

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 544762 Method: P Analyst: JPITT Date of Text: 1/12/2007
VIN : KMHWF35V6YA(REDACT) Sonata (EF) V-6 Selling Dlr: MO006
Miles: 78,000 M/Year: 2000 Tran: 2 DFU: 2/08/2000 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: J
Address : (REDACT)
City : GLADSTONE State: MO Zip: (REDACT) Country: US
Phone-Home: (REDACT) Work: 000 000-0000 Ext: 0000 Cell#: (REDACT)
e-Mail : NO EMAIL

Incomplete Campaign: HPC

Service Dlr: MO006 NORTHTOWNE HYUNDAI

Action : CLO Responsibility: R DCS: N Priority: CUS Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: No

Open Category Open Condition Open Component

MSUS SUSPENSION 4650 ALIGNMENT/UNUSUAL
800# SOURCE CODE 800B HANDBOOK
MBDY BODY 4030 RUST/CORROSION
NPRD PRODUCT 800A GENERAL DISSATISFA
NGWL GOODWILL 100A NCA GOODWILL OFFER
NGWL GOODWILL 100B NCA GOODWILL PROCE
OPEN COMMENTS

4/17/00(SPATEL)CUST STATES:

1.CLAIMS THAT SHE WANTS TO PUT IN A COMPLAINT TO THE DLR REGARDING THE SALES DEPT.

2.CLAIMS THAT VEHICLE IS ALSO PULLING TO THE LEFT.

3.CLAIMS THAT THE DLR IS NOT ABLE TO DUPLICATE THE CONCERN.

4.SEEKING HMA ASSISTANCE.

--WRITER INFORMED CUST THAT COMMENTS WOULD BE NOTED IN FILE.WRITER INFORMED CUST THAT WRITER WILL SEND THE FILE TO DLR FOR TECHNICAL ASSISTANCE SINCE CUST HAS AN EXISTING PROBLEM.WRITER INFORMED CUST THAT SHE NEEDS TO FOLLOW UP WITH THE SVC MGR FOR ASSISTANCE.

*****ATTN SVC MGR*****

PLEASE NOTE ABOVE COMMENTS.PLEASE CONTACT THE DPSM FOR TECHNICAL ASSISTANCE PLEASE CLOSE FILE WITH DETAILED COMMENTS SO THAT NCA CAN SUPPORT.THANK YOU!!

***** OPENED FROM INQUIRY STATUS: 04/17/2000 *****

DCS MESSAGE SENT: 04/17/00 (FIRST MESSAGE)

DCS MESSAGE SENT: 04/18/00 (SECOND MESSAGE)

5-17-00 (MFRENCH) CUST STATES:

1. VEH IS CURRENTLY AT DLRSH.

2. DLRSH ADVISED CUST THERE IS NO CONCERN WITH VEH.

3. REQ THAT DLRSH GO ON A ROAD TEST W/ HUSBAND PRESENT.

4. DLRSH WILL NOT PERFORM ROAD TEST WITH HUSBAND PRESENT,BUT WILL PERFORM ROAD TEST ALONE.

5. WAS INFORMED BY (SPATEL) A REG REP WOULD BE CONTACTED FOR TECH ASSISTANCE.

6. TO CUST KNOWLEDGE A REP HAS NOT BEEN CONTACTED.

7. SEEKING HMA ASSISTANCE FOR THE RESOLUTION OF CONCERN.

---WRITER ADVISED CUST THAT WRITER WILL RESEARCH CONCERN FURTHER AND WILL CALL BACK W/ FURTHER ADVISEMENT.WRITER SPOKE WITH (RICK), SVC ADVISER FOR MO006, WHO STATES VEH HAS BEEN ALIGNED TO FACTORY SPECS. (RICK) ADVISED WRITER THAT THE ROAD TEST WAS PERFORMED WITH CUST'S HUSBAND AND WILL HAVE

SVC MGR CALL BACK WITH RESULTS. WRITER ADVISED (RICK) WITH DIRECT LINE. (BOB SHARP), SVC MGR FOR DLRSHV MO006, STATES COMPARED VEH ALIGNMENT TO THAT OF NEW VEH; DROVE IDENTICLE.

5/18/00 (ACHO) CUST STATES:

1. CLAIMS, CUST PICKED UP THE VEH FRM DLRSHV YESTERDAY AND PROB STILL EXISTS.
2. CLAIMS, DLR STATED THAT THE REAR END ALIGNMENT IS OUT BUT THERE'S NOTHING THEY CAN DO TO CORRECT IT.
3. FEELS UNSAFE DRIVING THE VEH.

---WRITER ADVISED CUST THAT COMMENTS AND CASE WILL BE NOTED. PROVIDED FILE#. INFORMED CUST OF THE GEN WARR. ADVISED CUST THAT HMA WILL BE PROVIDING WARR ASSIST ON MFG DEFECTIVE CONCERNS ONLY. ADVISED THAT HMA WILL SUPPORT DPSM AND SVC MGR'S DECISION. ADVISED TO FOLLOW UP WITH SVC MGR FOR DETAILS.

*****ATTN SVC MGR*****

PLEASE NOTE ABOVE COMMENTS. PLEASE CONTACT DPSM AS NEEDED FOR TECH ASSIST AND FOR RESOLUTION. PLEASE CLOSE FILE WITH RESOLUTION SO THAT NCA CAN SUPPORT. THANK YOU!!

***** REOPENED FROM CLOSED STATUS: 05/18/2000 *****

DCS MESSAGE SENT: 05/18/00 (FIRST MESSAGE)

DCS MESSAGE SENT: 05/21/00 (SECOND MESSAGE)

11/29/2006 (SJAME/CVG) CUST STATES:

1. HAS BEEN HAVING PROBLEMS WITH THE SUB FRAME HAVING RUST ON IT.
2. SPENT \$1200 LATELY TO HAVE THE SUB FRAME REPLACE AND NOW THEIR IS RUST ON IT.
3. DOES NOT THINK THIS SHOULD OF HAPPENED.
4. SAW ON INTERNET THAT MANY OTHER CONSUMER'S HAD THE SAME ISSUE.
5. WANTS TO KNOW WHAT HYUNDAI CAN DO.
6. THAT THE HYUNDAI REP WAS CALLED AND THE REP TOLD CUST TO CALL HCA.

---WRITER VERIFIED CUST INFORMATION. WRITER STATES THAT IT IS STRANGE THAT CUST WAS TOLD BY THE HYUNDAI REP TO CONTACT US FIRST. WRITER WILL NEED TO CONTACT THE SERVICE MANAGER AT MO006 TO SEE WHAT IS GOING ON.

---WRITER CALLED MO006 SERVICE MANAGER (JIM) MO006 STATES THAT CUST DID EMAIL MO006 WITH THE SUB FRAME HAVING RUST ON IT. MO006 DID CONTACT MO006 DPSM AND THE DPSM TOLD CUST TO CONTACT HCA TO SEE WHAT HCA CAN DO. JEFF SAID THAT JEFF WILL HELP OUT IN ANYWAY POSSIBLE. WRITER THANKED JEFF FOR THE INFORMATION.

---WRITER TOLD CUST WHAT CUST FOUND OUT FROM JEFF THE SERVICE MANAGER. WRITER STATES THAT WILL DO SOME MORE RESEARCH AND SEE IF HYUNDAI CAN GET INVOLVED. WRITER WOULD LIKE CUST TO FAX OVER ANY REPAIR ORDER THAT CUST HAS ON THE ISSUE WRITER GAVE CUST FILE # EXTENSION AND FAX #

11/29/2006 (SJAME/CVG) WRITER CALLED JIM SERVICE MANAGER AT MO006 TO SEE WHEN THE DPSM WAS CONTACTED AND JIM STATED THAT IT WAS BY EMAIL AND IT WAS THIS MORNING. WRITER THANKED JIM FOR THE INFORMATION. WRITER WILL REQUEST TO OPEN FILE.

---REQUEST TO OPEN FILE TO REGION.

1. ON 11/28/2006 CUST HAD THE SUB FRAME REPAIRED FOR \$1200. NOW TODAY AND YESTERDAY THE SUB FRAME HAD RUST ALL THE WAY THROUGH IT. CUST DID CONTACT MO006 SERVICE MANAGER AND THE SERVICE MANAGER CONTACT DPSM BUT THE DPSM TOLD CUST TO CONTACT HCA. CUST WANTS TO KNOW WHAT IS GOING ON. CUST ALSO FOUND ON THE INTERNET THAT OTHER CONSUMER'S THAT OWN SONATA'S HAVE THE SAME ISSUE WITH THE SONATA. CUST WANTS TO KNOW WHAT TO DO AND IF HYUNDAI CAN LOOK AT VEHICLE.
2. CUST HAS NOT HAD THE VEHICLE REPAIRED BY MO006 BUT BY A INDEPENDENT SHOP WHICH NOTICE THE RUST AND THAT WAS DONE ON 11/28/2006.
3. THE VEHICLE IS CURRENTLY WITH THE CUST

4. THE DPSM WAS NOTIFIED BUT THE DPSM SENT CUST TO HCA
5. ALL OF A SUDDEN THE RUST APPEARED
6. THEIR ARE NO AFTER-MARKET PARTS AFFECTING THE ISSUE
7. MO006 THINKS IT IS A GOOD THING THAT REGION IS INVOLVED.

11/30/06 (JCANN/CVG) WRITER RECIEVED A FAX AND GAVE A COPY TO (SJAME).

11/30/06 (ABROWN/CVG/LCM) WRITER REVIEWED FILE AND WILL FWD FILE BACK TO CM.
THE VEHICLE WAS REPAIRED AT AN IO AND O SHOP. PLEASE ADVISE THE CUSTOMER THAT
HMA DOES NOT WARRANTY IO ANO SHOPS WORK.

11/30/2006 (SJAME/CVG) WRITER ATTEMPTED TO CONTACT CUST BUT THE PHONE WAS BUSY
*****IF CUST CALLS BACK IN PLEASE INFORM CUST THAT THE REPAIR WAS DONE AT A
INDEPENDENT SHOP AND HMA DOES NOT WARRANTY ANY IO SHOPS WORK.*****

12/4/2006 (LROBL/CVG) CUST STATES:

1. WOULD LIKE TO KNOW UPDATED INFO ON CUST'S CONCERN WITH THE SUB FRAME
COMPLETELY RUSTING THROUGH.
2. WOULD LIKE THE EMAIL ADDRESS TO HYUNDAI SO CUST CAN SEND PICTURES OF WHAT
THE SUB FRAME LOOKED LIKE WHEN IT FELL OUT OF THE VEH.
3. THIS CONCERN HAS TO DO WITH THE PT WARRANTY AND CUST IS STILL WITHIN THAT
TIMEFRAME.

--WRITER ADVISED CUST THAT DUE TO CUST HAVING A DIAGNOSIS AND REPAIR PERFORMED
AT AN IO&O SHOP HYUNDAI IS UNABLE TO ASSIST WITH THE COST OF THE REPAIR.
WRITER ADVISED CUST THAT A DIAGNOSIS PERFORMED BY A HYUNDAI TECHNICIAN ALLOWS
HYUNDAI TO KNOW WHETHER OR NOT THE REPAIR NEEDED IS WARRANTABLE. WRITER
ADVISED CUST THAT THE PERFORATION WARRANTY FOR A 2000 VEH IS FOR 5/100
WHICHEVER COMES FIRST. WRITER ADVISED CUST THAT IF THIS HAD TO DO WITH THE
PT WARRANTY AND WAS FOUND TO BE A DEFECT IT WOULD BE COVERED BY HYUNDAI BUT
CUST FAILED TO HAVE THE VEH DIAGNOSED BY A HYUNDAI AUTHORIZED DLR AND THEREBY
FORFEITED POSSIBLE WARRANTY COVERAGE. WRITER ADVISED CUST THAT HCA IS UNABLE
TO LOOK AT PICTURES SENT THROUGH EMAIL. CUST THEN STATED THAT THE PICTURES AND
A LETTER OF COMPLAINT WILL BE SENT TO HMA AND AN EMAIL OF DISSATISFACTION WILL
BE SENT TO HYUNDAI. WRITER THEN STATED THAT CUST NEEDS TO DO WHAT CUST NEEDS
TO DO. CUST WAS NOT HAPPY WITH RESPONSE GIVEN BY WRITER BUT UNDERSTOOD AND
STATED THAT CORRECTIVE ACTION WILL HAVE TO BE TAKEN ELSEWHERE. CUST PROVIDED
FILE #.

12/29/06 (RCALDERON/NCA) REC'D LTTR, FORWARDED TO CHARVEY

01/02/07 (CHARVEY/NCA) : WRITER FORWARDED FILE BACK TO GEN CORR TO HANDLE.

01/02/07 (RCALDERON/NCA) REC'D LETTER FROM C.HARVEY, PUT BACK INTO GEN. CORR.

1/12/07 (CWEIN) CUST LETTER RECEIVED, CUST STATES:

1. VEH CURRENTLY HAS 78,000MI
2. 11/22/06 CAR BEGAN TO PULL AS IF IT HAD A FLAT
3. MECHANIC REPORTED THAT SEVERE RUST ON THE SUB FRAME CAUSED THIS FAILURE -
ENTIRE CONTROL ARM ASSY HAD BROKEN AWAY FROM SUBFRAME AND ENTIRE SUBFRAME
NEEDED TO BE REPLACED.
4. SUBFRAME BROKE AND PULLED THE DRIVE AXLE COMPLETELY OUT OF TRANSMISSION AND
CAUSED SIGNIFICANT DAMAGE TO RIGHT FRONT FENDER.
5. BELIEVE HYUNDAI SHOULD REIMBURSE ME FOR COST OF REPAIRS TO VEH FRAME, BODY
AND FOR TOW EXPENSE AND PAY FOR COMPREHENSIVE TRANSMISSION INSPECTION
6. HAVE CONTACTED THE BBB AUTO LINE

ATTENTION REGION:

PLEASE REVIEW CUSTOMER CONCERN REGARDING SUBFRAME FAILURE/RUST - CUSTOMER
PICTURES FORWARDED FOR REVIEW
PLEASE CLOSE FILE WITH COMMENTS. THANK YOU!

***** REOPENED FROM CLOSED STATUS: 01/12/2007 *****

1/16/07 CR/CATEMPJP PER JG OF CR: CASE IS BEING REVIEWED WITH NCA SINCE
NCA HAS ALL PAPERWORK FROM CUST AND ANY GOODWILL WOULD BE BEYOND DPSM ABILITY
TO HANDLE THROUGH WARR SYSTEM. IF ANY GOODWILL WERE TO BE GIVEN IT WOULD HAVE
TO BE IN THE FORM OF A HCR PAYABLE TO CUST.

1/18/07 CR/CATEMPJP SENT E-MAIL TO CHRISTINE WEIN REQUESTING STATUS ON THIS
CASE.

01/18/07 (AFELL/CVG) CUST STATES:

1. WANTS TO KNOW WHAT IS GOING ON

---WRITER ADVISED THE CUST THAT THEY ARE WORKING ON THE FILE AT THIS TIME
THAT THE WRITER WILL FORWARD A MESSAGE FOR AN UPDATE FOR THE CUST WRITER
UPDATED A PHONE NUMBER THAT THE CUST WOULD LIKE TO BE CONTACTED AT

1/18/2006 (DBAKER/CVG/EMAIL) RECEIVED CUST EMAIL:

1. SAME COMPLAINTS FROM NOTES ABOVE IN LETTER RECEIVED.
2. CUST FEELS DECISION TO DO NOTHING IS NOT ACCEPTABLE.
3. CUST NOW SENDING APPEAL TO THE DECISION MADE.
4. CUST FEELS THIS DEFECT HAS NOTHING TO DO WITH WHOM CUST CHOSE TO REPAIR
VEH.
5. FURTHER CONCERNING IS THE FACT THAT CUST VEHICLE WAS AT THE DEALERSHIP
THREE WEEKS EARLIER FOR AN ENGINE LIGHT ISSUE.
6. THE DEALER FOUND THAT ALL OF THE SPEED SENSORS HAD FAILED CUST HAD
TRANSMISSION SENSORS REPLACED BY THE DEALER AND THEY PERFORMED A
MULTI-POINT VEHICLE INSPECTION, THAT SHOULD HAVE INVOLVED INSPECTING THE
SUSPENSION, TIRES, AND BRAKES, BUT YET THEY DIDN'T FIND THIS TO BE A
PROBLEM.
7. AIR BAG LIGHT WAS ALSO ON AT THAT TIME AND DEALER FAILED TO MENTION THAT.
8. DON'T BELIEVE ANY TYPE OF INSPECTION EVEN TOOK PLACE, YET IT APPEARED
ON MY INVOICE.
9. CUST OWNS A VEHICLE WITH A WARRANTY FOR TEN YEARS OR 100,000 MILES AND IS
BEING TOLD THAT IT IS NORMAL FOR THIS AMOUNT OF RUST.
10. CUST FINDS IT HARD TO ACCEPT THAT HYUNDAI IS WILLING TO SAY THIS IS
ACCEPTABLE QUALITY, AND THAT A SUB FRAME ISN'T EXPECTED TO LAST THE
EQUIVALENT TIME TO THE WARRANTY.
11. THE SEVERITY OF THE RUST AND CORROSION CAN ONLY BE A DEFECT IN
ENGINEERING, MATERIALS, AND/OR WORKMANSHIP.
12. HAVE SENT A COPY OF THE PHOTOS TO CUST SELLING DEALER AND CUST HAS,
AND WILL MAKE THE PART AVAILABLE FOR INSPECTION UPON REQUEST.
13. ALSO SENDING A COPY OF THE SAME PHOTOS ALONG WITH THE REPAIR BILL FOR MY
SUB-FRAME.
14. ONCE NCA LOOKS AT THE PHOTOS AND SEES THAT THE SIDE OPPOSITE OF THE RECENT
BREAK IS ACTUALLY IN WORSE SHAPE, NCA WILL AGREE WITH CUST.
15. HAVE FOUND SEVERAL ONLINE DISCUSSIONS DESCRIBING THIS SAME PROBLEM ON 2000
HYUNDAI SONATAS INCLUDING:
(WWW.EDMUNDS.COM/USED/2000/HYUNDAI/SONATA/12460/RATINGS_CONSUMER.HTML -
121K, HTTP://WWW.APA.CA/TEMPLATE.ASP?DOCID=23#HYUNDAI).
16. BELIEVE HYUNDAI SHOULD REIMBURSE CUST FOR THE COST OF REPAIRS TO CUST
VEHICLE FRAME, BODY, AND FOR THE TOW EXPENSE.
17. ALSO BELIEVE HYUNDAI SHOULD PAY FOR A COMPREHENSIVE TRANSMISSION
INSPECTION TO VERIFY THAT THERE IS NOT ANY LONG-TERM DAMAGE TO THE
TRANSMISSION CAUSED BY THIS DEFECT.
18. EXPECT TO BE CONTACTED QUICKLY TO RESOLVE THIS ISSUE.

19. HAS CONTACTED THE BBB AUTO LINE AS INSTRUCTED IN MY SERVICE MANUAL.
---WRITER RESPONSE IS WE APPRECIATE CUST CONTACT & APOLOGIZE FOR THE CIRCUMSTANCES THAT PROMPTED CUST EMAIL. WRITER ADVISED CUST TO BETTER ASSIST REQUESTING CUST TO CALL HCA. WRITER CREATED/PROVIDED FILE #. CUST COMMENTS ARE NOTED.

1/22/07 CR/CATEMPJP SENT E-MAIL TO CHRISTINE WEIN REQUESTING STATUS ON THIS CASE.

01/22/07 (DBAKER/CVG/EMAIL) DUPLICATE EMAIL.ORIGINAL EMAIL HAS BEEN RESPONDED TO.

1/22/07 CR/CATEMPJP PER CHRISTINE WEIN OF NCA: OWNER'S CONCERN IS UNDER REVIEW.

1/23/2006 (DBAKER/CVG/EMAIL) RECEIVED CUST EMAIL:

1. THIS ISSUE IS NOW OVER 4 WEEKS OLD AN NO ONE FROM HYUNDAI HAS BOTHERED TO CONTACT CUST FOR A DISCUSSION.
2. CUST HAS THE PARTS AND PICTURES OF THE PARTS BUT HASN'T BEEN ASKED TO SEE THEM.
3. CUST FEELS THIS IS TO AVOID HAVING TO ADDRESS CUST ISSUE.
4. CUST HAS E-MAILED SEVERAL ONLINE ENTRIES FROM THE NHSTA IN REGARDS TO THIS VERY SAME ISSUE.
5. THIS IS A VERY SERIOUS SAFETY ISSUE CUST WAS WAS FORTUNATE THAT CUST WAS ONLY TRAVELING AT A LOW SPEED WHEN THE RUST FINALLY GAVE WAY.

---WRITER RESPONSE IS WE APPRECIATE CUST CONTACT & APOLOGIZE FOR THE CIRCUMSTANCES THAT PROMPTED CUST EMAIL. WRITER ADVISED CUST TO BETTER ASSIST REQUESTING CUST TO CALL HCA. WRITER PROVIDED FILE #. CUST COMMENTS ARE NOTED.

01/24/07 (BROSS/CVG) CUST STATES:

1. THE SUB-FRAME RUSTED OUT FULLY BACK IN NOV/06.
2. CUST NEEDED THE VEH, SO JUST HAD FIXED AT AN IO&O SHOP.
3. STILL HAS THE PARTS AND IS WILLING TO TAKE THEM TO THE DLR TO BE DIGANOSED.
4. WANTS TO BE REIMBURSED BY HYUNDAI, DOES NOT WANT TO HAVE TO GO LEAGAL WITH THIS.

--- WRITER INFORMED THE CUST THAT AT THIS POINT HYUNDAI WOULD NOT BE ABLE TO PROVIDE THE CUST WOTH AN REIMBURSEMENT DUE TO WAS NEVER TAKEN TO A HYUNDAI DLR, WRITER EXPLAINED IN THE WARR HANDBOOK IT STATES ALL WARR WORK MUST BE DIAGNOSED AND PREFORMED AT A HYUNDAI DLR, WRITE EXPLAINED IF THE CUST WOULD LIKE MAY HAVE THE PARTS TAKEN TO A HYUNDAI DLR FOR A DIAGNOSIS BUT WRITER CANNOT GUARANTEE IF THIS WILL BE COVERED, CUST UNDERSTOOD.

1/25/07 CR/CATEMPJP SENT E-MAIL TO CHRISTINE WEIN REQUESTING STATUS ON THIS CASE.

1/25/2006 (DBAKER/CVG/EMAIL) RECEIVED CUST EMAIL:

1. WILL BE SEEKING LEGAL COUNCIL TO AID IN THE PURSUIT OF THIS ISSUE.
2. CUST FEELS HYUNDAI IS UNWILLING TO ACCEPT THEIR RESPONSIBILITY FOR SUCH AN OBVIOUS SAFETY,ENGINEERING, AND QUALITY ISSUE.
3. WHEN CUST CONTACTED CONSUMER AFFAIRS CUST WAS TOLD "SORRY WE WON'T HELP YOU".
4. CUST DOESN'T BELIEVE THIS REPRESENTITIVE DEMONSTRATED ANY PROFESSIONALISM DURING CUST CALL JANUARY 24TH 2007 AT 3PM CST.

---WRITER WAS ADVISED AS PER RELLEDGE TO NOT RESPOND TO THIS EMAIL AND SOLVE THIS CASE.

1/29/07 CR/CATEMPJP SENT E-MAIL TO CHRISTINE WEIN REQUESTING CASE STATUS.

1/29/07 (CWEIN) BASED ON INFO PROVIDED BY CRCA ON FILE, WRITER WILL BE

REIMBURSING CUSTOMER \$1200.00 FOR SUBFRAME REPLACEMENT.

--EMAIL SENT TO CR/CATEMPJP ADVISING

1/30/2007 (DBAKER/CVG/EMAIL) RECEIVED CUST EMAIL:

1. CUST HAS TRIED TO CALL ONLY TO BE TOLD CUST IS OUT OF LUCK.
2. CUST DOESN'T FEEL THAT HYUNDAI IS ADDRESSING THIS OBVIOUS SAFETY AND QUALITY ISSUE PROPERLY.
3. WHAT IS THE USE OF HAVING A 10 YEAR 100K WARRANTY ON ANY PART OF THE CAR IF YOU ARE SO WILLING TO JUST BRUSH TO THE SIDE SUCH A SIGNIFICANT ISSUE.
4. CUST ATTACHED A PHOTO.

---WRITER RESPONDED BY ADVISING CUSTOMER TO CONTACT THE SERVICE DEPT AT THE DEALER. ADVISED THE FILE HAD BEEN FORWARDED TO THE APPROPRIATE PERSONNEL AND THE SVC MGR WOULD HAVE THE MOST CURRENT INFORMATION. WRITER ALSO ADVISED ATTACHMENTS CANNOT BE OPENED BY OUR SYSTEM.

01/30/07 (BROSS/CVG) WRITER CONTACTED MR BAKER AND REQUESTED THE CUST SEND A COPY OF THE CANCELLED CHECK (SHOWING PROOF OF PAYMENT) AND A COPY OF THE R.O. FROM THE HYUNDAI DLR TO (801) 736-3561 ATTN BRANDI EXT 54297, AND TO (714) 965-3837 ATTN CHRISTINE AND THEN THE CUST FILE #, WRITER PROVIDED ALL THIS INFO TO THE CUST.

--- CUST STATES:

1. WILL FAX INFO TO BOTH PLACES, DOES HAVE TO GATHER A COPY OF THE CANCELLED CHECK, AND THEN WILL FAX OVER THE DOCUMENTATION.
2. CUST DID STATE ALREADY SENT INFO IN A PACKET AS WELL.

01/30/07 (RCALDERON/NCA) REC'D FAX, FORWARDED TO CWEIN.

01/31/07 (JCANN/CVG) WRITER RECIEVED A FAX AND FORWARD A COPY TO (BROSS).

1/31/07 (CWEIN) COPIES OF 2 CANCELLED CHECKS, EACH IN THE AMT OF \$600.00 RECEIVED, PROOF OF PAYMENT NOW IN FILE.

----- HCR IN THE AMT OF \$1200.00 FOR COST OF SUB FRAME REPLACEMENT PREPARED AND FORWARDED TO HCR DESK FOR PROCESSING

01/31/07 (RCALDERON/NCA) REC'D FAX, FORWARDED TO CWEIN

1/31/07 (TJAC) REVIEWED GDWL HCR REQUEST FOR REIMB ON SUBFRAME REPLACEMENT @ IRF TOTALING \$1200.00 DUE TO RUST/CUST FEELS SAFETY ISSUE/GDWL OFFER PER CWEIN/NCA. VERIFIED RO#3121625 DTD 11/28/06 AND ATTACHMENTS.

1/31/07 (TJAC) *****HCR FOR \$1200.00 SUBMITTED FOR 2/9/07 CHECK MAILING SCHEDULE. *****GDWL REIMB ON SUBFRAME REPLACEMENT TOTALING \$1200.00 PAYABLE TO "(REDACT)" @

(REDACT)

GLADSTONE, MO (REDACT)

2/1/07 CR/CATEMPJP OWNER WILL RECEIVE A \$1200.00 REFUND FROM NATIONAL.

2/7/07 (TJAC) REC'D COPY OF CHECK #(REDACT) DTD 2/7/07 IN THE AMOUNT OF \$1200.00. WRITER FILING COPY IN FILE.

2/27/07 (TJAC) REC'D CALL FROM FINANCE ADVISING CHECK WAS RETURNED. WRITER RESEARCHED FILE AND NOTED THAT ALL DOCUMENTS INDICATE ADDRESS ON FILE. WRITER CONTACTED FINANCE TO ADVISE. FINANCE ADV WOULD ATTEMPT TO SEND CHECK AGAIN. CLOSE CONCERN

Customer visited Dealership? N (Y/N)

Was a repair made to correct this concern? N (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern? 99
Customer received details by: L
Who communicated details to customer? M
Customer given rental/loaner car? N (Y/N) Goodwill funds used? Y (Y/N)
Is customer satisfied? Y (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

WITHIN FACTORY SPEC. NO REPAIR CAN BE PERFORMED.
***** REOPENED FROM CLOSED STATUS: 05/18/2000 *****
DESCRIBE ACTION TAKEN:
05/24/00 DLR CLOSING CASE AS CUST HAS DRIVEN VEHICLE WITH DLR PRESENT AND HAS
DRIVEN SAME TYPE VEHICLE FROM DLR LOT AND BOTH VEHICLE OPERATE THE SAME. DLR
WILL ARRANGE FOR CUST TO MEET AND DRIVE VEHICLE WITH DPSM NEXT TIME DPSM IS AT
DLR.
***** REOPENED FROM CLOSED STATUS: 01/12/2007 *****
Describe Action Taken:
2/1/07 CR/CATEMPJP NATIONAL IS REFUNDING OWNER \$1200.00 FOR SUBFRAME REPLAC
EMENT.

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 558231 Method: P Analyst: CACVG05 Date of Text: 8/09/2000
VIN : KMHWF35V7YA(REDACT) Sonata (EF) V-6 Selling Dlr: NY073
Miles: 46,000 M/Year: 2000 Tran: 2 DFU: 6/23/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : STATEN ISLAND State: NY Zip: (REDACT) Country: US
Phone-Home: (REDACT) Work: - Ext: 0000 Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: NY064 MANFREDI HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: 10/100000/000/ 4B HCP:
Letter Rcvd: VIN Hist: No 6/23/2010
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
NDSV DEALER SERVICE 110W INDEPENDENT BUSINE
NDSV DEALER SERVICE 210 UNHAPPY WITH DEALE
NHPP HPP 100F NEVER RECEIVED CAR
NGWL GOODWILL 100A NCA GOODWILL OFFER
OPEN COMMENTS

08/09/00 (TGENG) CUST STATES:
1. CLAIMS WANTED PEARL WHITE
2. CLAIMS DLRSHW PAWNED OFF "NOBLE WHITE" TO CUST
3. CLAIMS DLRSHW TOOK \$300 OFF THE COST OF VEH FOR CUST SINCE IT WAS NOT THE
COLOR CUST WANTED
4. CLAIMS WAS ADVISED THAT DLRSHW PROVIDES FREE OIL CHANGES FOR VEH
5. CLAIMS WAS ADVISED THAT THE FIRST SVC MAINTENANCE WAS SCHEDULED AT 1K MILES
6. CLAIMS TOOK VEH BACK TO DLRSHW FOR 1ST MAINTENANCE AND WAS CHARGED \$21.95

TO HAVE DOORS LUBED, INSPECT FLUIDS, AND ADJUST BELTS IF NECESSARY

7. CLAIMS SVC DEPT ADVISED CUST THAT HE WAS NOT CHARGED FOR OIL CHANGE ITSELF

8. CLAIMS SVC DEPT ADVISED CUST THAT IF VEH IS NOT BROUGHT BACK TO DLRSHR FOR MAINTENANCE TO CUST'S WARRANTY WILL BE VOID

9. SEEKING HMA ASSISTANCE TO RESOLVE CONCERN

--WRITER ADVISED CUST THAT COMMENTS AND CONCERNS WILL BE NOTED IN FILE. WRITER ADVISED CUST THAT EACH DLRSHR IS INDEPENDANTLY OWNED AND OPERATED. WRITER ADVISED CUST THAT MAINTENANCE CAN BE PERFORMED AT ANY DLRSHR OR INDY MECHANIC. WRITER ADVISED THAT CUST NEEDS TO MAINTAIN PROPER MAINTENANCE AND ALL RECEIPTS. 3/8/01 (MGROS) CALL RECORD REC'D FROM BBB. CUST STATES HAS CONSTANT ALTERNATOR FAILURE (3 REPAIRS) AND REAR SEATBELT NOT UNLOCKING (HAS BEEN REPAIRED) CUST WOULD LIKE VEHICLE REPAIRED "TO HIS SATISFACTION WHILE A LOANER CAR IS GIVEN". VEHICLE DOES NOT APPEAR TO QUALIFY FOR PROGRAM DUE TO MILEAGE. FILE IS BEING FORWARDED TO DPSM W.RAD.

3/8/01(MGROS) ENTRY ABOVE IS IN ERROR AND DOES NOT PERTAIN TO THIS CUSTOMER.

9/14/04 (DLC/CMS) CALLER STATED

1. HAVE A TRANSMISSION PROBLEM CAR WAS TOWED TO NY064. THEY WERE NOT ABLE TO LOOK AT CAR YESTERDAY.

2. CALLED THEM TODAY. THEY ARE LOOKING AT CAR NOW BUT SAY IT WILL BE COUPLE DAYS TO GET THE CAR FIXED.

3. I ASKED FOR A LOANER OR RENTAL CAR. THEY TOLD ME THEY DO NOT DO THAT.

4. I TOLD THEM I BOUGHT AND EXTENDED WARRANTY THAT ALLOWS ME A RENTAL CAR.

5. THEY TOLD ME I WOULD HAVE TO CALL YOU.

6. WHAT HAPPENS IF THEY KEEP MY CAR LONGER THAN 4 DAYS?

7. HOW TO I APPLY FOR REIMBURSEMENT?

WRITER NOTED ALL COMMENTS AND CONCERNS. VERIFIED OWNER INFORMATION. ADVISED CALLER HE IS ALLOWED A RENTAL CAR FOR 4 DAYS AT \$25.00 A DAY TOTAL \$100.00. PROVIDED HMA ADDRESS. ADVISED TO SEND ORIGINAL RECEIPT, COPY OF REG., AND A SHORT LETTER EXPLAINING CAR RENTAL.

05/03/05 (CBLAC/CMS) CUSTOMER STATES:

1. VEH IS HAVING RUST CONCERN

2. PAINT IS BUBBLING BY REAR WHEEL WELL

3. THIS IS A DEFECT IN THE METAL WHICH IS COVERED PER OWNER MANUAL

4. NY064 SAID IT'S NOT COVERED UNDER WARRANTY BEFORE EVEN SEEING THE VEH

5. HAVE HAD CONCERNS WITH NY064 & NY073 IN THE PAST

6. DONT WANT TO BRING VEH THERE IF POSSIBLE

7. NY064 WILL JUST SAY IT'S NOT COVERED AND CHARGE 85.00 FOR LOOKING AT VEH

---WRITER ADVISED COMMENTS AND CONCERNS WILL BE NOTED IN FILE. GAVE FILE #.
WRITER ADV CUST WARRANTY FOR PAINT IS 3/36K. WRITER ADV DLR MUST DIAGNOSE VEH TO DETERMINE WARRANTABILITY FOR CORROSION CONCERN, WRITER ADV CUST OF NJ034 AS ALTERNATE DLR IF CUST NOT COMFORTABLE WITH NY064 OR NY073. WRITER ADV CUST DLR MAY CHARGE DIAG FEE IF THE CONCERN IS NOT COVERED UNDER WARRANTY

03/27/07 (BLARSEN/CVG) CUST STATES:

1. WANTED TO KNOW WHY A PART WAS NOT COVERED UNDER THE HPP

2. THE PART IS THE OXYGEN O2 SENSOR.

3. HAS VEH IN SHOP FOR REPAIRS.

---WRITER CALLED DLR NY064 AND SPOKE WITH JACK SERVICE

JACK LOOKED UP PART # AND THE PART IS NOT COVERED AT ALL. ADVISED CUST THAT IS PART THAT CUST WILL HAVE TO PAY FOR AND THE REPAIRS TO THE VEH. ASKED CUST IF THERE WERE ANYMORE QUESTIONS THAT CUST NEEDED TO KNOW AND CUST SAID NO. THANKED CUST FOR CALLING HCA.

04/17/07 (LTAYLOR/CVG) CUST STATES :

1. WOULD LIKE AN HPP CONTRACT CARD

2. LOST ORIGINAL

--WRITER TOLD CUST WRITER WOULD REQUEST ONE BE SENT OUT. IT SHOULD ARRIVE IN 7-10 BUS DAYS.

---PLEASE SEND AN HPP CONTRACT/CARD TO ADDRESS LISTED ON FILE, THANKS.

4/17/07 (JSTUCKI/LCM/CVG) WRITER REVIEWED FILE AND FORWARDED FILE BACK TO CM TO PUT VERBIAGE IN NOTES. THANKS

04/27/07 (LTAYLOR/CVG) UPDATING NOTES :

*****ATTN HPP*****

FORWARDING FOR NAME/ADDRESS CORRECTION

*****ATTN HPP*****

FORWARDING FOR HPP CONTRACT/CARD REQUEST

4/30/07 (JSTUCKI/LCM/CVG) WRITER REVIEWED FILE AND FORWARDED REQUEST.

5/1/07 (GS/HPP) REQUESTING NEW HPP CONTRACT #74600 DUE TO CUSTOMERS REQUEST. CUSTOMER SHOULD RECEIVE NEW HPP CARD/CONTRACT WITHIN 6-8 WEEKS.

06/07/07 (CPARK/CVG) CUST STATES:

1. THE CUST WAS SPEAK TO TGORD ABOUT THIS.
2. THERE HAS BEEN A PROBLEM WITH THE CORROSION FOR A WHILE.
3. THE DLR CURRENTLY HAS THE VEH AND THERE IS MORE CORROSION CONCERN.
4. THE DLR IS ONLY GIVING THE CUST A RENTAL FOR \$25.00 FOR 4 DAYS.
5. WANTS TO KNOW IF THE CUSTOMER CAN GET IT LONGER.

--WRITER ADV CUST THAT THE WRITER CAN ONLY SUBMIT FOR A GOODWILL. WRITER ADV CUST THAT THE WARR DOES NOT PROVIDE RENTALS AND LOANERS. CUST UNDERSTOOD. CUST STATES:

1. IS RENTING THE VEH FROM ENTERPRISE FOR \$40.00 A DAY.
2. DOES NOT KNOW WHEN THE VEHICLE WILL BE READY.

--WRITER UNDERSTOOD. WRITER OFFERED TO PLACE THE CUST ON HOLD AND SEE WHAT THE WRITER CAN DO. CUST STATES:

1. IS AT WORK AND CAN NOT HOLD.

--WRITER ADV CUST THAT THE WRITER WILL NEED TO CALL THE DLR BACK AT A LATER TIME. CUST UNDERSTOOD. CUST THANKED WRITER.

6/12/07 (DWEIN/CVG) CUST STATES;

1. THERE HAS BEEN A PROBLEM WITH THE VEH.
2. THE CUST WILL HAVE TO SPEND OUT OF POCKET FOR THE RENTAL.
3. WAS TOLD BY CM THAT THE CM WILL MAKE SOME CALLS AND CALL CUST BACK.
4. THE VEH'S HAVE A PROBLEM WITH THE RUST.

--WRITER TRANSFERED TO CM. VERIFIED FILE INFO. UPDATED EMAIL ADDRESS.

06/11/07 (CPARK/CVG) CUST STATES:

1. WANTED TO KNOW WHAT WAS GOING ON WITH THE CASE.

--WRITER ADV CUST THAT THE WRITER IS STILL RESEARCHING. WRITER CALLED THE DLR. DLR STATES:

1. THE PART SHOULD BE IN THE DLR TODAY OR TOMORROW.

--WRITER THANKED DLR. WRITER ADV CUST THAT THE WRITER CAN NOT SUBMIT FOR A RENTAL UNTIL THE VEH IS BACK TO THE CUSTOMER. CUST UNDERSTOOD. CUST THANKED WRITER.

6/21/07 (JSTUCKI/CVG) CUSTOMER STATES:

1. IS CALLING TO SPEAK WITH CPARK/CVG.

2. CUSTOMERS VEHICLE IS STILL AT NY064 AND THE FILE HAS JUST GOTTEN MORE

COMPLICATED.

--WRITER ASKED THE CUSTOMER TO HOLD WHILE WRITER CHECKED TO SEE IF CPARK/CVG WAS AVAILABLE. CPARK/CVG IS NOT IN FOR THE REST OF THE WEEK. WRITER OFFERED TO ASSIST. CUSTOMER STATED:

1. UNDERCARRIAGE OF THE VEHICLE IS CORRODED AND HAS BEEN AT THE DEALER FOR THREE WEEKS.
2. CUSTOMER WOULD LIKE SOME ASSISTANCE WITH RENTAL VEHICLE.
3. LAST FRIDAY CUSTOMER SPOKE WITH BOB AND BOB STATED THAT THE UNDERCARRIAGE PART FINALLY CAME IN BUT WAS DROPPED OFF THE TRUCK AND BENT THE SUBFRAME AND NOW NY064 HAD TO ORDER A NEW PART.
4. WIFE GETS A PHONE CALL ON FRIDAY 6/15/07 FROM PARTS SAYING TO COME TO THE DEALER BECAUSE THE DRIVERS SIDE SEAT WAS IN.
5. ORIGINALLY CUSTOMER BROUGHT VEHICLE IN THREE WEEKS AGO FOR DRIVERS SEAT BECAUSE THE SEAT WOULD GO FORWARD AND BACK AND ALSO FOR THE SUSPENSION AND THAT IS WHEN THEY FOUND THE CORROSION.
6. CUSTOMER WAS TOLD A WEEK OR SO AGO THAT THE SEAT HAD ALREADY BEEN REPAIRED AND THAT THE ONLY THING THEY WERE WAITING ON WAS THE SUBFRAME.
7. THEN WIFE GETS THIS CALL AND ALL OF A SUDDEN THE SEAT HASN'T BEEN REPAIRED.
8. CUSTOMER FEELS THAT NY064 IS BEING DISHONEST AND CUSTOMER DOES NOT KNOW WHAT TO BELIEVE.
9. CUSTOMER JUST PULLED UP TO NY064 AND IS GOING TO SPEAK WITH SERVICE AND GET BACK TO WRITER.

---WRITER APOLOGIZED TO THE CUSTOMER FOR ALL THE PROBLEMS CUSTOMER HAS BEEN HAVING. WRITER ASSURED THE CUSTOMER THAT ALL OF CUSTOMERS COMMENTS HAVE BEEN NOTED IN THE FILE. WRITER INFORMED THE CUSTOMER THAT SINCE CUSTOMER IS AT THE DEALER RIGHT NOW, TO JUST CALL WRITER WILL THE NEWS WHEN CUSTOMER IS DONE SPEAKING WITH NY064. CUSTOMER GRATEFUL.

06/21/07(DPOTT/CVG) CUST STATES:

1. WANT TO SPEAK WITH JSTUCKI
- CM ASKED IF CM COULD ASSIST
CUST STATES NO WAS JUST ON PHONE WITH JSTUCKI FOR ABOUT 20 MIN.
AND WOULD LIKE TO CONTINUE CONVERSATION WITH JSTUCKI
---CM WILL CHECK AGAIN IF JSTUCKI CAN TAKE THE CALL.
JSTUCKI WILL CALL CUST BACK CM ADVISED CUST OF THIS
CUST STATES PLEASE CALL CUST CELL PHONE #

6/22/07 (JSTUCKI/CVG) WRITER CALLED CUSTOMER AT NUMBER 347 200 8835 AT 8:40 AM MST AND LEFT A MESSAGE FOR CUSTOMER TO CALL WRITER BACK IF CUSTOMER NEEDS ASSISTANCE.

06/22/07(TCAMP/CVG) CUST STATES

1. HAVING ISSUES WITH DLR NOT GETTING REPAIR DONE.
2. RENTAL VEH COST IS GOING UP.
3. WANTS RENTAL TO BE COVERED.
4. CELL IS BEST NUMBER.

-----WRITER INFORMED CUST TO SEND COPY OF RENTAL BILL TO CM FOR GOODWILL.
CUST IS PAYING FOR RENTAL ON REPAIR THAT WAS PROMISED TO BE DONE EARLYER. DLR STORY KEEPS CHANGING. CUST WILL CALL OR FAX WHEN REPAIR IS COMPLETED.

07/10/07 (BMATT/CVG) CUST STATES:

1. CUST WOULD LIKE TO SPEAK WITH TCAMP.
- CUST STATES THAT CUST WOULD LIKE TO HAVE TCAMP CALL CUST BACK ASAP

7/11/07 (SCOOLEY/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK TO TCAMP.
2. TCAMP ADVISED CUST TO CALL BACK AFTER CUST HAD RETURNED THE RENTAL VEH.
3. CALLED EARLIER AND ASKED BMATT TO HAVE TCAMP CALL CUST AS SOON AS TCAMP

CAME IN.

--CM ADVISED THAT TCAMP IS AWAY FROM HIS DESK. CM ADVISED THAT TCAMP WILL LIKELY CALL CUST AS SOON AS POSSIBLE AND WRITER ADVISED THAT HCA IS BUSY TODAY SO TCAMP MAY NOT BE ABLE TO CALL CUST IMMEDIATELY. CM ADVISED CUST TO FAX IN THE RENTAL AGREEMENT AND CONFIRMED THAT CUST HAS THE FAX NUMBER. CM ADVISED CUST TO PUT THE FAX TO TCAMP'S ATTENTION AND TO BE SURE TO HAVE THE FILE # LISTED ON THE FAX AS WELL. CUST UNDERSTOOD.

07/11/07(TCAMP/CVG) CUST CONTACT

---WRITER INFORMED HAD RECIVED FAX AND WILL PUT IN FOR REIMBURSMENT FOR WHAT HPP WILL NOT COVER IN RENTAL CHARGES. AS CUST WAS PROMISED VEH WOULD BE REPAIRED AND WAS LEFT FOR WEEKS WITHOUT RENTAL.

-----GOODWILL NOTES-----

1. CUST WAS PUT IN RENTAL UNDER HPP FOR 4 DAYS AT \$25 A DAY. WAS PROMISED VEH WOULD BE FIXED IN 7 DAYS. CUST FOUND THIS TO BE ACCEPTABLE. DLR KEPT CHANGING STORY AND VEH WAS AT DLR FOR 45 DAYS. CUST IS UPSET AND DOES NOT FEEL SHOULD HAVE TO PAY FOR RENTAL. CUST WILL SUBMIT FOR \$100.00 THROUGH HPP.

2. DIAGNOSED AT NY064

3. ONLY FOR RENTAL, NO REPAIR.

4. VEH IS UNDER WARR.

5. ONLY ONE ISSUE. TOOK 45 DAYS.

6. DLR SORRY TOOK SO LONG FOR REPAIR. COULD NOT GET PARTS. BUSY.

7. CUST IS ORIGINAL OWNER.

8. ISSUE COVERED ONLY \$100.00 RENTAL COVERED

9. NOT REPAIRED AT INDEPENDANT

10. PARTS NOT ISSUE. NOR IS LABOR.

RENTAL COST TOTAL \$1587.25 - \$100 FOR HPP

TOTAL REQUEST: \$1487.25

11. ONLY ONE HYUNDAI OWNED.

12. DLR PROMISED 7 DAY REPAIR. REPAIR DONE AFTER 45 DAYS. CUST FAXED COPY OF RENTAL AND REPAIR ORDER. CUST REQUESTS HYUNDAI REIMBURSE FOR EXTRA DAYS.

7/12/07 (JCANN/CVG) WRITER RECEIVED A FAX AND FORWARD A COPY TO (TCAMP).

07/18/07 (CFLEMING/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH TCAMP

--WRITER FOUND TCAMP UNAVAILABLE AND LET CUST KNOW TCAMP WILL CALL CUST BACK WHEN AVAILABLE. CUST UNDERSTOOD AND THANKED CM.

07/18/07 (ALOUG/CVG) CUST STATES:

1. REQUESTING TO SPEAK WITH TCAMP.

2. INQUIRING, IF THE GOODWILL REIMBURSEMENT REQUEST IS REJECTED, WHERE WOULD CUST GO TO DISPUTE AGAINST NY064 FOR DAMAGING THE VEH.

---WRITER ADVISED THAT TCAMP IS NOT CURRENTLY AVAILABLE. WRITER OFFERED ASSISTANCE. WRITER ADVISED THAT TCAMP WAS JUST CALLING TO GIVE UPDATE THAT CUST CASE WAS FORWARDED TO APPROPRIATE DEPT FOR POSSIBLE REIMBURSEMENT AND THERE HAS BEEN NO UPDATE AS OF YET. WRITER ADVISED THAT CUST CAN START WITH HCA BY MAKING AN INITIAL COMPLAINT, THEN GO TO THE GEN MGR OF NY064. ADVISED CUST THAT DISPUTES LIKE THIS ARE HANDLED ON A CASE BY CASE BASIS AND CUST SHOULD WAIT UNTIL THAT SITUATION ARISES TO DETERMINE HOW BEST TO HANDLE THE CONCERN. CUST UNDERSTOOD AND THANKED WRITER FOR ASSISTANCE.

7/18/2007 (WBURR/CVG/TL QADAMS/CVG/LCM) WRITER REVIEWED FILE AND WILL FORWARD REQUEST TO NCA TO DETERMINE GOODWILL AS OVER \$1000.00. WRITER RETURNING TO CM TO HOLD UNTIL NCA HAS DETERMINED GOODWILL.

7/19/07 (QADAMS/CVG/LCM) WRITER CALLED FRANKIE THE SERVICE MANAGER AT NY064 WHO STATES:

1. DOES NOT HAVE THE DATE THE PART CAME IN.
2. VEHICLE WAS BROUGHT IN ON 6/05/07.
3. DOESN'T HAVE THE DATE THE PART WAS ORDERED, CAN'T GET IT.
4. CLOSED REPAIR OUT ON 6/23/07.
5. THE PART CAME IN DAMAGED, THE TIP WAS ALL SCRAPED UP, DOESN'T KNOW WHERE IT WAS DAMAGED BUT WAS DAMAGED BEFORE THE DEALERSHIP RECEIVED IT, PROBABLY IN TRANSIT.

-----WRITER THANKED FRANKIE FOR THE INFORMATION.

7/25/07 (CMILL/CVG) CUST STATES:

1. WANTS TO TALK TO CM TCAMP/CVG THE CM KNOWS THE SITUATION BETTER.
2. DLR IS CHARGING CUST 1487.25 AND IS SUBMITTING TO GOODWILL
3. CUST WOULD LIKE TO BE CALLED BACK BY TCAMP/CVG TODAY.

--WRITER INFORMS THAT THE CURRENT CM TCAMP/CVG IS OUT AT THIS TIME AND WILL CALL CUST AS SOON AS POSSIBLE. THANKED CUST FOR CALLING.

07/26/07(TCAMP/CVG) CUST CONTACT.

-----WRITER LEFT MESSAGE FOR CUST INFORMING THAT WAS STILL LOOKING INTO CASE WILL CALL WHEN RESOLUTION IS REACHED.

08/03/07 (MJENSE/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH (TCAMP/CVG).

-----WRITER TRANSFERED CALL AND THANKS CUST.

08/03/07(TCAMP/CVG) CUST STATES

1. STILL NO UPDATE FROM GOODWILL ON RENTAL.

---WRITER ADVISED WOULD REQUEST AN UPDATE.

8/6/07 (JCANN/CVG/LCM) WRITER FORWARD FILE TO NCA.

8/6/07 (AFARRIS/NCA) NCA OPS MGR APPROVED GOODWILL OF \$1487.25

08/08/07(TCAMP/CVG) CONTACT CUST.

---WRITER INFORMED OF GOODWILL STATUS. CUST THANKED.

\$

PLEASE REIMBURSE FOR RENTAL IN THE AMOUNT OF \$1487.25.

THIS IS A ONE-TIME GOODWILL OFFER, NOT TO EXCEED \$1487.25.

AMOUNT SUBJECT TO CHANGE BASED ON ACTUAL RECEIPT/REPAIR ORDER. THANK YOU.

\$

8/09/07 (SCOOLEY/CVG/LCM) WRITER REVIEWED FILE AND FORWARDING REQUEST ON TO FULLFILLMENT FOR REVIEW/MAIL.

8/13/07 (FM/HPP) PROCESSING REIMBURSEMENT THROUGH FINANCE PAYABLE TO ANTHONY ROMEO IN THE AMOUNT OF \$100.00. WRITER IS CREDITING 4 DAYS OF RENTAL FOR A TOTAL OF \$100.00 DOLLARS UNDER HPP CONTRACT #10706 ON R.O #10706 DATED 7/10/07.

08/13/07 (KFRAN/CVG) WRITER MAILED REIMBURSEMENT FORM AS REQUESTED 8/08/07.

09/05/07 (JSTUCKI/CVG/HCR) WRITER RECEIVED HCR DOCUMENTS AND FORWARDED TO JSTUCKI'S INBOX FOR HANDLING.

9/12/2007(WDEVE/CVG/HCR)CM REVIEWED HCR DOCS AND ALL ARE PRESENT. CM WILL NOW FORWARD HCR DOCS ON TO JSTUCKI, TO BE FAXED TO NCA.

9/13/07 (RCALDERON/NCA) REC'D HCR/FAX, FOWARDED TO TJAC

9/24/07 (JSTUCKI/CVG/HCR) WRITER CORRECTED HCR AND WILL FAX TO NCA ON 9/26/07.

09/25/2007 (DGO/HPP) AP MAILED A CHECK IN THE AMOUNT OF \$100.00 PAYABLE TO ANTHONY ROMEO FOR HPP RENTAL REIMBURSEMENT.

9/27/07 (RCALDERON/NCA) REC'D HCR/FAX, FOWARDED TO AFARRIS
CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 562768 Method: P Analyst: CACVG11 Date of Text: 12/19/2003
VIN : KMHWF35V9YA(REDACT) Sonata (EF) V-6 Selling Dlr: NY064
Miles: 54,000 M/Year: 2000 Tran: 2 DFU: 11/23/1999 (mm/dd/yyyy)
Branded Info:
Last Name(REDACT) First: (REDACT) Midl: R
Address : (REDACT)
City : STATEN ISLAND State: NY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: 0000 Cell#: 979-
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: NY064 MANFREDI HYUNDAI
Action : CLO Responsibility: D DCS: C Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 2/18/2009
Open Category Open Condition Open Component

MATR AUTO TRANSMSS 2500 MULTIPLE TRANSMISS
NWAR WARRANTY 170G RENTAL CAR REQUEST
OPEN COMMENTS

THIS IS A NEW SONATA, A REMAN WAS ON BACK ORDER, TO AVOID LEMON LAW THE REGION AGREED TO PAY FOR THE FREIGHT FOR A NEW TRANS. THE SUM WAS \$253.05. A HCR WAS WRITTEN.

10/3/00 MV PROCESSING HCR FOR \$253.05

4/2/01(ASTRUCK) CUST STATES.

1. CLAIMS THAT DLRSHPO ORDERED A NEW RADIO IN THE MIDDLE OF FEBRUARY.
2. CLAIMS THAT RADIO IS AM/FM CASSETTE/CD RADIO.
3. CLAIMS THAT CUST DOES NOT KNOW WHY IT IS TAKING SO LONG TO ORDER.
4. SEEKING HMA ASSISTANCE.

-----WRITER ADVISED CUST THAT ALL CONCERNS WOULD BE NOTED IN FILE. WRITER

LOOKED UP PART # 96185-38010 AND FOUND THAT THERE ARE 35 AVAILABLE. WRITER WILL ATTEMPT TO CONTACT DLRSHIP AND CALL CUST BACK.

4/4/01 (MVILJAK) CUST STATES:

1. CLAIMS NOONE GOT BACK TO HIM ABOUT PART STATUS.

--WRITER ADVISED CUST THAT WRITER WILL CALL DLR, GET PART INFO, RESEARCH, THEN CALL CUST BACK.

4/5/01 (MVILJAK) WRITER CALLED (ANTHONY) IN PTS WHO SAID THAT PART JUST CAME IN. CLAIMS HE TRIED TO CALL CUST, BUT THERE WAS NO ANSWER OR VOICE MAIL.
--WRITER CALLED CUST AT WORK # AND LEFT VOICE MAIL STATING THAT PART WAS IN.

12/19/03(MFURS/CMS) CUST STATES:

1. HAVING REPEATED PROBLEMS WITH THE TRANSMISSION IN THIS VEH

2. THE DLR IS TELLING HIM THE TRANS NEEDS TO BE REPLACED AGAIN

3. THIS WILL BE THE 3RD TRANS INSTALLED IN IT

4. HE WANTED TO KNOW SINCE THIS HAS BEEN SUCH A REPEATED CONCERN, IF HMA CAN OFFER HIM ANY LOANER OR RENTAL VEH ASSISTANCE WHILE IT'S BEING REPLACED

5. THE DLR TOLD HIM ALL THEIR LOANERS ARE BEING USED RIGHT NOW, SO SEEKING HMA ASSISTANCE

--WRITER ADVSD CUST THAT ALL COMMENTS WILL BE NOTED IN FILE AND CUST INFO WAS VERIFIED. WRITER ADVSD CUST THAT LOANER/RENTAL VEHS ARE NOT A PROVISION OF HMA'S WARRANTY, THEY ARE A COURTESY OF THE DLR. WRITER ADVSD CUST THAT WRITER WILL CONTACT THE DLR TO SEE IF THEY CAN PROVIDE HIM WITH ONE OR SEE IF THEY CAN CONTACT THE FACTORY REP FOR POSSIBLE ASSISTANCE. WRITER CONTACTED THE DLR AND SPK TO FRANKIE-SVC MNGR. FRANKIE STATED THEY HAVE NO LOANERS, BUT HE WILL PLACE A CALL TO THE DPSM FOR POSSIBLE GOODWILL RENTAL ASSISTANCE. WRITER INFORMED CUST OF THAT INFO AND ADVSD HIM TO FOLLOW UP WITH FRANKIE LATER ON TO CHECK ON THE STATUS. WRITER MADE NO GUARANTEES. WRITER ADVSD CUST THAT IF THE DLR IS UNABLE TO OFFER ONE TO HIM THEN HE CAN CALL HMA BACK FOR FURTHER REVIEW ON THE RENTAL. WRITER PROVIDED A FILE #

*****ATTN SVC MNGR*****

PLEASE NOTE ABOVE COMMENTS. PLEASE CONTACT DPSM AS NEEDED FOR POSSIBLE GOODWILL RENTAL ASSISTANCE DUE TO REPEAT TRANS CONCERNS. PLEASE CLOSE FILE WITH COMMENTS SO NCA CAN SUPPORT. THANK YOU!!

***** OPENED FROM INQUIRY STATUS: 12/19/2003 *****

***** OPENED FROM INQUIRY STATUS: 12/19/2003 *****

DCS MESSAGE SENT : 12/20/2003, (FIRST MESSAGE)

DCS MESSAGE SENT : 12/23/2003, (SECOND MESSAGE)

1/8/03 (JH) DPSM SPOKE WITH FRANK, SM, WHO PROVIDED CUSTOMER WITH A RENTAL VEHICLE FOR 6 DAYS WHILE TRANSMISSION WAS BEING REPLACED. DPSM WILL CONTACT PREVIOUS DPSM TO CONFIRM AUTHORIZATION OF RENTAL.

10/04/2006 (SROB/CVG) CUST STATED:

1. SAFETY CONCERN ABOUT A SUBFRAME RUST DUE TO AC CONDENSATION (LEAKING ON TO SUBFRAME)

2. VEH IN CUST DRIVEWAY (NEEDS TO BE TOWED TO DLR NY064 TO BE FIXED)

3. WANTS HMA TO COVER COST OF REPAIR/REPLACEMENT OF DEFECTIVE PART

4. WOULD LIKE FOR THE RESOLUTION TO BE DONE AS SOON AS POSSIBLE.

---WRITER ADVISED CUST THAT WRITER WILL RESEARCH AND CALL CUST BACK WITH ANSWER. WRITER CALLED DLR NY064 FOR PART # TO RESEARCH WARRANTY COVERAGE AND SPOKE WITH PARTS MGR EMILIO. WRITER THANKED PARTS MGR EMILIO AT DLR NY064 FOR ASSISTANCE. WRITER UPDATED CUST INFORMATION ON FILE. CUST UNDERSTOOD.

10/05/06(SLAZ/CVG)CUST STATES:

1. CUST WANT TO SPEAK WITH SROB.

--WRITER ADVISED THAT SROB IS NOT AVAILABLE AND ASKED IF COULD ASSIST. CUST WANTS HYUNDAI TO FIX FRAME DUE TO ROT. WRITER EMPATHIZED WITH CUST FRUSTRATION. WRITER ADVISED THAT SROB IS RESEARCHING ISSUE TO HAVE REQUEST FOR REGIONAL ASSISTANCE TO RESOLVE ISSUE. WRITER WILL INFORM SROB OF SITUATION AND TO REQUEST REGIONAL ASSISTANCE. CUST UNDERSTANDS.

10/06/06 (NDAZLEY/CVG) CUST STATES:

1. ASKED TO SPEAK TO SROB

--WRITER ADVISED CUST THAT CM WAS NOT IN THE OFFICE TODAY. CUST THEN ADVISED THEY WILL CALL BACK ON MONDAY.

10/09/06 (JMACLEE/CVG) CUST STATES:

1. WOULD LIKE TO TALK WITH SROB

--WRITER ADVISED THAT SROB WAS CURRENTLY UNAVAILABLE. WRITER ASKED IF THERE WAS SOMETHING WRITER COULD ASSIST WITH, CUST STATED THAT HE NEEDED TO SPEAK WITH HER ON WARRANTY ISSUE FOR METAL FATIGUE ON SUB FRAME. WANTED TO MAKE SURE THAT WARRANTY WOULD COVER. WRITER ADVISED THE CUST THAT MESSAGE WAS LEFT WITH SROB AND THAT SHE WOULD RETURN HIS CALL IN APPROX 2 HOURS FROM TIME OF MESSAGE AND THE CUST UNDERSTOOD.

10/10/2006 (RMANESS/CVG) CUST STATES:

1. ASKED TO SPEAK WITH SROB.

--WRITER ADVISED: SROB UNAVAILABLE. WRITER BRIEFLY SPOKE WITH SROB FOR FILE INFO. SROB STATED THAT FILE IS IN PROCESS OF BEING SUBMITTED FOR OPEN FILE TO REGION. WRITER THANKED SROB FOR INFO. WRITER ADVISED CUST THAT THIS ISSUE IS BEING FORWARDED TO APPROPRIATE PERSONNEL FOR REVIEW. WRITER ADVISED THAT THIS PROCESS WILL TAKE SOME TIME AND MORE INFO MAY BE AVAILABLE IN 3-5 BUSINESS DAYS. CUST UNDERSTOOD AND WILL CALL TO CHECK STATUS NEXT WEEK.

10/16/06 (NCHRIS/CVG) CUST STATES:

1. WANTS TO SPEAK WITH SROB.

2. CUST HAS NOT HEARD FROM SROB SINCE THE 4TH AND HAS CALLED 4 TIMES AND HAS LEFT A MESSAGE EACH TIME.

--WRITER INFORMED THE CUST THAT SROB IS ON A CALL AND THAT WRITER CAN ASSIST. CUST WANTS TO SPEAK WITH SROB TO GET AN UPDATE OF WHAT SROB HAS FOUND OUT. WRITER INFORMED THE CUST THAT WRITER WILL LEAVE A MESSAGE SO THAT SROB WILL GIVE THE CUST A CALL BACK WITH AN UPDATE.

10/18/06(TCASH/CVG)WRITER HAD CALLED NY064 THE NUMBER ON AS400 718-727-2277 WAS GIVEN ANOTHER NUMBER DUE TO THE FACT THAT THIS NUMBER IS FOR SALES THE SVC NUMBER IS 718-981-2660. WRITER CALLED TO SPEAK WITH SVC MGR AND ENDED UP SPEAKING WITH JACK SVC ASSISTANT AND JACK STATED THAT VEH WAS IN HERE LAST ON 11/08/2004 HAVE NOT SEEN THE VEH SINCE. JACK THEN TRANSFERED WRITER TO PARTS SPOKE WRITER THANK JACK. WRITER SPOKE WITH FRANK WHO PROVIDED PART NUMBER FOR THE SUBFRAME 62405-38101 WRITER THANK FRANK FOR INFO. WRITER THEN LOOKED UP PART NUMBER AND NOTICED THAT PART WAS COVERED UNDER THE 5/60. WRITER THEN CALLED CUST TO LET CUST KNOW THAT PART IS COVERED UNDER WARR BUT VEH DOES NEED TO BE TAKEN TO THE DLR FOR FURTHER INSPECTION AND A DIAG. CUST UNDERSTOOD/ AGREED. CUST WAS VERY HAPPY THAT WRITER HAD GOTTEN BACK WITH CUST. WRITER THANK CUST. WRITER DID FORWARD SVC NUMBER ON TO THE APPORRIATE PERSONNEL FOR FURTHER RESEARCH.

10/18/06 (CBRENT/CVG) JACK SVC ADVISOR AT DLR NY064 STATES:

1. CUSTOMER JUST SPOKE WITH SOMEONE FROM THIS DEPARTMENT INFORMING CUSTOMER THAT SOMEONE AT DLR WOULD BE MAKING DECISION WHETHER PART WAS GOING TO BE COVERED.

2. DLR DOES NOT HAVE ROOM FOR VEH TO BE STORED AND DPSM WOULD NEED TO INSPECT VEH IN THIS SITUATION.

3. DLR WOULD LIKE THAT HYUNDAI CONSUMER AFFAIRS INFORM CUSTOMERS TO CONTACT DLR FIRST TO MAKE AN APPOINTMENT IF AT ALL POSSIBLE BEFORE BRINGING VEH DOWN.

4. VEH IS UNDRIVEABLE AND DLR NOT ABLE TO STORE VEH UNTIL DPSM ARRIVES NEXT WEEK

--WRITER INFORMED DLR THAT INFORMATION WOULD BE PASSED ALONG TO APPROPRIATE PARTIES. DLR INFORMED WRITER THAT CUSTOMER WOULD BE CALLING BACK TO SPEAK WITH TCASH/CVG. WRITER INFORMED DLR THAT TCASH WOULD BE INFORMED BEFORE HAND.

11/10/06 (ALOUG/CVG) CUST STATES:

1. CUST HAS A CASE OPENED ON THIS SUB FRAME ISSUE.
2. THE DPSM HAS INSPECTED THE VEH AND WILL COVER PARTS BUT NOT LABOR AS VEH IS OUT OF WARR BY TIME AND NOT MILEAGE.
3. CUST FEELS THIS IS UNACCEPTABLE AS THE SUB FRAME HAS BEEN ROTTING FOR A WHILE, EVEN WHEN IN WARR, JUST DIDN'T KNOW ABOUT IT UNTIL NOW.
4. THE VEH WAS INTO THE DLR FOR ANOTHER REPAIR THAT WAS NEXT TO THE SUB FRAME, AND DLR SHOULD HAVE MENTIONED THE SUB FRAME ROTTING SITUATION LONG BEFORE AT THAT TIME.
5. DLR LET CUST DRIVE AWAY IN THE VEH WITH A ROTTEN SUB FRAME AND CUST COULD HAVE DIED.
6. THE VEH IS NOT SAFE TO DRIVE AND IF THE TIRE FALLS OFF AND CUST DIES, HCA WOULD BE SPEAKING TO CUST CHILDREN AND A LAWYER.
7. WAS TOLD BY PREVIOUS CM WHO STATED THIS WOULD BE COVERED ON THE WARR.
8. WOULD LIKE SOMEONE WITH SOME AUTHORITY TO WORK WITH THE DPSM TO GET THIS COVERED IN FULL, DOES NOT WANT TO SPEAK TO ANOTHER HCA CM.

---WRITER ADVISED WOULD LIKE TO ATTEMPT TO GET APPROPRIATE DEPARTMENT INVOLVED THAT WILL WORK WITH THE DPSM. WRITER CALLED NY064 AND SPOKE TO ASST SVC MGR JACK [AT 718-981-2660 SVC DEPARTMENT.] ASST SVC MGR STATES:

THE CUST CAME INTO NY064 FOR THE FIRST TIME ON THIS ISSUE TODAY

- A) 11/10/06 54,370 THE FRONT SUB FRAME IS ROTTED AND WILL NEED REPLACING.
- B) CUST VEH IS AT NY064.
- C) YES THE DPSM HAS BEEN INVOLVED.
- D) THE ISSUE HAS BEEN ON GOING, VEH SUB FRAME HAS BEEN ROTTING, BUT THIS IS THE FIRST DOCUMENTED VISIT ON THE SUB FRAME.
- E) NO AFTER MARKET PARTS IN THIS CASE.

---WRITER IS FORWARDING FOR REGIONAL ASSISTANCE AS THIS IS A SAFETY CONCERN. THE CUST HAS MENTIONED GETTING A LAWYER IF CUST IS HURT DUE TO THIS SITUATION. REGIONAL ASSISTANCE IS NEEDED TO FIND OUT WHY DPSM IS COVERING FOR PARTS AND NOT LABOR, AS CUST IS CALLING AND WRITER WILL NEED TO ANSWER CUST INQUIRY.

11/15/06 (JSNARR/CVG) CUST STATES:

1. HAS NOT HEARD ANYTHING IN REGARDS TO CUST VEH CONCERN.

--WRITER ADVISED CUST THAT THIS CONCERN IS BEING FORWARD FOR ASSISTANCE AS THIS IS A SAFETY CONCERN. ALSO CUST WILL BE CONTACTED. CUST STILL WOULD LIKE TO DISCUSS WITH ALOUG AND WOULD LIKE ALOUG TO RETURN CALL.

11/16/06 (JSMITH/CVG) CUST STATES:

1. WANTS TO HAVE LABOR COVERED AS WELL AS PART
2. APROX LABOR IS \$800 PART \$1300.

--WRITER ESCALATED TO CBUNN/CVG/LCM PER ONGOING ISSUE.

11/16/06 (CBUNN/LCM/CVG) CUST STATES:

1. THIS FRAME ISSUE HAS BEEN ONGOING FOR SEVERAL YEARS
2. HE WAS NEVER MADE AWARE OF IT UNTIL RECENTLY
3. HE WAS TOLD BY NY064 THAT THE DPSM WOULD BE GOODWILLING THE PARTS ON THIS REPAIR SINCE THE VEH IS 2 YEARS OUT OF WARR AT THIS POINT
4. HE WAS TOLD THAT THIS ISSUE WAS ALREADY BEING ESCALATED BY ALOUG ON

11/10

5. IF HCA CAN'T OFFER ANY MORE G.W ON THIS AND CAN'T GO ABOVE THE DPSM WHY DIDN'T SOMEONE TELL HIM THIS BEFORE 2 MOS. AGO --WRITER ADVISED CUST MORE RESEARCH WOULD BE DONE AND THAT WRITER WILL REQUEST AN E-MAIL BE SENT TO DPSM REQUESTING A CALL TO CUST FOR FURTHER NEGOTIATION REGARDING THIS ISSUE. CUST WILL WAIT FOR A RESPONSE.

11/21/06 (CMINN/CVG) CUST STATES:
1. WANTED TO SPEAK WITH CBUNN(SUPERVISOR CALL)
---WRITER WARM TRANFERED CALL

11/21/06 (CBUNN/CVG/LCM) CUST STATES:
1. HE HASN'T HEARD ANYTHING FROM THE DPSM
--WRITER ADVISED CUST THE REQUEST WAS MADE BUT WRITER WILL REQUEST IT AGAIN ON 11/22/06

11/21/06 (CBUNN/CVG) WRITER CONTACTED CUST AND ADVISED HIM WRITER WILL HAVE DPSM CONTACTED AGAIN TO SEE ABOUT SPEAKING W/ CUST. WRITER WILL F/U AFTER

11/22/06 (CBUNN/CVG) (CBUNN/CVG/LCM) WRITER CONTACTED CUST AND ADVISED HIM THE DPSM HAS MADE HIS DECISION HCA SUPPORTS THAT AND DPSM DOESN'T WANT TO NEGOTIATE CUST HAS BEEN ADVISED OF THE DECISION BY HIS DLR.
CLOSE CONCERN

Customer visited Dealership? Y (Y/N)
Was a repair made to correct this concern? Y (Y/N)
If Yes, Repair Order: 52778 Date: 12/24/2003 (mmddyyyy) Mileage: 34801
Describe the repair to correct the reported problem:
DEALER REPLACED TRANSMISSION
How many attempts have been made to correct this concern? 99
Customer received details by: T
Who communicated details to customer? M
Customer given rental/loaner car? Y (Y/N) Goodwill funds used? Y (Y/N)
Is customer satisfied? Y (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

1/8/04 (JH) DEALER PROVIDED CUSTOMER WITH 6 DAY RENTAL WHILE REPAIRS WERE PERFORMED.

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 569765 Method: P Analyst: CACVG40 Date of Text: 11/10/2000
VIN : KMHWF35V1YA(REDACT) Sonata (EF) V-6 Selling Dlr: NJ029
Miles: 100,000 M/Year: 2000 Tran: 2 DFU: 7/25/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : WOODBRIDGE State: NJ Zip: (REDACT) Country: US
Phone-Home: (REDACT) Work: - Ext: 0000 Cell#: (REDACT)
e-Mail (REDACT)
Incomplete Campaign: HPC
Service Dlr: NJ034 SANSONE'S ROUTE 1 HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: 06/075000/000/ 4A HCP:
Letter Rcvd: VIN Hist: Yes 7/25/2006
Open Category Open Condition Open Component

NHPP HPP 100A GENERAL INQUIRY
NCAM CAMPAIGN INQUIRY/G 039A V6 SONATA MASS AIR
OPEN COMMENTS

11/10/00 (SMCCR) CUSTOMER STATES:

1. VEHICLE BEING TOWED TO DEALER, NEEDS A RENTAL VEHICLE
2. DEALER TOLD HER HE DOESNT KNOW ANYTHING ABOUT RENTAL EVEN THOUGH SHE TOLD HIM SHE HAS HPP
3. WHAT SHOULD SHE DO IF DEALER TELLS HER HE CANT ACCOMODATE HER UNDER RECALL CAMPAIGN 039 (CUST STATES SHE ASKED DEALER ABOUT IT AND HE TOLD HER HER IT DID NOT AFFECT HER VEHICLE
-WRITER INFORMED CUST THAT SHE DOES HAVE COVERAGE IF HER VEH IS IN DLR FOR A COVERED ITEM AND IT HAS TO STAY OVERNIGHT. WRITER ADVISED CUSTOMER OF RECALL AND SUGGESTED SHE ASK DEALER TO TAKE CARE OF IT WHILE VEH IS THERE. WRITER INFORMED CUSTOMER THAT HER COMMENTS WILL BE NOTED & SHE CAN CALL US BACK IF SHE FEELS DEALER IS NOT BEING COOPERATIVE.

04/14/03 (MHAMI/CMS) CUST STATES:

1. NOT HAPPY WITH THE SENSORS GOING OUT ALL THE TIME.
2. FEELS THERE IS SOMETHING WRONG WITH THE ENGINE THAT CAUSES THE OXY SENSORS TO GO OUT.
3. THERE IS A WINDING NOISE TO THE ENGINE BEFORE THE CHECK ENGINE LIGHT COMES ON.
4. WANTS A COPY OF ALL THE FILES/RECORDS OF ANY REPAIR WORK THAT HAS BEEN DONE ON THE VEH.
5. FEELS NO ONE IS LISTENING TO CUST'S COMPLAINTS, THE DLR OR HMA.
6. WANTS TO KNOW WHAT WILL HAPPEN ONCE VEH IS OUT OF THE 5/60 WARRANTY, WHO WILL PAY FOR THE REPAIRS ON THIS ONGOING PROBLEM.
7. CLAIMS THE REPAIR TICKETS HAVE THE SAME PART #.
8. VEH IS RUNNING JUST GREAT RIGHT NOW BECAUSE THE SENSOR WAS JUST REPLACED.
9. FEELS THERE IS SOMETHING WRONG WITH THE ENGINE AND WOULD LIKE TO FIND OUT WHAT IT IS AND WHAT CAUSES THE SENSORS TO GO OUT.

-----WRITER ADVISED CUST ALL COMMENTS WILL BE NOTED IN FILE. WRITER VERIFIED CUST'S INFO. WRITER ADVISED CUST THERE IS NO WAY TO FIND OUT WHEN THE SENSOR OR ANY OTHER PART OF THE VEH WILL HAVE PROBLEMS. WRITER APOLOGIZED FOR ALL THE INCONVENIENCE, ADVISED CUST HMA'S FILES ARE FOR INTERNAL USE ONLY AND THIS DEPT CANNOT SEND A COPY OF THE FILE TO CUST. WRITER ADVISED CUST TO SUBMIT IN WRITING A REQUEST FOR A COPY OF THE FILE. WRITER MADE NO GUARANTEES. WRITER FURTHER ADVISED CUST HAS AN HPP WHICH EXTENDED THE NVLW FROM 5/60 TO 6/75. WRITER PROVIDED HMA ADDRESS. CUST DISCONNECTED BEFORE WRITER HAD A CHANCE TO GIVE CUST THE FILE #.

8/30/07 (GMACKEY/CVG) CUST STATES

1. SUB FRAME ROTTED ON VEH, CAUSING THE MOTOR TO FALL
2. WARRANTY OUT ON THE VEH
3. VEH WENT INTO A DLR AT 99,000 NJ034
4. AND DLR NEVER LET CUST KNOW OF THE SUB FRAME ROTTING
5. CUST FEELS THAT THE ROTTING HAD TO BE THERE WHEN CUST BROUGHT VEH IN TO DLR
6. SUP CALL

-----WRITER ADVISED THE CUST OF THE WARRANTY OF 5/60 AND THAT WRITER APOLOGIZED FOR DLR NOT LETTING CUST KNOW, CUST NOT HAPPY WITH WRITERS ANSWERS AND WANTS TO SPEAK WITH A SUP, WRITER ADVISED THAT IT WOULD BE A 24HR CALL BACK CUST UNDERSTOOD AND WRITER THANKED THE CUST FOR CALLING HYUNDAI AND THE CALL ENDED.

08/31/07 (AWILLIAMS/CVG) CUST STATES:

1.CUST CALLED IN TO SPEAK WITH GMACKEY
2.CUST EXPECTED A CALL TODAY
----WRITER FOUND GMACKEY AND WAS ADVISED THIS WAS A SUPERVISOR CALL. WRITER
GOT A SUP AND TRANSFERED.

08/31/2007 (KNULTY/TRN/CVG) CUST STATES:

1. SUBPLANE RUSTED THROUGH AND DROPPED ENGINE ON THE INTERSTATE.
2. WANTS HYUNDAI TO HELP WITH ANYTHING HYUNDAI CAN
3. ANGRY THAT DLR DID NOT NOTICE OR WARN CUST THAT THERE WAS SOME ROTTING.
--WRITER EMPATHIZED WITH CUST. WRITER CALLED DLR NJ034 AND SPOKE WITH ROSA IN
THE SERVICE DEPARTMENT. ROSA WAS UNABLE TO ASSIST WITH THE DETAILS OF THE WORK
PERFORMED. SM WAS NOT IN SO WRITER LEFT MESSAGE FOR SM TO CALL BACK. IF SM
CALLS BACK PLEASE ASK FOLLOWING QUESTIONS:

1. WHEN WOULD RUST SHOW ON THE SUBPLANE?
2. HOW OFTEN DO YOU INSPECT THE VEH FOR RUST?
3. IT'S BEEN A YEAR SINCE THE VEH WAS SERVICED THERE WOULD THE RUST OF SHOWN
THEN?

4. WHAT DO YOU THINK ABOUT THIS CUST?

WRITER WENT BACK TO CUST AND EXPLAINED THAT MORE INFORMATION MUST BE OBTAINED
AND THE SOONEST CUST COULD EXPECT A CALL BACK WOULD BE TUESDAY THE 4TH OF SEPT
CUST UNDERSTOOD AND WILL EXPECT A CALL BACK AT THAT TIME. WRITER WILL ALSO
HAVE CM AWILLIAMS FOLLOW UP ON THIS CASE.

08/31/07(LBENNS/CVG)CUST STATES

1.JUST GOT CUT OF WOULD LIKE TO SPEAK TO(KNULTY)
----WRITER THANKED CUST FOR CALLING AND TRANSFER CALL

09/04/07(GMACKEY/CVG) CUST STATES

1. WRITER NEEDED TO GET INFO FROM DLR NJ034
2. SERVICE MANAGER WITH CUST, AND THE SERVICE WRITER NOT IN TODAY.
3. CUST GOING TO GO TO THE DLR TO HAVE THE SERVICE MANAGER CALL CM BACK
----WRITER ADVISED THE CUST AFTER WRITER GETS THE INFO FROM THE DLR, CM CAN
BE ABLE TO TRY AND ASSIST THE CUST, CUST UNDERSTOOD AND WRITER THANKED THE CUS
T FOR CALLING HYUNDAI AND THE CALL ENDED.

09/04/07 (JCECALA/CVG) DLR PAT FROM NJ034 STATES:

1. CUST IS AT DLR DEMANDING THEY CALL US.
2. DOESN'T KNOW WHY THEY ARE INVOLVED BECAUSE THERE IS NOTHING THEY CAN DO
SINCE THE VEH IS OUT OF WARRANTY.

---WRITER LET DLR KNOW THAT PREVIOUS CM WAS TRYING TO GET SOME INFORMATION
FOR GOODWILL.

1. DLR STATES THAT EVERY SUBFRAME LOOKS RUSTY BECAUSE ITS A BARE PIECE OF
METAL.

2. DLR ONLY CHECKS FOR RUST IF THE CUST REQUEST FOR DLR TO LOOK INTO IT.

3. DLR DOESN'T THINK THIS SHOULD BE GOODWILL.

---WRITER LET DLR KNOW THAT FILE WOULD BE NOTED AND CM WOULD PASS THE
INFORMATION TO THE CM HANDLING THE CASE. DLR STATES THEY WILL TALK TO THEIR
DPSM ABOUT IT TOMORROW WHEN THEY ARE IN THE DLR, BUT DLR DOES NOT THINK THEY
WILL DO ANYTHING BECAUSE OF THE NATURE OF THE ISSUE AND THE MILES. WRITER GAVE
DLR EXT. DLR THANKED WRITER.

09/04/07 (LHARR/CVG) CUST STATES:

1. PLEASE SPEAK WITH KNULTY/TRN/CVG.

--WRITER INFORMED CUST THAT SINCE IS VERY SPORADIC WHEN KNULTY IS ABLE TO BE
ON PHONE WILL BE TAKING THE FILE OVER. WILL CUST HOLD WHILE REVIEWS THE FILE.

-- WRITER INFORMED CUST THAT A HYUNDAI REP WILL BE LOOKING INTO THE ISSUE AT
THE DLRSP TOMORROW. BASED ON THEIR DECISION WILL KNOW WHAT CAN DO TO ASSIST.
CUST UNDERSTOOD AND SAID THAT WOULD HAVE EXPECTED A 6 INCH BY 5.5 INCH PIECE

OF SUB FRAME RUSTING TO HAVE BEEN NOTICED. KNOW IS OUT OF WARR, BUT FEELS THIS SHOULD HAVE BEEN NOTICED BEFORE WAS OUT OF WARR. IS NOT ASKING FOR A NEW VEH, BUT WOULD LIKE HELP WITH THE REPAIRS. VEH IS AT CUST'S HOUSE AND IS "TOTALED" PER THE CUST. WRITER EMPATHIZED AND SAID WOULD LET CUST KNOW WHEN HEARS SOMETHING AND WHAT CAN DO FROM THERE. CUST UNDERSTOOD, IF HASN'T HEARD BACK BY 4:30 EST ON 09/05/07 WILL CALL BACK.

09/04/07 (LHARR/CVG) WRITER CALLED DLR NJ034 AND FOUND SERVICE HAD GONE HOME FOR THE DAY. WRITER WAS PROVIDED SERVICE DIRECT LINE SO CAN CALL IN THE MORNING TO GET THE INFO NEED. NUMBER PROVIDED IS 732-815-2250. NONE OF THE SERVICE DEPARTMENT VM'S WERE TURNED ON SO COULD NOT LEAVE A MESSAGE.

09/05/07 (OCONN/CVG) CUST STATES; WANTS TO KNOW IF LHARR IS AVAIL. WRITER CHECKED CM ASKED TO HELP.

1. WHY IS SUCH A SAFETY ISSUE BEING IGNORED BY HYUNDAI
2. THE DLRSP IS MORE INTERESTED IN GETTING UPSET WITH CUST BECAUSE CUST DIDNT BUY HYUNDAI FROM THAT DLRSP THAN IN THE HYUNDAI NAME AND REPUTATION.
3. DOESN'T COUNT FOR ANYTHING THAT CUST DID CUST SERVICE AT THAT DLRSP?
4. INFERIOR STEEL, RUSTING THROUGH, DROPPING THE ENGINE AND DOING DAMAGE TO OTHER PARTS OF TRANSMISSION ETC. IS SERIOUS, ESPECIALLY AT FREEWAY SPEEDS!
5. WOULD LIKE FOR DLRSP OR HYUNDAI REPRESENTATIVE TO TELL CUST HOW SUPPOSED TO MAINTAIN A FRAME? DO LUBE IT? IF ALTER IT WOULDN'T THAT VOID WARRANTY?
6. WOULD THINK THAT LAST MAINTENANCE, IF SVC ADV DOING MAINTENANCE UNDER VEH, WOULD NOTICE LARGE AMOUNT OF RUST IF SOON AFTER THE ENTIRE FRAME DROP'S THE ENGINE IT WOULD HAVE HAD TO BE SIGNIFICANT RUST COMPROMISING FRAME. TO DISREGARD THIS ISSUE WOULD BE GROSS NEGLIGENCE AND A SAFETY ISSUE BEING DISREGARDED. NOT WHAT HYUNDAI STATES THEY ARE INTERESTED IN.
7. JUST WANTS HYUNDAI TO CONSIDER THIS AND QUIT BICKERING ABOUT WHO IS AT FAULT OR WHO IS GOING TO ASSIST OR REPLACE. CUST ONLY LOOKING FOR ASSISTANCE NOT REPLACEMENT.
8. REST OF VEH IS AWESOME, EVEN ORIGINAL EXHAUST SYSTEM STILL IN PLACE, NOT COMPROMISED OR RUSTED TO THE POINT OF SAFTEY ISSUE. THIS IS A FRAME DEFECT THAT COMPROMISED THE SAFETY OF CUST FAMILY, AND WANTS SOMEONE TO EXAMINE AND EXPLAIN.

09/06/07 (LHARR/CVG) CUST STATES:

1. WHAT TO DO?
2. AM UPSET THAT DLR TOLD JCECALAIS NOT WOKRING ON VEH BECAUSE IT WAS NOT BOUGHT AT DLRSP.
3. JUST WANT HYUNDAI TO LOOK INTO THIS AND ACKNOWLEDGE THIS IS A SAFETY CONCERN
-- WRITER EMPATHIZED AND EXPLAINED THAT THERE ARE A COUPLE OF OPTIONS MIGHT POSSIBLY BE ABLE TO PURSUE. WILL CUST HOLD WHILE LOOK INTO WHICH ONE IS BEST?
-- WRITER CONSULTED WITH ABOSC/CVG/LCM AND DECIDED TO OPEN FILE TO REGION.
-- WRITER EXPLAINED TO CUST THAT IS GOING TO FORWARD FILE TO THE APPROPRIATE PERSONNEL TO LOOK INTO THIS. CUST WILL HEAR FROM SOMEONE IN 7-10 BUSINESS DAYS . CUST UNDERSTOOD.
-- WRITER CALLED DLR NJ034 AND WAS PUT ON HOLD FOR 5 MINUTES. WRITER CALLED BACK AND LEFT A MESSAGE FOR SVC MGR TO CALLBACK WITH WHAT THE DPSM SAID ABOUT THIS FILE.

09/12/07 (OCONN/CVG) CUST STATES;

1. WANTED TO KNOW WHERE FILE STANDS.
DLRSPAT DLRSP DOESN'T ANSWER ANY QUESTIONS AND WON'T RESPOND.
3. VEH IS OUT OF SERVICE, SEEMS TO JUST PUT ME OFF.
4. WANTS TO KNOW IF ANOTHER NUMBER TO CONTACT BECAUSE NOW DLRSP IS HOLDING UP PROGRESS, BY NOT ANSWERING THE CM TO PROCESS THIS TO REGION.
5. DLR STATES WON'T ASSIST BECAUSE CUST PURCHASED FROM ANOTHER DRLSP.
---WRITER APOLOGIZED, STATED FOR CUST TO CALL BACK TOMORROW TO LHARR OR

WRITER, AND ONE OF US WILL CONTACT DLRSP AND/OR PROCESS REGION WITH OR WITHOUT DLRSP INPUT.

CUST VERY FRUSTRATED FELT HAS BEEN PUT OFF LONG ENOUGH, STRUCTURAL ISSUE, SLIGHTED BY DLRSP AND READY TO TAKE THIS TO A HIGHER LEVEL.

09/13/07 (BMATT/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH LHARR/CVG

--WRITER ADVISED TO CUST THAT LHARR/CVG IS UNAVAILABLE AT THE MOMENT.

WRITER OFFERED TO ASSIST CUST STATES WOULD LIKE A MESSAGE LEFT FOR CM.

09/14/07 (SSHULER/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH JHARR. HAS BEEN WAITING FOR A RETURN CALL

---WRITER OFFERED TO ASSIST AND CUST STATED THAT AFTER WAITING THIS LONG CUST MAY AS WELL WAIT FOR A COUPLE MORE DAYS RATHER THAN HAVE TO START ALL OVER.

WRITER WILL TAKE MESSAGE FOR JHARR TO CALL CUST. WRITER ALSO CALLED NJ034.

ROSA ANSWERED AND WHEN CUSTOMERS NAME WAS MENTIONED, ROSA STATED THAT WRITER CAN ONLY SPEAK WITH THE MGR. ROSA TRANSFERED WRITER TO SRV MGR VOICE MAIL.

WRITER LEFT MESSAGE FOR SRV MGR WITH OUR 1-800 NUMBER, WRITERS NAME, EXT. CUST FILE NUMBER AND NAME.

9/17/2007(WDEVE/CVG)CUST STATES:

1. WOULD LIKE TO KNOW IF CUST CAN SPEAK WITH LHARR

2. CUST WAS TOLD OVER A MONTH AGO THAT CUST WOULD BE RECEIVING A SUPP CALLBACK

3. CUST DOES NOT KNOW WHY IT HAS TAKEN SO LONG FOR A 24 HOUR CALLBACK.

4. CUST WOULD ONLY LIKE TO SPEAK WITH A SUPP.

---WRITER ADVISED CUST THAT CM WAS VERY SORRY FOR THE MISUNDERSTANDING AND TIME IT HAS TAKEN FOR THE 24 HOUR SUPP CALL. CM WILL BE MORE THEN HAPPY TO SET CUST UP WITH A 24 HOUR SUPP CALL BACK. CM ADVISED CUST THAT DUE TO ALL SUPPS NOT BEING ABLE TO TAKE THE CALL AT THIS TIME. CUST UNDERSTOOD AND CM ADVISED CUST THAT A SUPP WOULD CALL CUST BACK WITH IN 24 HOURS. CUST UNDERSTOOD AND CM THANKED CUST FOR THE CALL BACK AND THE UNDERSTANDING.

09/18/07 (JMACLEE/CVG/LCM) WRITER CALLED NJ034 AND SPOKE WITH

RECEPTIONIST/DIANE AND DIANE STATES: SVC/MGR IS NOT IN THE BUILDING RIGHT NOW.

WRITER THANKED DAINE FOR TIME.

09/18/07 (JMACLEE/CVG/LCM) WRITER CALLED CUST @ 13:00 P.M. WRITER CALLED PHONE NUMBER LISTED ON FILE, RECEIVED RECORDING THAT PHONE NUMBER IS NO LONGER IN SERVICE, (732-855-0721) WRITER HAS NO OTHER NUMBER TO CONTACT CUST ON, WRITER WILL SOLVE FILE UNTIL CUST CALLS BACK IN TO HCA. IF CUST CALLS BACK IN, PLEASE UPDATE PHONE NUMBER'S ON FILE WITH CORRECT CONTACT NUMBER. THANK YOU.

09/18/2007 (CWOOD/CVG) CUST STATES:

1. WAS SUPOSE TO GET A CALL THIS MORNING AND NEVER GOT A CALL.

2. IS VERY UPSET AND WOULD LIKE TO SPEAK TO A SUPERVISOR NOW.

---WRITER UPDATED INFORMATION AND ADVISED CUST THAT A SUPERVISOR DID TRY TO CALL CUST BACK TODAY BUT THE NUMBER WAS NO LONGER IN SERVICE. CUST STATED THAT CUST GAVE CUST CELL PHONE. WRITER UPDATED THE CELL PHONE NUMBER. WRITER ADVISED CUST THAT JMACLEE/CVG/LCM WILL BE CALLING CUST BACK IN THE NEXT HOUR AND A HALF. CUST STATED THAT CUST WILL WAIT ON HOLD. WRITER ADVISED CUST THAT JMACLEE/CVG/LCM HAS TRIED TO CALL CUST TODAY AND WILL CALL CUST BACK IN THE NEXT HOUR AND A HALF. CUST VERY UPSET BUT UNDERSTOOD AND STATED THAT IF CUST DOES NOT GET A CALL IN THE NEXT HOUR THEN CUST WILL BE CALLING BACK.

09/18/07 (JMACLEE/CVG/LCM) WRITER CALLED CUST @ 15:44 P.M. MST. WRITER

RETURNING CUST CALL, WRITER SPOKE WITH CUST AND ADVISED CUST THAT RUST IS NOT COVERED UNDER WARR. CUST THEN STATES:

1. SO LCM IS TELLING CUST THAT SUBFRAME CRACKING DUE TO RUST IS NOT COVERED.

--WRITER ADVISED CUST THAT WRITER IS TELLING CUST THAT SUBFRAME RUSTING ON THE VEH IS NOT COVERED UNDER WARR, WRITER ADVISED CUST THAT THE ONLY WARR THAT HYUNDAI HAS IS FOR ANTI-PERFORATION WHICH IS RUST FROM THE INSIDE OUT ON THE "SHEET METAL" OF THE VEH. CUST THANKED WRITER AND STATED THAT CUST WILL BE CONTACTING LAWYER, BBB AND OTHER ALTERNATE DISPUTE RESOLUTIONS, CUST THEN ENDED CALL.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
 C.A. CONCERN VIN CASE REPORT

FILE : 603524 Method: P Analyst: CACVG79 Date of Text: 7/03/2001
VIN : KMHWF25V9YA(REDACT)Sonata (EF) V-6 Selling Dir: NL426
Miles: 78,000 M/Year: 2000 Tran: 2 DFU: 4/24/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: R
Address : (REDACT)
City : NEW CASTLE State: PA Zip: (REDACT) Country: US
Phone-Home: (REDACT) Work: - Ext: 0000 Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign:
Service Dir: PA054 PRESTON HYUNDAI OF SHARON
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 6/11/2011
 Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
NDSL DEALER SALES 100E SALESPERSON GAVE M
MBRK BRAKES 3100 RAPID WEAR
NOTH OTHER CV02 HP CLASS ACTION SE
OPEN COMMENTS

07/03/01(BBALL/CMS)CUST STATES:
1. PURCHASED FROM PRESTON MOTORS AS "DEMO".
2. DEALER TOLD CUST WARRANTY PERIOD 5-60K.
3. OWNERS MANUAL STATES 1ST RETAIL OWNER RETAINS ORIGINAL WARRANTY.
4. WHY DOES IT NOT CARRY ORIGINAL WARRANTY?
--WRITER ADVISED CUST ALL COMMENTS WOULD BE NOTED IN FILE, PROVIDED FILE#.
WRITER ADVISED CUST THAT WARRANTY WENT INTO EFFECT OVER YEAR AGO AND HE IS
CONSIDERED 2ND OWNER. WRITER REF CUST BACK TO GEN MNGR AT PRESTON.
*****ATTN: NCA*****

PLEASE NOTE ABOVE COMMENTS. THIS FILE FYI ONLY. THANK YOU!

07/09/01 (DNIX/CMS) CALLER STATES

1. CHECKED BACK WITH DLR ABOUT STATUS OF PURCHASE
2. SPOKE WITH SALES MANAGER WHO ADVISED HE HAD NO IDEA WHO TOLD CALLER IT WAS A DEMO AND WOULD QUALIFY FOR FULL WARRANTY
3. PURCHASED VEHICLE IN PART BECOS OF THE LONG HAUL WARRANTY
4. IS DISAPPOINTED THAT VEHICLE WAS A PROGRAM CAR AND HE WILL NOT GET THE 100,000 WARRANTY
5. SALES MANAGER OFFERED NO SOLUTIONS
6. WANTS HMA TO BE AWARE OF PROBLEM
7. WOULD APPRECIATE A CALL FROM HMA

-----WRITER AGAIN APOLOGIZED TO CALLER FOR HIS EXPERIENCE. WRITER DISCUSSED INDEPENDENT BUSINESS ASPECT OF SITUATION. WRITER ADVISED CALLER HIS COMMENTS AND CONCERNS ARE NOTED TO FILE.

07/18/01 (DFERR/CMS) CUSTOMER STATES:

1. FOLLOWING UP ON CONCERNS IN REGARDS TO IF HE WILL GET THE 10 YR/100000 MILE POWERTRAIN WARRANTY.
2. DLRSHIP TOLD HIM THAT VEH. WAS A HYUNDAI PROGRAM CAR & HE IS NOT CONSIDERED THE FIRST RETAIL CUSTOMER
3. HE PURCHASED THIS VEH. MAINLY FOR THE FACT THAT HE WAS UNDER THE ASSUMPTION THAT HE WAS GETTING THE 10 YR/100000 MILE POWERTRAIN WARRANTY.
4. THE LAST TIME HE CALLED HYUNDAI-HE SPOKE WITH SOMEONE WHO STATED THEY WOULD CALL HIM BACK BUT NO ONE EVER DID.

----WRITER ADVISED CUST. THAT ALL COMMENTS & CONCERNS WILL BE NOTED IN FILE. WRITER FORWARDING FILE FOR RESEARCH ON ORIGINAL OWNER / WARRANTY DURATION.

*****ATTN: NCA*****

PLEASE NOTE ABOVE COMMENTS. PLEASE RESEARCH TO DETERMINE IF THIS WAS A FORMER FLEET, DEALER DEMO/PROGRAM VEH. PLEASE CONTACT CUST WITH RESULTS. THANK YOU!

7/18/01 (MCAM) WRITER CALLED CUST, WAS NOT AVAILABLE.

7/19/01 (MCAM) WRITER CALLED CUST, NOT AVAILABLE, LEFT MESSAGE.

**ATTN REPS IF CUST CALLS PLEASE ADVISED HIM THAT HE IS THE 2ND OWNER OF VEH AND WILL NOT RECEIVE THE 10/100,000 POWERTRAIN WARRANTY. THANKS!

7/20/01 (RDESJARDIN) CUST STATES.

1. CLAIMS SOMEONE FROM C/A WAS SUPPOSED TO C/B CUST REGARDING THE 10/100K MILE WARRANTY.
2. CLAIMS WHEN CUST PURCHASED VEH, CUST ADVISED SALES PERSON, THAT CUST DID NOT WANT A PREVIOUSLY OWNED OR LEASED VEH.
3. CLAIMS CUST ONLY BOUGHT THIS VEH BECAUSE OF THE 5/60 BUMPER TO BUMPER, 10/100K MILE POWERTRAIN COVERAGE, AND WAS NOT AWARE THAT THIS WAS A PROG. VEH.
4. SEEKING HMA ASSISTANCE.

----WRITER ADVISED CUST THAT ALL CONCERNS WOULD BE NOTED IN FILE. WRITER ADVISED CUST OF PREVIOUS COMMENTS. WRITER ADVISED CUST THAT HE IS THE SECOND OWNER, AND THEREFORE VEH IS ONLY COVERED FOR 5/60K MILES BUMPER TO BUMPER, AND 5/60K MILES FOR POWERTRAIN. WRITER ADVISED CUST THAT ALL DLSHPS ARE INDEP OWNED AND OPERATED AND THEREFORE, HMA CANNOT FORCE DLSHP TO COMPLY WITH WHAT HMA WANTS. WRITER ADVISED CUST TO SPEAK TO GENERAL MGR AT DLSHP FOR POSSIBLE RESOLUTION. WRITER PROVIDED FILE #.

07/20/01 (PPEREZ) CUST STATES:

1. WHEN PURCHASED VEH THERE WAS 8,000 MILES ON VEH.

2. ASSUMED IT WAS A DEMO AND NO PRIOR OWNER.
3. CONTACTED SLS MGR AND SLS MGR STATED HE WILL SELL HIM HPP.
4. CUST CLAIMS HE CANNOT AFFORD TO PURCHASE HPP AT THIS POINT.
5. CLAIMS HE THOUGHT IT WAS A NEW VEH AND WANTED THE 10/100 WARRANTY.
---WRITER ADVISED CUST THAT COMMENTS WILL BE NOTED ON FILE. WRITER ADVISED CUST THIS IS AN ISSUE HE NEEDS TO RESOLVE WITH DLRSH. WRITER ADVISED CUST HMA CANNOT FURTHER ASSIST HIM IF HE PURCHASED A USED VEH. WRITER ADVISED CUST HMA CANNOT PURCHASE HPP PLAN FOR HIM DUE TO HIS PERSONAL MONEY ISSUES. WRITER APOLOGIZED FOR SITUATION.

07/22/02(NMN)RECEIVED LETTER W/ RECEIPT.

8/2/02 (TLEME) CUST STATES IN LETTER:

1. CUST SENT IN RECEIPT FOR BATTERY HE PURCHASED. PREVIOUS BATTERY WENT DEAD AND WOULD NOT CHARGE.
2. CUST IS ASKING FOR REIMBURSEMENT.

