



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 758

Date Received

12-FEB-2001

Od_or _____
R_dt _____
Pd_rt _____
Ip_ltr _____

Reference No.

880356

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
KMHWF35V0YA188048	HYUNDAI	SONATA	2000	

Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
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Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08500000	Part Name(s) ELECTRICAL SYSTEM:IGNITION	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures 5	Date(s) of Failure(s) 31-MAY-2000 Mileage at Failure(s) 14000 Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE HAS BEEN TO DEALER 5 TIMES FOR STALLING, RECALL ON STALLING PERFORMED NOVEMBER 2000. DEALER CANNOT REMEDY PROBLEM. *AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

U.S. Department of Transportation
National Highway Traffic Safety Administration

OWNER INFORMATION (Type or Print)

Date Received: _____
 Reference No. 880356
 Home Number: _____
 Work Number: _____

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO

In the absence of your signature, please print your name and address to the vehicle manufacturer.

VEHICLE INFORMATION

Vehicle Identification No. (VIN) (located at bottom of windshield in driver's side): **KMHWF35V0YA180448**

Vehicle Make: **HYUNDAI** Vehicle Model: **SONATA** Vehicle Year: **2000**

Current Odometer Reading: **approx. 14,700**

Purchase Date: **5/31/2000** Dealer's Name: **Long Pontiac - Hyundai** City: **Chattanooga, TN** Zip Code: **37421**

Engine Size: **2.5L** (CID/CYL) No. Cylinders: **V6**

Turbo Diesel Gas Fuel Injection

Transmission Type: Automatic Manual

Antilock Brakes: Yes No

Restraint System: Driver's Side Air Bag Passenger Side Air Bag

Drive Train: Front Rear 4-Wheel

Vehicle Type: Car Van Minivan Other

Body Style: 2-Door 4-Door Station Wagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component: **0850000** Part Name(s): **ELECTRICAL SYSTEM:IGNITION**

Location: Left Right Front Rear

Failed Part(s): Original Replacement

No. of Failures: **6**

Dates of Failure(s): **31-MAY-2000** Mileage at Failure(s): **4000/4000/4000/4000/4000/4000**

Vehicle Speed at Failure(s): **0-55 various in between**

Failed Part(s) Available: **6/13/2000/9/12/2000**

NHTSA Previously Contacted? Yes No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash: Yes No

File: Yes No

Number of Persons Injured: _____

Number of Fatalities: _____

Estimated Property Damage: _____

Reported to Police: Yes No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(ES)

VEHICLE HAS BEEN TO DEALER 5 TIMES FOR STALLING, RECALL ON STALLING PERFORMED NOVEMBER 2000, DEALER CANNOT REMEDY PROBLEM. *AK

ENGINE STALLS INTERMITTENTLY AT STOP SIGNS, RED LIGHTS, LOW SPEED DRIVING CONDITIONS, DRIVING ON INTERSTATE, DIES WHILE IN REVERSE OUT OF DRIVEWAY/PARKING SPACES.

ON 2/09/01 - DIED WHILE TURNING (YOU LOSE POWER STEERING + POWER BRAKES) AND I COULDN'T STEER TO STAY ON THE ROAD - ALMOST WENT DOWN EMBANKMENT.

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

The letter I have prepared for Hyundai helps to describe what has happened.

The day I bought the car, it stalled 5 times on the way to the dealer to sign papers. (Once at red light/drive thru (3 times on highway in midst of 50-60 mph traffic) (but they assured me a valve was just loose and merely needed a slight adjustment.)

But the car has continually acted up.

I have gotten the run around between Hyundai Consumer Assistance, 2 dealerships, 2 district managers.

Other dealer dealt with: Ed Vyles Hyundai - Marietta, GA as of 2/20/2001, the car has been out of my use for a cumulative total of 17 days.

★ U.S. G.P.O.: 1999-623-887/8228

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300




NO POSTAGE
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POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590



Copy of letter to Hyundai

February 21, 2001

Hyundai Motor America
Consumer Assistance Center
10550 Talbert Avenue
P.O. Box 20850
Fountain Valley, CA 92728-0850

To Whom It May Concern:

Re: 2000 Hyundai Sonata GLS V6, VIN #: KMHWF35V0YA188048

I am the owner of a 2000 Hyundai Sonata GLS V-6, purchased on May 31, 2000. My ownership of this car is a result of a "buyback" of a 1999 Hyundai Tiburon, which was purchased in May 1999, and discovered to be a "lemon" in May 2000. My story/complaint is quite complex, with many issues to which I wish to address. Please, bear with me as I try to tell you what has happened since May 1999.

I will begin with a service history of my Sonata.

5/31/2000-Oil change, check engine due to stalling/check engine light on, clean up car (new car purchase), order spoiler. Oil change was performed, and Carey McMillon said that the stalling was due to a valve, and he made an adjustment as I stood just a few feet away, and he said the problem was fixed, it merely needed an adjustment. The car was washed, but came back looking awful, so they promised they would clean it again when I got the spoiler installed, because the cleaning job done was unsatisfactory (per Delvin Van Nance, salesman). Note: The engine stalled several times and the check engine light was on when I was on my way to the dealership to sign the papers, after they had allowed me to keep the car overnight. One time the car stalled on Hwy. 153, in the midst of 55 mph traffic, a major safety concern.

