

May 15, 2009

Mr. Daniel Smith  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590



09V-171  
(5 Pages)  
RECEIVED  
2009 MAY 21 A 9:06  
DEFECTS  
DIVISION

RE: Defect Information Report

Dear Mr. Smith:

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Hyundai America Technical Center is submitting information concerning a recall that is being voluntarily initiated. Specific information as required by Section 573.6 is as follows:

573.6(c)(1)

Manufacturer – Hyundai Motor Company  
Distributor – Hyundai Motor America

573.6(c)(2)

Certain model year 2002 through 2003 Hyundai Sonata vehicles produced beginning January 28, 2002 through March 22, 2003 are affected.

573.6(c)(3)

Approximately 38,429 model year 2002 and 52,773 model year 2003 Sonatas produced beginning January 28, 2002 through March 22, 2003 are affected.

573.6(c)(4)

All of the vehicles identified above in 573.6(c)(2) are potentially affected.

573.6(c)(5)

Repeated use of the interior door handle may cause wear of the chrome plating. If the top edge

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of the handle has very thin chrome plating as a result of an excessive parting line gap and burrs, that portion may wear away more easily than more thickly plated areas as the door handle is used. The worn chrome plating on the upper edge of the handle may result in a crack or separation between the chrome plating on the inboard and outboard surfaces of the handle along the mold parting line.

### 573.6(c)(6)

Information gathered by Hyundai Motor Company and provided to NHTSA in response to PE08-071 led Hyundai to decide that, although there are no data or information to indicate an unreasonable risk to motor vehicle safety, in order to bring this matter to conclusion, Hyundai will recall the vehicles identified above in 573.6(c)(2), which were produced beginning January 28, 2002 through March 22, 2003. On January 28, 2002, a new sub-supplier, Gold Industry Co., LTD, began applying chrome plating onto the interior door handles, which has been identified as the point at which chrome plating peeling claims significantly increased. Vehicles produced beginning on March 22, 2003 received interior door handles manufactured after a change to smooth the mold parting line was instituted.

### 573.6(c)(8)

Hyundai Motor America will notify all owners of the Hyundai vehicles described in 573.6(c)(2) above to return their vehicles to their Hyundai dealer to have the chrome plated interior door handles repaired.

Hyundai anticipates that owners will be notified in weekly mailings beginning during the second quarter of 2009, after a sufficient quantity of repair parts for the chrome plated interior door handles have become available to allow notifications to begin.

In accordance with the requirements of Part 573.13, Hyundai will provide for reimbursement to vehicle owners eligible for pre-notification remedies as follows:

#### 573.13(c)(1) Reimbursement Period Beginning Date:

- (iii) May 14, 2008, which is one year prior to the date of this Part 573 notice to NHTSA.

#### 573.13(c)(2) Reimbursement Period Ending Date:

- (i) Ten calendar days after the last owner notification has been mailed. This date will be determined based upon the actual final owner notification date and NHTSA will be provided with that date when it becomes available.

#### 573.13(d) Reimbursement Conditions:

- (1) Reimbursement is excluded for costs incurred within the period during which Hyundai's original or extended warranty (where Hyundai provided written notice of the terms of the extended warranty to owners) would have provided for a free repair of the condition addressed by the recall, without any payment by the consumer, unless a franchised dealer or authorized representative of Hyundai denied warranty coverage or the repair made under warranty did not remedy the problem addressed by the recall.

- (2)(i)(A) Reimbursement is excluded if the pre-notification remedy was not of the same type,

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repair or replacement of the chrome plated interior door handle, as the recall remedy.

(2)(i)(B) Reimbursement is excluded if the pre-notification remedy did not address chrome plating peeling from the chrome plated interior door handle.

(2)(i)(C) Reimbursement is excluded if the pre-notification remedy was not reasonably necessary to repair chrome plating peeling from the chrome plated interior door handle.