--- WRITER NOTED ALL COMMENTS IN FILE. WRITER NOTES THAT CUST IS 3 MONTHS OUT OF FULL WARRANTY AND IS NOW UNDER THE WARRANTY TO BE COVERED FOR 25% OF THE COSTS BUT WRITER WOULD LIKE OFFER THE FULL AMOUNT AS GOODWILL ASSISTANCE. CUST PAID \$68.26 AT NEW CASTLE BATTERY MFG.CO. FOR PART. WRITER FORWARDING FILE TO (GVONG) FOR PROCESSING OF CHECK. THANKS.

\$ GOODWILL ASSISTANCE \$
PLEASE REIMBURSE THE CUST \$68.26 FOR THE REPLACEMENT OF THE BATTERY AS A GOODWILL GESTURE. THANK YOU.

\$

08/05/02 (GVONG) ***HCR FOR \$68.26 SUBMITTED FOR 08/16/02 CHECK MAILING SCHEDULE ***GOODWILL REIMBURSEMENT ON BATTERY-PURCHASED AT NEW CASTLE BATTERY

**** 08/08/2002,HCR FOR \$68.26 SUBMITTED TO FINANCE

**** 08/17/2002,CHECK# 50055695 FOR \$68.26 MAILED

03/14/05 (DLYON/CSM) CUST STATES:

1. ARE THE CALIPERS COVERED UNDER THE WARRANTY

--WRITER ADVISED ALL COMMENTS & CONCERNS WILL BE NOTED IN FILE. WRITER ADVISED THAT THE VEHICLE WILL NEED TO BE DIAGNOSED BY THE HMA DLRSH TO DETERMINE IF THESE NEED REPLACING DUE TO WEAR & TEAR OR IF IT IS DUE TO A FACTORY DEFECT. WRITER RECOMMENDED TO CHECK WITH THE DLRSH TO DETERMINE THEIR FINDINGS. WRITER UPDATED CUST INFO & GAVE FILE#.

06/29/05 (JSAMP/CMS) CUSTOMER STATES:

1. WANTS TO CONFIRM HIS HP EXT OPTION

---WRITER ADVISED CUST THAT ALL INFO WILL BE DOCUMENTED. WRITER ADVISED CUST THAT HE HAS THE HP 6/72K EXT ON THE NVLW AND THE POWERTRAIN WARR. WRITER ADVISED CUST THAT THIS DOES EXCLUDE REG. MAINTENANCES. WRITER PROVIDED CUST W/ THE FILE # INCASE THERE ARE ANY FURTHER CONCERNS.

05/07/07 (KJACK/CVG) CUST STATES:

1. CUST IS HAVING A PROBLEM WITH THE SUB FRAME RUSTING OF BOTH SIDES OF THE ENGINE.
2. HAS NEVER HEARD OF THIS HAPPENING.
3. VEH IS ONLY 7 YRS OLD.

--WRITER ADVISED CUST THAT WRITER WILL CONTACT DLR TO FIND OUT MORE.

--WRITER CONTACTED DLR PA054 DICK WHO STATED THE RUST IS NOT FROM THE BODY. BECAUSE OF THE AREA SALT RUST HAPPENS. EVERYTHING RUSTS HEAR.

--WRITER THANKED DLR FOR INFO.

--WRITER ADVISED CUST THAT RUST IS FROM THE ENVIRONMENT AND THAT IT IS NOT

A MANUFACTURE DEFECT. CUST UNDERSTOOD.
CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 633939 Method: P Analyst: CACVG44 Date of Text: 10/15/2003
VIN : KMHWF35V9YA(REDACT)Sonata (EF) V-6 Selling Dlr: MA018
Miles: 86,100 M/Year: 2000 Tran: 2 DFU: 6/24/2000 (mm/dd/yyyy)
Branded Info:
Last Name(REDACT) First: (REDACT) Midl: J
Address : (REDACT)
City : CHICOPEE State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 592-
e-Mail : (REDACT)REDACT)
Incomplete Campaign:
Service Dir: MA018 TERMINATED...HOUSER HYUNDAI
Action : CLO Responsibility: D DCS: C Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: Yes 10/05/2005
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
MSUS SUSPENSION 4660 UNUSUAL NOISES
MELE ELECTRICAL 3630 CHECK ENGINE LIGHT
NPRD PRODUCT 250K CUSTOMER NO LONGER
MFUL FUEL 2210 FUEL LEAKS
OPEN COMMENTS

1/08/02(MFURS/CMS) CUST STATES:
1 WANTED TO KNOW WHAT ALL NEEDS TO BE INSPECTED OR REPLACED AT THE 30,000 MILE MARK
--WRITER ADVSD CUST THAT ALL COMMENTS WILL BE NOTED IN FILE. WRITER INFORMED CUST OF WHAT IS STATED IN THE OWNERS MANUAL-OIL, OIL FILTER, AIR FILTER, ENG COOLANT, AUTO TRANS FLUID, ECT.

5-27-03 (BGOOD-CMS) CUSTOMER STATES:
1. DESIRES TO TALK TO SOMEONE AT HMA ABOUT HIS VEHICLE HAVING NUMEROUS REPAIRS
2. SOME OF THEM ARE REPETITIVE CONCERNS
3. CURRENTLY, THE REAR END NOISE IS BACK- WHEN YOU TRAVEL OVER A BUMP, IT MAKE S NOISES LIKE SPRINGS
4. CHECK ENG LIGHT IS BACK ON- BUT VEH IS NOT CURRENTLY SYMPTOMATIC
5. DLR SHP HAS BEEN VERY GOOD TO HIM

----WRITER ADVISED ALL COMMENTS AND CONCERNS SHALL BE NOTED IN FILE. WRITER OBTAINED CURRENT OWNER CONTACT INFORMATION AND MILES IF AVAILABLE. WRITER PROVIDED WRITER PROVIDED FILE # AND ADVISED: THE SVC MGR WILL BE CALLED AND ASKED TO CONTACT THE TECH SUPPORT AND THE DPSM FOR A RESOLUTION. HIS APPT WITH MA018 IS TUES, JUNE 3, 2003. WRITER NOTED CALENDAR FOR CALL TO SVC MGR 5-30-03.

5-30-03 (BGOOD-CMS) WRITER CALLED DLR FOR SVC MGR, MARK HEISER AND THE SVC DPT IS CLOSED UNTIL ONE FOR LUNCH. WRT WCB.

----WRITER CALLED BACK AT 2:10 FOR MARK, NOT AVAIL. ASKED FOR ASST SVC MGR, NAMED NEAL- WHO TOOK ALL THE INFORMATION AND WILL PULL THE FILES HIMSELF AND REVIEW WITH THE SVC MGR. STATES THIS CUSTOMER WAS AT THE DLR SHP TODAY FOR A LONG PERIOD OF TIME.

***** ATTN SVC MGR *****
PLEASE CONTACT THE DPSM FOR RESOLUTION OF THIS VEH REAR END NOISE AND THE CONTINUOUS REPAIRS THE CUSTOMER PERCEIVES HE HAS. PLEASE CLOSE FILE WITH NOTES FOR CMS SUPPORT. THANK YOU

***** OPENED FROM INQUIRY STATUS: 05/30/2003 *****

***** OPENED FROM INQUIRY STATUS: 05/30/2003 *****

DCS MESSAGE SENT : 05/31/2003, (FIRST MESSAGE)

DCS MESSAGE SENT : 06/03/2003, (SECOND MESSAGE)

6-4-03 (BGOOD-CMS) CUSTOMER STATES ON VM:

1. PLEASE CALL 413-226-1527

--WRITER CALLED SVC DPT BEFORE CALLING CUSTOMER TO OBTAIN AN UPDATE.

SVC DPT STATES THAT TWO OXYGEN SENSORS WERE REPLACED FOR THE CHECK ENGINE LIGHT. WAS NOT ABLE TO DUPLICATE THE NOISE IN THE REAR END- HOWEVER, THEY TOLD HIM THAT AT HE CAN DRIVE BY ANY TIME HE HEARS THE NOISE TO TRY AND CAPTURE THAT MOMENT. HIS CONCERN TODAY IS THE RADIO SEEMS TO NEED TO BE REPLACED- DLR SAID IT IS OUT OF WARRANTY. WRITER AGREED IT HAS PASSED THE COVERAGE BY MILES, THE SVC MGR CAN CONTACT THE DPSM FOR HMA AND THEN HE WILL MAKE A DECISION IF HE IS ABLE TO HELP HIM. HE WILL CALL THE SVC MGR.

9-30-03 (BGOOD-CMS) CUSTOMER STATES ON VM:

1. PLEASE CALL 413-226-1527

2. HE IS EXPERIENCING MORE CONCERNS WITH HIS BRGS AND ETC

----WRITER RETURNED HIS CALL NAD LEFT MESSAGE ON VM THAT WRITER HAS REVIEWED THE FILE AND HE MAY CALL BACK.

10-01-03 (BGOOD-CMS) CUSTOMER STATES ON VM:

1. THE CHECK ENGINE LIGHT HAS COME ON FIVE TIMES AND THEY MAKE A REPAIR IN LESS THAN A DAY (SOME TIME) IT COMES BACK ON

2. THIS IS A PAIN IN THE NECK

3. APPEARS THAT SVC IS DOING ALL THEY CAN

4. HAS ANOTHER APPT FOR MON, 10-6 EARLY AM

5. HE CAN NOT KEEP TAKING THE CAR BACK IN- IT IS NOT WORKING OUT WITH HIS LIFE AND SCHEDULE

----WRITER ADVISED THE FILE WILL BE OPENED THE REGION ASKING FOR THE DPSM TO BECOME INVOLVED FOR A RESOLUTION. WRITER APPOLOGISED FOR HIS INCONV.

***** ATTN REGION *****

PLEASE CONTACT THE DPSM. THIS VEH IS RETURNING TO THE DLR FOR THE SIXTH TIME IN ABOUT 60 DAYS FOR CHECK ENGINE LIGHT. CUSTOMER STATES DLR MAKES REPAIRS AND LIGHT COMES ON WITHIN A DAY OF PICK UP. STATES HE SEEKS HELP FROM HMA FOR A RESOLUTION. APPT MON, 10-6 EARLY AM. PLEASE CLOSE FILE WITH NOTATIONS FOR HMA SUPPORT. THANKS

*****EMAIL TO REGION*****

***** REOPENED FROM CLOSED STATUS: 10/01/2003 *****

DCS MESSAGE SENT : 10/02/2003, (FIRST MESSAGE)

10/02/03(GB) FWD EMAIL TO DPSM/GK
DCS MESSAGE SENT : 10/03/2003, (SECOND MESSAGE)

10-14-03 (BGOOD-CMS) CUSTOMER STATES ON VM:
1. PLEASE CALL, NEEDS TO TALK ABOUT HIS CAR
----WRITER UPDATED THE FILE AND CALLED CUST AT WORK AS VM INSTRUCTED. OBTAINED VM AND LEFT MESS ADVISING A CALL BACK AT HIS CONV. LEFT EXT AND THE 800#.

10-15-03 (BGOOD-CMS) CUSTOMER STATES ON VM:
1. PLEASE CALL IN THE NEXT TWO HOURS
2. WINDOW REGULATOR IS OUT AGAIN
3. HE HAS SPENT TOO MUCH TIME GOING TO THE DLR TO GET IT REPAIRED
4. THIS IS REDICULOUS
5. HE DOES NOT EVEN WANT THIS CAR ANY MORE
6. HIS COMPLAINT IS NOT WITH THE DLR, BUT WITH THE CAR
7. HE HAS HAD TOO MANY REPAIRS
8. HE WANTS SOMETHING DONE
9. HIS WARRANTY WILL GONE AND HE WILL BE FORCED TO PAY
10. HE WANTS SOMETHING DONE BY HMA

----WRITER ADVISED ALL COMMENTS/NOTES SHALL BE NOTATED INTO THE FILE AND OBTAINED THE CURRENT OWNER INFORMATION AND MILES. WRITER PROVIDED THE FILE # AND ADVISED: THAT THE OBLIGATION OF HMA'S WARRANTY IS TO REPAIR THE CAR UNDER THE TERMS OF THE WARRANTY. THAT WRITER CAN OPEN THE FILE TONIGHT BECAUSE THE CAR WILL BE GOING IN TOMORROW, BUT NOT BE ABLE TO CALL THE DLR UNTIL AM. HMA WILL MOST LIKELY LOOKS TOWARDS THE REPAIR OF THE CONCERN WHICH IS THEIR OBLIGATION- WRITER WILL ASK FOR THE DPSM TO BE INVOLVED. IF HE SEEKS ANYTHING DIFFERENT THAN THAT, HE WILL NEED TO RESEARCH THE AVENUES THAT MAY BE AVAIL TO HIM OUTSIDE OF WHAT WRITER IS ABLE TO DO FOR HIM.

***** ATTN SVC MGR *****

CUST SEEKS RESOLUTION FROM HMA- PLEASE CONTACT DPSM. CUST NO LONGER WANTS THIS CAR FROM THE NUERMOUS REPAIRS OF THE WINDOW REGULATORS AND WHEEL BRGS. PLEASE CLOSE FILE WITH NOTATION FOR CMS SUPPORT. VEH ARRIVING TO DLR 10-16. THANKS

***** REOPENED FROM CLOSED STATUS: 10/15/2003 *****

***** REOPENED FROM CLOSED STATUS: 10/15/2003 *****

DCS MESSAGE SENT : 10/16/2003, (FIRST MESSAGE)

10-16-03 (BGOOD-CMS) WRITER CALLED SVC TO MAKE SURE THE FILE/MESS WAS REC'D.
DLR HAD CLOSED, WILL TRY BACK.

DCS MESSAGE SENT : 10/17/2003, (SECOND MESSAGE)

06/21/04 (RTIUS/CMS) CUST STATES:
1. FUEL PUMP HOSE CLAMP GOT LOOSE & SPILLED GASOLINE ALL OVER TRUNK & BEHIND BACK SEAT
2. GASOLINE HAS GOTTEN INTO SEAT CUSHIONS & CARPET
3. HAS NVLW WARRANTY ENHANCEMENT & MA018 WILL COVER REPAIR BUT CUST WANTS SEAT CUSHION & CARPET REPLACED B/C OF GAS SMELL
4. MA018 STATES GAS SMELL WILL EVAPORATE BUT CUST FEELS THIS WILL TAKE A WHILE & CUST ALSO FEELS FUMES ARE UNSAFE ESPECIALLY FOR 2 YR OLD SON
5. MA018 NEVER CLEANED UP SPILLED GASOLINE SO VEH STILL HAD PUDDLES IN TRUNK AREA
6. CONCERNED THAT BLACK SUBSTANCE IN TRUNK WILL DISSOLVE BECAUSE OF GASOLINE
7. WANTS ANY SEAT CUSHION & CARPET SOAKED W/GASOLINE REPLACED UNDER WARRANTY
8. BRINGING VEH IN TOMMORROW
9. DLR IS ORDERING 1 CUSHION

--WRITER ADVSD ALL COMMENTS/CONCERNS WOULD BE NOTED IN FILE. SA BRUCE STATES SM NEIL IS HANDLING BUT CURRENTLY UNAVAILABLE. BRUCE STATES HE WILL HAVE SM NEIL CALL WRITER AT 3 PM EST (NOON PST). WRITER PASSED INFO TO CUST & STATES WRITER WILL HAVE TO WAIT FOR SM'S CALL TO GET MORE INFO BEFORE WRITER CAN PROCEED. WRITER PRVDED W/FILE#. (WRITER VERIFIED CUST HAS 6/72 NVLW)

06/21/04 (RTIUS/CMS) SM NEIL STATES:

1. GASOLINE LEAK WAS DUE TO DEFECT SO REPAIR IS COVERED
2. PARTS DEPT HAS ORDERED REAR SEAT CUSHIONS, SPARE TIRE COVER, TRUNK LINING/ CARPET (WAS ORDERED ON 6/17 OR 6/18 & EXPECTS TO RECEIVE POSSIBLY BY 6/25)
3. DLR CAN ALSO REDO INTERIOR TRUNK UNDERCOATING
4. CUST WILL LEAVE VEH TO DLR TOMMORROW SO KEVIN CAN THOROUGHLY CLEAN SPILLAGE AREA
5. WILL PRVDE CUST W/A DLR LOANER TOMMORROW & ALSO ON DAY WHEN NEW PARTS ARE INSTALLED

--WRITER CALLED CUST ON WORK # & LM. WRITER PRVDED W/FILE # & HMA PHONE #.
(WRITER SENT MAIL TO ERCA REGARDING GASOLINE SMELL CONCERN)

/*****

06/21/04(GB)ERCA FWD EMAIL TO DPSM/JK ALERTING OF CUST CONCERN ON FUMES.

7/13/04 (AMART/CMS) CUSTOMER STATES:

1. REQUESTING TO SPEAK TO (RTIUS).
2. HAS BEEN AWAITING THE DELIVERY OF BACK SEAT NOW FOR ALMOST A MONTH WHAT IS THE HOLD UP?
3. CAN'T PUT 2 YR OLD SON BACK THERE WITH NO BACK SEAT.
4. REQUESTING THAT (RTIUS) CALL HIM BACK WITH DETAILS.

---WRITER ADVISED CUSTOMER THAT ALL COMMENTS WOULD BE NOTED. WRITER VERRIFIED OWNER INFO. WRITER ADVISED CUSTOMER THAT FCM (RTIUS) UNAVAIL. WRITER ADVISED CUSTOMER THAT HIS REQUEST WILL BE FORWARDED. WRITER FORWARDING E-MAIL TO FCM.

07/13/04 (RTIUS/CMS) MA018 PARTS PAUL STATES JUST WAITING FOR 1 BO PART TO ARRIVE (#89150-38000 SEAT FRAME). PAUL STATES PART WAS ORDERED PRIORITY & THAT REP STATES DLR IS ON TOP OF LIST FOR THIS PART. PAUL STATES JUST WAITING FOR 1 BO PART TO ARRIVE (#89150-38000 SEAT FRAME). WAS TOLD BY PDC THAT PART IS ON WAY FROM KOREA. PER HMA PARTS HOTLINE ALAN, PART IS IN TRANSIT & SHOULD ARRIVE IN U.S. BY END OF WEEK. ALAN STATES DLR PUT ON STOCK ORDER NOT PRIORITY BUT ALAN WILL UPGRADE TO E-ORDER SO DLR SHOULD HOPEFULLY RECIEVE BY 7/21/04. WRITER APOLOGIZED TO CUST FOR INCONVENIENCE & STATED PART IS IN TRANSIT FROM KOREA. WRITER ADVSD CUST TO FOLLOW UP W/DLR SOMETIME NEXT WEEK. CUST HAS FILE #. (ORIG MA018 ORDER # 4167)

07/21/04 (RTIUS/CMS) CUST STATES ON VM:

1. MA018 STATED PART WAS ORIG TO ARRIVE IN U.S. ON 7/15 BUT NOW DATE IS MOVED TO 7/27

07/21/04 (RTIUS/CMS) WRITER CALLED PM PAUL TO CLARIFY THAT PART HAS ARRIVED IN U.S. ON 7/18 BUT NOT UNPACKED YET. WRITER STATES PDC HAS 2FOR MA018 (1 ON STOCK ORDER & 1 ON E-ORDER). PM PAUL STATES TO KEEP ORDER AS IS & PAUL DOES NOT WANT TO MESS UP ORDER BY CANCELLING ONE. WRITER STATES DLR SHOULD RECEIVE WITHIN NEXT SEVERAL DAYS. PM PAUL STATES HE WILL CONTACT CUST AS SOON AS PART ARRIVES AS PAUL WANTS TO HAVE VEH DONE ASAP.

07/21/04 (RTIUS/CMS) WRITER LM ON VM STATING PART IS IN U.S. & WAITING TO BE UNPACKED. WRITER STATES MA018 SHOULD RECEIVE WITHIN NEXT SEVERAL DAYS & PER PAUL, HE WILL CONTACT CUST AS SOON AS PART ARRIVES. WRITER PRVDED W/FILE #.

07/31/2006 (BROSS/CVG) CUST STATES:

1. HAS A RUST HOLE IN THE VEH AND THE CALLED THE DLR DLR SAID IT WAS OUT OF THE WARR BY THE YEARS AND WOULD NOT BE COVERD
 2. IS NOT A GOOD ENOUGH ANSWER WANTS A SUP.
- WRITER TRANSFERD TO SUP JCON/TL

11/27/2006 (PDODGE/CVG) CUSTOMER STATES:

1. CUST DLR WAS TERMINATED.
 2. CUST WAS ADVISED FRAME RUSTED THROUGH AND WARRANTY WOULD NOT COVER DAMAGE DUE TO AGE OF VEHICLE.
 3. CUST WAS ADVISED BY TERMINATED DLR A MANAGER COULD REQUEST A GOOD WILL REPAIR BEFORE DLR WENT OUT OF BUSINESS.
- WRITER ADVISED VEHICLE HAS EXCEEDED THE 5 YEAR WARRANTY LIMIT AND WOULD NOT BE COVERED PER GOOD WILL DUE TO AMOUNT OF TIME THAT HAS PASSED. CUST REQUESTED TO HAVE SUPERVISOR CALL BACK ON 11/29/06 AS CUSTOMER WOULD LIKE TO DISCUSS ISSUE WITH SUPERVISOR. WRITER ADVISED CUST SUPERVISOR WOULD CONTACT CUSTOMER ON 11/29/2006 PER CUST REQUEST.

11/29/06 (JKIRBY/LCM/CVG)

--WRITER CONTACTED CUST, CUST STATED THAT THE CUST CALLED THE DLR AND THE DLR WILL NOT CONTACT THE CUST AT ANY TIME. WRITER ADVISED CUST THAT THE PERFORATION WARRANTY ON THAT VEH IS A 5YR/100K MILE WARRANTY. WRITER ADVISED THE CUST THAT HYUNDAI WOULD NOT BE ABLE TO ASSIST WITH THE REPAIRS ON THE VEH. CUST UNDERSTOOD. CUST WANTED A PRICE ON THE PART. WRITER ADVISED THE CUST TO CONTACT THE DLR IN THE CUST AREA TO FIND OUT WHAT THE PRICES ARE. CUST UNDERSTOOD.

CLOSE CONCERN

Customer visited Dealership? Y (Y/N)

Was a repair made to correct this concern? N (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern? 2

Customer received details by: P

Who communicated details to customer? M

Customer given rental/loaner car? N (Y/N) Goodwill funds used? N (Y/N)

Is customer satisfied? N (Y/N) If No, Please explain:

DEALER WILL CONTINUE TO SERVICE HE VEHICLE UNDER THE TERMS OF THE WARRANTY. WHEN OWNER BROUGHT VEHICILE INTO SERVICE CHECK ENGINE LIGHT WAS NOT ON DEALER COULD NOT DUPLICATE CONCERN. DEALER WILL BE HAPPY TO REPAIR AND VERIFIABLE CONCERN STILL UNABLE TO DUPLICATE DO NOT REOPEN

Close Category Close Condition Close Component

CLOSE COMMENTS

PLEASE SEE NOTES

***** REOPENED FROM CLOSED STATUS: 10/01/2003 *****

Describe Action Taken:

PLEASE SEE NOTES

***** REOPENED FROM CLOSED STATUS: 10/15/2003 *****

Describe Action Taken:

***** REOPENED FROM CLOSED STATUS: 10/15/2003 *****

Describe Action Taken:

PLEASE SEE NOTES. UNTIL CONDITION IS VERIFFIED NO REP-AIRS WILL BE MADE DPSM AND DEALER ARE MAKING EVERY EFORT TO FIX VEHICLE DO NOT REOPEN

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 635873 Method: P Analyst: CACVG81 Date of Text: 1/15/2002
VIN : KMHWF35HX2A(REDACT) Sonata (EF) V-6 Selling Dlr: NH011
Miles: 116,000 M/Year: 2002 Tran: 2 DFU: 10/23/2001 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: STEPHEN Midl: W
Address : 228 LONG MARSH ROAD
City : DURHAM State: NH Zip: 03824 Country: USA
Phone-Home: 603 868-6222 Work: - Ext: Cell#: 603 868-7824
e-Mail : LADYLOVE426@COMCAST.NET

Incomplete Campaign: HPC

Service Dlr: NH006 HAMPTON HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: 10/100000/000/ 4B HCP:

Letter Rcvd: VIN Hist: No 10/23/2011

Open Category Open Condition Open Component

NHPP HPP 100A GENERAL INQUIRY
NHPP HPP 100F NEVER RECEIVED CAR
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

1/15/02 (DL/HPP) RECEIVED RETURNED HPP CARD/CONTRACT DUE TO "INSUFFICIENT ADDRESS". FORWARDING TO ER-RPSM FOR DLR FOLLOW UP.

01/24/06 (SWOR/CVG) CUST STATES:

1. WAS GOING OVER PAPER WORK AND DOES NOT HAVE ANY INFO REGARDING HPP.
 2. WOULD LIKE TO HAVE CONTRACT AND CARD MAILED OUT.
- WRITER UPDATED MILEAGE AND CUST INFO. WRITER ADVISED CUST THAT WRITER WILL REQUEST THAT CONTRACT CARD BE RESENT. WRITER ADVISED CUST THAT THE TIMEFRAME IS 6-8 WEEKS. WRITER ADVISED CUST THAT ALL COMMENTS AND CONCERNS WOULD BE DOCUMENTED IN FILE. WRITER PROVIDED FILE NUMBER.

*****ATTN HPP*****

FORWARDING TO HPP FOR CARD/CONTRACT REQUEST. THANK YOU!!

1/25/06 (GS/HPP) REQUESTING NEW HPP CARD/CONTRACT #130784 DUE TO CUSTOMERS REQUEST. CUSTOMER SHOULD RECEIVE NEW HPP CARD/CONTRACT WITHIN 6-8 WEEKS.

5/8/07 (DWEIN/CVG) CUST STATES;

1. HUSBAND HAS A SONATA.
 2. WAS HAVING SOME WORK ON THE VEH.
 3. TECH FOUND A HOLE IN THE FRAME.
 4. WOULD LIKE TO SEE IF THERE IS ANY RECALLS.
 5. HAS NOT BEEN TO THE DLR BECAUSE THE WARRANTY IS UP.
 6. FEELS THIS IS A DEFECT AND THAT THERE IS NO WAY THE VEH COULD HAVE A RUST HOLE IN THE FRAME AS THE VEH IS ONLY 5 YEARS.
- WRITER EXPLAINED THAT THE VEH WOULD NEED TO BE CHECKED WITH THE DLR. WRITER HAS NO IDEA WHAT HAPPENED AS THE VEH HAS NOT BEEN CHECKED. LET CUST KNOW THAT THERE WAS NOT RECALLS ON THE VEH. GAVE FILE NUMBER AND EXT. THANKED CUST FOR CALLING.

05/10/07 (BROSS/CVG) NH006 PETE STATES:

1. WOULD LIKE TO SPEAK WITH DWEIN/CVG.
2. DLR FOUND A RUST HOLE, DOES LOOK LIKE MANUFACTURE DEFECT, DOES NOT LOOK LIKE ANY FAULT OF THE CUST.
3. WILL CONTACT HYUNDAI REP FOR FURTHER INFO.

--- WRITER WILL DOCUMENT THE FILE.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 654113 Method: P Analyst: CACVG37 Date of Text: 3/28/2002
VIN : KMHWF35V1XA(REDACT)Sonata (EF) V-6 Selling Dlr: MA039
Miles: 67,000 M/Year: 1999 Tran: 2 DFU: 9/28/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: H
Address : (REDACT)
City : ALSTON State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : N/A
Incomplete Campaign:
Service Dlr: MA039 TERMINATED...MISKINIS MOTORS H
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/23/2010
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
NCAM CAMPAIGN INQUIRY/G 035A 1999 V6 SONATA ATM
NCAM CAMPAIGN INQUIRY/G 039A V6 SONATA MASS AIR
OPEN COMMENTS

3/28/02 (VSALA/CMS) CUST STATES:

1. PURCHASED VEHICLE FROM BROTHER
2. INQUIRING THE WARRANTY.

--WRITER UPDATED MILEAGE AND FILE TO REFLECT NEW OWNERSHIP. WRITER PROVIDED FILE#. WRITER ADVISED CUST THAT VEHICLE IS UNDER THE 5/60K MILE LIMITED BUMPER TO BUMPER BASIC AND POWERTRAIN WARRANTY. WRITER ADVISED CUST OF RECALL 035 AND 039.

10/3/05 (THINC/CVG) CUST STATES:

1. SUB FRAME IS RUSTING IN ONE AREA.

2. CUST WOULD LIKE TO KNOW IF IT IS GOING TO BE COVERED.

--WRITER ADVISED CUST THAT IT WOULD BE COVERED FOR 5/100 AND THE 5 YEARS IS UP. WRITER ADVISED CUST THAT IT IS NO LONGER UNDER WARRANTY. WRITER UPDATED INFO IN FILE. CUST IS GOING TO CALL DEALERSHIP AND MAKE AN APPOINTMENT WITH THE DPSM.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 676672 Method: P Analyst: CACVG74 Date of Text: 6/24/2002
VIN : KMHWF35V8YA(REDACT) Sonata (EF) V-6 Selling Dlr: NJ020
Miles: 104,420 M/Year: 2000 Tran: 2 DFU: 9/30/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: H
Address : (REDACT)
City : BORDENTOWN State: NJ Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: XXX XXX-XXXX Ext: XXXX Cell#: XXX 298-XXXX
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dir: NJ020 COLONIAL HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 6/29/2010
Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G 051A EF SONATA SIDE AIR
NWAR WARRANTY 170E GENERAL - WARRANTY
NOTH OTHER CV02 HP CLASS ACTION SE
NWAR WARRANTY 170J REPAIR NOT COVERED
NDSV DEALER SERVICE 110W INDEPENDENT BUSINE
OPEN COMMENTS

6/24/02 (PMART/CMS) CUST STATES:

1. CUST RCVD RECALL LETTER BUT WENT TO EX-WIFE ADDRESS IN TRENTON NJ
 2. WANTED TO KNPW HOW DID IT GOTO THAT ADDRESS.
- WRITER ADVISED CUST SELLING DLR INPUTS THE ADDRESS. WRITER ADVISED CUST HAVE ADDRESS PROVIDED TO WRITER IN SYSTEM. WRITER PROVIDED FILE #.

07/30/02(NMN)RECEIVED LETTER.

08/12/02 (DMCCLURE) WRITER CALLED CUST TO INFORM CUST THAT LETTER HAS BEEN RECV AND THAT CUST'S FILE IS UNDER REVIEW. LFT MESS.

8/14/02 (TLEME) CUST STATES IN LETTER:

1. CUST WANTS TO ADVISE HMA THAT DUE TO THE UNFAIR BUISNESS PRACTICE CONDUCTED BY HMFC, CUST WILL NEVER BUY A HYUNDAI AGAIN.
2. CUST HAS ALWAYS PAID PAYMENT ONTIME.

3. BECAUSE CUST HAD PAID ADVANCED PAYMENTS ON HER CAR, WHEN SHE MADE A LATE PAYMENT, HE WAS ASSURED THAT HE WOULD NOT BE CHARGED FOR A LATE FEE SINCE HE WAS PAID UP TO DATE.

4. THE NEXT MONTH, CUST RCVD A STATEMENT SHOWING THAT HER INTEREST FEE MORE THEN DOUBLED.

5. CUST CALLED HMFC AND SPOKE WITH REP WHO PLACED HIM ON HOLD FOR A LONG TIME. CUST HUNG UP AND IS UPSET THAT REP DID NOT CALL HIM BACK.

6. CUST CALLED BACK AND FEELS HE RCVD NOTHING BUT A BUNCH OF TALKING IN CIRCLES. CUST IS NOT SATISFIED WITH THE INFO THE REP GAVE HIM AS FAR AS THE POLCIES OF HMFC AND WHY HE HAS TO PAY DOUBLE THE INTEREST ON HIS PAYMENT.

7. CUST FEELS THAT HMFC MADE A HUGE MISTAKE AND HE, THE CUST HAS TO PAY FOR IT --- WRITER NOTED ALL COMMENTS IN FILE. WRITER FORWARDING FILE TO (TLEME) FOR MAILING OF "CMNTS" LETTER. THANK YOU.

8/19/02 (TLEME) MAILED LETTER.

10/07/02(NMN)RECEIVED LETTER.

10/31/02 (LKIM)CUST LETTER

1.CLAIMS,HAVING BILLING PROBLEM WITH HMFC

----WRTER FORWARDED THIS LETTER TO KIM FLOOD IN HMFC. THANKS

01/07/03(NMN)RECEIVED LETTER.

1/24/03 (SGOLBAN) RECEIVED LTR DTD 1/3/02 STATING:

1. CLAIMS RECEIVED CALL WITH 714-965-4888 AND DID NOT RETURN IT SINCE IT WAS N OT TOLL FREE AND DID NOT WANT TO BE PLACED ON HOLD.

2. CLAIMS THEIR IS NO NEED FOR FURTHER DISCUSSION ON THIS ISSUE.

3. CLAIMS DELAYED PAYMENT WAS DUE TO THE FAILURES OF HYUNDAI FINANCE AND SHOUL D NOT BE SUBJECTED TO UNFAIR ADDITIONAL INTEREST CHARGES.

--FORWARDED LETTER TO FILE.

09/26/03 (MCRIG/CMS) CUST STATES:

1. CHECKING TO SEE IF THE WHEEL BEARINGS ARE COVERED UNDER WTTY?

--WRITER ADV ALL COMMENTS WOULD BE NOTED IN FILE. WRITER ADV THAT FRONT WHEEL BEARINGS ARE WARRANTED UNTIL 100,000 OR 10 YEARS AND REAR ARE 5/60 FOR DEFECTS AS FAR AS BOTH WARRANTIES GO. CUST UNDERSTOOD.

5/2/05 (BSTOG/CMS) CUST STATES

1, COMP SOURCE 1 WROTE A LETTER STATING THAT VEH WARRANTY WILL EXPIRE

2. HAS EXT WARRANTY FROM HPC 12/12K

----WRITER ADV THAT ALL COMMENTS WILL BE NOTED IN FILE.WRITER ADV CUST THAT SOURCE 1 SOUNDS LIKE A 3TH PARTY WARRANTY COMP AND IS TRYING TO SALE A CONTRAC T TO CUST. WRITER PROVIDED DFU DATE FOR BASIC 5/60 AND RSA 5/UNL MILES WRITER CHECKED SYSTEM AND ADV CUST THAT VEH HAS THE EXT WARR 12/120K. WRITER UPDATED FILE AND PROVIDED FILE#

07/06/05 (MHAMI/CMS) CUST STATES:

1. PART # 4262139052/OUT-PUT SPEED SENSOR ASSY WAS REPLACED BUT NOT COVERED

2.WANTS HMA TO COVER REPAIRS,FEELS THIS IS PART OF THE POWERTRAIN WARRANTY.

3.HAD WHEEL BEARING REPLACED AND THEY WERE NOT COVERED.

4.INSISTANT HMA COVER THE REPAIRS ON THE SPEED SENSOE.

---WRITER ADVISED CUST ALL COMMENTS WILL BE NOTED IN FILE.WRITER VERIFIED CUST INFO,PROVIDED FILE #.WRITER RAN PART #,WAS COVERED FOR 5/60.CUST SELECTED TO EXTEND THE POWERTRAIN WARRANTY.WRTIER ADVISED CUST PART IS COVERED FOR 5/60 ADVISED CUST SELECTED TO EXTEND THE POERTRAIN NOT THE LIMITED WARRANTY.WRITER APOLOGIZED FOR ANY MISUNDERSTANDING REGARDING THE WARRANTY.CUST INSISTANT HIS CASSE BE FOLLOWED-UP BY SOMEONE ELSE.WRITER ADVISED CUST FILE WILL BE TRANSFER

RED TO F/C MGR FOR REVIEW.WRITER MADE NO GUARANTEES.

07/07/05 (CBLAC/CMS) WRITER FOLLOW UP:

WRITER VERIFIED ABOVE PART NUMBER - COVERED UNDER 5/60K WARRANTY ONLY
WRITER CALLED NJ020 7:10 AM PDT-SPOKE TO SUSAN WHO ADV VEH NEEDS 2 SENSORS
THE INPUT SPEED SENSON 42621-39052 & INHIBITOR SWITCH 42700-39050. VEH
ALSO HAVING REAR WHEEL BEARING NOISE. SUSAND ADV VEH NEEDS HUB & REAR WHEEL
BEARING REPLACEMENT. SUSAN ADV CUST THESE CONCERNS ARE NOT PART OF THE
POWERTRAIN WARRANTY.

**WRITER CALLED CUST 7:20 AM PDT - VOICE MAIL ONLY - LEFT MESSAGE ASKED FOR
CALL BACK. WRITER WILL ADV VEH CONCERN NOT COVERED UNDER THE POWERTRAIN
WRRNTY

07/07/05 (RTIUS/CMS) CUST STATES:

1. RETURNING (CBLAC/CMS)'S CALL
2. UNHAPPY THAT NJ020 IS CHARGING CUST \$89.95 DIAGNOSTIC FEE
--WRITER STATES COMMENTS & CONCERNS WILL BE NOTED IN FILE. WRITER STATES
(CBLAC/CMS) IS GONE FOR THE DAY. WRITER PASSED ABOVE INFO TO CUST STATING
(CBLAC/CMS) VERIFIED ABOVE PARTS ARE ONLY COVERED TO 5/60 & ARE NOT COVERED
UNDER PWRTRN. WRITER STATES SINCE CUST'S CONCERNS WERE NOT WARRANTABLE NJ020
CAN CHARGE CUST DIAGNOSTIC FEE. WRITER STATES DIAGNOSTIC IS NOT FROM HMA BUT
FROM INDEP OWNED & OPERATED DLR. WRITER STATES IF CUST UNHAPPY WITH FEE TO
ADDRESS W/NJ020 MGMT. CUST HAS FILE #. ADDRESS/PHONE VERIFIED. (WRITER SENT
FYI EMAIL TO CBLAC/CMS)

08/14/07(VCHAPPELL/CVG)CUST STATES;

1.THE CUST HAD HIS CAR INTO THE MECHANIC THIS PAST WEEKEND
2.THERE IS EXTREME CORROSION ON THE FRAME
3.CUST WENT TO HIS OWN MECHANIC
4.CUST HAS HAD ANY WORK DONE JULY 6, 2005
5.CUST HAD SVC DONE AT HIS OWN EXPENSE WITH HIS OWN PRIVATE MECHANIC
6. SO WHAT IS THE CORROSION WARRANTY
--WRITER LET CUST KNOW THE WARRANTY ON CORROSION AND CUST WAS HAPPY AND ENDED
THE
CALL. THANK YOU.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 681322 Method: P Analyst: CACVG42 Date of Text: 7/12/2002
VIN : KMHWF35H92A(REDACT) Sonata (EF) V-6 Selling Dlr: NH009

Miles: 58,000 M/Year: 2002 Tran: 2 DFU: 10/30/2001 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: A

Address : (REDACT)

City : DERRY State: NH Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: 216-

e-Mail : (REDACT)

Incomplete Campaign: HPC

Service Dlr: NH009 AUTOFAIR HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 4/30/2012

Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G 053A 02 SONATA SATELLIT
NDSV DEALER SERVICE 110I DEALER LOCATION/IN
MELE ELECTRICAL 3400 ALTERNATOR/VOLTAGE
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

07-12-02(ATAFO/CMS):CALLER STATED

1.RECEIVED RECALL LETTER 053 WANTED TO KNOW WHAT TO DO, AND NRST DLR
***WRITER NOTED ALL COMMENTS AND CONCERNS WILL BE NOTED IN FILE. WRITER
PROVIDED FILE#. WRITER ADVISED CALL DLR AND SET UP APPT, WRITER GAVE PH# OF
NRST DLR TO CUST.

12/02/05 (BMART/CVG) CUST STATES:

1. CALLING TO FIND OUT IF COVERED UNDER WARRANTY FOR AN ALTERNATOR.
--WRITER ASKED MILEAGE ON CAR WAS GIVEN UNDER 60,000 ASKED FOR EST GIVEN
58,000. WRITER STATED ALTERNATOR COVERED UNDER NEW CAR WARRANTY BUT NEEDED
DLR DIAGNOSIS AND SPECIFIC PART NUMBER TO KNOW FOR SURE. CUST ASKED FOR
PHONE NUMBER OF LOCAL DLR.

8/20/07 (JSNARR/CVG) CUST STATES:

1. WHAT DOES CUST HAVE FOR WARRANTY EXTENSION.
--WRITER ADVISED CUST THAT CUST HAS EXTEND NEW VEHICLE LIMITED WARRANTY FROM
5/60 TO 6/72. WRITER ADVISED CUST TO PLEASE CALL HCA FOR ANY FUTURE
QUESTIONS OR CONCERNS.

8/28/07 (ROSTL/CVG) CUST STATES:

1. TOOK VEH TO GET NEW TIRES AND ALIGNMENT
2. WHEN IT WAS BEING LOOKED AT THE BUSHINGS ARE GONE
3. U-FRAME IS ROTTING
--WRITER INFORMED CUST THAT CUST NEEDS TO HAVE IT LOOKED AT A HYUNDAI DLRSH. CUST SAYS ITS TO MUCH TO HAVE BEEN REPAIRED. WRITER EXPLAINED TO CUST THAT WRITER IS GOING TO CALL OVER TO THE DLRSH AND FIND OUT.
--DLRSH NH009 NO AWNSER.
---WRITER EXPLAINED TO CUST THAT WRITER GOT NO AWNSER. WRITER IS GOING TO TRY THE DLRSH AGAIN TOMORROW. WRITER THANKED CUST FOR CALLING IN.

8/29/07 (ROSTL/CVG)

WRITER CALLED DLR NH009 AND SPOKE WITH MIKE IN SERVICE. MIKE STATED THAT THE VEH HAS NOT BEEN IN TO THE DLRSH SINCE MARCH OF 2006. MIKE THEN STATES THAT HE HAS NEVER HEARD OF THE U-FRAME ROTTING. WRITER THANKED MIKE FOR ALL THE INFORMATION.
--WRITER CALLED CUST AND GOT VM. WRITER LM FOR CUST TO CALL BACK. WRITER LEFT HCA #, FILE #, EXT #. FIRST ATTEMPT TO CONTACT CUST.

08/29/07(AWILLIAMS/CVG) CUST STATES:

- 1.CUST CALLED IN TO SPEAK WITH ROSTLER
- 2.CUST INQUIRED ABOUT CAR RUSTING

----WRITER WAS INFORMED BY ROSTLER THAT THE CUST HAS TO TAKE CAR TO HYUNDAI DLR FOR DIAGNOSE. CUST TOOK CAR TO OUTSIDE SOURCE. CUST ACKNOWLEDGED RULE AND SAID OK.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 682843 Method: W Analyst: CACVG60 Date of Text: 7/18/2002

VIN : KMHWF35V0XA(REDACT) Sonata (EF) V-6 Selling Dlr: NJ012

Miles: 71,000 M/Year: 1999 Tran: 2 DFU: 3/09/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: L

Address : (REDACT)

City : TOMS RIVER State: NJ Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: XXX XXX-XXXX Ext: XXXX Cell#: XXX 349-XXXX

e-Mail : NO EMAIL

Incomplete Campaign:

Service Dlr: NJ003 TERMINATED...GIANT HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: 3/16/2004 Area: EA HPP: HCP:

Letter Rcvd: 3/16/2004 VIN Hist: No 4/30/2012

Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G 0001 GENERAL/INQUIRY

NCAM CAMPAIGN INQUIRY/G V01 99-01 SONATA, 01 S

MBDY BODY 4030 RUST/CORROSION

NPRD PRODUCT 600A ACCIDENT/NON-SPECI

OPEN COMMENTS

7-18-02(ADORR CMS) CUSTOMER STATED:

1.RECEIVED RECALL NOTICE ASKED WHAT TO DO.

***WRITER STATED ALL COMMENTS AND CONCERNS WILL BE NOTED IN THE FILE. WRITER ADVISED CUST TO CONTACT THEIR SELLING DLR AND SET UP AN APPOINTMENT. WRITER UPDATED FILE AND PROVIDED FILE #

03/16/04 (TSMI/CMS) CUST STATES:

1. RECEIVED CAMPAIGN NOTICE AND WILL TAKE VEH TO DLR FOR IT

2. OVER THE LAST SIX MONTHS OR SO HAD TO TAKE VEH IN SEVERAL TIMES FOR A CHECK ENGINE LIGHT

3. HAD SEVERAL OUT OF POCKET EXPENSES DUE TO THAT CHECK ENGINE LIGHT
4. WOULD LIKE TO SUBMIT RECEIPTS TO HMA FOR REVIEW OF ANY POSSIBLE REIMBURSEMENT DUE TO CAMPAIGN
5. DOES NOT REALLY TRUST THE DLR TO DO SO

---WRITER ADVSD ALL COMMENTS NOTED. WRITER VERIFIED CUST INFIO AND PROVIDED FILE #. WRITER ADVSD THAT THERE ARE A FEW HUNDRED REASONS FOR A CEL TO COME ON. WRITER PROVIDED HMA'S ADDRESS AS REQUESTED BY CUST. WRITER ADVSD THAT NO GUARANTEES CAN BE MADE.

03/16/04 (ICASTRO/NCA) RCVD FAXED LTR & RO RECEIPTS.

03/23/04 (SDUPUY) REVIEWED DOCS SUBMITTED BY CUSTOMER IN RESPONSE TO CAMPAIGN V01 OWNER NOTIFICATION. REPAIR ORDER INDICATES CUSTOMER PAID FOR REPAIRS (MISC REPAIRS) THAT ARE NOT INCLUDED IN THIS CAMPAIGN. SENT CUSTOMER A LETTER ADVISING ACCORDINGLY.

7/18/07(VCHAPPELL/CVG)CUST STATES;
1.THAT HE IS A USED CAR DLR SOLD THE CAR TO A CUSTOMER
2.CUSTOMER WAS IN AN ACCIDENT BECAUSE THE CRADLE ROTTED OUT AND CAUSED THE AXLE TO ROT OUT AND THE VEHICLE VEERED TO THE SIDE.
3.THE CUSTOMER SAID THE OWNER IS NINE MONTHS PREGNANT AND SHE COULD HAVE HURT HERSELF. BUT THANK GOODNESS EVERYTHING WAS OKAY.
4.SO THEN THE DLR WAS GOING TO FIX THIS FOR THE CUSTOMER AND ORDERED A USED CRADLE AND IT WAS RUSTED OUT IN THE SAME PLACE.
5.THEN ORDERED ANOTHER ONE AND IT WAS RUSTED OUT AS WELLL, DLR SAID CLEARLY THIS IS A PROBLEM WITH HYUNDAI?

---WRITER TOLD MR. MALKO THE DLR NOT A HYUNDAI DLR THAT HCA NEEDS CUST TO CALL IN SO HCA CAN DO A PIR? CUST FLIPPED OUT AND SAID NO I WANT TO SPEAK WITH A SUPERVISOR RIGHT NOW!!! SO WRITER TRIED TO UPDATE THE FILE AND CUST/DLR WOULD NOT LET WRITER JUST GAVE DLR/CUST FIRST AND LAST NAME.(HOWEVER LET WRITER NOT CONFUSE THIS STORY DLR IS CUST AND SOLD THE VEHICLE TO ANOTHER CUST THAT WAS IN THE ACCIDENT)SO WRITER DID GET PERMISSION FOR A TWO HOUR CALL BACK DLR WANTS TO BE CALLED BACK AT (REDACT) HIS NAME IS (REDACT). WRITER COULD NOT GET THE NEW CUSTOMERS NAME? THANK YOU.

07/18/07 (BSTAT/CVG/LCM) CUST STATES:
1. SOLD VEH TO CUST (REDACT)
2. ROTTED THROUGH FROM TO CRADLE.
3. THE ENGINE FEEL OUT MAKING THE VEH GO OFF THE ROAD DUE TO THE AXEL PULLING OUT OF THE TRANSMISSION.
4. THIS IS A HUGE ISSUE THE FRAME RUSTED OUT FROM THE INSIDE,
5. ORDERED ANOTHER FRAME FROM A SCRAP YARD AND IT WAS RUSTED IN THE SAME PLACE
6. ORDERED ANOTHER FRAME FROM ANOTHER SCRAP YARD AND IT WAS THE SAME, SAME RUST IN THE SAME PLACE.
7. THE WOMAN DRIVING THE VEH WAS 9 MONTHS PREGNANT AND THIS COULD HAVE BEEN A BIG DEAL.
8. HAVE SPOKE TO DLRS LEATER GLEN AND FREEHOLD AND BOTH DLR'S SAY THE SAME THING ABOUT THE FRAME RUSTING OUT AND NOT BEING COVERED UNDER THE WARRANTY.
9. WILL CALL THE NEWS MEDIA OR THE NEWS PAPER TO INVESTIGATE THIS SITUATION.
10. THIS COULD HAVE BEEN LIFE THREATENING.

---WRITER EXPLAINED THAT WRITER NEEDS TO DO A PIR ON THIS FOR THE CUST. THE CUST (SALESMAN FROM OWN DLR) WOULD NOT GIVE THE NAME OF THE PERSON THAT PURCHASED THE VEH. THE CUST JUST KEPT SAYING THE VEH BELONGS TO DLR SHIP RIGHT NOW AS THE VEH HAS NOT YET BEEN SOLD. WRITER TOOK INFO TO HAVE PIR SENT TO CUST. WRITER EXPLAINED THAT THIS IS A LENGTHY PROCESS AND WRITER CAN NOT GUARANTEE THAT ANYONE WILL COME TO LOOK AT VEH. CUST WANTS TO KNOW IF CUST SHOULD CALL SHAME ON YOU RIGHT NOW AS SOMEONE FROM HYUNDAI SHOULD BE AT CUST DLR SHIP RIGHT NOW LOOKING AT THE VEH.

--WRITER DID NOT UPDATE MILEAGE ON VEH. AT THIS TIME WRITER DOES NOT KNOW THE MILEAGE. CUST DID NOT WANT TO ASSIST WRITER WITH INFO WANTED SOMEONE TO BE TO CUST DLRSP RIGHT NOW LOOKING AT THE VEH.

--- INFORMATION FOR PIR.

1. THE VEH HAD AN INCEDENT JULY 3, 2007.
2. INCIDENT HAPPENED IN LACEYTOWNSHIP, NJ.
3. THE VEH RUSTED OUT IN THE CRADLE CAUSING THE ENGINE TO FALL OUT ON THE AXEL PULLING THE TRANSAXEL OUT OF LINE MAKING THE VEH NOT ABLE TO MOVE. CUST (REDACT) HAD AAA TOW VEH BACK TO CUST DLRSHIP.
4. SALESMAN DOES NOT KNOW HOW FAST VEH WAS TRAVELING
5. NO IMPACT TO VEH.
6. CUST (SARAH) ALONE DON'T KNOW ABOUT SEAT BELT.
7. NO INJURIES.
8. NO POLICE REPORT FILED.
9. 2023 RT 9 TOMSRIVER, NJ. 08754
10. INSURANCE NOT FILED.
11. VEH NOT REPAIRED DUE TO DLR CAN NOT FIND FRAME THAT IS NOT RUSTED.
12. DLR WANTS THE FRAME REPAIRED SO THE CUST CAN HAVE A VEH WITHOUT RUSTED FRAME. DLR WANTS THIS TO HAPPEN RIGHT NOW AS THE CUST SHOULD NOT HAVE TO WAIT 4-6 WEEKS TO GET VEH BACK.

***** ATTN NCA *****
 FORWARDING TO NCA FOR DOC REQUIRED MAILING

 7/18/07 (SCOOLEY/CVG/LCM) WRITER REVIEWED FILE & SENDING BACK TO CM FOR CORRECTION. WAITING FOR NEW TRACKER. AS400 CODES.

 CLOSE CONCERN

 Customer visited Dealership? (Y/N)
 Was a repair made to correct this concern? (Y/N)
 If Yes, Repair Order: Date: (mmddyyyy) Mileage:
 Describe the repair to correct the reported problem:
 How many attempts have been made to correct this concern?
 Customer received details by:
 Who communicated details to customer?
 Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
 Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

 CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
 C.A. CONCERN VIN CASE REPORT

 FILE : 692964 Method: P Analyst: SANDERSO Date of Text: 9/03/2002
 VIN : KMHWF35V1XA(REDACT) Sonata (EF) V-6 Selling Dlr: IL042
 Miles: 72,920 M/Year: 1999 Tran: 2 DFU: 2/15/1999 (mm/dd/yyyy)
 Branded Info:
 Last Name: (REDACT) First: (REDACT) Midl: A
 Address : (REDACT)
 City : NAPERVILLE State: IL Zip: (REDACT) Country: USA
 Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
 e-Mail : (REDACT)
 Incomplete Campaign: HPC
 Service Dlr: IL042 GARTNER HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: Yes 4/30/2012
Open Category Open Condition Open Component

MACC ACCESSORY 5560 CD PLAYER NOT WORK
MELE ELECTRICAL 3550 DEAD BATTERY/BATTE
OPEN COMMENTS

9/3/02 CRCA/MH REC CALL FROM CUST INQUIRING ON RADIO/CD CONCERN. CD PLAYER SEE MS TO CONTINUE TO TRY TO EJECT CD, EVEN THOUGH NO CD IN PLAYER. CUST FOUND BATTERY DEAD AND BELIEVES THAT OVER NIGHT, CD PLAYER MAY HAVE DRAINED BATTERY. CUST CHAGERD BATTERY AND FOUND CD PLAYER CONTINUING TO TRY TO EJECT A CD. DUE TO CUST KNOWING WARRANTY WAS OVER 6 MO'S AGO AND NEEDING TO USE VEH, CUST REMOVED CD/RADIO HIMSELF. CUST WAS WONDERING IF ANY GOODWILL HELP IS AVAILABLE, AND IF POSSIBLE, COULD HE PAY FOR AND UPGRADED CD/TAPE/RADIO OPTION. WRITER TOOK CALL BACK NUMBER AND WILL REVIEW W/DPSM. CUST STATES THAT HE PREV WORKED WITH CA/SA ABOUT OTHER ISSUES. WRITER TO REVIEW W/CA/SA.

9/13/02 CRCA/MH WRITER REC CALL FROM CUST. CUST HAD DECIDED TO PURCHASE AFTERMARKET RADIO. HMA AGREED TO COVER THIS RADIO UP TO \$300.00. CUST FAXED COPY OF RECEIPT TO REGION. REGION PROCESSING HCR IN THE AMOUNT OF \$280.98 FOR THE CUSTOMER TO COVER COST.

9/13/02 - CR/KH PROCESSING AN HCR IN THE AMT OF \$280.98 PAYABLE TO THE CUST AS OUTLINED ABOVE. OFFER WAS MADE TO THE CUSTOMER BY THE CR/RPSM AS A GESTURE OF GOODWILL.

**** HCR TO N.N. AT NCA ****

09/17/02(NMN)CHECK REQUEST FOR \$280.98 PAYABLE TO CUSTOMER: HOTZ, JEFFERY SUBMITTED FOR 09/30 CHECKS MAILING SCHEDULE**PLEASE FORWARD CHECK TO K.HARVEY CENTRAL REGION.

**** 09/19/2002,HCR FOR \$280.98 SUBMITTED TO FINANCE

**** 09/28/2002,CHECK# 50060007 FOR \$280.98 MAILED

10/3/02 - CR/KH REC'D CK #50060007 IN THE AMT OF \$280.98 PAYABLE TO THE CUST. WRITER WILL FORWARD CK VIA US MAIL ON 10/4/02.

04/04/07 (PDODGE/CVG) CUSTOMER STATES:

1. TOOK VEH TO DLR IL042 GARTNER HYUNDAI FOR RUST THOUGH ON CROSS MEMBER & WHEEL WELLS.
 2. CUST WAS DENIED WARRANTY COVERAGE FOR RUST THOUGH.
 3. FEELS VEH FRAME SHOULD LAST LONGER THAN 8YRS AND 72,000 MILES.
- WRITER ADVISED CUST CONTACTED DLR IL042 GARTNER HYUNDAI SRV MGR DAVE AND WAS ADVISED WHEEL WELLS AND FRAME HAS RUSTED BUT WAS DENIED COVERAGE DUE TO VEH BEING OUT OF ANTI PERFORATION WARRANTY, WHICH EXPIRED AT 5 YRS, VEH IS 8 YEARS OLD. WRITER ALSO ADVISED CUST ALL CONCERNS WOULD BE NOTED IN FILE.

04/09/2007 CUSTOMER CONTACTED REGION WITH ISSUE NOTED ABOVE. REGION LISTENED TO CUSTOMER'S ISSUE, WHO FEELS THIS SHOULD NOT HAVE OCCURRED. CUST NOTES HE HAS REVIEWED NHTSA SITE AND NOTED OTHER CONSUMER COMPLAINTS, SPECIFICALLY # 10183163. IL042 HAS ESTIMATED \$1400 PARTS, \$600 LABOR. REGION TO REVIEW.....

.CRSA

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 693923 Method: P Analyst: CACVG22 Date of Text: 9/06/2002
VIN : KMHWF25SXXA(REDACT) Sonata (EF) Selling Dlr: NY060
Miles: 57,308 M/Year: 1999 Tran: 2 DFU: 7/10/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: A
Address : (REDACT)
City : HYDE PARK State: NY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: --- ----- Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: NY060 HEALEY HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: 10/100000/000/ 4B HCP:
Letter Rcvd: VIN Hist: Yes 7/10/2009
Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G 051A EF SONATA SIDE AIR
NWAR WARRANTY 170E GENERAL - WARRANTY
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

9/06/02 (MCRIG/CMS) CUST STATES:

1. WAS HAVING AN ISSUE WITH THE AIRBAG LIGHT COMING ON EVEN BEFORE IT WAS A RECALL.
2. NOW I HAVE TAKEN THE VEH IN 4 TIMES FOR THE SAME ISSUE AND ON 9/16 I WILL BE TAKING IT IN FOR THE 5TH TIME.
3. SEEKING ANSWER FROM HMA AS TO WHY IT HAS TAKEN THIS MANY TIME TO REPAIR THE ISSUE.

--WRITER ADV ALL COMMENTS AND CONCERNS WILL BE NOTED IN FILE. WRITER PROVIDED FILE#. WRITER CONTACTED DLR FOR INSIGHT AS TO THE REPAIRS. DLR ADV THAT IT HAS BEEN MULTIPLE CAUSES WITH THE SAME SYMPTOM. WRITER ADV DLR CAMPAIGN STILL SHOWS AS OPEN ON THE VEH. WRITER ADV SHOULD START THERE WITH REPAIR. WRITER ADV ABOVE COMMENTS TO CUST. CUST SATISFIED.

02/17/04 (RAZAR/CMS) CUSTOMER STATES:

1. WHAT DOES MY WARRANTY COVER.

--WRITER INFORMED CUST. OF WARRANTY COVERAGE ACCORDING TO THE INFO. FROM GUIDE

5/17/06 (NHAWK/CVG) CUST STATES:

1. NORMALLY HAS ALL WORK DONE AT DLR NY060.
2. TOOK VEH TO A CLOSER INDEPENDENT SHOP TODAY FOR A REGULAR SVC CHECK.
3. INDEPENDENT SHOP MECHANIC FOUND THAT THE K-MEMBER ON PASSENGER SIDE, HAS SEVERE RUST WHERE THE LOWER CONTROL ARM ATTACHES TO IT. IND. MECHANIC SAYS THIS IS NOT NORMAL.

--WRITER UPDATED FILE INFO, AND GAVE CUST FILE #. WRITER ADVISED CUST THAT THE VEH NEEDS TO BE DIAGNOSED AT THE DLRS. NEITHER HCA OR THE DLR CAN SAY FOR SURE WHETHER SOMETHING IS A WARRANTY ISSUE, UNTIL VEH HAS BEEN LOOKED AT.

5/17/05 (NHAWK/CVG) ***ALSO SEE INFO IN DUPLICATE FILE #711701***

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 697772 Method: P Analyst: CACVG23 Date of Text: 9/19/2002
VIN : KMHWF35V6YA(REDACT) Sonata (EF) V-6 Selling Dlr: MA021
Miles: 86,887 M/Year: 2000 Tran: 2 DFU: 2/03/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT)L Midl: A
Address : (REDACT)
City : WORCESTER State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)-
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: MA021 HERB CHAMBERS HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 11/08/2009
Open Category Open Condition Open Component

NHMA CORRESPONDENCE 200A CUSTOMER LETTER AT
NHAD HMA ADV/MKT/SLS 150I GENERAL - ADV/MKT/
NPRD PRODUCT 250C SUGGESTIONS/RECOMM
NDSV DEALER SERVICE 110G COMPLIMENTARY/POSI
OPEN COMMENTS

09/19/02(NMN)RECEIVED LETTER (FORWARDED FROM SURVEY CENTER)

10/2/02 (ACHO) CUST STATES IN THE LETTER DTD 9/2/02, RECV'D ON 9/19/02:
1. COMPLIMENTING ON OVERALL VEH QUALITY.
2. CUST SUGGESTS: TRACTION CONTROL ON/OFF SWITCH, ADD'L STORAGE COMPARTMENTS IN THE REAR SEAT AREA.
3. ALSO SUGGESTING HMA TO MAIL OUT LITERATURES MORE OFTEN TO STAY IN CONTACT WITH THEIR OWNERS AND TO KEEP OWNERS INFORMED ABOUT THE NEW MODELS.
---WRITER IS NOTING ALL COMMENTS AND CONCERNS FRM THE LETTER.

-----FORWARDED FOR 'CMNTS' LETTER.

10/03/02(NMN)SURVEY-COMMENTS FORWARDED LETTER MAILED.

08/08/06 (DCARDEN/CVG) CUSTOMER STATES:

1. VERY HAPPY WITH HYUNDAI-
 2. THE DLR FOUND RUSTED METAL HOLES IN THE SUBFRAME OF CUST'S VEHICLE.
 3. THE DLR WILL BE PAYING FOR IT AS A GOOD WILL GESTURE-ROUGHLY \$2,000 WORTH
 4. CUST IS VERY GRATEFUL TO HAVE IT PAID FOR BY THE HYUNDAI DLR.
 5. CUST WOULD LIKE TO WRITE A LETTER TO HMA EXPRESSING HIS GRATITUDE.
- WRITER VERIFIED CUST INFORMATION AND PROVIDED THE ADDRESS TO HMA AS WELL AS REASSURING CUST WRITER WOULD NOTE CUST'S SENTIMENTS TO THE FILE. CUST HAPPILY UNDERSTOOD.

08/18/06 (ALVA) RECD CUST LTR, FORWARDED TO GEN CORR.

8/22/06 (SMEARS/NCA) RCVD CUST LTR. CUST REIT ABOVE CONCERN W/ RUST UNDER VEH. CUST ADV HE WOULD LIKE A WRITTEN RESPONSE FOR QUESTIONS LISTED IN THE LTR. CUST ADV HE THOUGHT ALL CARS WAS RUST PROOF, WANTS TO KNOW HOW THIS HAPPENED.-
--WRITER CALLED CUST AND APOLOGIZED FOR CUST CONCERN AND ADV CUST THAT HMA APPRECIATES CUST POSITIVE REMARKS. CUST ADV HE WAS HAPPY W/ HMA AND THANKED WRITER FOR CALLING. WRITER CLOSING CASE UPON FURTHER CUST CONTACT.
CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 698294 Method: P Analyst: CACVG04 Date of Text: 9/23/2002
VIN : KMHWF35V7XA(REDACT) Sonata (EF) V-6 Selling Dlr: MA020
Miles: 67,000 M/Year: 1999 Tran: 2 DFU: 11/22/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: P Midl:
Address : (REDACT)
City : DEDHAM State: MA Zip: 02026 Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 329-
e-Mail :
Incomplete Campaign: HPC
Service Dir: MA020 CLAY CHEVROLET HYUNDAI, INC.
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: Yes 11/08/2009
Open Category Open Condition Open Component

NOTH OTHER CV00 CUSTOMER NOTIFICAT
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

09/23/02(BBALL/CMS)CUST STATES:

1. HP INQUIRY.

--WRITER ADVISED VIN AFFECTED, VERIFIED ADDRESS, FILE # PROVIDED. ADVISED CUST THAT LETTER FROM HMA SHOULD BE RECEIVED IN 2-4 WEEKS, AND BRC MUST BE SIGNED AND RETURNED FOR WARRANTY ENHANCEMENT TO BE ACTIVATED. UPDATED CITY NAME.

06/01/06 (NGUNN/CVG) CUST STATES:

1. TOOK VEH INTO FIRESTONE FOR ALIGNMENT.

2. TECH AT FIRESTONE STATED CHASITY IS RUSTED THRU AND IS VERY DANGEROUS, NEEDS TO BE REPLACED.

3. CUST CALLED DLR AND MADE APPOINTMENT FOR MONDAY MORNING, HOWEVER DLR TOLD CUST NOTHING IS COVERED UNDER WARRANTY.

----WRITER ADVISED THE FIRST STEP IS HAVE DIAGNOSE DONE ON VEH, WRITER ADVISED THAT AFTER THE DLR HAS DIAGNOSED TO CALL WRITER BACK WITH PART NUMBERS NEEDED THEN WRITER WOULD RESEARCH AND ASSIST CUST. WRITER UPDATED CUST INFO AND PROVIDED FILE #.

06/05/2006 (JEVANS/CVG) CUSTOMER STATED:

1. WANTS TO SPEAK TO CM/CGUNN

2. HAS ESTIMATE FROM DEALER.

---WRITER ADVISED THAT CM/NGUNN IS UNAVAILABLE. WRITER PROVIDED CUST WITH FAX NUMBER TO FAX ESTIAMTE. WRITER ADVISED WILL LEAVE MESSAGE FOR NGUNN TO CALL CUSTOMER AT 781-344-1000 EXT 212.

06/05/06 (SRUSH/CVG) CUSTOMER STATES:

1. WANTED TO KNOW IF THE FAX FROM THE DLR WAS RECEIVED.

--WRITER VERIFIED FAX NOT RECEIVED. WRITER CONTACTED DLR, AND LEFT MESSAGE FOR RANDY SMITH TO RETURN CALL ABOUT FAX. WRITER WILL FOLLOW UP WITH CUST LATER TODAY AND LET CUST KNOW WHEN FAX IS RECEIVED. WILL LEAVE NOTE FOR CM NGUNN TO FOLLOW UP.

06/05/06 (SWOOD/CVG) RANDY FROM DLR STATES:

1. WILL FAX OVER INFO AGAIN.

--WRITER THANKED DLR INFO AND GAVE DLR HCA FAX #.

06/05/06 (SRUSH/CVG) WRITER STATES:

1. FAX RECEIVED. LEFT FOR NGUNN. WRITER NOTIFIED CUST FAX WAS RECEIVED.

06/06/06 (NGUNN/CVG) CONTACTED DLR MA020/RANDY:

SM ADVISED COMPLETE SUBFRAME IS ROTTED OUT AND NEEDS TO BE REPLACED, CUST IS NOT COVERED UNDER THE WARRANTY, DUE TO TIME FRAME OF VEH. WRITER THANKED SM FOR TIME.

06/06/06 (NGUNN/CVG) CONTACTED CUST:

--WRITER ADVISED CUST SPEAKING TO SM THAT REPAIR WOULD NOT BE COVERED UNDER THE WARRANTY SINCE THE MILEAGE AND YEAR OF VEH. CUST IS GOING TO TAKE THIS MATTER TO BBB, HE BELIEVES THAT HYUNDAI SHOULD PAY ALL COST SINCE THE CUST BELIEVES IT IS A MANUFACTOR DEFECT. WRITER APOLOGIZED AND ADVISED CUST HMA WILL STAND BY DEALERS DECISION.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 702629 Method: P Analyst: CA800T01 Date of Text: 9/28/2007
VIN : KMHWF35H62A(REDACT)Sonata (EF) V-6 Selling Dlr: MA047
Miles: 76,165 M/Year: 2002 Tran: 2 DFU: 12/31/2001 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: H
Address : (REDACT)
City : BRADFORD State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: --- ----- Ext: --- Cell#: --- (REDACT)
e-Mail : NO EMAIL
Incomplete Campaign: HPC
Service Dlr: NL509 HMA CONSUMER AFFAIRS
Action : OPN Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: NL HPP: HCP:
Letter Rcvd: VIN Hist: No 4/22/2012
Open Category Open Condition Open Component

NOTH OTHER CV00 CUSTOMER NOTIFICAT
MENG ENGINE 1700 GENERAL ENGINE DAM
OPEN COMMENTS

CUSTOMER NOTIFICATION 916

9/30/02(BDUNN/CMS)CUST STATES:

1. MAILED RESPONSE CARD TO SELECT OPTION TO INCREASE PT WARRANTY TO 12/120K AND RESPONSE CARD WAS RETURNED TO HER.
--WRITER VERIFIED, PROVIDED FILE# AND APOLOGIZED FOR ANY INCONVENIENCE. WRITER ADVISED SELECTION CAN BE MADE BY PHONE AND HER SELECTION WILL BE NOTED. WRITER ADVISED CONFIRMATION LETTER WILL BE SENT WITHIN 30 DAYS.

9/18/07 (JMILLS/CVG) CUST STATES:

1. HAS AN 02 SONATA.
2. TOOK VEH IN FOR OIL CHANGE AND THEY NOTICED THAT THE SUB FRAME IS ROTTING.
----WRITER VERIFIED THE INFORMATION. WRITER ADVISED TO TAKE TO A HYUNDAI DLR TO HAVE THE SUB FRAME LOOKED AT. CUST UNDERSTANDS. WRITER GAVE FILE NUMBER & EXT. WRITER THANKED CUST FOR CALLING.

09/18/07 (LWELTE/CVG) CUST STATES:

1. CUST IS CALLING TO GET FILE# CUST LOST IT
2. CUST HAS BEEN WAITING FOR ALOT LONGER THAN EXPECTED TO HEAR FROM DLRSP.
--WRITER VERIFIED CUST INFO AND INFORMED CUST OF FILE# AND EMPATHIZED WITH THE WAITING PERIOD ON DLRSP. WRITER RESOLVED ALL AND THANKED CUST FOR CALLING HCA.

9/19/07(VCHAPPELL/CVG)CUST STATES:

1. CALLED THE DLR IN REGARDS TO THE SUBFRAME BEING RUSTED OUT.
2. CUST SAID WHO IS GOING TO COVER THIS COST?
3. CUST STATES THE DATE OF FIRST USE IS 1/25/02 SO CUST WILL NEED FAX A COPY OF THE DFU IF IT IS INCORRECT. BECAUSE IT SAYS ITS 12/31/01?
---WRITER EXPLAINED TO THE CUSTOMER THAT THE CUST WILL NEED TO FAX THIS SALES CONTRACT AND ODOMETER STATEMENT INTO HCA SO THE CM CAN FORWARD THIS ON TO NCA FOR THE DFU TO BE CHANGED. ALSO WRITER LET CUST KNOW THAT WE NEED THE DLR TO LOOK AT THIS VEHICLE FIRST BEFORE HCA CAN LOOK INTO FURHTER ASSISTING CUST FURHTER. CUST UNDERSTOOD. AND WILL CALL BACK FOR FURHTER ASSISTANCE. THANK YOU

9/19/07 (JCANN/CVG/LCM) WRITER RECEIVED A FAX, FORWARD A COPY TO (JMILLS).

09/24/07 (CDEIPA/CVG) CUST STATES:
1. WOULD LIKE TO SPEAK WITH JMILLS.
---WRITER WARM TRANSFERRED CALL TO JMILLS.

9/24/07 (JMILLS/CVG) RECIEVED TRANSFER.

1. DLR STATES:
1. THE FRONT SUB FRAME IS ROTTING. THIS IS NOT COVERED UNDER WARR. DLR WOULD LIKE TO KNOW IF THERE IS ANY COVERAGE ON THIS ISSUE.
---WRITER ADVISED THAT WRITER IS DOING MORE RESEARCH AND IS GOING TO GIVE DLR A CALL BACK. WRITER THANEKD CUST FOR CALLING.

09/25/07(VCHAPPELL/CVG)WRITER STATES:
1. CALLED CUST TO LET CUST KNOW THAT WRITER FORWARDED THE DFU FOR CORRECTION
2. TO NCA FOR FURHTER ASSISTANCE AND WILL CALL THE DLRSP TO FIND OUT ABOUT THE RUST PROBLEM.

09/25/07(VCHAPPELL/CVG)DLR STATES:NH014 SALEM HYUNDAI 603-898-9766
1. LEE SVC ADVISOR
2. SAYS THE FRAME IS A 5/60 PART AND SO CUST IS OUT OF WARRANTY BY EIGHT MONTHS IF THIS IS A 5/60 PART
3. LEE SVC ADVISOR IS CHECKING ON THIS FOR THE WRITER.
4. AND IT IS CORRECT THIS IS A 5/60 PART.
---WRITER DID CALL THE CUST. CM IF CUST CALL PLEASE LET CUST KNOW THAT THIS SUBFRAME RUST WILL NOT BE COVERED DUE TO CUST IS OUT OF WARRANTY BY MILEAGE AND TIME EVEN WITH THE DFU BEING WRONG ON BOTH THE WRONG DFU AND THE RIGHT DFU. AND WRITER IS TRYING TO GET THE DFU CORRECTED FOR THE CUSTOMER ON THE DFU. OKAY THANK YOU.

09/25/07(DPOTT/CVG) CUST STATES:
WANTS TO SPEAK WITH VCHAPP
CM CHECKED AND VCHAPP IS NOT AVAILABLE.
CM READ COMMENTS CONCERN SUBFRAME AND AS PER SUP THIS MIGHT NEED TO BE FYI TO REGION
CM WILL ADVISE VCHAPP OF THIS AND EXPLAINED TO CUST THAT VCHAPP IS NOT AVAILABLE DID NOT TELL CUST THAT THIS SHOULD BE FYI TO REGION.

09/26/07 (ASULL/CVG) CUST STATES:
1. REQUEST TO SPEAK WITH VCHAPP.
--WRITER INFORMED CUST THAT VCHAPP WAS UNAVAILABLE. CUST STATES:
1. WILL RETURN CALL LATER.

09/26/07(AWILL/CVG) CUST STATES:
1. CUST CALLED IN TO SPEAK WITH VCHAPP
----WRITER INFORMED AGENT WILL RETURN CALL. CUST INFORMED VCHAPP LEFT MESSAGE.
WRITER INFORMED CUST MESSAGE WILL BE LEFT FROM CUST. CUST THANKED AND ENDED
9/26/07 (ADELA/CVG) CUST STATES:

1.CUST WANTS TO SPEAK TO VCHAPPELL
---WRITER INFORMED CUST CM WAS NOT AVAILABLE AND WILL LEAVE A MESSAGE
TO CALL CUST BACK

09/26/07 (BMATT/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK TO VCHAPPELL/CVG
2. STATES THAT AN ATTORNEY WILL BE CONTACTING HCA TO FIND OUT WHO WILL BE REPRESENTING HYUNDAI.
3. CUST WOULD LIKE A SUP TO CALL CUST BACK.
4. CUST STATES THAT CUST IS TAKING THIS FURTHER THAN HYUNDAI,
5. THIS SUB FRAME SHOULD NOT BE RUSTING OUT LIKE THIS.

--WRITER ADVISED TO CUST THAT AT THIS POINT THERE IS NOTHING THAT HCA CAN DO FOR THE CUST DUE TO THE CUST BEING ABOUT 8,000 MILES OUT OF WARRANTY THERE IS NOTHING THAT ANYONE AT HCA CAN DO FOR THE CUST A WARRANTY IS A RULE THAT EVERYONE HAS TO FOLLOW.

09/28/07 (JMACLEE/CVG/LCM) WRITER CALLED CUST @ 10:00 A.M. MST. THIS IS WRITER'S FIRST ATTEMPT TO REACH THE CUST FOR REQUEST TO SPEAK WITH SUPERVISOR. WRITER NOT ABLE TO SPEAK WITH CUST, WRITER LEFT VOICE MAIL FOR CUST TO RETURN LCM CALL, WRITER PROVIDED LCM NAME, EXTENSION, 800 # AND CUST FILE #.

09/28/07 (CHARVEY/NCA) WRITER RECVD FAX DOCS OF SALES CONTRACT AND ODOMETER STATEMENT TO HAVE THE DFU UPDATED. FILE FORWARDED TO WARRANTY FOR DFU HANDLING.

***** OPENED FROM INQUIRY STATUS: 09/28/2007 *****
CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 704996 Method: P Analyst: CACCT33 Date of Text: 8/11/2004
VIN : KMHWF25S82A(REDACT)Sonata (EF) Selling Dlr: NY013
Miles: 19,395 M/Year: 2002 Tran: 2 DFU: 10/18/2001 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : W SENECA State: NY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail :
Incomplete Campaign: HPC
Service Dlr: NY077 TOWNE HYUNDAI
Action : CLO Responsibility: D DCS: C Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 4/22/2012

Open Category	Open Condition	Open Component
NO TH OTHER	CV00	CUSTOMER NOTIFICAT
MBRK BRAKES	3100	RAPID WEAR
NWAR WARRANTY	170J	REPAIR NOT COVERED
MBDY BODY	4030	RUST/CORROSION
SVCO SERV. COMPLAINT	CO03	SERVICE PERSON RUD
SVCO SERV. COMPLAINT	CO04	VEHICLE QUALITY IS
OPEN COMMENTS		

CUSTOMER NOTIFICATION 916

(PWATT/CMS) 10/04/02: CALLER STATED

1. RECEIVED LETTER ON THE HP MISPRINT.
2. CUST CHOOSES TO EXTEND NEW CAR WARRANTY.

****WRITER PROVIDED FILE#, EXPLAINED WARRANTY CHOICES TO CUST, WRITER STATED THAT CUST WOULD RECEIVE CONFIRMATION LETTER IN APPROX 30 DAYS.

08/06/04 (BDAIL/CMS) CUSTOMER STATES:

1. HAVING CONCERNS WITH BRAKES GRINDING ON ROTOR ON PASSENGER SIDE.
2. CALLED DLR TO SCHEDULE APPT AND WAS TOLD THAT THIS REPAIR WOULD NOT BE COVERED UNDER WARRANTY AND HE WOULD HAVE TO PAY \$395 DOLLARS.
3. FEELS THAT SINCE ONLY PASSENGER SIDE FRONT BRAKES WORE COMPLETELY DOWN THAT IT IS A PROBLEM WITH THE CALIPERS AND THIS SHOULD BE COVERED UNDER WARRANTY
4. IS SEEKING HMA ASSISTANCE.

---WRITER ADVISED CUSTOMER ALL COMMENTS WILL BE NOTED IN FILE. WRITER ADVISED CUSTOMER THAT BRAKE PADS ARE ONLY COVERED FOR 1/12K MILES AND DUE TO YRS VEH'S BRAKES ARE OUT OF WARRANTY. WRITER ADVISED CUSTOMER HE NEEDS TO TAKE VEH IN TO DLR FOR DIAGNOSIS TO DETERMINE WARRANTABILITY. WRITER ADVISED THE NEXT COURSE OF ACTION WOULD BE TO INVOLVE DPSM FOR DECISION ON GOODWILL. WRITER ADVISED CUSTOMER CMS WILL SUPPORT DPSM DECISION 100%. WRITER VERIFIED CUSTOMER INFO AND PROVIDED FILE#.

08/09/04 (CLOVE/CMS) CUST STATES:

1. BOLTS UNDER CUST'S HOOD ARE RUSTED; LOOK 30 YEARS OLD.
2. FRAME IS RUSTED, AS WELL.
3. THIS SHOULD NOT BE HAPPENING.
4. NEED THIS REPAIRED.
5. SEEKING ASSISTANCE FROM HMA.

--- WRITER UPDATED CUST INFORMATION AND PROVIDED FILE NUMBER. WRITER ADVISED CUST THAT ALL COMMENTS AND CONCERNS WOULD BE NOTED. WRITER ADVISED CUST OF THE ANTIPERFORATION WARRANTY. WRITER ADVISED CUST THAT BEFORE ANYTHING CAN BE SAID OF WARRANTY COVERAGE, CUST WOULD NEED TO HAVE THE VEH DIAGNOSED BY A HYUNDAI DLRSH. WRITER APOLOGIZED TO CUST FOR ANY INCONVENIENCE.

08/11/04 (LJOSE/CMS) CUST STATES

1. CURRENTLY AT TOWNE HYUNDAI WORKING WITH MARK SVC MNGR FOR HYUNDAI
2. CALLING TO GET FILE# AS THE DEALER IS REQUESTING IT.
3. CONCERNED ABOUT RUST ON BOLTS AND FRAME OF THE CAR.

---WRITER ADV CUST THAT COMMENTS WILL BE NOTED. WRITER SPOKE TO MARK SVC MNGR FOR HYUNDAI AT THE DLR DIRECTLY. MARK REQUESTED FILE BE OPENED. WRITER WILL DO SO. WRITER ADV MARK THAT ANTI PEFORATION WARRANTY IS FROM INSIDE OUT ON BODY PANELS AND SHEET METAL ONLY. MARK SAID THAT THE CORROSION ON THE SURFACES IS MORE THAN NORMAL AND HE WOULD HAVE HIS TECH DIAGNOSE THE CONCERN AND THEN CONTACT THEIR DPSM FOR REVIEW. WRITER THANKED MARK AND PROVIDED HIM WITH FILE# AT THIS TIME.

*****ATTN SVC MNGR*****

PLEASE NOTE ABOVE COMMENTS. PLEASE CONTACT DPSM AS NEEDED FOR REVIEW.
PLEASE CLOSE FILE WITH COMMENTS SO NCA CAN SUPPORT. THANK YOU!

***** OPENED FROM INQUIRY STATUS: 08/11/2004 *****

***** OPENED FROM INQUIRY STATUS: 08/11/2004 *****

DCS MESSAGE SENT : 08/12/2004, (FIRST MESSAGE)

08/12/04 (DLYON/CMS) CUST STATES:

1. CUST LIVES IN A SNOW BELTED AREA
 2. CUST FEELS THAT HIS FRAME SHOULD NOT RUST OUT IN TWO YEARS.
 3. FEELS THAT THE FRAMES WAS NOT UNDERCOATED PROPERLY
 4. DRLSHP ADVISED THAT CUST SHOULD HAVE GOTTEN A WIRE BRUSH & SPOT PAINTED THE VEHICLE.
 5. IS THIS IS NOT COVERED THEN HE IS READY TO BLOW THE THING UP.
 6. CUST HAS AN APPOINTMENT ON 08/25/04 WITH THE DPSM
 7. CUST DOESN'T CARE IF THIS IS SURFACE RUST OR NOT, FEELS THAT THE SALT SHOULD NOT HAVE EATEN THROUGH THE FRAME WITHIN THE TWO YEAR TIME FRAME.
 8. IS ONLY ASKING FOR A FEW BOLTS TO BE REPLACED & SAND BLAST THE FRAME & REPAINT THE VEHLCE.
 9. HAS NEVER SEEN A FORD OR CHEVY RUST OUT THIS QUICK.
 10. DOES NOT WANT TO BE TREATED AS A SECOND CLASS CITIZEN
 11. DLRSHIP IS MAKING A BIG ISSUE ABOUT THIS & WANTS IT COVERED UNDER WARRANTY
 12. WILL BE TAKING PICS, AND WILL CONTINUE TO SEEK ASSISTANCE THROUGH HMA
- WRITER ADVISED ALL COMMENTS & CONCERNS WILL BE NOTED IN FILE. WRITER ADVISED THAT HE SHOULD KEEP HIS APPOINTMENT ON THE 25TH SO THAT THE FACTORY REP CAN LOOK AT THE VEHICLE TO MAKE THE FINAL DECISION.

08/12/04 (BDAIL/CMS) CUSTOMER STATES:

1. REITERATES ALL OF THE ABOVE.
 2. IS GOING TO BRING CAMCORDER WHEN DPSM LOOKS AT VEH.
 3. FRAME SHOULD NOT BE RUSTING AND THERE ARE BOLTS RUSTING THAT LOOK LIKE THEY ARE 30 YRS OLD.
 4. TOLD TOWN HYUNDAI THAT HE WILL BE BRINGING CAMCORDER TO DLR TO VIDEO TAPE THE EXAMINATION OF VEH BY DPSM AND WANTED TO MAKE HMA AWARE OF THIS.
 5. WANTS THE RUST TAKEN CARE OF AND HE WILL NOT TOLERATE IT ANYMORE.
 6. WILL TAKE THIS UP TO THE MEDIA AND BLOW IT UP IF HE HAS TO.
 7. IF THEY WANT HIM TO SHUT UP THEN THEY BETTER FIX IT.
 8. KNOWS THAT OTHER PEOPLE ARE HAVING THE SAME CONCERNS WITH RUST AND THEY WILL COME OUT OF THE WOODWORK WHEN HE BRINGS THIS TO THE MEDIA.
- WRITER ADVISED CUSTOMER ALL COMMENTS WILL BE NOTED IN FILE. WRITER ADVISED DPSM IS FINAL DECISION ON WHETHER THE VEH WILL BE REPAIRED UNDER WARRANTY. WRITER ADVISED CUSTOMER HE MAY TAKE WHATEVER ACTION HE DEEMS NECESSARY IF THE DPSM DENIES COVERAGE.

8/12/04, DPSM TL - MARK AT NY077 HAD LEFT DPSM VOICEMAIL ON 8/11.DPSM HAS CALL ED AND LEFT 2 MSSGS FOR SVC MGR, JAY.DPSM WILL NOT INSPECT CAR IN FRONT OF VID EO RECORDER OR ALLOW VOICE RECORDING THAT CAN BE EDITED.

DCS MESSAGE SENT : 08/13/2004, (SECOND MESSAGE)

8/26/04 DPSM TL-DPSM MET WITH CUST TO INSPECT CAR FOR CUST COMPLAINT OF RUST O N BOLTS AND CHASSIS.INSPECTION FOUND CONDITION TO BE NORMAL SURFACE CORROSION. CUST REFUSED TO ACCEPT THIS AND THREATENED TO CONTACT A LAWYER AND TV STATION. NOTE: CAR EXTERIOR HAS BEEN NEGLECTED AS EVIDENCED BY LASK OF WAX AND SEVERE E NVIRONMENTAL DAMAGE.ALSO NOTE CAR WAS PURCHASED 10/01 AND HAS ONLY 19+K MI IND ICATING BELOW AVERAGE DRIVING CYCLE.

08/26/04 (MCRIG/CMS) CUST STATES:

1. DISPUTES THE DPSM RESOLUTION.
2. TAPED THE ENTIRE CONVERSATION BETWEEN THE REP AND THE CUSTOMER.
3. CALLED UP CHANNEL 7 AND WILL EXPOSE THE CAR TO THE PUBLIC.
4. ALL ASKED WAS FOR THE BOLTS TO BE REPLACED AND TO SAND AND PAINT THE VEH
5. WILL BLOW THE VEHICLE UP IN THE MEDIA IF HAS TOO.

6. ALREADY TALKED TO CHANNEL 7 AND THEY WILL BE OUT TO SEE THE VEHICLE.
--WRITER ADV ALL COMMENTS AND CONCERNS WILL BE NOTED IN THE FILE. WRITER ADV THAT THE DPSM DECISION IS HYUNDAI'S FINAL DECISION. WRITER ADV THAT THE NOTES INDICATE THAT THERE IS SEVERE ENVIRONMENTAL DAMAGE TO THE VEH'S EXTERIOR. WRITER ADV THAT HAS DOCUMENTED THE CUSTOMER'S COMMENTS.

10/07/04 (RHINE/CMS) CUSTOMER STATES:

1. STATES SAME AS ABOVE.
2. SAYS CHANEL 7 HAS TAPE OF DPSM AND RECORDING.
3. SAYS ONLY WANTS BOLTS RUSTED THROUGH.
4. SAYS WANTS TO SPEAK WITH PERSON ABOVE DPSM
---WRITER ADVISED CUST THERE IS NO ONE ABOVE DPSM CUST CAN SPEAK WITH.
WRITER ADVSIED CUST WRITER SUPPORTS DPSM DECISION.
WRITER ADVISED CUST TO DO WHATEVER CUST NEEDS TO DO.
CUST SAYS THE 03 AND 04 CARS HAS COATING. SAYS IT WILL COST \$200. IN BOLTS.
SAYS HE WILL CALL JD POWERS SINCE THEY ARE TALKING ABOUT HYUNDAI CARS.
CLOSE CONCERN

Customer visited Dealership? Y (Y/N)

Was a repair made to correct this concern? N (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern? 99

Customer received details by: P

Who communicated details to customer? M

Customer given rental/loaner car? N (Y/N) Goodwill funds used? N (Y/N)

Is customer satisfied? N (Y/N) If No, Please explain:

8/13/04 DPSM TL-CUST REQ REPLACEMENT OF ALL RUSTED BOLTS AND COMPONENTS.SVC MGR SAYS IT IS NORMAL SURFACE RUST.CUST REQUEST DENIED.NPO REPAIRS ARE NEEDED.

Close Category Close Condition Close Component

CLOSE COMMENTS

8/13/04 DPSM TL-SPOKE W/ SVC MGR JAY AT NY077.HE INSPECTED CAR AND FOUND ONLY NORMAL SURFACE RUST AND CORROSION APPROPRIATE FOR THE AGE OF THE CAR.NO STRUCTURAL DAMAGE OR EXCESSIVE CONDITIONS EXIST.DPSM ADVISED NO REPAIRS WOULD BE MADE.DPSM ADVISED SVC MGR MAY SET CUST UP FOR DPSM INSPECTION ON 8/25 BUT DPSM WILL NOT DO INSPECTION IF CUST ATTEMPTS TO RECORD THE INSPECTION AS PREVIOUSLY NOTED.

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 707849 Method: P Analyst: CACVG41 Date of Text: 10/10/2002

VIN : KMHWF35V6YA(REDACT) Sonata (EF) V-6 Selling Dlr: MA037

Miles: 100,056 M/Year: 2000 Tran: 2 DFU: 8/07/2000 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: T

Address : (REDACT)

City : RANDOLPH State: MA Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 986-

e-Mail : (REDACT)

Incomplete Campaign: HPC

Service Dir: NL509 HMA CONSUMER AFFAIRS

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: NL HPP: 10/100000/000/ 4B HCP:

Letter Rcvd: VIN Hist: Yes 8/07/2010
Open Category Open Condition Open Component

NOTH OTHER CV00 CUSTOMER NOTIFICAT
NWAR WARRANTY 170E GENERAL - WARRANTY
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

CUSTOMER NOTIFICATION 916

10/10/02 (BALEX/CMS) CALLER STATES:

1. RECVD THE LETTER/CARD, WANTS ADDED INFO ABOUT THE WARR ENHANCEMENTS. CUST HAS TWO VEH'S (DGHTR ALSO HAS ONE), ACCEPT GOODWILL OFFER: POWERTRAIN & ROADSIDE ASSISTENCE.
- WRITER ADVISED CUST THIS VEH IS ELIGIBLE. WRITER VERIFIED CUST INFO & GAVE FILE #. WRITER APOLZ FOR ANY INCONVENIENCE.

04-20-06 (JSIMP/CVG) CUSTOMER STATES:

1. SUBSEQUENT OWNER OF THE VEHICLE.
 2. THE WHOLE UNDERCARRAIGE OF THE VEHICLE IS WROTTED OUT.
 3. CUST IS BARELY OUT OF PERFORATION WARRANTY.
- WRITER ADVISED CUST THAT THE VEH NEEDS TO BE DIAGNOSED AT A DEALER. CUST WAS ADVISED THAT IF DEALER FOUND THIS TO BE POOR MAINTAINENCE THAT IT WOULDN'T BE COVERED. IF THE VEH IS FOUND TO BE HYUNDAI DEFECT THEN WE WOULD LOOK INTO POSSIBLE GOODWILL. WRITER ADVISED TO CONTACT WITH ANY MORE INFO.

04/20/2006 (DBAKER/CVG) CUST STATES:

1. JUST CALLED HYUNDAI DEALERSHIP
 2. THE PERSON WAS VERY RUDE AND SAID HE DIDN'T KNOW WHY SHE WAS GOING TO HAVE IT TOWED THERE THEY AREN'T A BODY SHOP
 3. DOES IT HAVE TO GO TO HYUNDAI DEALER FOR DIAGNOSIS
- WRITER ADVISED IT DOES HAVE TO BE DIAGNOSED BY A HYUNDAI DEALER. WRITER ADVISED CALL THEM BACK AND LET THEM KNOW SHE WAS TOLD IT HAS TO BE DIAGNOSED BY THEM.

04/24/2006 (DBAKER/CVG) CUST STATES:

1. TOOK THE VEH INTO THE DEALER TO HAVE IT DIAGNOSED
 2. WAS TOLD THEY HAVE TO REPLACE THE ENTIRE ENGINE CRADLE DUE TO ENVIRONMENTAL CORROSION
 3. IT HAS COMPLETELY ROTTED THE FRAME
 4. WILL COST \$2200.00
 5. THESE VEH ARE MADE IN KOREA NEAR THE OCEAN
 6. HE IS 46 MILES OUT OF WARRANTY ON IT
 7. WANTS HYUNDAI TO PAY FOR THIS OR HE WILL GO TO THE STATE AND CHECK INTO LL
- WRITER ADVISED THAT HE IS NOT THE ORIG OWNER. WRITER ADVISED HIS WARRANTY WAS OVER 40000 MILES AGO. WRITER ADVISED WARRANTY ONLY COVERS MANUF DEFECT AND WORKMANSHIP IF THE DEALERSHIP SAYS IT WAS DUE TO ENVIRONMENTAL CORROSION THAT IS NOT COVERED WHETHER THE VEH IS UNDER WARRANTY OR NOT. WRITER ADVISED THIS IS SOMETHING THAT IS NOT COVERED AND NCA CANNOT OFFER ASSISTANCE ON IT. WRITER CHECKED WITH SMAYN AND THIS FILE SHOULD NOT BE OPENED EVEN THOUGH THE CUST TALKED ABOUT LL BECAUSE IT IS SO FAR OUT OF WARRANTY.
- CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 710170 Method: W Analyst: CACVG81 Date of Text: 10/15/2002
VIN : KMHWF35V4XA(REDACT) Sonata (EF) V-6 Selling Dlr: NY036
Miles: 98,000 M/Year: 1999 Tran: 2 DFU: 8/28/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: S
Address : (REDACT)
City : POUGHKEEPSIE State: NY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work:(REDACT) Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: NY036 PRESTIGE HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: 8/09/2007 Area: EA HPP: HCP:
Letter Rcvd: 8/16/2007 VIN Hist: No 6/01/2009
Open Category Open Condition Open Component

NOTH OTHER CV00 CUSTOMER NOTIFICAT
NWAR WARRANTY 170E GENERAL - WARRANTY
NHMA CORRESPONDENCE 100A CUSTOMER LETTER
OPEN COMMENTS

CUSTOMER NOTIFICATION 916
10/15/02(SSCHU/CMS) CUST STATES
1. WANTED TO KNOW IF IT WAS ABOVE WHAT HE ALREADY HAD
--WRITER ADVISED CUST THE R/A WILL START AFTER THE CURRENT ONE EXPIRES

2/17/04 (AMART/CMS) CUSTOMER STATES:
1. WOULD LIKE TO KNOW IF THE WHEEL BEARINGS ARE COVERED BY WARRANTY.
---WRITER ADVISED CUSTOMER THAT ALL COMMENTNS WOULD BE NOTED. WRITER VERRIFIED
OWNER INFO. WRITER ADVISED CUSTOMER THAT VEHICLE IS WELL WITHIN WARRANTY FOR
DEFECTS ONLY.

02/04/05 (RHINE/CMS) CUSTOMER STATES:
1. BATTERY DIED AND KEY FOBS STOPPED WORKING
2. CALLED ONE DLR WHO SAID IT WILL COST \$250. TO REPLACE FOBS.
3. CALLED ANOTHER DLR WHO SAID THEY CAN JUST REPROGRAM THEM.
4. WANTS TO KNOW IF FOBS ARE COVERED UNDER WARRANTY.
---WRITER ADVISED CUST KEY FOBS ARE COVERED 5/60 CUST IS OUT OF WARRANTY
BY TIME. WRITER PROVIDED CUST WITH FILE # SHOULD CUST HAVE ANY FURTHER QUEST.
---WRITER ADVISED CUSTOMER THAT ALL COMMENTS & CONCERNS WILL BE NOTED IN FILE

8/16/07 (RCALDERON/NCA) REC'D CUST LTR, FORWARDED TO SPEC. CON. DESK

08/28/07 (JSTUCKI/CVG/HCR) WRITER RECEIVED CORRESPONDENCE LETTER FROM NCA AND
FORWARDED TO SJAMES/CVG.

09/21/07 (AALLEE/CVGF/EMAIL) RECEIVED CUST EMAIL

1. I MAILED IN THIS LETTER RECENTLY TO HYUNDAI AND RECEIVED NO RESPONSE.
2. FROM WHAT I HAVE READ, THIS RUSTED FRAME PROBLEM IS NOT ISOLATED TO MY VEHICLE.
3. IT HAS HAPPENED ON OTHERS AND HYUNDAI HAS REIMBURSED THE REPAIR.
4. CAN YOU PLEASE PROVIDE A RESPONSE?
5. HERE IS A COPY OF THE LETTER I SENT:
6. I AM THE ORIGINAL OWNER OF A 1999 HYUNDAI SONATA GLS. I PURCHASED THIS NEW VEHICLE FROM PRESTIGE MOTORS IN KINGSTON, NEW YORK.
7. I HAVE BEEN SOMEWHAT PLEASED WITH THE CAR'S PERFORMANCE UNTIL A RECENT VISIT TO THE REPAIR SHOP.
8. DURING A TIRE INSPECTION, THE MECHANIC NOTICED THAT THERE WAS CONSIDERABLE RUST ON THE SUB FRAME THAT SUPPORTS THE ENGINE.
9. HE ADVISED THAT THE CAR WAS NOT SAFE TO DRIVE ANY GREAT DISTANCE.
10. UPON GETTING THIS BAD NEWS, I IMMEDIATELY CONTACTED THE DEALERSHIP FROM WHICH I PURCHASED THE VEHICLE.
11. I WAS INFORMED BY THE SERVICE DEPARTMENT THAT THIS WAS NOT A COVERED ITEM UNDER THE WARRANTY.
12. BASED ON THIS RESPONSE, I AM EXTREMELY DISSATISFIED.
13. HOW CAN A VEHICLE THAT IS ONLY 8 YEARS OLD HAVE CORROSION SO SEVERE THAT THE ENGINE MAY FALL OUT WHILE DRIVING?
14. I WOULD HAVE THOUGHT THAT THE FRAME ASSEMBLY SHOULD HAVE BEEN RUSTPROOFED DURING MANUFACTURING TO AVOID SOMETHING LIKE THIS FROM HAPPENING.
15. IS RUSTPROOFED DURING MANUFACTURING TO AVOID SOMETHING LIKE THIS FROM HAPPENING.
16. IS THE SUBFRAME NOT PROTECTED FROM THIS ABNORMAL CORROSION?
17. HAS THIS HAPPENED TO OTHER VEHICLES WITH THE SAME MODEL YEAR?
18. CAN YOU VERIFY THAT THIS TYPE OF PROBLEM IS NOT COVERED UNDER HYUNDAI'S WARRANTY?
19. WILL HYUNDAI ASSIST IN THE REPAIR OF THIS CONDITION IN ORDER TO MAINTAIN A LOYAL CUSTOMER?

---WRITER RESPONSE IS WE APPRECIATE CUST CONTACT & APOLOGIZE FOR THE CIRCUMSTANCES THAT PROMPTED CUST EMAIL. WRITER ADVISED CUST TO BETTER ASSIST REQUESTING CUST TO CALL HCA. WRITER CREATED/PROVIDED FILE #. CUST COMMENTS ARE NOTED. WRITER ADVISED MEMBER OF CORR TEAM WILL CONTACT WITHIN 48 BUS HOURS

09/24/07 (AALLEE/CVG/EMAIL) RECEIVED CUST EMAIL:

1. THANK YOU. I LOOK FORWARD TO YOUR RESPONSE.

---WRITER GAVE NO RESPONSE, DUE TO CALL BACK SET FOR A CORR T.M. TO CONTACT CUST

9/25/07 (JSNARR/CVG/CORR) CALLED NUMBER IN FILE, NUMBER STATES IS DISCONNECTED. 1ST ATTEMPT.

09/25/07 (AALLEE/CVG/EMAIL) WRITER SENT CUST AN EMAIL REQUESTING THAT CUST CONTACT HCA, NUMBER ON FILE IN NO LONGER GOOD AND REQUEST A CORR TEAM MEMBER.

9/25/2007 (SJAME/CVG) CUST STATES:

1. IS CALLING HCA PER EMAIL
2. ITS ABOUT THE RUST ON VEHICLE
3. WOULD LIKE TO TALK TO THE PERSON IN CHARGE OF FILE.

---WRITER VERIFIED CUST INFORMATION. WRITER ADVISED CUST THAT JSNARR IS CURRENTLY WORKING ON FILE AND THAT CM HAS LEFT FOR THE DAY. CUST ADVISED WRITER TO LEAVE A MESSAGE TO HAVE CM CALL CUST BACK ON CELL # BETWEEN 730 AM TO 4PM EST. WRITER WILL DO SO.

9/26/07 (JSNARR/CVG/CORR) WRITER LEFT MESSAGE FOR CUST TO FOLLOW UP WITH

WRITER IN REGARDS TO ANY QUESTIONS OR CONCERNS CUST MAY HAVE ABOUT VEH. WRITER WITH FILE NUMBER, HCA NUMBER, WRITER'S NAME AND EXT.