6/13/2000-Car stalling (again), spoiler had come in. Said they would replace the purge valve, and installed the rear spoiler, also cleaned car again as per previous promise. Also got oil change. I am not sure why they told me I needed an oil change, considering that I had gotten one only 13 days prior...???

8/14/2000-Oil change. Also made mention on a few other problems, such as lumbar support would not hold, and the service tech told me to take it to the dealer in Marietta, GA to have that service performed. (I was in the process of moving from Chattanooga, TN to Dallas, GA.)

9/12/2000-Car stalling (again), towed in due to not starting, spoiler light loose, lumbar support not working properly. They supposedly replaced the purge valve again, fixed spoiler light, and ordered part for lumbar support. Note: This is when I started taking the vehicle to Ed Voyles Hyundai in Marietta, GA for service, dealing with Rob Stover. I was left without transportation from 9/12 a.m. thru 9/13 p.m.

9/19/2000-Lumbar support had come in, so, they fixed the driver's seat.

11/30/2000-Car stalling, oil change, recall for purge valve. Supposedly did the repair work per the recall, and they said that would fix my stalling problem. My concern: I called Rob Stover prior to my husband

dropping the car off, and I told Rob that the car had stalled several various times at red lights and stop signs within the few days prior to this visit, and I mentioned to him that I had received a recall notice, and he acted as if it were nothing and said that the recall would fix the stalling. But he never entered on the service ticket that the car had stalled, he entered it as if it was only in for the recall and oil change. So, once again, they failed to enter my comments/service requests.

02/10/2001 - Car stalled several times, needs oil change, engine shutters, rough ride, trunk will not stay open on incline. Note: Took the car to Chattanooga to have serviced due to Ed Voyles not being open on Saturdays, and Ed Voyles would not offer me a rental car, and Long Hyundai would. Left it with Rick on Saturday, said I would need to talk to someone on Monday.

02/12/2001 - Called Kevin Frazier to discuss the problem(s), he transferred me to Carey McMillon, who was very sarcastic with me about the situation, and said he would take the car for a test drive and call me right back, several hours later, still NO call. Finally around 5:00 p.m., Carey called. He said that they had found the problem with my car, there were some wires crossed, and quite frankly he did not know how I have been able to drive the car as much as I have. So, he said the problem was fixed. He wanted me to give him approval for one of the technicians to drive the car home tonight. From past acquaintances, I know how they treat the cars, so my husband and I decided not to let them do that, so, Carey said the car was ready to be picked up. He did say that they had gotten the car dirty, and they needed to have it cleaned up before I got it. (So, I hope they keep that promise!)

NOTE: So, the car is supposedly fixed, but sometimes it has been a few months in between stallings. So, how am I supposed to feel safe, and how do I know that that was really the problem, considering that it has been in the shop 5 times for this one problem, and at two different facilities, so, who hasn't been doing their job, or is it just a never ending problem. But, next time, if there is a next time, my family might not be as lucky as we have been up to this point. I just hope that Hyundai has a chance to respond to me before a tragedy happens.

On Friday night, 02/09/2001, my family went out and it stalled twice, once within seconds of leaving our home, while approaching a stop sign at the top of a hill, so acceleration was involved, and then again on the way home, the car stalled while making a turn. Realize that you lose power brakes and power steering when the car dies, and the road we turned onto had no shoulder and was beside a deep embankment, and had it not been for my angels, my family, including my infant son, could have been seriously injured. When I got home, I called Hyundai Roadside Assistance to report the problem. They offered to tow the car to Ed Voyles in Marietta, but I knew that I would be left with no transportation, not that it mattered, because the Sonata is not reliable anyhow. I decided to try to drive the car to Chattanooga on Saturday 02/10/2001, and the car died 3 times on I-75, luckily I was driving in the slow lane because I was afraid to drive the car, so I was able to pull off into the emergency lane when it happened. Then the car stalled twice when I got off the Shallowford road exit, once on the exit ramp and then when I was turning onto Chapman Road to get to the dealership. These are just the scenarios of the last 7 times it has stalled, in less than a 24 hour period.

On 2/12/01, Carey McMillon said that I needed to contact Tom Wilke, but he did not have his new number, so I would need to contact Ed Voyles to get in touch with him. I called Rob Stover at Ed Voyles, and asked him if he could get in touch with Tom, and give Tom my phone numbers, so that I could discuss this in detail with him.

I called Ed Voyles Hyundai on 2/13/01 (early a.m.), and spoke with Paul Gavis, regarding the problems, and getting in touch with Tom Wilke. He asked what they had found out about my car. And I told him what Carey had told me, that there were some wires crossed, and they did something about a TPS sensor and extension, and the sensor assembly (information I received from Rick in Chattanooga that morning). He chuckled and said it did not sound right, so he was going to ask a tech that was standing nearby. He came back to the phone chuckling and said that wires being crossed would never cause the car to stall, it might affect lights or something, or not allow you to start the car, but NOT to stall. (The whole time he was sort of chuckling about it.) So, how would that make you feel? One person says it is fixed, the other says the

"problem" was not really the problem. At this point, I really do not know where to turn or what to do. But Paul did say I have a case here, and there is a definite problem. Then Paul spoke with someone in the background, sounded like Rob Stover, and came back and said he was not supposed to be talking to me, that I would have to contact Hyundai or a DPSM. So, how would that make you feel, as a consumer, they would not even talk to me anymore. This is after he had already clearly said that the car was a serious safety problem, and he all but said it is a lemon.

