Hyundai in Medford Oregon and have talked to them and they say there is nothing that can be done about it. Is that correct. I think this is a safety issue.

The following is from my Husband [REDACTED]

The owners manual for this vehicle section 3-61 to 3-67 addresses this problem and states any cushion, or not sitting upright with feet flat on floor, or leaning against door and other !@#\$% stuff could deactivate the passenger side air bag. This section is titled Occupant Classification System. It should be retitled Passenger Occupant Sensors or Piece of !@# or !@# for short as this is obviously a safety problem that can cause serious injury or death of the passenger. We have several other cars that have air bags and this is the first one we have seen that has this unique feature. It should be an easy fix to allow the sensor to notice any weight in the seat and activate the air bag or install an adjustable seat as on the drivers side.

cc: Butler Hyundai  
Administrator, NHTSA ( Highway Safety)  
file

Hoping something can be corrected:

[REDACTED]

*Handwritten mark*

[Redacted]  
Roseburg, OR

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Administrator, NHTSA  
1200 New Jersey Ave, SE  
West Bldg Washington, DC  
20590

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