9/26/07 (DWEIN/CVG) CUST STATES;

1. WOULD LIKE TO SPEAK WITH (JSNARR/CVG/CORR)
 2. THE CM CALLED ON THE WORK NUMBER AND CUST IS HOME.
 3. CUST WOULD LIKE FOR THE CM TO TRY BOTH NUMBER.
 4. CUST IS HOME NOW AND WILL BE AT WORK TOMORROW TILL ABOUT 4:00 PM
- WRITER EXPLAINED THAT THE MESSAGE WILL BE LEFT AND THAT IF CM CAN CALL TODAY THAT THE CM WILL CALL THE HOME NUMBER AND IF TOMORROW THAT THE CM WILL TRY BOTH NUMBERS. THANKED CUST FOR CALLING. LEFT MESSAGE FOR CM. VERIFIED PHONE NUMBER.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 710455 Method: P Analyst: CACVG07 Date of Text: 6/08/2006
VIN : KMHWF35V2XA(REDACT) Sonata (EF) V-6 Selling Dlr: IL048
Miles: 60,000 M/Year: 1999 Tran: 2 DFU: 10/04/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: CAROLE / GLENN Midl: L
Address : (REDACT)
City : HANOVER PARK State: IL Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dir: IL068 ELGIN HYUNDAI
Action : CLO Responsibility: R DCS: N Priority: LL Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 6/01/2009
Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G 051A EF SONATA SIDE AIR
MATR AUTO TRANSMSS 2350 HARSH SHIFT
NDSV DEALER SERVICE 110Y NORMAL CONDITION/C
MENG ENGINE 1700 GENERAL ENGINE DAM
NGWL GOODWILL 100A NCA GOODWILL OFFER
NGWL GOODWILL 100B NCA GOODWILL PROCE
MBDY BODY 4030 RUST/CORROSION
NWAR WARRANTY 170D VEH OUT OF WARRANT
NWAR WARRANTY 170H GOODWILL ASSISTANC

OPEN COMMENTS

10-15-02 (BGOOD-CMS) CUSTOMER STATES:

1. SPOKE WITH THE HORSE POWER DIVISION WHO TOLD HIM TO CALL CMS
 2. STATES HE IS HAVING A PROBLEM WITH HIS CAR AND HE BELIEVES IT IS RELATED TO THE HORSEPOWER
 3. STATES THE VEHICLE HAS THE SAME SYMPTOMS AS MARCH OF THIS YEAR-IT HESITATES
 4. CHECK ENG LITE COMES ON- WANTS A RENTAL
 5. CAN NOT EVEN DRIVE THE VEHICLE BECAUSE IT DRIVES VERY POORLY
 6. IS GOING TO TAKE THE VEHICLE INTO THE SHOP
- WRITER ADVISED ALL COMMENTS SHALL BE NOTED IN FILE. WRITER ADVISED FILE # AND CONFIRMED CONTACT INFORMATION. WRITER ADVISED HE NEEDS TO CALL AND MAKE AP PT TO TAKE VEHICLE INTO THE SHOP, TELL THE SVC MGR HE HAS A FILE # WITH HMA. WRITER WILL CALL THE SVC MGR 10-15 AND INQUIRE IF HE CAN INVOLVE TECH SUPPORT AND THE DPSM IF NECESSARY. WRITER PROVIDED THE PHONE NUMBER FOR THE CUSTOMER TO THE DLRSH. WRITER ADVISED A RENTAL/LOANER IS NOT A PROVISION OF THE HYUND WARRANTY.

10-18-02 WRITER FOLLOWED UP WITH SCOTT AT THE DLRSH WHO STATED THEY PUT IN A CAM SHAFT SENSOR WITH CONFIDENCE IT WILL RESOLVE THEIR PROBLEM AND CUSTOMER HAS THE CAR BACK AND SEEMS HAPPY.

11-07-02 (BGOOD-CMS) CUSTOMER STATES:

1. PLEASE CALL ME, CAR BACK IN SHOP AND I AM SCHEDULED TO PICK IT UP TODAY
- WRITER FIRST CALLED THE SVC DPT AND WAS ADVISED BY STEVE THE ADV WORKING ON THE VEH IS AT LUNCH AND NAMED JOHNNY. STATES THE VEHICLE DID NOT DUPLICATE THE STALL OR HESTITATION SYMPTOM AND THAT THE KEYLESS REMOTE IS BEING WORKED ON. --WRITER THEN CALLED CUSTOMER TO BE ADVISED THERE IS NOT WAY THE VEHICLE Q WOULD NOT DUPLICATE IF THEY DROVE IT LONGER. HE STATES HE WAS WALKING (LEAVING) THE DLRSH ON FOOT AND AS HE LEFT THE DLRSH PPRTY, HIS CAR WAS LEAVING FOR THE TEST DRIVE, BEFORE HE WALKED ONE HALF A BLOCK, THE VEHICLE WAS RETURNING. STATES HE HAS PRICED FORD'S, CHECKED THE LEMON LAW STATUES AND IS NOT GOING TO TOLERATE THIS ANYMORE AS IT IS NOT DIFFICULT FOR THE CAR TO DUPLICATE EVEN IF A CODE DOES NOT SHOW. HE WILL PERSUE THE LAWS AVAILABLE TO HIM IF THE CAR IS NOT RESOLVED IN THE NEXT FEW DAYS.-----WRITER SUGGESTED A CALL WOULD BEPLACED TO THE SVC MGR FOR A LONGER TEST DRIVE. WRITER WAS NOT ABLE TO REACH THE SVC MGR. WRITER ADVISED THE FILE WILL BE OPENED TO THE REGION WITH THE INTENTIONS OF SEEKING A RESOLUTION FOR HIM.

----WRITER SPOKE WITH SVC MGR WHO STATES HE MAY BE FEELING THE NORMAL DECELLERATION PROCESS AND IS MORE THAN HAPPY TRO TEST DRIVE THE VEH WITH CUST. ASKED WRITER TO HAVE THE CUST CALL HIM DIRECTLY. CUST WAS ASKED TO CALL THE SVC MGR.

*****ATTN REGION*****

PLEASE SEE FILE. CUSTOMER FEELS STRONGLY THERE IS A SERIOUS PROBLEM AND IS SEE KING A REPAIR RESOLUTION OR LL. THANK YOU

***** OPENED FROM INQUIRY STATUS: 11/07/2002 *****

11-7-02 (BGOOD-CMS) CUSTOMER STATES:

1. THE SVC TECH DID EXPERIENCE THE SYMPTOM
 2. SVC MGR TOLD HIM HIS WIFE HAS THE SAME PROBLEM WITH HER VEHICLE
 3. STATES SVC MGR SAID HE IS CALLING HMA
- WRITER ADVISED ALL COMMENTS SHALL BE NOTED IN FILE. WRITER ADVISED THAT THE FILE HAS BEEN ESCALLATED TO THE REGIONAL REPRESENTATIVES AND WILL BE HANDLED BY THEM FOR A RESOLUTION. CUST ASK IF HE MAY CONTINUE TO CALL WRITER, AND WRITER STATED FOR INFORMATION THAT IS AVAILABLE IN THE FILE, WRITER WILL BE HAP PT TO UPDATE IF POSSIBLE. HOWEVER, WRITER ADVISED WRITER DOES NOT PLAY A ROLE IN THE DECISION MAKING PROCESS.

11/8/02 CRCA/MH PER DPSM: CLOSE CUST FILE. CUST DROVE W/SVC MGR, FOUND VEH TO BE OPERATING NORMALLY. DLR SCANNED FOR CODES AND FOUND NONE. CUST IS CONFUSING TRANS BY STOPPING QUICKLY AND THEN ACCELERATING QUICKLY. VEH TRANS IS SEARCHING FOR GEAR AND CUST FEELS THIS IS A HESITATION. DLR ADDRESSED THAT THIS IS NORMAL OPERATION FOR TRANS DUE TO WAY CUST DRIVE VEH.

11/14/02 (LJOSE/CMS) CUST STATES:

1. DOES NOT AGREE WITH SVC MNGR'S FINDINGS.
2. WANTS TO TALK TO A MANAGER.
3. WIFE IS REFUSING TO CONTINUE TO DRIVE THIS CAR.
4. WANTS ANOTHER VEHICLE.
5. CLAIMS HE IS NOT THE CAUSE OF THE DOWNSHIFTING AND HE SHOULD NOT BE FEELING THE DOWNSHIFTING AT ALL.
6. SAYS THAT DAN KELLAHER NEEDS TO GIVE HIM ALL WORK ORDERS FOR EVERY VISIT HE'S HAD TO THE DLRSHIP INCLUDING NON WARRANTY ON MONDAY HE'S GOING TO THE DLR.
7. WILL TAKE TO SCHAMBURG HYUNDAI BUT WANTS WRITER TO CALL AND GET HIM A RENTAL CAR SO HE CAN. HE'S NOT DEALING WITH THIS.
8. HE DOESN'T THINK THIS FEELING OF HESTIATION IS NORMAL B/C HE DIDN'T START FEELING IT UNTIL 2000 MILES (WIFE DIDN'T)
9. DOESN'T WANT TO BE TOLD ANYMORE THAT THERE IS NOTHING WRONG WITH HIS CAR.
10. ADV WRITER THAT'S HE'S TIRED OF TALKING TO WRITER AND WILL BE FILING A LAWSUIT AND HUNG UP.

---WRITER ADV CUSTOMER THAT COMMENTS WILL BE NOTED. WRITER ADV CUSTOMER THAT HMA NCA SUPPORTS DLR FINDINGS 100%. WRITER CALLED DAN AND SPOKE TO HIM ABOUT CUST'S SITUATION BEFORE CUSTOMER HUNG UP. DAN REITERATED EVERYTHING NOTED IN FILE ALREADY REGARDING FINDINGS. WRITER EXPLAINED TO CUSTOMER THAT DLR HAS DONE THEIR BEST TO EXPLAIN HOW THE TRANSMISSION FUNCTIONS AND THAT THERE IS NOTHING WRONG WITH HIS CAR. WRITER ADV CUST THAT EVERY CONCERN THAT HAS BEEN DUPLICATED HAS EITHER BEEN ADDRESSED AS NEEDED OR REPAIRED. WRITER ADV CUST THAT PER DAN HE WILL FEEL THE DOWNSHIFT OF THE CAR INTO FIRST AND WHEN HE DOES NOT COME TO A COMPLETE STOP THE CAR WON'T SHIFT INTO 1ST GEAR B/C HE HAS TO MEET 5 DIFFERENT THINGS FOR THE COMPUTER TO SHIFT THE TRANS DOWN TO 1ST GEAR. WHEN HE GOES FROM A ROLLING STOP AND PRESSES THE GAS, HE'S FEELING THE HESTITATION AS THE TRANSMISSION FINDS THE GEAR. WRITER ADV CUST THAT'S NORMAL. WRITER ADV CUST THAT HIS COMMENTS WILL BE NOTED AND WRITER WILL LEAVE A MESSAGE FOR DAN ABOUT WORK ORDER. WRITER ADV CUST HE CAN GET A 2ND OPINION FROM ANOTHER DLR BUT HE WON'T BE GETTING A CAR RENTAL AS THEY ARE NOT A PROVISION AND HMA ALREADY ADVISED HIM THAT HIS CONCERN IS NORMAL AND NOT A DEFECT. AFTER CUSTOMER HUNG UP, WRITER CONTACTED DAN AND LEFT MESSAGE ON VOICEMAIL TO ADVISE OF WORK ORDER REQUEST FROM CUST. WRITER ALSO ADV DAN TO CALL DPSM AS NEEDED.

06/5/06 (JLEWIS/CVG) CUSTOMER STATES:

1. TOOK VEH TO DLR TO HAVE VEH WORKED ON AND THEY CHANGED THE POSITION SENSOR WAS UNDER THE IMPRESSION THAT WAS COVERED UNDER WARRANTY
2. EVERY TIME GET OIL CHANGE THE SENSOR GOES OUT
3. THE MANUFACTORS HAVE DEFECTIVE PARTS
4. THIS IS TOTALLY WRONG, THIS IS TERRIBLE, WILL GO TO BBB, AND CHANNEL 7
5. WANT THE MANUFACTURES NUMBER SO COULD MAKE THEM PAY FOR THIS
6. WANT TO SPEAK WITH SUPERVISOR ON THIS TELL THEM TO HAVE THE MANUFACTURES NUMBER FOR THE CUST
7. YOU WILL BE HEARING FROM CHANNEL 7

---WRITER INFORMED THE CUST THAT THE SENSOR IS AT THIS POINT OUT OF WARRANTY AND HAS BEEN OUT OF WARRANTY FOR A WHILE AT THIS POINT, INFORMED THE CUST THAT COULD HAVE SUP CONTACT BUT WILL GIVE CUST THE SAME INFORMATION, INFORMED I AM A CM ON THE FLOOR AND THAT WRITER WAS GIVING THE CUST ACURATE INFORMATION ALSO INFORMED THE CUST OF THE TIMEFRAME FOR A SUP TO RETURN THE CALL, ALSO

INFORMED DO NOT HAVE THE MANUFACTURES NUMBER.

06/05/06 (JCONW/CVG/TL) WRITER CONTACTED (IL068) ELGIN HYU 847-888-8222 AND SPOKE TO JONH. ASST. SVC MGR. WHO STATES:

06/03/06 57,515 MI - CRANK SHAFT SENSOR REPLACED. (CAME IN WITH CEL, AND ENGINE BUCKING, NO POWER). CAM SHAFT SENSOR WAS REPLCD IN 2002 AND NOT SAME SYSTEM OR PART.

VERY GOOD CUSTOMER AND COMES IN FOR MOST SERVICES. DLR DID BRAKE WORK, SOME OIL CHANGES, TIRE ROTATIONS. FIRST SERVICE WAS 10/6/99 FOR CUST APPROVED RUST PROOFING. (THIS DATES SHOWES DFU/OWNERSHIP).

--- WRITER ATTEMPTED TO CONTACT CUST AT HOME# AND LEFT VOICE MAIL INCLUDING 800#, CM NAME, CUST FILE#, HRS AVAIL AND REASON FOR CALL.

06/06/06 (NGUNN/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH JCON.

---WRITER ADVISED UNAVAILABLE AND MESSAGE WOULD BE LEFT FOR CM.

06/06/06 (CTURN/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH JCON.

--WRITER TRANSFERRED CALL TO JCON.

06/06/06 (JCONW/CVG/LCM) CUST STATES:

1. RETURNING LCM'S CALL

--- WRITER THANKED CUST FOR RETURN CALL AND EXPLAINED THAT BASED ON THE NUMBER OF SENSOR REPLACEMENTS PERFORMED ON VEH, WRITER WAS SUBMITTING GW REQUEST TO REIMBURSE FOR THE COST OF THE PART/SENSOR AT \$48.94. CUST WAS PLEASED WITH POSSIBLE OFFER. WRITER CONFIRMED VEH MILEAGE AND ADVISED CUST THAT LCM WILL CALL CUST WITH STATUS OF GW APPROVAL.

--- WRITER SUBMITTED REQUEST FOR GOODWILL/REIMBURSMENT FOR PARTS:

1. REIMBURSMENT FOR CRANK-SHAFT SENSOR. THIS IS 1 OF 6 SENSORS REPAIRED UNDER WARRANTY BY DLR. VEH HAS HAD LONG STEADY HISTORY OF SENSOR ISSUES. DLR BELIEVES THAT THIS WILL RESOLVE VEH CONCERN (FINALLY).

2. VEH WAS DIAGNOSED AND REPAIRED BY IL068.

3. NO RENTAL VEH REIMBURSEMENT.

4. VEH IS 8 MOS OUT OF WARR.

5. ONLY 1 REPAIR FOR THIS PART.

6. DLR STATES THIS IS A GOOD CUSTOMER AND SERVICES AT DLR OFTEN.

7. VEH IS MAINTAINED PROPERLY AND IN GOOD CONDITION.

8. PART WOULD HAVE BEEN COVERED UNDER WARR.

9. VEH WAS NOT REPAIRED AT INDY SHOP. ONLY AT DLR.

10. LABOR: (1.5 HRS) \$138.00, PARTS: \$48.94, TAX: \$4.16, TOTAL: \$191.10.

11. THIS IS CUST'S 2ND HYUNDAI.

--- CUST UNDERSTANDS THAT VEH IS NOW OUT OF WARR AND ADDITIONAL COSTS WOULD NOT BE ELIGIBLE FOR GOODWILL. THANKS.

6/8/06 (LWILL/CVG/TL) REVIEWED FILE AND APPROVED A ONE TIME GOOD WILL FOR CUST FOR THE PART AND LABOR FOR A TOTAL OF \$186.94 AND NOT TO EXCEED \$186.94 WRITER WILL RETURN TO CM TO FOLLOW UP WITH CUST.

***** REOPENED FROM CLOSED STATUS: 06/08/2006 *****

6/8/06 (SMAYN/CVGLCM) WRITER REOPENED FILE TO UPDATE DLR INFO. CLOSING FILE.

06/07/06 (JCONW/CVG) CM ATTEMPTED TO REACH CUST AT HOME NUMBER TO ADVISED THAT GOODWILL HAS BEEN APRROVED FOR BOTH PARTS AND LABOR EXPENSES TOTALLING \$186.94 AND THAT A REIMBURSEMENT REQUEST FORM WILL BE SENT AND SHOULD BE RECEIVED WITH IN NEXT 10 BUSINESS DAYS. WRITER LEFT MSG INCLUDING 800#, FILE# AND HOURS CM AVAIL, BUT STATED THAT CM NOT IN OFFICE UNTIL MONDAY. WRITER ADDED RRF REQUEST TO TRACKING SHEET.

PLEASE REIMBURSE FOR PARTS AND LABOR IN THE AMOUNT OF \$186.94. THIS IS A ONE-TIME GOODWILL OFFER NOT TO EXCEED \$186.94. THANK YOU.

06/08/2006 (JEVANS/CVG) CUSTOMER STATED;
1. WANTED TO SPEAK TO CM/JCONW.
---WRITER ADVISED CUST THAT CM IS UNAVAILABLE. WRITER ADVISED CUST OF GOOD WILL BEING APROVED AND THAT JCONW HAS HAD REIMBURSMENT FORM SENT OUT. CUST THANKED WRITER FOR INFO AND WANTED WRITER TO THANK JCONW FOR ALL CM HELP.

06/12/06 (KFRAN/CVG) CM MAILED REIMB REQ FORM & LETTER PER REQ ON 06/08/06.

06/23/06 (ALVA) RECD CUST RRF, FORWARDED TO GEN CORR.

6/27/06 (DWASHINGTON/NCA)
CUST DOCS (RRF,CVG GDWL LTR,IL068 RO,OWNERSHIP,POP)RCVD. CUST REIT ABOVE CONCERN RE:CRANKSHAFT POSITION SENSOR. VEH TAKEN TO IL068 FOR REPAIRS. CUST SEEKING REIM ASSISTANCE. CUST QUALIFIES FOR REIM IAO \$186.94 PARTS/LABOR RE: ONE-TIME GDWL AUTH LWILL/CVG/TL 8JUN06. GDWL OFFERED TO CUST BY JCONW/CVG 8JUN06. WRITER REVIEWED DOCS, DOCS VALID. WRITER PREPARED HCR IN AMT. ---WRITER MAILED GDWL LTR TO CUST ADV OF ABOVE. WRITER FORWARDED TO ACCOUNTING FOR PROCESSING.

6/28/06 (CWEIN) FILE REVIEW

6/28/06 (TJAC) REVIEWED GDWL HCR REQUEST FOR REIMB ON CRANKSHAFT SENSOR TOTALING \$186.94, DUE TO VEH BUCKING/PART OUT OF WARR/GDWL OFFER PER JCONW/CVG. VERIFIED RO#97524 DTD 06/03/06 AND ATTACHMENTS.

6/28/06 (TJAC) *****HCR FOR \$186.94 SUBMITTED FOR 7/07/06 CHECK MAILING SCHEDULE. *****GDWL REIMB ON CRANKSHAFT SENSOR TOTALING \$186.94 PAYABLE TO "MIKULKA, CAROLE" @
1910 ELM CT 1#B
HANOVER PARK, IL 60103

**** 06/29/2006,HCR FOR \$186.94 SUBMITTED TO FINANCE

07/06/06 (TMCAN) REVIEWED DOCS FOR HCR SUBMISSION. ALL DOCS PRESENT AND IN ORDER.

**** 07/08/2006,CHECK# 50189564 FOR \$186.94 MAILED

08/18/06 (DCARDEN/CVG) CUSTOMER SPOUSE STATES:
1. CAR HAS BEEN SHAKING ON THE CUST
2. THE WHOLE UNDERCARRIAGE HAS RUSTED AWAY, ACCORDING TO AN INDEPENDANT SHOP. CUST SHOULDN'T HAVE EVEN DRIVEN OFF THE LOT WITH HOW BAD THE RUST IS.
3. THE DLR HAS BEEN TOTALLY NEGLIGENT, THEY HAD THE VEHICLE UP IN THE AIR AND HAVE BEEN LOOKING AT IT, AND HAVE NEVER SEEN THE RUST ON THE VEHICLE. THERE IS NO REASON FOR THIS TO HAPPEN THIS WAY.
4. WILL HAVE TO PAY THE FRAME SHOP \$1400 TO GET THE PART REPLACED. THIS IS TERRIBLE, HAS NEVER SEEN SOMETHING RUSTED THIS BAD BEFORE, CUST IS ---WRITER CALLED DLR IL068, SERVICE ADVISROR, MELISSA, WHO STATES:
1. WILL HAVE THE MANAGER CALL THE CUST TO RESOLVE.
---WRITER WENT BACK TO CUST WHO STATES:
1. THIS IS TERRIBLE WORKMANSHIP, AND HYUNDAI WON'T STAND BEHIND THEIR WARRANTY THIS IS TOTALLY IRRESPONSIBLE AND NEGLECTFUL.
---WRITER VERIFIED ALL INFORMATION AND ADVISED CUST THAT DLR WILL BE

CONTACTING THE CUST TO RESOLVE. CUST REQUESTED THAT A SUPERVISOR CALL HIM BACK TODAY. WRITER ADVISED CUST THAT IT WILL TAKE 24-48 HOURS FOR A CALL BACK TO BE GIVEN. CUST VERY UPSET.

08/18/06 (NALLEN/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK TO A SUP.

--WRITER ADVISED IS A CASE MANAGER AND WOULD BE MORE THAN HAPPY TO ASSIST THE CUST.

CUST STATES:

1. HAS ALREADY SPOKEN WITH SEVERAL CASE MANAGER'S AND WOULD LIKE A SUP.

--WRITER TRANSFERRED CALL TO RJOHNS.

08/18/06 (RJOHNS/CVG/LCM) CUST STATES:

1. DLR HAS HAD VEH UP ON THE RACKS AND HAS NEVER ONCE SAID THAT THERE WAS RUST AFFECTING THE SUB FRAME.

2. THIS MUST BE A MANUFACTURING DEFECT.

3. WANTS HYUNDAI TO COVER IT UNDER WARRANTY.

--WRITER ADVISED THAT IN ORDER TO ASSIST CUST BETTER, THE DLR WOULD NEED TO BE CONTACTED FOR MORE INFORMATION. WRITER PLACED CUST ON HOLD AND CONTACTED IL068 ELGIN HYUNDAI AND SPOKE TO SERVICE MANAGER STEVE. WRITER ASKED STEVE ABOUT THE HISTORY OF THE VEH.

--STEVE STATES:

1. CUST WAS INFORMED ON APRIL 17TH, 2006 THAT THE SUBFRAME NEEDED TO BE REPLACED.

2. THE R.O. # IS 96299.

3. THE EXACT PHRASING IS: "SUBFRAME ASSY RUSTED @ PASSENGER REAR. RECOMMENDED REPLACEMENT".

4. THE QUOTE FOR REPAIR WAS \$1,956.46 PLUS TAX.

5. WIFE SIGNED R.O. AND WAS FULLY AWARE THAT THIS NEEDED TO BE REPLACED.

6. CUST ALREADY CUSSED OUT THE SERVICE WRITER AND WOULD LOVE CUST TO COME DOWN AND SPEAK TO HIM SO THAT ISSUE CAN FINALLY BE RESOLVED.

7. WOULD LOVE TO REPLACE THE SUBFRAME SO THAT VEH CAN BE MADE SAFE, HOWEVER IT WILL BE DONE AT COST TO CUST DUE TO THE FACT THAT THE CUST HAD BEEN INFORMED OF IT 5 MONTHS AGO.

8. IT IS NOT A MANUFACTURERS DEFECT, THE VEH IS 7 YEARS OLD.

--WRITER THANKED FOR ASSISTANCE. WRITER INFORMED CUST THAT THE VEH WOULD NOT BE REPAIRED UNDER WARRANTY AND THERE WOULD NOT BE ANY REIMBURSEMENT DUE TO THE FACT THAT THE CUST WAS INFORMED ON APRIL SEVENTEENTH 2006 THAT THE SUBFRAME NEEDED TO BE REPLACED. WRITER ADVISED THAT WIFE SIGNED THE R.O. AND WAS MADE FULLY AWARE OF SITUATION. WRITER PROVIDED THE R.O. NUMBER AND INFORMED THAT SRVC MGR STEVE IS MORE THAN WILLING TO CLARIFY ON THE SITUATION. CUST UNDERSTOOD AND CLAIMED WILL NOT DEAL WITH "YOU PEOPLE" ANY MORE.

CLOSE CONCERN

Customer visited Dealership? N (Y/N)

Was a repair made to correct this concern? N (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern? 99

Customer received details by: P

Who communicated details to customer? A

Customer given rental/loaner car? N (Y/N) Goodwill funds used? N (Y/N)

Is customer satisfied? N (Y/N) If No, Please explain:

CUST TEST DROVE W/DLR SVC MGR. TRANS SEARCHING FOR GEAR. VEH OPERATING CORRECTLY. RO#56400 DATE:11/7/02 MILEAGE:28203 NO REPAIR FOR VEH, CUST DRIVING CAUSING TRANS TO SEARCH FOR GEAR.

6/8/06 (SMAYN/CVGLCM) WRITER REOPENED FILE TO UPDATE DLR INFO. CLOSING FILE.

Close Category Close Condition Close Component

CLOSE COMMENTS

11/8/02 CRCA/MH PER DPSM:
CUST TEST DROVE W/DLR SVC MGR. CUST IS CONFUSING TRANSMISSION BY SLOWING DOWN RAPIDLY AND THEN ACCELERATING RAPIDLY. TRANS SEARCHING FOR GEAR. VEH OPERATING CORRECTLY. RO#56400 DATE:11/7/02 MILEAGE:28203 NO REPAIR FOR VEH, CUST DRIVING CAUSING TRANS TO SEARCH FOR GEAR.

***** REOPENED FROM CLOSED STATUS: 06/08/2006 *****

Describe Action Taken:
6/8/06 (SMAYN/CVGLCM) WRITER REOPENED FILE TO UPDATE DLR INFO. CLOSING FILE.

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 712265 Method: P Analyst: CACCT40 Date of Text: 10/21/2002
VIN : KMHWF35V5XA(REDACT) Sonata (EF) V-6 Selling Dlr: IL014
Miles: 27,000 M/Year: 1999 Tran: 2 DFU: 5/15/1999 (mm/dd/yyyy)
Branded Info:

Last Name: (REDACT) First(REDACT) Midl: J
Address : (REDACT)
City : BELLEVILLE State: IL Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail :

Incomplete Campaign: HPC
Service Dir: NL509 HMA CONSUMER AFFAIRS
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: NL HPP: HCP:
Letter Rcvd: VIN Hist: No 6/01/2009
Open Category Open Condition Open Component

NOTH OTHER CV00 CUSTOMER NOTIFICAT
OPEN COMMENTS

CUSTOMER NOTIFICATION 916

10/21/02 (BALEX/CMS) CALLER STATES:
1. RECVD THE LETTER/CARD, WANTS ADDED INFO ABOUT THE WARR ENHANCEMENTS. CUST PICKED THE CHOICE OF 5 YRS/UNLIMITED MILES; ROADSIDE ASSISTENCE.
--WRITER ADVISED CUST THIS VEH IS ELIGIBLE. WRITER VERIFIED CUST INFO AND GAVE A FILE #. WRITER APOLZ FOR ANY INCONVENIENCE.

06/12/07 OWNER INSURANCE COMPANY ERIE INSURANCE CONTACT DEALER IL014 REQUEST ASSISTANCE FOR SUBFRAME RUST. DEALER INVITED OWNER TO BRING CAR TO DEALERSHIP FOR DPSM CC INSPECTION AND DECISION REGARDING POSSIBILITY OF GOODWILL. OWNER HELMHOLT REFUSED TO ALLOW DEALER IL014 INSPECT THE CAR, ERIE INSURANCE PURCHASED A JUNK YARD SUBFRAME WHICH WAS FOUND TO HAVE EXCESSIVE RUST AS WELL. ERIE INSURANCE THEN PURCHASED ALLEGEDLY A NEW SUBFRAME PART AND INSTALLED FOR OWNER AT THEIR COST.

06/26/07 DPSM CC REQUESTED TO PHONE ERIE INSURANCE AGENT LESLEY AT 888-335-3743 EXTENSION 7299 TO DISCUSS SUBFRAME. DPSM CC PHONED LESLEY, REVIEW REPAIRS DECLINED BY CUSTOMER HELMHOLT, INSURANCE AGENT AWARE OF HMA AND DEALER OFFER TO INSPECT AT DEALERSHIP IL014. LESLEY REQUESTING HMA REIMBURSE INSURANCE COMPANY FOR OUTSIDE REPAIRS NOW COMPLETED, SHE WILL

PROVIDE A FRAME FOR PROOF.

DPSM CC DENIED CLAIM ON BASIS OF 1. CAR IS OUT OF WARRANTY.

2. OWNER DECLINED INSPECTION OR HMA REPAIRS

3. A LOOSE FRAME NOT KNOWN TO BE RELATED TO A VEHICLE WILL NOT BE ACCEPTED. INSPECTION AND VERIFICATION OF DEFECT MUST BE IN CAR.

CUSTOMER DECLINED/INSURANCE ACCEPTED CLAIM

LESLEY WANTED HMA CONTACT INFO TO GO OVER DPSM, DPSM CC ADVISED HER THAT ERIE COULD SUBROGATE THE CLAIM THROUGH NORMAL PROCEDURES IF THEY FELT STRONGLY, LESLEY WAS INSULTED BY COMMENT, DPSM CC PROVIDED HER WITH HMA MAIL ADDRESS AND PHONE NUMBER IN FOUNTAIN VALLEY AND ADVISED THAT OWNER FILE DOES EXIST FOR THE INCIDENT AND THESE COMMENTS.

7/13/07 (SCOOLEY/CVG) CALLER, LESLEY AT ERIE INSURANCE, STATES:

1. WANTS TO KNOW THE RESPONSE TO A REQUEST SUBMITTED BY INSURANCE COMPANY.

2. THE VEH WAS LOOKED AT BY THREE MECHANICS.

3. FEELS THAT IT IS ARROGANT OF HYUNDAI TO REFUSE TO CONSIDER A DIAGNOSIS NOT MADE BY A HYUNDAI MECHANIC.

4. THE DLR REFUSED TO LOOK AT CUST'S VEH.

5. WANTS TO KNOW IF THE HYUNDAI REPRESENTATIVE COULD NOT HAVE GONE TO THE SHOP WHERE THE VEH WAS.

--CM ADVISED THAT THE HYUNDAI REPRESENTATIVE HAS DETERMINED THAT NO ASSISTANCE WILL BE PROVIDED AS THE VEH WAS NOT DIAGNOSED BY A HYUNDAI DLR. CM ADVISED THAT THE DLR INVITED CUST TO HAVE THE VEH BROUGHT IN SO THE DLR COULD INSPECT THE VEH, BUT CUST REFUSED. CM ADVISED THAT THE ONLY MECHANICS THAT CAN DETERMINE IF THE CONCERN IS WARRANTABLE OR NOT IS A HYUNDAI MECHANIC. CM ADVISED THAT WRITER WILL DOCUMENT CALLER'S COMPLAINTS.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmdyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 714263 Method: W Analyst: CA800T04 Date of Text: 10/25/2002

VIN : KMHWF35V1YA(REDACT) Sonata (EF) V-6 Selling Dlr: MD021

Miles: 0 M/Year: 2000 Tran: 2 DFU: 1/21/2000 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: C

Address : (REDACT)

City : HAVRE DE GRACE State: MD Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)

e-Mail :

Incomplete Campaign:

Service Dlr: MD021 JONES BEL AIR HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: 10/21/2002 Area: SO HPP: HCP:
Letter Rcvd: 10/25/2002 VIN Hist: No 6/01/2009
Open Category Open Condition Open Component

NHMA CORRESPONDENCE 100A CUSTOMER LETTER
MELE ELECTRICAL 3550 DEAD BATTERY/BATTE
OPEN COMMENTS

10/25/02(NMN)RECEIVED LETTER W/ RECEIPT.

11/1/02 (ACHO) CUST STATES IN THE LETTER DTD 10/21/02, RECV'D ON 10/25/02:

1. REQUESTING REIMBURSEMENT FOR BATTERY RELACEMENT CHARGES.
2. FEELS THAT THE BATTERY WENT DEAD PREMATURELY DUE TO THE LACK OF WARNING CHIME FOR LEAVING LIGHTS ON.
3. UNHAPPY WITH THE PRORATED BATTERY WARRANTY COVERAGE CUST RECV'D AT (MD021).
4. FEELS THAT THAT THE LACK OF WARNING CHIME FEATURE IS A "DEFECTIVE" CONCERN ON THE VEH, THEREFORE CUST SHOULD NOT BE RESPONSIBLE FOR ANY PRORATED CHARGE.
5. ENCLOSED COPY OF RECEIPT/RO#HYCS18729 FRM (MD021) DTD 10/14/02, IN THE AMOUNT TOTALLING \$85.94, PAID WITH CHECK#5182

---WRITER IS NOTING ALL COMMENTS AND CONCERNS FRM THE LETTER. WRITER IS NOTING THAT CUST ALREADY RECV'D PRORATED BATTERY WARRANTY COVERAGE FRM (MD021). ALSO NOTING THAT A LACK OF WARNING CHIME DOES NOT MEAN THAT VEH IT SELF IS DEFECTIVE.

-----FORWARDED FOR 'DEN' LETTER.

11/2/02 (ACHO) REQUESTED LETTER MAILED.

8/20/07 (ADROL/CVG) CUST STATES:

1. SUB/FRAME ENGINE CRADLE PASSENGER SIDE WHERE THE CONTROLLER ARM BOLTS IN PLACE IS RUSTED.
2. TOOK TO DLR TODAY 8/20 AND DLR STATES THEY HAVEN'T SEEN ANYTHING LIKE THIS BEFORE.
3. DLR DENIED WARRANTY COVERAGE BECAUSE THE MILAGE WENT OVER THE MINIMUM.
4. CUST FEELS LIKE IT'S THE WORST VEH EVER OWNED AND WILL NEVER BUY ANOTHER HYUNDAI.

---WRITER WILL DOCUMENT THE COMPLAINT. WRITER THANKED CUST FOR CALLING.
CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 714819 Method: P Analyst: CACVG06 Date of Text: 10/28/2002
VIN : KMHWF35H32A(REDACT) Sonata (EF) V-6 Selling Dlr: MD020
Miles: 75,000 M/Year: 2002 Tran: 2 DFU: 10/24/2001 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : GAITHERSBURG State: MD Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: 000 000-0000 Ext: Cell#: (REDACT)
e-Mail : NO EMAIL

Incomplete Campaign: HPC

Service Dlr: MD020 FITZGERALDS LAKEFOREST HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: SO HPP: HCP:

Letter Rcvd: VIN Hist: Yes 6/01/2009

Open Category Open Condition Open Component

NOTH OTHER CV00 CUSTOMER NOTIFICAT
MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

CUSTUMER NOTIFICATION 916(10/28/02)(F.MALD/CMS)CUSTUMER STATED:

1, DDI RECEIVE THE LETTER ON THE MISPRINT OF THE HORSE POWER,
2. WAS VERY UP SET WANTS HYUNDAI TO BUY BACK HER VEHICLE, WANTED ME TO GIVE HE
RB A DIRECT PHONE NUMBER FOR MR. O'NEILL WRITER STATED THAT THERE WAS NO DIRE
CT LINE AND THE ONLY WAY SHE COULD GET RESPONDS FROM HIM IS BY MAIL.
*****WRITER STATED THAT HYUNDAI IS NOT OFFERING BUY BACKS BUT SHE INSIS TED
ON TALKING WITH A SUPERVISOR, WRITER STATED THAT COMMENTS AND CONCERNS WOULD
BE NOTED IN FILE AND SOMEONE WOULD CONTACT HER BACK.

11/05/02 (CLOVE/CMS) WRITER FOLLOW UP:

CUST STATES:

1. WOULD LIKE TO JUST GIVE THE VEH BACK IF IT IS NOT WHAT SHE WAS LOOKING TO
GET.
2. CUST WORRIED THAT THIS WILL HAVE AND ADVERSE EFFECT UPON HER INSURANCE AND
THE RESALE OF THE VEH.
3. CUST WOULD LIKE TO TALK TO HUSBAND AND THEN TALK TO HMA A BIT LATER.
--- WRITER ADVISED CUST THAT BUYBACKS WERE NOT AN OPTION. WRITER EXPLAINED
THAT THERE IS NOTHING WRONG WITH THE ENGINE AND THAT THE VEH HAS THE RIGHT
ENGINE INSTALLED IN IT. WRITER ADVISED CUST THAT THE HP ISSUE IS NOT HAVING
AN EFFECT ON THE PRICING OF THE VEH, AND THAT INSURANCE ISSUES SHOULD BE
BROUGHT UP WITH THE INSURANCE COMPANY. WRITER ADVISED CUST OF PHONE NUMBER
AND WRITER'S NAME; ASKED CUST TO CALL BACK WHEN READY. WRITER HAS MADE NO
OFFERS YET.

1/17/2007 (SJAME/CVG) CUST STATES:

1. WAS DRIVING VEHICLE WHEN THE FRAME CAME APART
2. HASN'T SEEN THIS HAPPEN TO A VEHICLE THAT IS ONLY 5 YEARS OLD.
3. WANTS TO KNOW IF CUST HAS WARRANTY STILL FOR THE FRAME AND FOR RSA.
4. WANTS TO KNOW WHAT TO DO.
---WRITER VERIFIED CUST INFORMATION. WRITER IS SORRY THAT THE FRAME OF CUST
VEHICLE CAME OFF. WRITER TOLD CUST THAT CUST STILL HAS THE NVLW WHICH WAS
EXTENDED TO 6YR/72,000 MILES BUT FOR THE RSA WARRANTY CUST IS OUT OF WARRANTY
BY LITTLE UNDER 3 MONTHS. WRITER WILL GO AHEAD AND SEE IF HCA CAN HELP CUST
OUT WITH THE TOWING BECAUSE CUST IS NOT THAT FAR OUT OF WARRANTY.
---WRITER TALKED TO JSTUCKI/CVG/LCM AND HCA WILL AUTH FOR A TOW TO BE DONE FOR
CUST SO CUST DOES NOT HAVE TO PAY FOR THE TOW.
- DLR: MD020
- VEHICLE AT WATKINS MILLS RD / STEDWICK RD BY THE MONTGOMERY VILLAGE.

- TOW WOULD BE 2.1 MILES

- COST \$68.17

---WRITER TOLD CUST THAT HCA DID APPROVE FOR A ONE TIME AUTH TO TOW CUST VEHICLE. WRITER TOLD CUST THAT RSA WILL BE CALLING CUST TO TELL THE TIME THAT RSA WILL BE AT VEHICLE. WRITER GAVE CUST FILE # AND EXTENSION.

01/18/2007 (CWOOD/CVG) CUST STATES:

1. CALLED TO SPEAK WITH SJAME.

2. FRAME OF VEH RUSTED. DLR WAS SHOCKED.

3. CUST HURT HEAD.

4. DOES NOT UNDERSTAND WHY THE VEH WOULD ROT AFTER 5 YEARS.

---WRITER ADVISED CUST THAT SJAME IS UNAVAILABLE. WRITER ADVISED CUST THAT WRITER WILL NEED TO CONTACT THE DLR TO GET MORE INFORMATION. CUST UNDERSTOOD.

-WRITER CONTACTED DLR MD020 AND SPOKE WITH TONY. DLR STATED THAT THE RIGHT FRONT WHEEL RUSTED AND FELL OFF. DLR STATED THAT THE SUB FRAME NEEDS TO BE REPLACED WHICH CAUSED A NUMBER OF DIFFERENT REPAIRS THAT NEEDS TO BE DONE TO VEH. PART NUMBER FOR THE SUB FRAME IS 62405-38600. PART IS COVERED UNDER THE 5/60. DLR STATED THAT IF THE VEH WAS BEING SERVICED THE PROBLEM WOULD HAVE BEEN NOTICED. DLR STATED THAT PROBLEMS LIKE THESE DON'T JUST HAPPEN OVER NIGHT. THE VEH HAD ONLY ONE OIL CHANGE AT THE DLR. WRITER THANKED DLR FOR THE TIME.

-WRITER ADVISED CUST THAT THE VEH IS OUT OF WAR SO THERE WILL BE NO WAY TO HAVE THE REPAIR PAID FOR. CUST STATED THAT THE VEH HAD SOME SERVICE WORK DONE AT JIFFY LUBE. CUST VERY UPSET AND WOULD LIKE TO SPEAK WITH SOMEONE THAT HAS THE AUTHORITY TO ASSIST CUST. WRITER ADVISED CUST THAT IF THE VEH WAS MAINTAINED THEN THE PROBLEM WOULD HAVE BEEN NOTICED. CUST VERY UPSET AND WOULD LIKE TO SPEAK WITH A SUPERVISOR. WRITER ADVISED CUST THAT A SUPERVISOR CAN CALL CUST BACK IN 24 BUSINESS HOURS. CUST AGREED AND WOULD LIKE SUPERVISOR TO CALL CUST BACK ON CELL PHONE AND IF CUST DOES NOT ANSWER TO LEAVE A MESSAGE AND CUST WILL CALL BACK. WRITER ADVISED CUST THAT A MESSAGE WILL BE LEFT.

01/19/07 (BROSS/CVG) CUST STATES:

1. WOULD LIKE A SUP.

2. WAS TOLD THAT ONE WOULD CALL HER TODAY.

--- WRITER EXPLAINED THAT A SUP WILL CALL HER WITH IN THE DAY. CUST UNDERSTOOD.

1/19/07 (QADAMS/CVG/LCM) WRITER CALLED CUST CELL PHONE AND LEFT A MESSAGE FOR THE CUST TO CALL BACK AND PROVIDED LCM'S NAME, PHONE, AND EXTENSION AND THE FILE NUMBER FOR THE CUST TO REFERENCE WHEN CALLING BACK.

01/19/07(TCASH/CVG)CUST STATES:

1. RETURNING SUP CALL

---WRITER TRANSFERED OVER TO SUP QADAMS.WRITER THANK CUST.

1/19/07 (QADAMS/CVG/LCM) CUST STATES:

1. UPSET THAT CUST'S VEHICLE FELL APART.

2. WANTS THE REPAIR COVERED UNDER WARRANTY.

3. IS GOING TO CALL A LAWYER.

4. CUST HUNG UP ON LCM.

----WRITER ADVISED CUST THAT THE SUBFRAME PART COVERAGE IS COVERED UNDER THE NEW VEHICLE WARRANTY AND SINCE THE CUST IS OUTSIDE OF THE WARRANTY FOR MILES THE REPAIR WILL NOT BE COVERED UNDER WARRANTY EVEN IF THE ISSUE OCCURRED DUE TO A DEFECT.

01/24/07(TCASH/CVG)CUST STATES:

1. WOULD LIKE TO KNOW WHAT IS GOING ON WITH THE FILE.

2. WOULD LIKE TO KNOW WHAT HYU IS GOING TO DO ASSIST.

-----WRITER STATED THAT THE VEH WAS NOT MAINTAINED PROPERLY AND THE VEH IS OUT OF WARR. CUST THEN STATED THAT VEH WAS MAINTAINED PROPERLY AT JIFFY LUBE AND SUCH (OIL CHANGES)DID NOT GO TO A HYU DLR. IF HYU IS NOT GOING TO ASSIST WITH THIS SITUATION THEN WILL BE GOING TO THE NEWS MEDIA AND SUCH AS THIS WAS A LIFE THREATING SITUATION AND THIS JUST DOESN'T HAPPEN TO A 4 YR OLD VEH WHICH I JUST GOT DONE PAYING OFF AND SUCH, WILL ALSO BE CONTACTING MY LAWYER AS WELL. WRITER APOLOGIZED AND ADV THAT THE VEH IS OUT OF WARR AND THAT THE OM DOES STATE OF WHEN TO DO OTHER MAINTENCE ON THE VEH NOT JUST OIL CHANGES.CUST THEN STARTED TO REPEAT HERSELF AGAIN. WRITER STATED THAT SINCE THE VEH IS OUT OF WARR AND NOT MAINTAIN PROPERLY HYU WOULD NOT BE ABLE TO ASSIST AND CUST HUNG UP.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 716857 Method: P Analyst: CACCT21 Date of Text: 11/02/2002
VIN : KMHWF35V8YA(REDACT) Sonata (EF) V-6 Selling Dlr: IN020
Miles: 45,000 M/Year: 2000 Tran: 2 DFU: 10/12/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : INDPLS State: IN Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
e-Mail :
Incomplete Campaign:
Service Dir: NL509 HMA CONSUMER AFFAIRS
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: NL HPP: HCP:
Letter Rcvd: VIN Hist: No 12/09/2009
Open Category Open Condition Open Component

NOTH OTHER CV00 CUSTOMER NOTIFICAT

OPEN COMMENTS

CUSTOMER NOTIFICATION 916

11/02/02 (GVANR/CMS) CALLER STATES:

1. RECEIVED LETTER --VERY APPRECIATIVE OF OFFER--LOVES HMA

2. WANTS TO EXT THE BASIC WARR (6/72)

--WRITER ENTERED CUST REQUEST INTO THE DATABASE AND GAVE FILE #.WRITER ADVISED CUST CONFIRMATION WILL ARRIVE IN APPROX 30 DAYS.WRITER VERIFIED

CUST INFO AND GAVE FILE #.WRITER THANKED CUST FOR THE POSITIVE FEEDBACK.

08/28/2006 (JEVANS/CVG) CUSTOMER STATED:

1. VEH WAS PULLING TO THE RIGHT.
2. PUT VEH ON RACK AND FOUND THAT FRAME IS RUSTED BY THE FIREAWALL.
3. VEH IS RUSTED INTO 2 PEICES.

---WRITER UPDATED CUST INFO .WRITER ADVISED CUST OF ANTI CORROSION WARRANTY.
WRITER ADVISED CUST TO TAKE VEH TO HYUNDAI DEALER FOR DIAG. WRITER PROVIDED
NAME AND FILE NUMBER

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 719071 Method: P Analyst: CACVG20 Date of Text: 11/11/2002

VIN : KMHWF35V7YA(REDACT) Sonata (EF) V-6 Selling Dlr: NY075

Miles: 130,000 M/Year: 2000 Tran: 2 DFU: 8/21/2000 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:

Address : (REDACT)

City : BETHPAGE State: NY Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)

e-Mail :

Incomplete Campaign: HPC

Service Dlr: NY081 MILLENNIUM HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 12/09/2009

Open Category Open Condition Open Component

NOTH OTHER CV00 CUSTOMER NOTIFICAT

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

11/11/02(BBALL/CMS)CUST STATES:

1. HP INQUIRY.

2. RECEIVED LETTER.

3. CHOOSES POWERTRAIN WARRANTY EXTENSION.

--WRITER ADVISED ALL COMMENTS NOTED, ADDRESS VERIFIED AND FILE # PROVIDED.

WRITER ADVISED CUST THAT ENHACEMENT WOULD BE ACTIVATED TODAY.

04/21/2006 (BMART/CVG) CUST STATES:

1. THEY HAVE AN EXTENDED POWERTRAIN WARRANTY.
2. THEY HAVE HAD THE UNDERCARRIAGE OF THEIR CAR BREAK DUE TO RUST.
3. THEY WONDER IF HYUNDAI WILL ASSIST IN THE REPAIR.

--WRITER UPDATED CUST AND VEH RECORD. WRITER TOLD CUST THAT RUST DAMAGE DOES NOT CONSTITUTE A MATERIAL OR MANUFACTURING DEFECT, AND HYUNDAI CANNOT ASSIST WITH THIS REPAIR. WRITER EMPATHIZED WITH CUST AND STATED THAT THE NORTHEAST IS HARD ON CARS WITH ALL THE ROAD SALT THEY USE. CUST SAID IT WAS WORTH A CALL TO FIND OUT.

 CLOSE CONCERN

Customer visited Dealership? (Y/N)
 Was a repair made to correct this concern? (Y/N)
 If Yes, Repair Order: Date: (mmddyyyy) Mileage:
 Describe the repair to correct the reported problem:
 How many attempts have been made to correct this concern?
 Customer received details by:
 Who communicated details to customer?
 Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
 Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

 CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
 C.A. CONCERN VIN CASE REPORT

 FILE : 722632 Method: P Analyst: CACVG66 Date of Text: 11/25/2002
 VIN : KMHWF35V1YA(REDACT) Sonata (EF) V-6 Selling Dlr: NL426
 Miles: 116,000 M/Year: 2000 Tran: 2 DFU: 8/30/2000 (mm/dd/yyyy)
 Branded Info:
 Last Name: (REDACT) First: (REDACT) Midl:
 Address (REDACT)
 City : DANIELSON State: CT Zip: (REDACT) Country: USA
 Phone-Home: (REDACT) Work: --- ----- Ext: Cell#: (REDACT)
 e-Mail : NO EMAIL
 Incomplete Campaign:
 Service Dlr: CT023 WILE HYUNDAI
 Action : INQ Responsibility: DCS: N Priority: N Source: 800
 Letter Date: Area: EA HPP: HCP:
 Letter Rcvd: VIN Hist: No 9/15/2010
 Open Category Open Condition Open Component

 NOTH OTHER CV00 CUSTOMER NOTIFICAT
 NOTH OTHER 260I OWNER UPDATE
 NDSV DEALER SERVICE 110J GENERAL
 NPRD PRODUCT 250A TECHNICAL INFORMAT
 MELE ELECTRICAL 3630 CHECK ENGINE LIGHT
 NWAR WARRANTY 170E GENERAL - WARRANTY
 MBDY BODY 4030 RUST/CORROSION
 OPEN COMMENTS

 CUSTOMER NOTIFICATION 916
 11/25/02 (GVANR/CMS) CALLER STATES:
 1. RECEIVED LETTER (2ND OWNER)
 2. WANTS TO EXT THE BASIC WARR (6/72)

--WRITER ENTERED CUST REQUEST INTO THE DATABASE AND GAVE FILE #.
WRITER ADVISED CUST CONFIRMATION WILL ARRIVE IN APPROX 30 DAYS.WRITER
UPDATED CUST INFO IN FILE.

12/11/02(TLARS/CMS) CUST STATES

- 1 CUST STATES THAT HE RECEIVED A 41K MILE CHECK UP NOTICE
- 2 CUST STATES THAT THE DEALERSHIP WANTS TO CHARGE HIM 4-500\$ FOR MAINT
- 3 CUST STATES THAT HE LOVES HIS VEH HOWEVER HE HATES HAVING TO TAKE VEH TO THE DEALER FOR MAINT
- 4 CUST STATES THAT HIS CAR IS RUNNING GREAT AND DOES NOT KNOW WHY HE SHOULD CHANGE THE SPARK PLUGS
- 5 CUST WANTED TO LODGE COMPLAINT
- 6 CUST SEEKING HMA'S ASSISTANCE

WRITER ADVISED CUST THAT ALL NOTES WILL BE ADDED TO FILE. WRITER ADVISED CUST THAT HMA REQUIRES CUST TO PERFORM MAINT AND DIFFERENT INTERVALS TO MAINTAIN CUST WARRANTY. WRITER SUGGESTED CUST LOOK AT HIS OWNERS MANUAL FOR MAINT GUIDELINES. WRITER ADVISED CUST THAT THERE IS NOT A 41 K MAINT THAT IS REQUIRED HOWEVER HE MAY BE GETTING CHARGED TO PERFORM MAINT THAT HAD NOT PREVIOUSLY DONE. WRITER PROVIDED FILE NUMBER.

05/15/03(BBALL/CMS)CUST STATES:

1. CHECK ENGINE LIGHT CAME ON SATURDAY AFTER HAVING OIL CHANGED.
2. IS IT PROGRAMMED TO COME ON AT A CERTAIN MILEAGE?
3. COULD OIL CHANGE HAVE CAUSED LIGHT TO GO ON?

--WRITER ADVISED ALL COMMENTS ARE NOTED, CUST INFO VERIFIED. WRITER ADVISED CUST THAT LIGHT COULD BE ON FOR ANY NUMBER OF REASONS, AND TO CONTACT DEALER. WRITER ADVISED CUST IT IS NOT PROGRAMMED TO GO ON AT CERTAIN MILEAGE. WRITER ADVISED CUST MAY WANT TO CHECK OIL PLUG, CAP AND FILTER TO ENSURE ALL ARE SNUG WRITER PROVIDED FILE #.

02/05/04 (RAZAR/CMS) CUSTOMER STATES:

1. VEH.'S DRIVER'S SIDE WINDOW IS STUCK.
2. CONTACTED DLRSHIP AND WAS TOLD THAT IT'S NOT COVERED SINCE IT'S OVER 5/60K.
3. VEH. QUALIFIED FOR THE EXTENSION TO 6/72K THROUGH THE HORSEPOWER PROMOTION.
4. SHOULD BE COVERED

-----WRITER ADVISED THAT ALL COMMENTS AND CONCERNS WILL BE NOTED IN FILE. WRITER SEARCHED WARRANTY INFO. AND ADVISED CUST. THAT 6/72K IS INDEED THE COVERAGE THAT THE VEH. CARRIES. WRITER CONTACTED CT007 AND SPOKE TO MARK/SM AND INFORMED THAT CUSTOMER DOES HAVE THE 6/72K COVERAGE FOR MANUFACTURER'S DEFECT. WRITER INFORMED CUST. WRITER UPDATED ALL NOTES IN FILE AND GAVE FILE #.

12/05/06(TCASH/CVG)CUST(HUSBAND)STATES:

1. THE FRAME HAS A HOLE IN THE FRAME DUE TO RUST AND IT IS THE SIZE OF A 1/2 DOLLAR
2. WOULD LIKE TO KNOW WHAT HYUNDAI IS GOING TO DO

---WRITER UPDATED FILE. WRITER CALLED CT023 AND SPOKE WITH MARK SVC MGR AND MARK STATED THAT HAS ALREADY TALK WITH THE REP AND REP DENIED TO PUT IN A NEW FRAME DUE TO THE MILEAGE BEING OVER / OUT OF WARR/2ND OWNER. MARK ALSO STATED THAT CUST KNOWS HOW MUCH THE NEW FRAME IS GOING TO COST AND CUST REFUSED TO GET IT REPAIRED. WRITER THANK MARK FOR THE INFO. WRITER THEN WENT BACK TO CUST AND STATED THAT VEH IS OUT OF WARR AND THAT THERE ISN'T ANYTHING AT THIS TIME THAT HYUNDAI CAN DO TO ASSIST. WRITER APOLOGIZED. CUST UNDERSTOOD. WRITER THANK CUST.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 730999 Method: P Analyst: CACVG21 Date of Text: 1/09/2003
VIN : KMHWF35V3YA(REDACT) Sonata (EF) V-6 Selling Dlr: PA034
Miles: 0 M/Year: 2000 Tran: 2 DFU: 2/19/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : BROOMALL State: PA Zip: (REDACT) Country: USA
Phone-Home: - Work: - Ext: Cell#: -
e-Mail :
Incomplete Campaign: HPC
Service Dlr: PA034 SPRINGFIELD HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 9/29/2010
Open Category Open Condition Open Component

NHMA CORRESPONDENCE 100A CUSTOMER LETTER
MBDY BODY 4030 RUST/CORROSION
NWAR WARRANTY 170J REPAIR NOT COVERED
OPEN COMMENTS

1/7/03 (JC) DEMAND LETTER RECEIVED BY HMA LEGAL DEPT FROM CUSTOMER'S ATTY
8/19/03 (JC) LAWSUIT RECEIVED BY HMA LEGAL DEPT FROM CUSTOMER'S ATTY/KS

07/10/07 (RCALDERON/NCA) REC'D CUST. LTR, FORWARDED TO GEN. CORR.

7/26/07 (JBLACKBURN/EXE) FORWD LETTER TO CVG FOR PROPER GODING & HANDLING.

9/10/2007 (SJAME/CVG/CORR) WRITER RECEIVED LETTER AND CUST STATES:

1. SON WAS DRIVING ON HIGHWAY WHEN THE VEHICLE WAS SERVERLY PULLING TO THE RIGHT.
2. CUST DROVE THE VEHICLE THE DAY BEFORE AND IT DID NOT DO THIS.
3. SON WAS DRIVING DOWN THE ROAD TO CUST OFFICE AT A SLOWER SPEED WHEN ALL OF A SUDDEN FAILURE OF THE FRONT END CAUSING THE FRONT RIGHT WHEEL TO DISENGAGE JAMMING INTO THE FRONT FENDER AND RENDER THE VEHICLE TO MAKE THE VEHICLE UNDRIVABLE.
4. HAD VEHICLE TOWED TO DLR.
5. FOUND OUT THAT THE THE LOWER RIGHT CONTROL ARM, THE ENGINE CRADLE, RIGHT FRONT AXLE ASSEMBLY AND THE RIGHT FENDER ASSEMBLY NEEDED TO ALL BE REPLACED AND THE COST WOULD BE AROUND \$2,147.80.

6. WAS GOING TO COVER UNDER CUST COLLISION COVERAGE ON INSURANCE BUT THEIR WAS A ARGUMENT THAT CUST SON DID NOT HIT ANYTHING TO CAUSE THIS.
 7. IT LOOKS LIKE THE ENGINE CRADLE (WHICH IS ALSO REFERRED TO THE SUBFRAME) WAS RUSTED THROUGH FROM THE INSIDE AND HAS IT UNLTIMATELY REACHED THE POINT OF FAILURE.
 8. THE VEHICLE IS 7 YEARS OLD AND WILL NOT BE COVERED.
 9. CUST AGREED TO PAY FOR PART OF THE PARTS OF \$350.00.
 10. THIS IS CUST 4TH HYUNDAI TO OWN AND HAS NEVER SEEN THIS HAPPEN TO ANY OTHER VEHICLE THAT CUST OWNED
 11. WOULD LIKE TO MAKE HYUNDAI AWAY OF WHAT WENT ON.
- WRITER NOTED WHAT CUST HAS SAID IN LETTER. WRITER WILL ADVISED CUST TO GIVE HCA A CALL TO DISCUSS CUST SITUATION WITH WRITER.

 09/12/07 (KFRAN/CVG) WRITER MAILED CORRESPONDENCE LETTER TO CUSTOMER.

CLOSE CONCERN

 Customer visited Dealership? (Y/N)
 Was a repair made to correct this concern? (Y/N)
 If Yes, Repair Order: Date: (mmddyyyy) Mileage:
 Describe the repair to correct the reported problem:
 How many attempts have been made to correct this concern?
 Customer received details by:
 Who communicated details to customer?
 Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
 Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

 CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
 C.A. CONCERN VIN CASE REPORT

 FILE : 732818 Method: P Analyst: CACVG24 Date of Text: 1/20/2003
 VIN : KMHWF35V5YA(REDACT) Sonata (EF) V-6 Selling Dlr: NY060
 Miles: 75,900 M/Year: 2000 Tran: 2 DFU: 11/16/1999 (mm/dd/yyyy)
 Branded Info:
 Last Name: (REDACT) First: (REDACT) Midl: J
 Address : (REDACT)
 City : FISHKILL State: NY Zip: (REDACT) Country: USA
 Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)-
 e-Mail : (REDACT)
 Incomplete Campaign: HPC
 Service Dlr: NY060 HEALEY HYUNDAI
 Action : INQ Responsibility: DCS: N Priority: N Source: 800
 Letter Date: Area: EA HPP: 10/100000/000/ 4B HCP:
 Letter Rcvd: VIN Hist: No 11/16/2009
 Open Category Open Condition Open Component

 NOTH OTHER CV00 CUSTOMER NOTIFICAT
 MBDY BODY 4030 RUST/CORROSION
 NWAR WARRANTY 170E GENERAL - WARRANTY
 OPEN COMMENTS

 CUSTOMER NOTIFICATION 916
 TEDWA/CMS (01/20/03)CUSTOMER STATED:

*****WRITER ADVISED CUSTOMER THAT ALL COMMENTS AND CONCERNS WOULD BE NOTED IN FILE.WRITER ADVISED CUSTOMER OF FILE#.WRITER ADVISED CUSTOMER THAT WRITER COULD UPGRADE CHOICE.WRITER ADVISED CUSTOMER OF THE CURRENT WARRANTY COVERAGES SHE HAS ON HER CAR.

07/10/06 (CNORRIS/CVG) CUST STATES:

1. THERE IS A RUST UNDER THE UNDER CARRIAGE OF THE VEH.
2. CUST HAS BEEN ADVISED BY TIRE DLR THAT ISSUES CAN WEAKEN THE VEH BODY.
3. WHAT IS WARR ON THE VEH.
4. CUST STATES HAS HPP WILL THIS COVER THIS.
5. HAS NOT TAKEN VEH TO DLR.

--WRITER UPDATED AND VERIFIED FILED: ADVISED CUST THAT HPP IS SHOWING ON THE VEH. ADVISED CUST THAT HPP COVERS THOUSANDS OF PARTS ON THE VEH. DIRECTED CUST TO HAVE VEH DIAG AT DLR TO DETERMINE IF ISSUE WILL BE COVERED UNDER WARR.
CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 734702 Method: P Analyst: CACCT32 Date of Text: 1/29/2003

VIN : KMHWF25S31A(REDACT)Sonata (EF) Selling Dlr: IL014

Miles: 22,000 M/Year: 2001 Tran: 2 DFU: 10/24/2000 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: 0

Address : (REDACT)

City : GRANITE CITY State: IL Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)

e-Mail :

Incomplete Campaign:

Service Dlr: IL014 AUFFENBERG HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: No 3/17/2010

Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G 051A EF SONATA SIDE AIR

NWAR WARRANTY 170L WARRANTY REIMBURSE

NOTH OTHER 260I OWNER UPDATE

OPEN COMMENTS

1-29-03 (BGOOD-CMS) CUSTOMER STATES:

1. HAS REPLACED BATTERY AND IS SEEKING THE WARRANTY COVERAGE
2. SEEKING REIMBURSEMENT

-----WRITER ADVISED ALL COMMENTS/CONCERNS SHALL BE NOTED IN FILE. WRITER ADVISED FILE # AND CONFIRMED/UPDATED CUSTOMER CONTACT INFORMATION. WRITER ADVISED: TO WRITE THE FILE NUMBER ON THE ORIGINAL RECEIPT, KEEPING COPY FOR HERSELF, AND MAIL FOR A REFUND TO HMA, ADDRESS PROVIDED. PROCESS WILL TAKE 6 TO 8 WEEKS. WRITER ADVISED OF THE RECALL 051 NEEDING TO BE PERFORMED- SHE VERIFIED SHE HAS REC'D LETTER.

02/05/03 (MKURTH) RECEIVED RECIEPTS.

2/13/03 (SG) RECEIVED RECEIPT FOR BATTERY.

--WRITER FORWARDED TO MKURTH FOR WRRTY REIMBURSEMENT OF \$75.57 TOWARDS BATTERY REPLACEMENT.

--02/14/03 (MKURTH)*****HCR FOR \$73.57 SUBMITTED FOR 2/28/03 CHECK MAILING SCHEDULE. *****GOODWILL REIMB FOR BATTERY TOTALLING \$73.57

**** 02/20/2003,HCR FOR \$73.57 SUBMITTED TO FINANCE

**** 03/01/2003,CHECK# 50077224 FOR \$73.57 MAILED

4/16/2007 SM KQ IL014 PHONE DPSM CC ADVISED OWNER HAD RIGHT FRONT WHEEL COLLAPSE WHILE DRIVING, TOW TO SHOP.

DEALER DIAGNOSED RUSTED FRAME CAUSED COLLAPSE AND DAMAGE TO RIGHT AXLE, NO BODY DAMAGE, NO PERSONAL INJURIES.

OWNERS: (REDACT)

(REDACT)

WORDEN, IL (REDACT)

DRIVER: (REDACT)

(REDACT).

GRANITE CITY, IL (REDACT)

4/16/2007 DPSM CC INSPECT AND PHOTOS TAKEN. DECISION TO OFFER GOODWILL TO OWNER FOR PARTS AND LABOR TO REPLACE FRAME AND RELATED DAMAGE AXLE PARTS.

OFFER ISSUED TO OWNER THROUGH DEALER SERVICE WRITER.

MILEAGE IS NOW 90,022

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 735035 Method: P Analyst: CACVG62 Date of Text: 1/30/2003

VIN : KMHWF35V2XA(REDACT) Sonata (EF) V-6 Selling Dlr: CT020

Miles: 130,000 M/Year: 1999 Tran: 2 DFU: 4/19/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: C
Address : (REDACT)
City : BRISTOL State: CT Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 420-
e-Mail :
Incomplete Campaign: HPC V01
Service Dlr: CT020 LIA HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/17/2010
Open Category Open Condition Open Component

NHMA CORRESPONDENCE 100A CUSTOMER LETTER
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

1/24/03 (JC) DEMAND LETTER RECEIVED BY HMA LEGAL DEPT FROM CUSTOMER'S ATTY
6/2/03 (JC) LAWSUIT RECEIVED BY HMA LEGAL DEPT FROM CUSTOMER'S ATTY

08/22/07(TCAMP/CVG) CUST STATES

1. FRAME FOR ENGINE IS RUSTING OUT.
2. WANTS TO KNOW IF COVERED UNDER POWERTRAIN WARR.
----WRITER FOUND THAT VEH IS OUT OF WARR BY 30,000 MILES ANYWAY SO FINDING
WARR IS USELESS. INFORMED THAT CUST IS OUT OF WARR AND NO ASSISTANCE CAN BE
OFFERED.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 738656 Method: P Analyst: CACVG27 Date of Text: 2/19/2003
VIN : KMHWF25S11A(REDACT) Sonata (EF) Selling Dlr: PA043
Miles: 82,293 M/Year: 2001 Tran: 3 DFU: 9/18/2001 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: R
Address : (REDACT)
City : LIGONIER State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
e-Mail : NOEMAIL
Incomplete Campaign: HPC
Service Dlr: NL509 HMA CONSUMER AFFAIRS

Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: NL HPP: HCP:
Letter Rcvd: VIN Hist: No 8/11/2005
Open Category Open Condition Open Component

NOTH OTHER CV00 CUSTOMER NOTIFICAT
OPEN COMMENTS

CUSTOMER NOTIFICATION 916

2/19/03 (HLOVE/CMS) CUST STATES:

1. RECEIVED CARD/LETTER CONCERNING HP ISSUE.
 2. WANTS SOME INFORMATION ABOUT EACH WARRANTY'S COVERAGE.
 3. WILL SELECT THE 6/72,000 NVLW VIA PHONE.
- WRITER VERIFIED CUST'S INFO. PROVIDED CUST WITH INFO ON EACH WARRANTY OPTION. ENTERED CUST'S SELECTION INTO THE SYSTEM, PROVIDED CUST WITH FILE #, AND INFORMED CUST THAT HE WILL RECEIVE WARRANTY INFO IN APPROX. 6 - 8 WEEKS.

06/28/05 (SMOOR/CMS) CUSTOMER STATES:

1. STATED HE RECEIVED \$25 DEALER CARD
2. HE SHOULD HAVE RECEIVED \$325 DEALER CARD
3. SENT IN TITLE AS PROOF OF OWNERSHIP

-----WRITER ADVISED CUSTOMER ALL COMMENTS AND CONCERNS WILL BE NOTED IN FILE. WRITER ADVISED CUSTOMER HE RECEIVED \$25 DEALER CARD BECAUSE THE TITLE IS NOT CORRECT DOCUMENTATION OF PROOF OWNERSHIP. WRITER ADVISED CUSTOMER CLAIM FORM DID STATE MUST PROVIDE PROOF OF OWNERSHIP IN THE FORM OF REGISTRATION CERTIFICATE. WRITER PROVIDED CUSTOMER WITH ADDRESS OF PLAINTIFF'S CO-LEAD SETTLEMENT COUNSEL.

8/31/06 (TGORD/CVG) CUST STATES:

1. VEH FAILED STATE SAFETY INSPECTION. DUE TO RUSTED/ROTTED ENGINE CRADLE.
 2. VEH INSPECTED @ DLR & DLR ADVISED THAT VEH REQUIRES \$2000 REPAIRS TO PASS STATE SAFETY INSPECTION.
 3. ASKS FOR HMA TO REPAIR VEH @ NO CHARGE AS VEH SHOULD NOT HAVE RUSTED/ROTTED THE ENGINE CRADLE.
 4. WAS ADVISED @ DLR NOT TO RUSTPROOF VEH UNTILL NVLW EXPIRED. TO NOT INTERFERE WITH NVLW COVERAGE.
 5. WILL NOT RECOMMEND HYUNDAI VEH AS VEH FALLS APART AFTER WARRANTY EXPIRES.
- WRITER ADVISED THAT WARRANTY EXPIRED @ 72 MONTHS / 72000 MILES. AND VEH IS FAR OUT OF WARRANTY. NO ASSISTANCE WILL BE OFFERED @ THIS TIME. ANY REPAIRS TO VEH WILL BE CUST RESPONSIBILITY.
CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

C.A. CONCERN VIN CASE REPORT

FILE : 748361 Method: P Analyst: CACVG80 Date of Text: 4/15/2003
VIN : KMHWF35V9XA(REDACT) Sonata (EF) V-6 Selling Dlr: NJ020
Miles: 69,000 M/Year: 1999 Tran: 3 DFU: 7/19/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT).
City : TRENTON State: NJ Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 586-
e-Mail : NO EMAIL.

Incomplete Campaign: HPC

Service Dlr: NJ020 COLONIAL HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 11/16/2010

Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

4/15/03(MFURS/CMS) CUST STATES:

1. TOOK VEH INTO THE DLR FOR SOME SVC HE NEEDED DONE AND THE DLR TOLD HIM THAT THE FILE CAME UP UNDER SOMEONE ELSE'S NAME
 2. BOUGHT THIS VEH BRAND NEW SO HE IS THE ORIGINAL OWNER
 3. WANTED TO KNOW HOW TO GET HIS INFO CHANGED IN THE SYSTEM
- WRITER ADVSD CUST THAT ALL COMMENTS WILL BE NOTED IN FILE AND CUST INFO WAS UPDATED WITH HIS INFO. WRITER ADVSD CUST THAT THE SYSTEM IS NOT SHOWING HIM AS THE ORIGINAL OWNER OF THIS VEH SO WRITER WILL NEED TO CONTACT THE SELLING DLR SO THEY CAN RESEARCH THAT FURTHER. WRITER ADVSD CUST THAT ONCE WRITER CAN SPK TO THE PROPER PERSONNEL AT THE DLR THEN WRITER WILL FOLLOW UP WITH HIM ON THE STATUS. WRITER LEFT A MESSAGE FOR ANNE-SALES DEPT.
--CUST THAT WAS LISTED WAS MARJORIE MILLER-57 HEATH ST. EWING,NJ 08638

4/15/03(MFURS/CMS) ANNE-COLONIAL HYUNDAI STATES:

1. BROUGHT UP CUST VIN# AND HIS INFO CAME UP
 2. DOES NOT KNOW WHY THE SVC DEPT TOLD HIM THAT HIS INFO WAS NOT IN THE SYSTEM
 3. WILL GET IN CONTACT WITH THE DSM TO HAVE THE FILE RE-RDR'D
- WRITER ADVSD ANNE THAT THE FILE HAS NOW BEEN UPDATED IN OUR SYSTEM, BUT IT STILL RECOGNIZES HIM AS A SECOND OWNER, SO THE FILE WILL NEED TO BE RE-RDR'D. ANNE STATED SHE WILL TAKE CARE OF IT AND GET THE INFO CORRECTED.
--WRITER LEFT A MESSAGE FOR CUST TO INFORM HIM THAT ANNE WILL TAKE CARE OF THIS AND GET THE INFO CORRECTED.

08/27/07 (BMATT/CVG) CUST STATES:

1. CUST STATES THAT THE SUB FRAME IS RUSTING OUT.
 2. CUST FEELS THAT THIS SHOULD BE COVERED UNDER WARRANTY AND THIS SHOULD NOT BE HAPPENING.
- WRITER ADVISED TO CUST THAT WRITER IS GOING TO CONTACT THE DLRSP
DLR STATES: NJ020 (BUD)
1. DLR STATES THAT THIS IS RUSTED THROUGH AND DLR DOES NOT KNOW WHY.
 2. STATES THAT THE VEH JUST ROTS OUT. AND THE ROADS ARE USED WITH SALT ON TO MELT THE SNOW.
 3. THAT THE MOST LIKELY DECISION ON WHY THE VEH IS RUSTING IS DUE TO THE SALT IN THE WINTER.
 4. SPOKE WITH SERVICE MANAGER AND THE VEH IS OUT OF WARRANTY AND WILL NOT BE COVERED.
- WRITER THANKED DLR FOR TIME AND INFORMATION.

--WRITER EXPLAINED TO CUST WHAT WAS GOING ON WITH THE WARRANTY. CUST WAS NOT HAPPY BUT CUST UNDERSTOOD THE WARRNATY
--WRITER THANKED CUST FOR CALLING HCA AND GAVE CUST CONTACT INFORMATION.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 752442 Method: P Analyst: CACVG03 Date of Text: 5/07/2003
VIN : KMHWF25SX1A(REDACT) Sonata (EF) Selling Dlr: OH022
Miles: 83,000 M/Year: 2001 Tran: 2 DFU: 9/28/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: J
Address : (REDACT)
City : LIMA State: OH Zip: (REDACT)Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
e-Mail : NO EMAIL
Incomplete Campaign:
Service Dlr: OH022 TOM AHL HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: Yes 7/26/2011
Open Category Open Condition Open Component

MPNT PAINT 5250 PAINT CHIPPED, SCR
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

5/7/03 CR/CATEMPDB PER DPSM: AUTH PAINT REPAIR TO RT REAR DOOR HANDLE.

09/07/07 (AALLEE/CVG) CUST HUSBAND STATES:
1. WOULD LIKE TO KNOW IF THERE IS A RECALL.
2. WAS CHANGING THE OIL IN VEH AND FOUND A RUST BUBBLE ON THE FRAME OF THE VEH
3. THE CONTROL ARM BOLT WAS READY TO BREAK, THERE WAS NOTHING LEFT OF THE
FRAME WHERE THE CONTROL ARM WAS LOCATED
---WRITER VERIFIED CUST INFO AND ADDED HUSBANDS NAME TO FILE, WRITER ADVISED
THAT CUST IS OUT OF WARRANT BY TIME FOR COVERAGE BUT COMMENTS AND CONCERNS
WOULD BE NOTED. CUST STATED WOULD TAKE FRAME TO DLRSHIP FOR THEM TO TAKE A
LOOK AND GIVE AN OPINION. CUST THANKED WRITER FOR TIME AND ASSISTANCE

09/07/07 (JROSAS/CVG) CUST STATES:
1. TOOK THE VEH INTO THE DLR.

2. WAS INFORMED THAT IF CUST WOULD HAVE HAD THE VEH DRIVING AND HAD NOT TAKEN THE VEH INTO THE DLR THAT THE TIRE COULD HAVE FALL WHILE CUST WAS DRIVING AND THAT A SERIOUS CONCERN COULD HAVE OCCURED.
3. THE SUBFRAME THAT HOLD THE ENGINE ON THE VEH AND THE TIRE FELL OFF.
4. IT IS RUSTED.
5. WOULD LIKE TO HAVE CONCERN KNOWN AND FOR ANY FURTHER CONCERNS.
--WRITER VERIFIED INFORMATION AND EMPATHIZED WITH CUST WRITER INFORMED CUST THAT ALL CONCERNS WILL BE NOTED, CUST THANKED WRITER,WRITER PROVIDED CUST WITH FILE EXT, PHONE, AND NAME.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
 C.A. CONCERN VIN CASE REPORT

FILE : 753438 Method: P Analyst: CACVG14 Date of Text: 5/13/2003
VIN : KMHWF35V7YA(REDACT) Sonata (EF) V-6 Selling Dlr: MA024
Miles: 106,000 M/Year: 2000 Tran: 2 DFU: 6/27/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : ASHLAND State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dir: MA024 MIRAK HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: Yes 3/11/2012
 Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G 039A V6 SONATA MASS AIR
NCAM CAMPAIGN INQUIRY/G 051A EF SONATA SIDE AIR
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

5/13/3 (AGILB/CMS) CUST. STATES;
1. WHAT DOES THE WARRENTY COVER? INEED TO HAVE THE BRAKES DONE AND THERE IS A SQUEEK IN THE REAR OF THE CAR.
---WRITER ADVISED CUSTOMER THAT ALL COMMENTS & CONCERNS WILL BE NOTED IN FILE. WRITER ADVISED CUST. OF THE MFG. WARRENTY COVERING DEFECTS. WRITER ADVISED CUST. TO THE DEALER FOR DIAG. WRITER ADVISED CUST. OF THE OPEN CAMPAIGNS 039 AND 051 . WRITER ADVISED CUST. OF THE FILE NUMBER.

9/12/06 (BSTAT/CVG) CUST STATED:

1. DAUGHTER DRIVES VEH, TOOK INTO TIRE STORE TO HAVE TIRES REPLACED.
2. TOLD BY TIRE STORE PEOPLE THE FRAME ON THE RIGHT SIDE IS RUSTED CLEAR IN HALF. TOLD BY DLR NEEDED A NEW SUB FRAME.
3. CALLED DLR AND TOLD THE VEH IS OUT OF WARRANTY BY 6000 MILES.
4. WON'T HYUNDAI COVER THIS THE VEH IS ONLY 6 YEARS OLD.

---WRITER UPDATED CUST INFO INCLUDING EMAIL. WRITER EXPLAINED TO CUST THAT THE VEH IS OUT OF WARRANTY. WRITER EXPLAINED TO CUST THAT IF CUST WOULD TAKE VEH INTO DLR AND FAX IN REPAIR ORDER WRITER WOULD SEE IF HYUNDIA WOULD ASSIST CUST WITH ANY PART OF REPAIR. CUST UNDERSTOOD. WRITER GAVE FILE NUMBER, FAX AND WRITER NAME FOR FUTURE REFERENCE.

09/12/2006 (BROSS/CVG) CUST STATES:

1. WOULD LIKE TO KNOW IF THE VEH IS TOWED TO THE CUST INDEPENDENT SHOP AND DIAGNOSED, WILL THAT BE GOOD ENOUGH FOR HYUNDAI?

---WRITER ADVISED: WOULD NEED A HYUNDAI DLR DIAGNOSIS. CUST UNDERSTOOD.

10/04/06 (SWOOD/CVG/LCM) WRITER RECD FAX AND FORWARDED COPY TO (BSTAT).

10/16/06 (AACOCKS/CVG) CUST STATES:

1. WANTS TO SPEAK WITH BSTAT
2. WANTS TO GET THE UPDATE OF SITUATION AND IF FAX RECEIVED

--WRITER INFORMED CUST THAT FAX WAS RECEIVED AND FORWARDED TO BSTAT, BUT UNSURE AT THIS POINT WHAT FOLLOW UP HAS BEEN DONE. A MESSAGE LEFT FOR BSTAT TO CALL CUST BACK AT CUST REQUEST.

10/18/06 (BSTAT/CVG) WRITER PHONED SVC MGR SPOKE TO BRIAN @ MA030:

1. BELIEVES THE VEH SHOULD BE COVERED FOR 10/100.
2. THE VEH IS OUT OF WARRANTY IF COVERED 10/100 BY 6000 MILES.
3. CUST HAS NOT BEEN IN SINCE SEPT 03.
4. CAN NOT LOCATE FILE CAN BRIAN CALL WRITER BACK WITH FILE.

---WRITER THANKED BRIAN FOR ASSISTANCE. WRITER ASSURED BRYANT THAT WRITER WILL WAIT FOR RETURN CALL.

10/18/06 (BSTAT/CVG) WRITER LEFT MESSAGE ON CUST CELL PHONE THAT WRITER IS SORRY FOR TAKING SO LONG TO GET BACK TO CUST. WRITER HAS FAX AND IS LOOKING INTO ISSUE. WRITER WILL APPLY FOR GOODWILL AND LET CUST KNOW IN A FEW DAYS.

10/18/2006 (BMART/CVG) DLR CALLED FOR BSTAT.

--WRITER TRANSFERRED CALL TO BSTAT.

10/18/06 (BSTAT/CVG) BRIAN WITH MA030 CALLED WITH THE PRICE BREAK DOWN. PARTS FOR REPAIR OF SUB FRAME IS ABOUT \$2100, LABOR IS 13 HOURS @ \$93 PER HR. BRIAN STATED THE VEH IS NOT IN THE BEST OF CONDITIONS. IN MA. THE ROADS ARE SALTED AND SANDED IN THE WINTER. WRITER THANKED BRIAN FOR INFO.

---INFORMATION FOR GOODWILL CONSIDERATION.

- A. CUST THINKS THE FRAME OF VEH SHOULD LAST THE LIFE OF THE VEH.
- B. THE VEH WAS DIAGNOSED AT HERB CONNOLLY IN MA030.
- C. THIS IS NOT A REQUEST FOR RENTAL REIMBURSEMENT.
- D. THE VEH IS 6000 MILES OUT OF WARRANTY IN MILES, THE VEH STILL HAS 4 YEARS ON THE TIME.
- E. NO REPAIR ATTEMPTS HAVE BEEN MADE ON THIS ISSUE.
- F. THE DLR HAS NOT SEEN THE CUST SINCE SEPT 03. DOES NOT REALLY HAVE AN OPINION.
- G. THE VEH WAS PURCHASED NEW AND PER THE CUST HAS BEEN MAINTAINED.
- H. IF THIS HAD HAPPENED UNDER WARRANTY IT WOULD HAVE BEEN COVERED.

I. THE VEH HAS NOT BEEN REPAIRED.

J. THE PARTS AND LABOR BREAKDOWN ARE AS FOLLOWS.

PARTS: \$ 2100.00

LABOR: \$ 1200.00

TOTAL: \$ 3300.00

K. THE CUST OWNS ANOTHER HYUNDAI KMHWF35H02(REDACT).

J. THE CUST DAUGHTER TOOK VEH INTO TIRE STORE FOR NEW TIRES. CUST WAS TOLD THE FRAME OF THE VEH WAS RUSTED CLEAR THROUGH. CUST TOOK INTO DLR AND WAS TOLD THE VEH IS OUT OF WARRANTY BY 6000 MILES. CUST STATED THAT AN INDY DLR TOLD CUST THAT THE FRAME WAS RUSTED FROM INSIDE OUT. BRIAN SVC MGR AT MA030 SAID THAT THE DLR COULD NOT TELL IF THE RUST STARTED FROM THE INSIDE AND WORKED ITS WAY OUT OR NOT, THE HOLE WAS TOO LARGE.

10/18/06 (JSTUCKI/TL/CVG) WRITER REVIEWED FILE AND FORWARDED TO ERCA TO HAVE FILE FORWARDED TO DPSM FOR REVIEWAL.

10/23/06 (JSTUCKI/TL/CVG) WRITER RECEIVED INFO FROM REGION THAT DPSM REVIEWED FILE AND DECLINED ASSISTANCE DUE TO VEHICLE BEING OUT OF WARRANTY AND NOT A DEFECT. HYUNDAI STANDS BEHIND DPSM AND SO WRITER IS DECLINING GOODWILL ASSISTANCE.

10/23/06 (BSTAT/CVG) WRITER PHONED CUST AT 508-641-0144 AND LEFT MESSAGE THAT DUE TO THE VEH BEING OUT OF WARRANTY AND REGIONAL PERSON FEELS THAT FRAME IS NOT A DEFECT HYUNDAI HAS DECLINED TO ASSIST CUST WITH ISSUE. WRITER LEFT NAME AND 800 NUMBER IF CUST NEEDS FURTHER ASSISTANCE.

10/23/06 (CBRENT/CVG) CUSTOMER STATES:
1. WOULD LIKE TO SPEAK WITH BSTAT/CVG
--WRITER WARM TRANSFERED CALL TO CM.

10/23/06 (BSTAT/CVG) CUST STATED:
1. IS THIS THE FINAL DECISION BEFORE CONTACTING THE ATTORNEY GENERALS OFFICE?
---WRITER EXPLAINED THAT YES THE DECISION CAME FROM MANAGEMENT AND THE DECISION IS FINAL. WRITER APOLOGIZED TO CUST.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1011183 Method: P Analyst: CACVG27 Date of Text: 9/22/2006
VIN : KMHWF35V7YA289300 Sonata (EF) V-6 Selling Dlr: MA024
Miles: 106,000 M/Year: 2000 Tran: 2 DFU: 6/27/2000 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : ASHLAND State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
e-Mail : (REDACT)

Incomplete Campaign: HPC
Service Dir: MA030 HERB CONNOLLY HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: Yes 7/26/2011
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NWAR WARRANTY 170D VEH OUT OF WARRANTY
OPEN COMMENTS

9/22/2006 (SCOOLEY/CVG) CUST STATES:

1. VEH FRAME IS RUSTED FROM THE INSIDE OUT.
 2. VEH IS OUT OF WARRANTY ONLY BY 6,000 MILES.
 3. CUST WAS ADVISED THAT DLR WOULD NEED TO PROVIDE DIAGNOSIS BUT THE ONLY WRITTEN DOCUMENTATION DLR PROVIDES SHOWS PRICES NOT THE RESULTS OF WHAT THE DLR CONFIRMS ON THE DAMAGE ITSELF.
 4. CUST WANTS TO KNOW IF THERE IS ANY WAY TO APPEAL GOODWILL REFUSAL.
 5. CUST WANTS TO KNOW HOW CORROSION CAN OCCUR.
 6. WANTS TO KNOW IF CUST HAS ANY ALTERNATE OPTIONS FOR APPEALING GOODWILL.
- CM CONFIRMED CUST'S CONTACT INFO. CM ADVISED CUST THAT VEH IS OUT OF PERFORATION WARRANTY BY TIME AND MILEAGE AND SO GOODWILL CAN NOT BE CONSIDERED AND ADVISED THAT THERE IS NO ONE AT HYUNDAI THAT CAN ALTER THAT DECISION. CM ADVISED CUST THAT CUST MAY BE ABLE TO FIND INFORMATION ONLINE IN REGARDS TO HOW CORROSION OCCURS. CM ADVISED THAT THERE IS NO ONE WITHIN HYUNDAI THAT CAN APPEAL TO GOODWILL REFUSAL. CM PROVIDED FILE #.

9/22/06 (TGORD/CVG) CUST STATES;

1. ASKS FOR ANY ASSIST THAT MAY BE AVAILABLE WITH VEH CONCERN.
- WRITER ADVISED THAT INOF PROVIDED BY PEVIOUS CM WAS CORRECT. THE ONLY POSSIBLE OPTION AVAILABLE IS TO ADDRESS CUST REQUEST IN WRITING TO HMA. CM GAVE HMA MAILING ADDRESS,

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

FILE : 781531 Method: P Analyst: CACVG06 Date of Text: 9/25/2003

VIN : KMHWF35V1YA(REDACT) Sonata (EF) V-6 Selling Dlr: NY013

Miles: 101,000 M/Year: 2000 Tran: 2 DFU: 7/20/2000 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: R

Address : (REDACT).

City : LANCASTER State: NY Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)REDACT)

e-Mail :

Incomplete Campaign: HPC

Service Dlr: NY013 NORTHTOWN HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: 10/100000/000/ 4B HCP:

Letter Rcvd: VIN Hist: No 7/20/2010

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION

NDSV DEALER SERVICE 110U NOT FIXED 1ST TIME

NWAR WARRANTY 170E GENERAL - WARRANTY

OPEN COMMENTS

9/25/03(MFURS/CMS) CUST WIFE STATES:

1. THE VEH HAS RUST MARKS ALL OVER IT AND IN THE AREA SHE PROVIOUSLY HAD ACCIDENT REPAIRS DONE TO IT
2. A HYUNDAI BODY SHOP DID THE REPAIRS DUE TO THE ACCIDENT AND AFTER THEY DID THAT THE VEH STARTED RUSTING IN THAT AREA SO SHE TOOK IT BACK AND THEY JUST TOUCHED IT UP
3. ON THE OTHER AREAS THE VEH IS RUSTING, THE DLR TOLD HER WAS DUE TO BRAKE DUST GETTING ON THE BODY OF THE VEH
4. THERE IS ALSO AN OIL LEAK
5. FEELS THIS VEH WAS NEVER CLEARCOATED PROPERLY AT THE FACTORY AND THAT THE VEH IS DETERIORATING THE OLDER IT GETS
6. WANTED TO KNOW WHAT RECOURSE SHE HAS IF THE DLR DOES NOT CORRECT THE RUST ISSUES

--WRITER ADVSD CUST THAT ALL COMMENTS WILL BE NOTED IN FILE AND CUST INFO WAS VERIFIED. WRITER ADVSD CUST THAT SHE WILL NEED TO GET THE VEH BACK INTO THE DLR AND HAVE THE SVC MNGR INSPECT/GO OVER IT WITH HER. WRITER ADVSD CUST THAT THEY WILL ALSO NEED TO REVIEW ALL HER PAST WORK ORDERS. WRITER ADVSD CUST THAT IF IT'S DETERMINED TO BE A PAINT ISSUE, THEN THAT WOULD ONLY BE COVERED FOR 3/36K, BUT IF IT RUSTING FROM THE INSIDE OUT THEN THAT SHOULD BE COVERED BY THE ANTI-PERFORATION WARRANTY OF 5/100K. WRITER ADVSD CUST THAT IN THE AREAS THAT WERE REPAIRED DUE TO THE ACCIDENT, THAT WOULD NEED TO BE WORKED OUT THROUGH THE BODY SHOP AND POSSIBLY HER INSURANCE SINCE IT WAS NOT A WARRANTY RELATED ISSUE ORIGINALLY. WRITER PROVIDED FILE #.

01/09/06(BHUMP/CVG)CUST STATES:

1. WANTED TO KNOW ABOUT RSA

---WRITER UPDATE FILE, ASSIST CUST W/INFORMATION ABOUT RSA.

11/07/06 (AFELL/CVG) CUST STATES:

1. OWNS TWO HYUNDAIS
2. IS A LOYAL CUST
3. VEH HAS BEEN IN THE SHOP FOR THE WHOLE UNDERCARAGE BEING RUSTED THE DLR COVERED THE RUSTED PARTS UNDER WARRANTY BUT A FEW THINGS THAT THE CUST NOTICED AFTER THE CAR CAME OUT OF THE SHOP.
4. FEELS THAT THIS PART THAT JUST WENT OUT OF WARRANTY SHOULD BE COVERED
5. CUST IS OUT OF WARRANTY 1,000 MILES

6. THE BREAK LINES WERE RUSTED AND THEY BURST

7. CUST STATES THAT DLR SAID THAT THE DLR BOUNCED THE VEH AROUND THE CUST MAY THINK THAT THIS IS WHAT IT IS FROM

----WRITER STATED THAT THE CM IS GOING TO HAVE TO CALL THE DLR FOR SOME FURTHER RESEARCH ON THIS ISSUE AND THAT THERE IS GOING TO BE NO GUARENTEE ANYTHING FOR THE CUST AT THIS TIME JUST AN INVESTIGATION CUST STATES THAT THE CUST HOPES THAT THIS CAN GET RESOLVED BECAUSE THE CUST WANTS TO BUY 2 MORE HYUNDAI VEH WRITER PROVIDED FILE NUMBER NAME AND EXT FOR THE CUST

11/08/06 (LHARR/CVG) CUST STATES:

1. PLEASE SPEAK WITH AFELL/CVG

-- WRITER INFORMED CUST THAT CM WAS UNAVAILABLE. CAN WRITER HELP? CUST ASKED IF THERE IS AN UPDATE ON FILE. WRITER IS WANTING TO KNOW WHAT CAN DO TO HELP WITH THIS. PLEASE HAVE CM CALL BACK AND IS WAITING TO PICK VEH ON WHAT HMA CAN DO TO ASSIST.

11/14/06 (QADAMS/CVG) CUST STATES:

1. ASKED TO SPEAK WITH AFELL/CVG WHO WAS UNAVAILABLE.

2. ASKED TO HAVE A MESSAGE LEFT FOR THE CM TO CALL CUST BACK IF POSSIBLE TODAY.

----WRITER ADVISED CUST THAT A MESSAGE WOULD BE LEFT AND VERIFIED THE CUST PHONE NUMBER WHICH WAS DIFFERENT THAN PREVIOUSLY ON FILE.

11/14/2006 (BROSS/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH AFELL.

--- WRITER TRANSFERS TO AFELL.

11/14/06 (AFELL/CVG) CUST STATES:

1. JUST SEEING WHAT IS GOING ON

---WRITER STATED THAT THE WRITER HAS TO CONTACT THE DLR STILL THAT THE WRITER WILL DO THAT ASAP WHEN THE WRITER GETS A CHANCE CUST THANKED THE WRITER AND HUNG UP

11/15/06 (AFELL/CVG) WRITER CONTACTED DLR FOR INFORMATION ON THE VEH

1. WHAT WHERE THE MILAGES AND DATES AND REPAIR ATTEMPTS FOR THIS ISSUE

----DLR STATES THAT THE CUST WAS IN 3 TIMES FOR THIS ISSUE

1. 10/12/06 AT 100,256 MILES: CROSS MEMBER ASS AND ASSIST LINKS REPLACED WARR

2. 10/30/06 AT 100,900 MILES: RIGHT CONTROL ARM REPLACED WARR

3. 11/06/06 AT 101,000 MILES: REAR ARM REPLACED WARR

THE BRAKE LINES REPLACED OUT CUST POCKET \$783.92 BECAUSE ROAD CONDITIONS

----WRITER ASKED IF THE VEH WAS MAINTAINED DLR STATED THAT THE CUST HAS HAD STUFF DONE AT THE DLR BUT NOT EVERYTHING SO DLR DOES NOT KNOW IF EVERYTHING WAS. WRITER THANKED THE DLR FOR THE INFORMATION THAT THE DLR HAS PROVIDED FOR THE WRITER DLR STATES THAT IT WOULD BE UP TO HYUNDAI FOR THE GOODWILL

-----INFO TO SUBMIT TO GOODWILL-----

1. THE CUST WANTS TO BE REIMBURSED THE COST OF THE BRAKE LINES THE CUST STATES THAT THE CUST IS A LOYAL CUST AND OWNS TWO HYUNDAIS

2. THE VEH HAS BEEN DIAGNOSED BY THE DLR

3. THERE WAS NOR RENTAL CAR INVOLVED

4. THE VEH WAS OUT OF WARR 1,000 MILES

5. JUST THIS ONE FOR THE BRAKE LINES

6. DLR STATES IT IS UP TO HYUNDAI FOR THE GOODWILL

7. THE OWNER HAS PURCHASED THE VEH NEW. THE DLR SAYS THAT NOT ALL THE MAINTANCE HAS BEEN DONE AT THE DLR BUT SOME OF IT HAS

8. THE BRAKE LINES RUSTED BECAUSE THE ROAD CONDITIONS

9. NO THE VEH WAS NOT REPAIRED AT AN INDEPENDENT FACILITY

10. \$783.00 FOR ALL THE COST LABOR WAS ABOUT \$100-\$200 CUST STATES

11. THE CUST OWNS TWO HYUNDAIS THE VINS ARE

1. KMHWF35V1YA313249 AND KM8SC73D34U(REDACT)

-----INFO TO SUBMIT TO GOODWILL-----

11/15/2006 (RMANESS/CVG) CUST STATES:

1. CUST HAS BEEN WAITING 8 DAYS FOR RESULTS OF GOODWILL REQUEST FOR REIMBURSEMENT FOR REPLACEMENT OF BRAKE LINES.
2. CUST IS LOYAL HYUNDAI CUSTOMER AND FEELS THAT EVEN IF THE ANSWER WAS NO CUST SHOULD HAVE BEEN CONTACTED BEFORE NOW.

--WRITER ADVISED: VERIFIED CUST INFO. WRITER CONSULTED SUP/JSTUC FOR ASSISTANCE WITH EXPEDITING GOODWILL REQUEST. JSTUC ADVISED THAT BRAKE LINES ARE NOT COVERED FOR 10/100K AND AS DLR HAD DONE SUSPENSION REPLACEMENTS UNDER GOODWILL HCA COULD NOT AUTHORIZE GOODWILL REIMBURSEMENT FOR REPLACING BRAKE LINES. WRITER ADVISED CUST OF RESULTS OF INQUIRY. CUST VERY UPSET AND DISCONNECTED CALL.

11/15/06(LWILL/TL & KFRAN/LCM/CVG) REVIEWED FILE AND WILL RETURN TO CM TO FIND OUT WHAT WARRANTY THE BRAKE LINES ARE COVERED UNDER ALSO GET A PART NUMBER ALSO IF THIS WEAR WAS DUE TO ROAD CONDITIONS THIS WILL BE DECLINED DO TO HYUNDAI ONLY COVERS MANUFACTURES DEFECTS NOT DAMAGE CAUSED BY AN OUTSIDE SOURCE.

11/15/06 (CBRENT/CVG) CUSTOMERS WIFE STATES:

1. WAS DENIED FOR GOODWILL ASSISTANCE
2. FEELS THAT DLR DAMAGED VEH AND NOT CUSTOMER
3. WANTS TO KNOW WHO CUSTOMER CAN WRITER TO IN HYUNDAI TO ESCALATE THIS SITUATION FURTHER

--WRITER EMPATHIZED WITH CUSTOMERS SITUATION. WRITER INFORMED CUSTOMER THAT HYUNDAI DOES STAND BEHIND DLR'S DIAGNOSIS AND VEH IS OUT OF WARRANTY. WRITER INFORMED CUSTOMER THAT IF CUSTOMER BELIEVES DAMAGE WAS CAUSED BY THE DLR DURING PREVIOUS WORK THEN CUSTOMER WOULD NEED TO WORK WITH DLR TO RESOLVE THE ISSUE. CUSTOMER WANTED HEAD OF THE DEPARTMENT FOR CONSUMER AFFAIRS NAME TO WRITE TO. WRITER INFORMED CUSTOMER TO PUT LETTER TO THE ATTN OF NCA. CUSTOMER STILL DEMANDED THE NAME OF HEAD OF CONSUMER AFFAIRS. AT THIS TIME LEAD CASE MANAGER SWOOD/CVG SPOKE WITH CUSTOMER.

11/15/06 (SWOOD/CVG/LCM) CUST STATES:

1. TOOK VEH IN PRIOR TO THE END OF 100K WARRANTY FOR AN INSPECTION.
 2. HAD ABOUT 7 PARTS REPLACED AT THAT TIME UNDER WARRANTY FOR RUST PROBLEMS.
 3. NOTICED AFTER REPAIR THERE WAS A SQUEEK NOISE IN THE BACK AFTERWARDS AND TOOK IT BACK TO THE DLR.
 4. DLR JOSTLED EVERYTHING IN CAR TO FIND NOISE, AND MADE REPAIR TO FIX NOISE.
 5. DOES NOT KNOW WHAT REPAIR WAS MADE BUT HUSBAND DOES.
 6. TWO DAYS AFTER REPAIR WAS MADE, DAUGHTER WAS DRIVING CAR AND THE BRAKES WENT OUT.
 7. HAD TO DRIVE VEH SELF HOME AFTER TRADING VEH WITH DAUGHTER AND HAD TO USE THE HAND BRAKE.
 8. WHEN TOOK IT TO THE DLR TO GET IT REPLACED IT WAS DEEMED NOT WARRANTABLE DUE TO RUST.
 9. FEELS THAT THIS COULD NOT HAVE BEEN A RUST PROBLEM AND THAT THE DLR DID SOMETHING WRONG TO THE VEHICLE WHEN FIXING THE NOISE.
 10. FEELS SHOULD BE REIMBURSED FOR THE REPAIR SINCE IT IS HYUNDAI'S RESPONSIBILITY.
 11. FEELS IT IS UNACCEPTABLE THAT HYUNDAI WILL NOT ASSIST IN SITUATION AND WOULD LIKE TO SPEAK TO SOMEONE HIGHER UP IF NECESSARY.
 12. COMPLAINED ABOUT RUST ON VEH FROM DAY 1 AND FEELS THAT IF THAT WAS THE PROBLEM IT SHOULD HAVE BEEN FIXED BEFORE.
 13. WOULD LIKE DOCUMENTATION OF THE CONVERSATION RECD FROM DLR AS WELL.
- WRITER ADVISED CUST THAT HYUNDAI DOES NOT HAVE AUTHORITY WITH DLRS AND

SINCE HCA IS NOT TECHNICALLY TRAINED THE DLR DIAGNOSIS CAN NOT BE CHALLENGED. ADVISED CUST THAT HCA HAS REVIEWED SITUATION FOR ANY POSSIBLE REIMBURSEMENT AND HAS DETERMINED WILL NOT BE ABLE TO ASSIST WITH COST. ADVISED CUST THIS WAS DETERMINED AS THE RUST WAS DUE TO ROAD CONDITIONS AS VERIFIED WITH DLR WHICH IS NOT WARRANTABLE. ADVISED CUST THAT IF FEELS THAT DLR DID WORK INCORRECT AND CAUSED THE PROBLEM THEN WOULD HAVE TO TAKE THAT UP WITH DLR AS THEY ARE AN INDEPENDENT BUSINESS AND COVER THEIR OWN WORKMANSHIP. ADVISED CUST CAN SEND LETTER TO HMA IF FEELING THAT IS NECESSARY AND PROVIDED ADDRESS. ADVISED CUST IF NEEDED CAN WORK HIGHER UP WITHIN DLR COMPANY TO RESOLVE CONCERN, BUT IF HYUNDAI WILL ASSIST WILL NEED VERIFICATION THAT THE DLR DID DO WORK INCORRECTLY. CUST STATED THAT WILL GO TO MECHANIC AND ASK IF THEY FEEL THAT IT IS POSSIBLE DLR DID WORK WRONG. ADVISED CUST IF SEEKING THAT INFO HYUNDAI WILL ONLY BE ABLE TO CONFIRM WITH ANOTHER HYUNDAI DLR AND WOULD NEED INFO SPECIFICALLY STATING THAT THE DLR MOST LIKELY DID THE WORK INCORRECTLY AND CAUSED THE BRAKE PROBLEM. CUST UNDERSTOOD. ADVISED CUST THAT IF THIS INFO CAN BE PROVIDED HMA CAN LOOK FURTHER INTO CONCERN. GAVE CUST FILE #.