Tuesday, 2/13/01, around 11:00 a.m., Tom Wilke called me, and we discussed all that has been going on since he ordered the buy back of the Sonata. He said that it was up to me whether I dealt with him or Mac McNeal, the district mgr. for Chattanooga, he did not care, but he would be away until March in the Carolinas. He sounded as if he really did not want to deal with me. I mentioned to him that I had this letter ready to send to Hyundai via certified mail, and he told me NOT to send it, just to give it to him or Mac, whichever one I met with first. He said that Mac would be in Chattanooga on Wednesday, 2/21/01, and that he would have Mac to call me in regards to setting up a meeting with Mac in Chattanooga. He said I needed to deal with Mac since the car was in Chattanooga, and I said that I would be more than happy to somehow transport the car to Marietta. He said that I would be better off meeting with Mac. Tom also said that if I felt that uncomfortable in the car I should do whatever I had to do to get rid of it. But I am not loaded with money to pay for negative equity acquired since the cars have horrible resale value. I owe around 17,700 for the car, and they only bring about 13,000 on a trade. So, if this were my fault, I would have to swallow that, but it is not, the only reason I have the car is due to Tom telling me back in May 2000 that it was my only option, even though they all admitted to my face that the Tiburon was a lemon. Also, if I were to trade the car in, that is merely putting someone else's life at risk when they drive the car, it is NOT solving the problem.

On the afternoon of Tuesday, 02/13/2001, I drove to Chattanooga to pick the car up from service. When I arrived at the dealership, I went to put my personal belongings into my car, and noticed a dent in the rear passenger side, and a "fresh" scrape in the rear bumper on the passenger side. Immediately, I was furious. So, I went in to the service counter and stood around for several minutes, then went to the cashier's desk to see if anyone was available to discuss me picking the car up and the dent/scrape on the car. The girl handed me the bill for the oil change, and I paid for it, so she gave me my receipt. I asked for the receipt of the service that was done, and she said they would have to add the rental information, so I waited. Finally I got the receipt, and much to my dismay, the information is inaccurate. When I dropped the car off, I never said the check engine light was on, it never came on....And the trunk does not stay open, regardless of how far it is opened when it is on a slight incline. (A headache or two from being slammed in the head with a trunk allows you to know this...) It might have something to do with the weight of the spoiler, but I have owned many cars, all of which had spoilers, and I have never had this problem before. Anyhow, on the way home, the car stalled twice...TWICE. I called Chattanooga, and they told me to bring it back, well, heck, now I was back home, an hour and a half away....so, they told me to bring it when I met with the district manager....Clearly that is not satisfactory, and a danger for me to drive it again back to Chattanooga. So, for two days I played phone tag with the two dealers and all the district guys and whomever else wanted to talk to me...and I was without transportation, because I did not feel safe in the Sonata.

On 2/14/01, I was able to speak with Mac for the first time, and I spoke with him about all that has transpired. He said he would meet with me on 2/21/01 at 10 a.m. He acted as if I should deal with Tom, since Tom knows the history of my ordeals. He said that I should not be driving the car around under the conditions. So again, we have controversy, Tom telling me to deal with Mac, and Mac saying I should deal with Tom....which is it, I don't know.

On Thursday, February 15, Mac McNeal called and asked that I call Ed Voyles Service department and speak with Tom Davidson. He wanted me to take my car to the dealer in Marietta to have it repaired again, this is the 6th time. He said they would give me a rental car to drive for a few days. So, I called, and immediately drove the car to Marietta, it drove funny the whole way there. And they put me in a rental car, a Hyundai Accent, a car worth much less than what I am driving, and fails to accommodate my needs, but I am told that is my only choice, so grin and bear it.

As you can see, the car has been in for repair regarding stalling/not starting/purge valve on 6 different occasions, and even at 2 different Hyundai dealers. I do not feel safe driving this car due to the safety hazard of engine stalling. As of 2/21/01, the car has been in service for a cumulative total of 18 days.

At this point, I have no faith in the car. I am honestly afraid to drive it. When you own a car, and pay on it monthly, you expect for it to be suitable to drive, and available to drive whenever you want it. That is simply not what I am getting out of my Sonata. This nonconformity is a serious safety defect, in my opinion, and it does decrease the use, value, and safety of my Sonata. I feel I have taken good care of the car, as there was not one scratch on the car prior to the service in Chattanooga.