(2)(ii) It is not required that the pre-notification remedy be identical to the remedy elected by Hyundai as described in this Part 573 notice to NHTSA.

(4) Reimbursement is excluded if the claimant does not submit adequate documentation to Hyundai at an address or location designated pursuant to § 573.13(f). The plan requires that the following documentation be submitted:

(i) Name and mailing address of the claimant;

(Hyundai also requests that claimants provide telephone numbers at their option.)

(ii) Identification of the product that was recalled:

Make, model, model year, and vehicle identification number

(iii) Identification of the recall (Hyundai's recall number);

(iv) Identification of the owner or purchaser of the recalled motor vehicle at the time that the pre-notification remedy was obtained;

(v) A receipt for the pre-notification remedy, which may be an original or copy:

(A) If the reimbursement sought is for a repair, Hyundai requires that the receipt indicate that the repair addressed chrome plating peeling from the chrome plated interior door handle, and state the total amount paid for the repair of that condition. Itemization of a receipt of the amount for parts, labor, other costs and taxes, may not be required unless it is unclear on the face of the receipt that the repair for which reimbursement is sought addressed only the pre-notification remedy relating to chrome plating peeling from the chrome plated interior door handle.

(B) If the reimbursement sought is for the replacement of a vehicle part, Hyundai requires that the receipt identify the item and state the total amount paid to replace the chrome plated interior door handle to repair chrome plating peeling.

(Hyundai also requests that the name, address and telephone number of the repair facility or seller of the replacement chrome plated interior door handle be provided on the receipt, and that the receipt be marked "Paid in Full" or that a cancelled check or credit card receipt be provided.)

(vii) If the pre-notification remedy was obtained at a time when the vehicle or equipment could have been repaired or replaced at no charge under a Hyundai original or extended warranty program, documentation indicating that Hyundai's dealer or authorized facility either refused to remedy the problem addressed by the recall under the warranty or that the warranty repair did not correct the problem addressed by the recall.

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573.13(e) Amount of Costs to Be Reimbursed:

(1)(i) The amount of reimbursement shall not be less than the lesser of:

(A) The amount paid by the owner for the remedy, or

(B) The cost of parts for the remedy, plus associated labor at local labor rates, miscellaneous fees such as disposal of waste, and taxes. Costs for parts may be limited to Hyundai's list retail price for authorized parts.

(1)(ii) Any associated costs, including, but not limited to, taxes or disposal of wastes, may not be limited.

573.13(f) Address and Authorized Facility for Reimbursement Claim Submittal

ATTN: Consumer Affairs Department (093)  
Hyundai Motor America  
PO Box 20850  
Fountain Valley, CA 92728-0850

573.13(g) Hyundai Response to Request for Reimbursement

(1) Hyundai shall act upon a claim for reimbursement within 60 days of its receipt. If Hyundai denies the claim, Hyundai must send a notice to the claimant within 60 days of receipt of the claim that includes a clear, concise statement of the reasons for the denial.

(2) If a claim for reimbursement is incomplete when originally submitted, Hyundai shall advise the claimant within 60 days of receipt of the claim of the documentation that is needed and offer an opportunity to resubmit the claim with complete documentation.

573.13(h) Reimbursement Form

Reimbursement shall be in the form of a check.

573.13(i) Reimbursement Plan Availability to the Public

This reimbursement plan is available to the public upon request.

573.6(c)(10)

The Technical Service Bulletin containing the service procedure for repairing the chrome plated interior door handles will be provided to NHTSA when available. Other relevant communications will also be forwarded when they are available.

573.6(c)(11)

A draft of the owner notification letter is attached.

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573.6(c)(12)

Hyundai has assigned "Campaign 093" as the designation for this campaign.

Sincerely,

A handwritten signature in black ink that reads "Robert Babcock". The signature is written in a cursive style with a large initial 'R'.

Robert Babcock  
Senior Manager, Regulation and Certification Department

Attachment