11/16/06 (AFELL/CVG) DLR STATES:

1. WHAT WAS SAID TO THIS CUST
2. THE CUST IS BLAMING US

---WRITER STATED THAT THE CUST HAS BEEN INFORMED THAT THE GOODWILL WAS DENIED DUE TO ROAD CONDITIONS AND OUT OF WARRANTY AND THE CUST CALLED IN YESTERDAY AND SPOKE WITH A LCM SO CUST KNOWS WHAT IS GOING ON DLR THANKED WRITER
CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 785525 Method: P Analyst: CACVG20 Date of Text: 10/15/2003

VIN : KMHWF35V4XA(REDACT) Sonata (EF) V-6 Selling Dlr: PA037

Miles: 46,200 M/Year: 1999 Tran: 2 DFU: 7/12/1999 (mm/dd/yyyy)

Branded Info: CLASS IV-VEH REPORTED SCRAPPED-NOT WARRANTABLE

Last Name: (REDACT) First: (REDACT) Midl: W

Address : (REDACT)

City : PITTSBURGH State: PA Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)

e-Mail :

Incomplete Campaign: HPC V01 051

Service Dir: PA037 WRIGHT HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 7/20/2010

Open Category	Open Condition	Open Component
NCAM CAMPAIGN INQUIRY/G V01	99-01 SONATA, 01 S	
NCAM CAMPAIGN INQUIRY/G 051A	EF SONATA SIDE AIR	
MBDY BODY	4030 RUST/CORROSION	
NWAR WARRANTY	170E GENERAL - WARRANTY	
MBRK BRAKES	3100 RAPID WEAR	

OPEN COMMENTS

10/15/03 (RHINE/CMS) CUSTOMER STATES:

1. REAR ROTORS ON VEH AR FALLING APART
2. CUST WANTS TO KNOW WHAT WARRANTY IS

--WRITER ADVISED CUST WARRANTY IF FOR 5/60. CUST NEEDS TO GET ROTORS TO DLR
WRITER ADVISED CUST OF RECALLS V01 AND 051.

10/27/03 (RTIUS/CMS) CUST STATES:

1. WANTS TO KNOW IF RUST ON REAR ROTORS ARE COVERED UNDER WARRANTY
2. VEH HAS NOT BEEN DIAGNOSED YET

--WRITER ADVSD ALL COMMENTS/CONCERNS WOULD BE NOTED IN FILE.

WRITER INFRMD CUST THAT IF CUST WANTS TO HAVE VEH REVIEWED UNDER WARRANTY
THAT VEH NEEDS TO BE DIAGNOSED BY AN AUTHORIZED HMA DLR. WRITER STATES IF
CAUSE IS DUE TO DEFECT & STILL UNDER WARRANTY COVERAGE PERIOD THEN COVERED BY
WARRANTY BUT IF CAUSE IS DETERMINED NOT TO BE FROM DEFECT OR NO LONGER UNDER
COVERAGE PERIOD THEN NOT COVERED UNDER WARRANTY. WRITER STATES RUST IS NORMALL
Y ATTRIBUTED TO ROAD ELEMENTS & NORMALLY NOT CONSIDERED WARRANTABLE & INSTEAD
CONSIDERED NORMAL WEAR. WRITER PRVDED W/FILE #.

7/12/2006 (BMART/CVG) CUST STATES:

1. THEY JUST HAD A CALL FROM THEIR SERVICE STATION SAYING THAT THE ENGINE
CRADLE HAS RUSTED THROUGH AND WILL NOT SUPPORT THE ENGINE ANY LONGER.
2. THEY WANT TO KNOW WHATS UP WITH THIS.

--WRITER APOLOGIZED FOR THE DIFFICULTY THE CUST IS EXPERIENCING BUT NOTED THE
CAR IS OUT OF WARRANTY. WRITER STATED THAT CUST LIVES IN AN AREA OF HIGH
SALT USAGE AND RUST IS A PROBLEM. WRITER STATED HE DID NOT HAVE A SOLUTION
FOR THE CUST, AND CUST SAID HE WOULD HAVE TO SEARCH THE INTERNET AND SEE IF
ANYONE ELSE HAS REPORTED THIS PROBLEM. CUST THEN HUNG UP.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category	Close Condition	Close Component
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CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 789243 Method: W Analyst: CACVG66 Date of Text: 10/29/2003

VIN : KMHWF35V2XA(REDACT) Sonata (EF) V-6 Selling Dlr: KY013
Miles: 105,000 M/Year: 1999 Tran: 2 DFU: 8/22/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: R
Address : (REDACT)
City : FAIRFIELD TOWNSHIP State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
e-Mail : NO EMAIL
Incomplete Campaign: HPC
Service Dlr: OH001 SUPERIOR HYUNDAI NORTH
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: 1/14/2004 Area: CE HPP: HCP:
Letter Rcvd: 1/20/2004 VIN Hist: No 7/20/2010
Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G V01 99-01 SONATA, 01 S
NOTH OTHER 100C OWNER INFO CORRECT
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

10/29/03 (RHINE/CMS) CUSTOMER STATES:

1. HAVE REPLACE 02 SENSOR IN VEH
2. CUST RECEIVED RECALL NOTICE FOR 02 SENSOR
3. CUST WANTS TO KNOW IF CAN FILE FOR REIMBURSEMENT.

---WRITER ADVISED CUST WRITER UPDATED FILE TO REFLECT NAME CHANGE FOR CUST.
WRITER ADVISED CUST TO CONTACT DLR TO SEE IF CUST STILL NEEDS TO BRING VEH
IN. WRITER ADVISED CUST OF ADDRESS TO FILE FOR CONSIDERATION OF REIMBURSEMENT.
WRITER MADE NOT GUARANTEES.

01/20/04 (ICASTRO) RCVD LTR.

01/30/04 (SDUPUY) REVIEWED DOCS SUBMITTED BY CUSTOMER IN RESPONSE TO CAMPAIGN
V01 OWNER NOTIFICATION. REPAIR ORDER INDICATES CUSTOMER PAID FOR REPAIRS
(INPUT, OUPUT, WATER TEMP SENSORS) THAT ARE NOT INCLUDED IN THIS CAMPAIGN. SENT
CUSTOMER A LETTER ADVISING ACCORDINGLY.

11/20/06(TCASH/CVG)CUST(HUSBAND)STATES:

1. JUST HAD CALLED THE DLR OH001 AND SPOKE WITH KEVIN ASST. MGR WHO ADV TO
CONTACT HCA
2. THE FRAME UNDERNETH IS RUSTED AND IT IS A DEFECT IN THE WORKMANSHIP/MATERIA
----WRITER UPDATED FILE. WRITER HAD PLACED CUST ON HOLD AND CALLED OH001 AND
SPOKE WITH SCOTT SVC MGR. SCOTT HAD STATED THAT HAVE SEEN ALOT OF RUSTED FRAME
AND THE VEH IS OUT OF WARR FOR THE NVLW AND THE ANIT PERFORATION ONE. SCOTT
STATED IF CUST WOULD LIKE TO PURSUE THIS MORE TO CONTACT SCOTT SO THAT SCOTT
WOULD BE ABLE TO SET UP APPOINTMENT WITH THE DPSM AND CUST. WRITER THANK SCOTT
FOR THE INFO. WRITER THEN RELAYED INFO TO CUST. CUST STATED THAT WILL CALL
SCOTT AND SET APPOINTMENT WITH DPSM TO GET THIS RESOLVED. CUST THANK WRITER
FOR THE HELP AND WRITER THANK CUST.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 791783 Method: P Analyst: CACVG35 Date of Text: 11/06/2003
VIN : KMHWF35V8XA(REDACT) Sonata (EF) V-6 Selling Dlr: NY059
Miles: 133,000 M/Year: 1999 Tran: 2 DFU: 9/04/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: T
Address : (REDACT)
City : NEW CITY State: NY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: NY097 HYUNDAI OF NANUET
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 2/28/2011
Open Category Open Condition Open Component

NWAR WARRANTY 170D VEH OUT OF WARRANT
NCAM CAMPAIGN INQUIRY/G V01 99-01 SONATA, 01 S
NCAM CAMPAIGN INQUIRY/G 035A 1999 V6 SONATA ATM
NCAM CAMPAIGN INQUIRY/G 039A V6 SONATA MASS AIR
NCAM CAMPAIGN INQUIRY/G 051A EF SONATA SIDE AIR
OPEN COMMENTS

11/6/03(SSCHU/CMS)
CUSTOMER STATES

1. I TAKE EXCELLENT CARE OF MY VEHICLE
2. I TOOK IT TO THE DLR 2 WEEKS AGO AND HAD TO PAY \$150 FOR SWITCHES AND THE CEL WAS ON
3. I TOOK IT IN FOR AN INSPECTION BUT IT DIDNT PASS
4. I TOOK IT BACK TO THE DLR AND THEY SAID I NEED A FRONT PIPE EXHAUST THAT WILL COST \$2000 BECAUSE I'M OUT OF WARRANTY BY 5000 MILES

WRITER STATES

1. ADVISED CUST ALL COMMENTS AND CONCERNS WILL BE NOTED IN THE FILE
2. A CASE MANAGER WILL FOLLOW UP IN 72 BUS HRS
3. ADVISED CUST OF 4 RECALLS AND ADVISED CUST TO CALL DLR AND GET THOSE TAKEN CARE OF FIRST THEN SEE IF IT WILL PASS INSPECTION. PROVIDED FILE # TO CUST PLEASE CALL CUST AT WORK # (REDACT) EXT 17

11-7-03 (BGOOD-CMS) WRITER FOLLOWED UP WITH THE CUSTOMER TO BE ADVISED THAT SHE IS ON THE LINE AND WAS PLACED INTO VOICE MAIL. WRITER ADVISED THAT WRITER WOULD TALKED TO HER AND PROVIDED THE RECALL INFORMATION AND THE CALL BACK INFORMATION FOR THE WRITER. ADVISED V01, 035, 039 & 051.

11-7-03 (BGOOD-CMS) CUSTOMER STATES ON VM:

1. THAT THE VEH IS AT THE DLR NOW AND HOPEFULLY THIS WILL RESOLVE THE CONCERNS
2. IF NOT, SHE WILL BE CALLING BACK
3. THANKED WRITER FOR CALLING HER AND FOLLOWING UP

-----WRITER UPDATED THE FILE. WRITER CALLED NY059 AND SPOKE TO CHRIS. CHRIS ADVISED THAT THE EXHAUST PIPE IS A 5/60 PART AND THE RO IS IN THE ACCTG DPET BEING FILED SO HE DOES NOT HAVE IT RIGHT NOW. STATES THAT HE RAN IT THRU THE DCS AND IT STATED THE COVERAGE WAS 5/60. WRITER THANKED HIM FOR HIS TIME. HE ADVISED THE CUST JUST PICKED UP HER CAR AND SHE TOLD HIM THAT SHE CALLED CMS HMA.

10/13/06 (AACOCKS/CVG) CUST STATES:

1. WAS IN A FENDER BENDER
2. HAD TO HAVE BODY WORK AND BODY SHOP NOTICED SEVERE RUST ON UNDERCARRIAGE
3. SEVERAL MECHANICS HAVE LOOKED AT THIS AND STATE THAT THEY HAVE NEVER SEEN THIS SEVERE RUST ON A VEH.

4. CUST STATES THAT BECAUSE OF THE RUST DAMAGE IT CAUSES THE VEH SWERVE LEFT TO RIGHT AND CUST FEELS UNSAFE BECAUSE OF THIS.

5. CUST IS AFRAID TO DRIVE THE VEH TO THE DLRSP

--WRITER CALLED NY097 (845) 627-1300 TO SEE IF THE DLR WOULD TOW THE VEH FROM THE BODY SHOP (GMB AUTO BODY 17 SEEGER DR. IN NANUET NY). I SPOKE WITH BILL IN THE SVC DEPARTMENT-AND BILL STATED THAT THE CUST WOULD HAVE TO PAY FOR THE TOW AND THE DIAGNOSTICS FOR THIS AS VEH IS OUT OF WARRANTY. WRITER INFORMED CUST OF THIS.

--CUST VERY UPSET ABOUT THIS BECAUSE OTHER MECHANICS IN THE AREA ARE TELLING CUST THAT THIS IS PREMATURE CORROSION FOR A VEH OF 6 YEARS.

--WRITER INFORMED CUST OF CORROSION WARRANTY OF 5 YEARS/ 100,000 MILES FOR A 1999 VEH AND CUST WANTS TO SPEAK WITH A SUPERVISOR.

10/13/2006 (CORR/CVG/LCM) WRITER CONTACTED CUST AS PER CUST REQUEST. WRITER LEFT MESSAGE ON CUST WORK NUMBER FOR CUST TO CALL BACK AT CUST'S EARLIEST CONVENIENCE.

10/16/2006 (CORR/CVG/LCM)

--DUE TO LACK OF CUST CONTACT, WRITER CONTACTED CUST AND LEFT A MESSAGE FOR CUST TO HAVE VEH TAKEN TO HYUNDAI DLR FOR DIAGNOSIS AND HYUNDAI DLR WILL MORE THAN LIKELY INVOLVE AN AREA REP TO MAKE THE DECISION ON WHETHER OR NOT TO PROVIDE ANY ASSISTANCE. WRITER ADVISED THAT CORROSION WARRANTY ON VEH IS OUT BY 33,000 MILES, THEREFORE HYUNDAI WILL NOT BE ABLE TO ASSIST THROUGH THIS OFFICE. WRITER AGAIN ADVISED CUST TO TAKE VEH TO DLR FOR ASSISTANCE. WRITER PROVIDED 800#, NAME AND EXT FOR ANY OTHER QUESTIONS.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 799082 Method: P Analyst: CACVG59 Date of Text: 12/10/2003

VIN : KMHWF35V0XA(REDACT) Sonata (EF) V-6 Selling Dlr: NY036

Miles: 99,584 M/Year: 1999 Tran: 2 DFU: 6/24/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:

Address : (REDACT)

City : KERHONKSON State: NY Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)

e-Mail : (REDACT)

Incomplete Campaign: HPC V01

Service Dlr: NY036 PRESTIGE HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: 12/16/2003 Area: EA HPP: HCP:

Letter Rcvd: 12/19/2003 VIN Hist: No 3/29/2011

Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G V01 99-01 SONATA, 01 S
NCAM CAMPAIGN INQUIRY/G 011F REQUEST FOR REIMB
NGWL GOODWILL 100B NCA GOODWILL PROCE
NWAR WARRANTY 170J REPAIR NOT COVERED
OPEN COMMENTS

12/10/03(MFURS/CMS) CUST STATES:

1. JUST RECIEVED CAMPAIGN V01 NOTICE
 2. SHE ALREADY HAD THE 02 SENSORS REPLACED A FEW MONTHS AGO FOR OVER \$200
 3. WANTED TO KNOW IF SHE CAN BE REIMBURSED FOR THAT REPAIR
- WRITER ADVSD CUST THAT ALL COMMENTS WILL BE NOTED IN FILE AND CUST INFO WAS VERIFIED. WRITER ADVSD CUST THAT SHE WILL NEED TO SUBMIT THE WORK ORDER, PROOF OF OWNERSHIP ALONG WITH A LETTER OF EXPLANATION TO HMA FOR EVALUATION OF REIMBURSEMENT. WRITER PROVIDED THE MAIN ADDRESS TO HMA AND A FILE. WRITER ADVSD CUST THAT SHE WILL STILL NEED TO GET THE VEH BACK TO THE DLR FOR THE ECM TO BE REPROGRAMMED.

12/19/03 (ICASTRO) RCVD LTR.

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-
-
-

01/07/04 (SDUPUY) REVIEWED DOCS SUBMITTED BY CUSTOMER IN RESPONSE TO CAMPAIGN V01 OWNER NOTIFICATION. REPAIR ORDER INDICATES CUSTOMER PAID \$190.97 TO REPLACE OXYGEN SENSOR PRIOR TO THE INITIATION OF THIS CAMPAIGN. COMPLETED AN HCR FOR THAT AMOUNT, FORWARDED DOCS TO (ACHO) THIS DATE. SENT CUSTOMER WRITTEN NOTICE OF REIMBURSEMENT.

FILE ADDRESS VERIFIED.

2/2/04 (ACHO) REVIEWED HCR REQUEST FOR CAMPAIGN REIMB ON O2 SENSOR REPLACEMENT TOTALLING \$190.97. VERIFIED RO#C35366 DTD 5/19/03 AND ATTACHED DOC

2/2/04 (ACHO) *****HCR FOR \$190.97 SUBMITTED FOR 2/13/04 CHECK MAILING SCHEDULE. *****CAMP REIMB ON O2 SENSOR REPLACEMENT TOTALLING \$190.97 PAYABLE TO "DEGROTE ESTHER" AT 58 CLAYHILL RD KERHONKSON, NY 12446.

**** 02/05/2004,HCR FOR \$190.97 SUBMITTED TO FINANCE

**** 02/14/2004,CHECK# 50113491 FOR \$190.97 MAILED

12-14-05 (ATOLM/CVG) CUST STATES:

1. CUST TOOK VEH IN FOR OIL CHANGE TO INDEPENDENT SERVICE

2. INDEPENDENT SERVICE FOUND A PROBLEM WITH RUST ON FRONT SUB FRAME
3. SVCMAN STATED: SEVERE CORROSION ON FRONT SUBFRAME RUST HOLE THROUGH VEH AND VEH IS UNSAFE TO DRIVE.

4. CUST IS ORIGINAL OWNER.

-----WRITER ADVISED CUST TO TAKE VEH TO HMA DLR SO AN HMA PERSON CAN LOOK AT VEH AND DETERMINE WHAT THE PROBLEM IS OR THE CAUSE OF PROBLEM. ----CUST IS ASKING ATOLM WHAT DOES CUST DO IF IT IS NOT COVERED UNDER WARRANTY. ---WRITER STATED TAKE VEH TO DLR FIRST, AND FIND OUT WHAT PROBLEM IS AS HCA ARE NOT AUTO TECHNICIANS.----CUST STATED CUST HAS PICTURES OF PROBLEM TAKEN BY INDEPENDENT SERVICE MAN.-----WRITER PROVIDED CUST WITH FILE NUMBER AND UPDATED FILE.

12/22/05 (KGIB/CVG) CUST STATES:

1. WOULD LIKE TO SPEEK TO ANN
 2. PLEASE HAVE ANN CALL CUST AT WORK
- WRITER ADV CM IS UNAVAIL. WRITER WILL GIVE CM MESSAGE.

12/22/05 (LLED/CVG) CUST STATES:

1. CUST VEH AT DLR SUBFRAIN IS COMPLETELY RUSTED OUT.
2. REPAIR IS EXPENSIVE.
3. WHAT WILL HYUNDAI DO FOR ME?
4. DLR SAYING NOT WARRANTY REPAIR AND WILL NOT REPAIR UNDER WARRANTY.
5. WHY DID MY VEH RUST IN ONLY 6.5 YEARS?
6. MUST BE DEFECT IF IT RUSTS IN 6.5 YEARS.
7. WANTS SUP.

---WRITER UPDATED AND VERIFIED CUST INFO. WRITER CALLED DLR.

12/22/05 (LLED/CVG) DLR STATES:

1. GARY SM AT DLR NY036 PRESTIGE HYUNDAI STATES VEH REPAIR NOT WARRANTABLE.
2. PART FALLS UNDER ANTI PERFORATION 5YR WARRANTY CUST VEH IS AT 6.5 YEARS.
3. SM GARY HAS ALREADY HAD HIS DPSM OUT TO LOOK AT CUST VEH.
4. DPSM DECISION WAS NOT WARRANTABLE REPAIR AS WELL.
5. DLR MUST STAND BY DPSM DECISION.

---WRITER ADVSD CUST THAT THE PROPER PERSONEL HAVE BEEN OUT TO LOOK AT THE VEH AND THE DECISION OF NOT BEING COVERED HAS BEEN REACHED. WRITER ADVSD CUST THAT HYUNDAI IS GOING TO STAND BY THE DLR SM AND HYUNDAI REP DECISION. CUST REQUEST SUP. WRITER ADVSD CUST WRITER REPRESENTS HYUNDAI AND THIS IS HYUNDAI'S FINAL DECISION ON THIS ISSUE. CUST DOESN'T UNDERSTAND WHY, WRITER PROCEEDS TO EXPLAIN WARRANTY AGAIN AND CUST REQUESTS HIGHER PERSONEL. TRANSFERRED CALL TO SUP.

12/22/05 (SSTUCKI/CVG/LCM)

---CUST STATED ALL ABOVE INFO ABOUT VEH CONCERN AND COMPLAINED THAT IT IS NOT UNDER WARRANTY.

---WRITER STATED THAT THE PROPER PERSONNEL (DPSM) AND DLR HAVE LOOKED AT VEH AND GAVE HYUNDAI'S STAND ON THE SITUATION THAT VEH IS OUT OF WARRANTY COVERAGE AND CUST WILL NEED TO PAY FOR REPAIRS. CUST ASKED IF THERE WAS SOME ONE ELSE SHE COULD SPEAK TO GET THIS REPAIR TAKEN CARE OF. WRITER STATED THAT THE DECISION HAS BEEN MAD BY THE PROPER PERSONNEL (DPSM) AND AT THIS TIME NO ASSISTANCE WILL BE OFFERED. CUST UNDERSTOOD BUT STILL UPSET AND STATED SHE WILL TAKE THIS FURTHER. CALL ENDED.

12/23/05 (GB) DPSM INSPECTED CAR ON 12/22 AND CAR IS IN AN UNSAFE CONDITION TO DRIVE. HAS ROTTED OUT FRONT SUB-FRAME DUE IN PART TO IMPROPER MAINT AND LOCAL AREA ROAD CONDITIONS. WINTERS AR EVERY SEVERE IN THE AFREA AND MUCH CORROSION DUE TO HEAVY USE OF SALTS AND OTHER CORROSIVE MATERIALS AS USED BY THE NY DOT. DUE TO THE HEAVY USED OGF CORROSIVE MATERIALS AND THE LACK OF REGULAR UNDER CARRAIGE FLUSHING TRHE SUBFRAME HAS ROTTED OUT ON L AND R SIDES. CAR IS BEYOND WARRANTY AND CUSTPOMER IS NOT A REGULAR MAINT CUSTOMER AT DEALRSHIP.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
 C.A. CONCERN VIN CASE REPORT

FILE : 801938 Method: P Analyst: CACVG97 Date of Text: 12/22/2003
VIN : KMHWF35VXXA(REDACT)Sonata (EF) V-6 Selling Dlr: MO011
Miles: 108,000 M/Year: 1999 Tran: 2 DFU: 2/19/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Mid: L
Address (REDACT)
City : BALLWIN State: MO Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
e-Mail :
Incomplete Campaign: HPC
Service Dlr: MO011 DEAN TEAM HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: Yes 4/23/2011
 Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G V01 99-01 SONATA, 01 S
MELE ELECTRICAL 3630 CHECK ENGINE LIGHT
NOTH OTHER NO01 UNHAPPY WITH CA DE
OPEN COMMENTS

12/22/03 (MCRIG/CMS) CUST STATES:

1. SEEKING TO KNOW IF THERE IS A RECALL ON THIS VEHICLE.
--WRITER ADV ALL COMMENTS WOULD BE NOTED IN FILE. WRITER ADV THAT THERE IS
AN OPEN RECALL. WRITER VERIFIED CONTACT INFO ON FILE.

9/9/04 (JTUAS/CMS) CUST STATED:

1. THE CHECK ENGINE LIGHT IS ON FOR THE 5TH OR 6TH TIME.
2. THE DEAN TEAM HYUNDAI IS ON STRIKE, WANTED TO KNOW OF ANOTHER DLR NEARBY.
3. DOES THE CHECK ENGINE LIGHT COME ON A LOT IN THESE VEHICLES.
----WRITER ADVISED ALL COMMENTS WILL BE DOCUMENTTED. VERIFIED CUSTOMER INFO.
PROVIDED DLR LOCATION. ADVISED CUSTOMER THAT THE CHECK ENGINE LIGHT CAN COME
ON FOR HUNDREDS OF REASONS. ADVISED CUSTOMER THAT THE RECALLS AND CAMPAIGNS
ON THE VEHICLE HAVE ALL BEEN PERFORMED.

6/18/07 (BNEWT/CVG) CUST STATES:

1. FRAME ON VEH IS RUSTED THROUGH.
2. AXLE BROKE BECAUSE OF FRAME DAMAGE.
3. SPOKE WITH DPSM AND DPSM SAID WILL COVER REPAIRS BUT

ONLY FRAME AND NO OTHER.

4. WOULD LIKE TO SPEAK WITH "COLIN."

5. WILL "RAISE A STINK."

6. WANTS AXLE REPAIR COVERED BECAUSE DAMAGE TO AXLE WAS CAUSED BY FRAME RUSTING THROUGH.

7. VEH AT DLRSHR RIGHT NOW.

8. VEH HAS BEEN AT DLRSHR FOR OVER A WEEK, ALMOST TWO WEEKS.

9. WANTS TO BE CALLED BACK AS SOON AS POSSIBLE.

10. "COLIN" IS THE DPSM.

-- WRITER SYMPATHIZED WITH CUST. ADVISED CUST THAT "COLIN" UNAVAILABLE. UPDATED FILE. ADVISED CUST THAT WRITER WOULD DO RESEARCH AND TRY TO GET A HOLD OF "COLIN". ADVISED CUST THAT SOMEONE WILL CALL WITHIN 24 HOURS. CUST UNDERSTOOD. THANKED CUST FOR CALLING.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1058651 Method: P Analyst: CCARMAN Date of Text: 6/15/2007

VIN : KMHWF35VXXA(REDACT) Sonata (EF) V-6 Selling Dlr: MO011

Miles: 108,386 M/Year: 1999 Tran: 2 DFU: 2/19/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Mid: L

Address : (REDACT)

City : BALLWIN State: MO Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)

e-Mail :

Incomplete Campaign: HPC

Service Dlr: MO011 DEAN TEAM HYUNDAI

Action : INQ Responsibility: F DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: Yes 4/23/2011

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

6/13/2007 DPSM CC INSPECT FOR EXCESSIVE RUST TO SUBFRAME
RIGHT FRONT CONTROL ARM PULLED OUT OF FRAME DUE TO RUST THROUGH.
AUTHORIZED GOODWILL FOR NEW SUBFRAME AND LABOR TO INSTALL DUE TO SAFETY AND
EXCESSIVE RUST IS NON REPAIRABLE.

RO # 194708

CLOSE CONCERN

Customer visited Dealership? (Y/N)
 Was a repair made to correct this concern? (Y/N)
 If Yes, Repair Order: Date: (mmddyyyy) Mileage:
 Describe the repair to correct the reported problem:
 How many attempts have been made to correct this concern?
 Customer received details by:
 Who communicated details to customer?
 Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
 Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
 C.A. CONCERN VIN CASE REPORT

FILE : 808049 Method: P Analyst: CACVG60 Date of Text: 1/26/2004
 VIN : KMHWF35V4YA(REDACT) Sonata (EF) V-6 Selling Dlr: NJ034
 Miles: 69,000 M/Year: 2000 Tran: 2 DFU: 3/18/2000 (mm/dd/yyyy)
 Branded Info:
 Last Name: (REDACT) First: (REDACT) Midl: J
 Address : (REDACT)
 City : STATEN ISLAND State: NY Zip: (REDACT) Country: USA
 Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
 e-Mail : (REDACT)
 Incomplete Campaign: HPC
 Service Dlr: NY064 MANFREDI HYUNDAI
 Action : INQ Responsibility: DCS: N Priority: N Source: 800
 Letter Date: Area: EA HPP: HCP:
 Letter Rcvd: VIN Hist: No 4/23/2011
 Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G V01 99-01 SONATA, 01 S
 NOTH OTHER 100C OWNER INFO CORRECT
 MBDY BODY 4030 RUST/CORROSION
 OPEN COMMENTS

01/26/04 (RHINE/CMS) CUSTOMER STATES:
 1. PURCHASED NEW VEH.
 2. WANT TO UPDATE WARRANTY INFO.
 ---WRITER ADVISED CUST OF CAMPAIGN V01 ON VEH. WRITER ADVISED CUST WRITER
 UPDATED FILE TO REFLECT NEW OWNER. WRITER CONGRATULATED CUST ON PURCHASE OF
 VEH. WRTIER ADVISED CUST OF WARRANTY 5/60 AND RSA 5/60 BOTH FROM DFU.

06/08/07 (BSTAT/CVG) CUST WIFE DONNA STATED:
 1. NEED HELP. HAVE 2000 SONATA.
 2. TOOK IN TO GET TIRES ON THE VEH AND TOLD THE WHOLE FRAME IS RUSTING OUT.
 3. DLR IS WAITING FOR REGION TO LOOK AT VEH AND REALLY NEED VEH AND NEED HELP.
 4. CAN HCA HELP CUST
 ---WRITER VERIFIED CUST INFO, UPDATING EMAIL AND MILEAGE. WRITER APOLOGIZED
 TO CUST AND EXPLAINED THAT THE REGION IS IN THE BEST POSITION TO LOOK AT CUST
 VEH, HOWEVER WRITER WILL PHONE OVER TO DLR TO SEE WHEN THE DPSM IS SCHEDULED

TO ARRIVE AND ALSO TO SEE IF DLR HAS SOME KIND OF LOANER PROGRAM. CUST STATED THAT WOULD BE GREAT. WRITER WILL PHONE DLR LATER TODAY AND GET BACK TO CUST ON CELL PHONE.

06/08/07 (BSTAT/CVG/LCM) WRITER PHONED SVC MGR FRANK @ NY064 718-981-2660

FRANK STATED:

1. MR HOFFMAN IS TO ARRIVE ON MONDAY.

2. HAVE ORDERED PARTS.

3. BELIEVE THIS IS GOING TO BE COVERED BY WARRANTY.

---WRITER THANKED FRANK FOR ASSISTANCE. WRITER ASK IF WRITER COULD CALL BACK MONDAY MORNING TO GET A DEFINITE ANSWER, FRANK AGREED.

06/08/07 (BSTAT/CVG/LCM) WRITER RETURNED CALL TO CUST WIFE DONNA. WRITER EXPLAINED THAT THE VEH IS SCHEDULED TO BE LOOKED AT MONDAY. WRITER EXPLAINED THAT DPSM WILL LOOK AT VEH AND WRITER WILL CALL CUST BACK. WRITER TOLD CUST THAT PER DLR IT LOOKS GOOD THAT DLR WILL COVER THIS BUT CAN NOT PROMISE ANY THING AT THIS TIME UNTIL THE VEH HAS BEEN SEEN. CUST UNDERSTOOD.

06/11/07 (BSTAT/CVG/LCM) WRITER PHONED SVC MGR FRANK @ NY064, WRITER WAS INFORMED FRANK STEPPED OUT OF OFFICE AND TO PLEASE CALL BACK IN 20 MINUTES. WRITER PHONED AT 11:15 AM MDT.

06/11/07 (BSTAT/CVG/LCM) WRITER PHONED CUST TO SEE IF CUST HAS HEARD FROM DLR. CUST STATED HAS NOT HEARD FROM DLR. WRITER EXPLAINED THAT THE DLR STEPPED OUT AND WRITER WILL CALL CUST BACK AFTER SPEAKING WITH FRANK SVC MGR FROM NY064, CUST AGREED.

06/11/07 (BSTAT/CVG/LCM) WRITER PHONED FRANK, SVC MGR @ NY064 @ 718-981-2660 @ 12:25 PM MDT. WRITER SPOKE TO JACK, JACK STATED FRANK IS WITH DPSM RIGHT NOW GOING OVER VEH ISSUES. FRANK SHOULD BE AVAILABLE IN ABOUT 20 MINUTES OR SO. WRITER OFFERED TO CALL BACK IN ABOUT 30 MINUTES. JACK AGREED AND SAID THAT WOULD BE GREAT. JACK IS SVC ADVISOR AT NY064.

06/12/07 (BSTAT/CVG/LCM) WRITER PHONED FRANK IN SERVICE @ NY064, FRANK STATED
1. THAT'S BEING TAKEN CARE OF BY DPSM.
---WRITER THANKED FRANK FOR ASSISTANCE. WRITER ASK FRANK IF THE CUST HAS BEEN CONTACTED AND FRANK WAS NOT SURE. WRITER ASK IF WRITER COULD CALL THE CUST AND FRANK THOUGHT IT WOULD BE A GOOD IDEA.

06/12/07 (BSTAT/CVG/LCM) WRITER PHONED CUST WIFE DONNA ON CELL #. DONNA NOT AVAILABLE SO WRITER LEFT MESSAGE THAT THE VEH IS BEING REPAIRED. WRITER ALSO LEFT NAME, EXT, 800 # AND CUST FILE # IF CUST NEEDS TO CALL BACK. AT THIS TIME WRITER IS SOLVING THIS ISSUE.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 816696 Method: P Analyst: CA800T04 Date of Text: 6/27/2006
VIN : KMHWF35V0YA(REDACT) Sonata (EF) V-6 Selling Dlr: NY056
Miles: 91,070 M/Year: 2000 Tran: 2 DFU: 11/12/1999 (mm/dd/yyyy)
Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: -
Address : (REDACT)
City : KINGS PARK State: NY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: --- ----- Ext: Cell#: (REDACT)
e-Mail : (REDACT)

Incomplete Campaign: HPC
Service Dir: NL509 HMA CONSUMER AFFAIRS
Action : CLO Responsibility: L DCS: Priority: PIR Source: CUS
Letter Date: Area: NL HPP: HCP:
Letter Rcvd: VIN Hist: No 4/23/2011
 Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
MSUS SUSPENSION 4450 HARSH RIDE
MSTH STEER/HANDLING 4810 ABNORMAL HANDLING
NWAR WARRANTY 170D VEH OUT OF WARRANT
NPRD PRODUCT 250N POTENTIAL PRODUCT
NPRD PRODUCT 600A ACCIDENT/NON-SPECI
OPEN COMMENTS

03/02/04 (MCRIG/CMS) CUST STATES:

1. WASN'T FULLY EXPLAINED THAT THE AIRBAGS WEREN'T COVERED UNDER WARRANTY.
 2. THE FEELING IS THAT SINCE THE WARRANTY WASN'T FULLY EXPLAINED AT THE TIME OF PURCHASE.
 3. NOW HAS FOUND OUT THIS IS NOT COVERED, THINKS IT SHOULD BE COVERED UNDER WARRANTY.
 4. THIS REPAIR WITH THE AIRBAG LIGHT COULD POTENTIALLY RUN INTO \$1000
 5. SEEKING TO HAVE THIS COVERED UNDER WARRANTY.
- WRITER ADV ALL COMMENTS WOULD BE NOTED IN FILE. WRITER ADV THAT THERE IS NO WAY TO SWITCH TO A DIFFERENT SELECTION ON THE HP EXT WTTY. WRITER ADV THAT AT THIS MILEAGE THE VEH WOULD BE OUT OF WARRANTY. WRITER ADV THAT NO ASSISTANCE WILL BE PROVIDED ON THIS REPAIR AS THE VEH IS SO FAR OUTSIDE THE WARRANTY PERIOD.

06/02/06 (CNORRIS/CVG) CUST STATES:

1. DRIVING THE VEH AND CAME TO STOP SIGN THE FRONT WHEEL COLLAPSED
 2. CUST HAS BEEN ADVISED THAT NEEDS RIGHT FRONT SUB FRAME, LOWER CONTROL ARM AND AXLE.
 3. CUST WAS ADVISED BY DLR TO CONTACT NCA TO HAVE NCA CONTACT DPSM.
 4. CUST FEELS THAT AT THIS MILEAGE VEH SHOULD NOT HAVE COLLAPSED LIKE THIS. STATES DLR ALSO STATED THIS.
- WRITER UPDATED AND VERIFIED FILE: ADVISED CUST THAT THE PWR TRN WARR CAN BE TRANSFERED TO THE CUST. IF THE PARTS ARE UNDER THE PWR TRN WARR CUST DOES NOT NEED TO BE CONCERNED ABOUT THE WARR. ADVISED WRITER WILL NEED TO CONTACT DLR TO DETERMINE PARTS #S AND REASONING BEHIND CONTACT TO NCA FOR DPSM INVOLVEMENT.
- WRITER CONTACTED NY075 AT 8:18 MST. SPOKE WITH JERRY SA THAT SAW THE VEH. PROVIDED THE FOLLOWING PART # SUBFRAME 62405-38101. THIS PART IS NOT COVERED

UNDER THE PWR TRN WARR BUT THE NVLW. SA HAS ADVISED CUST THAT THE CAUSE OF ISSUES IS DUE TO RUST. SA AGREES WITH WRITER THAT FILE SHOULD NOT BE OPENED TO DPSM AS THIS IS NOT A DEFECT IN WORKMANSHIP OR MATERIALS. SA DOES NOT KNOW IF THIS ISSUE WILL FALL UNDER THE ANTI-PERFORATION WARR. WRITER THANKED SA FOR HIS ASSISTANCE.

--WRITER HAS CHECKED THE ANTI-PERFORATION WARR FOR 00 VEH. WARR PERIOD IS 60/100K. VEH IS OVER 6 1/2 MONTHS FROM THE DFU. WRITER NOTES THAT THE WARR STATES WHAT IS NOT COVERED CORROSION OF ANY PART OF THE VEH OTHER THAN THE BODY PANELS. THIS REPAIR DOES NOT INVOLVE THE BODY BUT THE UNDER CARRIAGE.

06/02/06 (CNORRIS/CVG) CONTACTED CUST AT 10:13 MST. ADVISED CUST THAT ISSUES WOULD NOT BE COVERED UNDER WARR DUE TO NOT BEING A DEFECT IN WORKMANSHIP OR MATERIALS. CUST STATES THIS IS UNACCEPTABLE AND IS REQUESTING A SUP CALL BACK. CUST REITERATED THAT HMA COVERS THE VEH FOR 100K MILES. WRITER TRIED TO EXPLAIN TO CUST THAT IS THE PWR TRN WARR WHICH COVERS MOSTLY THE ENGINE AND TRANS. ADVISED CUST THESE PARTS FALL UNDER THE NVLW. VEH IS CLEARLY OUT OF WARR. WRITER WILL LEAVE MSG FOR SUP CALLBACK. DID ADVISED CUST SUP WOULD STATE THE SAME THING.

--LEFT MSG FOR SUP CALL BACK.

06/06/06 (JCONW/CVG/LCM) CUST STATES:

1. AXLE COLLAPSED UNDER VEH WITH SUBFRAME
2. TOLD THAT FOREIGN AGENT - RUST AND
3. FEEL THIS SHOULD NOT HAVE HAPPENED
4. MECHANIC AT HYU STATED THAT THIS PROBABLY SHOULD NOT HAPPEN, BUT WARR EXCLUDES THIS.
5. RESEARCHED ON INTERNET TO SEE IF THIS WAS COMMON TO VEH YEAR OR MODEL.
6. ENTIRE RIGHT SUBFRAME HAS RUSTED THROUGH.
7. IF THERE ARE NO OTHER SONATA'S WITH THIS CONCERN, WOULD THIS NOT BE A MFG DEFECT.
8. WHAT COULD CAUSE THIS DETERORATION ON VEH?
9. NEVER HAD DAMAGE OR REPAIR TO BODY.
10. WITHIN 6 YEAR PERIOD, WHY IS THIS EXTREME?
11. BOOK VALUE OF VEH IS NOT WORTH \$3K TO FIX IT NOW.
12. ENGINE IS RUNNING FINE AND SHAME TO JUNK VEH BECAUSE OF ISSUE.
13. THIS IS 2ND HYUNDAI PURCHASED (EXCELL OWNER ORIGINALLY) AND DO NOT MEAN TO THREATEN, BUT WOULD SERIOUSLY CONSIDER NOT PURCHASING 3RD VEH BECAUSE THIS DOES NOT SEEM RIGHT AND IS NOT A NORMAL OCCURRANCE.

--- WRITER THANKED CUST FOR PATIENCE IN RETURNING CALL AND CUST WAS WELL VERSED IN WARR COVERAGE AT TIME OF CALL. LCM EXPLAINED THAT CORROSION WAS EXPLAINED IN THE ANTI-PERFORATION WARR BUT THAT HIS CONCERN WAS A VALID ONE. WRITER OFFERED TO RE-CONTACT DLR TO CONFIRM IF ANY OPTION TO HAVE ISSUE REVIEW BY DLR. CUST PLEASD THAT LCM WILLING TO LISTEN TO CUST AND NOT JUST DISMISS PROBLEM WITH QUOTE OF WARR COVERAGE.

--- WRITER CONTACTED (NY075) ATLANTIC HYU 631-587-0700 AND SPOKE TO JOHN, SVC MGR AND JERRY, SVC ADV REGARDING STATUS OF VEH AND OBSERVATIONS. DLR STATES:

1. BOLTS ON CONTROL ARM FELL OUT OF SUB FRAME
2. DLR HAS SEEN THIS BEFORE BUT RARE ON AGE OF VEH.
3. NOT COMMON OCCURRANCE AND OUT OF ORDINARY.
4. IF HAD HAPPENED WITHIN 5/60K WOULD HAVE BEEN UNDER WARR
5. DOES NOT HAVE STANDARD SVC PERFORMED AT DLR BUT IS 2ND HYU OWNED.
6. NEVER HAD REPAIRS ON THESE COMPONENTS PRIOR.
7. VEH IS MAINTAINED AND IN GOOD CONDITON OTHERWISE.
8. VEH IS OUT OF WARR BY 1YR, 7 MOS.
9. ESTIMATE OF REPAIRS ARE: RIGHT AXLE ASSEMBLY \$ 149.00

SUB FRAME 1,298.43
LOWER CONTROL ARM 185.85
LABOR 720.00

_____ MISC PARTS/BOLTS 100.00 _____

TOTAL ESTIMATE: \$2400.00 + TAX

--- WRITER THANKED SVC ADV FOR ASSISTANCE AND OBSERVATIONS.

--- WRITER SUBMITTED REQUEST FOR REVIEW TO REG LAISON FOR POSSIBLE GOODWILL ON PORTION OF REPAIR COSTS.

06/08/06 (RPETE/CVG/LCM) WRITER REVIEWED FILE AND WILL NOT BE OPENING TO THE REGION. THE FRONT WHEEL COLLAPSED, THIS NEEDS TO BE HANDLED AS A PIR.

06/08/06 (JCONW/CVG) CM CONTACTED CUST AND LEFT VOICE MAIL ASKING CUST FOR ADDITIONAL INFO. *** PLEASE COMPLETE PIR FOR CUSTOMER IF HE CALLS!! *** WRITER INCLUDED CUST FILE#, 800# AND HOURS CM IS AVAIL. WRITER OFFERED TO CONTACT CUST BACK ON MONDAY IF HE HAS NOT HAD OPPORTUNITY TO COMPLETE PIR QUESTIONS.
*** PLEASE COMPLETE PIR FOR CUSTOMER IF HE CALLS!! ***

06/09/06 (LHAZE/CVG) CUST STATES:

1. ACCIDENT OCCURED WED MAY 31, 2006.
2. SUNRISE HWY AND WELLWOOD AVE IN LINDENHURST, NY.
3. WAS DRIVING THE CARE WITHOUT A PROBLEM AND THE RIGHT FRONT SIDE OF THE CAR COLLAPSED AT A STOP SIGN.
4. CUST WAS GOING ABOUT 5-10 MPH AND THEIR WAS NOT ANY IMPACT.
5. FRONT SUBFRAME, LOWER CONTROL ARM AND RIGHT AXLE ALL NEED TO BE REPLACED. WHEN THE AXLE COLLAPSED THE TIRE WEDGED AGAINST THE FRONT WHEEL WELL.
6. 2 INDIVIDUALS WERE IN THE VEH AND THEY WERE BOTH WEARING SEAT BELTS.
7. NO INJURIES WERE OBTAINED IN THE ACCIDENT.
8. POLICE WERE CALLED TO THE SCENE BUT A POLICE REPORT WAS NOT FILED.
9. THE CURRANT LOCATION OF THE VEH IS AT ATLANTIC HYUNDAI AT 193 SUNRISE HWY WEST ISLIP, NY 11795.
10. INSURANCE WAS NOT NOTIFIED.
11. THE VEH HAS NOT BEEN REPAIRED.
12. WOULD LIKE HYUNDAI TO REPAIR THE VEH.

--WRITER THANKED CUST FOR INFORMATION GIVEN AND WILL BE SENDING OUT A PIR PACKET TO CUST WHICH CUST WILL RECEIVE WITHIN 7-10 BUSINESS DAYS. CUST WILL THEN NEED TO FILL OUT THE PACKET AND THEN SEND IT TO THE RETURN ADDRESS WHERE THE PROPER PERSONNEL WITHIN HYUNDAI WILL BE RESEARCHING CUST'S CONCERN. WRITER INFORMED CUST THAT INSPECTION IS NOT GUARANTEED AND THE PROCESS IS LENGTHY. CUST UNDERSTOOD. WRITER VERIFIED CUST INFO.

*****ATTN NCA*****

FORWARDING TO NCA FOR DOC REQ MAILING

06/12/06 (JCONW/CVG) CM RETURNED CUST CALL AND THANKED HIM FOR CALLING IN TO LHAZEL WITH PIR INFO. CUST UNDERSTANDS THAT THIS IS A LEGNTHY PROCESS AND THAT THERE IS NO GUARANTEE OF ANY COMPENSATION OR INVESTIGATION. CUST THANKED CM FOR RETURN CALL.

6/12/06 (JBLACK/EXE) WRITER SENT PIR DOC REQ PACKAGE THIS DATE.

06/26/06 (ALVA) RECD CUST PIR DOCS, FORWARDED TO (JBLACK).

6/27/06 (JBLACKBURN/EXE) RECD CUST RESPONSE TO PIR DOC REQ THIS DATE AND FORWARDED TO LEGAL FOR REVIEW THIS DATE.

***** OPENED FROM INQUIRY STATUS: 06/27/2006 *****

6/30/06 (JBLACKBURN/EXE) RECD LCAAR RESPONSE FROM LEGAL ADVISING TO COVER UNDER WARRANTY AND OBTAIN RELEASE. WRITER FORWARDED TO TJACOBS FOR HANDLING.

7/6/06 (TJAC) WRITER REC'D FILE FROM JBLACKBURN/NCA ON 6/30/06. WRITER REVIEWED FILE AND NOTES PER LGL ASSISTANCE TO BE OFFERED TO CUST. WRITER ATTEMPTED TO CONTACT DLSHP TO OBTAIN SOME INFORMATION REGARDING SITUATION. --WRITER LEFT MSG WITH RECEPTIONIST, SVC MGR UNAVAILABLE.

7/7/06 (TJAC) WRITER REC'D VM FROM VIC/DLSHP. WRITER ATTEMPTED TO CONTACT DLSHP, NO ANSWER (CLD @ 10:00A ST).

7/10/06 (TJAC) WRITER CONTACTED DLSHP SPOKE TO JERRY STATING:
1) HMA'S POSITION IN THIS MATTER, OFFER OF GOODWILL TO CUST.
2) REQUESTED ESTIMATE/ SEE ABOVE NOTES
---WRITER NOTED ALL COMMENTS. JERRY ADV THAT CUST'S VEH IS CURRENTLY AT DLSHP, AND HAS BEEN SINCE INCIDENT. WRITER ADV WOULD CONTACT CUST TO ADV OF GDWL OFFER, IF CUST IS IN ACCEPTANCE OF, WRITER WOULD NEED SIGNED/NOTARIZED SETTLEMENT AGREEMENT BACK PRIOR TO EXPEDITING REPAIRS.
---WRITER CONTACTED CUST, SPOKE TO WIFE, ADV OF HMA'S POSITION, WAS DISCONNECTED DURING THE CONVERSATION. WRITER ATTEMPTED TO CONTACT AGAIN, LFT MSG FOR CALL BACK. 10:34A

7/11/06 (TJAC) REC'D VM MSG FROM CUST. WRITER CLD CUST TO ADV OF HMA'S POSITION/ GDWL OFFER. CUST ACCEPTED. WRITER ADVISED PROCEDURE PRIOR TO REPAIRS OF VEHICLE (SIGNED/NOTARIZED SETTLEMENT AGREEMENT). CUST UNDERSTOOD. WRITER ADV CUST TO FAX OVER AGREEMENT, UPON RECEIPT, WRITER WILL CONTACT DLSHP TO EXPEDITE REPAIRS.
---SETTLEMENT AGREEMENT SENT THIS DATE VIA MAIL.

7/17/06 (TJAC) REC'D SIGNED SETTLEMENT AGREEMENT VIA FAX.
---WRITER ATTEMPTED TO CONTACT JERRY, WAS ADVISED TO CALL BACK.
---WRITER CONTACTED JERRY ADV RECEIPT OF SETTLEMENT AGREEMENT. PER JERRY'S REQ, WRITER SENT LTR/SETTLEMENT AGREEMENT AUTHORIZING COMPLIMENTARY REPAIR.
---WRITER CONTACTED CUST TO ADV SETTLEMENT AGREEMENT REC'D, DLSHP TO PERFORM REPAIRS ON VEHICLE. WRITER ADV CUST TO CHECK W/DLSHP BY END OF WEEK CHECK STATUS. CUST UNDERSTOOD.

8/22/06 (TJAC) REC'D VM MSG FROM CUST REQ CALL BACK. WRITER CONTACTED CUST WHO STATED:
1) VEH WAS REPAIRED/UNDERCARRIAGE DAMAGE RELATED TO THE ABOVE REFERENCED ACCIDENT AT NO COST TO CUSTOMER.
2) CUST ADV BY JERRY/SVC, WHEN VEH WAS TEST DRIVEN FOR APPROX 5 MIN AFTER REP SERPENTINE BELT CONTINUED TO POP OFF. CUST STS NEVER OCCURRED BEFORE INCIDENT.
3) CUST WAS ADV BY JERRY THAT THIS MAY OR MAY NOT BE RELATED TO THE INCIDENT NOTED ABOVE.
4) CUST FEELS IF THIS IS RELATED IT SHOULD BE COVERED BY HMA SINCE HMA HAS OFFERED TO COVER THE EXPENSES RELATED TO THE INCIDENT.
5) JERRY ADVISED CUST THAT THIS WOULD TAKE 5HRS OF LABOR AND SUGGEST CUST CONTACT CONSUMER AFFAIRS FOR FURTHER ASSISTANCE.
---WRITER NOTED ALL COMMENTS IN FILE. WRITER ADV WOULD FURTHER RESEARCH AND GET BACK TO CUST. CUST UNDERSTOOD.
---WRITER CONTACTED JERRY STATING REC'D CALL FROM CUST ADVISING CONCERN WITH SERPENTINE BELT COMING OFF. JERRY STATED:
1) SERPENTINE BELT COMING OFF NOT RELATED TO PREVIOUS INCIDENT.
2) DLR STS PREV FACILITY WHO PERFORMED SVC (60K/4YRS) STRIPPED BOLTS CAUSING BELT TO COME OFF.
3) DLR HAS CALL INTO DPSM TO SEE IF ANY ASSISTANCE CAN BE OFFERED.
---WRITER NOTED ALL COMMENTS IN FILE. WRITER ADVISED AS SOON AS DLR RECEIVES RESPONSE FROM DPSM TO CALL WRITER BACK SO WRITER CAN CONTACT CUST.
---WRITER REC'D CALL BACK FROM DLSHP WHO ADV DPSM HAS DECLINED GDWL ASSISTANCE

WRITER THANKED JERRY FOR INFO.

8/24/06 ER CAM TL-REV'D FILE AT REQ OF TJ AT NCA. WRITER CALLED DLR TO REVIEW INFO. WRITER WAITING FOR CALL BACK FROM TIM AT DLR.

8/24/06 ER CAM TL-REC'D CALL FROM TIM AT DLR WHO STATED THAT THE CAR HAD BEEN INVOLVED IN A FRONT END COLLISION AND THAT WHEN THE CAR CAME IN ORIGINALLY WITH THE SUSPENSION PROBLEM, THE TIMING BELT HAD ALREADY COME OFF AND THE CUST. CONFIRMED THAT HE HAD THE TIMING BELT REPLACED AT AN INDY SHOP. DLR FOUND THE FRONT ENGINE BOLTS BROKEN OFF AND THIS COULD NOT POSSIBLY HAVE BEEN DUE TO THE SUSPENSION PROBLEM. DPSM HAS AUTH THE DLR TO DISASSY THE FRONT OF THE ENGINE AND TAKE PICTURES OF THE BROKEN BOLTS. WRITER RAN CARFAX AND FOUND THAT CAR WAS IN COLLISION IN JAN 2002.

8/24/06 ER CAM TL-CALLED CUST AND REVIEWED SITUATION. CUST INSISTS THAT THE TIMING BELT PROBLEM DID NOT EXIST PRIOR TO THE SUSPENSION PROBLEM AND HE FEELS IT SHOULD BE COVERED AS WELL. CUST STATED HE APPRECIATES THAT HMA COVERED THE OTHER REPAIR BUT CONTINUES TO INSIST THAT THIS PROBLEM MUST BE RELATED. WRITER TRIED TO EXPLAIN THAT THE TWO SYSTEMS ARE COMPLETELY UNRELATED AND THAT THE DEALER NO SERVICE RECORDS ON THE CAR EXCEPT FOR A FEW WARRANTY REPAIRS. WRITER ALSO ADVISED CUST THAT THE PREVIOUS REPAIR WAS A GOODWILL GESTURE, NOT A WARRANTY ISSUE. CUST STATED THAT THE ONLY THING THE DLR MENTIONED TO HIM WAS THAT HE SHOULD REPLACE THE FRONT BRAKE PADS WHILE THEY HAD THE FRONT END APART FOR THE SUSPENSION REPAIR BUT THE CUST DECLINED AND WILL HAVE THIS DONE ON HIS OWN. CUST STATED THAT HE CANNOT AFFORD THE TIMING BELT REPAIR. CUST STATED THAT THE BELT WAS DEFINITELY NOT A PROBLEM WHEN THE CAR WAS TOWED IN AS STATED EARLIER BY THE DEALER. WRITER REITERATED THAT THE 2 PROBLEMS ARE NOT RELATED AND WRITER SUGGESTED TO CUST THAT HE GO TO THE DLR AND HAVE THEM SHOW HIM WHAT IS WRONG WITH THE TIMING BELT AND WHY IT IS NOT COVERED. CUST DID NOT FEEL THIS WOULD BE PRODUCTIVE. CUST ASKED WRITER IF HMA WOULD SPLIT THE BILL WITH HIM AND WRITER EXPLAINED THAT HMA WAS NOT GOING TO PARTICIPATE IN THIS REPAIR AND AGAIN SUGGESTED CUSTOMER GO TO DLR AND ASK THEM TO SHOW CUST EXACTLY WHAT FAILED AND WHY.

8/28/06 ER CAM TL-REC'D PICTURES FROM DEALER OF STRIPPED BOLTS THAT ARE NOT RELATED TO THE SUSPENSION PROBLEM AND ARE NOT BEING COVERED UNDER WARRANTY.

8/29/06 (TJAC) REC'D VM MSG FROM JERRY/SVC REQUESTING STATUS. UNDERSTANDS THAT PICTURES HAVE BEEN FORWARDED TO HMA. WRITER ADV WOULD RESEARCH AND GET BACK TO HIM WITH AN UPDATE. SENT EMAIL TO TLYTLE/EA.

---REC'D EMAIL RESPONSE FROM TLYTLE/EA. AS STATED ABOVE PICTURES REVIEWED, NO ASSISTANCE WILL BE OFFERED. WRITER CONTACTED JERRY TO ADVISE. WRITER ADV JERRY TO CLOSE OUT REPAIR ORDER AND FORWARD TO WRITER FOR REIMBURSEMENT (RELATED TO ORIGINAL PIR OFFER). JERRY UNDERSTOOD.

9/13/06 (TJAC) REVIEWED GDWL HCR REQUEST FOR REIMB ON LOWER CONTROL ARM/RIGHT AXLE ASS'Y/SUB-FRAME TOTALING \$2242.56 DUE TO LGL DIRECTIVE CASE#06-0233 PER TJAC.LCAAR/NCA VERIFIED RO#105288 DTD 06/1/06 AND ATTACHMENTS.

9/13/06 (TJAC) *****HCR FOR \$2242.56 SUBMITTED FOR 9/22/06 CHECK MAILING SCHEDULE. *****GDWL REIMB ON LOWER CONTROL ARM/RIGHT AXLE ASS'Y/SUB-FRAME. TOTALLING \$2242.56 PAYABLE TO NY075.

9/27/06 (TJAC) REC'D COPY OF CHECK #50195826 IN THE AMOUNT OF \$2,242.56. WRITER FILING COPY IN FILE.

CLOSE CONCERN

Customer visited Dealership? N (Y/N)

Was a repair made to correct this concern? N (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern? 99

Customer received details by: L

Who communicated details to customer? M
Customer given rental/loaner car? N (Y/N) Goodwill funds used? N (Y/N)
Is customer satisfied? Y (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 826491 Method: P Analyst: CACVG13 Date of Text: 9/21/2004
VIN : KMHWF35VXYA(REDACT) Sonata (EF) V-6 Selling Dlr: MA042
Miles: 45,000 M/Year: 2000 Tran: 2 DFU: 12/21/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : SWAMPSCOTT State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
e-Mail :

Incomplete Campaign:

Service Dlr: MA047 TERMINATED...TOM O'BRIEN HYUND
Action : CLO Responsibility: D DCS: C Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: Yes 7/05/2012
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
MPNT PAINT 5250 PAINT CHIPPED, SCR
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

4/15/04 (ABRAD/CMS) CUST STATES:

1. CANNOT GET STRAIGHT ANSWER ON PAINT WARR
2. NOT ABLE TO FIND INFO IN O/M
3. MA040 INSPECTED VEH AND SAID IT WAS NOT COVERED BUT NOT SURE IF IT WAS BECAUSE OF VEH MILEAGE
4. THE PAINT ON BOTH OUTSIDE MIRRORS HAS BLISTER LIKE IT WAS SUNBURNED
5. IS THIS COVERED

--WRITER NOTED ALL COMMENTS AND VERIFIED INFO IN FILE. WRITER REFERRED CUST TO PG 17 OF O/H AND ADVISED OF PAINT WARR WHICH HAS EXP'D BY TIME. WRITER PROVIDED FILE #.

9/9/04 (KSIMP/CMS) CUST. STATES:

1. THE PAINT IS PEELING OFF BOTH MIRRORS ON HER VEH.
2. PRIDE HYUNDAI DIAGNOSED THE ISSUE AND SAID IT'S NOT COVERED.
3. DOES NOT AGREE WITH THE ANSWER SHE REC'D FROM THE DLR.
4. WHAT CAN SHE DO NEXT FOR ANOTHER OPINION.

---WRITER ADVISED CUSTOMER THAT ALL COMMENTS & CONCERNS WILL BE NOTED IN FILE. WRITER APOLOGIZED FOR ANY INCONVENIENCES & VEH. CONCERNS. WRITER ADVISED CUST. THAT HMA WILL REPAIR ANY VERIFIABLE WARRANTY CONCERNS AS OUTLINED IN THE WARR. GUIDELINES. WRITER ADVISED THE CUST. THAT SHE COULD EITHER TAKE THE VEH. TO HAVE ANOTER OPINION OR HMA COULD FORWARD A FILE TO THE DPSM TO HAVE HIM LOOK AT THE VEH. AND HIS DECISION IS BACK BY HMA 100%. WRITER PROV. FILE# AND VERIFIED INFO.

9/21/04 (KSIMP/CMS) CUST. STATES:

1. WENT TO MA047 AND THE THEY DETERMINED THAT THE MIRRORS MAY HAVE BEEN SPRAYED WITH CLEAR-COAT.
2. MIRRORS MAY HAVE BEEN IN CAR LOT ACCIDENT.
3. SHE WOULD LIKE TO HAVE THE MIRRORS REPAINTED BY HYUNDAI.
4. SHE FEELS THE MIRRORS SHOULDN'T BE PEELING LIKE THIS.

---WRITER ADVISED CUSTOMER THAT ALL COMMENTS & CONCERNS WILL BE NOTED IN FILE. WRITER APOLOGIZED FOR ANY INCONVENIENCES & VEH. CONCERNS. WRITER ADV. CUST. THAT HIS FILE WILL BE SENT TO THE DLR & OPENED FOR ADDT'L TECH. ASST. & INVOLVEMENT FROM THE HYUNDAI REGIONAL REP. AS NEEDED TO REVIEW & RESOLVE VEH. WRITER SPOKE WITH THE DLR AND ADVISED THEM OF OPENING THE FILE UP THE FILE. CUST IS AWARE THAT THE DPSM'S DECISION IS THE FINAL DECISION & BACKED 100% BY HMA.

*****ATTN SVC MGR*****

PLEASE NOTE ABOVE COMMENTS. PLEASE CONTACT DPSM AS NEEDED FOR POSSIBLE TECHNICAL ASSISTANCE. PLEASE CLOSE FILE WITH DETAILED COMMENTS SO THAT NCA CAN SUPPORT. THANK YOU!

***** OPENED FROM INQUIRY STATUS: 09/21/2004 *****

DCS MESSAGE SENT : 09/22/2004, (FIRST MESSAGE)

DCS MESSAGE SENT : 09/23/2004, (SECOND MESSAGE)

12/7/04 (AMART/CMS) CUSTOMER STATES:

1. REITERATES CONCERNS.
2. TOLD THAT AREA REP WAS GOING TO INSPECT HER VEHICLE BY (KSIMP)
3. HAS NOT HEARD ANYTHING FROM HMA IN SEVERAL MONTHS, REQUESTING THAT (KSIMP) OR AREA REP CONTACT HER.
4. SELLING DEALER IS NO LONGER ACTIVE.
5. WILL NOT RECOMMEND HYUNDAI TO ANYONE.

---WRITER ADVISED CUSTOMER THAT ALL COMMENTS WOULD BE NOTED. WRITER VERRIFIED OWNER INFO. WRITER ADVISED CUSTOMER THAT (KSIMP) UNAVIAL. WRITER ADVISED CUSTOMER OF CLOSING COMMENTS. WRITER ADVISED THAT MESSAGE WILL BE FORWARDED TO FCM FOR FOLLOW UP. WRITER SENDING E-MAIL TO (KSIMP). CUSTOMER AWARE OF FILE NUMBER.

12/08/04 (KSIMP/CMS) WRITER CALLED CUSTOMER (NO ANSWER). WRITER LEFT VM FOR CUSTOMER STATING THE CONCERN WITH HER PAINT WAS REVIEWED BY REGIONAL PERSONNEL AND DISCUSSED WITH THE SM OF THE DLR. WRITER INFORMED THE CUST. IN THE VM THAT THE CLAIM WAS DENIED AND HER VEH. WAS 2 YR'S OUT OF WARR. WRITER ADVISED CUST. IF SHE HAS ANY QUES. TO CALL BACK.

12/26/06 (JMACLEE/CVG) CUST STATES:

1. PURCHASED VEH BRAND NEW.
2. IS ONLY 6 YEARS OLD AND FRAME RUSTED COMPLETELY THROUGH.
3. HAS VEH AT INDEPANDANT MECHANIC.
4. WOULD LIKE TO KNOW IF FRAME IS COVERED UNDER WARRANTY.

--WRITER CREATED CUST FILE, PROVIDED CUST WITH FILE NUMBER, CM NAME AND EXT. WRITER ADVISED CUST THAT CUST WOULD HAVE TO HAVE VEH TOWED TO NEAREST HYUNDAI DLR TO HAVE VEH DIAGNOSED PROPERLY BEFORE CM WOULD BE ABLE TO EXPLAIN IF THE REPAIR WOULD BE WARRANTABLE OR NOT. CUST THANKED WRITER AND WILL CALL TOWING COMPANY TO HAVE VEH TOWED TO HYUNDAI DLR.

CLOSE CONCERN

Customer visited Dealership? Y (Y/N)

Was a repair made to correct this concern? N (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern? 99

Customer received details by: P

Who communicated details to customer? M
Customer given rental/loaner car? N (Y/N) Goodwill funds used? N (Y/N)
Is customer satisfied? N (Y/N) If No, Please explain:
CAR IS BEYOND WARRANTY BY ALMOST 2 YEARS
Close Category Close Condition Close Component

CLOSE COMMENTS

CAR IS 21 MOS BEYOND PAINT WARRANTY AND APPEARS TO HAVE BEEN REPAINTED (NO RECORD OF ANY REPAINT AT DEALER OR IN WARRANTY HISTORY). REVIEWED W/DPSM WHO SUPPORTED DEALER DECISION

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1025694 Method: P Analyst: CACVG13 Date of Text: 12/26/2006
VIN : KMHWF35VXYA(REDACT) Sonata (EF) V-6 Selling Dlr: MA042
Miles: 45,000 M/Year: 2000 Tran: 2 DFU: 12/21/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : SWAMPSCOTT State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: MA047 TERMINATED...TOM O'BRIEN HYUND
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: Yes 7/05/2012
Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT
OPEN COMMENTS

12/26/06 (JMACLEE/CVG) CUST STATES:
1. PURCHASED VEH BRAND NEW.
2. IS ONLY 6 YEARS OLD AND FRAME RUSTED COMPLETELY THROUGH.
3. HAS VEH AT INDEPENDANT MECHANIC.
4. WOULD LIKE TO KNOW IF FRAME IS COVERED UNDER WARRANTY.
--WRITER CREATED CUST FILE, PROVIDED CUST WITH FILE NUMBER, CM NAME AND EXT.
WRITER ADVISED CUST THAT CUST WOULD HAVE TO HAVE VEH TOWED TO NEAREST HYUNDAI DLR TO HAVE VEH DIAGNOSED PROPERLY BEFORE CM WOULD BE ABLE TO EXPLAIN IF THE REPAIR WOULD BE WARRANTABLE OR NOT. CUST THANKED WRITER AND WILL CALL TOWING COMPANY TO HAVE VEH TOWED TO HYUNDAI DLR.

DUPLICATE FILE, PLEASE REFER TO FILE NUMBER 826491

02/01/07 (MCOOTEY/CVG) CUST STATES:
1. HAS A COMPLAINT TO LODGE WITH HMA.
2. WANTS TO WRITE A LETTER TO HMA.
3. HAS ISSUES WITH THE WARRANTY AND WAS GOING TO PURCHASE A HYUNDAI BUT NOW CUST HAS DECIDED BECAUSE OF THE TERRABLE EXPERIENCES WITH SVC AND WARRANTY, THE CUST HAS DECIDED TO LEAVE HYUNDAI AND GET A VEH ELSEWHERE.
--WRITER APOLOGIZED AND EMPHASIZED WITH CUST NOT GOING INTO TOO MUCH DETAIL. ADVISED CUST WRITER WILL DOCUMENT COMPLAINT AND GAVE HMA ADDRESS.

02/07/07 (RCALDERON/NCA) REC'D CUST. LETTER, FORWARDED TO GEN. CORR.

2/19/07 (CWEIN) CUST LETTER RECEIVED, CUSTOMER RESTATES HER CONCERNS WITH HER EXPERIENCE OF HER FRAME "SPLITTING APART" AND BEING TOLD IT WAS NOT UNDER WARRANTY.

-- WRITER NOTES THAT CUSTOMER DID NOT PROVIDE NAME OF DLR THAT DIAGNOSED AND RENDERED DECISION NOT TO COVER UNDER WARRANTY.

-- MSG LEFT FOR CUSTOMER TO CALL WITH ANY FURTHER COMMENTS.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 832325 Method: P Analyst: CACVG76 Date of Text: 5/13/2004

VIN : KMHWF35V4YA(REDACT) Sonata (EF) V-6 Selling Dlr: NL428

Miles: 65,000 M/Year: 2000 Tran: 2 DFU: 8/03/2000 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:

Address : (REDACT)

City : HOWARD BEACH State: NY Zip: (REDACT) Country: USA

Phone-Home: XXX XXX-XXXX Work: XXX XXX-XXXX Ext: Cell#: (REDACT)

e-Mail : (REDACT)

Incomplete Campaign: 039

Service Dlr: NY056 TERMINATED...KOEPEL HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: Yes 10/10/2011

Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY

NCAM CAMPAIGN INQUIRY/G V01 99-01 SONATA, 01 S

NCAM CAMPAIGN INQUIRY/G 039A V6 SONATA MASS AIR

NOTH OTHER CV02 HP CLASS ACTION SE

NHPP HPP 100A GENERAL INQUIRY

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

05/13/04 (MBlOW/CMS) JAMES FROM LIBERTY BELL CAR CARE:

1. HE NEEDS TO KNOW IF THIS VEHICLE IS STILL UNDER WARRANTY.

2. IF IT WERE NOT HE NEEDED A WRITTEN DOCUMENT STATING SO.

----WRITER SUPPLIED CUST WITH FILE #. WRITER NOTING ALL COMMENTS AND CONCERNS.

WRITER UPDATED AND OR VERIFIED CUST INFO. WRITER ADVISED JAMES THE VEH WAS UNDER WARRANTY FOR 5/60.

06/16/04 (VSALA/CMS) CUST STATES:

1. INQUIRING WHAT KIND OF WARRANTY IS LEFT ON VEHICLE.
2. PURCHASED VEHICLE USED AND WAS TOLD THAT SHE HAD TO PURCHASE AN EXT. WARRANTY.
3. IF SHE HAD FACTORY WARRANTY LEFT, WHY WAS SHE SOLD AN EXT WRNTY.

-----WRITER UPDATED MILEAGE AND VERIFIED OWNER INFO. WRITER NOTING ALL COMMENTS AND CONCERNS IN THE FILE. WRITER ADVISED CUSTOMER VEHICLE HAS REMAINDER OF 5/60K LIMITED BTB & LIMITED POWERTRAIN FROM DFU. WRITER ADVISED CUST WRITER NOT SURE WHY EXT WRNTY WAS SOLD IF FACTORY WRNTY STILL ON VEH.

10/29/04 (SCOLL/CMS) CUST STATES:

1. SHE THOUGHT THE AMT OF HER DEBIT WAS \$75. SHE REC'D \$25.
- WRITER NOTED COMMENTS IN THE FILE. WRITER VERIFIED AND UPDATED CUST INFO AND MILEAGE. WRITER PROVIDED CUST WITH THE FILE #. WRITER ADV CUST THAT HMA DOES NOT HAVE THE ABILITY TO VERIFY WHAT SHE SHOULD HAVE REC'D. WRITER PROVIDED 800-522-0771. WRITER ALSO ADV CUST THAT V01 AND 039 ARE STILL PENDING ON HER VEH. CUST ADV THAT SHE THOUGHT THESE HAD ALREADY BEEN PERFORMED. WRITER ADV THE SYS STILL SHOWS THEM PENDING.

6/16/05 (DTALB/CMS) CUSTOMER STATES:

1. OWN 2000 SONATA.
 2. PURCHASED EXTENDED WARRANTY.
 3. WHEN DOES THE EXTENDED WARRANTY GO INTO EFFECT.
- WRITER ADVISED COMMENTS AND CONCERNS NOTED IN FILE. WRITER PROVIDED FILE#. WRITER VERIFIED CUSTOMER INFORMATION. WRITER ADVISED CUSTOMER SYSTEM DOES NOT SHOW HPP CONTRACT. WRITER ADVISED CONTRACT PROBABLY THROUGH THIRD PARTY COMPANY THAT UNDERWRITES EXTENDED WARRANTIES. WRITER ADVISED CUSTOMER TO CONTACT DEALER WITH QUESTIONS FOR THAT WARRANTY, COMPANY/PHONE ETC. WRITER ADVISED CUSTOMER OF TWO INCOMPLETE CAMPAIGNS ON VEHICLE V01/039 INFO FOR BOTH GIVEN TO CUSTOMER.

12/19/05 (RPETE/CVG) CUST STATES:

1. CUST WANTING TO KNOW OF ANY OUTSTANDING SERVICE CAMPAIGNS.
- WRITER PROVIDED FILE #, UPDATED MILEAGE AND VERIFIED OWNER INFO. WRITER ADV CUST OF OPEN SERVICE CAMPAIGNS (V01, 039). WRITER ADV CUST TO MAKE APPOINTMENT AT DLR ASAP. WRITER ADV CUST THAT THERE IS NO RECORD FOR HPP PURCHASE, THAT IT MAY BE AN OFFER THROUGH THE DLR.

1/6/06 (GCAM/CVG) CUSTOMER STATED:

1. DEALERSHIP HAS HAD VEHICLE FOR 8 DAYS AND HAS NOT REPAIRED VEHICLE YET.
 2. CANNOT GIVE TIMEFRAME FOR REPAIR.
 3. HAS HAD TO PAY FOR A RENTAL CAR.
 4. WANTS COMPLAINT DOCUMENTED.
- WRITER ADVISED CUSTOMER: INFORMATION WILL BE DOCUMENTED, VERIFIED FILE INFORMATION, HAS FILE NUMBER, GAVE WRITERS NAME.

1/6/06 (GCAM/CVG) WRITER UPDATING FILE: PER SUP INSTRUCTIONS, CALLED DEALERSHIP TO GET DIAGNOSIS AND TIMEFRAME INFORMATION, SO THAT A FILE CAN BE OPENED UP TO REGION, SERVICE DEPARTMENT CLOSED FOR THE DAY, WILL FOLLOWUP ON MONDAY.

1/16/06 (GCAM/CVG) WRITER UPDATING FILE:
CALLED NY056 LEFT A VM FOR SM. NEED UPDATE ON VEHICLE TO SEE IF WE CAN OPEN UP TO REGION.

1/17/06 (GCAM/CVG) WRITER UPDATING FILE:
THE INFORMATION FOR CONTACTING DEALER WAS INCORRECT, LEFT A VM FOR CUSTOMER

TO VERIFY WHICH DEALERSHIP THE VEHICLE IS AT.

09/12/07(DPOTT/CVG) CUST STATES;

1. VEH UNDER CARRIAGE IS RUSTED.
2. VEH IS AT A INDEPENDENT SHOP AND WAS TOLD THAT UNDER CARRIAGE NEEDS REPLACED AND THIS WOULD COST OVER \$13.000 TO FIX .
3. HOWEVER DLR CANNOT FIND A USED UNDER CARRIAGE FOR VEH THAT DOES NOT HAVE SAME PROBLEM WITH RUST.

CM UPDATED FILE AND GAVE FILE# NAME AN EXT.

CM EXPLAINED THAT VEH WOULD NEED TO BE DIAGNOSED BY HYUNDAI DLR AND THAT CM WILL PUT DOWN CUST CONCERNS

CM ADVISED CUST OF THE CAMP ON VEH AS WELL

CUST WAS ALREADY ADVISED THAT RUST IS NOT COVERED UNDER WARR

CUST NOT HAPPY WITH VEH AND EVEN THOU VEH WAS BOUGHT PRE-OWNED

BELIEVES VEH SHOULD NOT HAVE THIS PROBLEM

CM APOLOGIZED FOR THE PROBLEM WITH RUST AND CALL ENDED.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 842283 Method: P Analyst: CACCT32 Date of Text: 7/01/2004

VIN : KMHWF25S31A(REDACT) Sonata (EF) Selling Dlr: NJ011

Miles: 28,000 M/Year: 2001 Tran: 2 DFU: 8/30/2001 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: V

Address : 9 (REDACT)

City : STATEN ISLAND State: NY Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)

e-Mail : (REDACT) ERIC

Incomplete Campaign: HPC

Service Dlr: NY064 MANFREDI HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 2/22/2010

Open Category Open Condition Open Component

NWAR WARRANTY 170G RENTAL CAR REQUEST

MENG ENGINE 1700 GENERAL ENGINE DAM

OPEN COMMENTS

7-1-04 (BGOOD-CMS) CUSTOMER STATES:

1. DLR IS REPLACING ENGINE AND CUST NEEDS A RENTAL PLEASE

- 2. ENG WILL NOT BE IN UNTIL NEXT WEEK
- 3. SEEKING HMA ASSISTANCE

-----WRITER ADVISED ALL COMMENTS/NOTES SHALL BE NOTATED INTO THE FILE AND OBTAINED THE CURRENT OWNER INFORMATION AND MILES. WRITER PROVIDED THE FILE # AND ADVISED: THAT RENTAL IS NOT A PROVISION OF THE TRADITIONAL WARRANTY. DLR CAN CONTACT THE DPSM TO SEE IF THERE CAN BE ANY ASSISTANCE. RECOMMEND THAT SHE FOLLOW UP WITH THE SVC MGR TOMORROW TO FIND OUT WHAT THEY DECISION IS.

-----WRITER CONTACTED ERIC AT THE DLR AND ASKED THAT THEY CONTACT THE DPSM TO SEE IF THERE CAN BE ANY ASSISTANCE FOR HER. PROVIDED THE FILE #.

***** 03/28/2008,HCR FOR \$574.04 SUBMITTED TO FINANCE
***** 04/05/2008,CHECK# 50224256 FOR \$574.04 MAILED
4/7/08 (RAWLING) FILE AUDIT/HCR REVIEW. REPLACEMENT OF FRONT CROSS MEMBER DUE TO RUST @59,454 MILES
CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 849814 Method: P Analyst: CACCT57 Date of Text: 8/02/2004
VIN : KMHWF35V5XA(REDACT) Sonata (EF) V-6 Selling Dlr: NH009
Miles: 64,000 M/Year: 1999 Tran: 2 DFU: 4/21/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: A
Address (REDACT)
City : HUDSON State: NH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 594-
e-Mail :
Incomplete Campaign: HPC
Service Dlr: NH012 NASHUA HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 2/22/2010
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NPRD PRODUCT 250F UNHAPPY WITH PRODU
NWAR WARRANTY 170D VEH OUT OF WARRANT
NOTH OTHER N004 REQUEST FOR DPSM D
OPEN COMMENTS

8/2/04 (JTUAS/CMS) CUST STATED;
1. THE VEHICLE IS JUST OVER THE 60K MILES WARRANTY BY 4K MILES.

2. THE VEHICLE HAS FAILED INSPECTION BECAUSE OF A RUST HOLE IN THE SUB FRAME.
3. ALREADY HAD THE TRANSMISSION REPLACED AND THE STEERING RACK WAS LOOSE AND SHE DIDN'T PASS INSPECTION BECAUSE OF THAT THE DLR LEFT A BOLT OUT.
4. THE DLR STATED THAT THE RODDING IN THE SUB FRAME WOULD COST \$1800 TO REPLACE.
5. BOTH REAR WHEEL BEARINGS, TRANS, AND THE RADIATOR HAD TO BE REPLACED BEFORE THE WARRANTY WAS OUT.
6. THE DLR STATED THAT IT WOULDN'T BE COVERED AND ADVISED HER TO CONTACT HMA FOR ASSISTANCE.
7. SHE HAS DONE THE SVC MAINTENANCE AND HAD THE TIMING BELT ALREADY REPLACED.
8. THIS IS A SAFETY CONCERN AND SHE HAS 2 CHILDREN.
9. THE DLR HAS FIXED THE STEERING RACK FOR HER, BUT THAT'S NOT THE POINT AND SOMETHING COULD HAVE HAPPENED.
10. THE SUB FRAME IS RUSTING JUST IN THE ONE AREA.
11. IT IS BEHIND THE PASSENGER SIDE FRONT TIRE, IT'S THE MAIN SUPPORT FOR THE ENGINE AND THE TRANSMISSION.
12. THERE IS NO OTHER RUST.
13. THE CONDENSATION FROM THE A/C DRIPS DIRECTLY ON THAT AREA ON TO THE SUBFRAME.
14. THE PROBLEM WAS THERE BEFORE 60K MILES AND IT WAS NEVER DETECTED UNTIL NOW.
15. DOESN'T FEEL THAT THIS SHOULD BE HER \$1800 REPAIR.
16. THERE IS NO OTHER RUST ANY WHERE ON THE VEHICLE EXCEPT FOR WHERE THE CONDENSATION FROM THE A/C DRIPS.
17. WANTS IT STRONGLY EMPHASIZED THAT THE CONDENSATION FROM THE A/C DRIPS THERE.
18. FEELS THAT THIS IS A DEFECT IN THE VEHICLE AND WANTS TO KNOW WHAT HMA IS WILLING TO DO ABOUT THIS CONCERN.
19. SHE IS THE ORIGINAL OWNER OF THE VEHICLE.
20. WANTED TO KNOW HOW LONG THE PART IS COVERED FOR.
21. SHE CAN SEND IN T PICTURES OF THE CONCENRS.
22. SHE KNOW THAT IT IS FROM THE A/C BECAUSE WHEN THE VEHICLE WAS ON THE LIFT SHE SAW IT FOR HERSELF.

----WRITER ADVISED ALL COMMENTS WILL BE DOCUMENTED. UPATED CUSTOMER INFO. PROVIDED FILE#. ADVISED CUSTOMER THAT SHE IS OUT OF WARRANTY BY TIME AND MILEAGE. ADVISED CUSTOMER THAT RUST IS NOT COVERED UNDER WARRANTY IF IT IS DUE TO AN OUTSIDE INFLUENCE. ADVISED CUSTOMER THAT THERE IS AN ANTI PERFOR-ATION WARRANTY THAT WAS FOR 5YR/100K MILES BUT IS ONLY IF THE VEHICLE WAS RUSTING FROM THE INSIDE OUT. ADVISED CUSTOMER THAT WRITER CAN SEND A MESSAGE FOR POSSIBLE ASSISTANCE, BUT WRITER CAN NOT GUARANTEE ANYTHING. ADVISED CUSTOMER THAT THE DETERMINATION WILL BE UP TO THE FACTORY REP. ADVISED CUSTOMER TO STAY IN CONTACT WITH THE SVC MGR. WRITER EMAILED REGION.

 8/3/04 (JTUAS/CMS) WRITER FOLLOW UP: WRITER CALLED DLR NH012 (0853PST) SPOKE WITH SVC MGR DAVID NADEAU, HE IS AWARE OF THE CUSTOMER'S CONCERNS AND HE ALREADY ADVISED CUSTOMER THAT IT IS ROT AND NOT COVERED UNDER WARRANTY. WILL LET THE DPSM KNOW. ----WRITER INFORMED SVC MGR THAT FILE WAS SENT TO THE REGION AND FORWARDED TO THE DPSM AS WELL. WRITER ADVISED CUSTOMER THAT THE VEHICLE IS OUT OF WARRANTY AND RUST IS NOT COVERED UNDER WARRANTY.

 08/03/04 (CLOVE/CMS) CUST STATES:

1. CUST RECEIVED CALL FROM SVC MGR NOTING THAT HMA CMS IS NOT HELPING HER.
 2. HAS BEEN ADVISED THAT DPSM IS ON VACATION FOR 2 WEEKS.
 3. WOULD LIKE SOMEONE TO TRY AND EXPEDITE THIS CONCERN FOR HER.
 4. WOULD LIKE TO BE ABLE TO WRITE TO VARIOUS CORPORATE OFFICERS REGARDING HER CONCERNS.
 5. WOULD LIKE TO SPEAK WITH FCM.
- WRITER UPDATED CUST INFORMATION AND PROVIDED FILE NUMBER. WRITER ADVISED

CUST THAT ALL COMMENTS AND CONCERNS WOULD BE NOTED. WRITER ADVISED CUST THAT THE DPSM HAS NOT YET REVIEWED THIS CONCERN, AND THE WRITER HAS NO WAY TO ASCERTAIN WHAT DECISION WILL BE MADE FOR THIS CONCERN. WRITER ADVISED CUST THAT CEO AND OTHER CORPORATE OFFICERS ARE NOT CUSTOMER-FACING ENTITIES, AND THAT HER CONCERNS ARE BEST ADDRESSED THROUGH CONSUMER AFFAIRS. WRITER FWD'S CUST TO FCM V/M.

8/4/04 (JTUAS/CMS) CUST STATED;

1. SCOTT AT THE DLR AGREES WITH HER AND THIS SHOULD BE COVERED.
2. WASN'T AWARE THE WRITER SPOKE WITH THE SVC MGR AT THE DLR.
3. THERE IS ONLY ONE PLACE ON THE VEHICLE THAT IT IS RUSTING AND SHE FEELS THAT IT'S DUE TO THE CONDENSATION.
4. THE VEHICLE HAD TO BE ROTTING FOR A WHILE IT DIDN'T JUST HAPPEN IN THE LAST 3K MILES.
5. FEELS THAT THIS SHOULD BE COVERED IF IT IS DUE TO CONDENSATION.
6. IT COULDN'T HAVE BEEN DUE TO AN OUTSIDE INFLUENCE IT WAS DUE TO A DEFECT AND CONDENSATION COMING OFF THE A/C.
7. SHE IS IN ADVERTISING AND SHE WILL TELL EVERYONE NOT TO PURCHASE A HYUNDAI BECAUSE OF THE SITUATION.
8. THE VEHICLE IS A PIECE OF JUNK AND SHE WILL GO PICK IT UP.

-----WRITER ADVISED ALL COMMENTS WILL BE DOCUMENTED. ADVISED CUSTOMER THAT WRITER SPOKE WITH THE SVC MGR WHO STATED THAT IT'S ROT AND NOT COVERED UNDER WARRANTY. ADVISED CUSTOMER THAT IF THE CONCERN WAS DUE TO AN OUTSIDE INFLUENCE IT WOULDN'T BE COVERED UNDER WARRANTY. ADVISED CUSTOMER THAT HMA DOESN'T MANUFACTUR CONDENSATION OR RUST THOSE WOULD BE OUTSIDE INFLUENCE AND THEREFORE NOT COVERED. ADVISED CUSTOMER THAT IF SHE DOESN'T AGREE THAT A FACTORY CAN BE INVOLVED BUT WRITER WILL GUARANTEE THAT IT WILL BE COVERED. ADVISED CUSTOMER THAT RUST IS NOT COVERED UNDER WARRANTY. CUSTOMER HUNG UP ON WRITER.

08/06/04 (BDAIL/CMS) CUSTOMER STATES:

1. REITERATES ALL OF THE ABOVE.
2. WOULD LIKE TO KNOW IF FILE IS STILL OPEN TO REGION.
3. FEELS THAT SHE WAS GETTING NO SUPPORT FROM HMA IN REGARDS TO HER SITUATION
4. THE DLR FEELS SHE HAS A GOOD CHANCE OF GETTING THIS COVERED.

---WRITER ADVISED CUSTOMER ALL COMMENTS WILL BE NOTED IN FILE. WRITER ADVISED CUSTOMER TO CONTACT DLR TO SCHEDULE APPT W/DPSM. WRITER ADVISED CUSTOMER CMS WILL SUPPORT DPSM DECISION 100%.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 853077 Method: P Analyst: BBEATY Date of Text: 8/21/2007
VIN : KMHWF25S72A(REDACT) Sonata (EF) Selling Dlr: NY086
Miles: 76,564 M/Year: 2002 Tran: 2 DFU: 9/10/2002 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: M
Address : (REDACT).
City : CLAY State: NY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 698-
e-Mail : NO EMAIL

Incomplete Campaign:

Service Dlr: NY076 BURDICK HYUNDAI
Action : CLO Responsibility: R DCS: C Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 2/22/2010
Open Category Open Condition Open Component

NOTH OTHER CV02 HP CLASS ACTION SE
MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

08/12/04(BBALL/CMS)CUST STATES:

1. CHECKING STATUS ON HPC CARD.

--WRITER NOTED COMMENTS, CONFIRMED CUST INFO. WRITER ADVISED CUST THAT ALL INFO HAS BEEN RECEIVED AND MAILINGS NOT SCHEDULED TO BEGIN UNTIL END OF OCT. WRITER PROVIDED FILE #, ADV CUST TO ALLOW UNTIL 3RD WEEK IN NOV,

08/20/2007 (ABOSC/CVG) CUST STATES:

1. PASSENGER SIDE FRAME HAS RUST UNDERNEATH
2. CALLED DLRSP AND WAS TOLD TO BRING VEH IN
3. WAS TOLD BY DLR THAT DLR WILL NEED TO CONTACT REP TO SEE ABOUT RUST REPAIR
4. DLR GAVE HCA 800 TO SEE IF ABOUT RUST BEING COVER UNDER WARR

----WRITER VERIFIED INFO ON FILE. WRITER ADVISED CUST THAT VEH NEEDED TO BE DIAGNOSED BY DLR AND THEN DLR CAN CONTACT HYUNDAI REP OR DPSM TO SEE IF REPAIR CAN BE DONE UNDER WARR. CUST UNDERSTOOD. CUST ALSO WANTED TO MANUFACTURING PLANT PHONE # IN AL . WRITER VERIFIED FOR EXTENDED WARR ON VEH AND CUST HAS THE 6/72 NVLW EXTENDED WARR

***** OPENED FROM INQUIRY STATUS: 08/21/2007 *****

08/27/07 JAK NCA I WOULD LIKE TO ASK THAT THIS BE REVIEWED. IT APPEARS THAT THE CUSTOMER MAY HAVE A CORROSION ISSUE. CAN WE MAKE SURE THAT THIS IS PROPERLY INSPECTED? THANKS! THE CUSTOMER HAS AN APPOINTMENT WITH THE BURDICK DEALERSHIP ON MONDAY AUGUST 27.

DCS MESSAGE SENT : 08/22/2007, (FIRST MESSAGE)

8/22/07(BB)ERCA. WRITER L/VM FOR CUST

8/22/07(BB)ERCA. WRITER SENT E-MAIL TO DPSM/LM FOR REVIEW

8/22/07 (LM/DPSM) SPOKE TO BR/SVM/NY076, CUST BROUGHT VEH IN TONIGHT FOR INSPECTION, SUBFRAME NEEDS TO BE REPLACED, DPSM AUTHORIZED FURTHER DIAG AND REPLACEMENT OF SUBFRAME. VEH SCEHDULED TO BE BROUGHT BACK FOR DIAG AND REPAIR ON MONDAY, AUG 27, CUST WILL BE GIVEN A LOANER VEH. EMAIL TO TL/ERCAM AND BB/ERCA.

DCS MESSAGE SENT : 08/23/2007, (SECOND MESSAGE)

8/23/07(BB)ERCA. WRITER SPOKE TO CUST WHO STATED HE WOULD LIKE TO KNOW WHAT HE WILL HAVE TO PAY FOR. WRITER STATED THAT PER DPSM/LM, "SUBFRAME AND ANY ASSOCIATED PARTS THAT WOULDN'T BE CONSIDERED MAINT ITEMS" WILL BE COVERED.

WRITER STATED THAT ANY MAINT ITEMS THAT NEED TO BE REPLACED WILL BE CUST RESPONSIBILITY. CUST VERY PLEASD AND THANKFUL.

CLOSE CONCERN

Customer visited Dealership? Y (Y/N)

Was a repair made to correct this concern? Y (Y/N)

If Yes, Repair Order: 103052 Date: 8/27/2007 (mmddyyy) Mileage: 76879

Describe the repair to correct the reported problem:

CROSSMEMBER ASSY

How many attempts have been made to correct this concern? 99

Customer received details by: T

Who communicated details to customer? D

Customer given rental/loaner car? N (Y/N) Goodwill funds used? Y (Y/N)

Is customer satisfied? Y (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

9/4/07(BB)ERCA. CLOSING FILE. SEE FILE NOTES.

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 861918 Method: P Analyst: CACVG86 Date of Text: 9/14/2004

VIN : KMHWF35V8XA(REDACT) Sonata (EF) V-6 Selling Dlr: OH022

Miles: 89,500 M/Year: 1999 Tran: 2 DFU: 8/03/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:

Address : (REDACT).

City : LIMA State: OH Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)

e-Mail : (REDACT)

Incomplete Campaign: HPC

Service Dlr: OH022 TOM AHL HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: No 7/20/2012

Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY

NOTH OTHER CV00 CUSTOMER NOTIFICAT

OPEN COMMENTS

09/14/04 (VSALA/CMS) CUST STATES:

1. CEL WAS ON AND TOOK IT TO OH022.

2. THEY NEED TO REPLACE THE THROTTLE POSITION SENSOR AND ARE GOING TO CHARGE HIM.

3. THOUGHT HE WAS OFFERED AN EXTENDED WARRANTY DUE TO THE HORSEPOWER MISPRINT.

4. NOW DEALER IS TELLING HIM THAT HE ONLY GOT ROADSIDE ASSISTANCE.

5. JUST PAID TO HAVE 60K MILE MAINTENANCE DONE AND FEELS LIKE IT WAS A WASTE OF MONEY.

6. WONDERING IF THERE IS ANYWAY TO CHANGE THIS, WHAT IS HIS RECOURSE.

-----WRITER UPDATED MILEAGE AND VERIFIED ALL OWNER INFO. WRITER NOTING

ALL COMMENTS AND CONCERNS IN THE FILE. WRITER ADVISED CUSTOMER THAT THE

GOODWILL OFFER THAT WAS EXTENDED TO HIM WAS ONLY RSA 5 YRS UNLIMITED MILEAGE.

WRITER ADVISED CUSTOMER THERE IS NO WAY TO CHANGE THAT. WRITER APOLOGIZED FOR CONCERNS HE HAS EXPERIENCED. WRITER ADVISED CUSTOMER THAT THE SENSORS WERE ONLY COVERED FOR 5/60K MILES FOR DEFECTS. WRITER ADVISED CUST THAT VEHICLE STILL HAS POWERTRAIN WRNTY LEFT FOR REMAINDER OF 10/100K MILES AND IT WAS REQUIRED FOR HIM TO DO THE 60K MILE MAINTENANCE TO KEEP REMAINDER OF WARRANTY IN TACT.

3/07/07 (VCHAPPELL/CVG)CUST STATES;

1. WHEN CUST TOOK THE CAR IN TO BE FIXED HE WAS TOLD THAT THE ENGINE CRADLE IS CORRODED
 2. THIER IS A BIG RUST HOLE ON THE RIGHT SIDE OF ENGINE CRADLE.
 3. DSM FOUND A USED CRADLE TO REPLACE CAR. DEVIN TOLD CUST THIS ALREADY.
- WRITER ADVISED TO SPEAK WITH DEVON AND CUST WANTS CM TO CALL DSM, CM CALLED DEVON FOR THE REASON WHY CORROSION IS NOT UNDER WARR SPOKE WITH DSM AND THE WARR STATES ITS A 5YR 100,000 MILE WARR. CUST FEELS THAT IT SHOULD BE COVERED BECAUSE CUST TAKES CARE OF CAR VERY WELL AND CAR IS ALWAYS IN THE GARAGE WHERE IT IS DRY AND IT SHOULD NOT HAVE DONE THIS CUST FEELS. EVEN THE SHOP IS SURPRISED THIS HAS HAPPENED TO CUST.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 864232 Method: P Analyst: CACVG11 Date of Text: 9/22/2004
VIN : KMHWF25S7XA(REDACT) Sonata (EF) Selling Dlr: PA018
Miles: 100,000 M/Year: 1999 Tran: 2 DFU: 4/13/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : TAMIMENT State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: XXX XXX-XXXX Ext: Cell#: (REDACT)
e-Mail : NO EMAIL
Incomplete Campaign:
Service Dlr: PA018 MOTORWORLD HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 7/20/2012
Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

9/22/04 (MLEFE/CMS) CUSTOMER STATES:

1. BOUGHT PREOWNED HYUNDAI.
2. WANTS TO KNOW WARRANTY COVERAGE.

--- WRITER ADVISED PREOWNED VEH WARRANTY IS FOR 5 YEARS OR 60,000 MILES. THIS VEH WARRANTY EXPIRED 4/19/04. WRITER PROVIDED FILE#. CUSTOMER DISCONNECTED BEFORE FILE COULD BE UPDATED.

12-01-06 (DPOTT/CVG) CUST STATES;

1. BOUGHT VEH PRE-OWNED.
 2. VEH HAS 100.000 MILES ON THE VEH.
 3. VEH IS RUSTED OUT . UNDERCARRIAGE WILL NOT PASS INSPECTION.
 4. FEELS HCA SHOULD COVER THIS AS VEH SHOULD NOT RUST OUT.
 5. WHOLE SUB FRAME. IS RUSTED AND DEMANDS THE VEH COVERED.
- WRITER EXPLAINED THAT VEH IS OUT OF WARR AND THAT RUST ON UNDERCARRIAGE IS NOT COVERED. CUST STATES COVER THIS OR WANTS A SUP THE COST IS OVER \$1.200. WRITER WILL PUT IN FOR SUP TO CALLBACK IS AWARE OF TIMEFRAME FOR SUP CALL.

12/04/06 (CNORRIS/CVG) CUST UNKNOWN MALE STATES:

1. REQUESTED SUP CALL BACK ON FRIDAY NO ONE CALLED BACK.
- WRITER WAS IN THE PROCESS OF GETTING SUPERVISOR, CUST DISCONNECTED CALL.

12/04/2006 (RMANESS/CVG) CUST UNKNOWN MALE STATES:

1. REQUESTING TO SPEAK WITH SUP.
 2. STILL WAITING FOR SUP CALLBACK.
- WRITER TRANSFERRED TO CBUNN AS REQUESTED.

12/04/06 (CBUNN/LCM/CVG) CUST HUSBAND STATES:

1. IT'S NOT RIGHT TO HAVE RUST IN THE SUBFRAME
 2. THE VEH WAS NOT PROPERLY MANUFACTURED THIS SHOULDN'T HAPPEN
 3. THIS IS GOING TO BE COVERED UNDER WARR THIS ISN'T HIS FAULT
- WRITER ADVISED CUST HE IS THE 2ND OWNER OF VEH AND THE WARR FOR SUBSEQ. OWNERS IS 5/60K IT DOESN'T MATTER WHAT PART IS IN QUESTION. THE VEH WAS OUT OF WARR IN SEPT 2004 WHEN CUST BOUGHT THE VEH ORIGINALLY. THE VEH IS OVER 2 YRS OUT OF WARR AND OVER 40K MILES OUT OF WARR AND THIS WILL NOT BE COVERED UNDER WARR. THERE IS NO WAY TO KNOW HOW THE PREVIOUS OWNER TREATED THE VEH OR WHAT ELEMENTS IT WAS EXPOSED TO. CUST REQUESTED TO SPEAK TO WRITER'S SUP WRITER XFRD CALL TO BSTAT.