I have read the supplemental handbook that came with my car and I have researched my problems extensively on the internet. I have also been in contact with the Center for Auto Safety and the NHTSA, and I am in the process of filing a formal complaint with both. I have spoken with my attorney, and I am trying to decide how to handle it from here, whether to go through the Hyundai dispute or BBB, or to let my attorney handle it. I feel that my car is covered by the New Car Warranty Rights Act, and I want to see how we can solve this problem in the most efficient way possible. After this being my second Hyundai, the first found to be a lemon, and this one seeming to be one according to the guidelines, I have no interest in replacing this vehicle. Under the Act, I know that I must allow you a final opportunity to repair the vehicle, but my question is...How is that possible? Isn't the service I have already received "all that can be done"....considering it has been taken to two different facilities, both Hyundai dealers? How am I supposed to ever feel comfortable in the car again? What if it is supposedly "fixed" again, and in a few months it stalls again, next time we might not be so lucky...? Also, I feel that this 6th time, where it is right now, should be the final attempt, due to the DPSM's being aware of the problem and my taking it to Marietta at their request. This letter was delayed due to Tom Wilke telling me NOT to mail it. Regardless, I will never trust the car again, nor put my family at risk.

I feel that at the time of the "buy back" of the Tiburon, I was manipulated, because I was the ONLY female in a room full of men...their job is to flower up the scenario, and make me feel like I do not know what I am talking about, and that I am completely wrong. The fact is that at the time of the Tiburon buy back, they told me that my only choices were to either take a 2000 Tiburon or a 2000 Sonata. If I had been in the market for a car, I would never look at the 2000 Tiburon, I personally do not like it, which is why there are many cars to choose from. So, then my only option was to take the Sonata, or go home with the Lemon Tiburon. I was clearly "snowed over". That is a falsification of contract in my opinion, and I would hate to have to pursue that in addition to this problem. The Tiburon is not even listed as a lemon with its VIN number, funny since that is why they bought it back.

After researching this problem on the internet and at local libraries, I have found that Hyundai has several issues. One comment: "To offset its poor reliability, Hyundai offered an industry leading 10 year/100,000 power train warranty on 1999 and newer models." Another: "Hyundai's reliability has been a weak point since its introduction in 1986 when JD Power ranked it at the bottom of its list for initial quality." The list could go on...however, when I was in the process of buying the Sonata, I was told that it was #1 on the list of 4 door sedans, beating the Camry and others...I have yet to read that article, but I wonder if it even exists...On the other hand, there are several of my friends who own Hyundai's and have never had an ounce of trouble, and there are many positive comments on the Internet about 2000 Sonatas.

I have called The Office of Consumer Affairs for a dispute submission form and more information. I also called HMA Consumer Assistance Center, spoke with Julie, discussed the situation with her, and she assigned file number 582857. She also said that Long Hyundai/Carey McMillon should receive the information about my case on Tuesday morning 2/13/2001. She also mentioned the car having been recalled for the MAF Sensor, the condition can cause the engine to stall, which increases the risk of a crash. As soon as I received the recall mailer back in November of 2000, I took the car in to Ed Voyles immediately. But obviously, the problem is not solved, and I can't say that I can ever feel comfortable behind the wheel of that car ever again. I have also listed a complaint with The National Highway Traffic Safety Administration.

I called the Hyundai Consumer Assistance center again on 2/13/01 and spoke with Douglas to discuss what had transpired since my conversation with Julie. Again, on 2/20/ 01, I called for a third time and spoke with Howard, he added additional info to my file, and told me to make sure to send this letter immediately.

Now, I can give you information from the claim with my 1999 Tiburon, VIN #:KMHJG34F5XU127499

I purchased the car off of the showroom floor from Long Pontiac Hyundai in May 1999. It was in service several times for problems with the tires, alarm, and battery. The car had to be towed in on several occasions.

06/29/99-Mileage: 1828, Battery dead, towed to shop, left without vehicle to drive.

09/01/99-Mileage: ?, Front tires low, Oil change. Visit # 2890.

11/29/99-Mileage: 6571, Two tires blew, towed to shop, left without vehicle to drive, wheels out of round. Note: Prior to this visit, I had taken the car to the shop with complaints of low tires, and Jeremiah or another tech would take the car into the shop, and look at the tires, put air in them, and tell me there was no problem. They would also tell me that it is my fault they are low because I did not drive the car everyday.

01/14/00-Mileage: 7431, Throttle sensor replaced, dead battery, cup holder sticks, rear hatch won't open, car towed to shop, rental car from Enterprise.

03/31/00-Mileage: 10090, Flat tires, rear hatch still sticks, CD player wouldn't work, alarm system, battery, cup holder, rental car from Budget.

04/24/00-Mileage: 10894, Tires, alarm, battery.

05/17/00-Mileage: ?, Battery, alarm, tires, tow to shop, rental car from Enterprise.

I spoke with Mr. Nelson Long (the owner of Long Pontiac Hyundai in Chattanooga, TN) on May 18, 2000, and he all but blatantly admitted that my car was a lemon. He agreed that I had a solid case, and that I had all the facts and information that I needed. I also spoke with Carey McMillon, Service Manager, who urged me not to go after the Lemon Law, as I would get nothing. Mr. Long disagreed with Carey, but that is possibly irrelevant. They called me and asked about the payoff on my car, and I gave them the information, and they said they would get back with me. On Monday, May 22, 2000, I met with Tom Wilke, a District Parts and Service Manager. I got the run around for several days, and they told me I had to turn in the rental car, which forced me to be without transportation, but then they told me I had to make a decision to take the 2000 Sonata, or go home with the lemon. I was clearly taken over, and the facts and the laws were placed to the side, and that is not acceptable.