12/04/06 (BSTAT/CVG/LCM) CUST STATED:

1. HAVE RUST ON THE FRAME OF THE VEH.
 2. HYUNDAI NEEDS TO COVER THIS RUST ISSUE.
 3. CUST DID NOT CAUSE THE RUST ON THIS VEH.
 4. HAVE AT INDY SHOP AND SHOP CHARGING \$800 FOR PART. DLR WANTS \$1400 FOR PARTS.
 5. OUT OF INSPECTION AND THE VEH IS NO GOOD. SOMEONE NEEDS TO PAY FOR THE SUB FRAME ON THIS VEH.
 6. PURCHASED VEH ABOUT 2 YEARS AGO AND THIS SHOULD BE COVERED.
 7. THE INDY DLR THAT SOLD THE VEH TO CUST SAID IT WAS INSPECTED LAST YEAR AND THERE WAS NO RUST ON THE VEH.
- WRITER APOLOGIZED TO CUST FOR INCONVENIENCE. WRITER EXPLAINED TO CUST THAT HYUNDAI DOES NOT KNOW WHAT THE VEH HAS BEEN THROUGH. WRITER TOLD CUST THAT THE VEH MAY NOT HAVE EVER BEEN CLEANED UNDERNEATH. WRITER EXPLAINED THAT THE VEH IS 40,000 MILES PAST THE WARRANTY AND ALSO 3 YEARS. WRITER TOLD CUST THAT WRITER COULD HAVE A REP LOOK AT THE VEH IF CUST WAS WILLING TO TAKE INTO HYUNDAI DLR TO HAVE A DIAGNOSES DONE ON THE VEH. HOWEVER WRITER DOES NOT BELIEVE THAT THIS IS SOMETHING THAT HYUNDAI WILL COVER AS THE VEH IS OUT OF WARRANTY BY MILES AND TIME. CUST UNDERSTOOD.
- WRITER CALLED JIM SVC MGR AT PA018 TO SEE HOW LONG THE SUB FRAME WOULD TAKE TO HAVE RUST EAT A 6 INCH HOLE IN IT. AFTER TALKING TO SOMEONE IN THE SHOP JIM

STATED THIS WOULD TAKE 6-7 YEARS TO RUST OUT A SUB FRAME THIS BADLY. WRITER
THANKED JIM FOR ASSISTANCE.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 878780 Method: P Analyst: CACVG44 Date of Text: 11/19/2004
VIN : KMHWF25S1YA(REDACT) Sonata (EF) Selling Dlr: MA034
Miles: 60,000 M/Year: 2000 Tran: 2 DFU: 6/24/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: A
Address : (REDACT)
City : SPRINGFIELD State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 543-
e-Mail : NO EMAIL
Incomplete Campaign:
Service Dlr: MA053 BALISE HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: 10/100000/000/ 4B HCP:
Letter Rcvd: VIN Hist: No 6/24/2010
Open Category Open Condition Open Component

NHPP HPP 100A GENERAL INQUIRY
NHPP HPP 100F NEVER RECEIVED CAR

OPEN COMMENTS

11/19/04 (AMART/CMS) CUSTOMER STATES:

1. WOULD LIKE TO CONFIRM HIS HPP EXTENDED WARRANTY COVERAGE.
 2. WHAT DOES THIS COVER?
 3. HAS HAD SOME ISSUES WITH VEHICLE AIRBAG WARNING LIGHT AND WHEEL BEARINGS.
 4. THEY HAVE AT THIS POINT BEEN RESOLVED, HOWEVER HAVE NEVER RECEIVED A COPY OF THE HPP CARD/CONTRACT
- WRITER ADVISED CUSTOMER THAT ALL COMMETNS WOULD BE NOTED. WRITER VERRIFIED OWNER INFO. WRITER ADVISED CUSTOMER OF HPP PLAN 4B EXTENDED WARRANTY COVERAGE. WRITER ADVISED CUSTOMER THAT HIS FILE WOULD BE FORWARDED FOR MAILING OF HPP CARD AND CONTRACT INFO. WRITER ADVISED CUSTOMER TO ALLOW 4-6 WEEKS FOR MAILING. WRITER PROVIDED FILE NUMBER.

*****ATTN NCA*****
PLEASE NOTE ABOVE COMMENTS. PLEASE FORWARD FOR MAILING OF HPP CARD/CONTRACT INFO. THANK YOU!

11/22/04 (JB/HPP) REQUESTING ANOTHER HPP CONTRACT# 77675 DUE TO CUST REQUEST. CHANGED SCREEN 15 FROM 148 HERMITAGE DRIVE TO 48 FLINT STREET. CUSTOMER SHOULD RECEIVE HPP CARD/CONTRACT IN 6-8 WEEKS.

12/18/06 (BSTAT/CVG) CUST HUSBAND JERRY STATED:

1. TOOK VEH IN TO HAVE THE OIL CHANGED.
2. THERE IS A RUST HOLE UNDER THE VEH IN AN AREA CALLED THE CRADLE ON THE PASSENGER SIDE.
3. DLR TRIES TO CHARGE EVERY TIME THE CUST BRING VEH INTO DLR.
4. WANTS TO KNOW IF THIS PART IS COVERED.

---WRITER VERIFIED CUST INFO INCLUDING EMAIL AND MILEAGE. WRITER EXPLAINED THE WRITER NEEDS PART NUMBER TO CHECK ON COVERAGE OF PARTS. CUST UNDERSTOOD. WRITER EXPLAINED THAT THERE ARE MANY COVERED PARTS ON THE VEH AND MANY THAT ARE NOT EXTENDED WITH THE HPP. CUST UNDERSTOOD. CUST WILL CALL BACK WITH THE PART NUMBER FOR THE CRADLE TO SEE IF THIS PART IS COVERED UNDER WARRANTY. WRITER PROVIDED CUST WITH FILE NUMBER.

12/18/06 (BSTAT/CVG) CUST STATED:

1. HAVE PART NUMBER 62405-38110 IS THIS PART COVERED.
- WRITER LOOKED UP PART NUMBER THE CLOSEST NUMBERS THAT COME UP ARE 62405-38310 AND 62405-38300, WRITER EXPLAINED TO CUST THAT THE OTHER PART NUMBERS THAT COME UP ARE COVERED UNDER THE HPP WARRANTY. CUST IS CALLING TO DLR BACK TO SEE ABOUT THE CORRECT PART NUMBER. CUST DID ALSO STATED THE DLR STATED THAT THERE ARE PROBLEMS WITH THAT CROSSMEMBER IN THESE VEH'S. WRITER THANKED CUST FOR CALLING.

02/27/07 (BROSS/CVG) CUST STATES:

1. HAD MAJOR WORK DONE ON THE VEH AND THE VEH IS BACK AND THE STEERING WHEEL IS AT 4 'O CLOCK, AND THE DLR STATES HYUNDAI DOES NOT PAYFOR AN ALIGNMENT. DUE TO IS OVER 1/12.

--- WRITER CONTACTED MA053 BALISE HYUNDAI AND SPOKE WITH DANNY SVC MGR: STATES ALIGNMENT IS ONLY COVERED UNDER THE 1/12, NO MATTER.

--- DANNY SVC MGR: STATES IS A NEW DLR AND GOES BY THE HYUNDAI WARR.

--- WRTIER REFERED DANNY SVC MGR TO THE HYUNDAI REP DUE TO THE WORK ON THE SUB FRAME CAUSED THE VEH TO BE OUT OF ALIGNMENT.

---WRITER WILL CONTACT CUST AND DLR IN 2-3 BUSINESS DAYS FOR ANUPDATE.

03/01/07 (BROSS/CVG)

--- WRITER CONTACTED MA053 BALISE HYUNDAI AND SPOKE WITH DANNY SVC MGR: WOULD OF COVERED THE INSPECTION, BUT NOT THE ALIGNMENT.

DANNY SVC MGR STATES WILL DO ALIGNMENT FREE OF CHARGE FOR THE CUST. JUST HAVE THE CUST CALL AND SET UP AN APPOINTMENT WITH DANNY SVC MGR.

--- WRITER CONTACTED CUST AND RECIEVED VOICEMAIL, LEFT MESSAGE STATING THAT THE CUST JUST NEEDS TO CALL MA053 BALISE HYUNDAI AND SET UP AN APPOINTMENT WITH DANNY SVC MGR FOR THE ALIGNMENT, FREE OF CHARGE.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 885334 Method: P Analyst: CACVG41 Date of Text: 12/23/2004
VIN : KMHWF35V3YA(REDACT) Sonata (EF) V-6 Selling Dlr: MA034
Miles: 82,000 M/Year: 2000 Tran: 2 DFU: 6/08/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: L
Address : (REDACT)
City : EASTHAMPTON State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 527-
e-Mail :
Incomplete Campaign: HPC
Service Dlr: MA034 GARY ROME HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 9/07/2012
Open Category Open Condition Open Component

MACH A/C HEATING 5000 A/C DOES NOT COOL
NWAR WARRANTY 170J REPAIR NOT COVERED
MSUS SUSPENSION 4710 WHEEL BEARING- NOI
OPEN COMMENTS

12/23/04 (CBLAC/CMS) CUSTOMER STATES:

1. BROUGHT VEH TO DLR WHILE ON VACATION, TO ADDRESS AIR CONDITIONING
 2. AT THAT TIME VEH HAD LESS THAN 72K
 3. DLR SAID VEH IS DRIVEABLE BUT DONT USE A/C
 4. TOOK VEH TO MA034 WHEN RETURNED FROM VACATION
 5. VEH IS NOW OVER 72K
 6. MY NEXT VEH WILL BE A HONDA
- WRITER ADVISED CUST SHOULD HAVE HAD VEH ADDRESSED BY DLR WHILE UNDER WRRNTY
WRITER ASKED IF CUST HAS A WORK ORDER OR PROOF CUST WAS AT DLR WHILE ON
VACATION. WRITER APOLOGIZED CUST VEH IS OUT OF WARRANTY THEREFORE THE VEH
CONCERN WILL BE AT CUST EXPENSE

6/29/05 (ABRAD/CMS) CUST STATES:

1. VEH IS AT MA034 HAVING FRONT WHL BEARING REPLACED UNDER WARR
 2. DLR SAID THEY WOULD MORE THAN LIKELY HAVE TO BREAK THE ROTOR TO FIX WHEEL BEARING
 3. DOES NOT FEEL HE SHOULD HAVE TO PAY TO REPLACE ROTOR
 4. DLR SAID THIS IS A COMMON PROBLEM WITH HYUNDAI VEH'S AND IS A DESIGN FLAW
- WRITER NOTED ALL COMMENTS AND VERIFIED INFO IN FILE. WRITER CLLD MA034
SPOKE WITH SM RICK WHO INFORMED: VEH HAS 90K AND ROTORS HAVE NEVER BEEN
REPLACED. ROTORS HAVE RUSTED ON AND CUST WILL NEED TO REPLACE THEM FIRST.
THE WHL BEARING IS NOT THAT BAD IF CUST WANTS TO HE CAN TAKE VEH SOMEWHERE
ELSE TO HAVE ROTORS REPLACED AND BRING VEH BACK FOR WHL BEARING REPAIR. BOTTOM
LINE-IF ROTORS WERE NOT RUSTED ON, THEY WOULD NOT NEED REPLACED TO DO REPAIR.
WRITER INFORMED CUST WHO DISAGREES AND SAYS HIS NEXT VEH WILL BE A HONDA.
WRITER OFFERED FILE #, CUST DID NOT WANT IT.

09/05/07 (ACOVERT/CVG) CUST STATES:

1. THAT THE VEH SUBFRAME IS COMPLETELY RUSTED OUT, AND IS JUST HORRIBLE

2. "KNOWS HYUNDAI HAS A CAMPAIGN OR IS AWARE THIS IS AN ISSUE"
3. HAS SEEN ALOT OF CASES SEARCHING THROUGH GOOGLE WHERE REIMBURSEMENT WAS GIVEN.

---WRITER EXPLAINED TO CUST THAT UNFORTUNATELY THERE WERE NO CAMPAIGNS OR RECALLS REGARDING SUCH ISSUES UNDER HIS VIN, AND NO CAMPAIGNS INVOLVING COROSION OF THE SUBFRAME OPEN AT THIS TIME.

CUST THEN ASKED FOR A SUPERVISOR. WRITER INFORMED CUST WE WOULD BE ABLE TO CONTACT CUST BACK WITHIN 24 HOURS.

9/6/07 (MMART/CVG/LCM) WRITER FIRST ATTEMPT TO CONTACT CUST. 7:57 MST. THE NUMBER ON FILE WAS THE WRONG NUMBER. LCM WILL SOLVE FILE UNTIL CUST CALLS BACK.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 886498 Method: P Analyst: CACVG99 Date of Text: 12/30/2004
VIN : KMHWF25S51A(REDACT) Sonata (EF) Selling Dlr: NY078
Miles: 67,000 M/Year: 2001 Tran: 2 DFU: 7/21/2001 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: J
Address (REDACT)
City : SCHENECTADY State: NY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 357-
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dir: NY061 FUCCILLO HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 9/07/2012
Open Category Open Condition Open Component

NOTH OTHER CV02 HP CLASS ACTION SE
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

12/30/04 (VSALA/CMS) CUST STATES:

1. NEVER RECEIVED CLAIM FROM HPC.
2. CALLING TO VERIFY IF HMA RECEIVED IT.

-----WRITER UPDATED MILEAGE AND VERIFIED ALL OWNER INFO. WRITER NOTING ALL COMMENTS AND CONCERNS IN THE FILE. WRITER ADVISED CUST THAT HIS CLAIM HAD

NOT BEEN RECEIVED. WRITER ADVISED CUSTOMER THE CLAIMS PROCESS HAS SINCE ENDED. WRITER NOTING CUST IS LOOKING TO HAVE ANOTHER CLAIM FORM SENT IN. WRITER APOLOGIZED FOR CONCERNS AND ADVISED CUST THAT PER THE COURTS THE CLAIMS PROCESS HAS ENDED. CUSTOMER WOULD LIKE TO WRITE TO HMA. WRITER PROVIDED ADDRESS.

07/30/07 (AALLEE/CVG/EMAIL) RECEIVED CUST EMAIL:

1. I AM THE ORIGINAL OWNER OF A 2001 SONATA WITH 67012 MILES AND A DELIVERY DATE OF 7/21/01.
 2. THIS PAST WEDNESDAY, MY MECHANIC INDICATED THERE WAS A SERIOUS DETERIORATION PROBLEM WITH THE "SUB-FRAME" ON MY VEHICLE.
 3. HE DID NOT ATTEMPT TO REPAIR BECAUSE HE WAS REASONABLY CONFIDENT THAT THIS WOULD BE COVERED UNDER THE WARRANTY.
 4. HOWEVER, WHEN I SPOKE WITH JEREMIAH FROM THE FUCILLO HYUNDAI DEALERSHIP IN SCHENECTADY, NY, HE EXPLAINED THAT THIS WAS NOT A COVERED ITEM UNDER THE WARRANTY.
 5. PLEASE NOTE, MY 5 YEAR 60,000 MILE WARRANTY WAS EXTENDED TO A 6 YEAR 72,000 MILE WARRANTY DUE TO A CLASS ACTION LAWSUIT INVOLVING OVERSTATING THE HORSEPOWER ON CERTAIN VEHICLES.
 6. IT CERTAINLY SEEMS AS THOUGH IT SHOULD BE A COVERED ITEM. CAN YOU PLEASE INDICATE WHETHER A DETERIORATED SUB-FRAME IS COVERED UNDER MY WARRANTY ?
- WRITER RESPONSE IS WE APPRECIATE CUST CONTACT AND APOLOGIZE FOR THE CIRCUMSTANCES THAT PROPTED CUST EMAIL. WRITER ADVISED CUST TO BETTER ASSIST REQUESTING CUST TO CALL HCA. WRITER CREATED/PROVIDED FILE NUMBER. CUST COMMENTS ARE NOTED

07/31/07 (JROSAS/CVG) CUST STATES:

1. SEND AN E-MAIL WITH INFORMATION THAT CUST WAS REQUIRING.
 2. WOULD LIKE TO KNOW IF THE RUST ON THE VEH WOULD BE COVERED UNDER WARR.
- WRITER INFORMED CUST THAT THE WARR FOR CORROSION, PERFORATION WAS 5 YEARS/100,000, WRITER INFORMED CUST THAT IT WOULD NO LONGER BE COVERED UNDER WARR BUT THAT WRITER COULD GO AHEAD AND SUBMIT FOR POSSIBLE GW BUT THAT IT WAS NOT A GUARANTEE, CUST UNDERSTOOD.

08/10/2007 - (KR) DPSM AGREED TO PROVIDE 1 TIME GOODWILL FOR PARTS AND LABOR. THIS IS A 1 TIME EXCEPTION. DPSM SPECIFICALLY ADVISED DEALER THAT GOODWILL IS FOR REPLACING SUBFRAME. IF THERE IS ADDITIONAL LABOR FOR ROTTED FUEL LINES, BRAKE LINES, SEIZED BOLTS, AND ADDITIONAL PARTS THEY WOULD BE AT CUSTOMER EXPENSE.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

C.A. CONCERN VIN CASE REPORT

FILE : 895995 Method: P Analyst: CACVG82 Date of Text: 2/15/2005
VIN : KMHWF35V2XA(REDACT) Sonata (EF) V-6 Selling Dlr: NY064
Miles: 72,000 M/Year: 1999 Tran: 2 DFU: 9/29/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: A
Address : (REDACT)
City : STATEN ISLAND State: NY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: 000 000-0000 Ext: Cell#: (REDACT)
e-Mail : (REDACT)

Incomplete Campaign: HPC

Service Dlr: NY064 MANFREDI HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 4/07/2010

Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

2/15/05 (SGOLL/CMS) CUSTOMER STATES:

1. WANTS TO KNOW IF BUSHINGS ARE COVERED UNDER PWR TRN
--WRITER ADVISED ALL COMMENTS AND CONCERNS WOULD BE DOCUMENTED IN FILE.
WRITER ADVISED THAT ALL INTERNAL COMPONENTS OF THE ENGINE AND TRANNY ARE COVERED UNDER TERMS OF PWR TRN. WRITER ADVISED THAT BUSHINGS ARE TYPICALLY COVERED UNDER TERMS OF NVLW, (5/60, WHICH SHE HAS EXPIRED) CUSTOMER UNDERSTANDS.

08/07/06 (MWOODS/CVG) CUST STATES:

1. MECHANIC ADVISED H-FRAME IN FRONT END HAS RUSTED.
2. CALLED DLR SVC DEPT, WAS ADVISED THIS RUST IS NOT COVERED UNDER 10/100 WARR.
3. WANTS TO KNOW IF IT IS COVERED UNDER WARR.
4. WANTS TO KNOW APPROX VALUE OF VEH.
--WRITER ADVISED 10/100 COVERS ENGINE AND TRANS COMPONENTS. ADVISED BEST WAY TO DETERMINE VALUE OF VEH IS USING INTERNET AND TO COMPARE OTHER SIMILAR VEH FOR SALE TO GET APPROXIMATE AMOUNT.
CUST THANKED WRITER FOR INFORMATION.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

C.A. CONCERN VIN CASE REPORT

FILE : 896634 Method: P Analyst: CACCT88 Date of Text: 2/17/2005
VIN : KMHWF35V1YA(REDACT) Sonata (EF) V-6 Selling Dlr: WI016
Miles: 56,000 M/Year: 2000 Tran: 2 DFU: 11/22/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: R
Address (REDACT)
City : MADISON State: WI Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
e-Mail :

Incomplete Campaign: HPC

Service Dlr: WI016 ZIMBRICK HYUNDAI WEST

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: No 4/07/2010

Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

2/17/05 (PODEL/CMS) CUST STATES:

1. VEH AT SVC DEPT AT WI016 ON THE LIFT
2. CONCERN WITH THE FRONT SUB FRAME WITH RUSTING ON THE ENGINE MOUNTS
3. WANTS TO KNOW WHAT COULD BE DONE FOR HIM
4. WANTING TO KNOW IF HMA CAN ASSIT IN CONTACTING THE DLR WITH THE
NEGOATION OF THE PRICE ON A NEW VEHICLE.
5. WAS ADVISED TO REPAIR THE MOTOR MOUNTS IT WOULD COST \$1000.00
6. HAS THE VEH IN FOR THE 60K SERVICE
7. FEELS THAT THE REPAIRS AND 60K WOULD NOT BE COST EFFECTIVE
8. PRETTY SURE THAT THEY ARE GOING T50 DECIDE TO MAKE A NEW PURCHASE

---WRITER ADVISED CUSTOMER THAT ALL COMMENTS & CONCERNS WILL BE NOTED IN FILE.
WRITER APOLOGIZED FOR ANY INCONVENIENCES & VEH. CONCERNS. WRITER ADV. CUST.
HMA WILL DO EVERYTHING POSS. TO ASST. IN RESOLVING ANY VEH. CONCERNS. WRITER
ADV. CUST HMA IS COMMITTED TO REPAIRING VEH. UNDER THE TERMS OF THE WARRANTY
POLICY AND ADVISED CUST HIS NAME IS INCORRECT INSTEADS OF OASEN IS DASEN
AND ADVISED ENVIRONMENTAL CONCERNS WITH SALT CAUSING THE RUST IS NOT A DEFECT
IN MATERIALS OR WORKMANSHIP AND REPAIRS WOULD NOT BE COVERED. WRITER OFFERED
INFORMATION ON VALUED OWNER COUPON AND PRICING INCENTIVES CURRENTLY GOING ON
BUT ALREADY HAD THE INFORMATION. WRITER ALSO ADVISED OF THE VO1 CAMOAGN AND
NOTING THAT CUSTOMER HAS CHOSEN TO EXTEND WARRANTY FROM 5/60 TO 6/72.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 920415 Method: N Analyst: CACCT67 Date of Text: 6/13/2005
VIN : KMHWF35V1YA(REDACT) Sonata (EF) V-6 Selling Dlr: CT021
Miles: 87,000 M/Year: 2000 Tran: 2 DFU: 1/27/2000 (mm/dd/yyyy)
Branded Info: CLASS IV-VEH REPORTED SCRAPPED-NOT WARRANTABLE
Last Name: VASTOLA First: JOHN Midl: C
Address : 8 OLD STONEBROOK COURT
City : WOLCOTT State: CT Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 879-
e-Mail :
Incomplete Campaign: HPC
Service Dlr: CT021 BRASS CITY HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: Yes 4/07/2010
Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

06/13/05 (CCUMM/CMS) CUST STATES

1. ENGINGE CARRIAGE RUSTED
2. CAUSED LOWER ROCKER ARM TO BREAK
3. WANTED TO KNOW IF COVERED UNDER WARRANTY

----WRITER ADVISED ALL COMMENTS WILL BE NOTED TO FILE. WRITER CONFIRMED CUST
INFO. WRITER PROVIDED FILE #. WRITER ADVISED THAT RUST IS NOT A WARRANTY
ISSUE AND THEREFORE NOT COVERED. WRITER ADVISED CUST SPEAK WITH DLR TO SEE
IF ANYTHING CAN BE DONE.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmdyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 925837 Method: P Analyst: CACCT39 Date of Text: 7/07/2005
VIN : KMHWF35V3XA(REDACT) Sonata (EF) V-6 Selling Dlr: IN006
Miles: 54,590 M/Year: 1999 Tran: 2 DFU: 11/05/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: T
Address : (REDACT)
City : SCHERERVILLE State: IN Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: --- ----- Ext: Cell#: (REDACT)

e-Mail :

Incomplete Campaign:

Service Dlr: IN006 SHAFFER HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: No 11/06/2011

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

07/07/05 (TBASS/CMS) CUST STATES:

1. VEH IS AT IN006
2. THERE IS A LEAK UNDER THE VEH
3. DLR SAYS THE LEAK IS COMMING FROM THE SUBFRAME
4. SAYS ITS WATER THAT IS COMMING THRU DLR WANTS \$1200.00 AND THEN SOME MORE FOR THE LABOUR
5. TECHNICIAN SAYS HAS NEVER SEEN THIS BEFORE SAYS THE WATER FROM THE EVAP TUBE IS GOING STRAIGHT ONTO THE SUBFRAME
6. IT IS VERY DANGEROUS AS THE WHEEL CAN TILT AND THEN MAY COME OFF
7. SAYS ITS DEFECTIVE
8. SEEKING HMA ASSISTANCE

---WRITER VERIFIED AND UPDATED CUST FILE, PROVIDED CUST WITH THE FILE# AND ADVISED THAT WRITER WOULD NEED TO CALL THE DLR TO GET SOME MORE INFO.

---WRITER CALLED DLR IN006 AND TALKED TO BEN WHO STATES THAT THE SUBFRAME HAS HOLES DUE TO RUST ON THE SUBFRAME. WRITER THANKED BEN.

---WRITER ADVISED CUST OF ABOVE AND ADV THAT THE VEH IS OUT SIDE OF THE WARR FOR RUST AND THAT RUST IS COVERED FOR 60MTHS OR 100K AND THAT THE DLR ADVISED IT IS RUST FROM THE OUTSIDE IN AND THE WARR FOR RUST HAS TO BE FROM THE INSIDE OUT. ADV THAT HMA CAN NOT ASSIST CUST IN REG TO THIS CONCERN. CUST DID NOT WANT FILE#. CUST STATES IS GOING TO BUY AN XG BUT NOT FROM THAT DLR IN006.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 930454 Method: P Analyst: CACVG34 Date of Text: 7/28/2005

VIN : KMHWF35V4YA(REDACT) Sonata (EF) V-6 Selling Dlr: NJ034

Miles: 93,000 M/Year: 2000 Tran: 2 DFU: 1/27/2001 (mm/dd/yyyy)

Branded Info:

Last Name: RIILI

First: CAMILLE

Midl:

Address : (REDACT)
City : STATEN ISLAND State: NY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
e-Mail :

Incomplete Campaign: HPC
Service Dir: NJ034 SANSONE'S ROUTE 1 HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 11/06/2011
Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G 001A GENERAL/INQUIRY
NWAR WARRANTY 170J REPAIR NOT COVERED
OPEN COMMENTS

7/28/05 (AROBB/CVG) CUST STATES:

1. AT DLRSHP AND DLR SAYS CUST DOES NOT HAVE EXTENDED WARR, BUT CUST SAYS THATS WHAT SHE OPTED FOR WITH THE HPC.
2. CUST SAYS PROPER DOCUMENTATION WAS SENT IN.
3. WANTS TO KNOW WHY THE EXTENDED WARR IS NOT SHOWING ON RECORD.
--WRITER UPDATED ALL INFO. WRITER ADVISED CUST THAT EXTENDED WARR WAS NOT SHOWING ON RECORD AND THAT HCA HAS NO RECORD THAT CUST SENT IN DOCUMENTATION. WRITER PROVIDED CUST NUMBER FOR ECOUNT TO SEE IF THEY HAVE RECORD OF CUST'S DOCUMENTATION.

4/26/07 (JSMITH/CVG) CUST STATES:

1. WENT TO GET VEH INSPECTED AT TWO SHOPS AND WAS TOLD AT BOTH PLACES VEH CANNOT BE LOOKED AT BECAUSE THE SUBFRAME IS CRACKED, IT'S A FACTORY DEFECT.
2. CUST TOOK VEH TO SANONES RT 1 HYUNDAI AND WAS GIVEN A QUOTE FOR REPAIR, DID NOT SAY IF COVERED BY WARRANTY OR NOT-CUST DIDNT ASK.
3. CUST WANTS TO KNOW HOW TO GET VEH FIXED AT NO CHARGE AS TWO INDY SHOPS ARE SAYING IT'S A DEFECT
--WRITER STATES:
1. NEED TO CALL DLRSP TO GET DIANGOSIS AND REASON REPAIR NOT COVERED UNDER WARRANTY
2. SPOKE TO SERVICE WHO PULLED THE ACTUAL TICKET AND IT STATES THE SUBFRAME IS RUSTED AND THE "BOSS" WHO WAS STANDING RIGHT THERE REMEMBERS IT SHOWING SIGNS OF DAMAGE. THERE WERE NO SIGNS OF DEFECT, AND BESIDES THE FACT, THE PART IS ONLY 5/60.
--WRITER THANKED DLRSP FOR INFORMATION AND TIME.
3. CUST AND HUSBAND BOTH STATE HAVE BEEN USING THE INDY SHOP FOR 30 YEARS AND THEY SAID IT'S A DEFECT, THAT THERE IS A HUGE CRACK FROM CORROSION
-WRITER ADVISED THAT CORROSION CAN OCCURR IF UNDERCARRIAGE IS NOT CLEANED OFF PROPERLY. CUST LIVES IN STATEN ISLAND-OCEAN AIR CAN CAUSE CORROSION, ALSO VEH IS JUST OVER 6 YEARS OLD (BY 4 MONTHS) AND ABOUT 30K OVER IN MILES.
4. CUST ASKED FOR PH# FOR MANFREDI BECAUSE CUST DOES NOT AGREE THAT THE SUB FRAME IS JUST CORODING NORMALLY, FEELS IT IS A DEFECT AND WANTS IT PAID FOR.
--WRITER PROVIDED PH# FOR MANFREDI AS REQUESTED, HOWEVER WRITER NOTES, EVEN IF FOUND TO BE A DEFECT, MILES ARE TOO FAR OVER FOR ASSISTANCE, ALSO NJ034 FINDS EVIDENCE OF DAMAGE AND CORROSION WHICH IS NOT A DEFECT.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmdyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?

Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 944014 Method: P Analyst: CACVG20 Date of Text: 10/05/2005
VIN : KMHWF25V8XA(REDACT) Sonata (EF) V-6 Selling Dlr: NL421
Miles: 98,284 M/Year: 1999 Tran: 2 DFU: 4/28/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : HAMPTON BAYS State: NY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: NY084 TERMINATED...HYUNDAI OF NEW RO
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 5/09/2011
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
MLKS LEAKS 5700 POWER STEERING FLU
OPEN COMMENTS

10/05/05 (BSCHWI/CVG) CUST STATES:
1. FRAME OF VEH OF HAS RUSTED AND POWER STEERING FLUID IS LEAKING.
2. TOOK VEH TO DLR AND THEY STATED THAT THEY WILL NOT COVER UNDER WARR AND
WILL CHARGE CUST A DIAGNOSIS FEE.
3. CUST THEN LEFT DLRSH. P.
4. FEELS THAT VEH SHOULD NOT BE RUSTING THIS MUCH BECAUSE VEH IS ONLY 6 YRS
OLD.
--WRITER ADVISED CUST THAT DLR NEEDS TO DIAGNOSE VEH BEFORE WE DETERMINE
WHETHER OR NOT WE CAN PROVIDE ASSISTANCE. CUST IS GOING TO TAKE VEH BACK TO
DLR AND CALL AFTER DLR HAS DIAGNOSED VEH.

10/11/2005 (BMART/CVG) CUST STATES:
1. DLR HAS DIAGNOSED VEH AS UNDRIVABLE.
--WRITER STATES;
1. WILL CONTACT DLR AND DISCUSS ISSUE.
2. WILL CALL CUST BACK WHEN DETAILS ARE KNOWN.

10/12/2005 (BMART/CVG) WRITER STATES;
1. CALLED AND TALKED TO DLR SVC (APRIL).
2. DLR SAYS RUST REQUIRES A NEW CROSSMEMBER AND A POWER STEERING HOSE AT
A COST JUST OVER \$2000.
3. DUE TO MILEAGE VEH IS NOT UNDER WARRANTY.
4. CALLED CUST BUT GOT AN ANS SVC AND LEFT MSG TO CALL.

10/13/2005 (BMART/CVG) WRITER STATES;

1. CALLED CUST AND INFORMED HIM THAT REPAIRS COULD NOT BE SUPPORTED UNDER WARRANTY SINCE THE VEH WAS SO FAR OVER THE WARRANTY PERIOD.
2. CUST ANGRY AND THREATENS LAWSUIT.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 948727 Method: P Analyst: CACVG92 Date of Text: 10/31/2005
VIN : KMHWF35V5YAR(REDACT) Sonata (EF) V-6 Selling Dlr: MI023
Miles: 73,000 M/Year: 2000 Tran: 2 DFU: 12/31/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: S
Address : (REDACT)
City : MILFORD State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 722-
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: OH018 COLUMBIA HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 5/09/2011
Open Category Open Condition Open Component

NDSV DEALER SERVICE 210 UNHAPPY WITH DEALE
MBDY BODY 4030 RUST/CORROSION
NPRD PRODUCT 250F UNHAPPY WITH PRODU
OPEN COMMENTS

10/31/05 (GCAM/CVG) CUSTOMER STATED:
1. HAS TAKEN VEHICLE IN TO DEALERSHIP OH018 FOR ODOR COMING FROM AIR
CONDITION INCLUDING TODAYS VISIT.
2. BOTH TIMES THEY HAVE WORKED WITH CUSTOMER TO TRY TO RESOLVE ISSUE.
3. SM MARK ALLEN IS VERY CURT NOW REFUSED TO ACCOMMODATE CUSTOMER, SAID IT
WAS A MAINTENANCE ISSUE.
4. WANTED TO KNOW WHAT TO DO NEXT ABOUT THE ODOR.
WRITER ADVISED CUSTOMER:
FREQUENT MAINTENANCE MAY BE REQUIRED IN VERY DUSTY ENVIRONMENTS
WHICH MAY CLOG THE FILTER. PARTICULATE DEBRIS BECOMES TRAPPED
ODOR FROM DEBRIS MAY RESULT. CUSTOMER MAY CHOOSE TO CONTACT GENERAL
MANAGER AT THE DEALERSHIP AND REQUEST DPSM MAKE A FINAL DECISION. ALL
INFORMATION WILL BE DOCUMENTED, GAVE CUSTOMER FILE NUMBER.

07/26/07 (JROSAS/CVG) CUST STATES:

1. HAS TAKEN VEH TO AN INDEPENDENT SHOP AND HAS BEEN TOLD THAT WILL NOT PERFORM A FRONT END ALIGNMENT ON THE VEH BECAUSE THE DRAINER MADE A HOLE ON THE FRAME.

2. WOULD LIKE TO KNOW WHAT CAN CUST DO.

--WRITER INFORMED CUST THAT CUST SHOULD TAKE THE VEH TO A HYU DLR TO HAVE A DIAGNOSIS ON THE VEH, CUST UNDERSTOOD.

8/1/07 (DWEIN/CVG) CUST STATES;

1. THE AC HAS A HOLE AND THE ENG CRADLE HAS RUSTED OUT.

2. DLR HAS TOLD CUST THE VEH IS NOT SAFE.

3. CUST HAS CHECKED ON THE INTERNET AND HAS FOUND THAT THERE IS SEVERAL VEH'S THAT ARE HAVING THE RUST DESTROY THE FRAME.

4. FEELS THAT THERE IS A PROBLEM WITH THE VEH'S

5. CUST HAS LOVED THE VEH AND HAS VERY LITTLE PROBLEMS WITH THE VEH.

6. THE VEH SHOULD NOT RUST AT 73.000 MILES THERE IS A DEFECT WITH THE VEH.

7. WARRANTY IS FOR 10 YEARS OR 100.000 AND THE VEH SHOULD NOT HAVE RUST BEFORE THE WARRANTY IS UP.

--WRITER EXPLAINED THAT THE DLR WILL BE CALLED AND WRITER WILL SEE IF THERE IS A DEFECT WILL GET BACK TO THE CUST BY MIDDLE OF NEXT WEEK. GAVE EXT. THANKED CUST FOR CALLING. UPDATED FILE.

08/01/07(JBECKSTEAD/CVG)CUST STATES:

1. WOULD LIKE TO SPEAK WITH DWEIN

---WRITER WARM TRANS TO DWEIN. CUST THANKED WRITER.

8/1/07 (DWEIN/CVG) CUST STATES;

1. CUST LOVES THE VEH AND HAS NEVER HAD ANY ISSUES WITH THE VEH.

2. HAS LIKED THIS MORE THAN ANY OTHER VEH CUST HAS HAD.

3. WOULD LIKE THE FAX NUMBER SO CUST CAN FAX OVER A LETTER SO HYUNDAI HAS THE CUST FEELINGS.

--WRITER GAVE THE FAX NUMBER. EXPLAINED THAT THE EXT AND FILE WILL NEED TO BE ON THE FAX. THANKED CUST FOR CALLING.

8/3/07 (JCANN/CVG) WRITER RECEIVED A FAX AND FORWARD A COPY TO (DWEIN).

08/03/07(JBECKSTEAD/CVG)CUST STATES:

1. WOULD LIKE TO SPEAK WITH DWEIN

---WRITER WARM TRANS TO DWEIN. CUST THANKED WRITER.

8/03/07 (DWEIN/CVG) CUST STATES;

1. WOULD LIKE TO SEE IF THE FAX WAS RECEIVED.

--WRITER EXPLAINED THAT THE INFO HAS BEEN RECEIVED. THANKED CUST FOR CALLING.

8/8/07(GVALEN/CVG) CUST STATES:

1. SEEKS DWEIN

--WRITER TRANSFERRED CUST TO CM DWEIN END CALL

8/8/07 (DWEIN/CVG) CUST STATES;

1. WOULD LIKE TO SEE IF THIS IS GOING TO HAVE ANYTHING DONE ON THE RUST ON THE FRAME.

--WRITER EXPLAINED THAT THE INFO WAS SENT AND THAT IF HYUNDAI SHOULD FIND THAT THERE IS AN ISSUE THAT THE CUST WOULD BE CALLED. THAT AT THIS POINT WRITER IS NOT SURE THAT ANYTHING WOULD BE DONE AS THE VEH IS OUT OF WARRANTY FOR RUST. THANKED CUST FOR CALLING.

08/22/07 (JMACLEE/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH DWEIN/CVG.

--WRITER ADVISED CUST THAT DWEIN IS CURRENTLY NOT AVAILABLE, WRITER OFFERED TO ASSIST? CUST THEN STATES:

1. WOULD LIKE TO KNOW IF CUST COULD SPEAK WITH SUPERVISOR, WHILE CUST WAS REQUESTING SUPERVISOR, CUST ENDED CALL.

08/22/07(VCHAPPELL/CVG)CUST STATES:

1.WAS SPEAKING WITH SOMEONE AND ASKED IF CUST COULD SPEAK WITH A SUPERVISOR AND WAS HUNG UP ON OR THE CALL WAS DISCONNECTED AND WANTS A SUPERVISOR.

2.SO CUST WANTS TO SPEAK WITH A SUPERVISOR.

----WRITER OFFERED TO ASSIST CUSTOMER TRYING TO DESCALATE THE CALL. CUST SAYS THE FOLLOWIN:

1.THE VEHICLE IS PULLING TO THE RIGHT

2.MECHANIC SAID THE ENTIRE FRAME IS RUSTED OUT.

3.AND THE MECHANIC SHOWED CUSTOMER THIS. SO CUST NEEDS A WHOLE NEW FRAME.

4.CUST SAID HE CANT BUY A USED FRAME AND CUST IS LOOKING AT A 2500 DOLLAR FRAME.

5.CUST IS A LAWYER. AND SAID THIS IS WRONG AND HYUNDAI HAS TO KNOW THIS IS A PROBLEM WITH THE FRAME.

6.COLUMBIA HYUNDAI SAID THE WHOLE FRAME IS SHOT. CUST NEEDS A WHOLE NEW FRAME AND WRITES IT UP AND THE DLR SAID WOULD YOU LIKE TO TALK TO A SUPERVISOR.

7.CUST IS NOW MAD BECAUSE HE IS LOOKING AT A 2400 DOLLAR BILL.

----WRITER OFFERED EMPATHY TO CUSTOMER AND PROVIDED THE ALTERNATIVE DISPUTE RESOLUTION CENTER. AND ADVISED CUSTOMER TO TAKE THIS AVENUE. ALSO WRITER WILL LOOK INTO POSSIBLE A ESCALTION OF THE FILE.WRITER WILL RESEARCH THIS AND FORWARD THIS ON TO THE PROPER PERSONNELL. THANK YOU.

08/24/07(VCHAPPELL/CVG)CUST STATES:

1.THAT (DWEIN/CVG)SAID SHE CALLED THE SVC MGR AND NEVER DID

2.AND IS VERY DISAPOINTEED THAT THE CM FAILED TO DO SO.

---WRITER LET CUSTOMER KNOW THAT THE CM HAS BEEN VERY ILL. AND THIS COULD BE WHY THE FILE WAS NEVER ESCALATED. THANK YOU.

8/24/07 (JCANN/CVG) WRITER RECEIVED A FAX AND FORWARD A COPY TO (VCHAPPELL).

08/29/07(VCHAPPELL/CVG)DLR STATES:OH018 COLUMBIA HYUNDAI 513-489-2000

1.DLR STATES:JOE NEUMAIER SVC ADVISOR

2.8/1/07 MILEAGE 73,965 CUST STATES FRAME RUSTED OUT.DLR SAID THE ENGINE CRADLE IS RUSTED OUT. CUSTOMER IS HAVING THIS REPLACED RIGHT NOW AS WE SPEAK.

3.DLR VERIFIED THIS FOR THE CUSTOMER THAT THE FRAME IS RUSTED OUT.

----WRITER WILL NOW SUBMITT FOR A POSSIBLE OPEN TO REGION.

----OPEN TO REGION NOTES:

1.WRITER SUBMITTING THIS FILE TO REGION DUE TO THE FACT THAT THE CUSTOMER IS NOT HAPPY WITH THE VEHICLES FRAME IS ALL RUSTED OUT AND CUST WANTS HMA TO KNOW THAT THIS IS A PROBLEM AND THAT THERE SHOULD BE SOME SORT OF RECALL ON THESE VEHICLES DUE TO THE FACT THAT THE CUSTOMER HAS HAD TO REPLACE THE CRADLE ENGINE IS ALL RUSTED OUT. AND CUST TRIED TO GET A USED ONE FROM THE JUNK YARDS AND WRECKING YARDS AND ALL THREE WERE RUSTED OUT AS WELL. CUST WANTS HMA TO KNOW THIS IS A PROBLEM.

2.CUST HAS BEEN TO THE DLRSP ONE TIME FOR THIS CONCERN.

3.DATES AND MILEAGE ARE AS FOLLOWS AND DIAGNOSES.

8/1/07 MILEAGE 73,965 CUST STATES FRAME RUSTED OUT.DLR SAID THE ENGINE CRADLE IS RUSTED OUT. CUSTOMER IS HAVING THIS REPLACED RIGHT NOW AS WE SPEAK.

4.CURRENTLY THE VEHICLE IS AT OH018 COLUMBIA HYUNDAI

5.NO DPSM OR TECH HAS BEEN INVOLVED.

6.THE ISSUE IS THE CUSTOMER IS WANTING HMA TO KNOW THAT THIS IS A PROBLEM WITH THE HYUNDAIS RUSTING THE FRAMES AND WANTS HMA TO FIX THIS SO THIS WILL NOT HAPPEN FOR FUTURE HYUNDAI OWNERS.

7.NO AFTER MARKET PARTS AFFECT OR RAISE THIS CONCERN.,
8.DLR IS NOT REQUESTING REGIONAL ASSISTANCE.

8/29/07 (ABROWN/CVG/LCM) WRITER REVIEWED FILE AND WILL FWD FILE BACK TO CM.
FILE SHOULD NOT BE OPENED. IF NECESSARY SEND AN FYI.

08/29/07(VCHAPPELL/CVG)WRITER STATES; CALLED THE CUSTOMER TO LET CUST KNOW
THAT THE FILE WAS SENT BACK TO THE WRITER AND THAT AT THIS TIME THE WRITER
WILL FORWARD THIS ON TO THE HMA FOR FURHTER ASSISTANCE THANK YOU.

08/30/07 (ABELT/CVG) CUST STATES:

1. CUST CALLED IN AND ASK TO SPEAK WITH VCHAPPELL.
2. CUST WANTED TO KNOW THE STATUS ON HIS FILE.

--- WRITER STATES:

1. WRITER EXPLAINED TO CUST VCHAPPELL IS CURRENTLY NOT AVAILABLE.
2. WRITER OFFERED CUST ASSISTANCE. CUST DECLINED AND HUNG UP.

08/30/2007 (KFOWLER/CVG) CUST STATES:

1. WANTS TO TALK TO VCHAPP
 2. CUST ASKED ABOUT 6YR/72,000 MILE WARRANTY
 3. WANTS PICTURES CUST HAS TAKEN TO BE CONSIDERED HOLDING FRAME FOR INSPECTION
- WRITER ASSURED CUST THAT CUST CONCERNS WOULD BE DOCUMENTED IN FILE. WRITER
THANKED CUST FOR CALLING HCA AND WILL FORWARD INFO TO VCHAPP.

9/4/07 (THANCEY/CVG) CUST STATES:

1. REQUESTED TO SPEAK WITH VCHAPPELL/CVG.

---WRITER OFFERED TO ASSIST. CUST STILL WANTED VCHAPPELL/CVG. WRITER WENT TO
SEE IF VCHAPPELL/CVG WAS AVAILABLE BUT VCHAPPELL WAS ON ANOTHER CALL. WRITER
WILL LEAVE A MESSAGE FOR VCHAPPELL TO CALL CUST BACK @ 513 732 5302

9/4/07(VCHAPPELL/CVG)CUST STATES:

- 1.IS HCA AWARE THAT THIS FRAME RUST IS OUT OF WARRANTY BY ONE YEAR DUE TO
CUST HAS HPC 6/72 AND WANTS THE HIGHER PERSONNEL TO KNOW THAT CUST IS
1 YEAR 3,000 MILES OUT AND DOES THIS MEAN
 - 2.CUST SAID THIS FRAME RUST RIGHT DOWN THE WELD LINE AND CUST IS GOING
TO MAIL THESE PICTURES TO HCA FOR FURHTER ASSISTANCE PLEASE.
 - 3.CUST WANTS THE HIGHER PERSONNEL TO KNOW THIS.
- WRITER WILL WAIT FOR THE PICTURES AND RESUBMITT THIS FILE. THANK YOU.

9/5/07(GMACKEY/CVG) CUST STATES

1. WANTED TO SPEAK WITH CM VCHAPPELL
2. CM UNAVAILABLE
3. WRITER ASSITED THE CUST

----WRITER WAS ADVISED BY THE CUST THAT CUST SENT OUT THE PACKAGE OVER NIGHT
AND IT WILL BE COMING IN THE MORNING, IT HAS PHOTOS, AND RECEIPTS,AND A LETTER
WRITER ADVISED THE CUST THAT WRITER WOULD DOCUMENT THIS AND LET CM KNOW CUST
WAS ABLE TO SEND THE PACKAGE, CUST UNDERSTOOD AND WRITER THANKED THE CUST FOR
CALLING HYUNDAI AND THE CALL ENDED.

09/07/07 (JROSAS/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK TO VCHAPPELL.

--WRITER INFORMED CUST THAT VCHAPPELL WAS NOT AVAILABLE. WRITER OFFERED TO
ASSIST, WRITER INFORMED CUST THAT DOC'S CURRENTLY DID NOT SHOW ON INFORMATION
AND FOR CUST TO CALL BACK ON NEXT BUSINESS DAYS TO SEE IF HAD RECEIVED, WRITER
INFORMED CUST THAT WRITER WILL GO AHEAD AND LEAVE A MESSAGE TO VCHAPPELL FOR
CONFIRMATION ON WHEN DOC'S ARE RECEIVED CUST UNDERSTOOD AND THANKED WRITER,

09/11/07 (JCECALA/CVG) CUST STATES:

1. WANTED TO SPEAK TO VCHAPPEL.
2. WANTED TO KNOW IF VCHAPPEL HAD RECIEVED THE PACKAGE WITH THE PICTURES.
---WRITER VERIFIED CUST INFORMATION. WRITER LET CUST KNOW THAT VCHAPPEL IS UNAVAILABLE. WRITER LET CUST KNOW THAT CM DID NOT SEE ANY NOTES ON THE FILE ABOUT VCHAPPEL RECIEVING THE PACKAGE. CUST WOULD LIKE A MESSAGE LEFT FOR VCHAPPEL. WRITER LET CUST KNOW THAT CM WOULD LEAVE A MESSAGE FOR VCHAPPEL. CUST THANKED WRITER.

09/12/07(VCHAPPELL/CVG)

----OPEN TO REGION NOTES:

1.WRITER SUBMITTING THIS FILE TO REGION DUE TO THE FACT THAT THE CUSTOMER IS NOT HAPPY WITH THE VEHICLES FRAME IS ALL RUSTED OUT AND CUST WANTS HMA TO KNOW THAT THIS IS A PROBLEM AND THAT THERE SHOULD BE SOME SORT OF RECALL ON THESE VEHICLES DUE TO THE FACT THAT THE CUSTOMER HAS HAD TO REPLACE THE CRADLE ENGINE IS ALL RUSTED OUT. AND CUST TRIED TO GET A USED ONE FROM THE JUNK YARDS AND WRECKING YARDS AND ALL THREE WERE RUSTED OUT AS WELL. CUST WANTS HMA TO KNOW THIS IS A PROBLEM.

2.CUST HAS BEEN TO THE DLRSP ONE TIME FOR THIS CONCERN.

3.DATES AND MILEAGE ARE AS FOLLOWS AND DIAGNOSES.

8/1/07 MILEAGE 73,965 CUST STATES FRAME RUSTED OUT.DLR SAID THE ENGINE CRADLE IS RUSTED OUT. CUSTOMER IS HAVING THIS REPLACED RIGHT NOW AS WE SPEAK. CRADLE IS RUSTED OUT. CUSTOMER IS HAVING THIS REPLACED RIGHT NOW AS WE SPEAK.

4.CURRENTLY THE VEHICLE IS AT OH018 COLUMBIA HYUNDAI

5.NO DPSM OR TECH HAS BEEN INVOLVED.

6.THE ISSUE IS THE CUSTOMER IS WANTING HMA TO KNOW THAT THIS IS A PROBLEM WITH THE HYUNDAIS RUSTING THE FRAMES AND WANTS HMA TO FIX THIS SO THIS WILL NOT HAPPEN FOR FUTURE HYUNDAI OWNERS.

IS HCA AWARE THAT THIS FRAME RUST IS OUT OF WARRANTY BY ONE YEAR DUE TO CUST HAS HPC 6/72 AND WANTS THE HIGHER PERSONNEL TO KNOW THAT CUST IS YEAR 3,000 MILES OUT AND DOES THIS MEAN

CUST SAID THIS FRAME RUST RIGHT DOWN THE WELD LINE AND CUST IS GOING TO MAIL THESE PICTURES TO HCA FOR FURHTER ASSISTANCE PLEASE.

CUST WANTS THE HIGHER PERSONNEL TO KNOW THIS.

7.NO AFTER MARKET PARTS AFFECT OR RAISE THIS CONCERN,.

8.DLR IS NOT REQUESTING REGIONAL ASSISTANCE.

9/12/07(KRELF/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK TO VCHAPPEL.

---WRITER WARM TRANSFERRED THE CALL.

9/12/07(VCHAPPELL/CVG)CUST STATES:

1.CUST UPSET BECAUSE CUST WROTE A LETTER AND WRITER NEVER RECIEVED.

2.CUST WANTING THE NAME AND PHONE NUMBER OF CUSTOMERS VEHICLE.

---WRITER APOLOGIZED TO THE CUSTOMER FOR ANY INCONVENIENCE AND WILL GO RESEARCH WHERE ARE THESE PICTURES ARE? CUST AGREES. CM PLEASE LOCATE THESE PICTURES FOR FURHTER ASISSTANCE. THANK YOU. CUST EXPRESSED A NEED TO SPEAK WITH A HIGHER PERSONNEL IN REGARDS TO THIS SITUATION.

9/13/07 (ABROWN/CVG/LCM) WRITER REVIEWED FILE AND WILL FWD FILE BACK TO CM. I UNDERSTAND THE CUSTOMER IS UPSET BUT THE VEH IS ALMOST 8 YEARS OLD AND HAS RUST. WHAT HYUNDAI SOURCE STATED THIS IS A COMMON ISSUE? THIS IS THE FIRST TIME FOR THIS CONCERN. I DO NOT UNDERSTAND WHY THIS IS BEING OPENED.

09/14/07(VCHAPPELL/CVG)WRITER CALLED THE CUSTOMER TO LET CUSTOMER KNOW THAT THE FILE WAS DECLINED TO A HIGHER PERSONNELL DUE TO THE FACT THE VEHICLE IS OUT OF WARRANTY. SO WRITER WILL CALL THE CUSTOMER AND INFORM CUSTOMER OF THIS CUST STATES:

---WRITER ONLY RECIEVED A VOICEMAIL,WRITER LEFT A MESSAGE TO PLEASE CALL THE WRITER BACK SO WRITER CAN LET CUSOTMER KNOW THAT THE FILE WILL NOT BE ESCALATED TO A HIGHER PERSONNEL. THANK YOU.

09/14/07(SCOMBS/CVG)CUST STATES:

1. WOULD LIKE TO SPEAK WITH VCHAPPELL.

---WRITER INFORMED THAT VCHAPPELL WAS MID CALL AND WOULD LIKE TO CALL BACK ASAP TO SPEAK WITH CUST.CUST WAS VERY HAPPY WRITER THANKED CUST FOR CALLING

09/14/07(VCHAPPELL/CVG)CUST STATES:

1.THAT SOMEBODY SHOULD HAVE THESE PHOTOS AND SPENT 26.00 DOLLARS TO HAVE HCA LOOK AT THESE PHOTOS.

2.AND CUST IS VERY UPSET WITH THE DECISION THAT THE HIGHER PERSONNEL MADE TO NOT OPEN THIS UP TO A HIGHER PERSONNEL.

3.CUST SAID THIS RUST OCCURED WELL BEFORE THE WARRANTY WAS OUT.

4.CUST WANTING A SUPERVISOR CALL BACK

----WRITER WILL GO GET PERMISSION FOR A 24 HOUR CALL BACK. (ALBOSC/CVG) APPROVED A 24 HOUR CALL BACK AND WRITER WILL NOW FORWARD THIS FILE ON TO OUR SUP. FOR FURHTER ASSITANCE. THANK YOU.

09/17/07 (JMACLEE/CVG/LCM) WRITER CALLED CUST @ 15:29 P.M. MST. THIS IS WRITER'S FIRST ATTEMPT TO REACH CUST FOR REQUEST TO SPEAK WITH SUPERVISOR. WRITER NOT ABLE TO SPEAK WITH CUST, WRITER LEFT MESSAGE WITH DAUGHTER TO HAVE CUST CALL LCM BACK, WRITER PROVIDED LCM NAME, EXTENSION, 800 # AND CUST FILE #.

09/18/07 (JMACLEE/CVG/LCM) WRITER CALLED CUST @ 08:32 A.M. MST. THIS IS WRITER'S SECOND ATTEMPT TO REACH CUST FOR REQUEST TO SPEAK WITH SUPERVISOR, WRITER NOT ABLE TO SPEAK WITH CUST, WRITER LEFT VOICE MAIL FOR CUST TO RETURN LCM CALL, WRITER LEFT VOICE LCM NAME, EXTENSION, 800 # AND CUST FILE #. WRITER SOLVING FILE UNTIL CUST RETURNS LCM CALL.

09/24/2007 (CWOOD/CVG) CUST STATES:

1. CALLING TO SPEAK WITH JMACLEE/CVG/LCM.

---WRITER ADVISED CUST THAT JMACLEE/CVG/LCM IS UNAVAILABLE AND OFFERED TO LEAVE A MESSAGE. CUST STATED THAT CUST WILL BE AT CUST WORK NUMBER AT 12 PM UNTIL 3 PM MOUNTAIN TIME AND THEN AFTER THAT WRITER WILL BE AT HOME NUMBER. WRITER ADVISED CUST THAT A MESSAGE WILL BE LEFT FOR JMACLEE/CVG/LCM. CUST UNDERSTOOD AND THANKED WRITER.

09/24/07 (JMACLEE/CVG/LCM) WRITER CALLED CUST @ 12:49 P.M. MST. THIS IS WRITER'S FIRST ATTEMPT TO REACH THE CUST FOR RETURN PHONE CALL. WRITER CALLED THE CUST WORK PHONE AS REQUEST AND SPOKE WITH CUST, CUST STATES:

1. TOOK THE VEH INTO DLRSP OH018 08/01/07 @ 74,000 MILES ON THE VEH.

2. IS BEING TOLD BY DLRSP THAT THE ENGINE FRAME WAS SO RUSTED THAT THE CUST SHOULD NOT BE DRIVEN.

3. TOOK PICTURES OF THE FRAME AND SENT THIS INTO HMA.

4. SENT PICTURES FEDERAL EXPRESS AND RECEIVED 09/06/07 @ 9:21 A.M. IN THE MORNING.

5. WAS SENT TO 995 WEST LEVOY DRIVE ATTENTION VCHAPPELL.

6. ORIGINALLY TOOK VEH TO IO& O FOR ALIGNMENT, IO& O STATED THAT THE FRAME OF THE ENGINE COMPARTMENT WAS RUSTED THROUGH.

7. SENT LETTER IN TO HCA

8. TAKES GOOD CARE OF THE VEH, GARAGES THE VEH.

9. ABSOLUTELY CONVINCED THAT THE CUST IS NOT THE ONLY ONE THAT IS HAVING THIS AMOUNT OF PROBLEMS WITH RUST.

10. RUST OCCURRED BEFORE THE CUST WAS OUT OF WARR.

11. CONTACTED HYUNDAI DLRSP AND HYUNDAI DLRSP

12. THINKS THIS IS INHERITABLY UNFAIR TO THE CUST.
13. HAS SEEN 13 COMPLAINTS ON THE VEH.
14. HAS HAD THE PICTURES SENT TO HCA
15. WANTS TO REMAIN A LOYAL HYUNDAI CUST,
16. HAS HAD NO PROBLEMS WITH HYUNDAI.
17. DOES NOT NICKEL AND DIME HCA FOR REPAIRS THAT ARE UN NECESSARY.
18. WOULD LIKE TO HAVE SOMEONE WITHIN HYUNDAI LOOK AT THE PICTURES OF THE VEH TO DETERMINE IF ASSISTANCE COULD BE PROVIDED.
--WRITER ADVISED CUST THAT WRITER WOULD HAVE TO RESEARCH THE CUST CONCERN FURTHER, WRITER ADVISED CUST THAT LCM WOULD RETURN THE CUST CALL WITHIN THE NEXT 3 BUSINESS DAYS WITH UPDATE. CUST THANKED WRITER FOR TIME AND INFORMATION.

09/24/07 (JMACLEE/CVG/LCM) WRITER UPDATING CUST FILE, WRITER PLACING FILE ON DAILY TRACKER FOR FYI TO BE SENT TO REGIONAL PERSONEL, AS THE CUST HAS HAD OH018 STATE TO THE CUST THAT DUE TO THE RUST IN THE ENGINE CRADLE OF THE CUST'S VEH, THAT THE VEH IS NOT SAFE TO DRIVE. THE CUST IS REQUESTING ASSISTANCE IN THIS AS THE CUST IS THE ORIGINAL OWNER OF THE VEH AND MAINTAINS THE VEH. THE CUST SENT PICTURES VIA FEDERAL EXPRESS TO HCA ADDRESS FOR REVIEW, AND IF NCA NEEDS PICTURES/DOCUMENTATION, PLEASE CONTACT HCA FOR INFORMATION TO BE FORWARDED. THE CUST HAS SEEN 13 DIFFERENT CASES OF THE VEH'S ENGINE CRADLES RUSTING OUT ALSO ON THE INTERNET AND CUST IS THINKING ABOUT INVOLVING ATTORNEY WITH THE PROBLEMS THAT THE VEH HAS.

9/24/2007 (CPARK/CVG) WRITER SENT AN FYI EMAIL TO REGION.

09/24/07 (JMACLEE/CVG/LCM) WRITER CALLED CUST @ 13:59 P.M. MST. WRITER ADVISED CUST THAT WRITER HAS FORWARDED MESSAGE TO THE APPROPRIATE PERSONEL AND THAT THE CUST COULD EXPECT TO RECEIVE CALL WITHIN 7 TO 10 BUSINESS DAYS AND THAT IF CUST HAS NOT, THE BEST POINT OF CONTACT WOULD BE WITH THE DLRSP/OH018 SVC/MGR. WRITER ADVISED CUST THAT IF SVC/MGR DOES NOT HAVE UPDATE, TO CONTACT LCM BACK AT HCA FOR ANOTHER MESSAGE TO BE SENT TO THE APPROPRIATE PERSONEL. CUST THANKED WRITER FOR TIME AND INFORMATION.

9/24/07 CRCA.GB- WRITER SPOKE WITH BOB B. OF OH018. THE CUSTOMR PAID TO HAVE THE SUBFRAME REPLACED BACK IN AUGUST. THERE ARE NO CURRENT CONCERN WITH THE VEHICLE THAT THE DEALER KNOWS OF. WRITER HAS REVEIUED THE CASE WITH THE CRCAM AND DECIDED THAT REIMBURSEMENT WILL BE GIVEN TO THE CUSTOMER FOR THE SUBFRAME REPAIR.

- WRITER HAS LEFT A MESSAGE FOR CUSTOMER TO RETURN CALL.
CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

C.A. CONCERN VIN CASE REPORT

FILE : 955094 Method: P Analyst: RMCKENDR Date of Text: 12/06/2005

VIN : KMHWF25S4YA(REDACT) Sonata (EF) Selling Dlr: PA014

Miles: 54,016 M/Year: 2000 Tran: 2 DFU: 12/13/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: W

Address : (REDACT)

City : ROBESONIA State: PA Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: 693-

e-Mail :

Incomplete Campaign:

Service Dlr: PA014 SAVAGE HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 5/09/2011

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

12/06/05(RM)ERCA FTS FILE OPENED PER REQ OF ERCAM/TL & DPSM/RW. ENGINE CRADLE
OF CAR RUSTED THROUGH ON BOTH SIDES.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA

C.A. CONCERN VIN CASE REPORT

FILE : 957381 Method: P Analyst: CACVG23 Date of Text: 12/19/2005

VIN : KMHWF25S3XA(REDACT) Sonata (EF) Selling Dlr: OH042

Miles: 69,000 M/Year: 1999 Tran: 2 DFU: 9/02/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: E

Address : (REDACT)

City : COLUMBUS State: OH Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 853-

e-Mail :

Incomplete Campaign:

Service Dlr: OH042 HATFIELD HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: No 2/27/2011

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NPRD PRODUCT 250F UNHAPPY WITH PRODU
OPEN COMMENTS

12/19/05 (STHIL/CVG) CUST STATES:

1. HAS HAD VEH FOR 1 YEAR.
 2. HAS HAD SEVERAL EXPENSIVE REPAIRS SINCE THEN AND THE WARR HASN'T COVERED ANYTHING.
 3. IS PAYING ON AN EXTENDED WARR.
 4. MOST RECENTLY, SUB-FRAME WAS RUSTED AND THIS COST \$2000 TO REPAIR.
 5. ASKING FOR ASSISTANCE IN THIS REPAIR.
 6. WORKS FOR A LAW FIRM AND WILL TAKE THIS FURTHER.
- WRITER EXPLAINED THAT THE VEH IS 1 AND 1/2 YRS OUT OF WARR AND THAT RUST IS NOT CONSIDERED A MANUF. DEFECT. WRITER STATES THAT WRITER UNDERSTANDS CONCERN, AND CAN FILE A COMPLAINT. WRITER ALSO STATES THAT THE EXT WARR IS NOT A HYU WARR AND IF THERE IS ANY QUESTION ABOUT THE COVERAGE OF THIS WARR, TO CONTACT THAT COMPANY.
CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 959314 Method: P Analyst: CACVG13 Date of Text: 12/29/2005
VIN : KMHWF25S3YA(REDACT) Sonata (EF) Selling Dlr: OH027
Miles: 115,000 M/Year: 2000 Tran: 2 DFU: 2/26/2000 (mm/dd/yyyy)
Branded Info: CLASS IV-VEH REPORTED SCRAPPED-NOT WARRANTABLE
Last Name: (REDACT) First: (REDACT) Midl: B
Address : (REDACT)
City : GAHANNA State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 882-
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: OH027 DENNIS HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 9/15/2011
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

12/29/05(LTHOM/CVG)CUST STATES:

1. CUST ST CUST TOOK VEH TO SHOP TO HAVE SHOCKS REPLACED
2. CUST ST MECHANIC THERE TOLD HER THAT HER FRAME WAS RUSTING OUT ALL ALONG VEH
3. CUST ST MECHANIC TOLD CUST THAT IT LOOKED LIKE MANUFACTURE DEFECT --WRITER ADVISED CUST TO TAKE VEH TO DLR AND HAVE DIAG ON WHAT PROB IS CLOSE CONCERN

 Customer visited Dealership? (Y/N)
 Was a repair made to correct this concern? (Y/N)
 If Yes, Repair Order: Date: (mmddyyyy) Mileage:
 Describe the repair to correct the reported problem:
 How many attempts have been made to correct this concern?
 Customer received details by:
 Who communicated details to customer?
 Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
 Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

 CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
 C.A. CONCERN VIN CASE REPORT

 FILE : 959895 Method: P Analyst: RMCKENDR Date of Text: 1/03/2006
 VIN : KMHWF25S2YA(REDACT) Sonata (EF) Selling Dlr: NY064
 Miles: 77,000 M/Year: 2000 Tran: 2 DFU: 12/08/1999 (mm/dd/yyyy)
 Branded Info:
 Last Name: (REDACT) First: (REDACT) Midl:
 Address : (REDACT)
 City : STATEN ISLAND State: NY Zip: (REDACT) Country: USA
 Phone-Home: (REDACT) Work: - Ext: Cell#: 351-
 e-Mail :
 Incomplete Campaign:
 Service Dlr: NY064 MANFREDI HYUNDAI
 Action : INQ Responsibility: DCS: N Priority: N Source: 800
 Letter Date: Area: EA HPP: HCP:
 Letter Rcvd: VIN Hist: No 9/15/2011
 Open Category Open Condition Open Component

 NWAR WARRANTY 170E GENERAL - WARRANTY
 OPEN COMMENTS

 1-3-06 (BHILLS/CVG) CUST STATES: (SISTER ENZA VELLA):
 1. FRAME UNDERNEATH CAR ROTTED AWAY, AXLE PULLED OUT OF TRANSMISSION WHILE DRIVING DOWN THE HIGHWAY.
 2. TOWED CAR TO DLR WHO SAID PROBLEM NOT UNDER WARRANTY.
 3. HAD CAR FIXED SOMEPLACE ELSE.
 4. CAN'T UNDERSTAND WHY PROBLEM NOT WARRANTED. DLR SHOULD HAVE NOTICED PROB WHEN IT WAS IN SHOP LAST FALL.
 --WRITER ADVISED CUST CAR WAS OUT OF 5/60 WARRANTY WHEN IT WAS IN FOR REPAIRS IN FALL OF 2005. ADVISED CUST CAR STILL HAD 10/100 POWERTRAIN WARRANTY.
 UPDATED CUST FILE AND GAVE HER FILE NO.

 4/4/06 (JH) DPSM SUBMITTED HCR TO ERCA TO REIMBURSE CUSTOMER OUT OF POCKET EXP ENSE (\$2400.00) TO REPLACE RUSTED SUBFRAME.
 4/10/06 ER CAM TL-TOOK ESCALATION CALL FROM ERCA RM.CALLER WAS CUSTOMER'S MOTH

ER (VINCENZA VELLA).ERCA RM HAD ADV CUSTOMER THAT HMA NEEDED PROOF OF PAYMENT ALONG WITH THE BILL TO PROCESS HCR.CUST REFUSED TO PROVIDE THIS INFO AND ASKED TO SPEAK TO SUPERVISOR.CALL WAS FORWARDED TO WRITER.WRITER SPOKE WITH CUSTOMER (VINCENZA) AND ADV THAT A REVIEW OF THE RECEIPT THAT WAS PROVIDED INDICATED TH AT THE RECEIPT WAS NOT ACCEPTABLE AS IT DID NOT PROVIDE A BREAKDOWN OF LABOR,P ARTS AND DOES NOT SHOW ANY TAX PAID.WRITER ALSO ADV CUST THAT HMA NEEDED PROOF OF PAYMENT.CUST AGAIN REFUSED TO PROVIDE THIS INFO.WRITER ADV CUST THAT NO REI MB WOULD BE PROCESSED WITH OUT AN ITEMIZED RECEIPT AND PROOF OF PAYMENT.CUST S TATED THAT SHE PAID A PORTION BY CASH AND THE REST BY CHECK.CUST ALSO STATED T HAT SHE WORKED IN A LEGAL OFFICE AND KNEW THE LAW.WRITER EXPLAINED THAT UNDER THE LAW HMA'S REQUEST FOR PROPER DOCUMENTATION WAS LEGITIMATE.CUST SAIS SHE HA D TO GO AND WOULD RECONTACT WRITER AND CUST ENDED CALL.

5/15/06 ER CAM TL-REC'D V/M FROM CUST (VINCENZA) INQUIRING ABOUT THE STATUS OF THE REIMB AND THAT IF THE REIMB IS NOT PROESSED SHE WILL TAKE LEGAL ACTION.

5/15/06 ER CAM TL-CALLED CUST AND SPOKE WITH VINCENZA VELLA.SHE INQUIRES ABOUT STATUS OF REIMB.WRITER REMINED HER THAT THE LAST CONVERSATION WE HAD, WRITER H AD REQUESTED AN ITEMIZED REPAIR BILL AND PROOF OF PAYMENT.CUSTOMER ACKNOWLEDGE D THIS AND THEN STATED THAT SHE HAS CONTACTED THE ATTY GEN OFFICE AN THE DISTRICT ATTY AND THEY TOLD HER THAT THESE WERE NOT REQ'D.WRITER EXPLAINED THA T THE CAR IS OUT OF WARRANTY AND HMA HAS NO LEGAL OBLIGATION TO REPAIR THE CAR OR TO REIMBURSE THE CUSTOMER FOR REPAIRS DONE, BUT THAT WE WERE OFFERING THE R EIMB AS A GOODWILL GESTURE, AND WE NEED TO PROPER DOCUMENTATION, I.E., ITEMIZE D REPAIR BILL AND PROOF OF PAYMENT.CUST CLAIMS THAT SHE FOUND OTHER CASES OF HMA REFUSING TO PAY FOR REPAIRS JUST LIKE THIS.WRITER AGAIN REMINED CUST THAT THE REPAIRS WERE DONE AFTER THE WARRANTY HAD EXPIRED AND HMA HAS NO OBLIGATION TO OFFER ANY ASSISTANCE. IN ADDITION, HMA HAS NOT REFUSED TO REIMB THE CUST,WE JUST NEED THE PROPER DOCUMENTATION.CUST SAID SHE WOULD ATTEMPT TO OBTAIN SOME MORE DOCUMENTATION.CUST STATED THAT SHE PAID \$1000 DOWN BY CHECK BEFORE THE IR F BEGAN THE REPAIRS AND THAT THE OWNER OF THE CAR (WILLIAM VELLA) TOOK A LOAN OUT AGAINST HIS PENSION TO PAY THE BALANE IN CASH WHEN THE REPAIRS WERE DONE. WRITER ASKED CUST IF SHE COULD PROVIDE A COPY OF THE CANCELLED CHECK AND SOME DOCUMENTATION OF THE LOAN THAT MAY LINK IT TO THE REPAIR.WRITER ADV THIS MAY N OT BE ADEQUATE, BUT TO FORWARD THIS TO THE ERCA AND WE WOULD REVIEW IT.CUST SA ID SHE WOULD DO THIS.

6/26/06 ER CAM TL-REC'D CALL FROM CUST.CUST STATES SHE SENT DOCS TO ERCA OFFIC E VIA FAX AND US MAIL ON 5/16.WRITER PULLED FILE AND ADV CUST NO DOCS HAVE BEE N REC'S YET.CUST VERIFIED FAX # AND SHE WILL RESEND THEM.CUST ALSO STATES THAT HER SON HAS VISITED THE INDY SHOP SEVERAL TIMES THAT DID THE TRANS REPAIR BUT THEY WERE NOT OPEN, ALTHOUGH THEY STILL APPEAR TO BE OPEN FOR BUSINESS.WRITER ADV WILL LOOK FOR DOCS OVER THE FAX.

6/26/06 ER CAM TL-REC'S VIA FAX LETTERS DATED 5/15/06 AND 6/26/06 FROM CUST (V INCENZA VELLA - OWNERS MOTHER) WITH COPY OF CANCELLED CHECK THAT CUST HAS REFE RRED TO AS DEPOSIT FOR REPAIRS AND COPY OF LAON STATEMENT FOR BALANCE OF REPAI RS.RECEIPT CUST ORIGINALLY SENT WAS FOR \$2400.CUST CLAIMED SHE PAID \$1000 BY C HECK AND THE BALANCE IN CASH VIA A LOAN.AS MENTIONED EARLIER IN THIS FILE, WRI TER HAS REQUESTED AN ITEMIZED BILL FORMT HE REPAIR FACILITY.THE CUST STATES IN T HE LETTER THAT THE CUST HAS STOPPED BY THE REPAIR FACILITY ON 2 OCCASSIONS A ND THEY WERE NOT OPEN SO THEY HAVE BEEN UNABLE TO GET AN ITMEIZED BILL.WRITER NOTES THAT THE CANCELLED CHECK CUST SUPPLIED IS MADE OUT TO CASH - NOT TO THE REPAIR FACILITY AND THE LOAN THAT WAS SUPPOSED TO BE TAKEN OUT TO PAY THE BALANCE OF \$1400 OS FOR \$7000 WITH NO REFERENCE TO THE REPAIR.CUST IS DEMANDIN G FULL REIMBURSEMENT ITAO \$2400 TO "AVOID UNECESSARY LITIGATION". WRITER TRIED TO CALL THE REPAIR FACILITY DIRECTLY.THE NUMBER PRINTED ON THE INVOICE IS NO L ONGER IN SERVICE.THERE WAS ANOTHER NUMBER HANDWRITTEN ON THE RO AND WRITER TRI ED TO CALL THIS NUMBER 2 TIMES BUT THERE WAS NO ANSWER.THESE CALLS WERE MADE A T 2:05PM ON 6/26/06.

6/26/06 ER CAM TL-SPOKE WITH NCA MGR JK REGARDING THIS FILE AND THE CUST REQ F OR REIMB.BASED ONT HE CURRENT DOCS, JK WOULD NOT APPROVE REIMB.JK SUGGESTED DP

SM INSPECT CAR AND DRIVE BY THE INDEPENDENT FACILITY TO SEE IF THEY ARE STILL IN BUSINESS. WRITER CALLED DLR AND EXPLAINED THAT WE WOULD ASK CUST TO BRING CAR IN FOR DPSM INSPECTION ON NEXT VISIT.SVC MGR FRANK DID STATE THAT THIS CUST HAS PURCHASED SEVERAL HYUNDAI'S FROM THE DEALERSHIP.

6/27/06 ER CAM TL-SPOKE WITH DPSM AND HE IS SCHEDULED TO BE AT NY064 ON 7/6/06 AND WILL INSPECT CAR ON THAT DATE.DPSM WILL ALSO VISIT THE INDY REPAIR FACILITY THAT DID THE REPAIRS.WRITER TRIED TO CALL INDY SHOP AGAIN ON 6/27 AND THERE WAS STILL NO ANSWER.WRITER CALLED CUSTOMER AND ASKED CUST TO PROVIDE A COPY OF THE BACK OF THE CANCELLED CHECK AND ADV CUST THAT HMA WOULD LIKE TO INSPECT THE CAR.CUST THOUGHT SHE HAD SENT A COPY OF THE BACK OF THE CHECK BUT WILL TRY TO GET THIS, HOWEVER, THE CUSTOMER NO LONGER OWNS THE CAR.PER CUST ON THIS CALL (VINCENZA VELLA) THEY NO LONGER OWN THE CAR.WRITER ADV CUST THAT THERE IS NOT ANYTHING THAT HMA CAN DO WITHOUT INSPECTING THE CAR TO DETERMINE THAT THE REPAIRS WERE INDEED DONE AND DONE PROPERLY.WRITER ADV CUST TO FORWARD THE COPY OF THE BACK OF THE CHECK, BUT THAT WRITER COULD NOT PROMISE THAT HMA WOULD BE ABLE TO OFFER ANY REIMBURSEMENT WITHOUT INSPECTING THE CAR.

7/3/06 ER CAM TL-REC'D FAX FROM CUST OF BACK OF CANCELLED CHECK.CHECK IS ENDORSED BY A PERSON NAMED MARIO CATALINO (?? NOT SURE AS NAME IS HANDWRITTEN).CUST WROTE NOTE WITH CHECK INDICATING THAT THIS MARIO IS THE PERSON THE CUSTOMER HAS BEEN DEALING WITH AND THE PERSON REPRESENTS HIMSELF AS THE CO-OWNER OF THE SHOP. WRITER TRIED TO CALL THE INDY SHOP TO SPEAK WITH THIS MARIO BUT THE NUMBER HAS BEEN DISCONNECTED.WRITER CALLED CUST AND ADV THAT SINCE WE CANNOT VERIFY THE REPAIRS BY INSPECTING THE CAR AND WE CANNOT CONTACT THE REPAIR FACILITY, WE CANNOT ISSUE REIMBURSEMENT.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 961416 Method: P Analyst: CACVG56 Date of Text: 1/09/2006

VIN : KMHWF35V4YA(REDACT) Sonata (EF) V-6 Selling Dlr: PA019

Miles: 59,310 M/Year: 2000 Tran: 2 DFU: 2/25/2000 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:

Address : (REDACT)

City : WATERFORD State: PA Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: 796-

e-Mail :

Incomplete Campaign: HPC

Service Dlr: PA019 DAVE HALLMAN HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 9/15/2011

Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G 001A GENERAL/INQUIRY
OPEN COMMENTS

01/09/05 (MSHAW/CVG) CUST STATES:

1. VEH WILL NOT PASS INSPECTION BECAUSE THE CRADLES ARE RUSTED.
 2. DLR STATES THIS WILL NOT BE COVERED UNDER WARRANTY AND IS QUOTING \$2,000 IN REPAIRS.
 3. CANNOT UNDERSTAND WHY A VEH THIS NEW WOULD HAVE THIS PROBLEM - COULD UNDERSTAND IF IT WERE 12 YEARS OLD.
 4. ASKED ABOUT ALTERNATIVE DISPUTE RESOLUTION.
 5. WOULD LIKE TO KNOW IF THERE ARE ANY RECALLS ON THE VEH.
- WRITER UPDATED AND VERIFIED INFORMATION. WRITER ADVISED THERE ARE NO RECALLS/CAMPAIGNS ON HIS VEH. WRITER ADVISED CUST OF ALTERNATIVE DISPUTE RESOLUTION IN THE OWNER'S HANDBOOK.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 967659 Method: P Analyst: CACVG61 Date of Text: 2/06/2006

VIN : KMHWF35V3XA(REDACT) Sonata (EF) V-6 Selling Dlr: IL055

Miles: 83,000 M/Year: 1999 Tran: 2 DFU: 7/27/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:

Address : (REDACT)

City : GALENA State: IL Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)

e-Mail :

Incomplete Campaign: HPC

Service Dlr: IL047 EXTREME HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: No 12/23/2010

Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

2-06-06 (ATOLM/CVG) CUST STATES:

1. CUST DAUGHTER DRIVES CAR AND NOTICED A STEERING PROBLEM
 2. VEH WAS PULLING TO THE RIGHT
 3. DAUGHTER TOOK IT TO EXTREME HYUNDAI IN BLOOMINGTON, IL AND DLR SHOWED THE VEH OWNER (FATHER) THE PROBLEM
 4. VEH SUB-FRAME IS RUSTED THROUGH, AND ITS THE ONLY LOCATION ON THE CAR THAT HAS RUST
 5. BLOOMINGTON DLR WANTED TO CHARGE TO FIX VEH ABOUT \$1300.00 TO REPLACE SUB-FRAME (RIGHT LOWER CONTROL ARM,SWAY BAR) WITH A USED PART.
 6. CUST PAID FOR DIAGNOSTIC AND TOOK IT TO DLR AT HOME IN DUBUQUE WHO WOULD CHARGE \$750.00 TO DO THE JOB WITH USED PARTS, MAY HAVE OTHER DAMAGE...
 7. CUST NOTICED THERE WAS RUST ABOUT 20,000 MI AGO, BUT IT WASN'T THAT BAD.
 8. DIAGNOSIS WAS WRITTEN UP AS SUB-FRAME COLLAPSED
- WRITER LOGGED CUST CONCERNS AND WILL CONTACT DLR FOR ACTUAL DIAGNOSIS--
WRITER ADVISED CUST THAT RUST IS NOT COVERED UNDER ANY HMA WARRANTY--CUST SAYS
IT LOOKS LIKE IT RUSTED THROUGH FROM THE INSIDE OUT. ---WRITER WILL CONTACT
DLRS AND FIND OUT IF IT IS REGULAR RUST OR CAUSED BY MANUFACTURER'S DEFECT.
---WRITER WILL GET BACK WITH CUST WITHIN 2-3 BUS DAYS.

02/09/06 (KJACK/CVG) CUST STATES:

1. CALLING TO SPEAK TO ATOLM.
- WRITER ADVISED CUST THAT CM IS ON ANOTHER CALL AND WILL GIVE CM THE MESSAGE.

02/10/06 (JWARR/CVG) CUST STATED:

1. DLR STATED OLD DLR GOT A OK FROM DPSM TO COVER PARTS IF CUST WILL PAY FOR LABOR.
 2. WANTS TO KNOW IF THAT IS HIS BEST BET.
- WRITER UPDATED INFO. WRITER ADVISED CUST TO TAKE THE OFFER THAT THE DLR MADE, THAT IS THE OFFER IF ANY HCA WOULD MAKE ALSO.WRITER ADVISED CUST THAT WILL LET CM KNOW HE CALLED.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 968972 Method: P Analyst: RMCKENDR Date of Text: 3/09/2006

VIN : KMHWF25S41A(REDACT) Sonata (EF) Selling Dlr: PA018

Miles: 67,401 M/Year: 2001 Tran: 2 DFU: 3/10/2001 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: W

Address : (REDACT)

City : SHAVERTOWN State: PA Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: 696-

e-Mail : (REDACT)

Incomplete Campaign: HPC

Service Dir: PA018 MOTORWORLD HYUNDAI

Action : CLO Responsibility: R DCS: C Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 12/23/2010

Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT
MBDY BODY 4030 RUST/CORROSION
NWAR WARRANTY 170L WARRANTY REIMBURSE
OPEN COMMENTS

2/10/06 (BMART/CVG) CUST STATES:

1. THEY ARE OUT OF WARRANTY BY MILEAGE.
2. THEY RECENTLY WERE TOLD THAT THE SUBFRAME WAS BADLY CORRODED AND THE VEH IS UNSAFE TO DRIVE.
3. THEIR ENGINE HAD FAILED AND BEEN REPLACED ABOUT TEN MONTHS AGO.
4. THE SUBFRAME IN QUESTION HOLDS THE ENGINE, AND NO ONE EVEN SUGGESTED THAT THERE WAS A PROBLEM DEVELOPING THERE.
5. THEY DONT UNDERSTAND HOW THE PROBLEM COULD DEVELOP SO QUICKLY.
6. THEY WONDER IF HYUNDAI WOULD GOODWILL SOME OR ALL OF THE REPAIR.
7. THE DLR IS QUOTING THEM ABT \$2000 TO FIX.

--WRITER UPDATED CUST AND VEH RECORD. WRITER TOLD CUST HE WOULD RESEARCH AND GET BACK TO THE CUST. WRITER SAID IT WOULD BE MIDWEEK BEFORE HE COULD GET BACK TO THE CUST. CUST SAYS HE HAS TO GET SOMETHING DONE BECAUSE DLR SAYS CAR IS UNSAFE TO DRIVE.

2/10/06 (BMART/CVG) NOTE: DLR SAYS THEY DO ALL THEIR WORK AT THIS DLR.

02/14/06 (LLED/CVG) CUST STATES:

1. CALLING FOR UPDATE FROM BLAINE.
2. NEEDS CAR.

--WRITER UPDATED AND VERIFIED CUST INFO. WRITER ADVSD CUST AFTER READING FILE NOTES WRITER NOTICED BLAINE STATED IT WOULD BE MID WEEK BEFORE CONTACT WITH CUST CAN BE MADE. CUST FORGOT THIS AND WILL WAIT TO HEAR FROM BLAINE THEN.

2/16/06 (TMORG/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK TO BMART.
2. NEEDS TO HAVE THIS TAKEN CARE OF BECAUSE THE VEH IS UNDRIVABLE.
3. HAS ALWAYS SAID GREAT THINGS ABOUT HYUNDAI AND FAMILY AND FRIENDS HAVE BOUGHT HYUNDAIS BASED ON HIS RECOMMENDATION.
4. HAS NEVER HEARD OF A VEH HAVE BODY DAMAGE LIKE THIS BEFORE.
5. FEELS SOMETHING SHOULD BE DONE TO ASSIST HIM WITH THIS REPAIR.
6. WOULD LIKE TO SPEAK TO SOMEONE IN ENGINEERING OR SOMEONE WHO CAN EXPLAIN TO HIM HOW SOMETHING LIKE THIS COULD HAPPEN.

--WRITER UPDATED AND VERIFIED FILE INFO. WRITER ADVISED CUST THAT BMART IS NOT AVAILABLE BUT HE IS STILL RESEARCHING THE CASE AND WILL GET BACK TO HIM WHEN MORE INFO IS AVAILABLE. WRITER EMPATHIZED WITH CUST AND APOLOGIZED FOR THE TIME IT TAKES TO RESEARCH ISSUE. WRITER ADVISED THAT BMART WOULD BE GIVEN THE MESSAGE AND WILL CONTACT HIM AS SOON AS MORE INFO IS AVAILABLE.

02-20-06 (SMOND/CVG) CUSTOMER STATES:

1. HAS BEEN TRYING TO GET AHOLD OF CM BLAINE (54261).
2. NEEDS AN ANSWER TO GETTING THE REPAIR DONE.

---WRITER ADVISED CUSTOMER THAT CM BLAINE WAS ON ANOTHER LINE.

WRITER ADVISED CUSTOMER THAT A MESSAGE WOULD BE LEFT FOR CM BLAINE TO RETURN CALL ASAP. WRITER ADVISED CUSTOMER THAT CM BLAINE WOULD BE THE BEST PERSON TO

PROVIDE AN ANSWER, AS HE HAS DONE THE RESEARCH INTO THE SITUATION.

2/20/06 (BMART/COVG) WRITER CALLED DLR WHO SAID CUST HAS BEEN CONSISTENT IN HAVING HIS WORK DONE AT THE DLR. WRITER NOTES THAT THE CUST IS 7000+ MILES OVER WARRANTY, AND, IN ADDITION, RUST IS NOT COVERED UNDER THE WARRANTY. THE CUST STATES, HOWEVER, THAT HE HAS ALWAYS DONE THE MAINT REQUIRED AND DONE IT AT THE DLR, AND HAVING THE SUBFRAME RUST THROUGH AT 67000 MILES IS SIGNIFICANTLY LOW. WRITER ALSO NOTES HYUNDAI INSTALLED A NEW ENGINE IN THIS SUBFRAME 10000+ MILE AGO AND NO COMMENT WAS MADE ABOUT THE CONDITION OF THE SUBFRAME. IT IS NOT CONCEIVABLE THAT THE CAR WENT FROM SERVICEABLE TO UNDRIVEABLE IN 10000 MILES.

2/22/06 (JSTUCKI/TL/COVG) REVIEWED FILE AND WILL RETURN TO BMART TO HAVE CUST GET WORK DONE AND THEN SUBMIT FOR GOODWILL. HYUNDAI DOES NOT PRE-AUTHORIZE GOODWILL REIMB.

2/22/06 (BMART/COVG) WRITER CALLED CUST SPOKE TO WIFE AND TOLD HER THAT ANYTHING HYUNDAI WOULD DO WOULD BE DONE AS GOODWILL. CUST HAD TO PROCEED AND HAVE THE WORK DONE THEN CONTACT THIS OFFICE WITH DETAILS AND WE WOULD THEN CONSIDER GOODWILL ASSISTANCE. WRITER EMPATHIZED THIS IS NOT AN APPROVAL TO BE REIMB, BUT AN AVENUE TO SEEK REIMB WHEN THE WORK IS DONE.

02/24/06 (JHAL/COVG) CUST STATES:

1. CALLED IN TO TALK WITH BMART.
- WRITER TRANSFER TO BMART TO ASSIST THE CUST.

2/24/06 (BMART/COVG) CUST STATES:

1. THEY CALLED BACK FOR CLARIFICATION OF WRITERS PREVIOUS CALL THAT HIS WIFE TOOK.
- WRITER EXPLAINED THAT WARRANTY WAS DENIED AND THAT ANYTHING HYUNDAI WOULD DO WOULD BE DONE UNDER GOODWILL. CUST SAYS HE CANNOT UNDERSTAND THAT POSITION AS THE CAR IS ONLY FIVE YEARS OLD AND THE FRAME IS GONE. CUST WOULD LIKE A CALL BACK FROM MY SUPERVISOR. CUST WAS COURTEOUS IN HIS APPROACH.

2/24/06 (SMAYN/COVGLCM) SUP CALLBACK:

-- WRITER TRIED TO CALL CUST AT HOME NUMBER. CUST LINE WAS BUSY. WILL TRY AGAIN AT LATER TIME.

2/24/06 (SMAYN/COVGLCM) SUP CALLBACK:

-- WRITER CALLED CUST AT HOME NUMBER. CUST EXPLAINED SITUATION WITH VEH ISSUE. WRITER ADVISED THAT BMART/COVG WOULD DO EVERYTHING IN HIS POWER TO ASSIST CUST BUT CUST MUST GET WORK COMPLETED BEFORE BMART/COVG WILL BE ABLE TO START REIMB PROCESS. CUST STATED MAY BE SOME TIME BEFORE WORK CAN BE DONE BUT WILL CALL BMART/COVG WHEN COMPLETE. CUST THANKED WRITER FOR CALLBACK.

03/06/06 (JWARR/CG) CUST STATED:

1. WOULD LIKE TO UNDERSTAND HOW GOODWILL WORKS.
 2. DLR HAS SEEN VEHICLE AND KNOW THE PROBLEM, DLR ADVISED CANNOT DRIVE CAR.
 3. JUST LOST JOB ON FRIDAY.
 4. IS THERE ANYTHING HE CAN DO TO BETTER HIS ODDS.
- WRITER UPDATED CUST INFO. WRITER ADVISED CUST TO GET PART AND LABOR BRAKE DOWN AND CALL WRITER BACK. WRITER ADVISED CAN SUBMIT FOR GOODWILL TODAY WITH THAT INFO.

03/06/06 (LPEERY/COVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH JWARR.
- WRITER PLACED CUST ON HOLD WHILE LOCATING JWARR, THEN WARM-TRANSFERRED CUST.

03/06/06 (JWARR/CVG) CUST STATED:

1. DLR IS PA018 SPOKE WITH SCOTT.
2. PART IS \$1924.56 PART NUMBER 62405438300.
3. LABOR IS \$570.821
4. TOTAL COST IS \$2463.84

-- WRITER THANKED CUST FOR CALLING BACK AND ADVISED WILL SUBMIT AND CALL CUST BACK WITH ANY NEW INFO.

3/9/06 (JSTUCKI/TL/CVG) REVIEWED FILE AND CONTACTED PA018 TO SPEAK WITH SM TO JUST CLARIFY MORE INFO. WRITER WOULD LIKE TO KNOW WHAT DLR THINKS WHY THIS SUBFRAME HAS CORRODED ON A VEHICLE THAT IS NOT THAT OLD. WRITER WOULD LIKE TO KNOW IF IT IS DUE TO MOTHER NATURE, CUST MAINT ISSUES, ETC. NO ONE WAS AVAIL AT PA018 AND WRITER LEFT MESSAGE AND EXT FOR SOMEONE TO CALL WRITER BACK WITH SOME MORE INFO.

3/9/06 (JSTUCKI/TL/CVG) TOM FROM PA018 STATES RETURNED WRITERS CALL AND STATES THAT THE WATER GOT INTO THE SUBFRAME AND ROTTED IT FROM THE INSIDE OUT. DLR HAS NOW SEEN 4 HYUNDAIS IN THERE SHOP THAT HAVE DONE THIS. TOM STATES THAT THEY ARE QUESTIONING WHY THIS IS HAPPENING AND FEELS THAT REGION SHOULD GET INVOLVED WITH SITUATION. WRITER THANKED TOM FOR HIS TIME.
--WRITER WILL FORWARD FILE TO BE REVIEWED FOR POSSIBLE REGION INVOLVEMENT DUE TO DLRS COMMENTS ABOUT 4 OTHER VEHICLES HAVING THIS SAME ISSUE.

3/09/06 (KFRAN/CVG/LCM) WRITER REVIEWED FILE AND WILL BE OPENING FILE TO THE REGION.

***** ATTN REGION*****
PLEASE NOTE ABOVE COMMENTS AND INVOLVE REGIONAL PERSONNEL AS NEEDED TO ASSIST DLR IN RESOLVING VEH CONCERNS. PLEASE CLOSE FILE WITH COMMENTS SO THAT HMA NCA CAN SUPPORT. THANKS.

***** OPENED FROM INQUIRY STATUS: 03/09/2006 *****

DCS MESSAGE SENT : 03/10/2006, (FIRST MESSAGE)

3/10/06(RM)ERCA WRITER CALLED DEALER SERV MGR DAN AND LEFT MESSAGE TO ORDER NECESSARY PARTS FOR REPLACEMENT PER ERCAM/TL. REPAIR TO BE COVERED UNDER GOODWILL.

03/10/06 (ALOUG/CVG) CUST STATES:

1. REQ TO SPEAK W/ JWARR
- WRITER TRANSFERED CALL.

03/10/06 (JWARR/CVG) CUST STATED:

1. WAS JUST CALLING FOR A UPDATE.
- WRITER ADVISED CUST THAT THE DLR WAS ADVISED TO ORDER THE PARTS THE REPAIR WILL BE COVERD UNDER GOOD WILL. WRITER ADVISED CUST TO BE IN CONTACT WITH THE DLR. CUST WOULD LIKE TO THAT HCA FOR ALL THERE HELP. WRITER ADVISED IF ANY MORE QUESTIONS CALL WRITER BACK. WRITHER THANKED CUST FOR CALLING.

DCS MESSAGE SENT : 03/10/2006, (SECOND MESSAGE)

3/16/06(RM)ERCA WRITER CALLED DEALER SERV MGR DAN AND LEFT VM/MSG ASKING FOR CALL BACK TO GET A STATUS UPDATE ON REPAIR. ***** DAN CALLED BACK AND SAID PARTS CAME IN TUESDAY THE 14TH, AND THEY HAVE CALLED THE CUSTOMER AND LEFT MESSAGES ASKING FOR THE CUSTOMER TO CALL BACK TO MAKE AN APPOINTMENT TO BRING THE CAR BACK IN.

3/27/06(RM)ERCA WRITER RECEIVED FAXED INFO FROM SERV MGR DAN THAT THE REPAIRS

HAVE BEEN COMPLETED. WRITER CLOSING FILE.
CLOSE CONCERN

Customer visited Dealership? Y (Y/N)
Was a repair made to correct this concern? Y (Y/N)
If Yes, Repair Order: 249888 Date: 3/24/2006 (mmddyyyy) Mileage: 67952
Describe the repair to correct the reported problem:
REPLACED CROSS MEMBER ASSY (ROTTED) PER HMA GOODWILL
How many attempts have been made to correct this concern? 1
Customer received details by: P
Who communicated details to customer? M
Customer given rental/loaner car? N (Y/N) Goodwill funds used? Y (Y/N)
Is customer satisfied? Y (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

3/27/06(RM)ERCA CLOSING FILE. SEE FILE NOTE 3/27/06

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 970352 Method: P Analyst: CACVG46 Date of Text: 2/16/2006
VIN : KMHWF25S01A(REDACT) Sonata (EF) Selling Dlr: OH047
Miles: 100,000 M/Year: 2001 Tran: 2 DFU: 10/12/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: R
Address : (REDACT).
City : PULASKI State: PA Zip: 16143 Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 964-
e-Mail : 5PM EST
Incomplete Campaign: HPC
Service Dlr: OH047 PRESTON HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 12/23/2010
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

02/16/06 (KGIB/CVG) CUST STATES:

1. TOOK VEH TO SHOP FOR STATE INSPECTION MECH TOLD CUST THE FRAME WAS RUSTED THROUGH DO TO A/C CONDENSATION DRAIN TUBE DRIPPING ON FRAME.
2. 2 DIFFERENT MECH TOLD CUST THE SAME EXACT,
3. MECH NUMBER 2 WAS THE WELDER THAT FIXED CUST VEH
4. CALLED THE DLR, AND WAS TOLD NOTHING DLR CANDO THEY DON'T FIX THAT KIND OF PROBLEM THERE.
5. IT COST APROX \$900.00 FOR REPAIRS
6. CAN HMA/CA ASSIST IN ANY WAY.

--WRITER ADV THIS WILL BE RESEARCHED FURTHER. WRITER ASKED CUST TO FAX IN MORE INFO ABOUT THE REPAIR AND WHAT THE TWO DIFFERENT MECH FOUND WRONG WITH THE VEH WRITER WILL WAIT FOR FAX FROM CUST. WRITER MADE NO PROMISES THAT CUST WOULD BE REIMBURSED FOR THE REPAIR. WRITER UPDATED FILE MILES. PROVIDED CUST WITH FILE NUMBER, NAME AND EXTENTION.

02/17/06 (JHAL/CVG) CUST STATES:

1. CALLED IN TO SPEAK WITH KGIB.

--WRITER ADVISED THAT KGIB IS NOT AVAILIABLE AND A MESSAGE WAS LEFT WITH HER. CUST WILL CALL BACK LATER TODAY.

2/17/06 (BMART/CVG) CUST STATES:

1. THEY WANT TO SPEAK TO KGIB.

--WRITER TOLD CUST KGIB NOT AVAIL AND OFFERED TO HELP. CUST SAID THEY WILL CALL BACK FOR KGIB.

02/20/06 (JWARR/CVG) CUST STATED:

1. WOULD LIKE TO TALK TO KGIB.

2. WANTS TO MAKE SURE FAX CAME THROUGH.

--WRITER ADVISED THAT KGIB WAS NOT AVAILABLE. WRITER ADVISED WILL GIVE CM THE MESSAGE, AND HAVE CM WATCH FOR FAX.

2/20/06 (JARMS/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH CM-KGIB.

--WRITER ADVISED CUST THAT CM WAS UNAVAIL. WRITER ADVISED CUST THAT HIS FAX WAS RECEIVED. CUST WOULD LIKE A CALL BACK AT WORK TILL 1:30 THEN WILL BE AT HOME. WRITER ADVISED THAT A MESSAGE WILL BE FORWARDED TO CM.

02/21/06 (KGIB/CVG)

--WRITER CALLED CUST TO ADV THAT AT THIS TIME HMA/CA IS UNABLE TO ASSIST CUST DO TO CUST HAVING VEH FIXED AT A INDEPENDENT SHOP AND NOT AT A DLR. IN ORDER FOR HMA/CA TO ASSIST CUST NEEDS TO HAVE VEH DIAGNOSED & FIXED AT A DLR.

--CUST UNAVAIL. WRITER LEFT A MESSAGE. WRITER ADV ANY CM CAN ASSIST CUST IF CUST CALLS WITH ANY FURTHER QUES.

2/21/06 (RWATTS/CVG) CUST STATES:

1. CUST WOULD LIKE KGIB ONLY.

2. CUST DOES NOT WANT TO LISTEN TO INFO PROVIDED ABOVE.

--WRITER ADVISED CUST OF INFO ABOVE. CUST ONLY WANTS TO SPEAK WITH KGIB. ADVISED THAT MESSAGE WILL BE GIVEN TO CUST.

02/22/06 (JWARR/CVG) CUST STATED:

1. WOULD LIKE TO TALK TO KRIS.

--WRITER OFFERD TO ASSIST CUST STATED NEEDS CM TO ASSIST. WRITER ADVISED WILL GIVE CM THE MESSAGE.

02/23/06 (YSTOCK/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH CM KRIS, IT'S VERY IMPORTANT, I'VE BEEN TRYING TO GET AHOLD OF HER.

2. CUST SAYS HE WILL BE AT WORK AT ABOUT 5:30 EASTERN TIME. WOULD LIKE A CALL BACK

--WRITER INFORMED CUST THAT THE MESSAGE WILL BE GIVEN THE THE CM BECAUSE SHE HAS STEPPED OUT OF THE OFFICE FOR A MOMENT.

2/23/2006 (ABROWN/CVG) CUST STATES:

1. CUST CALLING FOR KGIB.

-- WRITER INFORMED CUST THAT KBIG IS NOT AVAILABLE.

-- CUST IS VERY UPSET AND WANTS TO SPEAK TO A SUP. FEELS REPAIR SHOULD HAVE BEEN COVERED BECAUSE IT WAS DUE TO A FACTORY DEFECT.

-- WRITER INFORMED CUST THAT IF CUST IS OUT OF THE WARR PERIOD REPAIR WOULD NOT BE COVERED. WRITER INFORMED CUST THAT IT CAN TAKE UP TO 24 HRS FOR A SUP TO CALL CUST BACK.

02/23/06 CRCA.JG.CONTACTED BY DPSM STATING VEHICLE HAS OVER 100 K MILES ON VEHICLE AND CUST WANTS DPSM TO PAY \$800 TO CUST THAT CUST PAID TO HAVE SUBFRAME WELDED THAT HAD RUSTED. DLR, DPSM AND WRITER AGREE THAT NO ASSISTANCE SHOULD BE GIVEN.

02/23/06 (SSTUCKI/CVG/LCM)

---WRITER CALLED CUST ABOUT CASE MANAGER.

-CUST STATES:

1. TIRED OF DEALING WITH CONSUMER AFFAIRS BECAUSE NEVER GOT A CALL BACK.
2. CALLED DLR 2/23/06 WHO WILL CONTACT DPSM WHO WILL REVIEW SITUATION AND ASSIST.
3. WANT TO FILE A COMPLAINT AGAINST CALL CENTER CUST SERVICE.

---WRITER ASKED CUST IF DLR HAD AN UPDATE ON DPSM DECISION. CUST STATED NO BUT WILL CALL DLR AT NOON. WRITER DID NOT READ ABOVE NOTES TO CUST BUT WILL LET CUST WORK WITH DLR. WRITER ASSURED CUST THAT SITUATION WITH CASE MANGER WILL BE REVIEWED. CUST ASKED IF CUST SHOULD CALL WRITER BACK ONCE CUST HAS DPSM DECISION. WRITER STATED THAT DPSM WILL MAKE THE FINAL DECISION AND CONSUMER AFFAIRS SUPPORTS DPSM AND DLR. CUST UNDERSTOOD.

CLOSE CONCERN

 Customer visited Dealership? (Y/N)
 Was a repair made to correct this concern? (Y/N)
 If Yes, Repair Order: Date: (mmddyyyy) Mileage:
 Describe the repair to correct the reported problem:
 How many attempts have been made to correct this concern?
 Customer received details by:
 Who communicated details to customer?
 Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
 Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

 FILE : 970541 Method: P Analyst: CACVG33 Date of Text: 2/17/2006
 VIN : KMHWF35V3YA(REDACT) Sonata (EF) V-6 Selling Dlr: MA042
 Miles: 73,799 M/Year: 2000 Tran: 2 DFU: 11/09/1999 (mm/dd/yyyy)
 Branded Info:
 Last Name: (REDACT) First: (REDACT) Midl: M
 Address : (REDACT)
 City : EAST BOSTON State: MA Zip: (REDACT) Country: USA
 Phone-Home: (REDACT) Work: (REDACT) Ext: 1319 Cell#: (REDACT)
 e-Mail : (REDACT)
 Incomplete Campaign:
 Service Dlr: MA040 PRIDE HYUNDAI OF LYNN
 Action : INQ Responsibility: DCS: N Priority: N Source: 800
 Letter Date: Area: EA HPP: HCP:
 Letter Rcvd: VIN Hist: Yes 12/23/2010
 Open Category Open Condition Open Component

 NWAR WARRANTY 170E GENERAL - WARRANTY
 MATR AUTO TRANSMSS 2400 TRANSMISSION SLIPP
 NDSV DEALER SERVICE 110C SERVICE PERSON RUD

NWAR WARRANTY 170J REPAIR NOT COVERED
OPEN COMMENTS

02/17/06 (JCONW/CVG) CUST STATES:

1. PURCHASED VEH JAN, 24, 2004 AND PURCHASED EXTENDED WARR FROM DLR.
 2. HAD TRANSMISSION PROBLEM DECEMBER 24, 2005
 3. TRANSAXLE ASSEMBLY AND OVERHAUL - \$2435.00
 4. DLRSHIP WAS CLOSED ON CHRISTMAS FOR SAT-MONDAY. WHEN CUST CALLED DLRSHIP ON THE 24TH AND THE "GIRL" STATED THAT MGR WAS OUT OF OFFICE FOR HOLIDAY, AND RECOMMENDED CUST TO WHAT SHE NEEDED TO DO TO RESOLVE. (CUST DID NOT WANT TO PAY THE DAILY STORAGE FEE AT THE DLR UNTIL THEY COULD WORK ON IT.)
 5. WHEN CUST BROUGHT BILL IN TO DLRSHIP ON 1/7/06 (WORK COMPLETED BY CREEDONS TRANSMISSIONS ON 1/6/06) THE SVC MGR STATED THAT ISSUE HAD BEEN SUBMITTED TO HYU AND DECLINED.
 6. SVC MGR RECOMMENDED CUST TO CALL AN 800# TO LOG COMPLAINT. CUST CALLED.
 7. SVC REP (800) LATER STATED THAT NO COMPLAINT HAD BEEN DOCUMENTED BY DPSM.
 8. CUST SENT LETTER TO DPSM, AND DROPPED LETTER TO DLRSHIP. HAVE NOT HEARD ANYTHING.
 9. WHEN CUST AT DLR, STAFF IS VERY RUDE AND CONDESCENDING. VERY UNCOMFORTABLE.
 10. KEVIN CLEARLY - DPSM HAS DECLINED TO COVER WORK, AND CUST HAS REQUESTED TO SPEAK TO HIM WITH NO RESPONSE.
 11. CONCERNED THAT LETTER WAS NEVER FORWARDED BY MGR OR RECEIVED BY DPSM.
- WRITER CREATED FILE, UPDATED VEH MILEAGE AND REQUESTED EMAIL ADDRESS. CM APOLOGIZED FOR DLR TREATMENT AND COST OF REPAIRS OUT OF POCKET. CM STATED THAT ALL CUST COMMENTS HAVE BEEN DOCUMENTED IN THE FILE FOR HMA REVIEW. WRITER EXPLAINED THAT OTHER 800# WAS PERHAPS, THE TOLL-FREE# FOR THE EXTENDED WARR THAT SHE HAD ENROLLED IN. CM RECOMMENDED CUST CONTINUE TO FOLLOW UP WITH THE WARR COMPANY, AS WELL AS DOCUMENT HER CONCERNS IN WRITING TO HMA NCA. WRITER PROVIDED PO BOX AND RECOMMENDED CUST INCLUDE FILE# AND COPY OF LETTER GIVEN TO THE DLR FOR THE DPSM. CM CONFIRMED THAT CUST HAS NEW FILE#. CUST THANKED CM FOR ALL ASSISTANCE.

02/27/06 (YSTOCK/CVG) CUST STATES:

1. CUST WOULD LIKE AN UPDATE WITH HER FILE.
 2. CUST SAYS THAT SHE DOESN'T KNOW WHAT TO DO KNOW, CAUSE THE DPSM CALLED ON LAST TUESDAY AND TOLD CUST THAT HE WOULD PAY FOR HALF OF THE COST IF SHE WAS WILLING TO ACCEPT THAT.
 3. CUST DOESN'T KNOW WHAT TO DO NOW.
- WRITER INFORMED CUST THAT WE AREN'T AUTHORIZED TO GO OVER THE DPSM'S HEAD AND HE IS AUTHORIZED TO MAKE THOSE DECISIONS ON WHAT TO ACCEPT AND WHAT TO DECLINE. TOLD CUST THAT SINCE THE DPSM HAS AGREED TO PAY HALF OF THE COST THEN CUST NEEDS TO WORK IT OUT WITH HIM. HMA NO LONGER HAS A PART IF THE DPSM IS WORKING WITH HER. TOLD CUST TO CALL IF THERE ARE ANY OTHER CONCERNS.

9/11/06 (CMINN/CVG) CUST STATES:

1. VEH UNDERCARRIAGE OF FRAME HAS RUSTED AND CORRODED
 2. 2ND OWNERS OF VEH AND HAD VEH INSPECTED BY JOE AT PRIDE HYUNDAI
 3. 4MONTHS LATER TRANSMISSION ISSUES, FRAME CRACKED FROM RUST AND CORROSION AND AXLE DROPPED.
 4. WENT TO DLR AND JOE STATED THAT DLR DIDN'T SEE IT
 5. UPSET AND WANTS HYUNDAI TO DO SOMETHING ABOUT IT
- WRITER UPDATED CUST INFO. WRITER APOLOGIZED FOR SITUATION WITH VEH. CUST WIFE WAS ALMOST KILLED BECAUSE FRAME OF VEH CRACKED. WRITER APOLOGIZED FOR SITUATION AND IS GLAD WIFE IS OK. WRITER ADVISED CUST THAT RUST AND CORROSION ON VEH IS DUE TO ENVIRONMENT VEH IS IN AND HOW VEH IS DRIVEN AND WARR DOESN'T COVER RUST OR CORROSION. CUST IS UPSET AND WANTS HYUNDAI TO DO SOMETHING ABOUT IT. WRITER ADVISED CUST THAT THERE ISN'T REALLY ANYTHING HYUNDAI CAN DO AS FAR AS VEH RUSTING, THAT'S THE DOWN SIDE TO BEING A SUBSEQUENT OWNER OF VEH.

WRITER APOLOGIZED TO CUST FOR SITUATION AND ADVISED CUST THAT ALL ISSUES WITH VEH WOULD BE DOCUMENTED AND FORWARDED ON. CUST WAS FRUSTRATED AND HUNGUP.

9/11/2006 (BMART/CVG) CUST STATES:

1. THEY WANT TO HAVE ON RECORD THE CIRCUSTANCES OF THIS ISSUE.
2. THEY BOUGHT THE CAR TWO YEARS AGO.
3. SINCE THEN THE TRANS HAS FAILED AND THE FRAME HAS FAILED.
4. WHEN THEY TURNED TO THEIR INS CO THEY RECD A LETTER SAYING NO FRAME CAN RUST THROUGH IN TWO YEARS.
5. THE AGENT FROM ARRABELLA INS CO SENT THEM A LETTER SAYING IT TAKES THREE TO FIVE YEARS FOR A FRAME TO RUST THROUGH.
6. THE INS CO REJECTED THE CLAIM.
7. THEY NOW HAVE TO REBUILD THE FRAME OUT OF THEIR OWN POCKET.
8. THEY HAD A 60,000 MILE INSPECTION DONE BY THE DLR AND HE SHOULD BE HELD ACCOUNTABLE FOR NOT TELLING THEM THEY HAD A PROBLEM.

--WRITER TOLD CUST THEY WOULD RECORD THEIR COMMENTS. WRITER EMPATHIZED WITH THE CUST BUT THE ISSUE IS BETWEEN THEM AND THE DLR.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 974628 Method: P Analyst: CA800T04 Date of Text: 3/08/2006

VIN : KMHWF35V31A(REDACT) Sonata (EF) V-6 Selling Dlr: NL422

Miles: 73,125 M/Year: 2001 Tran: 2 DFU: 2/22/2001 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:

Address : (REDACT)

City : WEST WYOMINGS State: PA Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: 0 - Ext: Cell#: 693-

e-Mail : (REDACT)

Incomplete Campaign: HPC

Service Dlr: PA018 MOTORWORLD HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 10/04/2012

Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY

NWAR WARRANTY 170J REPAIR NOT COVERED

OPEN COMMENTS

03/08/06 (YSTOCK/CVG) CUST STATES:

1. CUST SAYS HER 01 HYUNDAI SHE BOUGHT, SHE UNDERSTANDS THAT SHE HAS A 5/60 WARRANTY BECAUSE SHE'S THE SECOND OWNER.
 2. CUST SAYS THAT THEY REGULARLY MAINTAIN THEIR VEHICLE AND LAST TIME THEY TOOK IT IN THE TECH SAID THEIR FRAME IS CRACKED.
 3. CUST SAYS THAT SHE CANNOT AFFORD TO HAVE THIS DONE, DLR WON'T COVER IT AND WAS GIVEN HCA # TO CALL.
 4. CUST SAYS SHE JUST WENT THROUGH BANKRUPCY AND IS IN A TOUGH SITUATION, BUT DOES UNDERSTAND SHE IS WAY OUT OF WARRANTY AND THAT SHE'S THE SECOND OWNER.
 5. WHO DO I WRITE A LETTER TO OR WHO CAN I COMPLAIN TO ABOUT THE DLR WHO SOLD ME THIS VEHICLE LIKE THIS?
- WRITER PROVIDED ADDRESS FOR CUST AND TOLD HER SHE IS WELCOME TO TRY TO WORK THIS OUT WITH THE SELLING DLR BUT HMA CANNOT PROVIDE ASSISTENCE FOR HER CAUSE SHE IS 13,000 MILES OUT OF WARRANTY AND SHE IS THE SECOND OWNER, IT MAY HAVE BEEN SOMETHING THE PREVIOUS OWNER HAD DONE, NOT A DEFECT. EMPATHIZED WITH CUST.

03/13/06 (ALVA) RECD CUST LTR, FORWARDED TO GEN CORR.

03/16/06 (ALVA) RECD CUST FAX, FORWARDED TO (JBLACK).

3/20/06 (JBLACK/NCA) RECD CUST LETTER. CUST REITERATES ABOVE NOTED CONCERNS REGARDING FLOOR PANEL RUSTING.

-WRITER CALLED DLR AND OBTAINED COPY OF R/O FOR DIAGNOSIS. WRITER SPOKE WITH DELBERTO/SM AT PA018 WHO STATES REPAIRS ARE NOT COVERED UNDER WARRANTY. FLOOR PANEL PART IS OUT OF WARRANTY (5/60) AND IS NOT COVERED BY PERFORATION WARRANTY BECAUSE RUST IS DUE TO OUTSIDE INFLUENCE. WRITER SENT LETTER TO CUST ADVISING DLR HAS DETERMINED RUST IS CAUSED BY OUTSIDE INFLUENCE AND NOT COVERED UNDER WARRANTY. CUST HAS OPTION OF 2ND OPINION FROM ALTERNATE DLR OR CONTACT SM TO SET APPT WITH DPSM. NO FURTHER ASSISTANCE FROM HMA AT THIS TIME.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 975700 Method: P Analyst: CACVG11 Date of Text: 3/14/2006
VIN : KMHWF25S0YA(REDACT) Sonata (EF) Selling Dlr: IA002
Miles: 61,670 M/Year: 2000 Tran: 2 DFU: 9/03/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: L
Address : (REDACT)
City : DAVENPORT State: IA Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)

e-Mail :

Incomplete Campaign:

Service Dlr: IA002 TERMINATED...LUJACK SCHIERBROC

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: No 10/04/2012

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
MSFT SAFETY 1800 AIR BAG LIGHT ON
NDSV DEALER SERVICE 210 UNHAPPY WITH DEALE
OPEN COMMENTS

03/14/06 CRCA.JG.CREATED CASE PER DPSM THAT VEHICLE IS AT IA002. DLR FOUND FRT SUBFRAME RUSTED IN REAR PASS SIDE CORNER WHERE CONROL ARM MOUNTS TO SUBFRAME. AXLE CAME OUT OF TRANS. DPSM MADE GOODWILL OFFER FOR PART OF REPAIR DUE TO VEHICLE IS OUT OF WARRNTY.

03/14/06 (LHAZEL/CVG) CUST STATES:

1. 4 MONTHS AGO WHEN CUST HAD THE 27 POINT CHECK DLR IA002 CUST STATED THAT THERE WAS SLIPPING IN THE VEH AND NOISES WITHIN THE VEH AND THE HEADLIGHT WAS NOT REPLACED WHEN CUST KNEW IT WAS BURNED OUT.
2. HAD THE FRONT AXEL REPLACED MAY 24, 2005 WITH 53,247 MILES ON THE VEH AND NOW DLR IA002 IS STATING THAT A NEW FRONT AXCEL IS NEEDED WITH ONLY 8,423 MILES ON IT AND THE BOTTOM OF THE VEH IS RUSTING.
3. WHENEVER CUST TAKES THE VEH IN FOR THE VEH FEELING AS THOUGH IT IS SLIPPING AND NOISY DLR IA002 CANNOT FIND ANYTHING WRONG WITH THE VEH.
4. CUST'S AIR BAG LIGHT IS ALWAYS ON EVEN AFTER THE CAMPAIGN 051 WAS TAKEN CARE OF AND DLR IA002 IS GOING TO CHARGE CUST A LARGE AMOUNT OF MONEY TO FIX THE PROBLEM.
5. DLR IA002 PLANS ON CHARGING CUST FOR THE USED PART PRICE AND HYUNDAI PAYING FOR THE DIFFERENCE OF THE NEW PART PRICE MINUS THE USED PART PRICE. ALL TAXES AND LABOR COST CUST IS STATING IS GOING TO BE AT THE EXPENSE OF THE CUST.
6. WOULD LIKE TO MAKE A COMPLAINT AGAINST THE DLR SUPPORT/WARRANTY HELP LINE NUMBER THAT CUST WAS GIVEN BY THE DLR. DLR SUPPORT/WARRANTY HELP LINE GAVE CUST A BAD NUMBER AND CUST HAD TO LOOK UP HCA'S NUMBER ON THEIR OWN.
7. HAS BEEN WORKING WITH JOSH/SA AT DLR IA002 AND REQUESTS WRITER SPEAK TO JOSH/SA.

--WRITER ADVISED CUST THAT RESEARCH WOULD NEED TO BE DONE BY CONTACTING DLR IA002 AND GATHERING MORE INFORMATION FROM THEM ON THE MATTER. WRITER UPDATED CUST FILE, VERIFIED CUST INFORMATION AND PROVIDED CUST FILE #.

3/15/06 (LHAZE/CVG)

--WRITER CONTACTED CUST AND STATED INFORMATION GIVEN BY THE DPSM. CUST WAS A LITTLE CONFUSED ON WHAT EXACTLY WILL BE COVERED AND WOULD LIKE WRITER TO CONTACT DLR IA002 FOR MORE INFORMATION.

03/16/06 (LHAZEL/CVG)

--WRITER CONTACTED DLR IA002 AND ASKED TO SPEAK TO THE SM. THE SM AT DLR IA002 WAS UNAVAILABLE SO WRITER LEFT A MESSAGE FOR THE SM TO CALL WRITER BACK ASAP.
--WRITER CONTACTED DLR IA002 AND SPOKE TO JOSH/ASM AND WAS TOLD THAT THE DPSM STATED THAT THE CUST WILL NEED TO PAY FOR THE DIFFERENCE BETWEEN THE OLD AND THE NEW PARTS. THE DPSM STATED AS WELL THAT HYUNDAI AND DLR IA002 WILL SPLIT THE COST OF A RENTAL VEH. CUST WILL THEN BE CHARGED LABOR AND TAXES. DLR IA002 IS WAITING FOR A CALL BACK FROM THE DPSM FOR A FINAL CONFIRMATION OF WHAT HYUNDAI, DLR IA002 AND THE CUST WILL BE PAYING FOR. JOSH/ASM STATED THAT WRITER WILL RECEIVE A CALL BACK WITHIN 24 HOURS FROM THE DPSM WHO WILL GIVE AN

UPDATE ON THE COST OF HYUNDAI, DLR IA002 AND CUST FOR REPAIRS.

03/17/06 (LHAZEL/CVG)

--WRITER CONTACTED DLR IA002 TO FOLLOW-UP AND RECEIVE THE UPDATED INFORMATION. WRITER WAS UNABLE TO SPEAK WITH BOB/SM SO WRITER LEFT A MESSAGE REQUESTING A CALL BACK ASAP.

3/17/2006 (JJOHN/CVG) JOSH FROM IA002 STATES:

1. WANTS TO SPEAK WITH CM/LHAZEL/CVG.

--WRITER INFORMED DLR THAT CM IS NOT AVAILABLE. DLR STATED THAT DPSM IS GOING TO PAY APPROXIMATLY HALF AND CUST IS GOING TO NEED TO PAY THE REST. DLR STATED HE HAS CALLED CUST AND NOTIFIED HER OF DPSM DECISION. WRITER INFORMED DLR THAT INFORMATION WILL BE GIVEN TO CM.

03/22/06 (LPEERY/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH LHAZE.
2. PROVIDED FILE #.

--- WRITER PLACED CUST ON HOLD WHILE LOCATING LHAZE, THEN LOCATED THAT LHAZE IS UNAVAILABLE. WRITER REVIEWED NOTES AND ADVISED CUST THAT WRITER WILL TAKE MESSAGE TO HAVE LHAZE CONTACT CUST ASAP. CUST AGREED.

3/29/06 - CRDPSMJB - DPSM WAS ON DEALER CONTACT AT IA002 CUSTOMER HAS BROUGHT VEHICLE BACK SINCE GOODWILL REPAIR OF SUBFRAME. NEW CUSTOMER CONCERN IS VIBRATION IN THE ENGINE. DPSM TEST-DROVE VEHILCE VERIFYING NORMAL OPERATION. ANY FURTHER GOODWILL REQUESTS WILL BE DENIED.

04/11/06 (KJACK/CVG) CUST WANTS TO SPEAK TO CM. WRITER ADVISED CUST THAT LHAZE WAS NOT AVAILABLE AND WRITER WILL LEAVE MESSAGE.

04/11/06 (LHAZE/CVG) CUST STATES:

1. VEH VIBRATES AS CUST DRIVES VEH.
2. WOULD LIKE TO KNOW IF HYUNDAI WILL ASSIST.

--WRITER ADVISED CUST THAT THE HYUNDAI REP TEST-DROVE THE VEH AND VERIFIED THAT THE VEH IS OPERATING NORMALLY. WRITER THAN ADVISED THAT ANY FURTHER GOODWILL ASSISTANCE IS DENIED BY HYUNDAI. CUST WAS NOT HAPPY BUT UNDERSTOOD.

04/11/2006 (JEVANS/CVG) CUSTOMER STATED:

1. WANTED TO SPEAK WITH CM/LHAZE.
- WRITER TRANSFERED CUSTOMER TO CM/LHAZE.

04/11/06 (CBUNN/CVG) CUST STATES:

1. SHE NEEDED TO HEAR FROM LHAZE SHE NEEDS TO KNOW WHAT HER SIT. IS
2. SHE IS UNHAPPY W/ THE DPSM'S DECISION
3. SHE WAS SUPPOSED TO HEAR FROM THEM
4. SHE IS NOT WANTING TO PAY THE \$600
5. SHE FEELS THAT IA002 DID THIS TO THE VEH SHE NEVER TAKES IT ANYWHERE ELSE
6. SHE WILL NOT BE TAKING THERE ANYMORE

-----WRITER ADVISED CUST OF THE NOTES IN FILE AND THAT THE VEH IS OPERATING AS DESIGNED AND THE DPSM HAS TEST DRIVEN THE VEH AND NCA SUPPORTS THE REGION'S DECISION AND THIS IS HYUNDAI'S FINAL DECISION ON HER VIBRATION ISSUES
CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 976309 Method: P Analyst: CACVG20 Date of Text: 3/16/2006
VIN : KMHWF35V0XA(REDACT) Sonata (EF) V-6 Selling Dlr: NL421
Miles: 94,140 M/Year: 1999 Tran: 2 DFU: 7/14/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: L
Address : (REDACT)
City : BECKLEY State: WV Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC V01
Service Dlr: WV007 TERMINATED...MOUNTAINEER HYUND
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: SO HPP: 10/100000/000/ 6B HCP:
Letter Rcvd: VIN Hist: No 7/14/2009
Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

3/16/06 (BMART/CVG) CUST STATES:

1. THEY RECENTLY FOUND THAT THE CRADLE THAT HOLDS THE WHOLE FRONT END HAS RUSTED THROUGH.
 2. THE CRADLE SUPPORTS THE ENGINE AND THE SUSPENSION.
 3. THE CAR IS IN GOOD SHAPE, WITH NO RUST ELSEWHERE.
 4. THEY BELIEVE IT IS A DEFECTIVE PART AND THAT HYUNDAI SHOULD COVER THE REPAIR.
 5. THE DLR SAID THEY WOULD ASK THE REG REP TO TAKE A LOOK AT IT.
 6. AFTER ABOUT THREE WEEKS WITH NO CALL BACK CUST SON CALLED THE DLR AND WAS HE DLR AND WAS TOLD THE REG REP HAD DECLINED ASSISTANCE.
 7. THE CUST DOES NOT BELIEVE THEY EVEN TALKED TO THE REG REP.
 8. IN ADDITION, THEY HAVE HAD A CONTINUEING PROBLEM WITH THE AIR BAG LIGHT.
 9. THEY TAKE THE CAR IN, THE DLR CHARGES THEM \$30 AND IT WORKS FOR ABOUT A DAY.
- WRITER UPDATED CUST AND VEH RECORD. WRITER TOLD CUST HE WOULD RESEARCH WITH THE DLR AND GET BACK TO HIM. CUST DOUBTEFUL THAT TALKING TO THE DLR WILL PROVIDE ANYTHING USEFUL.

3/17/06 (BMART/CVG) WRITER CALLED DLR SPOKE TO RONNIE SM WHO SAID THE CAR HAD BEEN IN THEIR SHOP A COUPLE OF WEEKS AGO. ONE SECTION OF THE CRADLE IS BADLY RUSTED. SM SUGGESTED CUST TAKE IT TO A WELDING SHOP AND WELD A PLATE OVER IT, BUT CUST DID NOT LIKE THAT IDEA. SM CALLED DPSPM WHO NOTED MILEAGE ON THE VEH, THE FACT THAT CUST IS THIRD OR FOURTH OWNER, AND DECLINED WARRANTY COVERAGE. DPSPM NOTES ALSO THAT THIS AREA IS A HIGH SALT USAGE AREA WHICH CONTRIBUTES TO THIS KIND OF RUST, AND THE WARRANTY DOES NOT COVER RUST. WRITER MUST ALSO DECLINE WARRANTY COVERAGE.

3/24/06 (BSMART/CVG) WRITER CALLED CUST AND TOLD HIM THAT SINCE REG REP HAD DECLINED ASSISTANCE THIS OFFICE COULD ADD NOTHING. THE REG REP IS HYUNDAI'S HIGHEST AUTHORITY IN MATTERS OF THIS NATURE. CUST SAID HE WANTED TO TALK TO THE REG REP, AND WRITER REFERRED CUST BACK TO THE DLR TO SET UP SUCH A MTG.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 976655 Method: P Analyst: CACVG63 Date of Text: 3/17/2006
VIN : KMHWF25S8YA(REDACT) Sonata (EF) Selling Dlr: OH027
Miles: 53,000 M/Year: 2000 Tran: 3 DFU: 7/22/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: L
Address : (REDACT)
City : PARMA State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 886-
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: OH041 GANLEY HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 7/14/2009
Open Category Open Condition Open Component

MSUS SUSPENSION 4710 WHEEL BEARING- NOI
NWAR WARRANTY 170E GENERAL - WARRANTY
NWAR WARRANTY 170K GOODWILL REIMBURSE
NOTH OTHER 100A OTHER INQUIRY/NOT
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

03/17/06 (LPEERY/CVG) CUST STATES:

1. LEFT REAR BEARING WENT OUT AT ABOUT 38K MILES.
2. DOES NOT FEEL IT WAS RIGHT FOR A BEARING TO GO WITH SO LITTLE MILEAGE; THE BEARING MUST NOT HAVE BEEN PACKED OR SEALED CORRECTLY.
3. BEARING WAS REPLACED IN MARCH OF 2006 AND CUST NOTICED NOISE 2-3 MONTHS PRIOR TO THAT.
4. HYUNDAI SHOULD ASSIST WITH AT LEAST THE COST OF THE PART.
5. DID NOT HAVE WEATHER GUARD WHICH PROBABLY CAUSED THE WEATHER TO GET INTO THE BEARING.

6. THE NEW BEARINGS HAVE A WEATHER GUARD.

7. A FRIEND REPLACED THE PART.

--- WRITER UPDATED AND VERIFIED CUST INFO, THEN ADVISED CUST THAT CUST IS OUT OF WARR AND HYUNDAI DOES NOT PROVIDE ASSISTANCE FOR REPAIRS COMPLETED OUTSIDE AN AUTHORIZED HYUNDAI DLR; THE WORK HAS TO BE DONE AT DLR FOR HYUNDAI TO EVEN CONSIDER REIMBURSEMENT, WHICH IS NEVER GUARANTEED.

6/26/06 (CMINN/CVG) CUST STATES:

1. REAR AXLE BEARING WENT OUT 2,000MILES AGO
2. LEFT BEARING IS STARTING TO MAKE HOWLING NOISE AND RAN DRY
3. THINKS BECAUSE HUB CAP WASN'T PUT ON SO AXLE RAN DRY OUT OF WARR
4. WANTED TO SEE ABOUT POSSIBLE REIMBURSEMENT SINCE VEH OUT OF WARR
---WRITER UPDATED CUST INFO. WRITER ADVISED CUST THAT ALL ISSUES WOULD BE DOCUMENTED. WRITER ADVISED CUST THAT POSSIBLE REIMBURSEMENT COULD BE AN OPTION. WRITER ADVISED CUST TO SET AN APPOINTMENT WITH DLRSHIP AND AS SOON AS CUST SETS APPOINTMENT TO CONTACT HCA BACK AND LET HCA KNOW SO HCA WILL BE ABLE TO SPEAK WITH DLR ABOUT WHETHER PART WOULD BE UNDER WARR OR NOT WHILE VEH IS IN SHOP. CUST STATED CUST WOULD. WRITER PROVIDED FILE#,NAME AND EXT TO CUST.

06/28/06 (SRUSH/CVG) CUSTOMER STATES:

1. REQUESTING CMINN. WRITER VERIFIED INFO, AND INFORMED CUST THAT CMINN WAS UNAVAILABLE. OFFERED TO ASSIST.
1. CUST WENT TO DLR. JOHN MISH SM.
2. BEARINGS BEGAN GOING OUT 2K MILES AGO. WEATHER IS EATING UP BEARING.
3. NEW VEH'S HAVE COVER ON THE BEARINGS.
4. CUST REPAIRED THE OTHER BEARING HIMSELF, AND HAS SAVED THE OLD PART. CUST WOULD LIKE TO SEE SOME ASSISTANCE WITH THE SECOND BEARING THAT IS CURRENTLY GOING OUT. DLR HAS LOOKED AT SECOND BEARING.

--WRITER CONTACTED DLR OH041. 216-749-2525 SPOKE TO SM JOHN.

1. DLR HAS NO ASSISTANCE TO OFFER DUE TO VEH OUT OF WARR BY ALMOST 1 YR.

PARTS AND LABOR BREAKDOWN:

\$223.17 PARTS

\$119.60 LABOR

DLR STATES IF THE VEH WAS IN WARR, IT WOULD HAVE BEEN COVERED.

--WRITER THANKED JOHN FOR HIS TIME.

WRITER WILL PASS INFO ON TO CMINN FOR FURTHER FOLLOW-UP IN REGARD TO GOODWILL REIMBURSEMENT MENTIONED BY CMINN.

6/28/06 (CMINN/CVG) WRITER RECEIVED MESSAGE AND IS SUBMITTING FOR POSSIBLE REIMBURSEMENT.

07/11/06 (JLEWIS/CVG) CUSTOMER STATES:

1. WOULD LIKE TO SPEAK WITH CRYSTAL OR SHELLIE.

---WRITER TRANSFERRED CALL TO CMINN.

7/11/06 (CMINN/CVG) CUST STATES:

1. WANTED TO KNOW UPDATE ON REIMBURSEMENT

2. ISSUES WITH BEARINGS GETTING WORSE

----WRITER ADVISED CUST THAT WRITER HASN'T RECEIVED UPDATE YET. WRITER APOLOGIZED TO CUST FOR DELAY. CUST UNDERSTOOD JUST WANTS HELP WITH VEH. WRITER ADVISED CUST THAT AS SOON AS WRITER RECEIVES UPDATE THAT WRITER WOULD CONTACT CUST. CUST STATED THAT WOULD BE FINE. WRITER THANKED CUST FOR CALLING.

08/01/2006 (JEVANS/CVG) CUSTOMER STATED:

1. WANTS TO SPEAK TO CMINN

---- WRITER WARM TRANSFERRED CALL TO CMINN

 8/1/06 (CMINN/CVG) CUST STATES:

1. WANTED TO KNOW UPDATE ON REIMBURSEMENT
 ---WRITER APOLOGIZED TO CUST FOR DELAY, STATED THAT REQ MUST HAVE BEEN MISPLACED. WRITER ADVISED CUST THAT WRITER WILL RESUBMIT REQ FOR REIMBURSEMENT AND MARK URGENT TO SEE IF WRITER CAN GET APPROVAL. CUST UNDERSTOOD AND THANKED CUST FOR PATIENCE. CUST WANTS TO BE REIMBURSED FOR AT LEAST THE PARTS
2. VEH HAS BEEN DIAGNOSED BY THE DLRSHIP AND STATES CANNOT OFFER ASSISTANCE DUE TO VEH BEING SO FAR OUT OF WARR.
3. NO REQUEST FOR RENTAL, DOESN'T FEEL VEH IS SAFE TO DRIVE THOUGH
4. VEH IS ABOUT A YEAR OUT OF WARR
5. ONLY THIS REPAIR ATTEMPT BECAUSE VEH IS OUT OF WARR, ON LEFT BEARING FIRST
6. DLR IS UNABLE TO PROVIDE GW BUT THINKS CUST DESERVES IT, CUST HAS BEEN A GOOD CUST.
7. VEH HAS BEEN MAINTAINED PROPERLY
8. IF ISSUE WOULD'VE OCCURED UNDER WARR IT WOULD HAVE BEEN COVERED
9. NO VEH WAS REPAIRED AT HYUNDAI DLRSHIP
10. BREAKDOWN OF PARTS AND LABOR:
 \$223.16 PARTS
 \$119.60 LABOR
11. CUST ONLY OWNS ONE HYUNDAI
12. WANTS REIMBURSEMENT FOR 2 BEARING ON VEH, AT LEAST FOR PARTS

 8/1/06 (LWILL/CVG/TL) REVIEWED FILE AND APPROVED A ONE TIME GOODWILL REIMBURSEMENT FOR \$223.16 WRITER WILL RETURN TO CM TO FOLLOW UP WITH CUST.

8/1/06 (CMINN/CVG) WRITER CONTACTED CUST ABOUT ONE TIME GW APPROVAL. WRITER ADVISED THAT HYUNDAI IS REIMBURSING CUST FOR THE PARTS WHICH IS \$223.16. CUST IS VERY GRATEFUL. WRITER ADVISED CUST THAT WRITER WILL BE SENDING CUST OUT A REIMBURSEMENT REQ FORM IN 7 TO 10 BUSINESS DAYS TO FILL OUT AND SEND BACK IN. CUST THANKED WRITER AND STATED THAT ONCE CUST RECEIVES REQ FORM THAT CUST WILL CALL BACK AND DO TWO COMPLIMENT CALLS FOR WRITER AND SRUSH. WRITER THANKED CUST AND ASSURED CUST THAT FORM WILL ARRIVE ASAP.
 ---PLEASE SEND REIMBURSEMENT REQ FORM TO ADDRESS ON FILE

\$
 PLEASE REIMBURSE FOR BATTERY IN THE AMOUNT OF \$223.16. THIS IS A ONE TIME GOOD WILL OFFER NOT TO EXCEED \$223.16-THANKYOU!
 \$

08/04/06 (KFRAN/CVG) CM MAILED REIMB REQ FORM & LETTER PER REQ ON 08/03/06.

08/11/06(TCASH/CVG)CUST STATES:
 1. WANTS TO KNOW THE STATUS OF THE REIMBURSEMENT
 2. HAS NOT RECIEVED ANYTHING IN THE MAIL AS OF YET.
 3. WANTED TO MAKE SURE ADDRESS IS CORRECT.
 ----WRITER STATED THAT ADDRESS IS CORRECT AND THAT IT DOES TAKE 7/10 BUSINESS DAYS. WRITER INFORMED IF NOT RECIEVED BY TUESDAY THEN GIVE HCA A C/B AND THAT HCA WOULD LOOK FURTHER INTO THIS MATTER. CUST AGREED. WRITER THANK CUST.

08/14/06 (LHARR/CVG) CUST STATES:
 1. PLEASE SPEAK WITH CMINN/CVG.
 --WRITER INFORMED CUST THAT CMINN WAS UNAVAILABLE. COUSL WRITER TAKE A MESSAGE ? CUST SAID THAT HASN'T RECIEVED REIMBURSEMENT PACKET YET. WAITED UNTIL HAD CHECKED TODAY'S MAIL TO CALL AGAIN AND SEE IF HAD REALLY BEEN SENT. WRITER ASSURED CUST THAT PACKET HAS BEEN SENT. IT DOES TAKE 7 - 10 BUSINESS DAYS TO RECIEVE IT. CUST WILL WAIT A COUPLE OF MROE DAYS AND THEN CALL BACK IF HASN'T RECIEVED IT YET. WILL WRITER GIVE MESSAGE TO CMINN? WRITER SAID THAT WOULD

GIVE MESSAGE TO CMINN.

08/18/06 (SRUSH/CVG) CUSTOMER STATES:

REQUESTING CMINN. WRITER ADVISED UNAVAIL. OFFERED TO ASSIST.

1. HAS NOT RECEIVED THE CHECK OR THE FORM I WAS TOLD WOULD BE COMING. WHEN AM I GETTING THE CHECK? I NEED TO DO THE REPAIR. IT IS DANGEROUS.

--WRITER ADVISED CUST FORM WAS MAILED 8/4. WRITER WOULD REQUEST A REPLACEMENT

--WRITER ALSO ASKED IF CUST HAD THE REPAIR COMPLETED YET AT THE DLR.

2. CUST STATES HE IS DOING TO REPAIR HIMSELF, AND IS WAITING FOR THE CHECK TO COME SO HE CAN BUY THE PARTS.

--WRITER ADVISED CUST THAT THE PROGRAM IS A REIMBURSEMENT FOR WORK DONE AT THE HYUNDAI DLR. WRITER CANNOT SEND A CHECK FOR CUST TO THEN GO AND PURCHASE THE PART AND DO THE WORK HIMSELF.

3. THAT IS NOT WHAT I WAS TOLD. I HAVE BEEN MISLEAD.

--WRITER APOLOGIZED FOR ANY MISINFORMATION OR MISCOMMUNICATION. WRITER STATES THAT THE WORK MUST BE COMPLETED FIRST, BY THE DLR, AND THEN THE CUST WILL HAVE TO SEND IN COPY OF R.O SHOWING WORK, AND PAYMENT, AND CUST WILL RECEIVE BACK A CHECK FOR THE AMOUNT OF THE PARTS. IN ESSENCE, CUST WILL ONLY BE PAYING FOR THE LABOR AND TAX.

4. WHAT ABOUT THE OTHER BEARING THEN? AM I GETTING REIMB FOR THAT ONE AS WELL SINCE IT TOO WENT OUT?

--WRITER ADVISED CUST WAS OUTSIDE THE WARRANTY, AND A REIMB HAD BEEN APPROVED FOR THE PARTS FOR THE CURRENT REPAIR ONLY.

--WRITER NOTES THE FIRST BEARING REPLACEMENT WAS DONE BY CUST, NOT DLR. CUST UNDERSTANDS 7-10 DAY MAIL TIME FRAME.

-----PLEASE SEND THE RRF TO ADDRESS ON FILE. THANK YOU.-----

8/21/06 (JDUKE/CVG) CUST STATES:

1. WOULD LIKE SRUSH TO CALL CUST BACK.

WRITER ADVISED CM WOULD HAVE SRUSH CALL BACK.

08/21/06 (SRUSH/CVG) WRITER RETURNED CALL TO CUST.

1. DID NOT RECEIVE THE FORMS FOR THE REIMB. UNDERSTANDS THAT BEING REIMB FOR THE PART. UNDERSTAND THAT THE FORM WAS SENT ON THE 3RD.

2. OTHER CM I SPOKE TO GAVE ME ANOTHER STORY THAT I WOULD NEED TO GO TO THE DLR. THAT IS NOT HOW I WAS GUIDED. WE NEVER DISCUSSED THAT IT MUST BE DONE AT THE DLR. I WAS UNDER THE IMPRESSION I WOULD BE REIMB FOR THE WORK I HAD DONE, AND THE WORK I STILL NEED TO DO.

--WRITER APOLOGIZED FOR ANY MISUNDERSTANDING, AND INFORMED CUST THAT WE DID IN FACT DISCUSS DURING OUR LAST CONVERSATION ON 8/18, THAT THE WORK MUST BE DONE BY THE DLR.

--WRITER INFORMED CUST THAT HIS FIRST BEARING REPLACEMENT COULD NOT BE ADDRESSED BY HCA AS CUST HAD DONE THE WORK ON HIS OWN. THE SECOND BEARING WORK IS WHAT THE REIMB IS FOR, AND THE CHECK WILL COME TO THE CUST AFTER, AND ONLY AFTER, HE PAYS THE DLR TO MAKE THE REPAIR.

3. CUST STATES DUE TO THE FACT HE WAS MISLEAD, AND THIS WAS NEVER DISCUSSED, CUST WOULD LIKE TO RESUBMIT FOR A FULL REIMB BECAUSE HE WAS MISLEAD.

--WRITER INFORMED CUST IT WAS BECAUSE HYUNDAI VALUED HIM AS A CUST, THAT THE OFFER WAS GIVEN. CUST IS OUT OF WARRANTY, AND OH STATES WORK MUST BE DONE AT DLR. CUST STATES HE IS AWARE OF THIS, BUT THAT WRITER NEVER TOLD HIM THIS. HE WOULD NOT HAVE GONE TO THE DLR AND GOTTEN THE COST BREAKDOWN IF HE HAD TO GET THE WORK DONE THERE AS WELL. CUST PREFERS TO MAKE REPAIRS ON OWN. CUST WOULD LIKE A SUP TO CALL HIM BACK, WITH A BETTER OFFER.

--WRITER INFORMED CUST THAT THE OFFER WAS MADE BECAUSE HE WAS NOT THAT FAR OUT OF WARR. BUT HE WAS STILL OUT, WHICH WAS WHY THE REIMB AMOUNT WAS NOT FULL. CUST AGAIN REITERATED THAT HE WAS NOT UPSET WITH WRITER, BUT WRITER NEVER TOLD HIM HE COULD NOT DO THE WORK HIMSELF. WRITER NOTES THAT THE FILE SHOWS IT WAS

DISCUSSED IN FULL ON LAST CONTACT 8/18/06. CUST HAS BEEN APPROVED FOR A ONE TIME GOODWILL FOR \$223.16--CUST WOULD LIKE DEAL REVISITED, AS HE FEELS CM NEVER DID TELL HIM IT HAD TO BE DONE AT THE DLR. CUST STATES HE WILL BE GOING TO THE PAPERS, ETC. CUST WOULD LIKE CALL RETURNED TODAY OR TOMORROW SO HE CAN BEGIN WORKING ON BEARINGS. MESSAGE LEFT FOR SUP.

08/21/06 (KFRAN/CVG) CM MAILED REIMB REQ FORM & LETTER PER REQ ON 08/18/06.

08/21/06 (RJOHNS/CVG/LCM) WRITER IS RETURNING CALL AT CUST'S REQUEST TO SPEAK TO A SUPERVISOR.

--CUST STATES:

1. DUE TO THE ISSUE BEING MISCONSTRUED BY SRUSH, BELIEVES THAT THIS WARRANTS A RECONSIDERATION OF THE GOODWILL OFFER.
2. BELIEVES THAT THIS IS A SAFETY ISSUE, AND HAS ALREADY PAID OUT OF POCKET TO HAVE THE FIRST ONE REPLACED, AND NOW FEELS THAT THE SECOND ONE SHOULD BE DONE AT NO COST.
3. THE BEARING ITSELF DOES NOT HAVE A DUST COVER WHICH MAKES IT VULNERABLE TO OUTSIDE FORCES.
4. IS MECHANICALLY INCLINED AND DOES NOT WANT TO HAVE THE WORK DONE AT THE DLR.
5. THE COST OF THE PART IS MARKED UP SO HIGH, WOULDN'T IT BE EASIER TO JUST PAY THE PRICE OF THE PART IF IT IS PURCHASED INDEPENDENTLY?

--WRITER APOLOGIZED FOR ANY MISCOMMUNICATION THAT MAY HAVE OCCURRED WITH THE PREVIOUS CM. WRITER ADVISED THAT A CLEAR CONVERSATION HAD OCCURRED ON 08/18/06 IN REGARDS TO THE FACT THAT THE REPAIR MUST BE DONE AT A HYUNDAI DLR AND THAT IT IS ON A REIMBURSEMENT BASIS. WRITER ADVISED THAT THE ISSUE HAS BEEN REVISITED AND IT WILL NOT BE REVISITED AGAIN. WRITER ADVISED THAT THIS IS AN OUT OF WARRANTY SITUATION AND HYUNDAI IS NOT RESPONSIBLE FOR ANYTHING THAT HAPPENS WITH THE VEH FROM THAT POINT. WRITER ADVISED THAT AT THIS POINT THE RULES HAVE BEEN BENT TO SUCH AN EXTREME AND THIS IS THE ONLY SOLUTION AVAILABLE, AND THERE IS NO POSSIBLE WAY TO TRY AND GET MORE. WRITER ADVISED THAT IT MAY BE EASIER TO PAY FOR THE PARTS INDEPENDENTLY AND HYUNDAI WOULD MUCH RATHER PAY A CHEAPER PRICE, HOWEVER THE ABILITY TO DO THAT DOESN'T EXIST WHICH IS WHY HYUNDAI HAS TO PAY ALMOST 4 TIMES THE AMOUNT OF THE PART. WRITER ADVISED THAT THE PART MAY BE CHEAPER INDEPENDENTLY THAN THE LABOR, AND THAT IS WHERE THE CUST MAY MAKE THAT DECISION. WRITER ADVISED THAT THE FORM WILL BE SENT AND IF THE REIMBURSEMENT IS WANTED, TO FILL OUT THE FORM AND ATTACH THE NECESSARY DOCUMENTS. IF THE CUST WOULD LIKE TO DO THE REPAIR INDEPENDENTLY ON OWN, THEN THAT IS AN OPTION THAT IS AVAILABLE. CUST UNDERSTOOD.

--CUST STATES:

1. WILL BE CONTACTING THE LOCAL BBB TO DISPUTE THE MATTER BECAUSE IT IS A SAFETY ISSUE.

--WRITER ADVISED THAT THE CUST IS FREE TO DO AS WISHED TO ALLEVIATE THE SAFETY ISSUE, HOWEVER IT IS NOTED THAT HYUNDAI HAS ALREADY EXTENDED GOODWILL IN AN OUT OF WARRANTY SITUATION TO TRY AND RESOLVE THE ISSUE.

07/09/07 (JCECALA/CVG) CUST STATES:

1. NOTICED VEH RUSTING OUT ON THE FRAME JOINTS ON THE FRONT OF VEH.
2. WANTED TO KNOW THE WARRANTY.
3. WANTED TO KNOW IF THEY COULD STILL BE REIMBURSED FOR PREVIOUS ISSUE.

----WRITER CONFIRMED CUST INFORMATION AND MILES. WRITER LET CUST KNOW THE WARRANTY ON RUST IS 5 YEARS OR 100,000 MILES WHICH EVER COMES FIRST AGAINST DEFECTS IN FACTORY WORKMANSHIP OR MATERIALS. WRITER ASKED IF CUST HAS FORMS FOR PREVIOUS ISSUE. CUST DOES. WRITER SUGGESTED SENDING FORMS IN. CUST TAKING VEH TO DLR TO SEE WHAT THEY SAY ABOUT THE RUST. WRITER GAVE CUST FILE NUMBER AND EXT. CUST THANKED WRITER.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
 C.A. CONCERN VIN CASE REPORT

FILE : 979930 Method: P Analyst: CACVG16 Date of Text: 4/03/2006
VIN : KMHWF25S3XA(REDACT) Sonata (EF) Selling Dlr: MA028
Miles: 59,500 M/Year: 1999 Tran: 2 DFU: 5/29/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : LOWELL State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 453-
e-Mail :

Incomplete Campaign:

Service Dlr: NH012 NASHUA HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 11/03/2011
 Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NOTH OTHER 100C OWNER INFO CORRECT
NWAR WARRANTY 170J REPAIR NOT COVERED
OPEN COMMENTS

4/03/06 (SWOOD/CVG) CUST STATES:

1. BOUGHT VEH NEW IN 99 AND NOW SUBFRAME IS ROTTED.
 2. TOOK TO NASHUA HYUNDAI WHICH STATED VEH IS OUT OF WARR AND THAT ESTIMATE REPAIR COST IS \$1000.
 3. FOUND OUT FROM SON THAT TOM HYUNDAI IN NORWOOD MA STATED THAT A LOT OF VEHICLES IN 90'S HAD THAT PROBLEM.
 4. WANTS TO KNOW WHY THERE HASN'T BEEN A RECALL IF THIS PROBLEM HAS BEEN HAPPENING TO MANY VEHICLES.
 5. WANTS TO KNOW WHAT CAN BE DONE TO ASSIST IN SITUATION.
 6. DOESN'T HAVE MONEY FOR REPAIR AND DOESN'T UNDERSTAND HOW VEH SUBFRAME ROTTED WHEN DOESN'T DRIVE IN WINTER.
 7. IS NOW AFRAID TO DRIVE VEH DUE TO BEING TOLD IT IS DANGEROUS.
- WRITER UPDATED CUST FILE AND INFO. ADVISED CUST THAT RESEARCH WILL BE NEEDED WITH DLR NH012 TO POSSIBLY FIND OUT MORE INFO ON WHY VEH WOULD BE HAVING THIS PROBLEM. ADVISED CUST THAT VEH WARR EXPIRED IN 2004 SO POSSIBLE ASSISTANCE IN PAYMENT MAY NOT BE GIVEN BUT AT LEAST INFO CAN BE GATHERED TO UNDERSTAND SITUATION. ADVISED CUST WILL ALSO CALL DLR MA020 AT CUST REQUEST TO SEE IF THEY HAVE HAD MANY PROBLEMS WITH THESE VEHICLES ROTTING.

ADVISED CUST WILL FOLLOW UP IN 1-2 WEEKS WITH UPDATE AND GAVE CUST FILE #, WRITERS NAME, AND EXT.

4/14/06 (SWOOD/CVG)

--WRITER CONTACTED DLR NH012 THAT STATED LAST SAW CUST WAS 11/24/03 FOR BATT. NANCY SVC REP STATED IN NH THERE IS A LOT OF SALT ON ROADS AND SO EVEN IF VEH ISN'T DRIVEN IT WILL MOST LIKELY BE AFFECTED BY WEATHER AND WILL HAVE ROTTING. DOESN'T KNOW ABOUT VEH BUT ADVISES CUST GET A RUST INSPECTION OR HAVE DLR LOOK AT VEH. ADVISED THAT IF VEH GOES 7-8 YRS WITHOUT ROTTING THAT THAT'S PRETTY GOOD. THANKED DLR FOR INFO.
--WRITER CONTACTED DLR MA020 AT CUST REQUEST. DLR STATED THEY DID NOT FEEL SUBFRAME WAS NECESSARILY DUE TO 90'S VEHICLES BUT THAT DUE TO WEATHER IN NEW ENGLAND IT DOES HAPPEN TO VEHICLES. THANKED DLR.
--WRITER CONTACTED CUST ABOUT DLR INFO. FEELS THAT DLR WAS VERY RUDE AND WILL NOT HELP CUST. ALREADY GOT QUOTE FOR VEH WHICH WILL BE OVER \$1000. NOW KNOWS THAT ANTI-PERFORATION WARR IS 7YRS/ UNLIMITED MILES. FEELS THAT SHOULD BE ABLE TO ALSO GET THAT WARR. FRUSTRATED WITH SITUATION. ADVISED CUST THAT DLR WILL LOOK AT VEH TO SEE WHAT CAN BE DONE IF NEEDED. ADVISED CUST THAT NOTHING CAN BE DONE FURTHER TO ASSIST WITH SITUATION AND THAT DLRS STATE ROTTING IS DUE TO WEATHER. ADVISED CUST THAT INCREASE IN WARR IS DUE TO RECOGNIZING SUCH ISSUES AND A NEED TO IMPROVE THAT WARR. CUST UNDERSTOOD.

04/24/06 (ALOUG/CVG) CUST STATES:

1. REQUESTING TO SPEAK WITH SWOOD.
---WRITER TRANSFERED CALL TO SWOOD.

4/24/06 (SWOOD/CVG) CUST STATES:

1. WANTS TO KNOW WHY A REP CANNOT BE SENT TO LOOK AT VEH.
2. CONCERNED BECAUSE HEARD STORY ABOUT HOW A LADY LOST A WHEEL FOR SAME SITUATION AND SAME VEHICLE.
3. STILL IS NOT COMFORTABLE WITH DRIVING VEH.
--WRITER ADVISED CUST THAT A FACTORY REP WILL NOT BE SENT OUT TO LOOK AT VEH AND THAT ONLY IN CERTAIN SITUATIONS CAN REGION DEPT BE CONTACTED AND THEY DECIDE WHAT IS THE NECESSARY ACTION TO BE TAKEN. ADVISED CUST THAT NO INFO IS AVAIL STATING THAT THESE 99 VEHICLES ALL HAVE THIS PROBLEM BUT WRITER UNDERSTAND CUST CONCERN. ADVISED CUST ONLY POSSIBILITY IS TO ATTEMPT TO MAKE AN APPT AT THE DLR WHEN THE DPSM IS AVAIL TO LOOK AT VEH. ADVISED CUST THEY ARE A FACTORY REP BUT DO NOT MAKE FREQUENT VISITS AND THERE IS NO GUARANTEE THAT WILL BE ABLE TO OCCUR. CUST UNDERSTOOD AND DECIDED WILL CALL NEAREST DLR TO LOOK INTO SPEAKING WITH A DPSM.
CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

C.A. CONCERN VIN CASE REPORT

FILE : 984691 Method: P Analyst: CACVG20 Date of Text: 9/22/2006
VIN : KMHWF35V0YA(REDACT) Sonata (EF) V-6 Selling Dlr: PA018
Miles: 64,400 M/Year: 2000 Tran: 2 DFU: 6/07/2000 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: P
Address : (REDACT)
City : MOUNTAIN TOP State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)

Incomplete Campaign:

Service Dlr: PA018 MOTORWORLD HYUNDAI
Action : CLO Responsibility: R DCS: C Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: Yes 3/11/2012
Open Category Open Condition Open Component

NDSV DEALER SERVICE 110A DEALER NOT IN AREA
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

4/27/06 (NHAWKES/CVG) CUST STATES:

1. INV DATE 2/6/06, VEH IN FOR SVC, ON STABALIZER, BUSHINGS.
 2. VEH SCRATCHED WHILE IN FOR SVC.
 3. DLRSHIP NOTED THAT VEH HAD BEEN SCRATCHED, AND WOULD CONTACT CUST TO LET CUST KNOW WHAT DLR WOULD DO TO REPAIR SCRATCHES.
 4. NO ONE HAS FOLLOWED UP ON THIS, AND NOW SVC PERSON IS NO LONGER THERE.
 5. OTHER SVC PERSON, DOES NOT REMEMBER. ADVISED CUST TO CONTACT SVC MGR.
 6. CUST HAS LEFT TWO MESS FOR SVC MGR, AND STILL NO REPLY.
 7. FOUR ALUM WHEELS REPLACED DUE TO CORROSION ON 5/25/01.
 8. 6/5/03 FOUR ALUM WHEELS REPLACED DUE TO CORROSION.
 9. 4/12/05 CUST COMPLAINED TO DLR ABOUT SAME WHEEL CORROSION.
 10. 5/24/05 DPSM ASSESSED, STATES NORMAL DETERIORATION, NOT A WARRANTABLE ISSUE
 11. 2/6/06 COMPLAINED TO DLR.
 12. CUST HAS TAKEN VERY GOOD CARE OF VEH, AND EVEN POLISHED THE WHEELS TO PREVENT THIS ISSUE.
 13. 4/19/06 COMPLAINED VISOR CLIP BROKE, CAN NO LONGER BE COVERED, AS PER DLR.
- WRITER CONTACTED DLR-SVC ADVR: ADVR STATES THAT THE DPSM MADE DECISION ON THE WHEELS AND OF COURSE CAN NOT OVERRIDE THAT DECISION. THE VISOR CLIP WAS BROKEN BY WEAR & TEAR, NOT MANUFACTURERS DEFECT. AS FOR THE SCRATCHES ADVR WILL PASS ON MESS TO SVC MGR TO CONTACT CUST. WRITER ADVISED SVC ADVR THAT CUST JUST WANTS TO GET THIS ISSUE RESOLVED AND THAT CUST HAS WRITTEN DOCUMENTATION FROM DLRSHIP AT TIME OF DAMAGE.
- WRITER ADVISED CUST THAT IF NOT SATISFIED W/ DLR RESPONSE ON THE WHEELS THAT CUST COULD WRITE HMA (GAVE CUST MAILING ADDR). ADVISED CUST THAT ADVR WILL RELAY MESS TO SVC MGR RE: SCRATCHES. ADVISED CUST THAT THE VISOR CLIP IS NOT A MANUFACTURING DEFECT, AND WOULD NOT BE COVERED UNDER WARRANTY.
- CUST STATES THAT IF EVER CA WOULD NEED TO CONTACT CUST BEST TIME TO DO SO IS 9-1PM, OR WEEKENDS.

04/27/06 (CBUNN/CVG) DAN DEROBERTO SERV. MNGR @PA018 STATES:

1. THIS INCIDENT HAPPEND IN FEB 2005
2. HE WOULD LIKE IT DOCUMENTED HE HAS CALLED CUST 3 SEPARATE TIMES AT HIS HOME # AND THERE HAS NEVER BEEN AN ANSWER OR ANY V.M
2. IF CUST STILL HAS AN ISSUE HE CAN CONSULT W/ THE OTHER SERV. ADVISORS AT THE DLR THEY ARE AWARE OF THE ISSUE
3. HE IS VERY BUST AND HANDLES 5 OTHER CAR LINES IN ADDTION TO HYUNDAI SO

HE IS NOT ABLE TO SIT IN HIS OFFICE AND WAIT FOR A CALLBACK
4. HE FEELS HE HAS MADE AN EFFORT TO CONTACT CUST W/O SUCCESS
-----WRITER THANKED THE DLR FOR THE CALLBACK AND THE INFO

4/28/06 (NHAWKES/CVG) WRITER CALLED SVC MGR AGAIN, SVC MGR STATES DLRSHIP HAS DOCUMENTATION STATING OIL ON VEH IN A HAND PRINT. THERE IS NOTHING STATING DAMAGE TO WHEEL. SVC MGR HAS ATTEMPTED TO CONTACT CUST 3 TIMES, AND THERE IS NO MESS MACHINE OR VOICE MAIL. CUST RELATIONS MGR SENT CUST AN EMAIL YESTERDAY ON THIS MATTER THAT "DLRSHIP IS NOT RESPONSIBLE FOR DAMAGES AFTER A VEH LEAVES DLR PREMISES." SVC MGR FEELS THAT THE CUST IS JUST FISHING FOR WHEELS.

4/28/06 (NHAWKES/CVG) WRITER CALLED CUST, SPOKE W/ CUST (WIFE), ADVISED CUST (WIFE) OF INFO RECEIVED FROM SVC MGR. CUST (WIFE) STATES, THIS IS INTERESTING AS THE CUST DOES HAVE A MESS MACH THAT PICKS UP CALLS WHEN NO ONE HOME. ALSO, CUST (WIFE) JUST GOT OFF OF EMAIL, AND THERE WERE NO EMAILS FROM DLRSHIP. CUST (WIFE) STATED THAT SHE WOULD GIVE MESS TO CUST.
--WRITER TOLD CUST (WIFE) THAT CM WAS VERY SORRY THAT WAS NOT ABLE TO DO MORE TO ASSIST THEM IN THIS ISSUE. WRITER ALSO ADVISED THAT DLR'S ARE IO & O, SO CA IS UNABLE TO INSIST THAT DLRSHIP DOES ANYTHING. IF CUST NOT SATISFIED W/ INFO, ALL THAT CM CAN ADVISE IS THAT CUST WOULD CONTACT A LEGAL SOURCE.

09/18/06 (NALLEN/CVG) CUST STATES:
1. VEH HAS RUST IN THE REAR WHEEL LIPS.
2. DPSM LOOKED AT THE VEH IN JULY AND DENIED COVERAGE.
3. CUST HAS TAKEN THE VEH TO TWO OTHER MECHANICS WHO HAVE TOLD CUST THAT THE RUST IS COMINF FROM THE INSIDE OUT.
WANTS TO KNOW WHY HYUNDAI WILL NOT COVER THE REPAIRS.
--WRITER ADVISED WOULD LIKE TO CONTACT THE DLR TO GET MORE INFO ON WHEN THE DPSM IS GOING TO BE INTO THE DLR.
--WRITER CALLING DLR PA018 @ 570-829-3500 SPOKE WITH SA WHO STATES:
1. IS NOT SURE WHEN THE DPSM WILL BE AT THE DLR AND WRITER CAN TRY BACK TOMORROW AND SPEAK WITH THE SVC MGR.
--WRITER THANKED DLR FOR THE INFO.
--WRITER INFORMED CUST THE ABOVE NOTED INFO.

CUST STATES:
1. THIS IS THE RESPONSE THAT CUST ALWAYS GETS FROM THE DLR.
2. WANTS TO KNOW IF WRITER CAN CALL THE DLR TOMORROW?
--WRITER ADVISED THAT CUST CAN CALL WRITER BACK TOMORROW AND WRITIER WILL BE MORE THAN HAPPY TO CALL THE DLR TOMORROW TO TRY TO GET MORE INFO ON WHEN THE DPSM IS GOING TO BE INTO THE DLR. CUST THANKED WRITER FOR THE INFO AND WILL CALL WRITER TOMORROW. WRITER PROVIDED EXTENSION.

09/20/06 (HFERN/CVG) CUST CALLING FOR CM NALLEN SO WRITER TRANSFERRED CALL

09/20/06 (NALLEN/CVG) CUST STATES:
1. HAS AN INVOICE OF WHEN CUST TOOK THE VEH TO THE DLR FOR THE CONCERN WITH THE RUST.
2. VEH HAS RUSTED ALL THE WAY THROUGH.
3. OTHER MECHANICS HAVE BEEN TELLING CUST THAT THE RUST IS DEFFINATELY PERFORATED AND IT IS THE WORST RUST THAT THEY HAVE EVER SEEN ON A NEWER VEH.
4. HAS OWNED 3 HYUNDAI'S AND HAS NEVER HAD A PROBLEM LIKE THIS BEFORE.
5. IS CONSIDERING SELLING THE VEH BECAUSE OF THE ISSUE.
6. IS UPSET THAT IF THE DLR DOES DO THE WORK ON THE VEH, RATHER THAN REPLACING THE PANNELS IN THE VEH THAT HAVE THE RUST THE DLR WILL JUST SNAD IT DOWN AND RE-PAINT IT WHICH WILL RESULT IN NO GUARANTEE IN THE WORK.
7. WANTS TO KNOW WHAT CAN BE DONE.
--WRITER ADVISED WILL GET IN CONTACT WITH THE DLR AND LOOK INTO SOME OPTIONS

TO ASSIST THE CUST.

--WRITER CALLING DLR PA018 @ 570-829-3500 SPOKE WITH ASSISTANT SVC MGR JOE WHO STATES:

1. RECALLS CUST COMING IN FOR THE RUST CONCERN AND AT THAT POINT THERE WAS NO PERFORATED HOLE IN ANY OF THE PANNELS.
2. DOES NOT KNOW THE ITINERARY OF THE DPSM, HAS NOT RECIEVED SCHEDULE YET.
3. WOULD RATHER HAVE WRITER FORWARD THE FILE TO THE DPSM TO GET THE ISSUE ADDRESSED DUE TO DLR DOES NOT KNOW WHEN THE DPSM WILL BE IN.

--WRITER THANKED JOE FOR THE INFO.

OPEN TO REGION INFO:

1. WRITER IS SUBMITTING FILE TO THE REGION FOR THE ISSUE WITH THE RUST ON THE VEH. AT THIS POINT THERE IS NOTHING THAT THE DLR CAN DO AND ANY ASSISTANCE WILL HAVE TO BE OFFERED BY THE DPSM.
2. VEH HAS BEEN TO THE DLR 2-3 TIMES FOR THE CONCERN.
3. THERE ARE NO DATES UE TO THERE HAVE BEEN NO RO'S WRITTEN UP FOR THE ISSUE. CUST HAS AN INVOICE FROM MAY WITH THE CONCERN FROM THE DLR.
4. DPSM HAS LOOKED AT VEH ONCE AND TOLD CUST THAT IS THE ISSUE GETS WORSE DPSM WILL RE-EVALUATE THE ISSUE.
5. THERE ARE NO AFTERMARKET PARTS AFFECTING THE CONCERN.
6. DLR IS REQUESTING REGIONAL ASSISTANCE.

09/21/06 (NALLEN/CVG)

--WRITER UPDATING NOTES. DATES LISTED IN NOTES ON 04/27/06 FROM NHAWKES ARE THE DATES THAT THE VEH HAS BEEN TO THE DLR AND MENTIONED THE CONVCERN.

6/5/03 FOUR ALUM WHEELS REPLACED DUE TO CORROSION.

4/12/05 CUST COMPLAINED TO DLR ABOUT SAME WHEEL CORROSION.

5/24/05 DPSM ASSESSED, STATES NORMAL DETERIORATION, NOT A WARRANTABLE ISSUE.

2/6/06 COMPLAINED TO DLR.

09/22/06 (ABROWN/CVG/LCM) WRITER REVIEWED FILE AND WILL BE OPENING FILE TO THE REGION.

*****ATTN REGION*****

PLEASE NOTE ABOVE COMMENTS AND INVOLVE REGIONAL PERSONNEL AS NEEDED TO ASSIST DLR IN RESOLVING VEH CONCERNS. PLEASE CLOSE FILE WITH COMMENTS SO THAT HMA NCA CAN SUPPORT. THANKS.

***** OPENED FROM INQUIRY STATUS: 09/22/2006 *****

9/22/06(RM)ERCA WRITER CONTACTED CUSTOMER AND FW'D E-MAIL TO THE DPSM/RW. WRITER IN LENGTHY CONVERSATION LEARNED THAST THIS CUSTOMER HAS 2 CONCERNS BOTH OF WHICH HAVE BEEN REVIEWED BY THE DPSM. THE FIRST CONCERN AS NOTED IN THE E-MAIL WAS THE WHEEL CORROSION. CUSTOMER HAD WHEELS REPLACED BY DEALER ON TWO OCCASIONS AT 10K MILES AND 28K MILES UUNDER WARRANTY. THE DPSM THEN REVIEWED AND INSPECTED 4TH SET OF WHEELS ON 5/28/05 BUT DECLINED ANY WARR ASSIST DUE TO NORMAL CORROSION. THE SECOND ISSUE IS WHAT THE CUST DESCRIBES AS RUST PERFORATION ON REAR WHEEL FENDERS THAT THE DPSM HAD INSPECTED AT THE END OF JULY 2006 THAT WAS NOT MENTIONED IN THE E-MAIL. DPSM DID NOT OFFER ANY GOOD WILL COVERAGE FOR THAT CONCERN AND DID NOT AGREE THAT IT WAS RUST PERFORATION BUT INSTEAD WAS SURFACE RUST PER THE CUSTOMER. CUSTOMER SINCE HAS TAKEN TO B/S AND THEIR EXPERTS SAY THAT THEY COULD NOT BELIEVE THAT DPSM DID NOT FEEL IT WAS PERFORATION AS THEY FELT IT WAS PLAIN TO SEE. WRITER DISCUSSED DPSM'S WORK PARAMETERS AND EMPHASIZED THAT ONE OF THE DUTIES IS WARR DETERMINATION FOR QUALIFYING FOR REPAIR ASSISTANCE. WRITER EMPHASIZED THAT REGION BACKS DPSM CUST UNDERSTOOD AND FELT RE-INSPECTION BY THIS DPSM WAS USELESS TO HIM. WRITER OFFERED THAT ONLY OPTION WOULD BE THAT CUST GO TO A DIFFERENT DEALER TO MEET ANOTHER DPSM BUT ALLUDED TO THE DRAWBACKS OF TIME AND DISTANCE WITH NO WAY

OF KNOWING IF ANOTHER DPSM WOULD HAVE DIFFERENT OPINION. CUSTOMER FELT THAT HMA SHOULD HAVE BACKUP ABILITY TO SEND SOMEONE TO HIS DEALER FOR A SECOND OPINION. WRITER CONFIRMED THAT OPTION IS NOT AVAIL. WRITER ALSO CONFIRMED WITH CUST THAT WHEN DPSM INSP CAR END OF JULY 2006 THAT CAR WAS OVER 6 YRS OLD AND THE HMA RUST PERFORATION WARRANTY WAS ONLY FOR 5 YRS ON HIS CAR. CUSTOMER THEN REALIZED THAT AT THIS TIME THERE WAS NO WARRANTY COVERAGE AVAIL AND HE WAS NOT CONFIDENT OF ANY GOODWILL DPSM ASSISTANCE. HE COMPLAINED ABOUT THE OTHER CONCERN AND THE DPSM'S JUDGEMENT ON THE WHEELS ON 5/28/05 AS BEING NORMAL CORROSION AND WRITER AFFIRMED THAT WAS THE DPSM'S OBSERVED JUDGMENT AND REGION BACKS THAT OBSERVATION. WRITER NOTED HARSH WINTERS IN NORTHEAST AND CUSTOMER AGREED BUT FELT HE WAS RIGHT. WRITER NOTED TO CUSTOMER THAT WRITER WOULD DOCUMENT FILE AND CONVERSATION ENDED AND CUSTOMER WILL NOT PURSUE ANY FURTHER WITH ISSUE AS HE PLANS ON FIXING THIS CAR HIMSELF IN 2 WEEKS AND INFORMED HE WILL GET A DIFFERENT VEHICLE.

DCS MESSAGE SENT : 09/23/2006, (FIRST MESSAGE)

DCS MESSAGE SENT : 09/26/2006, (SECOND MESSAGE)

04/02/07 (JDIVERS/CVG) CUST STATES:

1. THERE IS STILL RUST ON THE VEH
2. TOOK VEH TO INDY SHOP
3. INDY SHOP STATED THAT THE CROSS MEMBER WHICH HOLDS THE ENGINE IN PLACE IS RUSTED THROUGH
4. THE VEH IS ONLY 6 YRS OLD HOW COULD THIS HAPPEN?
5. THE PART ALONE IS GOING COST THE CUST AROUND \$1,300
6. THE VEH IS NOT WORTH PUTTING THAT MUCH MONEY INTO
7. THE CUST HAS OWNED MANY VEH'S IN CUST'S TIME AND THIS HAS NEVER HAPPENED BEFORE
8. WOULD LIKE TO KNOW HOW HMA IS GOING TO ASSIST THIS CUST

---WRITER UPDATED THE FILE AND STATED TO THE CUST THAT THE FIRST THING THAT THE CUST NEEDED TO DO WAS HAVE A DIAGNOSIS DONE ON THE VEH FOR THE RUSTED CROSS MEMBER. WRITER THEN ADVISED THE CUST TO CALL CM BACK SO COULD GET THE RESULTS WHICH WOULD HELP CM FIGURE OUT THE BEST WAY TO ASSIST CUST. CUST STATED UNDERSTOOD. THE FILE NUMBER WAS PROVIDED AND THE CALL WAS THEN ENDED.

4/4/07 (DWEIN/CVG) DLR SCOTT STATES;

1. THE CROSS MEMBER IS RUSTED. THIS CAN BE FROM SNOW, SALT. THIS IS NOT COVERED UNDER WARRANTY. THE PART IS A 5 YEAR 60.000 WAS TOLD BY CUST THAT THE DLR WAS TO CALL AND GIVE INFO THAT THE VEH WAS LOOKED AT. THANKED DLR FOR INFO WILL LEAVE MESSAGE FOR CM.

04/04/07 (MCOOTEY/CVG) CUST STATES:

1. SEEKING JDIVERS/CVG
2. WANTS GW. WANTS PAYMENT NOW. WANTS DECISION BEFORE GOING TO DLRSP.
3. JDIVERS PROMISED CUST GW.

--WRITER SAW PREVIOUS NOTES IN FILE FROM SIMILAR ISSUE WITH RUST ON VEH AND DPSM, ERCA DECISION NO ASSISTANCE OR GW TO BE GIVEN. ALTHOUGH ISSUE WAS WITH WHEEL CORROSION AND PERFORATION WARRANTY EXPIRED. CUST WAS NOT PLEASED AND HAD GONE TO B/S EXPERTS WHO DISAGREED BUT HYUNDAI BACKED DPSM DECISION. CUST CALLING AGAIN WITH RUST ISSUES WITH CROSS MEMBER CORROSION. ANTI PERFORATION IS 5YR/100K. CUST IS OVER IN YEAR'S. WRITER CALLING DLRSP.

PA018 MOTORWORLD HYUNDAI 570-829-3500

SCOTT SVC ADV:

-IT IS ANTI PERFORATION WRITER SPOKE ABOUT 5YR/100K.

--WRITER WILL ADVISE CUST.

AS OF 06/07/05 VEH WAS 5YRS OLD. NOW 04/04/07 VEH IS 6 YR'S 10 MONTHS OLD AND STILL VEH IS OUT IN YEAR'S OF ANTI PERFORATION WARR. HYUNDAI IS UNABLE TO ASSIST AT THIS TIME.

4/4/07 (SRAIL/CVG) CUST STATES:

1. WAS TALKING TO (MCOOTEY) AND WAS DISCONNECTED.
2. DOES NOT HAVE TIME TO STAY ON PHONE LONG.
3. ORIGINALLY TALKING TO (JDIVERS)
4. FEELS THAT RUST IS A MANUFACTURER DEFECT FOR SURE.
5. HAS TAKEN VEH TO MULTIPLE BODY SHOPS AND STATES THAT A 64K MILE GARAGED VEH CROSS MEMBER SHOULD RUST THAT MUCH.

---WRITER ADVISED CUST THAT WRITER DID NOT KNOW WHAT (JDIVERS) STATED ABOUT GW PROMISED BUT WHILE FILE MAY BE SUBMITTED FOR GW IT GOES FOR REVIEW BY A COMMITTEE AND REIMBURSEMENT IS NOT GUARANTEED. CUST STATED THAT CUST WAS NOT INFORMED OF THAT. CUST IS GOING TO CALL BACK TOMORROW FOR FURTHER INFORMATION AS CUST IS PRESSED FOR TIME. CUST STATED CUST CAN ALSO BE CONTACTED BETWEEN 10 TO 2 TOMORROW. CUST WANTS AN ANSWER AND WANTS TO BE REIMBURSED BY HYUNDAI.

4/05/07 (BMART/CVG/IQS) CUST STATES:

1. THEY HAVE A SERIOUS PROBLEM WITH THIS CAR.
2. THE FRONT CROSS MEMBER IS CORRODED AND MUST BE REPLACED.
3. THEY FIRST TALKED TO SOMEONE NAMED JERRI.
4. THEY WERE TOLD THAT THE WARRANTY HAD EXPIRED BUT IF THEY GOT THE DLR TO CONFIRM THE PROBLEM CUST COULD BE ASSISTED WITH GOODWILL.
5. THEY DID AS ASKED, AND THE DLR CALLED HYUNDAI YESTERDAY.
6. THEY DESPERATELY NEED ASSISTANCE BECAUSE THIS IS THEIR ONLY CAR.
7. THEY HAVE BEEN A LOYAL HYUNDAI CUSTOMER FOR YEARS.
8. THEY ARE ON THEIR SECOND HYUNDAI, AND HAVE THEIR WORK DONE AT THIS DLR.

--WRITER EMPATHIZED WITH THE CUST AND READ THE NOTES ON THE FILE. DLR DID CALL BUT THEY SAY THE REPAIR IS NOT WARRANTABLE. THIS VEHICLE IS COVERED UNDER HPC FOR 6/72, BUT IS NOW 9 MONTHS OUT OF WARRANTY. CUST SAID THEY HAVE DONE EVERYTHING JERRI TOLD THEM TO DO, AND THEY CANNOT AFFORD TO COVER \$1744 TO HAVE THE CROSS MEMBER INSTALLED. THEY NEED AN ANSWER ASAP.

4/06/07 (BMART/CVG/IQS) WRITER CALLED DLR PA018 AND SPOKE TO SVC ADV SCOTT.

WRITER ASKED FOR SVC HISTORY ON THIS ISSUE. SCOTT SAID VEHICLE WAS IN:

4/03/2007 64,260 MILES CUST COMPLAINED OF RUST AND CORROSION ON CROSS MEMBER. DLR CONFIRMED CROSS MEMBER NEEDS REPLACING BUT CAR IS OUT OF WARRANTY AND RUST IS NOT COVERED.

4/06/07 (BMART/CVG/IQS) REQUEST FOR GOODWILL CONSIDERATION:

1. WHAT ARE THE CUSTOMERS EXPECTATIONS: THAT HYUNDAI PAY FOR THE REPAIR.
2. HAS THE VEHICLE IN QUESTION BEEN DIAGNOSED BY A HYUNDAI DLRSHIP: YES.
3. IS THIS A REQUEST FOR RENTAL CAR REIMBURSEMENT: NO
4. HOW FAR IS THE VEHICLE OUT OF WARRANTY: HPC WARRANTY EXPIRED JUNE 6, 2006.
5. HOW MANY REPAIR ATTEMPTS HAVE BEEN MADE FOR THE SAME ISSUE: NONE
6. WHAT DOES THE DLR THINK ABOUT GOODWILL REIMBURSEMENT: DID NOT ASK.
7. DID THE OWNER PURCHASE THE VEHICLE NEW AND HAS IT BEEN MAINTAINED PROPERLY: YES, BUT VEHICLE HAS BEEN NOTHING BUT TROUBLE. 65 WARRANTY CLAIMS OVER THE LIFE OF THE VEHICLE, AND CUSTOMER HAS STUCK WITH HYUNDAI.
8. IF THIS ISSUE HAPPENED WHILE THE CAR WAS UNDER WARRANTY WOULD IT HAVE BEEN COVERED: NO. RUST ISSUE.
9. WAS THE VEHICLE REPAIRED AT AN INDEPENDENT FACILITY: NO
10. WHAT IS THE BREAKDOWN OF PARTS AND LABOR: \$1200 FOR THE CROSS MEMBER, \$646 FOR LABOR PLUS 6% TAX.
11. DOES THE CUSTOMER OWN MORE THAN ONE HYUNDAI: NO.

4/9/07 (VANHWE/CVG) CUST STATES:

1. WANTS TO KNOW THE STATUS OF THE GOOD WILL REIMBURSEMENT.
 2. WOULD LIKE (BMART/CVG/IQS) TO CALL THE CUST BACK TO GIVE AN UPDATE.
- WRITER WILL DOC THIS AND THE CUST UNDERSTOOD AND WILL WAIT FOR (BMART/CVG/IQS)

TO CALL CUST BACK.

4/09/2007 (BMART/IQS/CVG) WRITER CALLED CUST ON HIS CELL PHONE AND LEFT MSG THAT WRITER WAS RETURNING HIS CALL.

4/11/2007(WDEVE/CVG)CUST STATES:

1. WOULD LIKE TO SPEAK WITH BMART.

---WRITER ADVISED CUST THAT BMART WAS NOT AVAILABLE AT THIS TIME, BUT WOULD CALL CUST BACK AS SOON AS POSSIBLE. CUST WOULD LIKE BMART TO CALL BEFORE 2:00 CM THANKED CUST FOR CALLING HCA.

4/11/07 (LWILL/CVG/TL JSTUCKI/CVG/LCM) REVIEWED FILE AND WILL DECLINE GOODWILL ASSISTANCE DUE TO THE VEH IS OUT OF WARRANTY BY ALMOST ONE YEAR AND DUE TO THE DLR FEELING THIS IS DUE TO SNOW AND SALT THIS IS NOT A MANUFACTURES DEFECT. WRITER WILL RETURN TO CM TO FOLLOW UP WITH CUST.

4/12/2007 (BMART/IQS/CVG) WRITER CALLED CUST AND TOLD HIM THAT THE HYUNDAI GOODWILL COMMITTEE HAD TURNED DOWN HIS REQUEST FOR ASSISTANCE. WRITER STATED THE THE DLR THAT SAW THE CROSS MEMBER STATED IT WAS DUE TO SNOW AND SALT AND THUS DID NOT MEET THE STANDARD OF A MATERIAL DEFECT. CUSTOMER SAID AFTER ALL THE HYUNDAI'S CUSTOMER HAS BOUGHT HE WOULD HAVE THOUGHT HYUNDAI WOULD AT LEAST OFFER SOME ASSISTANCE. THIS WILL BE HIS LAST HYUNDAI. CUSTOMER THANKED WRITER FOR GOING TO BAT FOR HIM, BUT HYUNDAI HAS LOST A CUSTOMER AND GAINED A NEGATIVE BLOGGER.

CLOSE CONCERN

Customer visited Dealership? N (Y/N)

Was a repair made to correct this concern? N (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern? 99

Customer received details by: T

Who communicated details to customer? D

Customer given rental/loaner car? N (Y/N) Goodwill funds used? N (Y/N)

Is customer satisfied? N (Y/N) If No, Please explain:

SEE FILE NOTE 9/22/06(RM)ERCA

Close Category Close Condition Close Component

CLOSE COMMENTS

9/22/06(RM)ERCA WRITER CLOSING FILE. SEE FILE NOTE 9/22/06

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 985485 Method: P Analyst: CACVG46 Date of Text: 5/03/2006

VIN : KMHWF35V9XA(REDACT) Sonata (EF) V-6 Selling Dlr: CT020

Miles: 100,000 M/Year: 1999 Tran: 2 DFU: 10/28/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: T

Address : (REDACT).

City : MELROSE State: MA Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)

e-Mail : (REDACT)

Incomplete Campaign:

Service Dlr: MA047 TERMINATED...TOM O'BRIEN HYUND
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: Yes 3/11/2012
Open Category Open Condition Open Component

NWAR WARRANTY 170D VEH OUT OF WARRANTY
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

05/03/06 (SRUSH/CVG) CUSTOMER'S FATHER STATES:

1. VEH HAS RUST THROUGH FRAME.
2. DLR HAS SAID VEH IS GOING TO FALL IN TWO PIECES IF NOT FIXED.
3. ESTIMATED REPAIRS IN EXCESS OF \$1900.00 FOR PASSENGER SIDE.
4. DRIVER SIDE BEGINNING TO RUST OUT AS WELL.
5. CUSTOMER IS GETTING READY TO GO TO NEWSPAPERS.
6. FEELS HYUNDAI SHOULD BE MORE AWARE AND BETTER ABLE TO CARE FOR THEIR CUSTOMERS WHEN THE VEHICLE IS UNSAFE WHETHER OR NOT IT IS OUT OF WARRANTY.
7. HAD THE NVLW--EXPIRED IN 04. ALSO HAD A THIRD PARTY 100,000 MILE WARRANTY.
8. THIRD PARTY WILL NOT COVER REPAIRS EITHER.

--WRITER UPDATED FILE AND EXPLAINED TO CUST THAT DLRSHPS ARE INDEPENDENTLY OWNED AND OPERATED, AND THAT HYUNDAI CANNOT INTERFERE. CUSTOMER UNDERSTOOD, BUT STILL FELT HYUNDAI SHOULD BE BETTER THAN THAT. CUSTOMER HAS EXCELLENT RECORD OF WHEN AND WHAT HAS HAPPENED TO THE VEH. 7/27/05 VEH HAD 93,265 MILES ON IT. THIRD PARTY WARRANTY WOULD NOT WARRANT THE REPAIR FOR THE RUST.

04/27/06 TOM OBRIEN HYUNDAI (MA047) WOULD NOT WARRANT THE REPAIR EITHER. CUSTOMER FEELS THAT HYUNDAI IS TRYING TO GIVE THE SLIP ON AN UNSAFE VEHICLE THAT HAS ONLY BEEN USED UNDER NORMAL DRIVING CONDITIONS. WRITER AND CUSTOMER DISCUSSED THE CORROSION PREVENTION SECTION IN THE MANUAL, AND CUSTOMER SAYS HE UNDERSTANDS THAT THERE ARE CERTAIN RULES TO BE FOLLOWED. STILL BELIEVES HYUNDAI SHOULD BE BETTER THAN THAT. REQUESTED TO SPEAK TO A SUPERVISOR. WRITER LEFT MESSAGE FOR SSTUCKI.

5/3/06 (NHAWK/CVG) CUST (FATHER) STATES:

1. WAS GIVEN SUPR EXT, UNABLE TO GET TO THAT EXT VIA THE PHONE SYSTEM.
2. WANTS TO SPEAK W/ SUPR AT EXT# 54251.

--WRITER LOOKED UP FILE, AND TOLD CUST WOULD SEE IF SUPR AVAIL. ADVISED CUST SUPR AT LUNCH, COULD CM TAKE A MESS TO HAVE SUPR CALL CUST BACK. CUST PROVIDED PHONE #'S TO RETURN CUST CALL HOME# (REDACT), AND CELL# (REDACT). ON WRITTEN MESS TO SUPR (SSTUCKI) WRITER ADVISED SUPR TO CALL ASAP, AS IMPRESSION WRITER GOT FROM CUST IS THAT CUST WILL CALL AGAIN, AND AGAIN, IF CUST DOES NOT RECEIVE A CALL SOON.

05/04/06 (SSTUCKI/CVG/LCM)

---WRITER CONTACTED CUST AT CUST REQUEST TO SPEAK WITH A SUPERVISOR.

-CUST STATES:

1. THE SUB FRAME OF THE VEH IS RUSTING OUT.
2. IT IS A SAFETY ISSUE AND A DANGER TO THE PUBLIC.
3. WANT TO KNOW IF HYUNDAI HAS HAD THIS PROBLEMS WITH 1999 OR 1998 VEH'S.
4. WANT TO KNOW IF HYUNDAI IS GOING TO PAY FOR REPAIRS.

---WRITER STATED THAT WRITER IS NOT AWARE OF ANY HYUNDAI'S VEH'S HAVING THIS ISSUE. WRITER ALSO STATED THAT HYUNDAI HAS NO CAMPAIGNS FOR THIS VEH AND THE NHTSA HAS NOT HAD ANY RECALLS ABOUT THIS ISSUE. WRITER STATED THAT VEH IS MORE THAN 40,000 MILES OUT OF WARRANTY. WRITER STATED THAT IF REPAIRS NEED TO BE DONE THEN CUST WILL NEED TO PAY FOR THOSE REPAIRS. CUST ASKED IF WRITER NOTIFIED ANY ONE ELSE ABOVE WRITER ABOUT ISSUE. WRITER STATED THAT WRITER SPOKE WITH WRITER'S SUPERIOR WHO SUPPORTS DECISION THAT NO ASSISTANCE WILL BE OFFERED AT THIS TIME. CUST UNDERSTOOD.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 986068 Method: P Analyst: CACVG13 Date of Text: 5/08/2006
VIN : KMHWF35V8YA(REDACT) Sonata (EF) V-6 Selling Dlr: NY060
Miles: 86,000 M/Year: 2000 Tran: 2 DFU: 1/18/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: S
Address : (REDACT)
City : GARRISON State: NY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 424-
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: NY106 CURRY HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G 001A GENERAL/INQUIRY
OPEN COMMENTS

05/08/06 (CTURN/CVG) CUST STATES:

1. WOULD LIKE TO KNOW IF SHE IS ELIGIBLE FOR THE HPC.
--WRITER CREATED FILE. WRITER ADVISED CUST THE HPC HAS BEEN COURT MANDATED AND
CLOSED. WRITER APOLOGIZED AND PROVIDED FILE NUMBER.

07/13/07 (CFLEMING/CVG) CUST STATES:

1. TOOK VEH TO SHOP FOR A WIERD NOISE COMING FROM LEFT REAR CORNER.
2. FOUND OUT HOUSING MOUNT IS RUSTED OUT
3. ALSO FOUND OUT SUBFRAME IS ALSO RUSTED OUT AND CUST WAS ADVISED TO NEVER
DRIVE VEH AGAIN.
4. WOULD LIKE TO KNOW IF HYUNDAI WILL DO ANY THING TO MAKE HER HAPPY AGAIN
---WRITER LET CUST KNOW THAT A DIAGNOSIS FROM THE DLR IS NEEDED TO FURTHER
ASSIST. AND CM WILL CALL DLR DUE TO NO ONE ANSWERED ON FIRST TRY. CUST UNDER
STOOD AND THANKED CM.

07/13/07 (CFLEMING/CVG) CALLED DLR.

1. DLR LISTED IN FILE IS WRONG ONE CM CHANGES TO FILE DID NOT SAVE IF CUST
CALLS BACK PLEASE GET DLR THAT CUST TOOK VEH TO. CM NEEDS TO FIND OUT IF RUST

WAS WARRANTABLE AND WHAT NEEDS TO BE DONE TO VEH TO SEE IF HCA CAN ASSIST CUST
--IF CUST CALLS PLEASE ASSIST.

07/13/07 (JROSAS/CVG) CUST STATES:

1. WANTS TO SPEAK TO CFLEMMING.

--WRITER VERIFIED INFORMATION, WRITER TRANSFERED CALL.

07/13/07 (CFLEMING/CVG) CUST STATES:

1. WOULD LIKE TO KNOW WHAT IS GOING ON.

--WRITER INFORMED CUST THAT CM HASNT BEEN ABLE TO GET AHOLD OF DLR.

---CM CALLED CORRECT DLR AND LEFT MESSAGE FOR SERVICE TO CALL CM BACK.

IF DLR CALLS PLEASE FIND OUT DIAGNOSIS ON VEH RUST. (IF CM IS UNAVAILABLE)

07/16/2007 (NMCEWAN/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH CFLEMING

---WRITER ADVISED CUST CFLEMING IS UNAVAILABLE AND ATTEMPTED TO FURTHER ASSIST

WRITER ADVISED CUST THAT CFLEMING IS WAITING TO HEAR BACK FROM DLRSP. CUST WAS

MAD AND ADVISED WRITER THAT CUST WILL CALL DLRSP AND HAVE THE DLRSP CALL

CFLEMING AND ENDED CALL.

07/17/07 (CFLEMING/CVG) CALLED DLR.

DLR STATES:

1. DIAGNOSIS IS SHOCK TOWER AND SUB FRAME ARE COMPLETELY RUSTED OUT UNDERNEATH
FROM THE OUTSIDE IN. DUE TO THIS FACTOR NO WARRANTY CAN BE PROVIDED.

--WRITER CALLED CUST TO LET KNOW THAT VEH WILL NOT BE COVERED UNDER WARRANTY

CUST DID NOT ANSWER. LEFT VM FOR CUST TO CALL CM BACK.

7/17/07 (MMART/CVG) CUST STATES:

1. REQUEST TO SPEAK WITH (CFLEMING/CVG).

2. CAN (CFLEMING/CVG) CALL CUST BACK ON HOME NUMBER?

3. CUST WILL BE AT HOME FOR THE NEXT 2 HOURS.

-----CM ADVISED CUST THAT (CFLEMING/CVG) IS NOT AVAILABLE. CM ADVISED CUST

THAT CM WILL FORWARD MESSAGE.

07/18/07 (CFLEMING/CVG) CALLED CUST:

1. RETURNING PHONE CALL LIKE REQUESTED. LEFT VM DUE TO CUST NOT ANSWERING.

SOLVING CASE DUE TO NOT ABLE TO GET AHOLD OF CUST.

07/18/2007 (ABOSC/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH CFLEMING

--WRITER VERIFIED NAME AND ADDRESS. WRITER ADVISED CUST THAT CFLEMING WAS NOT
AVAILABLE AND OFFERED ASSISTANCE. CUST STATED TO HAVE CFLEMING CALL CUST BACK

TODAY AT HOME PHONE #. WRITER ADVISED CUST THAT WILL FORWARD MESSAGE TO CM

07/20/07 (CFLEMING/CVG) CALLED CUST:

1. CM IS SOLVING FILE DUE TO UNABLE TO GET AHOLD OF CUST.

2. IF CUST CALLS BACK PLEASE ADVISE THAT RUST ON VEH IS NOT COVERED DUE TO VEH
IS RUSTING FROM OUTSIDE IN. THANK YOU.

07/23/2007 (ROSTL/CVG) CUST STATES:

1. VERY UPSET

2. WANTS THIS SOLVED NO MATTER WHAT.

3. WANTS TO SPEAK TO A SUPERVISOR

---WRITER TRIED TO TALK WITH CUST AND CUST REFUSED TO SPEAK TO WRITER. WRITER

ALSO SPOKE WITH CFLEMMING ABOUT CUST CONCERN. CFLEMING SAID THAT DLR EXPLAINED
THAT IT WOULD NOT BE COVERED UNDER WARRANTY BECAUSE RUST WAS COMING FROM THE

OUTSIDE IN. WRITER EXPLAINED THIS TO CUST BUT CUST STILL WANTS TO SPEAK WITH SUP. WRITER OFFERED A 24 HOUR ESCALATION. CUST AGREED.

07/23/2007 (KNULTY/TRN/CVG) APPROVED FOR A 24 HR ESCALATION CALL BACK.
07/24/07 (JMACLEE/CVG/LCM) WRITER CALLED CUST @ 11:29 A.M. MST. WRITER NOT ABLE TO SPEAK WITH CUST, WRITER LEFT VOICE MAIL MESSAGE FOR CUST TO RETURN LCM CALL. WRITER PROVIDED CUST WITH LCM NAME, EXTENSION, 800 # AND CUST FILE NUMBER.

07/27/07 (JMACLEE/CVG/LCM) WRITER CALLED CUST @ 12:54 P.M. MST. WRITER NOT ABLE TO SPEAK WITH CUST, WRITER LEFT VOICE MAIL TO RETURN LCM CALL, WRITER PROVIDED CUST WITH LCM NAME, EXTENSION, 800 # AND CUST FILE NUMBER. WRITER WILL CLOSE FILE UNTIL CALL BACK FROM CUST AS THIS IS THE SECOND ATTEMPT TO CONTACT CUST BACK WITH NO RESULTS.

07/25/07 (ASULL/CVG) CUST STATES:

1. RETURNING CALL FOR SUP.

---WRITER VERIFIED CUST INFO AND UPDATED. WRITER INFORMED CUST THAT SUP JMACLEE WAS UNAVAILABLE. CUST GATHERED INFO TO CLARIFY CUST CONCERN.

--CUST STATES:

1. CAN BE REACHED AT (845)661-6495 BETWEEN 9-5.
2. DLR WILL NOT REPAIR VEH, BECAUSE VEH IS OUT OF RUST WARRANTY.
3. SUB FRAME OF VEH IS RUSTING, DLR STATES THAT RUST STATED FROM THE OUTSIDE IN.
4. CUST FEELS THAT CAR IS UNSAFE TO OPERATE.
5. VEH IS CURRENTLY AT CUST RESIDENT.
6. WANTS EMAIL ADDRESS TO HMA.
7. CCUST CLAIMS THAT RUST PROBLEM IS COMMON IN AREA.

----WRITER INFORMED CUST THAT CONCERN WILL BE NOTED FOR JMCLEE.

7/30/07 (BMATT/CVG) CUST STATES:

1. CUST WOULD LIKE TO SPEAK WITH JMACLEE/CVG/LCM.
 2. CUST WAS TOLD THAT THIS VEH IS NOT SAFE AND THIS VEH IS NOT SAFE TO DRIVE ON THE RODE.
 3. CUST WOULD LIKE TO KNOW WHAT IS HYUNDAI GOING TO DO.
 4. THERE IS NOTHING THAT CUST COULD DO WITH THIS VEH. EXCEPT TURN THIS VEH IN TO THE JUNK YARD.
 5. CUST STATES THAT CUST WOULD LIKE TO SPEAK WITH A SUP.
- WRITER ADVISED TO CUST THAT AT THIS POINT THERE IS NOTHING THAT HCA CAN DO TO ASSIST THE CUST. THE DLR HAS MADE THE DECISION AND THE VEH IS OUT OF WARRANTY. WRITER ADVISED CUST TO EITHER CONTACT THE BBB OR USE ALTERNATE ARBITRATION .

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 987053 Method: P Analyst: CACVG22 Date of Text: 5/12/2006
VIN : KMHWF35V8XA(REDACT) Sonata (EF) V-6 Selling Dlr: KY001
Miles: 124,000 M/Year: 1999 Tran: 2 DFU: 7/27/1999 (mm/dd/yyyy)
Branded Info: CLASS IV-VEH REPORTED SCRAPPED-NOT WARRANTABLE
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : LOUISVILLE State: KY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: KY018 OXMOOR HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
 Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
NCAM CAMPAIGN INQUIRY/G 001A GENERAL/INQUIRY
OPEN COMMENTS

5/12/06 (NHAWK/CVG) CUST STATES:

1. PREVIOUSLY RECEIVED LETTER ABOUT HPC.
2. LETTER STATED EXTENDED RSA SVC AVAILABLE, AND CUST ACCEPTED THAT PLUS A \$2-300 PAYMENT, WHICH CUST DID NOT RECEIVE. CUST SAYS THE LETTER ALSO SAID THAT THE EXTENDED WARRANTY WAS AVAIL ALSO, HOWEVER, WHEN CUST CALLED TO CHECK ON IT, HE WAS TOLD THE EXTENDED WARRANTY WAS NOT AVAIL.
3. LATER GOT LETTER FROM AN ATTORNEY SAYING THE CASE HAD BEEN RESOLVED AND THAT BOTH THE RSA EXTENSION AND THE WARRANTY EXTENSION WERE BOTH OPTIONS.
4. CUST LET THESE ISSUE GO, DID NOT THINK IT WAS A HUGE DEAL, HOWEVER, NOW WITH THIS NEXT ISSUE, CUST IS FEELING LIKE HYUNDAI HAS NOT DONE RIGHT BY HIM.
5. IN JANUARY, VEH BEGAN VIBRATING.
6. FRONT SUB-FRAME BREAKING APART DUE TO RUST, HAD TO PAY FOR REPLACEMENT.
7. ASKING FOR SOME COMPENSATION ON THE COST OF THE SUB-FRAME REPLACEMENTT.
--WRITER UPDATED FILE INFO, AND GAVE CUST FILE #. WRITER ADVISED CUST THAT DUE TO BEING SO FAR OUT OF WARRANTY, AND THAT THE CUST TOOK VEH TO AN INDEPENDENT SHOP TO HAVE REPAIRS MADE,HCA IS UNABLE TO ASSIST CUST WITH THIS ISSUE AT THIS TIME. WRITER PROVIDED CUST WITH MAILING ADDRESS TO NCA.
--CUST SAYES THAT IF NO ASSISTANCE IS PROVIDED BY HYUNDAI, CUST WILL SEEK OTHER ROUTES OF RESOLUTION SUCH AS BBB/ATTORNEY.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmdyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 990406 Method: P Analyst: CACVG100 Date of Text: 6/05/2006
VIN : KMHWF35V3XA(REDACT) Sonata (EF) V-6 Selling Dlr: PA029
Miles: 106,000 M/Year: 1999 Tran: 2 DFU: 3/13/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: W
Address : (REDACT)
City : ELIZABETHTOWN State: PA Zip: (REDACT) Country: USA
Phone-Home(REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: PA068 LANCASTER HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT
MBDY BODY 4030 RUST/CORROSION
NWAR WARRANTY 170J REPAIR NOT COVERED
NWAR WARRANTY 170H GOODWILL ASSISTANC
OPEN COMMENTS

06/05/06 (ATURK/CVG) CUST STATES:

1. VEH IS RUSTING AND HAS MAJOR CORROSION FROM THE ENGINE OUT.
 2. CUST DOES NOT LIVE IN A SALTY AREA NOR DOES THE VEH GET WET FROM FLOODING OR ANYTHING OF THAT NATURE.
 3. CUST SPOKE WITH DLR WHO SAID IT WOULD HAVE BEEN COVERED HAD CUST BEEN WITHIN THE 100,000 MILES.
- WRITER ADVISED CUST THAT HYUNDAI MAY CONSIDER THE FACT CUST IS ONLY 6,000 MILES OUT OF WARRANTY BUT UNTIL HYUNDAI CAN DO ANYTHING FOR THE CUST, CUST NEEDS TO TAKE VEH TO DLR TO BE DIAGNOSED. IF AND WHEN DLR LOOKS AT VEH, THEY DECIDE THE RUSTING AND CORROSION IS A DEFECT IN FACTORY WORKMANSHIP OR MATERIALS, CM WILL SUBMIT A REQUEST FOR GOODWILL BUT THERE WERE NO GUARENTEES. WRITER INFORMED CUST TO TAKE VEH TO DLR ASAP AND ONCE IT'S THERE IF THE PROBLEM IS A DEFECT TO CONTACT CM BACK WITH A FULL PARTS AND LABOR AMOUNT AND WRITER WILL THEN CONSIDER THE GOODWILL REQUEST. WRITER PROVIDED CUST WITH FILE NUMBER AS WELL AS HCA NUMBER SINCE CUST WAS TRANSFERRED THROUGH RSA.

06/07/06 (HFERN/CVG) DLR/BETH STATES:

1. CUST HAD VEH TOWED IN AND TECH LOOKED AT VEH TODAY.
 2. TECH SAYS FOUND WELD ON RIGHT SIDE OF FRAME,
 3. SUBFRAME NEEDS TO BE REPLACED AND IS UNSAFE TO DRIVE.
- WRITER ADVISED WILL NOTATE FILE AND LOCATE CM TO SPEAK WITH DEALER. CM NOT AVAILABLE BUT WRITER ADVISED WOULD NOTATE FILE AND LEAVE MESSAGE FOR CM TO RETURN DLR CALL. WRITER THANKED BETH FROM DLR FOR CALL.

06/08/06 (JWARR/CVG) DLR SERVICE MANAGER BETH STATED:

1. WAS SUPPOSE TO RECIVE A CALL BACK.
2. THE SUB FRAME IS JUST RUSTED DUE TO MILES AND TIME.
3. THERE IS NO DEFECT, BUT THE VEHICLE IS UNSAFE TO DRIVE UNTILL FIXED.

4. THE WARRANTY ON THE ON THE SUB FRAME FROM 1990 TO 2000 IS 5/100.
5. THE CUST KEEPS CALLING TO HAVE DLR FIX AND HMA WILL GOOD WILL.
-- WRITER UPDATED CUST INFO. WRITER CHECKED WITH LWILL/TL. THIS IS NOT SOMETHING THAT WOULD BE GOODWILLED. WRITER ADVISED DLR OF GOODWILL STATUS. DLR THANKED WRITER FOR ALL THE HELP. DLR WILL CALL CUST.

06/09/06 (YSTOCK/CVG) CUST STATES:

1. CUST SAYS THAT HE WOULD LIKE TO SPEAK WITH THE CM JWARR/CVG.
2. CUST WOULD LIKE AN EXPLANATION OF WHY HE WAS DENIED GOODWILL ASSISTANCE.
3. CUST DOESN'T UNDERSTAND WHY IT WOULDN'T BE.
--WRITER INFORMED CUST THAT A MESSAGE WOULD BE PASSED ON TO CM. WRITER TRIED TO ASSIST. CUST FELT PREVIOUS CM WOULD BE BEST TO ASSIST.