The problems are so much more than what is listed here, if you need more information I can get it for you. The dealerships all refer to having the Hyundai Experience....well, I have had an experience or two, but I doubt it is the one that Hyundai is referring to.

Now, back to the situation currently at hand. As I said in the opening of this letter, this case is very complex. I hope that I have not left out any important or relevant information. I can be reached at (678)363-8428. I am sorry if this letter is too wordy, or if I have repeated myself too much. But, I have had to edit this letter on a daily basis due to conversations I have had, and problems I have had.

Sincerely,



HYUNDAI

Hyundai Motor America

10550 Talbert Avenue
P.O. Box 20839
Fountain Valley, CA 92728-9937

MOTOR VEHICLE RECALL

Dear 1999 or 2000 Sonata V-6 Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Hyundai has determined that a defect, which relates to motor vehicle safety, exists in certain 1999 and 2000 model year Sonata 2.5-liter V-6 vehicles.

What is the problem?

- Some 1999 and 2000 model year Hyundai Sonatas equipped with 2.5-liter V-6 engines may experience intermittent low-speed engine stalling, if the Mass Air Flow Sensor electrical connector signal is interrupted as a result of engine vibration. Engine stalling may result in an accident.

What will Hyundai do?

- To ensure that the Mass Air Flow Sensor electrical connector signal does not become interrupted and does not cause your vehicle to stall, we are asking you to schedule an appointment as soon as possible to take your vehicle to your Hyundai dealer. The Hyundai dealer will reroute the Mass Air Flow Sensor connector wiring harness, as necessary. Additionally, corrosion inhibiting lubricant will be applied to the connector terminals and your vehicle's 2.5 liter V-6 engine Engine Control Module will be reprogrammed to reduce the likelihood that an intermittent Mass Air Flow Sensor connector signal interruption could result in low speed stalling.

You should plan to leave your vehicle at your Hyundai dealer for a half day to have this service performed. This service will be performed at no charge to you.

What should you do?

- We urge you to call your Hyundai dealer to schedule an appointment to have this work performed as soon as possible.

What if you have other questions?

- If you have any difficulty having this service performed, we recommend that you call the Hyundai Customer Assistance Center at 1-800-633-5151. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S. W., Washington, D.C. 20590 or call their toll-free Auto Safety Hotline at 1-888-327-4236.

We urge your prompt attention to this important safety matter.

HYUNDAI MOTOR AMERICA

CUSTOMER NO 42973	ADVISOR KEVIN D FRAZIER	PLAT NO 341	INVOICE DATE 08/14/00	INVOICE NO HYCS10
[REDACTED]	LABOR RATE	LICENSE NO.	CO OR WHITE/	STOCK NO
	YEAR, MAKE, MODEL 00/HYUNDAI/SONATA/2.5L V6 GLS	MILEAGE 7494	DELIVERY DATE 05/31/00	DELIVERY MILE
	VEHICLE ID. NO. 9018HW13540Y412804	REL'NG DEALER NO	PROD'CTION D	
	REC NO	RC NO	RO DATE 08/14/00	
COMMENTS				

LABOR & PARTS
 JOB # 1 HYUNDAI LUBE, OIL & FILTER CHANGES PERFORMED SCHEDULED MAINTENANCE. COMPLETE LUBE, OIL AND FILTER. CHECKED ALL WASHES AND BELTS AND FLUID LEVELS.

PARTS	QTY	P-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	2A200-25000	FILTER ASSY-ENGIN	
				JOB # 1 TOTAL PARTS
				JOB # 1 TOTAL LABOR & PARTS

S.O.D. & SUPPLIES
 JOB # 1 4.5 SH. 0.00 TOTAL - 0.00

TOTALS
 CASH 01 CHECKS 01 CHARGE 01 NO CHARGE 01
 PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME WARRANTY APPLIES FOR CUSTOMER PAY REPAIRS.
 VISA 01 MASTERCARD 01 DISCOVER 01 AMEX 01
 YOUR COMMITMENT TO OUR CUSTOMERS
 THANK YOU FOR CHOOSING "LONG FORTIAD/HYUNDAI" WHERE YOUR CARE IS COMPLETE CUSTOMER SATISFACTION
 WE USE SCHMIDT 10W-30 AND QUALITY ACQUADAY OIL FILTERS
 TOTAL LABOR...
 TOTAL PARTS...
 TOTAL SUPPLIES...
 TOTAL D.O.B...
 TOTAL MISC CHG...
 TOTAL MISC STGC...
 TOTAL TAX...
 TOTAL INVOICE \$

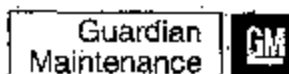
WE OFFER QUICK LUBE ON MOST VEHICLES IN 20 MINUTES OR LESS
 WE OFFER GREAT THANKS AGAIN FOR CHOOSING LONG OF CHATTANOOGA

[REDACTED]