06/09/2006 (BROSS/CVG) CUSTOMER STATES:

1. WOULD LIKE TO SPEAK WITH JWARR
--WRITER ADVISED: THAT JAMIE IS NOT AVAILABLE. CM DID LET THE CUST KNOW THAT CM COULD ASSIT THE CUST IN THE CASE. AND EXPLAINED TO THE CUST WHY HYUNDAI CANNOT COVER IT AS A REIMBURSTMENT.
--CUSTOMER STATES:
1. HYUNDAI NEEDS TO FIX IT IT IS UNSAFE ANS STEEL DOSE NOT RUST ON ITS OWN
2. WANTS A SUP
--WRITER ADVISED: THAT ONE CAOULD CALL TEH CUAT IN 1-2 BUSINESS DAYS AND DID INFORM THE CUST THAT A SUP ANSWER WOULD NOT CHANGE THAT DUE TO THE VEH NOT UNDER WARR AND IT IS NOT A MANUFACTURE DEFECT HYUNDAI CANNOT PROVIDE A REIMBURSTMENT TO THE CUST.

06/09/06 (NCHRIS/CVG) CUST STATES:

1.WANTS TO SPEAK WITH ATURK AND THEN SAID SOMEONE ABOVE HER.
--WRITER TRANSFERRED CUST TO SUP.

06/09/06 (JSTUCKI/TL/CVG) CUST STATES:

1. WAS TOLD THAT GOODWILL MIGHT BE AN OPTION AND WANT HYUNDAI TO ASSIST.
2. VEH IS ONLY A 1999 AND IT SHOULDN'T BE RUSTING FROM THE INSIDE OUT.
3. TOOK VEH IN AT 96,000 MILES TO HAVE OIL CHANGED AND SUSPENSION WORK AND NOTHING WAS SAID THEN.
4. JUST PURCHASED 2006 SONATA AND LOVE IT AND EXPECTS HYUNDAI TO COVER REPAIR UNDER WARRANTY.
--WRITER EMPATHIZED WITH CUST. WRITER ASSURED CUST THAT COMMENTS WOULD BE NOTED IN FILE. WRITER INFORMED CUST THAT THIS IS AN OUT OF WARRANTY SITUATION BUT WRITER WOULD GATHER MORE INFO TO SEE IF HYUNDAI COULD OFFER ANY MORE ASSISTANCE. CUST GRATEFUL. WRITER MADE NO PROMISES BUT WOULD LIKE TO SPEAK WITH BETH AT PA068.
--WRITER CALLED PA068 AND SPOKE WITH BETH. BETH STATED:
1. CUST IS GREAT CUST.
2. JUST PURCHASED 2006 SONATA.
3. IF CUST WAS WITHIN WARRANTY IT WOULD HAVE BEEN COVERED.
4. DON'T KNOW WHAT CAUSED THIS VEHICLE TO RUST.
5. WOULD LIKE TO SEE HYUNDAI ASSIST IN HELPING CUST OUT.
6. PA068 DOESN'T DO BODY WORK BUT THEY GOT PARTS BREAKDOWN FROM BODY AND THE COST ALONE FOR NEW FRAME IS \$1,404.46.
--WRITER THANKED BETH FOR HER TIME AND INFOMRED BETH THAT WRITER WOULD LOOK TO SEE WHAT WRITER COULD DO AND CONTACT BETH BACK.
--WRITER WAS INFORMED TO HAVE DLR CONTACT THEIR DLR REP AND GET AN INSPECTION FROM THEIR REP. WRITER TRIED CALLING BETH BACK AND SERVICE IS CLOSED.
--WRITER CALLED CUST AND ADVISED THAT WRITER IS STILL LOKKING INTO SITUATION AND SERVICE IS CLOSED AND SO WRITER WILL FOLLOW UP ON MONDAY. CUST GRATEFUL.

6/12/06 (CMINN/CVG) DLR STATES:

1. BETH FROM LEGACY HYUNDAI REQUESTED TO SPEAK WITH JSTUCKI REGARDING ROBERT NEWTON.

--WRITER ADVISED BETH THAT JSTUCKI WAS UNAVAILABLE AT THE MOMENT BUT OFFERED TO TAKE MESSAGE. BETH FROM LEGACY REQUESTED TO HAVE JSTUCKI CALL BACK AS SOON AS POSSIBLE. WRITER ADVISED BETH THAT WRITER WOULD GIVE JSTUCKI MESSAGE. BETH SAID OK.

06/12/06 (SSTUCKI/CVG/LCM) DLR PA068 SVC MGR STATES:

1. WANT TO SPEAK WITH JSTUCKI/CVG/TL.

--WRITER TRANSFERED DLR TO JSTUCKI.

6/12/06 (JSTUCKI/TL/CVG) BETH STATES:

1. WANTS TO KNOW WHAT WRITER NEEDED.

--WRITER INFORMED BETH TO CONTACT THEIR DPSM AND REVIEW IT WITH THEM TO MAKE SURE DECISION IS CORECT. BETH AGREED AND SAID SHE WOULD LET WRITER KNOW.

6/13/06(RM)ERCA WRITER RECEIVED CALL FROM DPSM/RW. DPSM MADE IT CLEAR THAT HE WILL NOT INSPECT VEHICLE AND THAT THERE WILL BE NO GOODWILL CONSIDERATION FOR ANY REPAIRS AT THIS AGE AND MILEAGE OF THIS VEHICLE.

06/14/06 (CJENS/CVG) CUSTOMER STATES:

1. HE WOULD LIKE TO SPEAK TO JSTUCKI.

2. HE SAID THAT REGION HAS LOOKED AT HIS VEH AND THE CASE IS BACK IN JSTUCKI COURT.

3. HE WOULD LIKE A MESSAGE LEFT FOR JSTUCKI TO CALL HIM.

--WRITER ADVISED THAT A MESSAGE WOULD BE LEFT FOR JSTUCKI TO CALL HIM AT #717-314-8816.

06/14/06 (JWARR/CVG) CUST STATED:

1. WOULD LIKE TO TALK TO JSTUCKI.

-- WRITER OFFERD ASSISTANCE CUST DECLINED, SAID NEEDS A MANAGER. WRITER ADVISED WILL LEAVE A MESSAGE. WRITER THANKED CUST FOR CALLING.

06/15/06 (CNORRIS/CVG) CUST STATES:

1. REQUESTING TO SPEAK WITH SUP/JSTUCKI/CVG.

--WRITER ADVISED CM IS CURRENTLY ON ANOTHER CALL TOOK MSG FOR CALL BACK.

06/15/06 (CNORRIS/CVG) CUST STATES:

1. REQUESTING TO SPEAK WITH SUP/JSTUCKI/CVG.

--WRITER TRANS CALLER TO JSTUCKI.

6/15/06 (JSTUCKI/TL/CVG) CUST STATES:

1. RECEIVED WORD THAT REGIONAL REPRESENTATIVE WILL NOT LOOK AT VEH OR COVER UNDER GOODWILL.

2. WANTS TO KNOW WHAT WRITER CAN DO.

--WRITER LOOKED INTO F7 SCREEN AND NOTICED THAT WRITER IS SHOWING AS ORIGINAL OWNER. CUST STATED THAT THEY ARE THE ORIGINAL OWNER. SELLING DLR IS NOW TERMINATED. WRITER ASKED CUST TO FAX SALES CONTRACT AND TITLE TO HCA FAX AND WRITER WOULD LOOK INTO GETTING THE CUSTOMER SHOWING AS THE ORIGINAL OWNER. WRITER ADVISED CUST THAT ONCE WRITER RECEIVED THE FAX WRITER WOULD REVIEW AND CONTACT THE CUSTOMER BACK. CUST GRATEFUL.

06/15/06 (CNORRIS/CVG) CUST STATES:

1. REQUESTING TO SPEAK WITH SUP/JSTUCKI/CVG.

--WRITER SPOKE WITH SUP/JSTUCKI/CVG. REQUESTED TO ADVISED CUST THAT SUP HAS RECEIVED FAX. SUP IS NOT AVAIL AT THIS TIME.

--WRITER ADVISED CUST THAT SUP IS NOT AVAIL. ADVISED THAT SUP DID RECEIVE CUST FAX. CUST STATES FANTASTIC THAT IS WHAT HE WAS CALLING TO CHECK ON.

06/20/06 (CNORRIS/CVG) DLR STATES:

1. REQUESTING TO SPEAK WITH JSTUCKI/CVG.

--WRITER VERIFIED FILE. SPOKE WITH JSTUCKI/CVG. ADVISED THAT ISSUE IS STILL IN PROCESS OF RDR CORRECTION.

1. DLR STATES CALLING FOR PRICE REQUESTED BY LCM \$842.40

06/23/06 (KGIB/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK TO JSTUCKI/TL/CVG.

2. PLEASE LEAVE MESSAGE FOR JSTUCKI/TL/CVG TO CALL CUST.

--WRITER ADVISED CUST JSTUCKI/TL/CVG IS UNAVAILABLE. WRITER WILL GIVE JSTUCKI THE MESSAGE.

6/23/2006 (CORR/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH JSTUCKI

--WRITER ADVISED SUP NOT AVAILABLE. WRITER LEFT MESSAGE.

6/23/06 (JSTUCKI/TL/CVG) WRITER CONTACTED CUST AND GOT CUST VOICEMAIL. WRITER LEFT MESSAGE TO CONTACT WRITER BACK AT WRITER'S EXTENSION.

IF CUST CALLS AND WRITER IS NOT HERE, IF CUST ALLOWS, PLEASE INFORM CUST THAT WRITER DID SOME RESEARCH AND THE REPAIR WILL NOT BE COVERED UNDER WARRANTY. DUE TO MILES AND YEARS ON VEHICLE, WRITER IS DECLINING GOODWILL ASSISTANCE.

06/23/06 (RJOHNS/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK TO JSTUCKI.

--WRITER ADVISED CUST THAT JSTUCKI WAS OUT OF THE OFFICE BUT WOULD BE MORE THAN HAPPY TO ASSIST. WRITER INFORMED CUST OF INFORMATION THAT JSTUCKI PROVIDED ABOVE ABOUT REIMBURSEMENT AND WHY IT WAS DENIED.

--CUST THEN STATES:

1. WHAT IS THE NAME AND TELEPHONE NUMBER FOR JSTUCKI'S SUPERVISOR.

2. ISSUE HAS BEEN GOING ON FOR MANY WEEKS AND NEEDS ISSUE RESOLVED, AND WOULD LIKE TO PERSUE IT AT THE NEXT LEVEL NOW.

3. WOULD LIKE JSTUCKI TO CALL BACK SO CUST CAN GET INFORMATION NEEDED FOR PURSUIT.

--WRITER ADVISED THAT JSTUCKI IS THE LEAD SUPERVISOR ON THE FLOOR, AND THAT THE GOODWILL HAS BEEN DENIED DUE TO THE MILEAGE AND YEARS OF THE VEH. WRITER ADVISED THAT INFORMATION FOR JSTUCKI'S SUPERVISOR IS NOT AVAILABLE. WRITER WILL LEAVE MESSAGE FOR JSTUCKI TO RETURN CUST'S CALL. CUST WAS VERY CALM ABOUT ENTIRE SITUATION.

06/26/06 (SFARR/CVG) CUST. STATED:

1. WANTS TO SPEAK WITH (JSTUCKI/TL/CVG)

--WRITER ADVISED: CUST THAT (JSTUCKI/TL/CVG) NOT AVILABLE. WILL LEAVE MESSAGE FOR (JSTUCKI/TL/CVG) TO RETURN CUST CALL. IT MAYBE IN 2-3 DAYS.

06/26/06 (KGIB/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK TO JSTUCKI/TL/CVG.

--WRITER TRANSFERED CUST TO JSTUCKI/TL/CVG .

6/26/06 (JSTUCKI/TL/CVG) CUST STATES:

1. WANTS TO KNOW WHAT THE ANSWER IS.

2. WRITER INFORMED CUST THAT DUE TO MILEAGE AND YEAR OF VEHICLE, CUST IS OUT IF WARRANTY AND HYUNDAI IS NOT GOING TO OFFER ANY GOODWILL TO CUST FOR THE REPAIR. CUST WANTS WRITERS SUPERVISOR AND WILL CONTINUE UP THE LADDER. CUST

WAS NOT MAD AT WRITER BUT FEELS HYUNDAI IS RESPONSIBLE. WRITER LEFT MESSAGE FOR WRITERS SUPERVISOR RELLEDGE. CUST WOULD LIKE TO BE CONTACTED ON CUST CELL NUMBER ON FILE.

06/29/06 (JWARR/CVG) CUST STATED:

1. WOULD LIKE TO TALK TO RELLEDGE, JSTUCKI MANAGER.
- WRITER ADVISED THAT RELLEDGE IS NOT IN. WRITER ADVISED THAT JSTICKI DID LEAVE A MESSAGE AND WRITER WILL ALSO. CUST STATED WILL KEEP CALLING.

6/30/06 (RELLEDGE/CVG/MGR) WRITER CALLED CUST. WRITER LEFT A MESSAGE ON CUST VM STATING VEH IS OUT OF WARR SINCE MARCH 2004, OUR DETERMINATION IS NO DEFECT. ENVIRONMENT WHERE SNOW REMOVAL ON ROADS MAY CAUSE THIS IF NOT PROPERLY MAINTAINED BY WASHING UNDER CARRIAGE.

6/30/2006 (SCOOLEY/CVG) CUST STATES:

1. WANTS TO TALK TO ROGER.
 2. ALL THE VEH'S IN CT THAT ARE OVER 10 YEARS OLD WILL HIT BUMPS AND THE TIRES WILL FALL OFF AND CAUSE ACCIDENTS.
 3. WANTS ROGER TO CALL CUST BACK.
- CM ADVISED THAT ROGER IS UNAVAILABLE AND ADVISED THAT SERVICE IS NOT WARRANTABLE BECAUSE THE ISSUE IS NOT A DEFECT. CM WILL LEAVE MESSAGE FOR ROGER

07/11/06 (ALVA) RECD A/G LTR, FAX AND ORIGINAL TO (DCZACHOR), COPY TO (CWEIN).

7/13/06 (DAC) WRITER SENT THE RESPONSE TO THE AG'S OFFICE THIS DATE. WRITER ALSO EMAILED A COPY OF THE RESPONSE TO CWEIN.

07/25/2006 (LHAZE/CVG) CUST STATES:

1. REQUESTED TO SPEAK TO RELLEDGE.
 2. CAN NOT CONTACT HMA UNTIL CUST SPEAKS TO RELLEDGE.
- WRITER ADVISED CUST THAT RELLEDGE IS UNAVAILABLE. WRITER ADVISED CUST THAT A MESSAGE WILL BE GIVEN TO RELLEDGE TO CONTACT CUST BACK BETWEEN 9-11 MST OR 11-1 EST. CUST THANKED WRITER FOR ASSISTANCE PROVIDED.

07/26/06 (SRUSH/CVG) CUSTOMER REQUESTING RELLEDGE.

--WRITER ADVISED RELLEDGE UNAVAIL. BUT THAT HE WOULD BE CALLING CUST WITHIN THE NEXT 45 MINUTES.

1. CORP REP FOR CUST COMPANY IN OFFICE, GOING OUT TO LUNCH, WOULD LIKE A VOICE MESSAGE AGAIN TO RETURN CALL IF CALL IS MISSED.
2. CUST STATES HE UNDERSTANDS THAT RELLEDGE IS GOING TO TELL HIM NO ASSISTANCE IS AVAIL TO CUST. THE DECISION WAS MADE IN CALIFORNIA, AND CUST WAS TOLD THAT RELLEDGE WOULD BE THE ONE TO GIVE CUST A NAME OF SOMEONE IN CA, THAT CUST COULD CONTACT.

--WRITER ADVISED CUST ALL COMMENTS WOULD BE NOTED, AND A MESSAGE LEFT FOR RELLEDGE STATING WHAT CUST IS SEEKING. CUST GRATEFUL.

07/26/06 (RELLEDGE/CVG/MGR) CONTACTED CUSTOMER LEFT VM AS REQUESTED INFORMED CUST THAT AS WE HAVE BEEN CONTACTED BY A/G ANY FUTURE COMMUNICATION WILL NEED TO BE HANDLED VIA HIS ATTORNEY. INFORMED THAT THERE IS NOT A NAME IN CALIFORNIA I CAN PROVIDE AT THIS TIME

07/31/06 (NCHRIS/CVG) CUST STATES:

1. WANTS TO SPEAK WITH RELLEDGE.
- WRITER INFORMED CUST THAT RELLEDGE IS ON LUNCH AND THAT RELLEDGE WILL CONTACT CUST BACK.

07/31/06 (RELLEDGE/CVG/MGR) CALLED AND SPOKE WITH MR. NEWTON. CUST INFORMED

ME THAT HE HAS NOT CONTACTED AN ATTORNEY BUT FILED A COMPLAINT WITH A/G OFFICE. A/G INFORMED HIM THAT THEY WOULD LODGE THE COMPLAINT AND CUST COULD FOLLOW THROUGH WITH HYUNDAI IF HE WISHED FOR FURTHER ACTION.

CUST STATES THAT DURING PREVIOUS CALLS HE WAS INFORMED THAT THE RUSTING STARTED DURING THE WARRENTY PERIOD SO IT MAY BE COVERED. THIS INFO WAS GIVEN BY CM ATURK AS WELL AS BY SUP JSTUCKI.

CUST IS CONCERNED IN THE AMOUNT OF RUST THAT WAS REPORTED IN SUCH A SHORT PERIOD OF TIME. CUST WORKS IN METAL FARICATION AN UNDERSTANDS THAT SOMETIMES DIFFERENT BACTHES OF METAL REACT DIFFERENTLY. AT THIS TIME THE REPAIRS HAVE BEEN COMPLETED. COST OF REPAIRS AS REPORTED BY THE CUST IS \$2400 FOR FRAME AND \$350 FOR RADIATOR WHICH NEEDED TO BE REPLACED DUE TO RUSTING AROUND MOUNTING HARDWARE. WRITER INFORMED CUST THAT HE WOULD DO SOME ADDITIONAL FOLLOW UP WORK ON THE ISSUE BUT CAOULD NOT MAKE ANY COMMITMENTS THAT ANYTHING WOULD CHANGE. ASKED WHAT CUST WOULD CONSIDER AS AN ACCEPTABLE OFFERING OUTSIDE OF COMPLETE COVERAGE. CUST STATES THAT NO ONE HAS EVEN OFFERED TO COVER PARTIAL PAYMENT AT THIS TIME BUT FEELS THAT ANY ASSISTANCE WOULD BE GREATLY APPRECIATED.

WRITER INFORMED CUST HE WOULD GET BACK IN 1 - 2 DAYS

08/02/06 (RELLEDGE/CVG/MGR) WRITER CONTACTED DLR AND SPOKE WITH BETH. BETH CONFIRMED REPAIR WORK HAD BEEN COMPLETED. NO DISCOUNT WAS GIVEN CUST. BETH STATES THAT SHE HAS NEVER SEEN THIS AMOUNT OF RUSTING WITHOUT EXTREME CONDITIONS, MOSTLY ON LARGE OVER THE ROAD TRUCKS ALONG THE COAST.

08/02/06 (RELLEDGE/CVG/MGR) CONTACTED CUST TO INFORM THAT WRITER IS STILL WORK TOWARD A RESOLUTION. WRITER WILL CONTACT BY END OF WEEK WITH AN UPDATE

8/4/06 (RELLEDGE/CVG/MGR) CALL CUST TO INFORM HIM THAT IT IS THE FINAL DECISION OF HMA THAT NO FURTHER ACTION WILL BE TAKEN AT THIS TIME. HMA FEELS THAT SINCE THE VEH HAS BEEN OUT OF WARRENTY FOR GREATER THAN TWO YEARS BEFORE THE ISSUE WAS IDENTIFIED IT IS NOT A WARRANTABLE ISSUE. NO ANSWER, LEFT VM

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 991044 Method: P Analyst: CACVG08 Date of Text: 6/07/2006
VIN : KMHWF35V3XA(REDACT) Sonata (EF) V-6 Selling Dlr: MD020
Miles: 53,000 M/Year: 1999 Tran: 2 DFU: 11/23/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: N
Address : (REDACT).

City : KENSINGTON State: MD Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: 000 000-0000 Ext: Cell#: (REDACT)
e-Mail : ROBERTCHAFFER@REFUSE.COM

Incomplete Campaign: HPC

Service Dir: MD020 FITZGERALDS LAKEFOREST HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: SO HPP: HCP:

Letter Rcvd: VIN Hist: No 3/11/2012

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NWAR WARRANTY 170D VEH OUT OF WARRANTY
OPEN COMMENTS

06/07/2006 (JEVANS/CVG) CUSTOMER STATED;

1. VEHICLE HAS A RUSTING SUBFRAME.
2. VEHICLE IS UNSAFE AND WILL NOT PASS INSPECTION.
3. CAN HYUNDAI ASSIST.
4. VEHICLE IS OUT OF WARRANTY.
5. CAN NOT SELL OR TRADE IN VEHICLE CAN HYUNDAI DO ANYTHING TO GET CUST TO STAY WITH HYUNDAI.

---WRITER UPDATED CUST INFO. WRITER ADVISED THAT VEHICLE IS OUT OF WARRANTY AND REPAIR CAN NOT BE COVERED. WRITER ADVISED THAT THE BEST REASON TO STAY WITH HYUNDAI IS BECAUSE OF WARRANTY. CUST ASKED TO SPEAK TO SUP. WRITER ADVISED THAT SUP WILL CONTACT CUST IN 1 TO 2 BUSINESS DAYS. WRITER PROVIDED CUST WITH FILE NUMBER AND NAME.

6/12/06 (SMAYN/CVGLCM) SUP CALL BACK:

-- WRITER CALLED CUST HOME NUMBER. CUST UNAVAILABLE. WRITER LEFT MESSAGE WITH NAME, PHONE NUMBER AND FILE NUMBER AND REASON FOR CALL.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 994800 Method: P Analyst: CACVG56 Date of Text: 6/29/2006

VIN : KMHWF25S7YA(REDACT) Sonata (EF) Selling Dir: KY013

Miles: 74,000 M/Year: 2000 Tran: 2 DFU: 11/02/1999 (mm/dd/yyyy)

Branded Info:

Last Name: LILLARD First: ANGIE Midl:

Address : 10 BENTLEY COURT

City : FLORENCE State: KY Zip: 41042 Country: USA

Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 371-
e-Mail : (REDACT)

Incomplete Campaign:

Service Dlr: KY013 KERRY HYUNDAI OF FLORENCE

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: No 3/11/2012

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NWAR WARRANTY 170H GOODWILL ASSISTANC
OPEN COMMENTS

6/28/2006 (SJAMES/CVG) CUST STATES

1. JUST BOUGHT OUT CUST LEASE ON CAR.
 2. ABOUT A MONTH AGO CUST TOOK CAR IN TO HAVE ALL BELTS REPLACED BUT DLR DID NOT DO A 20 POINT INSPECTION ON VEHICLE SO WHEN CUSTOMER TO VEHICL IN LAST WEEK FOR OIL CHANGE, DLR FOUND THAT THE CROSS MEMBERS ARE RUSTED THROUGH AND IS DANGEROUS TO DRIVE.
 3. DLR HAD DPSM SCOTT COME OUT TO DLR AND TAKE A LOOK AT CAR. DPSM SCOTT SAID THAT CUST IS OUT OF CUST 5YR/100,000 WARRANTY SO DPSM DID A GOODWILL AND WILL PAY FOR THE PARTS AND CUST WOULD HAVE TO PAY FOR LABOR.
 4. THINKS THIS IS A DEFECT AND WANTS THE WHOLE THING PAID FOR.
- WRITER STATES THAT CUST IS OUT OF WARRANTY BY 1 YR. WRITER STATES THAT IT LOOKS LIKE THE DLR GOT DPSM INVOLVED AND THAT DPSM IS DOING A GOODWILL BY PAYING FOR THE PARTS. WRITER STATES WILL HELP OUT CUST BY GETTING MORE INFORMATION ON THE SITUATION BY CALLING THE DLR. WRITER STATES WILL CALL BACK CUST WHEN WRITER FOUNDS OUT INFORMATION FROM DLR.

6/29/2006 (SJAMES/CVG) WRITER CONTACTED SERVICE MANAGER AT THE DLR AND SM SAID THAT DLR GOES BY WHAT DPSM SAYS AND NOTHER THEY CAN DO.

6/29/2006 (SJAMES/CVG) WRITER TRIED TO CALL CUST BACK BUT GOT A BUSY SIGNAL. WRITER WILL TRY AGAIN TO GET A HOLD OF CUST.

6/230/2006 (SJAMES/CVG) WRITER CALLED CUST BACK AND ADVISED CUST THAT WHATEVER THE DPSM SAYS WE GO BY. CUST WAS UNHAPPY WITH ANSWER AND WANTED TO SPEAK TO SUP. TRANSFERED TO SUP

6/30/2006 (SJAMES/CVG) WRITER ATTEMPTED TO CONTACT THE ERVICE DEPARTMENT BUT DEPARTMENT WAS BUSY SO WRITER LEFT MESSAGE.

6/30/2006 (SJAMES/CVG) DLR RETURNED WRITER WRITER BACK. WRITER ASKED HOW MUCH IS THE COST OF LABOR AND THE PART ITSELF. DLR SATES THAT THE PART IS \$1300 AND THE LABOR IS \$632. DLR STATES THAT DPSM LOOKED AT PICTURES OF VEHICLE AND DPSM WILL PAY FOR PARTS AND CUST NEEDS TO PAY FOR LABOR. WRITER STATES THAT WAS VERY NICE DEAL. WRITER WILL TRY TO SUBMITT A GOODWILL REIMBURSEMENT AGAIN TO SEE IF HYUNDAI WILL DO ANYTHING ELSE.

1. WHAT ARE THE CUST EXPECT TO GET REIMBURSEMNET? HOW LONG SHOULD PART LASTED? THE CUST WANTS TO HAVE THE LABOR AND THE PART BE COVERED THROUGH HYUNDAI BECAUSE CUST SAID IT LASTED 5 YRS.
2. THE VEHICLE WAS DIGNOSED BY THE DLR AND DPSM SCOTT
3. THE VEHICLE IS 1 YR OUT OF WARRANTY.
4. THE VEHICLE WENT IN ONCE FOR A OIL CHANG WHEN MECHANIC NOTICE IT BUT HAS NOT BEEN FIXED.
5. THE DLR STATES THAT THINKS HYUNDAI/DPSM WAS VERY GENERAS ON PAYING FOR THE PART.
6. THE VEHICLE WAS PURCHASE NEW AND CUST SAID MAINTAINED THE VEHICLE.

7. IF THE ISSUED HAPPENED UNDER WARRANTY THEN IT WOULD BE COVERED
8. IT WAS NOT REPAIRED AT ANY MECHANIC YET.
9. THE LABOR WAS GOING TO BE \$632 AND THE PART \$1300
11. THIS IS THE ONLY VEHICLE THE CUST OWN'S
*****REQUEST FOR REIMBURSEMENT*****

7/05/06 (JSTUCKI/TL/CVG)

--WRITER REVIEWED FILE AND DUE TO CUST BEING OUTSIDE WARRANTY BY 1 YEAR AND
DPSM OFFERING CUST PARTS COST AS GOODWILL, WRITER IS DECLINING GOODWILL
ASSISTANCE WITH THE LABOR. WRITER WILL FORWARD TO SJAMES TO FOLLOW UP WITH
CUST.

7/05/2006 (SJAMES/CVG) WRITER CALLED CUST BACK AND CUST STATES THAT WAS FAXING
PAPER WORK TO WRITER PER JCONW AND THEN WRITER AND JCONW WILL GO OVER THE
PAPERWORK AND SEE WHAT WILL BE DONE.

07/05/06 (ALVA) RECD CUST FAX, FORWARDED TO GEN CORR.

07/07/06 (CHARVEY/NCA)

--WRITER RECD CUST LETTER. CUST REINTERATES THE SAME INFO IN FILE. WRITER TO
SEND CUST A LETTER TO CONCUR WITH THE PREVIOUS OFFER MADE BY DPSM.
--WRITER PREPARED A "CONCUR WITH DPSM" LETTER. MAILED TO CUST TODAY.

07/10/06 (CJENS/CVG) CUSTOMER STATES:

1. SHE WOULD LIKE TO SPEAK TO SJAMES.

--WRITER ADVISED CUST THAT SJAMES WAS NOT AVAILABLE, BUT TOLD CUST INFO IN
HER FILE ABOUT REIMBURSEMENT REQUEST.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 999146 Method: P Analyst: CACVG45 Date of Text: 7/24/2006

VIN : KMHWF35V2XA(REDACT) Sonata (EF) V-6 Selling Dlr: MA024

Miles: 72,000 M/Year: 1999 Tran: 2 DFU: 5/03/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: F

Address : (REDACT)

City : CAMBRIDGE State: MA Zip: (REDACT) Country: USA

Phone-Home: - Work: (REDACT) Ext: Cell#: 617 -0407

e-Mail : (REDACT)

Incomplete Campaign: HPC
Service Dlr: MA024 MIRAK HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

7/24/2006 (BMART/CVG) CUST STATES:

1. THEIR CAR HAS RUSTED THROUGH ON THE FRAME AND THE WHEEL HAS FOLDED UNDER.
 2. THEY NOTE THAT THERE IS A 7 YR UNLIMITED MILE WARRANTY ON RUST.
 3. THE DLR DOES NOT WANT TO HONOR THAT WARRANTY.
- WRITER UPDATED CUST AND VEH RECORD. WRITER TO CALL DLR AND DISCUSS WITH HIM CONDITION OF VEH, THEN CALL CUST BACK.

7/24/2006 (BMART/CVG) WRITER CHECKED HPC BENEFIT AND FOUND THAT CUST SELECTED RSA EXTENSION FOR FIVE YEARS.

07/24/06 (NDAZL/CVG) CUST STATES:

1. ASKED FOR BMART
- WRITER DIALED EXT AND BMART ASKED CM TO TELL CUST IT WOULD BE A FEW MOMENTS AND THEN CM ACCIDENTLY HUNG UP ON CUST.

07/24/06 (ALOUG/CVG) CUST STATES:

1. REQUESTING TO SPEAK WITH BMART.
 2. IF BMART DOES NOT CALL BACK, CUST WILL CONTINUE CALL BACK.
 3. BMART IS WORKING ON THE SITUATION & WOULD PREFER TO SPEAK TO HIM ABOUT THE MATTER.
- WRITER ADVISED THAT BMART IS ON ANOTHER CALL, OFFERED ASSISTANCE OR TO LEAVE A MESSAGE. CUST ASKED FOR A MESSAGE BE LEFT.

07/24/06 (SRUSH/CVG) CUSTOMER STATES:

1. REQUESTING BMART. WRITER WARM TRANSFERRED.

7/24/2006 (BMART/CVG) CUST STATES:

1. THEY WANT TO KNOW WHAT THE WARRANTY STATES.
- WRITER TOLD CUST THAT RUST AND CORROSION ARE NOT COVERED UNDER THE WARRANTY. WRITER SAID HE HAD NOT BEEN ABLE TO CONTACT THE DLR YET, BUT WOULD DO SO NOW WITH THE CUST ON HOLD. WRITER DIALED DLR AND WAS TRANSFERRED TO SA DAVID COOK BUT GOT HIS ANS SVC. WRITER LEFT MSG ASKING FOR DETAILS OF DAMAGE TO CAR. WRITER TOLD CUST HE WOULD CALL HIM BACK WHEN HE KNEW MORE.

07/24/2006 (BROSS/CVG) DLR STATES:

1. WOULD LIKE TO SPEAK WITH BMART.
- WRITER TRANSFERD TO BMART.

7/24/2006 (BMART/CVG) DLR (SA DAVID COOK) RETURNED WRITERS CALL AND SAID THE CARS SUBFRAME NEEDED TO BE REPLACED. DAVID SAID DLR ESTIMATE WAS \$2200-\$2300 PARTS AND LABOR. WRITER SAID THAT SOUNDED PRETTY REASONABLE TO HIM. DAVID SAID THE BREAK OCCURED JUST BEHIND THE RIGHT CONTROL ARM. WRITER SAID HE WOULD CALL CUST AND DISCUSS WITH HIM AGAIN.

07/24/06 (BOSBO/CVG) CUST STATES:

1. WOULD LIKE TO TALK TO (BMART)
- WRITER ADVISED CUST THAT CM IS ON THE OTHER LINE. WRITER OFFERED ASSISTANCE

CUST REFUSED. STATED THAT CUST WILL WAIT TILL CUST CAN TALK TO CM (BMART)
WRITER PLACED CUST ON HOLD. WRITER WARM TRANSFERED CUST TO CM

7/24/2006 (SJAME/CVG) CUST CALLED AND WANTED TO SPEAK WITH BBART. CM IS
ON THE OTHER LINE BUT CUST WANTS TO HOLD ON. WRITER WARM TRANSFER TO CM

7/24/2006 (BMART/CVG) CUST STATES:

1. WHAT DID WRITER FIND OUT?

--WRITER TOLD CUST THAT THE PART THAT RUSTED ON HIS CAR WAS THE SUBFRAME, AND
THE DLR WAS QUOTING A PRICE OF \$2200 TO \$2300 TO FIX IT. CUST SAID ARE YOU
SAYING I HAVE TO PAY FOR IT. WRITER REPLIED THAT WAS SO. THE CAR IS OUT OF
WARRANTY AND EVEN UNDER WARRANTY RUST AND CORROSION ARE NOT COVERED. WRITER
STATED THAT THE AREA HE LIVES IN USES A LOT OF SALT IN THE WINTER, AND RUST
AND CORROSION ARE GOOD REASONS TO KEEP THE UNDERSIDE WELL WASHED. CUST NOT
HAPPY WHEN HE HUNG UP.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 999662 Method: P Analyst: CACVG10 Date of Text: 7/25/2006

VIN : KMHWF35H92A(REDACT) Sonata (EF) V-6 Selling Dlr: PA043

Miles: 80,000 M/Year: 2002 Tran: 2 DFU: 10/09/2001 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:

Address (REDACT)

City : PITTSBURGH State: PA Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)

e-Mail : (REDACT)

Incomplete Campaign:

Service Dlr: PA043 #1 COCHRAN HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 3/11/2012

Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT
MATR AUTO TRANSMSS 2400 TRANSMISSION SLIPP
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

07/25/06 (SRUSH/CVG) CUSTOMER STATES:

1. HAD A LOT OF PROBLEMS EVER SINCE PURCHASE.
 2. CALLING HCA TODAY FOR TRANSMISSION PROBLEMS.
 3. OUTPUT SPEED SENSOR-DIAG PARTS AND LABOR \$211.00
 4. DLR STATES NO WARRANTY.
 5. CUST FEELS SHOULD BE COVERED UNDER POWERTRAIN WARRANTY.
- WRITER CONTACTED PA043 412-373-3333. SPOKE TO SERVICE ADVISOR BOB. STATES THE OUTPUT SENSOR IS A 5/60 COMPONENT. 4262139052.
- WRITER VERIFIED 5/60 AND EXPLAINED TO CUST. CUST NOT HAPPY, BUT UNDERSTOOD.
6. HPC A FEW YEARS BACK. WHAT DID CUST SELECT? WOULD IT EXTEND THE WARR?
- WRITER RESEARCHED VIN AND INFORMED CUST THAT CUST CHOSE THE DEBIT CARD OPTION, WHICH DID NOT HAVE ANY AFFECT ON THE WARRANTY. CUST UNDERSTOOD.
- CUST FEELS THE POWERTRAIN COVERING THE TRANSMISSION SHOULD MEAN THAT ANY PART NEEDED FOR THE TRANSMISSION IS COVERED. WRITER ADVISED NOT ALL PARTS ARE COVERED. MOSTLY INTERNAL, AND THIS PART WAS ONLY COVERED UNDER 5/60.

 08/06/07 (ASULL/CVG) CUST STATES:

1. IS THERE ANY WARRANTY ON VEH?
2. BODY FRAME HAS A RUST HOLE.

--WRITER VERIFIED CUST INFO AND UPDATED. WRITER INFORMED CUST THAT WARRANTY ON VEH HAS EXPIRED. CUST UNDERSTOOD AND THANKED WRITER.

 CLOSE CONCERN

 Customer visited Dealership? (Y/N)
 Was a repair made to correct this concern? (Y/N)
 If Yes, Repair Order: Date: (mmddyyyy) Mileage:
 Describe the repair to correct the reported problem:
 How many attempts have been made to correct this concern?
 Customer received details by:
 Who communicated details to customer?
 Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
 Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

 CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
 C.A. CONCERN VIN CASE REPORT

 FILE : 1000401 Method: P Analyst: CACVG82 Date of Text: 7/28/2006
 VIN : KMHWF25S6YA(REDACT) Sonata (EF) Selling Dlr: NH009
 Miles: 85,000 M/Year: 2000 Tran: 3 DFU: 7/27/2000 (mm/dd/yyyy)
 Branded Info:
 Last Name: (REDACT) First: (REDACT) Midl: E
 Address : (REDACT)
 City : PEMBROKE State: NH Zip: (REDACT) Country: USA
 Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 799-
 e-Mail : (REDACT)
 Incomplete Campaign:
 Service Dlr: NH009 AUTOFAIR HYUNDAI
 Action : INQ Responsibility: DCS: N Priority: N Source: 800
 Letter Date: Area: EA HPP: HCP:
 Letter Rcvd: VIN Hist: No 3/11/2012
 Open Category Open Condition Open Component

 NWAR WARRANTY 170B WARRANTY PERIOD TO

MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

07/28/06 (JROME/CVG) CUST STATES:

1. HAD TAKEN VEH INTO HAVE STATE INSPECTION DONE.
 2. VEH FAILED DUE TO THE UNDER BODY CARRIAGE ON THE PASSANGER SIDE IS RUSTED WITH HOLES.
 3. FEELS HYUNDAI SHOULD HAVE TO PAY FOR THE REAPIRS DUE TO BEING SUCH A SAFTEY HAZARD.
 4. WILL TRADE IN VEH IF HYUNDAI WILL NOT HELP WITH REPAIRS.
 5. VEH IS PAID OFF AND SHOULD NOT HAVE TO PUT ALOT OF MONEY INTO A CAR ONLY SIX YEARS OLD.
- WRITER INFORMED CUST OF THE ANTI-PERFORATION WARR OF 5/100K. AND THAT HYUNDAI DOES NOT COVER RUST AND CORROSION IF IT IS NOT DUE TO DEFECTS IN MATERIAL. WRITER UPDATED ALL INFORMATION ON FILE.

7/31/06 (SMAYN/CVGLCM) WRITER RECEIVED FAX AND FORWARDED TO CM JROME/CVG

08/01/06 (JLEWIS/CVG) CUSTOMER STATES:

1. WOULD LIKE TO SPEAK WITH JROMERO.
- WRITER INFORMED CUST JROMERO IS NOT IN YET BUT WILL LEAVE MESSAGE.

08/01/06 (SHAM/CVG0) CUST STATES:

1. REQ SPEAK WITH (JROME)
- WRITER ADVISED CUST THAT CM IS NOT YET IN THE OFFICE. WRITER WILL LEAVE MESSAGE FOR CM TO CALL CUST BACK.

08/01/06 (LSTAT/CVG) CUSTOMER STATES:

1. WOULD LIKE TO SPEAK WITH CM JESSICA (NOT AVAILABLE)
 2. WANTS WARR EXTENDED BECAUSE OF SAFETY ISSUE
 3. IS NOT GETTING CUSTOMER SATISFACTION
 4. VEH WAS DIAGNOSED AT DLR NH009 AND TURNED DOWN FOR WARR WORK.
- WRITER ADVISED: WARR IS NOT EXTENDABLE SYMPATHIZED WITH CUST CONCERNS BUT EXPLAINED TO CUST THAT SAFETY ISSUES DO NOT EXTEND WARRANTIES. VEH IS AT 85,000 MILES. CUST IS UNHAPPY WILL NOT PURCHASE HYUNDAI VEH AGAIN

08/03/06 (MWOODS/CVG) CUST STATES:

1. WANTS UNDER VEH RUST COVERED BY HYUN.
- WRITER ADVISED THE RUST IS NOT COVERED BY HYUN. ADVISED TWO OTHER CM'S HAVE ALREADY EXPLAINED THAT THIS IS NOT A WARR OR GOODWILL CONDITION AND HYUN DECISION IS THAT NO ASSISTANCE WILL BE OFFERED. CUST IS UNHAPPY WITH HYUN DECISION AND STATES WILL NOT BUY ANOTHER HYUN. WRITER EMPATHIZED AND CUST DISCONNECTED CALL.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

Address : (REDACT)
City : CINCINATI State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)

Incomplete Campaign: HPC
Service Dir: MI034 BILL MARSH HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

08/02/06 (NALLEN/CVG) CUST STATES:

1. WHEELS AND TIRES ARE SQUEAKING.
2. SUBFRAME IS RUSTED AND THE RIGHT FRONT AXEL IS IN NEED OF REPLACEMENT.
3. WANTS TO KNOW IF THIS WILL BE COVERED UNDER WARRANTY.
--WRITER ADVISED THAT IF THERE IS A DEFECT IN FACTORY WORKMANSHIP OR A MATERIAL DEFECT, THE REPAIRS WILL BE COVERED UNDER THE WARRANTY. CUST HANDED PHONE TO AN SA AT THE DLR WHO STATES:

1. SUBFRAME IS COMPLETELY RUSTED AND IS PROBABLY THE REASON THAT THE AXEL NEEDS TO BE REPLACED.

2. HAS TWO PART NUMBERS TO LOOK UP.

--WRITER LOOKED UP PAT NUMBERS AND ADVISED WHAT COVERAGE EACH PART HAD. DLR HANDED PHONE BACK TO CUST. WITER EXPLAINED TO CUST THAT THE DLR WILL BE ABLE TO DETERMINE IF THE CUSTS REPAIRS WILL BE COVERED UNDER WARRANTY. CUST DID NOT UNDERSTAND. DLR GOT BACK ON PHONE AND STATED WILL EXPLAIN THIS TO THE CUST.

8/28/06 9JDUKE/CVG) DLR STATES:

1. NEEDS FILE # FOR VIN# KMHWF35V8XA(REDACT)
2. DID HCA TELL CUST WORK WOULD BE COVERED UNDER WARRANTY.
3. WOULD LIKE COPY OF FILE.

----WRITER ADVISED DLR OF FILE #. ADVISED THAT HCA DID NOT TELL CUST WORK WOULD BE COVERED UNDER WARRANTY IF DAMAGE WAS DUE TO FACTORY WRKMANSHIP OR A DEFECT IN MATERIALS. ADVISED DLR HCA COULD NOT PROVIDE COPY OF FILE.

08/31/06 CRCA.JG.UPDATED CASE PER DPSM DLR CONTACT THAT REGION AND DPSM OFFERED GOODWILL TO REPAIR FRAME AND SUBSEQUENT DAMAGE. CUSTOMER TO PAY FOR TIRES, ALIGNMENT AND OTHER MAINTENANCE NEEDED.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1001706 Method: P Analyst: CACVG81 Date of Text: 8/04/2006
VIN : KMHWF35V0XA(REDACT) Sonata (EF) V-6 Selling Dlr: PA018
Miles: 110,000 M/Year: 1999 Tran: 2 DFU: 8/02/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : BUSHKILL State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
e-Mail : (REDACT)

Incomplete Campaign:

Service Dlr: PA051 MAJOR HYUNDAI OF STROUDSBURG
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NPRD PRODUCT 800A GENERAL DISSATISFA
OPEN COMMENTS

8/04/2006 (SCOOLEY/CVG) CUST STATES:

1. UNDERSIDE OF VEH IS COMPLETELY RUSTED AND CORRODED.
 2. THE UNDERCARRIAGE IS PAPER THIN.
 3. CUST HAS TAKEN VEH TO MULTIPLE REPUTABLE ASL WHO HAVE ALL ADVISED THAT THE CORROSION IS THAT OF A VEH DECADES OLD, BUT VEH IS ONLY 7 YEARS OLD.
 4. NO COATING WAS PUT UNDER THE VEH WHATSOEVER.
 5. CUST'S LIFE AND CUST'S FAMILY'S LIVES WERE PUT IN DANGER.
 6. DLR SHOULD NOT PUT A VEH SO BADLY CORRODED ON THEIR LOT WITHOUT REPAIRING THE RUST.
 7. DLR WOULD NOT HAVE LET CUST PUT VEH UP SO CUST COULD INSPECT THE VEH.
 8. HYUNDAI SHOULD BE AWARE OF ISSUE AS THE DLR IS USING HYUNDAI'S NAME.
- CM UPDATED CUST'S CONTACT INFO. CM ADVISED THAT THE UNDERCOATING WARRANTY IS 5/100. CM ADVISED THAT THE VEH IS 2 YEARS OUT OF WARRANTY. CM ADVISED THAT HYUNDAI IS UNABLE TO DO ANYTHING IN REGARDS TO THIS ISSUE. CM ADVISED THAT CUST SPEAK TO DLR IN REGARDS TO THE VEH BEING SOLD WITH A RUSTED UNDERCARRIAGE CM ADVISED THAT A FILE WOULD BE CREATED TO RECORD THE ISSUE. CM PROVIDED FILE#

06/20/07 (DWEIN/CVG) CUST STATES;

1. VEH HAS THE SUB FRAME RUSTED.
 2. FEELS THAT THIS WAS FROM THE BEGINNING AND CUST DID NOT KNOW OF THE PROBLEM.
 3. CUST HAS FOUND THAT THIS IS A PROBLEM WITH THE HYUNDAI.
 4. THE DLR HAS TOLD CUST THAT THIS IS COMMON.
- WRITER EXPLAINED THAT THE INFO WILL BE SENT. GAVE FILE NUMBER EXT. UPDATED MILES. APOLOGIZED FOR THE FRUSTRATION.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmdyyy) Mileage:
Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1001939 Method: P Analyst: CACVG58 Date of Text: 8/07/2006
VIN : KMHWF25S8YA(REDACT) Sonata (EF) Selling Dlr: OH042
Miles: 68,638 M/Year: 2000 Tran: 3 DFU: 10/19/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : NEWARK State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: OH027 DENNIS HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
Open Category Open Condition Open Component

MENG ENGINE 1700 GENERAL ENGINE DAM
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

8/7/06 (SLANE/CVG) CUSTOMER STATES:

1. CUST WAS ADVISED BY A INDEPENDENT AUTO BODY SHOP THAT THE ENGINE CRADDLE IS RUSTING.
2. WAS ALSO ADVISED TO CONTACT HYUNDAI CONSUMER AFFAIRS FOR FURTHER ASSISTANCE.
3. WANTED TO KNOW IF THIS TYPE OF REPAIR OR REPLACEMENT WOULD BE COVERED UNDER WARRANTY.
4. WANTED TO RAISE A COMPLAINT OF THE ENGINE CRADDLE RUSTING.
5. WAS ALSO ADVISED BY INDEPENDENT AUTO BODY SHOP THAT THE VEH SHOULD NOT BE DRIVEN UNTIL REPAIRED.

---WRITER ADVISED THAT COULD TAKE DOWN THE COMPLAINT ABOUT THE ENGINE CRADDLE IS RUSTING. WRITER ALSO ADVISED THAT CUST WOULD NEED TO TAKE THE VEH TO A HYUNDAI DLR FOR FURTHER ASSISTANCE IN DIAGNOSING THE VEH AND ALSO FOR POSSIBLE WARRANTY REPAIR/REPLACEMENT. WRITER ALSO ADVISED THAT AT THIS TIME WRITER COULD NOT TELL CUST THAT THIS TYPE OF REPAIR OR REPLACEMENT WOULD OR COULD BE COVERED UNDER WARRANTY. WRITER ALSO ADVISED THAT THE HYUNDAI DLR'S ARE IN THE BEST POSITION TO DETERMINE IF THIS TYPE OF REPAIR OR REPLACEMENT WOULD OR COULD BE COVERED UNDER WARRANTY. CUST ASKED WHAT ELSE COULD BE DONE IF DLR DETERMINES THAT THIS TYPE OF REPAIR OR REPLACEMENT WOULD NOT BE COVERED UNDER WARRANTY. WRITER ADVISED THAT DEPENDS ON HOW FAR THE DLR TAKES THIS ISSUE, IF THE DLR CONTACTS THE FIELD TECH AND THE FIELD TECH DETERMINES THAT THIS TYPE OF REPAIR OR REPLACEMENT IS NOT GOING TO BE COVERED UNDER WARRANTY AT THAT TIME THERE WOULD BE NOTHING FURTHER THAT HYUNDAI COULD DO AT THAT POINT DUE TO THE FIELD TECH WOULD BE THE FINAL

DESICION AND THAT HYUNDAI WOULD STAND BEHIND THE DESICION. CUST WAS NOT HAPPY WITH THE ADVISE THAT WRITER GAVE BUT UNDERSTOOD. WRITER CREATED FILE. WRITER PROVIDED CUST WITH THE FILE NUMBER. WRITER THANKED CUST FOR CALLING.

08/25/06 CRCA.JG.REGION REC'D OHIO ATTY.GENERAL COMPLAINT DATED 08/21/06.
CUST STATED CONCERN AS OUTLINED ABOVE WITH VEHICLE'S CRADLE. WRITER CONTACTED OH027 SRV MAN WHO STATES DLR REVIEWED WITH DPSM AND PARTS HAVE BEEN ORDERED TO REPAIR CRADLE. WRITER RESPONDING TO ATTY GENERAL.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1005628 Method: P Analyst: CACVG48 Date of Text: 8/24/2006
VIN : KMHWF25S8XA(REDACT) Sonata (EF) Selling Dlr: NJ032
Miles: 92,878 M/Year: 1999 Tran: 3 DFU: 5/12/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Mid: M
Address : (REDACT)
City : MANAHAWKIN State: NJ Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 978-
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: NJ032 LESTER GLENN HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

08/24/2006 (JROME/CVG) CUST STATES:
1. HAD THE VEH INTO GOODYEAR FOR AN OIL CHANGE.
2. GOODYEAR STATED THAT THE SUBFRAME OF THE VEH NEEDS TO BE REPLACED.
3. GOODYEAR ALSO STATED THAT THE SUBFRAME OF THE VEH SHOULD NEVER RUST AND HYUNDAI SHOULD REPLACE DUE TO BEING SUCH A SAFTEY HAZARD AT NO COST.
4. IS THE SUBFRAME COVERED UNDER WARRANTY.
--WRITER UPDATED CUST INF ON FILE AND ADVISED THAT THE VEH WILL NOT BE UNDER WARR FOR THE SUBFRAME RUST DAMAGE. WRITER PLACED CUST ON HOLD AND CONTACTED DLR NJ032 WHO STATED THAT THE SUBFRAME WILL NOT BE COVERED DUE

THE THE VEH BEING A 1999 THE ANTI-PERFORATION WARR IS ONLY FOR FIVE YEARS ON THE VEH. WRITER INFORMED CUST THAT THE DLR ADVISED THAT THE SUBFRAME WILL NOT BE COVERED AS WELL.

8/28/06 (SLANE/CVG) CUSTOMER STATES:

1. WANTED TO KNOW IF THERE IS ANYTHING THAT HYUNDAI COULD DO TO FURTHER ASSIST WITH THE REPAIRS FOR THE SUBFRAME THAT IS RUSTING THROUGH.
2. CUST DOES KNOW ABOUT THE ANTI-PERFERATION WARRANTY IS ONLY FOR FIVE YEARS.
3. CUST ADVISED THAT THE DLR IS BAFFLED AS TO THE SUBFRAME RUSTING OUT LIKE THIS.
4. CUST PROVIDED NAME OF SVC ADVISOR THAT HAS BEEN DEALING WITH CUST'S VEH AS JOHN GOLD.LR IS SEEING AND WHAT THE DLR HAS DONE THUS FAR. CUST STATED
5. CUST ALSO PROVIDED PHONE NUMBER AND EXT FOR SVC ADVISOR AS:
(732) 349-4200 EXT. 311.

---WRITER ADVISED THAT WOULD NEED TO CONTACT THE DLR TO GATHER MORE INFO AS TO WHAT THE DLR IS SEEING AND WHAT THE DLR HAS DONE THUS FAR. CUST STATED THAT WOULD WAIT ON HOLD WHILE WRITER CONTACTED THE DLR.

----WRITER CONTACTED DLR NJ032 WRITER WAS TRANSFERED TO SVC ADVISOR'S VOICE MAIL. WRITER LEFT MESSAGE FOR SVC ADVISOR TO CONTACT WRITER BACK. WRITER PROVIDED CUST'S NAME AND FILE NUMBER, WRITER'S NAME, PHONE NUMBER AND EXT.

---WRITER THEN SPOKE WITH CUST. WRITER ADVISED THAT HAD TO LEAVE A MESSAGE FOR THE SVC ADVISOR. WRITER ADVISED THAT AS SOON AS WRITER HEARS BACK FROM THE SVC ADVISOR THEN WRITER WILL CONTACT CUST WITH AN UPDATE. CUST UNDERSTOOD. WRITER PROVIDED CUST WITH THE FILE NUMBER AND NAME. WRITER THANKED CUST FOR CALLING.

08/29/06 (MWOODS/CVG) JOHN @ NJ032 STATES WOULD LIKE TO SPEAK TO (SLANE). WRITER ADVISED (SLANE) NOT AVAILABLE. JOHN STATES REPAIR IS NOT COVERED UNDER WARR BECAUSE ONLY WARR LEFT ON VEH IS POWERTRAIN WARR, RUST ON FRAME IS NOT COVERED UNDER POWERTRAIN WARR. WRITER ADVISED MESSAGE WOULD BE LEFT FOR (SLANE) WITH THIS INFORMATION.

8/29/06 (SLANE/CVG) WRITER FOLLOW UP CALL WITH CUST.

---WRITER ADVISED THAT AFTER GETTING MESSAGE FROM DLR AT THIS TIME HYUNDAI IS NOT ABLE TO ASSIST CUST WITH THE SUBFRAME RUSTING DUE TO THE TIME LINE OF THE RUST WARRANTY FOR CUST'S VEH. CUST WAS UPSET WITH THE HYUNDAI NOT BEING ABLE TO ASSIST BUT UNDERSTANDS.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

FILE : 1007406 Method: P Analyst: CACVG14 Date of Text: 9/05/2006
VIN : KMHWF25V4XA(REDACT) Sonata (EF) V-6 Selling Dlr: NL421
Miles: 64,177 M/Year: 1999 Tran: 2 DFU: 7/12/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: L
Address : (REDACT)
City : FT WAYNE State: IN Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)

Incomplete Campaign: HPC

Service Dlr: IN013 GLENBROOK HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: Yes 3/11/2012

Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

9/05/2006 (BMART/CVG) CUST STATES:

1. THEIR CAR HAS RUSTED THROUGH IN THE FRAME OF THE CAR WHERE THE UPPER CONTROL ARM IS ATTACHED TO THE BODY FRAME.
2. THEY SAY THIS IS A DESIGN FLAW THAT HAS ALLOWED WATER TO DRIP ONTO THIS SPOT AND CAUSED THE CORROSION.
3. THEY SAY THIS CONDITION IS NOT HAPPENING ON THE OPPOSITE SIDE OF THE CAR.
4. THEY WANT TO KNOW WHAT HYUNDAI IS GOING TO DO ABOUT IT.
5. THEY CALLED THEIR DLR WHO WAS NOT AT ALL ENCOURAGING.
6. THE DLR TOLD THEM TO CALL THIS NUMBER.

--WRITER UPDATED CUST AND VEH RECORD. WRITER TOLD CUST THAT HE LIVED IN AN AREA WHERE THE ROADS ARE SALTED IN THE WINTER AND THAT COULD BE A FACTOR IN THIS CORROSION. CUST STRONGLY DENIED THAT AND SAID THE CAR HAD BEEN DRIVEN DURING MOST OF ITS USABLE LIFE IN OR AROUND JEFFERSONVILLE, IN WHICH IS THE LOWER PART OF THE STATE AND THEY DO NOT USE ROAD SALT. WRITER STATED HE WAS SORRY, BUT THE CAR IS TWO YEARS OUT OF WARRANTY AND THE REPAIR IS THE CUST RESPONSIBILITY. CUST STATED HE IS EMPLOYED AT A HIGH SCHOOL AND COULD GET SCIENCE TEACHERS TO SIGN AN AFFIDAVIT THAT THIS CORROSION IS CAUSED BY A DESIGN FLAW. CUST ASKED WHAT APPEAL HE HAD FROM WRITERS STATEMENTS, AND WRITER REPLIED THERE ARE NONE. CUST ASKED TO SPEAK TO A SUPERVISOR, AND WRITER SAID HE WOULD HAVE A SUPERVISOR CALL HIM. CUST ASKED IF THAT WOULD HAPPEN WITHIN THE HOUR, AND WRITER SAID HE COULD REQUEST IT WITHIN THE NEXT TWO HOURS. CUST SAID HE HAD CLASS IN AN HOUR AND WOULD THEN LIKE A CALL ON HIS CELL PHONE ABOUT 1:30 PM THIS AFTERNOON. WRITER SAID HE WOULD NOTE THAT ON THE REQUEST.

09/05/06 (JSTUCKI/TL/CVG) CUST STATES:

1. IS NOT SATISFIED BY ANSWER THAT CUST IS OUT OF WARRANTY.
2. CUST CALLED IN013 AND WAS TOLD IT PROBABLY WOULDN'T BE UNDER WARRANTY.
3. CUST BOUGHT VEHICLE WITH 59,000 MILES IN JUNE 2006 FROM COUSIN'S DLRSHIP.
4. HAS UNDERSTANDING THAT EVAPORATIVE CORE IN VEHICLE SITS ABOVE THE BOLTS ON THE FRAME AND CAUSED THE FRAME TO RUST.
5. USUALLY VEHICLES BUILD A SHIELD TO COVER THE BOLTS AND FRAME FROM WHEN THE EVAPORATIVE CORE DRIPS.
6. FRONT RIGHT TIRE COLLAPSED YESTERDAY WHEN CUST WAS DRIVING.
7. WANTS TO WORK OUT AN ARRANGEMENT WITH HYUNDAI TO HAVE THIS DONE UNDER WARRANTY.

--WRITER APOLOGIZED TO CUSTOMER FOR THEIR FRUSTRATION. WRITER ASKED CUST IF

CUST HAS TAKEN VEHICLE TO HYUNDAI DEALER AND CUST STATED THAT CUST HADN'T. WRITER INFORMED CUST THAT CUST NEEDS TO TAKE VEHICLE TO A HYUNDAI DEALER TO HAVE THEM LOOK AT THE VEHICLE TO FIND OUT WHAT COULD HAVE CAUSED IT. CUST ASKED FOR HELP TO HAVE VEHICLE TOWED AND WRITER OFFERED CUST A ONE TIME GOODWILL REIMB TO HAVE VEHICLE TOWED TO NEAREST HYUNDAI DEALER TO HAVE THEM DIAGNOSE THE ISSUE. WRITER MADE NO PROMISES TO ASSIST WITH ANYMORE THAN TOW AND WRITER MADE IT CLEAR TO CUST THAT IF CUST DOESN'T BRING IT TO HYUNDAI DLR THAN HYUNDAI CAN'T TRY TO HELP THE CUSTOMER. WRITER INFORMED CUST THAT CUST IS OUT OF WARRANTY BY TWO YEARS AND WRITER CAN'T PROMISE WHAT THE OUTCOME WILL BE. WRITER TOLD CUST TO CONTACT WRITER AT WRITER'S EXT ONCE CUST HAS TOWED VEHICLE TO DEALER. CUST AGREED.

9/06/06 (BSTAT/CVG) CUST STATED:

1. WANTED TO SPEAK TO SUP JSTUCKI/TL
- WRITER WARM TRANS CALL.

09/06/06 (JSTUCKI/TL/CVG) CUST STATES:

1. HAD VEHICLE TOWED TO IN013 GLENBROOK HYUNDAI THIS MORNING.
 2. WAS TOLD THAT IN013 GLENBROOK HYUNDAI WOULD LOOK AT THE VEHICLE TODAY.
 3. WOULD LIKE WRITER TO CONTACT IN013 GLENBROOK HYUNDAI LATER TODAY TO FIND OUT WHAT THEY DIAGNOSED.
- WRITER THANKED CUST FOR CALLING BACK. WRITER INFORMED CUST THAT WRITER WOULD CALL IN013 GLENBROOK HYUNDAI TODAY AT 12:00 MST AND THEN FOLLOW UP WITH CUST. CUST WOULD LIKE TO BE CONTACTED ON CELL PHONE.

09/06/06 (JSTUCKI/TL/CVG)

--WRITER CONTACTED IN013 AND SPOKE WITH RON(SERVICE ADVISOR) AND RON STATED:

1. LOWER CONTROL ARM ON THE PASSENGER SIDE COMPLETELY BROKE.
2. CUST IS THE THIRD OWNER AND THE VEHICLE HAS 64,000 MILES ON IT.
3. RON CONTACTED DPSM MIKE PETERS AND DPSM OFFERED TO PAY FOR THE SUBFRAME, CONTROL ARM, AND THE CV SHAFT AS A GOODWILL.
4. THE DPSM SAID THAT THE CUST IS RESPONSIBLE FOR THE SWAY ARM, ALIGNMENT, AND THE COST OF THE BOLTS AND NUTS.
5. CUST WASN'T HAPPY WITH THIS AT FIRST AND RON TOLD CUST IT WAS A ONE TIME OFFER AND CUST SHOULD EITHER TAKE IT OR LEAVE IT.
6. CUST AGREED TO HAVE WORK DONE BUT RON FEELS CUST WILL TRY TO TAKE IT FURTHER.

--WRITER THANKED RON FOR RON'S TIME.

--WRITER CONTACTED CUST AND CUST STATES:

1. NOT COMPLETELY SATISFIED WITH RESULT.
2. WHEN TIRE BROKE OFF IT CAUSED PANEL DAMAGE AND FEELS THAT THE DEALER SHOULD PAY FOR IT.
3. WANTS THIS PART THAT RUSTED SENT TO HYUNDAI TO HAVE THEM LOOK AT IT.
4. FEELS THAT THIS PART IS VERY DEFECTIVE.
5. QUESTIONS THE INTEGRITY OF THE DEALER.
6. THERE WERE NO BLEMISHES ON THE VEHICLE AND FEELS IT IS IN GREAT CONDITION.
7. WANTS TO TAKE IT HIGHER TO GET HYUNDAI TO PAY FOR THE BODY DAMAGE THAT WAS DONE ON THE VEHICLE WHEN THE TIRE FELL OFF.

--WRITER APOLOGIZED TO CUST FOR THE FRUSTRATION. WRITER INFORMED CUST THAT WHAT REGIONAL REP OFFERED IS A GOOD OFFER SEEMING CUST IS THIRD OWNER AND THE VEHICLE BEING TWO YEARS OUT OF WARRANTY. WRITER INFORMED CUST THAT THE SERVICE MANAGER FROM IN013 IS IN DIRECT CONTACT WITH REGIONAL REP AND CUST CAN WORK THROUGH IN013 TO GET IN CONTACT WITH REGIONAL REP. CUST THANKED WRITER FOR TIME AND ENDED CALL.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1007632 Method: P Analyst: CACVG58 Date of Text: 9/05/2006
VIN : KMHWF25S3YA(REDACT) Sonata (EF) Selling Dir: PA014
Miles: 70,000 M/Year: 2000 Tran: 2 DFU: 10/30/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : SELTZER State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 544-
e-Mail : (REDACT)
Incomplete Campaign:
Service Dir: PA014 SAVAGE HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
NWAR WARRANTY 170J REPAIR NOT COVERED
OPEN COMMENTS

9/5/2006(SCRUZ/CVG)CUST STATES:

1. NEEDS A NEW SUB FRAME
2. CUST RUSTED
3. GOING TO COST \$1,300 USED
4. CAN HYUNDAI ASSIST

--WRITER CALLED PA060 AND SPOKE TO VINCE. VINCE STATED PART IS A 5/60. STATES FOR A USED SUB FRAME IT IS \$1300 AND \$1000 MORE FOR NEW. ADVISED WRITER THAT VEH LOOKS TO BE MAINTAINED OK AND THE LAST TIME VEH HAD MAINTANCE DOEN WAS IN 1/05. DONE AT DLRSHIP. WRITER THANKED VINCE. WRITER ADVISED CUST THAT THE WARR WAS 5/60 AND THAT VEH IS OUT OF WARR BY 10,000 MILEAGE AND OVER 1 YR. ADVISED SINCE VEH IS SO FAR OUT OF WARR HCA WILL NOT BE ABLE TO ASSIST.CUST UNDERSTOOD BUT WAS NOT HAPPY.

9/6/06 (SLANE/CVG) CUSTOMER STATES: (WIFE)

1. RESTATED THE NOTES FROM ABOVE.
 2. WANTS TO HAVE HYUNDAI HELP WITH THE COST OF REPAIR.
 3. DOESN'T FEEL THAT SHOULD HAVE TO PAY FOR THE REPAIRS DUE TO CUST FEELS THAT THE REPAIR SHOULD BE COVERED UNDER THE POWERTRAIN WARRANTY.
- WRITER ADVISED THAT THE SUBFRAME IS NOT PART OF THE POWERTRAIN AND THEREFORE COULD NOT BE COVERED UNDER WARRANTY. WRITER ALSO ADVISED THAT DUE TO THE TIME LINE AND MILEAGE OF VEH HYUNDAI IS NOT GOING TO BE ABLE TO FURTHER ASSIST CUST WITH THE COST OF THE REPAIRS. AS ALSO STATED IN

PREVIOUS NOTES FROM PREVIOUS CM. CUST WAS NOT HAPPY WITH THE RESULTS.
CUST DISCONNECTED CALL BEFORE WRITER WAS ABLE TO THANK CUST FOR CALLING.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1012329 Method: P Analyst: CA800T04 Date of Text: 11/22/2006
VIN : KMHWF35V8YA(REDACT) Sonata (EF) V-6 Selling Dlr: PA012
Miles: 62,000 M/Year: 2000 Tran: 2 DFU: 1/26/2000 (mm/dd/yyyy)
Branded Info: CLASS IV-VEH REPORTED SCRAPPED-NOT WARRANTABLE
Last Name: (REDACT) First: (REDACT) Mid: A
Address : (REDACT)
City : MCKEES ROCKS State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail :
Incomplete Campaign: HPC
Service Dlr: PA012 MOON TOWNSHIP HYUNDAI
Action : CLO Responsibility: R DCS: Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

9/29/2006 (BMART/CVG) CUST STATES:

1. THEIR CAR HAS FAILED INSPECTION BECAUSE THE O2 SENSORS ARE BAD AGAIN.
 2. THEY WERE PREVIOUSLY REPLACED UNDER A RECALL AND SHOULD BE REPLACED AGAIN.
 3. THE ENGINE CRADLE HAS RUSTED THROUGH AND THEY CANNOT FIND A USED CRADLE TO REPAIR IT.
 4. THEY CALLED THE DLR AND WERE TOLD THIS HAS HAPPENED TO OTHERS.
 5. THEY THINK HYUNDAI SELLS CARS SO CHEAPLY BECAUSE THEY USE CHEAP PARTS.
 6. THEY WILL NEVER BUY ANOTHER HYUNDAI AND WILL REPORT THIS TO ANY CONSUMER AFFAIRS OFFICE THEY CAN.
- WRITER UPDATED CUST AND VEH RECORD. WRITER NOTED CUST IS NOT AT A HYUNDAI DLR FOR THEIR REPAIR. WRITER NEEDS TO CHECK WITH THEIR DLR TO SEE WHAT KIND OF CUST THEY HAVE BEEN.

9/29/2006 (BMART/CVG) NOTE: CUST SAID SHE DID NOT THINK HYUNDAI WOULD HELP WHEN SHE CALLED, AND BECAME PERSONALLY INSULTING DURING THE CONVERSATION.

9/29/2006 (BMART/CVG) WRITER CALLED DLR MOON TOWNSHIP HYUNDAI AND SPOKE TO SVC MGR ROSS LABELLO. WRITER ASKED WHAT KIND OF CUST THEY HAD BEEN. ROSS CHECKED THE FILES AND SAID ONLY VISITS HAVE BEEN WARRANTY WORK, AND LAST VISIT WAS NOV 05. CUST DOES NO WORK WITH THE DLR. WRITER NOT SUBMITTING FOR ASSISTANCE.

11/02/06 (CPARK/CVG) CUST STATES:

1. WANTED TO KNOW THE FILE NUMBER THAT BMART GAVE CUST.
--WRITER ADV CUST OF THE FILE NUMBER. CUST THANKED WRITER.

11/22/06 (JBLACKBURN/EXE) RECD ATTORNEY GENERAL LETTER ON BEHALF OF CUST. CONCERNS ARE WITH ENGINE CRADLE RUSTING AND O2 SENSOR'S NEEDING REPLACEMENT. WRITER FORWARDING LETTER TO ERCA FOR RESPONSE. WRITER FAXED COPIES, EMAILED, AND FORWARDED ORIGINALS.

***** OPENED FROM INQUIRY STATUS: 11/22/2006 *****

11/27/06 ER CAM TL-SENT RESPONSE TO PA AG OFFICE DENYING ASSISTANCE DUE TO AGE OF CAR AND LACK OF SERVICE RECORDS AT THE DEALER.

11/28/06 (DAC) WRITER MAILED THE RESPONSE TO THE STATE AG'S OFFICE.

11/29/06 (JBLACKBURN/EXE) WRITER FOLLOW UP. WRITER FILED HARD COPIES AS NO FURTHER ASSISTANCE CAN COME FROM WRITER.

CLOSE CONCERN

Customer visited Dealership? Y (Y/N)
Was a repair made to correct this concern? N (Y/N)
If Yes, Repair Order: Date: (mmdyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern? 99
Customer received details by: L
Who communicated details to customer? M
Customer given rental/loaner car? N (Y/N) Goodwill funds used? N (Y/N)
Is customer satisfied? N (Y/N) If No, Please explain:
CUSTOMER REQUEST TO HAVE REPAIRS COVERED UNDER WARRANTY DENIED.
Close Category Close Condition Close Component

CLOSE COMMENTS

11/27/06 ER CAM TL-SENT RESPONSE TO PA AG OFFICE DENYING CUST REQUEST.

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1012866 Method: P Analyst: CACVG25 Date of Text: 10/03/2006
VIN : KMHWF35V4YA(REDACT) Sonata (EF) V-6 Selling Dlr: PA028
Miles: 68,000 M/Year: 2000 Tran: 2 DFU: 10/30/1999 (mm/dd/yyyy)
Branded Info: CLASS IV-VEH REPORTED SCRAPPED-NOT WARRANTABLE
Last Name: (REDACT) First: (REDACT) Midl:
Address : 226 SHELDON AVE.
City : PGH State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: PA063 #1 COCHRAN HYU OF SOUTH HILLS

Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

10/3/06 (JDUKE/CVG) CUST STATES:

1. VEH WOULD NOT PASS INSPECTION AND EMISSIONS.
2. THERE IS A HOLE IN THE SUB FRAME WHERE IT HAS RUSTED FROM THE INSIDE OUT.
3. HAD DLR DIAG THE PROBLEM THE CONDENSATION FROM THE AIR CONDITIONER HAS CAUSED THIS PROBLEM.
4. IS THERE ANY THING HYUNDAI CAN DO TO HELP.

---WRITER UPDATED FILE, ADVISED CUST THEY WOULD NEED AN ESTIMATE OF COST OF REPAIRS THEN THE WRITER COULD RESEARCH THIS MATTER TO SEE IF HCA COULD HELP. ADVISED CUST OF WRITER'S NAME, EXT #, AND FILE #.

10/05/06 (ALOUG/CVG) CUST STATES:

1. REQUESTING TO SPEAK WITH JDUKE.

---WRITER TRANSFERED THE CALL.

10/5/06 (JDUKE/CVG) CUST STATES:

1. HAS THE ESTIMATE FROM DLR PA063, THE REPAIRS WILL COST \$1996.18
2. DLR (ALEX) SAID VEH IS NOT SAFE TO DRIVE IN THIS CONDITION.

---WRITER ADVISED CUST RESEARCH WOULD NEED TO BE DONE, ADVISED CUST IT WOULD TAKE A FEW DAYS TO GATHER ALL INFORMATION WRITER NEEDS. WRITER CALLED DLR PA063.

DLR PA063 (ALEX) STATES:

1. THE AIR CONDITION CONDENSATION HAS POOLED IN THE SUB FRAME CAUSING THE SUBFRAME TO RUST THROUGH.
2. THE DLR HAS SEEN ALOT OF THESE LATELY.
3. THE PERFORATION WARRANTY WILL NOT COVER THIS.
4. WILL GET BREAK DOWN OF PARTS AND LABOR AND CALL WRITER BACK WITH INFORMATION.

--WRITER THANKED ALEX FOR INFO ADVISED OF WRITER'S NAME AND EXT #.

WRITER ADVISED CUST OF DLR COMMENTS. ADVISED WOULD CALL CUST BACK AS SOON AS WRITER HAD ANY INFO.

10/09/06 (JDUKE/CVG)

WRITER CALLED CUST AND LEFT VM ADVISING HCA WOULD NOT BE ABLE TO ASSIST WITH THE RUST ON SUB FRAME.

10/10/06(SLAZ/CVG)CUST STATES:

1. WANT TO SPEAK WITH JDUKE.

--WRITER ADVISED THAT JDUKE IS ASSISTING ANOTHER CUST AT THE MOMENT AND INQ IF WRITER COULD ASSIST. CUST STATED THAT WILL CALL BACK IN 15 MINUTES AND WRITER CANNOT ASSIST CUST.

10/10/06(SLAZ/CVG)CUST STATES:

1. WANT TO SPEAK WITH JDUKE.

---WRITER ADVISED THAT JDUKE IS ASSISTING ANOTHER CUST AT THE MOMENT AND WRITER WOULD BE ABLE TO ASSIST. CUST STATES THAT THE DECISSION OF NO HMA HELP IS FINAL FROM HCA. WRITER ADVISED CUST TO CONTACT SVC MGR FOR APOINTMENT WITH REGIONAL REP FOR FURTHER ASSISTANCE OR REFER TO OM FOR ALTERNATE ARBITRATION RIGHTS. CUST UNDERSTANDS AND WILL GET IN CONTACT WITH SVC MGR. CUST UNDERSTAND THAT HCA HAS NO ASSISTANCE IN THIS SITUATION.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1013588 Method: P Analyst: CACVG25 Date of Text: 10/06/2006
VIN : KMHWF25S7XA(REDACT) Sonata (EF) Selling Dlr: NH012
Miles: 92,128 M/Year: 1999 Tran: 2 DFU: 1/21/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : BRENTWOOD State: NH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail (REDACT)
Incomplete Campaign:
Service Dlr: NH006 HAMPTON HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

10/06/06(SLAZ/CVG)CUST STATES:

1. VEH SUBFRAME IS ROTTING AND WILL NOT PASS INSPECTION.
 2. DLR NH006 STATED TO CUST THAT IT IS DUE TO NO PROTECTANT ON THE WELDS.
 3. NEEDS HMA ASSISTANCE IN RESOLVING ISSUE.
- WRITER ADVISED CUST THAT RESEARCH OF ISSUE IS NEEDED TO DETERMINE IF REGION ASSISTANCE CAN BE PROVIDED TO DETERMINE IF IS DEFECT OR NORMAL WEAR TEAR. WRITER REQUESTED 2-3 BUSINESS DAYS TO RESEARCH AND GET BACK WITH CUST ON ISSUE. CUST UNDERSTOOD. WRITER PROVIDED FILE # AND UPDATED CUST INFO.

10/10/06(SLAZ/CVG)WRITER CONTACTED DLR NH006 AND SPOKE WITH SVC MGR KIM.

KIM STATES:

ON LIFT FOUND ROTTED INSIDE OUT. WELD SEEMS ROTTED AS WELL. RIGHT REAR FRAME CONNECTOR HAS RUST HOLES IN IT. FLEX PIPE IS ROTTED ON ONE SIDE. TECH RECOMENDS REPAIR OF FRAME CONNECTOR REPLACE OF SUBFRAME. RECOMEND VEH NOT BE DRIVEN. CUST TOOK VEH. HARD TO SAY IF CORROSION IS DUE TO DEFECT. NO HISTORY FROM VEH IN DLR NH006. WRITER THANKED KIM FOR ASSISTANCE.

----OPEN TO REGION REQUEST NOTES:

1. VEH FRAME IS ROTTING FROM WELDS AND WILL NOT PASS INSPECTION. NEED TO HAVE

REGIONAL ASSISTANCE ON DETERMINING IF ISSUE CAN BE RESOLVED AT HYUNDAI COST OR CUST COST.

2. VEH HAS BEEN TO DLR NH006 ONE TIME FOR THIS CONCERN.
3. 10/6/06 92120 CUST FEELS FRAME IS ROTTING TO NO FAULT OF CUST. DLR PUT VEH ON LIFT FOUND ROTTED INSIDE OUT. WELD SEEMS ROTTED AS WELL. RIGHT REAR FRAME CONNECTOR HAS RUST HOLES IN IT. FLEX PIPE IS ROTTED ON ONE SIDE. TECH RECOMMENDS REPAIR OF FRAME CONNECTOR REPLACE OF SUBFRAME. RECOMMENDS VEH NOT BE DRIVEN. CUST TOOK VEH. HARD TO SAY IF CORROSION IS DUE TO DEFECT.
4. DPSM AND TECHLINE NOT INVOLVED.
5. THIS IS NOT AN MECHANICAL ISSUE
6. NO AFTER-MARKET PARTS AFFECTING OR RAISING CONCERNS.

10/11/06 (SHAM/CVG) CUST STATES:

1. CALLED ON 9/06/06 AND HASN'T HEARD AN UPDATE.
 2. WOULD LIKE TO KNOW WHAT CM HAS DONE.
- WRITER ADVISED CUST THAT CM IS STILL RESEARCHING THE ISSUE AND WHEN CM HAS MORE INFORMATION CM WILL CALL CUST. THANKED CUST FOR CALLING.

10/12/06 (TGORD/CVG) CUST STATES:

1. ASKS FOR UPDATE
- WRITER ADVISED THAT DETAILS OF CUST CONCERN ARE BEING REVIEW & SLAZ WILL CALL CUST WITH UPDATE AS SOON AS A CETERMINATION HAS BEEN MADE.

10/13/2006 (PDODGE/CVG) CUSTOMER STATES:

1. REQUESTED TO SPEAK WITH SLAZ/CVG FOR UPDATE REGARDING CURRENT ISSUE.
- WRITER ADVISED SLA/CVG WAS CURRENTLY UNAVAILABLE, WRITER ALSO ADVISED CUSTOMER THAT DETAILS OF CONCERN ARE BEING REVIEWED. CUSTOMER REQUESTED A CALL BACK AT (REDACT) FROM SLAZ AS SOON AS POSSIBLE.

10/16/06 (CFREE/CVG) CUST STATES:

1. WOULD LIKE TO KNOW THE STATUS OF CUST'S ISSUE
 2. VEH IS NOT DRIVABLE
 3. WANTS SOMEONE TO CHECK OUT THE PROBLEM
 4. HAS WAITED TEN DAYS
 5. WOULD LIKE TO SPEAK TO SLAZ
- WRITER ADVISED CUST THAT SLAZ WAS UNAVAILABLE. WRITER OFFERED TO ASSIST CUST. WRITER ADVISED CUST THAT SITUATION WAS STILL BEING REVIEWED FOR ESCALATION. WRITER APOLOGIZED TO CUST FOR WAIT. WRITER ADVISED CUST THAT WRITER WOULD TAKE CARE OF CUST'S SITUATION AS SLAZ WAS NOT AVAILABLE. WRITER ADVISED CUST THAT WRITER WOULD ATTEMPT TO EXPEDITE PROCESS AS CUST'S VEH IS DOWN. WRITER PROVIDED NAME AND EXT. WRITER ADVISED CUST THAT WRITER WOULD CALL CUST WITHIN 1 BUSINESS DAY TO GIVE CUST UPDATE.

10/17/06 (CFREE/CVG) WRITER CALLED CUST ON BOTH HOME AND CELL PHONES. WRITER LEFT MESSAGE ON CUST'S CELL PHONE, REQUESTING CUST CALL BACK TO DISCUSS CUST'S ISSUE. WRITER PROVIDED NAME AND EXT.

-----TO ANY CM: IF THIS CUST CALLS, PLEASE ADVISE CUST THAT FILE WILL NOT BE OPENED TO REGION BECAUSE VEH IS OUT OF WARR AND DLR DOES NOT KNOW IF CORROSION IS DUE TO DEFECT. PLEASE ADVISE CUST THAT SITUATION WILL HAVE TO BE HANDLED BY CUST AT THIS POINT. IF CUST DISAGREES, REFER CUST TO THE ALTERNATE DISPUTE PROCESS IN CUST'S OM. THANK YOU.

10/17/2006 (SJAME/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH CFREE.
- WRITER STATES THAT CM IS UNAVAILABLE AND OFFER TO ASSIST BUT CUST DECLINED

AND WANTED TO SPEAK WITH CFREE ONLY. WRITER LEFT CM A MESSAGE TO CALL CUST BACK ON CELL.

10/17/06 (CPARK/CVG) CUST STATES:

1. WANTED TO SPEAK TO CFREE.

--WRITER TRANSFERRED CUST.

10/17/06 (CFREE/CVG) WRITER ADVISED CUST THAT REGIONAL PERSONNEL WILL NOT BE INVOLVED IN THE REPAIRS OF THE VEH, AS VEH IS OUT OF WARR. CUST STATES:

1. WILL BE GOING TO THE STATE ATTORNEY GENERAL

2. WILL PUSH FOR COMPLETE RECALL OF HYUNDAI VEH FROM 1999-2002, AS ALL VEH FROM THESE YEARS HAVE THE SAME PROBLEM

---WRITER ADVISED CUST THAT IS AN OPTION CUST HAS. WRITER ADVISED CUST THAT IN CUST'S OM THERE ARE INSTRUCTIONS FOR ARBITRARY RESOLUTION AND INFO FOR THE BBB. CUST DISCONNECTED.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1014257 Method: P Analyst: CACVG81 Date of Text: 10/10/2006

VIN : KMHWF35V4XA(REDACT) Sonata (EF) V-6 Selling Dlr: MI019

Miles: 118,000 M/Year: 1999 Tran: 2 DFU: 9/08/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: A

Address : (REDACT)

City : HOLLAND State: MI Zip: Red Country: USA

Phone-Home: 000 000-0000 Work: - Ext: Cell#: (REDACT)

e-Mail : (REDACT)

Incomplete Campaign: V01 051

Service Dlr: MI028 ELHART HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: No 3/11/2012

Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

10/10/06 (DWEIN/CVG) CUST STATES;

1. CUST HAS HAD THE WHEEL BARRINGS FIXED IN THE VEH SEVERAL TIMES UNDER WARRANTY.

2. THE VEH IS NOW HAVING PROBLEMS AND IS NOT UNDER WARRANTY.
3. CUST FEELS THE VEH HAS SOMETHING WRONG THAT MAKES THE WHEEL BARRINGS GO OUT.
4. CUST HAS HAD VEH FOR YEARS AND NEVER HAD THE BARRINGS GO OUT AND WITH THIS VEH HAS BEEN THROUGH SO MANY.
5. WOULD LIKE TO SEE IF THERE IS SOMETHING THAT CAN BE DONE.
6. CUST HAS BEEN VERY HAPPY WITH THE VEH HOWEVER IS NOT SURE THAT CUST WOULD BUY ANOTHER ONE.
7. THE DLR SHOULD HAVE DONE SOMETHING TO FIND THE PROBLEM.
---WRITER TOLD CUST THAT WRITER WILL CALL THE DLR AND SEE IF THE VEH HAS BEEN IN FOR THE SAME REASON AND WHY THIS WOULD CONTINUE. WILL CALL CUST BACK IN 2-3 DAYS. GAVE CUST FILE NUMBER.

10/12/06 (DWEIN/CVG) DLR STATES;
THE VEH HAS NOT BEEN IN FOR ANY MAINTENANCE WORK FOR 2 YEARS.
THE BARRINGS WERE SO BAD THE KNUCKLE HAD TO BE REPLACED AS WELL ON LAST VISIT SEPT 05. DLR FEELS AS IF THE VEH HAS HAD SOME PROBLEMS WITH THE ISSUES HOWEVER IS OUT OF WARRANTY AND THE WARRANTY ON THE WORK WAS ONLY 1 YEAR OR 12,000 MILES. DLR SUGGESTED CUST BRING VEH IN TO CHECK AND SEE WHAT THE PROBLEM IS BEFORE IT GETS WORSE. THANKED DLR WILL CALL CUST.
CALLED CUST AND EXPLAINED CUST THANKED WRITER FOR CALLING BACK AND UNDERSTANDS THE VEH WILL NOT BE COVERED UNDER WARRANTY.

08/28/07 (OCONN/CVG) CUST STATES:
1. ORIGINAL OWNER OF 1999 SONATA, BEEN MAINTAINED.
2. HIT TINY BUMP, FRONT FRAME, (ENGINE CRADLE) BREAKS IN HALF. BROKE IN THE MIDDLE AND AT WELDS, BADLY RUSTED, FALLING APART.
3. WAS AWAY FROM HOME HAD VEH TOWED TO FRIEND NEAR LOCATION OF BREAKAGE.
4. FRAME SHOULD LAST LONGER AND NOT RUST THROUGH IN 8 YEARS.
5. WHAT CAN CUST DO?
---WRITER STATED WILL RESEARCH, CHECK WITH SUPERVISOR TO SEE IF PIR REP CAN GO OUT TO EXAMINE AND DETERMINE IF DEFECT IN WELDS, OR STEEL FRAME OR IF IS A FOREIGN SUBSTANCE CREATING RUST. TOLD CUST WOULD ATTEMPT TO DETERMINE IF ANYTHING CAN DO FOR CUST, MAYBE GET REP TO EXAMINE WHERE VEH IS STORED.

08/31/07 (OCONN/CVG) WRITER CALLS CUST BACK EXPLAINS ONLY THING CAN DO IS TAKE PICTURES OR TOW TO DLRSP TO GET ACTUAL DIAGNOSIS TO DETERMINE IF THE FRAME WAS DEFECTIVE OR EXTERNAL FORCES AND/OR MATERIALS WERE TO BLAME FOR THE RUSTING THROUGH OF THE FRAME.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

C.A. CONCERN VIN CASE REPORT

FILE : 1014435 Method: P Analyst: KREMICK Date of Text: 10/11/2006
VIN : KMHWF35V3YA(REDACT) Sonata (EF) V-6 Selling Dlr: NY078
Miles: 72,511 M/Year: 2000 Tran: 2 DFU: 8/23/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: K
Address : (REDACT)
City : ALBANY State: NY Zip: (REDACT) Country: USA
Phone-Home: - Work: - Ext: Cell#: -
e-Mail :
Incomplete Campaign: HPC
Service Dlr: NY078 LIA HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

10/11/2006 - (KR) DPSM INSPECTED VEHICLE FOR A RUSTY FRONT SUBFRAME CONCERN.
UPON INSPECTION, THE VEHICLE HAD WITNESS MARKS OF IMPACT
MARKS TO LOWER RADIATOR SUPPORT AND VARIOUS POINTS OF BOTTOM
POINTS OF CHASSIS THROUGHOUT VEHICLE. IN CONSIDERATION OF
REPAIRS AND CONDITION OF VEHICLE, DPSM AGREED TO A 100%
PARTS CONTRIBUTION FOR THE FRONT SUBFRAME ONLY. DEALER TO
ADVISE CUSTOMER OF THIS WITH CUSTOMER BEING RESPONSIBLE FOR
THE BALANCE OF THE LABOR AND SUBSEQUENT PARTS. MILEAGE:
72,511. AS/400 UPDATED.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1014793 Method: P Analyst: CACVG88 Date of Text: 10/13/2006
VIN : KMHWF25S81A(REDACT) Sonata (EF) Selling Dlr: CT012
Miles: 100,000 M/Year: 2001 Tran: 2 DFU: 12/02/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: L
Address : (REDACT)
City : WINSTED State: CT Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: XXX 738-XXXX

e-Mail : NONE

Incomplete Campaign: HPC

Service Dlr: CT012 TORRINGTON HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 3/11/2012

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

10/13/06 (JDUKE/CVG) CUST STATES:

1. TOOK VEH TO TIRE SHOP TO HAVE TIRES PUT ON FOR THE WINTER.
2. TIRE SHOP REFUSED TO PUT TIRES ON VEH, THE ENTIRE FRONT HALF OF VEH FRAME IS RUSTED AND CRACKING.
3. THE VEH IS UNSAFE TO DRIVE.
4. CUST HAS TAKEN PICTURES OF THE DAMAGE.
5. WOULD LIKE TO KNOW IF THIS COMMON.

---WRITER UPDATED FILE. ADVISED CUST TO TAKE VEH TO DLR AND HAVE IT DIAG. ADVISED CUST ONCE THE VEH HAS BEEN DIAG TO CALL WRITER BACK.

10/13/2006 (SJAME/CVG) VANCE @ CT12 STATES:

1. WOULD LIKE TO SPEAK WITH JDUKE.

---WRITER STATES THAT CM IS UNAVAILABLE BUT WOULD LEAVE CM A MESSAGE TO CALL VANCE BACK AT 860-489-0471

10/13/06 (DWEIN/CVG) CUST STATES;

1. CUST WANTS (JDUKE/CVG) TO CALL CUST BACK.
2. THE VEH CAN NOT BE ON THE ROAD.
3. THE FRAME IS RUSTED OUT.
4. CM TOLD CUST TO DRIVE SLOW AND TAKE TO THE DLR.
5. THE VEH IS NOW AT THE DLR AND THE DLR WILL TALK TO CM BEFORE BEING FIXED.
6. CUST WOULD LIKE A MESSAGE LEFT FOR CM.

---WRITER TOLD CUST THAT A MESSAGE WILL BE LEFT FOR CM. THANKED CUST FOR CALLING.

10/16/06 (SHAM/CVG) CUST STATES:

1. REQ SPEAK WITH JDUKE.

--WRITER ADVISED CUST THAT CM IS UNAVAILABLE. ADVISED CUST THAT CM HASN'T BEEN ABLE TO CONTACT DLR AND WHEN CM HAS MORE INFORMATION CM WILL CALL CUST.

10/15/06 (JDUKE/CVG)

WRITER CALLED DLR. DLR CT012 (ROY) STATES:

1. THE BODY FRAME IS RUSTED OUT, THIS IS NOT A COMMON PROBLEM.
2. CUST SELDOM BRINGS VEH INTO DLR.
3. THE VEH WOULD NEED TO BE TAKEN TO A WELDING SHOP TO REPAIR.
4. DOES NOT HAVE THE ABILITY TO REPAIR THIS ISSUE.

---WRITER THANKED ROY FOR THE INFORMATION WILL CONTACT CUST ADVISE OF SITUATION.

--WRITER CALLED CUST TO ADVISE CUST OF DLR COMMENTS. ADVISED HCA COULD NOT HELP WITH THIS ISSUE. CUST STATES:

1. DOES NOT WANT VEH BACK. IT IS UNSAFE TO BE DRIVING. IF HMA WILL NOT FIX THIS PROBLEM THEN IT IS NO LONGER THE CUST RESPONSIBILITY.
2. WILL JUST LEAVE VEH AT DLRSP.
3. THIS IS VERY UNSATISFACTORY.

---ADVISED CUST OF ALTERNATE DISPUTE RESOLUTION IN OH. APOLOGIZED TO CUST FOR NOT BEING ABLE TO PROVIDE ASSISTANCE. ADVISED THERE WERE MANY FACTORS THAT CONTRIBUTE TO THE PROBLEM SUCH AS SALT, PARKING ON DIRT, LIVING IN

HIGH HUMIDITY AREAS. ADVISED CUST TO CALL HCA WITH ANY FURTHER CONCERNS.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1015040 Method: P Analyst: TLYTLE Date of Text: 2/07/2007
VIN : KMHWF35V5XA(REDACT) Sonata (EF) V-6 Selling Dlr: NJ020
Miles: 106,000 M/Year: 1999 Tran: 2 DFU: 7/17/1999 (mm/dd/yyyy)
Branded Info: CLASS IV-VEH REPORTED SCRAPPED-NOT WARRANTABLE
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : MILDRED State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: 0000 Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: PA027 FAIRFIELD HYUNDAI
Action : CLO Responsibility: R DCS: Priority: CUS Source: CUS
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
Open Category Open Condition Open Component

NLGG LEGAL/GOVT 200I PROPERTY DAMAGE
MSTH STEER/HANDLING 4810 ABNORMAL HANDLING
NPRD PRODUCT 250N POTENTIAL PRODUCT
NPRD PRODUCT 600A ACCIDENT/NON-SPECI
OPEN COMMENTS

- 10/16/2006 (CORR/CVG) CUST STATES:
1. CUST JUST PURCHASED A PRE OWNED VEH, REGISTERED, INSURED, AND LICENSED VEH AND CUST DAUGHTER TOOK VEH FOR ITS FIRST DRIVE IN DAUGHTER'S POSSESSION ON 10/15/2006. VEH WAS IN AN INCIDENT ON THIS DAY.
 2. INCIDENT OCCURED AS DAUGHTER WAS DRIVING SOUTH BOUND ON HIGHWAY 220 BETWEEN HUGHESVILLE AND WILLIAMSPORT (ABOUT 4 MILES OUTSIDE OF HUGHESVILLE.)
 3. CUST DAUGHTER WAS DRIVING VEH AND ALL OF A SUDDEN A-FRAME RIPPED OFF OF VEH AND CUST DAUGHTER LOST ALL CONTROL. VEH RAN OFF THE ROAD INTO SOMEONE'S YARD.
 4. CUST DAUGHTER WAS TRAVELING 55 MPH AT TIME OF INCIDENT.
 5. DAMAGE TO VEH INCLUDES DENT IN FENDER DUE TO RIGHT FRONT TIRE BEING KICKED BACK INTO FENDER, DAMAGE TO AXLE, AND A-FRAME NEEDS REPLACED.
 6. CUST DAUGHTER WAS ONLY OCCUPANT OF VEH AND WAS WEARING SEATBELT.
 7. NO INJURIES OCCURED AS A RESULT OF THIS INCIDENT.

8. NO POLICE REPORT WAS FILED.
9. VEH IS CURRENTLY AT CUST'S HOME; CUST HAS NO PHYSICAL ADDRESS, ONLY (REDACT)MILDRED, PA (REDACT). HOME PHONE (REDACT). CELL (REDACT).
10. INSURANCE HAS NOT BEEN NOTIFIED. CUST HAS LIABILITY ONLY.
11. VEH HAS NOT YET BEEN REPAIRED.
12. CUST IS SEEKING TO HAVE HYUNDAI REPAIR VEH AT NO OR LITTLE COST TO CUST. CUST HAS ALREADY PUT \$2500 INTO THIS VEH AND FRAME ALONE WILL COST CUST \$1100.
--WRITER UPDATED CUST INFO AND EMPATHIZED WITH CUST. WRITER ADVISED CUST THAT PIR INFO WILL BE FORWARDED ON AND CUST SHOULD RECEIVE A PACKET IN 7-10 BUSINESS DAYS. WRITER ADVISED THAT AN INVESTIGATION IS NOT GUARANTEED AND PIR PROCESS CAN BE LENGTHY. CUST UNDERSTOOD. WRITER PROVIDED FILE NUMBER, NAME, EXT.

*****ATTN NCA*****
FORWARDING FOR DOCREQ MAILING

10/16/06 (SFARR/CVG) CUST. STATED:

1. WANTS TO SPEAK WITH CM (CORR/CVG). CM UNAVAILABLE.
--WRITER ADVISED: CM UNAVAILABLE. WRITER OFFERED TO ASSIST CUST. CUST WANTS TO SPEAK WITH CM (CORR/CVG). WILL LEAVE MESSAGE FOR CM.

10/16/2006 (CORR/CVG)

--WRITER CONTACTED CUST AND CUST ADVISED THAT AXLE (CUST STATED THAT CUST CALLS IT TRANSAXLE BUT THINKS HYUNDAI CALLS IT CV BOOT OR CV JOINT) IS JUST FINE, CUST JUST NEEDS NEW CV BOOTS AND CUST CAN PAY FOR THAT. CUST JUST WANTS HYUNDAI TO REPLACE A-FRAME. WRITER ADVISED THAT ALL COMMENTS WILL BE NOTED IN FILE. CUST ALSO STATES THAT AFTER TAKING AXLE OUT, ONE SIDE OF FRAME IS RUSTED AND ONE IS NOT. THE SIDE OF THE FRAME THAT IS RUSTED IS RUSTED STRAIGHT THROUGH. WOULD REALLY LIKE HYUNDAI TO COME LOOK AT THIS. WRITER ADVISED THAT ALL INFO WOULD BE FORWARDED FOR REVIEW. CUST UNDERSTOOD.

10/19/06 (JBLACKBURN/EXE) WRITER SENT PIR DOC REQ PACKAGE THIS DATE.

10/20/2006 (LTAYLOR/CVG) CUST STATES :

1. CUST HAS PICTURES OF DAMAGE TO VEH TO FAX TO CORR
--WRITER GAVE FAX # AND TOLD CUST TO PUT CORR'S NAME ON IT AND FILE # AND LEFT MSG FOR CORR ON FILE.

10/20/06 (SLAZ/CVG) CUST STATES:

1. WANTS TO SPEAK WITH CORR
---WRITER WARM TRANSFERRED CALL TO CORR

10/20/2006 (CORR/CVG) CUST STATES:

1. IS HAVING TROUBLE FAXING IN PICTURES.
--WRITER APOLOGIZED THAT CUST WAS GIVEN INCORRECT INFO. WRITER ADVISED THAT PIR PACKET WAS MAILED TO CUST YESTERDAY AND SHOULD BE RECEIVED IN 7-10 BUSINESS DAYS. WRITER ADVISED CUST THAT ALL INFO SHOULD BE SUBMITTED VIA THAT PACKET AND FORWARDED TO LEGAL DEPT FOR HANDLING. WRITER ADVISED THAT THIS OFFICE HAS NOTHING TO DO WITH THE DECISION TO MAKE AN INVESTIGATION OR NOT AND ADVISED THAT PROCESS IS LENGTHY AND THAT AN INVESTIGATION IS NOT GUARANTEED. CUST UNDERSTOOD. WRITER ADVISED CUST TO CALL BACK FOR ANY ADDITIONAL INQUIRIES.

10/23/06 (JCANN/CVG) WRITER RECIEVED FAX AND FORWARD COPY TO (CORR).

10/23/06 (DWEIN/CVG) CUST STATES;

1. CUST IS UPSET OVER THE PACKET CUST RECEIVED.
 2. THE PAPER WORK IS NOT ANYTHING LEGAL AS CUST WOULD HAVE THOUGHT.
 3. CUST CAN NOT BELIEVE THE INFO WANTED HAS TO BE FILED OUT AS HCA HAS THE VIN NUMBER AND ALL THE INFO NEEDED.
 4. THE POLICE OFFICER TOLD CUST TO FILE CHARGE AGAINST HYUNDAI AS THIS NEVER SHOULD HAVE HAPPENED.
 5. CUST WANTS THE VEH FIXED AND DID NOT WANT TO FILE.
-
6. WHY CAN'T THE DPSM JUST COME TO THE HOUSE AND LOOK AT THE VEH.
 7. IT IS PLAIN TO SEE THAT THE PROBLEM WITH THE VEH IS HYUNDAI'S PROBLEM.
- WRITER EXPLAINED TO CUST THAT THE PKG WILL HAVE TO BE FILED OUT AND SENT IN. THE CM CUST WANTED HAS LEFT FOR THE DAY AND WITER WOULD BE HAPPY TO GIVE THE INFO TO CM. THANKED CUST FOR CALLING AND CUST WILL GO AHEAD AND FILL OUT THE PAPER WORK AND SEND IN.

-

11/07/06 (RCALDERON/NCA) REC'D CUST. PIR DOX, FORWARDED TO JBLACK.

11/08/06 (JBLACKBURN/EXE) RECD CUST RESPONSE TO PIR DOC REQ THIS DATE AND FORWARDED TO LEGAL FOR REVIEW THIS DATE.

***** OPENED FROM INQUIRY STATUS: 11/08/2006 *****

***** OPENED FROM INQUIRY STATUS: 11/08/2006 *****

11/14/06 (DWEIN/CVG) CUST STATES;

1. CUST WOULD LIKE CALLED.
 2. CUST WOULD LIKE TO KNOW WHEN SOMEONE WILL BE OUT TO LOOK AT THE VEH.
- WRITER EXPLAINED TO CUST THAT THERE IS NO GUARANTEE THAT THE VEH WILL BE LOOKED AT AND THAT THIS IS A LONG PROCESS. CUST UNDERSTANDS. CUST WOULD LIKE TO BE CALLED. WRITER LET CUST KNOW THAT THE FILE WOULD BE NOTED.

11/14/06 (JCONW/CVG/TL) WRITER SUBMITTED EMAIL TO AFARRIS/HMA REQUESTING MESSAGE BE FORWARDED TO JBLACKBURN TO CALL CUSTOMER.

11/15/06 (JBLACKBURN/EXE) WRITER RETURNED CALL TO CUST PER REQUEST. CUST WAS UPSET WITH INCIDENT AND VENTED. WRITER EXPLAINED PROCESS AND ADVISED DOCS ARE BEING REVIEWED. WRITER PROVIDED DIRECT CONTACT INFO. WRITER ADVISED THAT ONCE DECISION IS MADE, CUST WOULD BE CONTACTED.

11/20/06 (SFARR/CVG) CUST. STATED:

1. WANTED TO UPDATED ON FILE
- WRITER ADVISED: CUST THAT THIS TYPE OF CASE CAN TAKE A VERY LONG TIME. CUST STATED UNDERSTANDING.GAVE CUST FILE NUMBER, WRITER NAME, PHONE # AND EXT.