ED VOYLES OLDSMOBILE



2135 COBB PARKWAY
 SMYRNA, GEORGIA 30080
 SERVICE DEPT. DIRECT PHONE 770-933-5743
 SWITCHBOARD 770-952-8881



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VEHICLE INFORMATION -- INVOICE: W29463

04 2013

YAC: 7896 ADV: BOB STOVER, R INVOICE: PRELIM WAR W NO VIN KMHWF55V0VA100049 LICENSE NUMBER: TN B9Y735
 TAX RULES: KY2NN INVOICE.D: 09/19/2010 11:48:24 00 HYUNDAI TORATE GLS V-6 4DR SEN
 ODOMETER IN: 8491 OUT: 8491 DIST: KMH DATES PRODUCTION: 090395
 DATES BEGIN: 09/12/00 DONE: 09/13/00

CONCERN #1 CUSTOMER STATES W/LL NOT START OPERATION TECH HOURS AMOUNT
 CAUSE PURGE VALVE STAYING OPEN 28910990 305 .5 27.50
 CORRECTION REPLACED VALVE
 PART NUMBER FOR NOTE DESCRIPTION QTY SELL
 HYU 28910-22040 VALVE-PUR 1 24.95 24.95
 PARTS COUNT 1
 FACTORY FAIL CODE : 00 #3
 FP-2891022040

Also told Rob car had stalled prior to not starting

SUBTOTAL
 PARTS 48.93
 LAB-MECHANICAL 27.50
 TOTAL CHARGE FOR CONCERN 76.43

CONCERN #2 CUSTOMER STATES BRAKE LIGHT IN SPOILER IS LOOSE & NOT WORKING OPERATION TECH HOURS AMOUNT
 CAUSE PUT LIGHT BACK IN PLACE MC 305 .0 B .00
 CORRECTION NO CHARGE
 FACTORY FAIL CODE : 00

SUBTOTAL
 TOTAL CHARGE FOR CONCERN .00

CONCERN #3 CUSTOMER STATES LUMBAR DRIVERS SEAT WEN'T STAY IN POSITION OPERATION TECH HOURS AMOUNT
 CAUSE LUMBAR WEN'T STAY IN POSITION SD 305 .0 B .00
 CORRECTION PARTS HAVE BEEN SPECIAL ORDERED
 FACTORY FAIL CODE : 00

SUBTOTAL
 TOTAL CHARGE FOR CONCERN .00

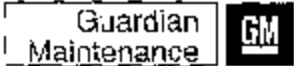
ON LINE SERVICE INDICING BY

TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6241 EXT. 8250

ED VOYLES OLDSMOBILE



2135 COBB PARKWAY
SMYRNA, GEORGIA 30080
SERVICE DEPT. DIRECT PHONE 770-933-5743
SWITCHBOARD 770-952-8881



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INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W99463

FOR OFFICE USE

VEHICLE INFORMATION

TAX: 75% ADM: 306 STOVER, INVOICED: 07/13/2009 11:48:24 AM 00 SONATA

LICENSE NUMBER: TN B6Y735

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W99463

PARTS	48.93
LAB-MECHANICAL	27.50
TOTAL CHARGE	76.43

PAYMENT DISTRIBUTION FOR INVOICE W99463

TOTAL CHARGE	76.43
FAO WARRANTY	76.43

IF YOU HAVE ANY QUESTIONS - PLEASE SEE ROBERT W STOVER

SIGNATURE

PAGE 2
LAST PAGE

CUSTOMER COPY

ON LINE INVOICING BY JES

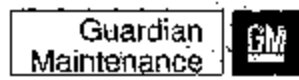
TO ORDER OR INQUIRE OR SERVICE CALL 1-800-299-6333

RS

ED VOYLES OLDSMOBILE



2135 COBB PARKWAY
 SMYRNA, GEORGIA 30080
 SERVICE DEPT. DIRECT PHONE 770-933-5743
 SWITCHBOARD 770-952-8881



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INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE W99022

FOR OFFICE USE

TAG: 8812 ADV: 306 STOVER, R INVOICE: PRODIM MAR W 00 VEG RMIH35707A100000
 TAX RULES: NY2000 INVOICE: 09/19/00 14102100 00 HYDRAUL SUMMITA OLS 7-6 4TR SEN
 ODOMETER IN: 8-40 OJT: 8640 BEST: KY4 DATES PRODUCTION: 000000
 DATES BEGIN: 09/19/00 DONE: 09/19/00

CONCERN #1 CUSTOMER STATES LUMBAR SUPPORT DOESN'T STAY IN POSITION/S.O.P. IS IN OPERATION TECH HOUSE AMOUNT
 CAUSE LUMBAR SUPPORT BROKE 88363800 305 1 32.00
 CORRECTION REMOVED AND REPLACED COMPLETE SEAT BACK FRAME
 PART NUMBER FOR NOTE DESCRIPTION QTY BILL AMOUNT
 SPD 80301-08400 FRAME ASS 1 29.45 29.45
 PARTS COUNT 1
 FACTORY COND CODE : 00 FAIL CODE : 00
 EP-8030108400

SUBTOTAL
 PARTS 125.23
 LAB-MECHANICAL 33.00
 TOTAL CHARGE FOR CONCERN 158.23

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W99822		PAYMENT DISTRIBUTION FOR INVOICE W99822	
PARTS	125.23	TOTAL CHARGE	158.23
LAB-MECHANICAL	33.00	FAC WARRANTY	158.23
TOTAL CHARGE	158.23		

IF YOU HAVE ANY QUESTIONS - PLEASE SEE ROBERT W STOVER

SIGNATURE _____

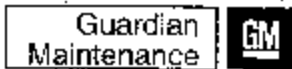
ONLINE SERVICE INVOCING BY

TO REORDER FORMS OR SUPPLIES CALL 1 800 999 5888 EXT 6030

ED VOYLES OLDSMOBILE



2135 COBB PARKWAY
SMYRNA, GEORGIA 30080
SERVICE DEPT. DIRECT PHONE 770-933-5743
SWITCHBOARD 770-952-8881



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INVOICE NO: 003649
DATE: 11/30/00
MILEAGE: 11053
CUST: 11083
GATES BEGIN: 11/30/00 END: 11/30/00

TRG: 0935 ADM: 306 STOWER, R INVOICE: PRELIM CUS C M UJ VZR KMH# 8500Y4H820AT LICENSE NUMBER: TN 547705
TAX RULES: HYUNDAI INVOICED: 11/30/2000 15:11:45 DO HYUNDAI SONATA GLS V-6 4DR SBN
METER IN: 11053 OUI: 11083 DIST: KMH DATES PRODUCTION: 090809

QUANTITY	DESCRIPTION	OPERATION	FEE	AMOUNT
1	LUBRICATION, OIL, FILTER	01	418	8.00
1	CHANGE OIL, OIL FILTER AND LUBRICATION			
	PART NUMBER	QTY	PRICE	AMOUNT
	000 612345616	5	4.44	22.20
	HWI 21500-25500	1	3.16	3.16
	HWI 21512-21600	1	2.85	2.85
	HWI 21510-21000	1	.84	.84
SUBTOTAL				29.05
PARTS				2.00
LAB-MECHANICAL				20.10
SERVICE SPECIAL ADJUSTMENT				19.95
TOTAL CHARGE FOR CONCERN				69.95

SUMMARY OF CHARGES FOR INVOICE 003649		PAYMENT DISTRIBUTION FOR INVOICE 003649	
PARTS	29.05	TOTAL CHARGE	69.95
SUPPLIES	.80	CASH DUE	21.35
LAB-MECHANICAL	8.00		
SERVICE SPECIAL ADJUSTMENT	20.10		
SUB-TOTAL	58.95		
SALES TAX	1.40		
TOTAL CHARGE	60.35		

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
WAR - WARRANTY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE ROBERT W. STOWER
WARRANTY 90 DAYS OR 4000 MILES UNLESS OTHERWISE SPECIFIED

CUSTOMER COPY

THIS FORM PRINTED ON RECYCLED PAPER. PLEASE RECYCLE. ONLINE SERVICE INVOICING BY VISA

TO ORDER FORMS OR SUPPLIES CALL 1-800-988-6878 EXT. 8030

CUSTOMER NO. 42973	ADVISOR REINSEY DAY	PLANT NO. 358	INVOICE DATE 02/14/01	INVOICE NO. HYV08108480
	LABOR RATE	LICENSE NO.	MILEAGE 14853	COLOR WHITE/
	YEAR / MAKE / MODEL 00 / HYUNDAI / SONATA		DELIVERY DATE 05/21/00	STOCK NO. 13131
	VEHICLE ID. NO. K11M1UP14EJ010110R04R04		SELLING DEALER NO.	DELIVERY MILES
	ETE. NO.	P.O. NO.	R.O. DATE 02/10/01	PRODUCTION DATE

COMMENTS

#5

LABOR & PARTS
 JOB # 1
 RENTAL
 HOURS: 1.00 (ECS)S14124
 OK ENGINE LIGHT ON AND CHECK BLES
 OK CODES WITH SCANNER CALL TECH LINE OVERLAP
 AIR FLOW SENSOR AND CORRECTION 28144-37100
 91400RTT
 ← Check engine light was not on when I took in
 WARRANTY

PARTS	QTY	FR-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	28144-37100	SENSOR ASSY-AIR F		WARRANTY
JOB # 1	1	91400-0000	ECR-FIN EXTENSION		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # COPY2
 RENTAL
 ENTERPRISE RENTAL
 HOURS: TECHS14186
 WARRANTY

PARTS	QTY	FR-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

JOB # COPY3
 RENTAL A TRAIL
 HOURS: TECHS14124
 Address: (rental) 02/13/2001 09:50
 TRUNK TO STAY OPEN
 Spoiler adds weight to trunk has to be fully raised
 does not stay open on incline!
 WARRANTY

PARTS	QTY	FR-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

JOB # COPY4
 RENTAL
 HOURS: TECHS14174
 Address: (rental) 02/13/2001 09:50
 ON RIDE OF VEHICLE
 RE/RUNNER TIRES TO 32 PSI PER TIRE
 WARRANTY

PARTS	QTY	FR-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

SUBLET
 JOB # 1
 FROM: 4772
 VEND INVO. DATE: 02/13/01
 DESCRIPTION: RENTAL
 TOTAL - SUBLET
 WARRANTY 0.00

TECHNICIAN CERTIFICATION
 121 GARRY L. HIGSON ASE MASTER

dent in car on rear passenger
 + scrape in rear bumper
 on pass. side!

CUSTOMER NO. 42978	ADVISOR RICKY GAY	PLAT NO 258	INVOICE DATE 02/18/01	INVOICE NO HY091058
[REDACTED]	LABOR RATE	LICENSE NO	DOOR WHITE/	STOCK NO. 131
	YEAR / MAKE / MODEL 00/HYUNDAI/SONATA 2.5L V6 GLS	MILEAGE 14453	DELIVERY DATE 02/18/01	DELIVERY MILES
	VEHICLE ID NO K1M H1U1P1S1S1U1U1Y1A11E1B104800	SPILLING DEALER NO.	PRODUCTION DATE	
	P.E. NO	P.O. NO.	R.O. DATE 02/10/01	
	COMMENTS			

TOTALS-

CASH <input type="checkbox"/>	CHECKS <input type="checkbox"/>	CHARGE <input type="checkbox"/>	NO CHARGE <input type="checkbox"/>		
PARTS DESIGNATED WITH AN ASTERISK(*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.				← <i>credit</i>	
VISA <input type="checkbox"/>	MASTERCARD <input type="checkbox"/>	DISCOVER <input type="checkbox"/>	AMEX <input type="checkbox"/>	TOTAL PARTS	0.
"OUR COMMITMENT TO OUR CUSTOMERS"				TOTAL SALES	0.
THANK YOU FOR CHOOSING LONG PONTIAC/HYUNDAI WHERE OUR GOAL IS COMPLETE CUSTOMER SATISFACTION				TOTAL GROSS	0.
WE USE PENNZOIL 10W-30 AND QUALITY AFTERMARTAIN PD. FLUIDS				TOTAL MISC CHG.	0.
				TOTAL MISC DISC.	0.
				TOTAL TAX	0.
				TOTAL FINANCE	0.

OPEN SATURDAY 9:00 AM TO 5:00 PM
 WE ARE A "SERVICE" FOR QUICK/VE SERVICE MUST BE IN AT THE LIFETIME PART AND LABOR LIMITED WARRANTY / IN SELECT GM PARTS WE OFFER QUICK LUBE ON MOST VEHICLES IN 15 MINUTES OR LESS OR IT'S FREE! THANKS AGAIN FOR CHOOSING LONG OF CUSTOMERS!

CUSTOMER SIGNATURE

PAP-RL-78-8

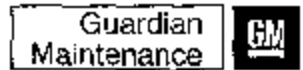
88810

Called MacMeneal 15th thing on 2/22 - asked him
 8:10 to contact Tom Wille - said he could not. I needed
 to call svc. mgr. for that

ED VOYLES OLDSMOBILE



2135 COBB PARKWAY
 SMYRNA, GEORGIA 30080
 SERVICE DEPT. DIRECT PHONE 770-933-5743
 SWITCHBOARD 770-952-8881



8:15

2/22

(Paul Gavis) wouldn't call Tom Wille for me -
 said to call Hyundai + attorneys.
 said oh no oh no I was hoping it
 would not do that to you.

HMA Consumer Assistance 8:20A in store

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 prohibited by law.

INVOICE TO

DRIVER/OWNER INFORMATION

INVOICE # W07602

TAX# 6456 NEW 306 STOVER, R INVOICE# PRELIM WAR. H. VIN KMH165M0YAL80049 LICENSE NUMBER: GA 595270
 TAX #1220: NY2ND INVOICE# 02/21/2001 174.0430 00 (HYUNDAI) SMYRNA GLS V-6 4DR GPM
 ODOMETER IN: 14770 OIL: 14770 **15032** DIST: N/A DATES PRODUCTION 000000
 DATES: REGIN: 02/15/01 DONE: 02/21/01

CONCERN #2 SUBJECT MENTAL, ENCLIPPING, 4-5 DAYS PER YEAR W/ILE OPERATION TECH HOURS 49000
 CAUSE SUBJECT TO 40 777 .0 B
 CORRECTION: ENTERPRISE
 FACTORY FAIL CODE : 00

CONCERN #2 CUSTOMER STATES AT TIMES STALLS OUT, RESTARTS OK. SEE ATTACHED CUSTOMER OPERATION TECH HOURS 49000
 COMMENTS NC 351 .0 B
 CAUSE UNABLE TO VERIFY CONCERN, 261
 CORRECTION: MILE ROADTEST REVEALS NO ABNORMAL PERFORMANCE, NO FAIL CODES STORE
 FACTORY FAIL CODE : 00

2/22/01 8:15AM PERMIT DISTRIBUTION FOR INVOICE W07602
 Mileage was 15032 when
 my husband + I picked the
 car up. I called Paul Gavis
 car up. I called Paul Gavis

IF YOU ARE NOT SURE - PLEASE SEE ROBERT R STOVER

SIGNATURE

did not fix trunk per instructions + he said
 when left w/ Tom Davidson. a new
 service ticket
 was being mailed

Car stalled on way home - after engine to mil.
 was acting like it was revving itself.