11/27/06 (CHARVEY/NCA)

RECV RESPONSE FROM LEGAL SUGGESTING GOODWILL. WRITER FORWARDED TO TJACOBS FOR HANDLING.

11/28/06 (JBLACKBURN/EXE) RECD FILE FOR REVIEW. PER SUGGESTION OF LEGAL, HMA WILL OFFER REIMB TO CUST FOR FAIR VALUE OF VEH AS GOODWILL.

-WRITER CALLED CUST AND ADVISED OF OFFER. CUST EXPLAINED PAID \$3800 TOTAL FOR VEHICLE, BUT HAS RECEIPT ONLY SHOWING \$200 DUE TO TAX REASONS. CUST STATES WITHDREW \$2,000 ON A SUNDAY, THEN THE NEXT DAY WITHDREW AN ADDITIONAL \$1,500. THEN USED \$300 REMAINING CASH GATHERED TO PAY TOTAL AMOUNT FOR VEH. CUST WILL GATHER BANK STATEMENTS AND SUBMIT TO WRITER FOR REVIEW. ALL DOCS MUST PROVE CUST PAID ABOVE STATED AMOUNT FOR VEH. *NOTE* CUST DOCS ORIGINALLY

INDICATED CUST PAID ONLY \$3000 FOR VEH. WRITER WILL REVIEW DOCS WHEN DOCS ARE RECD.

12/8/06 (TJAC) REC'D CUST'S DOCS AND REVIEWED WITH APPROPRIATE DEPARTMENTS, UNABLE TO REIMBURSE CUST BASED ON DOCUMENTATION PROVIDED. IT WAS SUGGESTED THAT CUST'S VEHICLE BE REPAIRED BY AUTHORIZED HYUNDAI DEALER. WRITER FORWARD FILE TO JBLACKBURN/NCA TO CONTACT CUST.

12/08/06 (JBLACKBURN/EXE) WRITER CALLED CUST. CUST HAS PURCHASED NEW PART (PART OF FRAME) AND DELIVERED TO IRF. CUST HAS VEH AT CUST HOUSE. CUST AWAITING CONTACT FROM HMA. WRITER SUGGESTED TO CUST THAT HMA REIMB FOR PART PURCHASED, ARRANGE TO TOW CUST VEH TO HYUNDAI DLR AND USE CUST PART TO REPAIR VEH AT HMA EXPENSE. CUST IS OKAY WITH THIS IDEA. WRITER WILL HAVE TO CONTACT NEAREST DLR (FAIRFIELD HYUNDAI) TO MAKE ARRANGEMENTS. WRITER MADE NO GUARANTEES, AS WRITER NEEDS TO BE ASSURED BY DLR THAT REPAIRS CAN BE COMPLETED AND THAT COSTS ARE NOT TOO HIGH. WRITER FORWARDED TO TJACOBS TO HANDLE FROM HERE ON. TJACOBS WILL CONTACT DLR BEGINNING NEXT WEEK TO MAKE ARRANGEMENTS WITH DLR.

12/11/06 (TJAC) WRITER CONTACTED DLSHP SPOKE TO RON/SVC MGR REQUESTING DLSHP TO INSPECT VEHICLE REGARDING ABOVE INCIDENT, PROVIDE WRITER WITH ESTIMATE OF DAMAGE. WRITER WOULD REVIEW ESTIMATE, IF FAIR, WRITER WILL OBTAIN SIGNED/NOTARIZED SETTLEMENT AGREEMENT FROM CUST, AND CONTACT DLSHP TO AUTHORIZE REPAIR. WRITER ADVISED TO BILL HMA UPON COMPLETION. RON UNDERSTOOD.

12/12/06 (TJAC) WRITER CONTACTED RON/MGR ADV WILL BE ARRANGING TO HAVE VEH TOWED TO DLSHP THIS EVENING. WRITER REQUEST VEH BE LOOKED AT, AS SOON AS POSSIBLE AND CONTACT WRITER. RON UNDERSTOOD.

12/12/06 (JBLACKBURN/EXE) RECD CUST FAX OF UNDERCARRIAGE X-MEMBER & AXLE SHAFT CUST PAID FOR OUT OF POCKET. WRITER ALSO RECD R/S/A AUTH #5214 TO HAVE CUST VEH TOWED TO DLR.
-WRITER CALLED CUST AND ADVISED OF R/S/A INFO. WRITER ADVISED CUST TO CONTACT R/S/A, PROVIDE AUTH #, AND R/S/A WILL TOW CUST VEH TO DLR. WRITER EXPLAINED THAT CUST WOULD BE RESPONSIBLE FOR DELIVERING PARTS TO DLR FOR REPAIRS IN ORDER TO BE POSSIBLY REIMB FOR PARTS. CUST COMPLAINED ABOUT INCONVENIENCES ASSOCIATED WITH SITUATION. WRITER REITERATED TO CUST THAT ALTERNATE OPTION WOULD BE FOR HMA TO PAY CUST FOR VEH, AND CUST DOCS SHOWED THAT CUST ONLY PAID \$200 FOR VEH. WRITER EXPLAINED THAT HMA IS TRYING TO WORK WITH CUST TO SATISFY CUST. CUST UNDERSTOOD AND WILL CONTACT R/S/A FOR TOW TO DLR.

12/13/06 (TJAC) REC'D CALL FROM RON/SVC WHO ADVISED CUST VEH DROPPED OFF BY RSA. RON ADVISING PART PROVIDED BY CUST IS USED PART, UNSURE IF HYUNDAI WANTS TO PUT USED PART IN VEHICLE. WRITER ADVISED IF NEW PART AVAILABLE TO INSTALL NEW PART. RON UNCLEAR OF WHAT NEEDS TO BE REPAIRED ON VEH, STATING THAT AFTER LOOKING UNDER HOOD, RON CONFIRMS THAT THIS VEH HAS NUMEROUS USED PARTS IN IT. WRITER ADVISED TO INSPECT PARTS RELATED TO THIS INCIDENT AS SPECIFIED IN THE FILE, FENDER, DAMAGE TO AXLE, AND A-FRAME NEEDS REPLACED/BODY DAMAGE. RON REQUESTING THIS INFO IN WRITING. WRITER SENT LETTER THIS DATE.
---WRITER REC'D CALL FROM RON/SVC MGR WHO ADVISED VEH WAS PUT UP IN AIR AND DLR FOUND MANY USED PARTS/PARTS WELDED TOGETHER. DLR IS CONCERNED ABOUT DOING REPAIRS ON THIS VEHICLE. WRITER REVIEWED FILE WITH NCAM WHO SUGGESTED THAT DLR INSPECT PARTS RELATED TO INCIDENT AND PROVIDE HMA WITH ESTIMATE/PICTURES OF VEHICLE. UPON RECEIPT, WRITER WILL REVIEW WITH APPROPRIATE DEPARTMENT.
WWRITER ADV DLR/DLR UNDERSTOOD.

1/09/07 (JBLACKBURN/EXE) RECD CALL FROM CUST INQUIRING ON STATUS. WRITER ADVISED THAT DLR HAS FOUND USED PARTS WELDED TOGETHER ON VEH. WRITER ADVISED

WOULD CONTACT DLR TO GATHER MORE INFO.

-WRITER CALLED DLR (570-368-8121) AND SPOKE WITH TOM/SA WHO STATES THAT RON IS OUT WITH BACK SURGERY. TOM STATES THAT HE RECALLS SERVICE MANAGER EMAILING OR FAXING PHOTOS AND ESTIMATE OF DAMAGE TO HMA. WRITER REQUESTED DLR RESEND PHOTOS AND ESTIMATE. TOM STATES WILL RESEARCH FURTHER AND FOLLOW UP WITH WRITER. WRITER WILL FOLLOW UP.

1/24/07 (TJAC) REC'D CALL FROM RON/SVC MGR REQUESTING STATUS. WRITER ADVISED LAST WRITER SPOKE TO HIM, PICTURES/ ESTIMATE WERE TO BE EMAILED OVER. RON ADV WRITER PICTURES/ESTIMATE WAS SENT IN DECEMBER. RON ADV WOULD RESEND.
---WRITER REC'D PICTURES/ESTIMATED COST. WRITER WILL FORWARD TO APPROPRIATE DEPARTMENT FOR REVIEW.

1/31/07 (TJAC) WRITER REVIEWED FILE AGAIN WITH APPROPRIATE DEPT, SENT EMAIL TO TLYTLE/EA FOR ASSISTANCE.

2/2/07 (TJAC) REC'D CALL FROM RON/SVC MGR REQUESTING STATUS OF VEHICLE.
---WRITER ADVISED AS OF THIS DATE, FILE STILL UNDER REVIEW. WRITER ADVISED REGION PERSONNEL WILL BE INVOLVED. IF ANY FURTHER INFORMATION BECOMES AVAILABLE, WRITER WILL CONTACT RON/SVC.

***** REOPENED FROM CLOSED STATUS: 02/07/2007 *****

2/8/07 ER CAM TL-REC'D EMAIL FROM TJAC ON 2/1 WITH INFO ABOUT THIS FILE AND REQUESTING WRITER ASSISTANCE WITH NEGOTIATING A BUYBACK WITH THE CUSTOMER. WRITER RESEARCHED FILE AND DISCUSSED WITH JBLACK AND JERB AT HMA AND DECIDED TO HAVE FTS INSPECT CAR TO DETERMINE REPAIRABILITY. WRITER SPOKE TO FTS TODAY AND MADE ARRANGEMENTS TO HAVE CAR INSPECTED ON 2/14 BY FTS. WRITER CALLED DLR AND ADV OF INSPECTION AND REQUESTED DLR HAVE CAR READY FOR FTS. WRITER SPOKE TO RON IN HYUNDAI SERVICE. WRITER CALLED CUST TO GIVE UPDATE AND ADV THAT WRITER WAS NOW INVOLVED WITH THE CASE. CUST BECAME VERY UPSET AT THE AMOUNT OF TIME THIS HAS ALL TAKEN AND THAT HE CANNOT GET CALL BACKS FROM HMA. CUST ALSO UPSET BECAUSE HE HAS BEEN PAYING FOR INSURANCE ON THE CAR ALL THIS TIME AND WISHES HE NEVER BOUGHT THE CAR. CUST STATED THAT HE PAID \$2800 FOR THE CAR. WRITER ASKED CUST TO REPEAT THIS AND VERIFIED THAT THE CUST STATED HE PAID \$2800 FOR THE CAR. NOTE TO FILE - THIS CONTRADICTS WHAT CUST PREVIOUSLY SAID HE PAID FOR THE CAR. WRITER ADV CUST THAT WRITER WOULD BE CUST CONTACT PERSON FROM NOW ON AND GAVE CUST WRITER'S CONTACT INFO. WRITER ADV CUST THAT WRITER WOULD CONTACT CUST AFTER INSPECTION WAS COMPLETE. CUST GAVE WRITER ANOTHER PHONE NUMBER TO CALL - (REDACT). FOR HIS (REDACT).

2/13/07 ER CAM TL-SPOKE WITH CUSTOMER AND OFFERED TO BUYBACK THE CAR AT FAIR MARKET VALUE WHICH IS LISTED IN KELLY BLUE BOOK FOR THIS CAR IN FAIR CONDITION AT \$3760 FOR A PRIVATE PARTY SALE PLUS HMA WILL REIMBURSE CUSTOMER FOR THE PARTS HE PURCHASED AS LONG AS HE CAN PROVIDE RECEIPTS FOR THIS. CUST STATED HIS WIFE SENT THE RECEIPTS TO JB AT NCA. CUST ACCEPTED THIS OFFER. WRITER WILL BEGIN THE PROCESS FOR THE BUYBACK.

2/19/07(RM)ERCA ISG SENT REQUEST THIS DATE FOR REPURCHASE - NCA SENT REPURCHASE PACKAGE THIS DATE.

SUBJECT : CASE# 1015040 / CUSTOMER LAST NAME EARL R TOMLINSON / FULL VIN : KMHWF35V5XA(REDACT)/ VEHICLE TRANSACTION COMPLETED ----- NOTIFICATION: THE ABOVE REFERENCED VEHICLE WAS TURNED INTO FAIRFIELD HYUNDAI ON 03/12/2007. THE VEHICLE WAS REPURCHASED FOR 1. A-FRAME RUSTED THROUGH.
CLOSE CONCERN

Customer visited Dealership? Y (Y/N)

Was a repair made to correct this concern? N (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern? 99
Customer received details by: T
Who communicated details to customer? D
Customer given rental/loaner car? N (Y/N) Goodwill funds used? Y (Y/N)
Is customer satisfied? Y (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

SEE FILE NOTES

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1016163 Method: P Analyst: CACVG96 Date of Text: 10/20/2006
VIN : KMHWF25S9XA(REDACT) Sonata (EF) Selling Dlr: IL027
Miles: 82,986 M/Year: 1999 Tran: 2 DFU: 3/03/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First(REDACT) Midl: A
Address : (REDACT)
City : BOURBONNAIS State: IL Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: 000 000-0000 Ext: Cell#: 937-
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: IL057 BROWN + BROWN HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: Yes 3/11/2012
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

10/20/06 (CFREE/CVG) CUST STATES:

1. CUST PURCHASED VEH PREVIOUSLY OWNED AT A FORD DLR, PURCHASED AN EXTENDED WARR FROM FORD DLR
2. HAS HAD A LOT OF PROBLEMS WITH VEH
3. NEEDED THREE ALTERNATORS IN ONE YEAR, FIRST TIME VEH WAS SENT TO A HYUNDAI DLR FOR REPAIRS
4. SECOND TIME ALTERNATOR WENT OUT, CUST WAS 60 MILES FROM HOME, TOOK VEH TO A GOODYEAR DLR, WAS ABLE TO GET A HYUNDAI PART FOR VEH
5. BY THE THIRD TIME, CUST WAS FRUSTRATED, SHOULDN'T GO OUT THAT MUCH, DLR SHOULD BE ABLE TO FIGURE IT OUT
6. TOOK TO DLR FOR REPAIRS, VEH WAS PUT ON THE LIFT
7. DLR FOUND CRACKED PULLEY BELT, BROKEN SERPENTINE BELT, RADIATOR WAS LEAKING DUE TO A BROKEN AND RUSTED PART, ENTIRE SUBFRAME WAS RUSTED
8. CUST LOOKED AT FRAME, SAW THAT IT WAS SPOT WELDED, WASN'T WELDED TIGHT AND TOP WAS CAPPED
9. BOTTOM IS RUSTED, TOP ISN'T RUSTED AS BAD
10. VEH IS GOING TO NICKEL AND DIME CUST TO DEATH
11. VEH IS NOT THAT OLD, SHOULDN'T BE RUSTED LIKE THIS
12. CUST HAS ONLY PUT 30,000 MILES ON THE VEH SINCE PURCHASING IT
13. THERE WAS A LIGHT ON THE DASH, COULDN'T FIGURE OUT WHAT THE PROBLEM WAS, DLR SAID THE LIGHT MUST BE SAVED IN THE MEMORY
14. REPAIRS WILL COST \$3,000, MORE THAN WHAT VEH IS WORTH

15. SON SUPPOSED TO HAVE VEH NEXT YEAR FOR COLLEGE 3 1/2 HOURS AWAY, DOESN'T WANT SON TO BE DRIVING DOWN THE ROAD AND HAVE THE ENGINE FALL OUT BECAUSE THE FRAME IS SO RUSTED IT CAN'T HOLD THE WEIGHT

16. CUST FEELS GUILTY ABOUT SELLING THE VEH TO SOMEONE ELSE, WISHES THE VEH WOULD BE STOLEN

17. IS THERE ANYTHING HCA CAN DO TO HELP WITH FRAME RUST

---WRITER CREATED FILE FOR CUST, UPDATED CUST INFO, MILEAGE AND DLR. WRITER ADVISED CUST THAT WARR FOR RUST, IF DUE TO A DEFECTIVE PART, WOULD BE FOR 5 YEARS. WRITER ADVISED CUST THAT VEH IS OUT OF WARR, AND THAT ALL REPAIRS WOULD HAVE TO BE PAID FOR BY CUST. WRITER APOLOGIZED TO CUST FOR THE BAD SITUATION. WRITER WISHED CUST GOOD LUCK WITH EVERYTHING. CUST THANKED WRITER FOR INFO. WRITER WAS DISAPPOINTED BUT UNDERSTOOD.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1016488 Method: P Analyst: CACVG20 Date of Text: 10/24/2006

VIN : KMHWF25SXYA(REDACT) Sonata (EF) Selling Dlr: NJ032

Miles: 104,000 M/Year: 2000 Tran: 3 DFU: 12/08/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: D

Address : (REDACT)

City : COLLINGSWOOD State: NJ Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)

e-Mail : (REDACT)

Incomplete Campaign:

Service Dir: NJ039 BURNS HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 3/11/2012

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

10/24/2006 (BMART/CVG) CUST STATES:

1. THEY HAD THE FRAME OF THEIR CAR BREAK IN TWO FROM RUST.

2. THEY HAVE HAD ALL THEIR WORK DONE AT BURNS HYUNDAI.

3. THEY TRUSTED BURNS HYUNDAI TO KEEP THEM POSTED ABOUT THE CONDITION OF THE CAR.

4. THEY WANT TO KNOW IF HYUNDAI WILL ASSIST IN ITS REPAIR.

--WRITER UPDATED CUST AND VEH RECORD. WRITER TOLD CUST THAT HIS VEHICLE IS WELL PAST THE WARRANTY PERIOD, AND WRITER DOES NOT THINK HYUNDAI CAN ASSIST. WRITER WILL, HOWEVER, TALK TO HIS DLR AND SEE IF THEY HAVE ANYTHING IN FILE RELATED TO THIS CONDITION, AND GET BACK WITH THE CUST. CUST PREFERS A CALL ON HIS CELL PHONE.

10/24/2006 (BMART/CVG) WRITER CALLED DLR AND SPOKE TO SVC ADV MIKE. MIKE PULLED HISTORY AND SAID LAST TIME CAR WAS IN WAS SEPT 2005 FOR AN ALTERNATOR AND A 24 POINT INSPECTION. THAT INSPECTION DOES NOT INCLUDE THE FRAME. MIKE SAYS THEY WOULD BE HAPPY TO WORK WITH THE CUST TO MAKE THIS REPAIR. WRITER THANKED MIKE FOR HIS ASSISTANCE.

10/24/2006 (BMART/CVG) WRITER CALLED CUST AND TOLD HIM THAT LAST TIME DLR HAD SEEN HIS CAR WAS SEPT 2005 FOR AN ALTERNATOR REPLACEMENT. WRITER NOTED DLR HAD DONE A 24 POINT INSPECTION BUT WRITER DID NOT BELIEVE THAT WOULD INCLUDE AN INSPECTION AGAINST RUST. WRITER NOTED THAT MIKE HAD INDICATED THEY WOULD WORK WITH HIM TO REPAIR THIS, AND CUST NEEDED TO CALL THE DLR AND DISCUSS WITH THEM WHAT THEY CAN DO TO HELP HIM. WRITER SAID THAT HIS CAR IS 44,000 MILES OUT OF WARRANTY COVERAGE AND HYUNDAI CANNOT HELP HIM WITH THIS PROBLEM. CUST SAYS HE IS GOING TO SEE AN ATTORNEY ABOUT THIS AS HE DOES NOT BELIEVE THE FRAME SHOULD HAVE RUSTED THROUGH THIS QUICKLY.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmdyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
 C.A. CONCERN VIN CASE REPORT

FILE : 1017025 Method: P Analyst: CACVG45 Date of Text: 10/26/2006
VIN : KMHWF25S4YA(REDACT) Sonata (EF) Selling Dlr: NH011
Miles: 73,000 M/Year: 2000 Tran: 2 DFU: 9/13/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: H
Address : (REDACT)
City : CONCORD State: NH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 753-
e-Mail : FORGOT
Incomplete Campaign:
Service Dlr: NH011 GRAPPONE HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
 Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

10/26/06 (BOSBO/CVG) CUST STATES:

1. TOOK THE VEH TO NH011 AND HAD SOME WORK DONE TO THE VEH.
 2. THE SERVICE WRITER ADVISED CUST THAT AT THIS TIME THE WORK WOULD NOT BE COVERED UNDER WARR.
 3. THE CUST CONTACTED HCA TO FIND OUT WHY THE WORK WOULD NOT BE COVERED.
 4. WANTS THIS TAKEN CARE OF UNDER WARR.
- WRITER ADVISED CUST THAT CUST WOULD LIKE TO TALK TO THE DLR AND SEE WHAT THE DLR HAS TO SAY ABOUT THE MATTER. WRITER PLACED CUST ON HOLD AND CONTACTE NH011 NH011 STATES THAT THERE ARE NO NOTES IN THE FILE AND THAT THE LAST TIME THAT THE DLR HAS SEEN THE VEH WAS ON 09/27/06 AND CUST HAS AN OIL CHANGE AND A WINDOW REGULATOR DONE. WRITER THANKED NH011 FOR THE INFO AND ADVISED DLR THAT WRITER WOULD LET CUST KNOW OF WHAT THE WRITER AND DLR TALKED ABOUT. WRITER ADVISED CUST THAT AT THIS TIME THERE ARE NO NOTES IN THE DLR SYSTEM FOR THE SUB FRAME. CUST ADVISED WRITER THAT IT WAS DONE THE SAME DAY AS THE THE LAST OIL CHANGE. WRITER STATES THAT THE TECH ADVISED CUST THAT THE VEH WOULD NOT PASS SAFTEY AGAIN DUE TO THE RUSTED SUB FRAMES. THE CUST DOES NOT UNDERSTAND WHY THE WORK IS NOT COVERED UNDER WARR.
- WRITER ADVISED CUST THAT WRITER WOULD CONTACT THE DLR AGAIN AND TALK TO THE SERVICE WRITER WHO WORKED ON THE VEH. WRITER ADVISED CUST THAT IF CUST HAD ANY OTHER QUESTIONS TO CONTACT HCA AGAIN. WRITER ADVISED CUST THAT WRITER WOULD LET CUST KNOW WITH IN 2-3 BUSINESS DAYS. CUST UNDERSTOOD. WRITER PROVIDED CUST WITH FILE AND EXT NUMBER.

---10/26/2006 (KMILLER/CVG) CUST STATES:

1. WOULD LIKE TO SPEEK WITH BOSBO
- WRITER ADVISED THAT BOSBO IS NOT AVAILABLE AND ASKED IF THERE IS ANYTHING WRITER CAN DO TO HELP CUST. CUST DECLINED AND ASKED THAT BOSBO CALL CUST BACK A.S.A.P. BECAUSE CUST WOULD LIKE TO GET VEH INTO DLR TODAY IF POSSIBLE. WRITER ADVISED THAT CM WILL NOTE FILE AND LEAVE MESSAGE WITH BOSBO TO GET BACK TO CUST A.S.A.P.CUST UNDERSTOOD AND LEFT CONTACT NUMBER (REDACT).

10-26-06 (DPOTT/CVG) CUST STATES :

- 1.WANTS TO SPEAK WITH BOSBO.
- WRITER OFFERED ASSISTANCE. CUST DECLINED STATES BOSBO IS RESEARCHING REIMBURSEMENT AND WILL WAIT TO SPEAK WITH BOSBO.
- WRITER WILL SEE IS BOSBO IS AVAILABLE.
- WRITER WILL LEAVE MESSAGE FOR BOSBO TO CALL CUST.
- INFORMED CUST THAT BOSBO IS STILL RESEARCHING INFO AND WILL CALL WHEN HAS INFO FOR CUST.

10/26/2006(JRAS/CVG) CUST STATES:

1. WANTS TO SPEAK TO BOSBO, CUST TOOK VEH TO A SECOND OPIOIN, FOUND THE H FRAME IS RUSTED, THE INDY SHOP SAID THE WARR SHOULD COVER IT, CUST WANTS THE VEH FIXED, SUB FRAME RUSTED THRU.
- WRITER ADVISED BOSBO IS ON A CALL, AND A MESSAGE CAN BE LEFT, CUST WANTS THE VEH FIXED.

10/26/06 (BOSBO/CVG) CUST STATES:

1. WANTS TO KNOW WHAT IS GOING ON WITH FILE.
- WRITER ADVISED CUST THAT AT THIS TIME THE SUB FRAME IS NOT GOING TO BE COVERED UNDER WARR. WRITER ADVISED CUST THAT WRITER CONTACTED DLR AND DLR PROVIDED PART NUMBER 62405-68101. AND A PRICE OF 1,298.43. WRITER THANKED DLR FOR THE INFO. WRITER ADVISED CUST THAT AT THIS TIME THAT PART FOR THE SUB FRAME IS ONLY COVERED UNDER THE 5/60 AND HYUNDAI WILL NOT WARRANTY RUST. CUST

WAS VERY UPSET AND ADVISED WRITER THAT THOSE PARTS ARE SUPPOSED TO BE COVERED UNDER THE POWERTRAIN. WRITER ADVISED CUST THAT HYUNDAI'S WARRANTY COVERED SEVERAL THOUSAND PARTS AND THAT NOT ALL PARTS ARE COVERED UNDER THE FULL WARRANTY. WRITER ADVISED CUST THAT EVEN IF THE CUST WAS STILL IN WARRANTY THAT HYUNDAI WILL NOT COVER RUST. CUST ADVISED WRITER THAT CUST IS VERY UPSET WITH HYUNDAI AND THE WARRANTY. WRITER APOLOGIZED TO CUST FOR THE PROBLEMS THAT CUST IS HAVING. CUST DISCONNECTED CALL.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1018493 Method: P Analyst: CACVG33 Date of Text: 11/06/2006
VIN : KMHWF35V7YA(REDACT) Sonata (EF) V-6 Selling Dlr: MA034
Miles: 88,000 M/Year: 2000 Tran: 2 DFU: 3/28/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: E
Address : (REDACT)
City : SOUTHWICK State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: MA034 GARY ROME HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT
OPEN COMMENTS

11/06/2006 (KMILLER/CVG) CUST STATES:
1. TOOK VEH FOR OIL CHANGE SVC PERSON HAD WIFE GO OUT AND LOOK AT VEH
2. FRAME IS RUSTED ALL THE WAY THROUGH IN ONE PLACE THE REST OF THE FRAME
STILL HAS THE ORIGINAL SHINEY BLACK PAINT.
3. VEH IS IN MINT CONDITION EXCEPT FOR THIS ISSUE.
4. DLR ADVISED CUST NOT TO DRIVE VEH ANYMORE
5. CUST STILL OWES 1 YEAR AND THREE MONTHS UNTIL VEH IS PAID OFF
6. CUST IS SECOND OWNER AND UNDERSTANDS THE WARRANTIES BUT FEELS THIS IS A MAJOR
DEFECT THAT HYUNDAI SHOULD TAKE CARE OF
7. CUST WOULD LIKE THE FRAME REPLACED ON VEH
8. THIS IS CUST THIRD HYUNDAI AND LOVES ALL OF CUST HYUNDAIS BUT WIFE IS VERY

UPSET ABOUT THIS AND IS THREATENING THAT WIFE WILL NEVER BUY ANOTHER HYUNDA
CUST WANTS TO CONTINUE TO PURCHASE HYUNDAIS AND WOULD LIKE CUST WIFE TO BE
HAPPY WITH THEM AND LOVE HYUNDAI'S AS MUCH AS CUST DOES.

9. CUST HAS MAINTENANCE RECORDS AND CAN PROVIDE THEM UPON REQUEST.

10. CUST WIFE DOES NOT HAVE TRANSPORTATION NOW BECAUSE WIFE IS TOO AFRAID TO
DRIVE WIFE'S SONOTA.

---WRITER CONTACTED DLR. DLR STATES, HAS NOT SEEN THIS VEH SINCE FEB 2005 BUT
HAS BEEN SEEING A LOT OF RUST ISSUES DLR DPSM HAS BEEN FIXING RUST ISSUES FOR
ORIGINAL OWNERS. DPSM TOLD DLR THAT DPSM IS WORRIED ABOUT A CLASS ACTION LAW
SUIT BECAUSE DPSM HAS SEEN SO MANY RUST ISSUES LATLEY. (DLR NUMBER MA034).
WRITER THANKED DLR FOR INFO. WRITER WILL SUBMIT A REQUEST FOR OPEN TO REGION
FOR THE FOLLOWING REASONS: THERE ARE A LOT OF RUST ISSUES BEING FIXED BY DLR,
CUST IS A LOYAL HYUNDAI CUST THIS BEING CUST THIRD HYUNDAI,

---11/06/2006 (KMILLER/CVG)

--INFO FOR REQUEST TO OPEN FILE TO REGION:

1. WRITER IS SUBMITTING FILE TO REGION DUR TO RUST GOING THROUGH THE FRAME OF
CUST VEH. DPSM OF MA034 TOLD DLR THAT THE RUST ISSUE MAY BECOME A CLASS ACTION
CUST WOULD LIKE THE FRAME OF VEH REPLACED.
2. THIS VEH HAS NOT YET BEEN INTO A DLR FOR THIS ISSUE.
3. CUST VEH IS CURRENTLY AT A FRAME SHOP
4. DPSM HAS BEEN INVOLVED AT THE DLR WITH OTHER VEH WITH THE SAME ISSUES.
5. THERE ARE NO AFTER MARKET PARTS AFFECTING THIS ISSUE

11/8/06 (JKIRBY/CVG) CUST STATED:

1. WOULD LIKE TO SPEAK WITH KMILLER.

--WRITER ADVISED CUST THAT KMILLER WAS NOT AVAILABLE AND OFFERED TO HELP.

2. CUST DID NOT HAVE FILE NUMBER BUT WANTED UPDATE ON THE FILE.

3. WANTS TO KNOW HOW LONG THIS PROCESS WILL TAKE.

--WRITER ADVISED CUST THAT KMILLER IS WORKING ON THE FILE AND THAT THE INFO
WAS PASSED TO THE APPROPRIATE PERSONNEL AND THAT KIM OR THE DLR WOULD BE
GETTING IN TOUCH WITH THE CUST WITH MORE INFORMATION ON THE FILE. WRITER
ADVISED CUST THAT THE TIMEFRAME IS NOT KNOWN BUT WE ARE WORKING DILIGENTLY ON
THE FILE TO HAVE THE ISSUE RESOLVED AS FAST AS POSSIBLE. WRITER ADVISED CUST
OF THE FILE NUMBER AND LET THE CUST KNOW THAT THE INFORMATION WOULD BE GIVEN
TO THE CM.

11/14/06 (BOSBO/CVG) CUST STATES:

1. WOULD LIKE TO TALK TO (KMILLER)

--WRITER ADVISED CUST THAT AT THIS TIME CM IS ON ANOTHER CALL. WRITER OFFERED
ASSISTANCE. CUST ADVISED WRITER THAT CUST HAS NOT RECEIVED A CALL FROM
(KMILLER) WRITER APOLOGIZED TO CUST AND ADVISED CUST THAT WRITER WILL LET CM
KNOW THAT CUST WOULD LIKE A CALL BACK TODAY.

---11/14/2006 (KMILLER/CVG) AFTER FURTHER REVIEW CM HAS DECIDED NOT TO OPEN TO
REGION BECAUSE CUST IS OUT OF WARRANTY AND IS THE SECOND OWNER OF THE VEH. DLR
HAS ALREADY CONTACTED REGION ABOUT THIS ISSUE AND WAS DENIED BECAUSE OF CUST
BEING OUT OF WARRANTY AND CUST BEING SECOND OWNER.

---WRITER LEFT MESSAGE ON CUST HOME PHONE NUMBER PROVIDED IN FILE WITH NAME
AND EXTENSION. ASKED THAT CUST CALL BACK WITH ANY OTHER ADDITIONAL QUESTIONS
OR CONCERNS. WRITER ADVISED ON MESSAGE THAT HYUNDAI WILL NOT BE REPLACING THE
FRAME ON CUST VEH BECAUSE CUST IS OUT OF WARRANTY AND REGION DENIED REPAIR
BECAUSE OF THIS AND BECAUSE CUST IS SECOND OWNER.

11/14/06 (CMINN/CVG) CUST STATES:

1. WANTED TO SPEAK WITH KMILLER

---WARM TRANSFERRED CALL

--11/14/2006 (KMILLER/CVG) CUST STATES: WANTS TO KNOW WHY CM CONTACTED CUST ON HOME PHONE WHEN CUST ASKED FOR CM TO CONTACT CELL. CM APOLOGISED AND CONFIRMED THAT CM DOES HAVE NOTED TO CONTACT CUST ON CELL. CM APOLOGISED AGAIN TOLD CUST THAT THIS IS CMS FAULT THAT CUST CALLED BACK ON THE WRONG CONTACT NUMBER. THAT NORMALLY HCA USES THAT HAOME NUMBER AS THE MAIN CONTACT AND CM OVERLOOKED THE NOTE TO CONTACT CUST ON CELL. WRITER ALSO APOLOGISED THAT IT TOOK SO LONG FOR CM TO CONTACT CUST BACK CONCERNING THE RUST ISSUE. CM ALSO STATED THAT THIS IS CMS FAULT CM HAS BEEN OUT WITH MEDICAL ISSUES AND WAS NOT AWARE THAT THESE ISSUES WOULD BE A FACTOR OR CM WOULD HAVE CONTACTED CUST SOONER. WRITER ADVISED THAT THE REASON IT TOOK CM SO LONG TO CALL BACK IS BECAUSE CM WAS WAITING TO HEAR BACK FROM THE DLR TO CONFIRM ISSUES WITH RUST WRITER ADVISED THAT DLR SAID THAT DLR HAD CONTACTED THE REP FROM HYUNDAI (DPSM) WHO HAD DETERMINED THAT BECAUSE VEH IS OUT OF WARRANTY AND CUST IS THE SECOND OWNER OF THE VEH HYUNDAI WILL NOT BE REPLACING THE FRAME OF THE VEH. CUST STATES THAT CUST WILL BE CONTACTING THE BBB AND THE ATTORNY GENERAL ABOUT THIS ISSUE. CM APOLOGISED AGAIN THAT THE CUST FELT IT TOOK TO LONG FOR CM TO GET BACK TO CUST WITH HYUNDAIS DECISION AND ADVISED THAT IT IS CUST DECISION AND CUST RIGHT TO CONTACT THE BBB IF CUST FEELS THAT THAT IS THE APPROPRIATE ACTION. CUST UNDERSTOOD.

01/31/07 (RCALDERON/NCA) REC'D MVDN, FAXED AND ORIGINAL TO (D.CZACHOR), COPY TO (C.WEIN)

2/1/07 (DAC) RECEIVED LETTER FROM NATIONAL. WRITER WILL SEND A RESPONSE TO THE AG'S OFFICE.

2/12/07 ER CAM TL-REVIEWED LETTER.CALLED CUSTOMER TO CONFIRM THAT HE HAS HAD THE REPAIRS DONE AT AN INDY SHOP WITH A USED PART. CUST ALSO STATED THIS IS HIS 3RD HYUNDAI WHICH WRITER CONFIRMED IN THE HMA SYSTEM.CUST STATED HE FEELS THIS IS A DEFECT THAT SHOULD NOT HAVE OCCURRED AT THIS MILEAGE/AGE OF THE CAR. WRITER ADV CUST THAT WRITER WOULD REVIEW THE MATTER FURTHER AND RESPOND TO CUSTOMER LATER TODAY.

2/13/07 ER CAM TL-CALLED CUST AND ADV THAT DUE TO CUST LOYALTY HMA WILL REIMBURSE CUST FOR COST OF REPAIRS IAO \$1143 DONE AT THE INDY SHOP.WRITER ADV THAT HMA DOES NOT WARRANTY THE REPAIRS DONE BY THE INDY SHOP OR THE USED PARTS THAT WERE INSTALLED BY THE INDY SHOP.

2/15/07 (DAC) WRITER FAXED THE RESPONSE TO MOCI THIS DAY. WRITER FILED IN MA034 GENERAL FILE.

2/28/07 (DAC) RECEIVED THE APPROPRIATE DOCUMENTATION FOR THE CHECK REQUEST. WRITER SENT CHECK REQUEST TO TJACOBS FOR PROCESSING.

3/5/07 (TJAC) REVIEWED GDWL HCR REQUEST FOR REIMB ON ENGINE CRADLE REPLACEMENT TOTALING \$1143.00 DUE TO RUST/PART OUT OF WARRANTY PER MSTAHL.EADPSM/EA VERIFIED RO#14276 DTD 01/09/07 AND ATTACHMENTS.

3/5/07 (TJAC) *****HCR FOR \$1143.00 SUBMITTED FOR 3/16/07 CHECK MAILING SCHEDULE. *****GDWL REIMB ON ENGINE CRADLE REPLACEMENT TOTALING \$1143.00 PAYABLE TO "HASKINS, GREGORY" @

107 VINING HILL ROAD
SOUTHWICK, MA 01077

3/16/07 (TJAC) REC'D COPY OF CHECK #50209072 DTD 3/14/07 IN THE AMOUNT OF \$1143.00. WRITER FILING COPY IN FILE.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1019165 Method: P Analyst: CACVG81 Date of Text: 11/09/2006
VIN : KMHWF35V8XA135628 Sonata (EF) V-6 Selling Dlr: PA037
Miles: 65,000 M/Year: 1999 Tran: 2 DFU: 8/03/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: P
Address : (REDACT)
City : MOON TWP State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT)Work: - Ext: Cell#: 264-
e-Mail : NO EMAIL
Incomplete Campaign: V01
Service Dlr: PA012 MOON TOWNSHIP HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

11/9/06 (DWEIN/CVG) CUST STATES;
1. CUST HAS THE CRADLE RUST THROUGH ON THE VEH.
2. TOOK TO DLR AND THE PART IS 5 YEAR 60.000 AND IS NOT COVERED.
3. WANTED THE WORK COVERED OR HELP WITH A TRADE IN FOR ANOTHER VEH.
---WRITER CALLED DLR AND CHECKED THE WARRANTY FOR CUST. EXPLAINED THAT
THE VEH IS 7 YEARS OLD IS OUT OF WARRANTY. THE CUST WOULD NEED TO TALK TO
THE DLR TO SEE IF THERE COULD BE ANY TRADE IN WORKED OUT FOR THE CUST.
THANKED CUST FOR CALLING. GAVE CUST FILE NUMBER.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1019740 Method: P Analyst: CACVG76 Date of Text: 11/13/2006
VIN : KMHWF35V2YA(REDACT) Sonata (EF) V-6 Selling Dlr: NJ003
Miles: 53,000 M/Year: 2000 Tran: 2 DFU: 10/26/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: H
Address : (REDACT)
City : GREENSBURG State: PA Zip: 15601 Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 832-
e-Mail : NO EMAIL
Incomplete Campaign: HPC
Service Dlr: PA052 HYUNDAI OF GREENSBURG
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
 Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

11-13-06 (DPOTT/CVG) CUST STATES:

1. WANTS TO SPEAK WITH PDODGE.
2. WAS SPEAKING WITH CM EARLIER .
3. VEH UNDERCARRIAGE THAT HOLD MOTOR MOUNT IS RUSTED OUT.
4. VEH IS AT INDEPENDENT SHOP.
5. SENT IN THE HPC CARD

---WRITER CREATED FILE AND GAVE CUST FILE #

WRITER EXPLAIEND HPC IS NOT ON FILE AS PER KBASE ANSERS269

NO - UNFORTUNATELY, WE HAVE NO RECORD OF RECEIVING YOUR CLAIM FORM,
WHICH WAS DUE BY JULY 22, 2004. BY COURT ORDER, THE CLAIMS PERIOD HAS CLOSED.
AND HPC WILL NOT BE ADDED TO FILE.

AS PER UNDER CARRIAGE RUST IS NOT A DEFECT. DEPENDING ON AREA THAT
CUST LIVES IN OR WERE CAR WAS BEFORE THIS OWNER BOUGHT VEH MAY BE A FACTOR
WHY VEH HAS RUST. BUT NOT A DEFECT.

AND VEH WOULD NEED TO BE SEEN AT HYUNDAI DLR TO HAVE THE VEH CHECK IF CUST
BELIEVES THIS IS A DEFECT IN THE VEH.

CUST WANTS DPSM TO GO TO THE INDEPENDENT SHOP AND LOOK AT VEH.

CUST IS NOT PAYING FOR VEH BEING TOWED TO HYUNDAI DLR.

CUST FEELS VEH IS DEFECTIVE. UNDERCARRIAGE IS RUST THRU AND MOTOR MOUNTS
WERE UNDERCARRIAGE AND THE MOUNTS GO IS RUSTED.

CUST FEELS THAT THIS IS DEFECT OR METAL WOULD NOT RUST THIS BAD.

--WRITER AGAIN SUGGESTED TO TAKE TO HYUNDAI DLR TO HAVE VEH LOOKED AT.

CUST REFUSES TO PAY TO HAVE VEH 5 MILES AND WILL ONLY TAKE THE VEH
IF DLR WILL GUARANTEE THAT VEH WILL BE FIXED UNDER WARR.

THE PART THAT VEH IS SPEAKING ABOUT ACCORDING TO DLR IS THE
ENGINE CRADEL ALSO CALLED THE UNIBODY OR THE SUB FRAME.

DLR CHRIS V AND BRIAN K. HAS ALREADY SPOKEN TO CUST AND EXPLAINED THAT VEH
WOULD NEED TO BE TAKEN TO DLR FOR THE DLR TO DIAGNOSE.

TECH WILL NOT GO TO THE INDEPENDENT SHOP. CUST WANTS THE TECH TO GO TO
INDEPENDENT SHOP TO LOOK AT VEH.

CUST WANTS A FACTORY REP TO GO TO DLR

--WRITER EXPLAINED THAT THE DPSM OR FACTORY REP WOULD NOT GO TO INDEPENDENT

SHOP TO LOOK AT DLR.
CUST WANTS THE DPSM MANAGER TO LOOK AT VEH.
--WRITER EXPLAINED THAT VEH IS AT INDEPENDENT SHOP NOT AT HYUNAI DLR
AND THAT IF THE DPSM WAS TO COME OUT VEH WOULD NEED TO BE AT THE DLR.
CUST WANTS TO SPEAK WITH DPSM WHEN THE DLR IS IN THE AREA AND WILL CALL
DLR TO SEE WHEN THE DPSM WILL BE THERE.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1020016 Method: P Analyst: CACVG91 Date of Text: 11/14/2006
VIN : KMHWF25S8YA(REDACT) Sonata (EF) Selling Dlr: CT012
Miles: 99,755 M/Year: 2000 Tran: 2 DFU: 1/11/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : SPRINGFIELD State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: MA034 GARY ROME HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/11/2012
Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G 001A GENERAL/INQUIRY
OPEN COMMENTS

11/14/2006 (RMANESS/CVG) CUST STATES:
1. CUST CALLING WITH VIN# TO RESEARCH CAMPAIGN ON 2000 SONATA FRAME.
2. VEH AT DLR BECAUSE FRAME RUSTED THROUGH AND WHEEL FELL OFF.
--WRITER GATHERED CUST INFO AND CREATED FILE. WRITER CONTACTED DLR SERVICE
ADVISOR STEVE WHO STATED THAT FRAME IS RUSTED CAUSING CONTROL ARM TO BREAK
AND AXLE TO DISENGAGE. CUST IS SECOND OWNER OF VEH. DLR CONTACTED DPSM WHO
CONTACTED REGIONAL LIAISON WHO STATED THAT NO GOODWILL WOULD BE OFFERED AS
CUST IS SUBSEQUENT OWNER AND MILEAGE IS OVER 99,000 MILES. WRITER THANKED
STEVE FOR INFO. WRITER ADVISED CUST OF DPSM DECISION AND HCA WILL BACK
THAT FINAL DETERMINATION. CUST WILL BE RESPONSIBLE FOR COST OF REPAIR. NO
ASSISTANCE AVAILABLE AT THIS TIME. CUST DISAPPOINTED BUT UNDERSTOOD.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1020520 Method: P Analyst: CACVG90 Date of Text: 11/17/2006
VIN : KMHWF35V8XA(REDACT) Sonata (EF) V-6 Selling Dlr: MA020
Miles: 80,000 M/Year: 1999 Tran: 2 DFU: 1/19/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: *
Address : (REDACT)
City : PEABODY State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT)Ext: Cell#: 535-
e-Mail : (REDACT)
Incomplete Campaign: HPC V01 039
Service Dir: MA047 TERMINATED...TOM O'BRIEN HYUND
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 11/16/2011
Open Category Open Condition Open Component

NPRD PRODUCT 250D GENERAL - PRODUCT
MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

11/16/06 (JKIRBY/CVG) CUST STATED:
1. OWNS A 99 SONATA
2. JUST EXPERIENCED A CATASTROPHIC SITUATION.
3. THE FRAME CRACKED FROM RUST AND THE WHEEL ALMOST FELL OFF.
4. NOT WELDABLE DUE TO THE SIZE OF THE CRACK AND DLR TOLD THE CUST TO CALL US TO HMANCA TO FILE A SAFTEY DEFECT.
5. VEH HAS NOT BEEN TO THE DLR AT THIS TIME BUT DID GO TO THE DLR IN PERSON AND EXPLAINED THE ISSUE WITH THE VEH.
6. DLR RECOMMENDED THAT THE CUST CONTACT NCA TO FILE A SAFTEY DEFECT AND THE DLR LOOKED UP A CARFAX AND THE VEH CAME BACK CLEAN AND ALL OWNERS HAVE BEEN IN MA.
7. DLR GAVE THE CUST THE FRAME PRICES.
--WRITER ADVISED CUST TO TAKE THE VEH INTO THE DLR FOR A DIAGNOSIS, WRITER DID ADVISE THAT THE VEH IS OUT OF WARRANTY AND THAT THE DLR WOULD BE IN THE BEST POSITION TO ASSIST THE CUST. CUST JUST WANTS HYUNDAI TO KNOW THAT THIS PROBLEM COULD BE THE BEGINING OF MANY, CUST IS AWARE OF A WEBSITE THAT SHOWS THAT THERE ARE 3 VEH TOTAL THAT HAVE HAD THIS SAME PROBLEM AND ONE OF THEM THE TIRE CAME COMPLETLY OFF OF THE VEH. CUST FEELS THAT THIS IS A REAL SAFETY

ISSUE AND WANTS TO VOICE THE CUST CONCERN. WRITER DID ADVISE THE CUST TO CONTACT AND TAKE THE VEH INTO THE DLR TO HAVE THE WORK DONE AND THAT THE HYUNDAI DLR WILL USE GENUINE HYUNDAI PARTS TO FIX THE VEH. CUST UNDERSTOOD. WRITER ADVISED CUST OF THE FILE NUMBER. WRITER ADVISED CUST OF THE CAM VO1 AND 039.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1022254 Method: P Analyst: CACVG05 Date of Text: 11/30/2006
VIN : KMHWF35V2XA(REDACT) Sonata (EF) V-6 Selling Dlr: NY059
Miles: 85,000 M/Year: 1999 Tran: 2 DFU: 6/11/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: ALICE/FREDRICK Midl: V
Address : (REDACT)
City : WEST NYACK State: NY Zip: 109941826 Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : NOEMAIL
Incomplete Campaign: HPC
Service Dlr: NY097 HYUNDAI OF NANUET
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 11/16/2011
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
MBDY BODY 4030 RUST/CORROSION
NPRD PRODUCT 800A GENERAL DISSATISFA
OPEN COMMENTS

11/29/06 (CBRENT/CVG) CUSTOMER STATES:
1. TOOK VEH TO TIRE SHOP FOR TIRE ROTATION
2. WAS TOLD THAT FRAME IN FRONT OF VEH IS RUSTING OUT
3. WOULD LIKE TO KNOW IF THIS IS STILL COVERED
4. CUSTOMER FEELS THIS IS A DEFECT AND SHOULD BE COVERED
--WRITER UPDATED OWNER INFORMATION AND MILES. WRITER EXPLAINED TO CUSTOMER THAT RUST IS COVERED UNDER THE VEHS ANIT PERFORATION WARRANTY WHICH IS 5 YEARS OR 100,000 MILES WHICH EVER COMES FIRST. WRITER EXPLAINED TO CUSTOMER THAT ALTHOUGH VEH ONLY HAS 86,000 MILES ON THE VEH THE DFU SHOWS VEH BEING OUT OF THIS WARRANTY BY 2.5 YEARS. CUSTOMER WOULD LIKE TO REGISTER A COMPLAINT. WRITER INFORMED CUSTOMER THAT WRITER WILL DOCUMENT CUSTOMERS CONCERN WITH

VEH.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1022291 Method: P Analyst: CACVG10 Date of Text: 11/30/2006
VIN : KMHWF35V3XA(REDACT) Sonata (EF) V-6 Selling Dlr: CT020
Miles: 99,500 M/Year: 1999 Tran: 2 DFU: 12/21/1998 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: D
Address : (REDACT)
City : ENFIELD State: CT Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 265-
e-Mail :
Incomplete Campaign:
Service Dlr: CT020 LIA HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 11/16/2011
Open Category Open Condition Open Component

NPRD PRODUCT 250D GENERAL - PRODUCT

OPEN COMMENTS

11/30/2006 (PDODGE/CVG) CUSTOMER STATES:
1. VEH SUB FRAME HAS RUSTED CREATING A SAFETY HAZARD.
2. IS THERE ANY OUTSTANDING CAMPAIGNS WITH THIS ISSUE?
-- WRITER ADVISED CUST NO OUTSTANDING CAMPAIGNS ARE SHOWING FOR CUST VIN
NUMBER. ADVISED CUST WOULD CREATE FILE AND ADD CUSTOMER'S CONCERN. UPDATED
CUST FILE AND PROVIDED FILE NUMBER.
CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1024240 Method: P Analyst: JVANDENB Date of Text: 12/13/2006

VIN : KMHWF25S0XA(REDACT) Sonata (EF) Selling Dlr: OH042

Miles: 89,616 M/Year: 1999 Tran: 2 DFU: 5/27/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: D

Address : (REDACT)

City : COLUMBUS State: OH Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: 447-

e-Mail :

Incomplete Campaign:

Service Dlr: OH042 HATFIELD HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: 10/100000/000/ 4B HCP:

Letter Rcvd: VIN Hist: No 5/27/2009

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

12/13/06 DPSM/JV PER WENDELL JAHR AT OH027: CROSSMEMBER RUSTED OUT, BUCKLED, RESULTING IN DAMAGING CROSSMEMBER, TRANS, AXLES, STRUTS, CONTROL ARMS, SWAY BAR BUSHINGS. WRITER TO REVIEW WITH REGION.

12/14/06- CRCAMMIX REQUESTED DIGITAL PICTURES OF DAMAGE AND WRITTEN ESTIMATE OF REPAIRS FROM DPSM. EMAIL TO NATL SEEKING DIRECTION.

12/19/06 DPSM/JV WRITER ADVISED DLR TO SEND ESTIMATE AND PICTURES FOR REVIEW.

12/21/06- CRCAMMIX DPSM REPORTS MAJORITY OF CUST ISSUES WILL BE COVERED BY HPP AND ANY OTHERS BY GOODWILL.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1024772 Method: P Analyst: CACVG36 Date of Text: 12/18/2006

VIN : KMHWF35V1XA(REDACT) Sonata (EF) V-6 Selling Dlr: IL041

Miles: 115,000 M/Year: 1999 Tran: 2 DFU: 9/01/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: L

Address : (REDACT)

City : MATTESON State: IL Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)

e-Mail : (REDACT)

Incomplete Campaign:

Service Dlr: IL063 FAMILY HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: 10/100000/000/ 4B HCP:

Letter Rcvd: VIN Hist: Yes 9/01/2009

Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G 001A GENERAL/INQUIRY

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

12/18/2006 (SJAME/CVG) CUST STATES:

1. WANTS TO KNOW IF THEIR IS A CAMPAIGN ABOUT THE FRAME OF VEHICLE
2. HAS A HOLE IN CUST DRIVER SIDE FRAME AND IT STARTED WHEN CUST WAS IN WARRANTY.
3. WANTS TO KNOW WHAT IS GOING ON.

---WRITER VERIFIED CUST INFORMATION. WRITER STATES THAT THEIR ARE NO RECALLS ON VEHICLE. WRITER STATES THAT SORRY THAT CUST IS HAVING THIS ISSUE. WRITER STATES THAT SINCE CUST IS OUT OF WARRANTY AND THEIR ARE NO RECALLS ON CUST VEHICLE, AT THIS TIME THEIR IS NO ASSISTANCE HYUNDAI CAN PROVIDE. WRITER STATES THAT WRITER WILL NOTE CUST CONCERNS FOR HYUNDAI CAN SEE. WRITER WILL LEAVE A MESSAGE FOR A SUP TO CALL CUST BACK AS REQUEST BY CUST.

12/18/06 (MCOOTEY/CVG) CUST STATES:

1. FRAME ON PASSENGER SIDE IS RUSTED.
2. FRONT WHEEL ABOUT TO FALL OFF.
3. HAS GONE TO DLR FOR HELP.
4. DEAL STRUCK AT DLR. FRAME WILL BE UNDER COST OF DLR BUT CUST COST WILL BE THROUGH LABOR.
5. OUTSIDE WARRANTY BY 15,000 MILES. SAY'S DLR HAS NEVER SEEN THIS HAPPEN.
6. CUST CONCERNED VEH WOULD HAVE THIS ISSUE OUTSIDE OF WARRANTY.
7. CUST DOESN'T FEEL AT FAULT.

--WRITER VERIFIED FILE, WRITER WILL TRY TO ASSIST.

WRITER GAVE FILE # FOR FUTURE REFERANCE.

WRITER ADVISED IF RESEARCH FIND'S ISSUE HAS BEEN ADDRESSED BEFORE WARRANTY COMPLETE HYUNDAI MAY BE ABLE TO TRY TO ASSIST OTHERWISE CUST WILL NEED TO TAKE DLR DEAL FOR RESOLUTION BECAUSE THEN CUST 15,000 OUT OF WARRANTY COVERAGE. WRITER WILL CALL DLR.

IL063 FAMILY HYUNDAI 708-532-0008

SPOKE WITH DEAN FOREMAN OF SHOP.

DEAN STATES:

1. NOT A GOOD CUST. NO MAINTENANCE AT DLR.
2. ABUSIVE TO SVC ADVISOR WAS ALMOST ASKED TO LEAVE WHEN SOMEONE GAVE LOANER FOR GOOD WILL TO CUST.
3. ARRIVED AFTER HOUR'S.
4. VEH CAME IN ON 15TH THIS LAST FRIDAY.
5. 115,998 MILES ON VEH. 4YR/15,000 MILES OVER.
6. FRAME RIGHT REAR CAUSED BY OUTSIDE EXTERIOR SOURCE. SALT, WATER CORROSION, ETC..
7. CALLED DPSM. DPSM OFFERED DEAL.
8. STATES CUST ABUSIVE AND IRATE.

9. FRAME \$1500.00

10. LABOR 618. + TAX.

--WRITER THANKED DEAN. WRITER WILL ADVISE DPSM DECISION HAS BEEN MADE AND IS A ONE TIME OFFER. VEH WAY OUT OF COVERAGE AND WILL NEED TO RETURN LOANER VEH IF DEAL IS NOT TAKEN. WRITER UNABLE TO ASSIST BECAUSE DPSM INVOLVEMENT. WRITER ADVISED CUST TO CONTACT DLR BECAUSE DPSM WILL BE COMING OUT TO INSPECT VEH AND OTHER VEH MODEL'S.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1025881 Method: P Analyst: CACVG39 Date of Text: 12/27/2006

VIN : KMHWF35V7YA(REDACT) Sonata (EF) V-6 Selling Dlr: NL432

Miles: 73,000 M/Year: 2000 Tran: 2 DFU: 8/03/2000 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: A

Address : (REDACT).

City : NEWBURGH State: NY Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 562-

e-Mail : NO EMAIL

Incomplete Campaign: HPC

Service Dlr: NL432 PACIFICO HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: NL HPP: HCP:

Letter Rcvd: VIN Hist: No 9/01/2009

Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G 001A GENERAL/INQUIRY

OPEN COMMENTS

12/26/2006 (LTAYLOR/CVG) CUST (HUSBAND STERLING) STATES :

1. FRAME HAS RUSTED THROUGH FROM THE INSIDE OUT

2. MECHANIC SAID IT WAS NOT FROM ROAD SALT

3. IS THERE A RECALL ON THE VEH FOR THIS PROBLEM

--WRITER CHECKED CAMPAIGN HISTORY AND ALL CAMPAIGNS HAD NOTHING TO DO WITH THE FRAME AND HAD BEEN COMPLETED. TOLD CUST THAT THE ANTIPERFORATION WAR WAS 3/36 AND MILEAGE WAS MORE THAN DOUBLE THAT. WRITER TOLD CUST THAT HCA COULD NOT ASSIST CUST WITH THE FRAME REPAIR DUE TO THE MILEAGE AND NO RECALL/CAM ON VEH. CUST UNDERSTOOD

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
 C.A. CONCERN VIN CASE REPORT

FILE : 1025946 Method: P Analyst: CACVG68 Date of Text: 12/27/2006
VIN : KMHWF25S4YA(REDACT) Sonata (EF) Selling Dlr: NC014
Miles: 95,000 M/Year: 2000 Tran: 2 DFU: 1/17/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Mid: W
Address : (REDACT)
City : GREENWOOD State: IN Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 887-
e-Mail :
Incomplete Campaign:
Service Dlr: IN028 RAY SKILLMAN HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 9/01/2009
 Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

12/27/06 (NDAZLEY/CVG) CUST STATES:
1. HAS JUST HAD THIER VEH AT AN IND SHOP AND WAS TOLD THAT THE FRAME OF THE
VEH HAS A BIG RUST HOLE
2. WANTED TO KNOW IF IT IS COVERED UNDER WARRANTY
--WRITER UPDATED FILE INCLUDING MILEAGE AND ASKED THEM IF THEY HAVE TAKEN THE
VEH TO THE DLR YET. CUST STATED NO, THEY WANTED TO SEE IF IT WAS COVERED FIRST
CM ADVISED THEM THAT IF THE RUST IS COMING FROM INSIDE TO OUTSIDE IT WOULD BE
COVERED. BUT IF IT IS THE OUTSIDE GOING IN IT IS NOT. CM THEN RECOMMENDED THEY
TAKE THE VEH TO THE DLR (IN028) AS SOON AS POSSIBLE AND LET THEM DIAGNOSE THE
CONCERN. CUST UNDERSTOOD. CM THEN ADVISED CUST THAT THIER COMMENTS WILL BE
DOCUMENTED IN THE THIER FILE, CUST THANKED CM FOR THE ASSISTANCE & CUST ENDED
THE CALL.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1030032 Method: P Analyst: CACVG03 Date of Text: 1/19/2007
VIN : KMHWF35V1YA(REDACT) Sonata (EF) V-6 Selling Dlr: MA018
Miles: 67,000 M/Year: 2000 Tran: 2 DFU: 12/31/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT).
City : SPRINGFIELD State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 783-
e-Mail :
Incomplete Campaign: HPC
Service Dlr: MA034 GARY ROME HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 9/01/2009
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

01/19/2007 (AALLE/CVG) CUST STATES:
1. FRONT PASSENGER FRAME (UNDER CARRIAGE) IS RUSTED AND NOT ABLE TO GET A
ALIGNMENT DONE
2. DLR HAS CALLED IN DPSM, JUST WAITING FOR THE DPSM TO GET BACK TO THE DLR.
---WRITER ADVISED WOULD HAVE TO WAIT FOR THE DPSM TO MAKE DECISION THEY ARE
HCA EYES INTO THE ISSUE.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1032572 Method: P Analyst: CACVG92 Date of Text: 9/24/2007
VIN : KMHWF35V41A(REDACT) Sonata (EF) V-6 Selling Dlr: OH038
Miles: 63,674 M/Year: 2001 Tran: 2 DFU: 2/10/2001 (mm/dd/yyyy)
Branded Info:

Last Name: (REDACT) First: FALANDO/TAMARA Midl: T
Address : (REDACT)
City : MASSILLON State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)

Incomplete Campaign:

Service Dlr: OH038 WAIKEM HYUNDAI

Action : OPN Responsibility: R DCS: C Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: No 9/01/2009

Open Category Open Condition Open Component

MELE ELECTRICAL 3450 POWER WINDOWS NOT
MELE ELECTRICAL 3200 EXTERIOR LIGHTS NO
NOTH OTHER 100C OWNER INFO CORRECT
OPEN COMMENTS

02-02-07(DPOTT/CVG) CUST STATES:

1--DRIVER SIDE DOOR WINDOW IS BROKE AGAIN.

2. HAS BEEN FIXED SEVERAL TIMES .

3.REGULATOR HAS GONE OUT AGAIN AVERAGES EVERY 2 YRS.

4.IS OUT OF WARR AND UPSET THAT CUST WILL BE CHARGED FOR REPIARS.

---WRITER CREATED FILE GAVE CUST FILE # AND CM LOOKED IN MAINTENACE RECORDS

1/21/2003 15,245 SWITCH ASSY-POWER WINDOW REGULA

7/07/2004 29,962 REGULATOR ASSY-FRONT DOOR POWER LEDT SIDE DRIVERS DOOR

--WRITER CALLED DLR AND DLR FRED STATES.

10-17-06 52,952 REGUALATOR ASSY FRONT DOOR ON RIGHT SIDE.

10-23-02 14,739 REGUALATRO ASSY LEFT SIDE DRIVERS WINDOW.

12-04-02 POWER WINDOW SWITCH WAS BROKE NOT A DEFECT,

CUST HAS HAD TWO REGUALATORS ON DRIVER SIDE WINDOW AND 1 ON PASSENGER SIDE WINDOW AND ON SWITCH ASSEMBLE ON DRIVER SIDE WINDOW.

--WRITER WILL REASEARCH AND CALL CUST BACK AS CUST IS REQUESTING POSSIBLE GOODWILL.

2-07-07(DPOTT/CVG) WRITER STATES:

TRIED TO CALL CUST BACK TO INFORM CUST THAT CM WILL NOT BE ABLE TO PROVIDE GOODWILL.

VEH WAS FIXED UNDER WARR ON 7/07/2004 29,962 AND THAT AS VEH IS AT OF WARR BY TIME NOT MILES NO GOODWILL COULD BE OFFERED.

CUST PHONE WAS DISC AND NO NEW PHONE# SO COULD NOT CALL CUST WITH INFO IF CUST CALLS PLEASE ADVISE OF THIS OR TRANSFER CUST TO CM.

WRITER CLOSED FILE AS UNABLE TO CALL CUST.

2/15/07 (MMART/CVG) CUST STATES:

1. CUST REQUEST UPDATE ON FILE.

2. CUST STILL HAS THE SAME NUMBER AND IS ACTUALLY CALLING FROM SAME NUMBER.

3. CUST DOES NOT AGREE WITH RESPONSE AND REQUEST TO SPEAK WITH (DPOTT/CVG).

----CM ADVISED CUST OF THE INFO PROVIDED BY (DPOTT/CVG) ON 2/7/07. CM

APOLOGIZED TO CUST FOR MISTAKE. CM WILL FORWARD MESSAGE TO (DPOTT/CVG).

02-15-07(DPOTT/CVG) WRITER STATES:

RAN OUT OF AUX TIME WILL CALL CUST TOMORROW.

IF CUST CALL PLEASE LET CUST KNOW THIS.

TIME 2:56 PM MST.

02-16-07(DPOTT/CVG) WRITER STATES:
CALLED CUST LEFT MESSAGE ON ANSWERIG MACHINE.
WILL TRY TO CALL CUST ON 02-20-07 IF CUST DOES NOT CALL CM BEFORE THAT.

02/19/07 (CPARK/CVG) CUST STATES:
1. WANTED TO SPEAK TO DPOTT.
--WRITER WARM TRANSFERRED CUST TO DPOTT.

02-19-07(DPOTT/CVG) CUST STATES ;
GOT MESSAGE RETURNING CALL.
--WRITER EXPLAINED CALLED DLR WAITING ON PART# AND COST VEH IS OUT OF
WARR BUT DO TO TWO REPAIRS WILL SEE IF CM COULD GET POSSIBLE GOODWILL FOR CUST
CUST UNDERSTANDS AND WILL WAIT FOR CM TO CALL CUST ON THURSDAY 02-22-07.

02-22-07(DPOTT/CVG) WRITER STATES :
GOT VOICE MACHINE REQUESTING PARTS AND LABOR BREAK DOWN FOR
WINDOW REGULATOR AS CUST IS WANTING CM TO SUBMITT FOR GOODWILL.
WHEN DLR CALLS IN PLEASE TRANSFER TO CM OR GATHER INFO.
IF QUE IS NOT TO HIGH WILL CALL CUST AND LET CUST KNOW STILL WAITING ON INFO
FROM DLR.

02-22-07(DPOTT/CVG) ADAM AT DLR STATES:
CUST HAS HAD REGULATER ON LEFT SIDE CHANGED OUT TWICE
10-23-02 @ 14739 REGULATOR ASSEMBLE WAS REPLACED
07-07-04 @ 29962 REGULATOR WAS REPLACED AGAIN.
CUST BRINGS VEH IN FOR MAINTENANCE ON VEH.
--WRITER THANKED ADAM AT DLR FOR INFO AND CALL ENDED.
---WRITER WILL REQUEST GOODWILL FOR CUST EVEN THOU CUST IS OUT OF WARR
BY 1 YR.
REASON FOR CM REQUESTING ASSISTANCE IS CUST HAS HAD
LEFT WINDOW REPLACED TWICE BY DLR.
CUST FEELS WINDOW SHOULD NOT GO OUT EVERY TWO YRS AS CUST MOSTLY USES
AIR CONDITIONER IN SUMMER AND DOES NOT ROLL WINDOW DOWN CONSTANTLY
AS DLR TOLD CUST BEFORE THIS COULD CAUSE THE REGULATOR TO GO OUT.
CUST LOVES THE HYUNDAI AND HAS TOLD MANY PEOPLE ABOUT HOW GREAT VEH IS.
FOR REASON LISTED ABOVE CUST WILL PUT IN FOR A ONE TIME GOODWILL IN THE AMT
OF 39.99 FOR REGULATOR PART# 82404-38011 AND LABOR 1 HR \$78.00
TOTAL AMT THAT CM IS REQUESTING IN CREDIT IS \$117.99
OR IF HCA COULD EVEN GO HALF ON REPAIRS THIS WOULD BE A NICE GESTSURE FOR
CUST SATISFACTION.

02/23/07 (BROSS/CVG) CUST STATES:
1. WOULD LIKE TO SPEAK WITH DPOTT/CVG.
--- WRITER INFORMED CUST THAT DPOTT/CVG IS NOT AVAILABLE AND WRITER WILL
LEAVE A MESSAGE FOR CUST TO CALL BACK.

2/27/07 (LWILL/CVG/TL WBURR/CVG/TL RELLEDGE/CVG/MGR) REVIEWED FILE AND WILL
AUTH A ONE TIME GOODWILL FOR \$120.00 FOR THE WINDOW REGULATOR DUE TO THE CUST
HAVNG THIS REPAIR DONE MORE THAT ONCE.

02-28-07(DPOTT/CVG) WRITER STATES:
\$
PLEASE REIMBURSE CUST FOR WINDOW REGULATOR AND LABOR IN AMT OF J\$120.00
THIS IS A ONETIME GOODWILL NOT TO EXCEED THE AMT OF \$120.00
\$
----PLEASE MAIL CUST A REIMBURSEMENT FOR TO ADDRESS ON FILE THANK YOU

3/05/07 (KFRAN/CVG) WRITER MAILED REIMBURSEMENT FORM AS REQUESTED 2/28/07.

05/21/07 (NDAZLEY/CVG) CUST STATES:

1. IS HAVING TROUBLE WITH THE 3RD BRAKE LIGHT
 2. HAD IT REPLACED IN MARCH 07 AND IT HAS GONE OUT AGAIN
 3. HAS TAKEN IT IN TO THE DLR ON SEVERAL OCCASIONS FOR THE SAME THING
- WRITER UPDATED FILE/MILEAGE AND ADVISED CUST THAT CM WILL NEED TO DO FURTHER RESEARCH AND ASKED IF THEY WILL HOLD. CUST AGREED. CM THEN CALLED THE DEALER (OH038 WAIKEM HYUNDAI) AND SPOKE TO THE SVC MGR ADAM WHO STATED THAT THEY NORMALLY USE A COMPANY CALLED MIGHTY TO ORDER PARTS BUT THAT IF THEY ARE OUT OF STOCK, THE DLR WILL USE AN OUTSIDE COMPANY. (IN THIS CASE THEY USED AUTO ZONE). ADAM THEN ADVISED THAT THE BULBS THEY USE FROM MIGHTY OR AUTO ZONE ARE A GENERIC BRAND AND HAVE THE SAME NUMBERS. CM THANKED ADAM FOR THE ASSISTANCE AND ADVISED CUST AND ASKED THEM IF THEY HAVE ANY PAPERWORK FOR BACKUP AND THEY STATED THEY DO. CM THEN ASKED THEM TO FAX THESE TO CM'S ATTN AND GAVE THEM THE FILE#, CM EXT AND HCA FAX #. CM THEN ADVISED THEM THAT ONCE CM CAN LOOK AT THOSE RECEIPTS CM WILL HAVE AN IDEA ON HOW TO PROCEED AND WILL UPDATE THE CUST AT THAT TIME. CUST UNDERSTOOD AND THANKED CM FOR EXPRESSING CONCERN FOR THEM.

06/11/07 (MCOOTEY/CVG) CUST STATES:

1. WENT TO AUTO ZONE AND AUTO ZONE PUT IN AND GAVE EXTRA BULBS.
 2. UNKNOWN WHY DLRSP IS USING AUTO ZONE PARTS BUT AUTO ZONE SHOWED CUST HOW TO INSTALL BULBS TOO.
 3. WANTED NDAZZLEY TO KNOW THAT IT HAS BEEN TAKEN CARE OF.
- WRITER ADVISED CUST ABOUT AFTER MARKET PARTS WARR.
WRITER ADVISED IF CUST HAD GONE TO AUTO ZONE TO GET THINGS DONE IT WOULD AFFECT WARR. THE DLRSP SHOULD KNOW THIS. UNKNOWN WHAT DLR IS DOING BUT WRITER MUST STAND BEHIND THE WARR. IF BULBS CONTINUE TO BLOW THEN INTERNAL PROBLEM AND VEH NEED'S TO BE DIAGNOSED FOR CONCERN.
ADVISED CUST TO ALWAYS HAVE VEH DIGNOSED FOR ANY WARR SVC.

7/13/07 (JSNARR/CVG) CUST STATES:

1. REQUEST TO SPEAK WITH DPOTT.
- WRITER ADVISED CUST THAT DPOTT IS UNAVAILABLE AND WRITER OFFERED ASSISTANCE. CUST DECLINED AND ASKED FOR DPOTT TO RETURN CUST CALL. WRITER ASKED CUST WHAT THIS IS IN REGARDS TO AND CUST STATES A PART ON VEH THAT CUST WANTS TO SPEAK WITH DPOTT ABOUT. WRITER ADVISED CUST THAT A MESSAGE WILL BE LEFT.

07/17/07(DPOTT/CVG) WRITER STATES

CALLED CUST AS WAS ADVISED CUST WANTS TO SPEAK WITH CM
CUST STATES UNDER CARRAIGE IS RUSTING.
CM ASKED IF VEH HAS BEEN SEEN AT DLR
CUST STATES NO USES A LOCAL GARAGE
CM ADVISED TO TAKE TO DLR FOR DIAGNOSTIC ON VEH
CUST WILL TAKE TO DLR FOR DIAGNOSTIC

09/17/07 (LJONES/CVG) CUST STATES:

1. TOOK VEH IN FOR TIMING BELT AND DLR ADAM FROM OH038 TOLD CUST THAT FRONTEND RE VEH IS RUSTING OUT, RUSTING BY FRONT AXEL AND TIRE COULD COME OFF WHILE DRIVING.
 2. CUST IS VERY UPSET, KEEPS VEH IN GARAGE WHEN NOT DRIVING AND CANNOT UNDERSTAND HOW THIS HAS HAPPENED.
 3. WANTS TO KNOW IF HYUNDAI CAN HELP. THIS IS GOING TO COST \$2000 AND ESTIMATE FROM DLR TO FIX THE FRONT END.
- WRITER ADVISED: UPDATED FILE AND REGISTERED EMAIL, CALLED DLR SPOKE WITH ADAM. ADAM STATES DOES NOT KNOW HOW THIS HAPPENED, BUT THERE IS SALT ON THE

ROADS IN WINTER. IS HIS GUESS. ADAM SAYS THE FRONT SUB FRAME NEEDS REPLACED. THE VEH IS SO BAD IT IS A SAFETY ISSUE TO DRIVE. ADVISED CUST THAT WRITER WILL ESCALATE.

REQUEST TO OPEN A FILE TO REGION

CM: LJONES
DATE: 07/17/09
FILE NUMBER: 1032572
NAME OF CUST: TAMARA ASHCRAFT
DEALER CODE: OH038 ADAM
-

1. THE CUSTOMER CALLED VERY UPSET, ONLY HAS 63,000 MILES ON 2001 SONATA AND THE FRONT SUB FRAME IS RUSTING OUT TO THE POINT THE VEH IS NOT SAFE TO DRIVE. THE AXEL IS RUSTING AND THE TIRE CAN FALL OFF WHILE DRIVING. THE CUST KEEPS VEH IN GARAGE WHEN NOT DRIVING AND SINCE THIS IS NOT COMMON IN THE VEH'S CUST FEELS, SHOULD HAVE HELP. CUST HAS TAKEN VEH IN FOR ALL MAINT AND TAKEN VERY GOOD CARE OF VEH.
2. THE VEHICLE HAS ONLY BEEN IN ONCE. IT WAS DICCOVERED WHILE DOING OTHER GENERAL MAINT.
3. 09/14/07 AT 63,674
4. THE CUST HAS VEH IN GARAGE AT THIS TIME.
5. DLR DID NOT CALL TECH LINE, BECAUSE VEH HAS 63,000 MILES ON IT.
6. THE CUST FEELS THIS IS NOT COMMON FOR THIS VEH TYPE AND FEELS HYUNDAI SHOULD HELP WITH THE COST TO FIX. CUST LOVES VEH AND JUST WANTS VEH FIXED.
7. THERE ARE NOT AFTER MARKET PARTS ON VEH.
8. THE DLR ADAM IS REQUESTING REGIONAL HELP FEELS CUST IS VERY GOOD AND TAKE VERY GOOD CARE OF VEH. DOES REGULAR MAINT.

9/24/07 (CPARK/CVG) WRITER REVIEWED FILE AND WILL OPEN FILE TO REGION.

*****ATTN REGION*****
PLEASE NOTE ABOVE COMMENTS AND INVOLVE REGIONAL PERSONNEL AS NEEDED TO ASSIST DLR IN RESOLVING VEH CONCERNS. PLEASE CLOSE FILE WITH COMMENTS SO THAT HMA NCA CAN SUPPORT. THANKS.

***** OPENED FROM INQUIRY STATUS: 09/24/2007 *****
DCS MESSAGE SENT : 09/25/2007, (FIRST MESSAGE)
9/25/07 CRCA.GB- WRITER DID SPEAK WITH THE DPSM. DPSM AGREES THAT THE THE SUBFRAME WILL BE COVERED AS GOODWILL. WRITER CALLED OH038 AND SPOKE WITH ADAM HE WILL ORDER THE PART AND CONTACT THE CUSTOMER TO SCHEDULE AND APPOINTMENT TO REPLACE THE SUBFRAME.
DCS MESSAGE SENT : 09/26/2007, (SECOND MESSAGE)
9/26/07 CA/CR TEMP WD PER FRED OF OH038; PART HAS BEEN ORDERED, EXPECTED DELIV DATE 10/2 (2DAY REPAIR). CUST WILL BE CONTACTED AND PROVIDED W/ LOANER.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1032659 Method: P Analyst: CACVG45 Date of Text: 2/02/2007
VIN : KMHWF35V7XA(REDACT) Sonata (EF) V-6 Selling Dlr: IL014
Miles: 106,000 M/Year: 1999 Tran: 2 DFU: 12/31/1998 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: M
Address : (REDACT)
City : STAUNTON State: IL Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: 035
Service Dlr: IL014 AUFFENBERG HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: Yes 9/01/2009
Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G 001A GENERAL/INQUIRY
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

02/02/2007 (SCOOLEY/CVG) CUST STATES:

1. ENGINE CRADLE CRACKED.
 2. HAS BEEN TOLD THAT THERE IS NO REASON THAT THE ENGINE CRADLE SHOULD CRACK.
 3. ASKED DLR IF THERE ARE ANY RECALLS ON THE ENGINE CRADLE AND DLR ADVISED THAT THERE ARE NOT.
 4. WANTS TO CONFIRM IF THERE ARE ANY CAMPAIGNS ON THE ENGINE CRADLE.
 5. ENGINE CRADLE CRACKED BECAUSE THE AXLE BROKE.
 6. THE AXLE JUST BROKE WHILE CUST WAS CHANGING LANES.
 7. CAN HAVE THE ENGINE CRADLE TAKEN IN TO THE DLR IF NECESSARY.
- CM CALLED DOBB'S AT 314-291-4001 AND SPOKE TO CHRIS WHO STATES:
- THE CV BOOTS WERE TORN OPEN AND THE FLUID DRAINED OUT.
-A LIKELY THEORY IS THAT THE CV BOOTS TORE OPEN AND THE FLUID DRAINED OUT CAUSING THE TYRODS AND AXLE TO BREAK WHICH RESULTED IN THE ENGINE CRADLE CRACKING.
-THE ENGINE CRADLE IS RUSTED.
-CAN HAVE THE PARTS SET ASIDE SO CUST CAN TAKE THEM TO A DLR.
-IT IS NOT LIKELY THAT MUCH COULD BE DETERMINED BY THE PARTS WHETHER THEY ARE IN THE CAR OR NOT, TO DETERMINE EXACTLY WHAT HAPPENED.
--CM THANKED CHRIS FOR THE INFORMATION PROVIDED.
--CM CALLED IL014 AND SPOKE TO DARREN/SVC ADVISOR WHO STATES:
-IT IS NOT UNLIKELY THAT THE CV BOOTS CRACKED AND TORE OPEN WITH THE NUMBER OF MILES ON CUST'S VEH.
-THERE WOULD NOT BE MUCH USE FOR THE DAMAGED PARTS.
-IF HYUNDAI IS TRYING TO CONFIRM IF THE CONCERN WOULD HAVE BEEN WARRANTABLE OR NOT, CUST SHOULD PROVIDE SERVICE RECORDS CONFIRMING THAT THE CV BOOTS WERE INSPECTED AS NECESSARY.
--CM UPDATED CUST'S FILE. CM CONFIRMED THAT THERE IS ONE UNRESOLVED CAMPAIGN ON CUST'S VEH. CM CONFIRMED THAT CV BOOTS ARE LISTED ON THE OM MAINTENANCE SCHEDULE TO BE INSPECTED ABOUT EVERY 15K MILES. CM ADVISED CUST THAT BECAUSE IT SEEMS MOST LIKELY THAT THE CV BOOTS TORE AND DRAINED THEIR FLUID AND PULLED

AWAY FROM THE AXLE, CAUSING IT TO BREAK AND THE ENGINE CRADLE TO CRACK, THIS WOULD BE A CONCERN THAT WOULD BE CAUSED BY A MAINTENANCE PART AND NOT A WARRANTY PART. CM ADVISED THAT CUST WOULD NEED TO PROVIDE MAINTENANCE RECORDS INDICATING THAT THE CV BOOT WAS INSPECTED ABOUT EVERY 15K MILES. CUST STATES:

1. WOULD INSPECTING THE CV BOOTS BE CONSIDERED NORMAL MAINTENANCE WHEN CUST TAKES THE VEH IN TO HAVE THE OIL CHANGED.
2. CUST TAKES VEH TO ASL'S TO HAVE MAINTENANCE DONE.
3. WANTS TO KNOW HOW TO HAVE THE CAMPAIGN RESOLVED.

--CM ADVISED THAT CUST WOULD NEED TO VERIFY WITH THE ASL'S THAT CUST HAS THE VEH SERVICED AT TO CONFIRM WHAT IS INCLUDED IN THEIR MAINTENANCE ROUTINE. CM ADVISED THAT CUST MAY HAVE THE CAMPAIGN RESOLVED AT ANY HYUNDAI DLR AT NO COST TO CUST. CM PROVIDED FILE #.

02/06/07 (BLARSEN/CVG) CUST STATES;

1. THE DLR IS TELLING CUST THAT THE RUSTED PART OF THE MAIN FRAME IS RUSTED AND CUST IS UPSET BECAUSE IT BE WARRANTED. VEH IS OUT OF WARRANTY BY 6,000.

2. CUST THINKS IT IS PRETTY BAD THAT HYUNDAI WON'T TAKE CARE OF THE COST WARRANT THE VEH. THE VEH IS 1999 AND 10/106,000.

---WRITER RESEARCHED AND HAD TO INFORM THE CUST THAT THE WARRANTY WILL NOT TAKE OF THE RUST. THAT WARRANTY TAKES CARE OF THE POWERTRAIN. TOLD CUST SORRY THAT IT WON'T BE COVERED. THANKED CUST FOR CALLING HCA EVEN THO CUST IS NOT HAPPY.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1033360 Method: P Analyst: CACVG76 Date of Text: 2/07/2007

VIN : KMHWF35V2XA(REDACT) Sonata (EF) V-6 Selling Dlr: IN006

Miles: 106,000 M/Year: 1999 Tran: 2 DFU: 7/12/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: R

Address : (REDACT)

City : VALPARAISO State: IN Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: 464-

e-Mail : (REDACT)

Incomplete Campaign: HPC V01

Service Dlr: IN027 TERMINATED...TEAM HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: No 9/01/2009

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

02-07-07(DPOTT/CVG) CUST STATES:

1. SUBFRAME RUSTED OUT UNDER VEH.
 2. VEH HAS 106.000 MILES ON VEH.
 3. FEELS THAT VEH SHOULD NOT HAVE RUSTED OUT.
 4. THIS IS SAFETY ISSUE AND WANTS HYUNDAI TO COVER THIS.
- WRITER EXPLAINED AS PER KBASE.
CORROSION, PERFORATION
IS COVERED
DEFECTS IN FACTORY WORKMANSHIP OR MATERIALS.
RUST THROUGH OF BODY PANELS FROM THE INSIDE OUT, RESULTING IN THE FORMATION
OF A VISIBLE HOLE IN THE OUTSIDE PAINTED BODY.
WHAT IS NOT COVERED
CORROSION DUE TO ACCIDENTS OR DAMAGE FROM STONE CHIPPING, AIRBORNE "FALLOUT",
TREE SAP, HAIL.
PERFORATION OF INTERNAL OR UNDERSIDE SHEET METAL PANELS.
COSMETIC OR SURFACE CORROSION.
CUST UNDERSTAND AND WILL TAKE TO DLR TO HAVE VEH LOOKED OUT REGARDING CAMP.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
 C.A. CONCERN VIN CASE REPORT

FILE : 1034417 Method: P Analyst: CACVG20 Date of Text: 2/12/2007
VIN : KMHWF35V01A(REDACT) Sonata (EF) V-6 Selling Dlr: PA037
Miles: 98,304 M/Year: 2001 Tran: 2 DFU: 1/15/2001 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: .
Address : (REDACT)
City : OAKDALE State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT)Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: PA063 #1 COCHRAN HYU OF SOUTH HILLS
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 9/01/2009
 Open Category Open Condition Open Component

MENG ENGINE 1700 GENERAL ENGINE DAM
OPEN COMMENTS

02/12/07 (JMACLEE/CVG) CUST STATES :

1. IS BEING TOLD BY DLRSP THAT LOWER ENGINE CRADLE RUSTED FROM INSIDE OUT, NEEDS REPLACED FOR INSPECTION.

2. WAS TOLD BY DLRSP TO CALL HCA FOR ASSISTANCE WITH THIS.

3. CUST IS SUBSEQUENT OWNER OF THE VEH.

4. CUST OWNS MORE THAN ONE HYUNDAI.

5. IS PLANNING ON PURCHASING ANOTHER HYUNDAI.

6. FEELS THAT BEING LOYAL CUST TO HYUNDAI THAT HYUNDAI SHOULD ASSIST WITH REPAIR ON VEH.

--WRITER CREATED CUST FILE, WRITER ADVISED CUST THAT CM WOULD NEED TO HAVE 2 TO 3 BUSINESS DAYS TO FURTHER RESEARCH THE ISSUE ON ENGINE CRADLE RUSTING FROM THE INSIDE OUT. CUST THANKED WRITER FOR TIME.

02/23/07 (PDODGE/CVG) CUSTOMER STATES:

1. WOULD LIKE TO KNOW STATUS OF FILE.

--WRITER ADVISED CM IS RESEARCHING CUSTOMER'S ISSUE AT THIS TIME. CUSTOMER REQUESTED A CALL BACK AS SOON AS POSSIBLE WITH ANY UPDATES. WRITER ADVISED WOULD ADVISED CM TO CONTACT CUST WITH ANY UPDATES AS SOON AS POSSIBLE.

03/15/07 (JMACLEE/CVG) WRITER UPDATING CUST FILE, WRITER CALLED OVER TO PA037 AND SPOKE WITH JENETTE SVC ADV. JENETTE STATES THAT LAST 6 OF VIN # NOT ABLE TO PULL UP AT DLRSP DATABASE, JENETTE IS GOING TO SEE IF THERE IS A HARD COPY OF CUST FILE AND RETURN CM CALL. WRITER PROVIDED JENETTE WITH CM NAME, FILE NUMBER FOR CUST, AND CM EXTENSION. THIS CALL WAS PLACED AT 12:28 PM. MST. WRITER THANKED JENETTE FOR TIME. IF DLRSP PA037 CALLS IN PLEASE SEE WHAT THE DLRSP THINKS OF GOODWILL FOR CUST, MAINTENANCE ON THE VEH. THANK YOU.

03/15/07 (CJENS/CVG) DLR CALLING TO SPEAK TO JMACLEE. WARM TRANSFERRED TO JMACLEE.

03/15/07 (JMACLEE/CVG) RJ SVC MGR @PA037 STATES:

1. VIN NUMBER, CUST NAME, NOTHING PULLS UP IN DLRSP DATA BASE, AND NO HARD COPY OF FILE ANYWHERE. WRITER THANKED RJ FOR TIME.

03/15/07 (JDIVERS/CVG) CUST STATES:

1. WANTED TO SEE WHAT THE STATUS WAS ON THE FILE

---WRITER EXPRESSED THE ABOVE NOTES TO THE CUST. CUST THEN STATED:

1. WRONG DLR IS ON FILE

2. CORRECT DLR IS PA063 #1 COCHRAN HYU OF SOUTH HILLS

3. IS GOING TO CALL BACK TOMORROW AND FIND OUT WHAT THE STATUS IS ON THE FILE

---WRITER WAS UNABLE TO FIND OUT EXACTLY WHAT JMACLEE WAS PLANNING ON DOING FOR THE CUST BEFORE CUST ENDED CALL. WRITER SPOKE TO CM AND DECIDED THAT WOULD SUBMIT FOR POSSIBLE GOODWILL FOR CUST. WRITER THEN CALLED DLR PA063 AND SPOKE TO JD FROM THE SERVICE DEPARTMENT WHO STATED THE FOLLOWING:

1. THE DLR SHOWS THAT THE CUST HAS HAD ALL THE REQUIRED MAINT DONE ON THE VEH THAT SHOULD HAVE BEEN DONE. VERY GOOD MAINT ON VEH

2. IF THE VEH WAS STILL COVERED UNDER WARR DLR WOULD HAVE NO PROBLEM COVERING FOR CUST

3. DOES NOT HAVE BREAKDOWN OF PARTS AND LABOR. THE PERSON THAT WRITER NEEDS TO SPEAK TO IS ALEX KEPPEL WHO IS NOT IN TODAY

4. SHOULD CALL ALEX BACK AT THE FOLLOWING NUMBER TOMORROW: 412-343-3200

EXT: 19062 TO GET THE BREAKDOWN OF PARTS AND LABOR

---WRITER THANKED JD AND THE CALL WAS THEN ENDED. WRITER THEN CALLED THE CUST AND SPOKE TO MRS. PANUCCI AND STATED THAT WAS GOING TO BE SUBMITTED FOR A

POSSIBLE 1 TIME GOODWILL AND CM WOULD CALL CUST BACK AS SOON AS THE ANSWER WAS

RECEIVED. CUST THANKED WRITER FOR THE UPDATE AND THE CALL WAS THEN ENDED. WRITER IS GOING TO PUT IN CM'S FOLLOW-UPS TO CALL DLR AND GET BREAKDOWN OF PARTS AND LABOR TO SUBMIT FILE FOR GOODWILL.

3/29/07 (MMART/CVG) CUST STATES:

1. WOULD LIKE STATUS ON VEH.
2. CUST HAS NOT TAKEN VEH IN FOR REPAIR YET.
3. WAS ADVISED THAT LOWER CRADLE NEEDED REPAIR WHEN CUST WENT TO HAVE OIL CHANGED.
4. REQUEST (JMACLEE/CVG) CALL CUST BACK.

-----CM ADVISED CUST THAT NO UPDATE SINCE THE 15TH. CM ADVISED CUST THAT CM IS STILL TRYING TO GET THE SUFFICIENT INFO. CM ADVISED CUST THAT HYUNDAI IS REIMB BASIS ONLY. CUST WILL HAVE TO HAVE VEH REPAIRED FIRST TO SUBMIT FOR GOODWILL. CM WILL FORWARD MESSAGE TO (JMACLEE/CVG).

04/12/07 (JDIVERS/CVG) CUST STATES:

1. ASKED TO SPEAK WITH JMACLEE

---WRITER THEN STATED THAT CM WAS NOT AVAILABLE AND OFFERED TO ASSIST THE CUST CUST THEN STATED WANTED TO KNOW WHAT THE UPDATE ON THE FILE WAS. WRITER THEN STATED TO CUST THAT LOOKS LIKE THE FILE IS GOING TO BE SUBMITTED FOR A POSSIBLE 1 TIME GOODWILL. WRITER THEN STATED THAT THE BREAKDOWN OF PARTS AND LABOR WERE NEEDED BEFORE THE REQUEST COULD BE SUBMITTED. WRITER THEN CALLED THEN DLR AND SPOKE TO JIM FROM THE SERVICE DEPARTMENT WHO STATED:

1. DOES NOT HAVE THAT INFO AT THE MOMENT.
2. WOULD IT BE OKAY TO CALL WRITER BACK?

---WRITER STATED THAT THIS WAS FINE. WRITER THEN PROVIDED ALL THE CONTACT INFO FOR JMACLEE. WRITER STATED THAT EVEN IF CM IS NOT AVAILABLE THAT ANY AGENT WOULD BE ABLE TO GATHER INFO AND FORWARD TO JMACLEE TO SUBMIT. JIM STATED UNDERSTOOD AND THE CALL WAS THEN ENDED. ***IF CUST CALLS BACK PLEASE GATHER INFO FOR THE BREAKDOWN OF PARTS AND LABOR AND MAKE SURE THAT THE INFO IS THEN SUBMITTED TO JMACLEE TO SUBMIT REQUEST. THANKS!*** WRITER THEN CALLED THE CUST BACK AT THE FOLLOWING NUMBER: (412)803-2524 BECAUSE THE CALL WAS DISCONNECTED WHILE WRITER WAS ON THE PHONE WITH THE DLR. WRITER THEN STATED THE INFO STATED IN THE NOTES ABOVE. CUST THEN STATED THAT THIS WAS FINE. CUST STATED THAT WOULD TRY CALLING BACK TOMORROW AND CHECK THE STATUS ON THE FILE. WRITER STATED THAT THIS WAS FINE AND THE CALL WAS THEN ENDED.

04/12/07 (CJENS/CVG) CUSTOMER STATES:

1. WAS SPEAKING TO JDIVERS AND GOT DISCONNECTED.

--WRITER ADVISED CUST THAT JDIVERS WAS NOT AVAILABLE BUT WOULD RETURN CALL ASAP.

04/12/07 (CJENS/CVG) DLR (JIM) CALLING TO SPEAK TO JMACLEE.

--WRITER WAS READY TO TRANSFER TO JMACLEE AND CUST HAD DISCONNECTED.

4/17/2007 (BMART/CVG) CUST STATES:

1. THEY ARE CALLING FOR STATUS ON THEIR CONCERN.

--WRITER NOTED JMACLEE OUT ILL. WRITER TOLD CUSTOMER WRITER WILL RESEARCH AND CALL HIM BACK. CUST SAID HE WOULD LIKE TO GET THIS RESOLVED TODAY.

04/19/07 (JMACLEE/CVG) WRITER UPDATING CUST FILE, WRITER CALLED PA063 AND LEFT VOICE MAIL FOR RETURN CALL FROM DLR PA063 SO THAT WRITER COULD GATHER INFORMATION FOR VEH DIAGNOSIS FOR THE ENGINE RUSTING IN VEH. WRITER CALLED DLRSP 08:32 AM MST. IF DLRSP SHOULD CALL BACK AND WRITER IS NOT AVAILABLE, PLEASE GET DIAGNOSIS OF ENGINE CRADLE RUSTING IN VEH AND WHAT THE COST OF PARTS AND LABOR ARE. THANK YOU.

4/19/07 (DWEIN/CVG) DLR (JAMES DEAN)

1. WEATHER CONDITIONS CAUSED THE RUST IN THE MOTOR.
PART NUMBER IS 6240538300 \$1.394.19 LABOR \$540.00 CUST WILL 2 BOLTS #
62491-38100
\$5.41 EACH 2 STUDS #62490-38101 \$8.88 EACH 2 BOLTS #62493-38000 \$4.59 3 BOLTS
#54563-38000 #1.61 EACH 1 BOLT # 54564-38000 \$1.61 4 WASHERS 1360212003
.27 CENTS EACH. TOTAL PARTS IS \$1,540.23 LABOR \$540.00 2,080.23
---WRITER THANKED YOU CALLING AND WILL FORWARD THE INFO TO THE CM.

04/19/07 (CPARK/CVG) CUST STATES:

1. WANTED TO SPEAK TO JMACLEE.
--WRITER ADV CUST THAT JMACLEE IS UNAVAILABLE. WRITER OFFERED TO ASSIST.
CUST STATES:

1. HAS NOT BEEN ABLE TO CONTACT JMACLEE.
2. WANTS TO KNOW WHAT THE UPDATE WAS.
3. WANTS TO KNOW IF THERE WAS AN ANSWER FROM THE GOODWILL COMMITTEE.
--WRITER PLACED CUST ON HOLD. WRITER REVIEWED FILE WITH LWILL/CVG/TL, AND
JCANN/CVG/TL THAT HAVE DENIED THE GOODWILL DUE TO THE CUST BEING SECOND
OWNER AND THE VEH IS 38,304 MILES OUT OF WARR. WRITER ADV CUST THAT HYUNDAI IS
NOT GOING TO APPROVE THE GOODWILL DUE TO THE CUST BEING SECOND OWNER AND THE
VEH IS 38,304 MILES. CUST STATES:

1. STILL WANTS JMACLEE TO CALL THE CUST BACK.
2. WANTS TO KNOW IF THERE IS GOING TO BE ANY ASSISTANCE FROM HYUNDAI.
--WRITER ADV CUST THAT THE WRITER WILL LEAVE A MESSAGE FOR JMACLEE TO CALL
CUST BACK. CUST UNDERSTOOD.

4/24/2007 (BMART/CVG) CUST STATES:

1. THEY WOULD LIKE TO SPEAK TO JMACLEE.
--WRITER STATED JMACLEE NOT AVAILABLE AND OFFERED TO HELP. CUSTOMER SAYS THE
LAST PERSON THEY TALKED TOLD THEM THE COMMITTEE HAD TURNED THEM DOWN, BUT THEY
HAD ASKED THAT PERSON TO PLEASE RESUBMIT THE REQUEST FOR A 50% RATE OF ASSIST-
ANCE. WRITER TOLD CUSTOMER THAT THE COMMITTEE WILL NOT RECONSIDER AN ISSUE
THEY HAVE LOOKED AT UNLESS THEY WERE NOT PROVIDED ENOUGH INFORMATION OR
INCORRECT INFORMATION THE FIRST TIME. THE COMMITTEE'S DECISION IN THIS CASE
WAS FINAL. CUST THANKED WRITER AND HUNG UP.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1036533 Method: P Analyst: CACVG03 Date of Text: 2/23/2007
VIN : KMHWF35VXYA1(REDACT) Sonata (EF) V-6 Selling Dlr: VA011
Miles: 155,000 M/Year: 2000 Tran: 2 DFU: 11/06/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: D
Address : (REDACT)
City : HINTON State: WV Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : NO EMAIL

Incomplete Campaign: HPC

Service Dir: WV007 TERMINATED...MOUNTAINEER HYUND
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: SO HPP: 10/100000/000/ 4B HCP:
Letter Rcvd: VIN Hist: No 11/06/2009
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

02/23/07 (AALLEE/CVG) CUST STATES:

- 1. VEH HAS BEEN PULLING TO THE RIGHT SO TOOK VEH TO HAVE AN ALIGNMENT DONE AND FOUND THAT THE UNDER BODY HAS RUST TO WERE IT MUST BE REPLACED
- 2. WOULD LIKE TO KNOW IF THERE IS A CAMPAIGN REGARDING THIS
- 3. WANTS TO KNOW IF THIS IS COVERED UNDER WARRANTY.

---WRITER ADVISED CUST THAT THERE IS NO CAMPAIGN ON THE UNDER BODY RUSTING AND THAT VEH IS NO LONGER UNDER WARRANTY DUE THE MILEAGE ON THE VEH. CUST STATED WOULD NEVER BUY ANOTHER HYUNDAI DUE TO THE BODY RUSTING OUT IN ONLY 6 YEARS. CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1036857 Method: P Analyst: LMANN Date of Text: 2/26/2007
VIN : KMHWF35V3YA(REDACT) Sonata (EF) V-6 Selling Dlr: PA014
Miles: 86,500 M/Year: 2000 Tran: 2 DFU: 10/25/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:
Address : 2141 (REDACT)
City : ELKINS PARK State: PA Zip: (REDACT) Country: USA
Phone-Home: XXX XXX-XXXX Work: XXX XXX-XXXX Ext: XXXX Cell#: 215 XXX-0284
e-Mail : (REDACT)

Incomplete Campaign: HPC

Service Dir: PA042 MARTY SUSSMAN HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: Yes 11/06/2009

Open Category	Open Condition	Open Component
MBDY BODY	4030 RUST/CORROSION	
NOTH OTHER	100C OWNER INFO CORRECT	
OPEN COMMENTS		

02/26/07 (LTAYLOR/CVG) CALLER (ROBERT, CUST'S EMPLOYER) STATES :

1. RIGHT FRONT WHEEL FELL OFF
 2. IO&O MECHANIC SAID IT WAS DUE TO THE SUBFRAME RUSTING COMPLETELY THROUGH
 3. WOULD LIKE TO HAVE THE VEH EXAMINED BY DPSM AS SAW ON EDMUNDS.COM THAT THIS WAS A COMMON PROBLEM
- WRITER TOLD CALLER TO HAVE VEH TOWED TO NEAREST DLR FOR DIAGNOSIS. WRITER TOLD CALLER THAT ONCE THERE WAS A DIAGNOSIS CUST NEEDED TO CALL HCA AND HCA COULD POSSIBLY PURSUE FURTHER RESEARCH AT THAT TIME DEPENDING ON THE DLR DIAGNOSIS. CALLER UNDERSTOOD AND THANKED WRITER FOR WRITER'S HELP.

2/26/07 (JSTUCKI/LCM/CVG) CUST STATES:

1. FILE # 1036857.
 2. FRIEND CALLED IN EARLIER FOR CUST AND WAS TOLD TO CALL BACK AND PROVIDE EMAIL ADDRESS AND PHONE NUMBER.
 3. VEHICLE IS BEING TOWED TO HYUNDAI DEALER RIGHT NOW.
- WRITER LOCATED CUST FILE AND VERIFIED CONTACT INFO. WRITER PROVIDED CUST WITH WRITERS CONTACT INFO IN CASE CUST HAS ANY OTHER QUESTIONS.

02/28/07 (KJACK/CVG) DLR JOHN @ PA042:

1. CUST HAD VEH TOWED IN 02/27/07
 2. DLR LOOKED AT VEH AND VEH HAS NEVER BEEN TO THIS DLR BEFORE
 3. THE FRONT END TIRES ARE BALD AS WELL AS THE END TIRES
 4. THE SUBFRAME IS RUSTED OUT SO THE AXEL BROKE OFF WHERE THE WHEEL CAME OFF
 5. THERE IS AN ISSUE WITH THE FRONT END
 6. WOULD LIKE SOMEONE FROM HYUNDAI TO COME OUT AND LOOK AT VEH, DLR FEELS THAT SINCE THE FRAME RUSTED OUT THAT THE VEH SHOULD BE LOOKED INTO
 7. DLR HAS NOT CONTACTED DPSM OR TECH LINE
- WRITER THANKED DLR FOR INFO AND WRITER WOULD FORWARD INFORMATION.

3/02/07 (SRAIL/CVG) CUST STATES:

1. WANTED UPDATE ON STATUS OF VEH
- WRITER INFORMED CUST THAT WRITER WILL FORWARD FILE TO APPROPRIATE PERSONNEL
WRITER INFORMED CUST THAT IT WILL BE 3-4 DAYS BEFORE SOMEONE WOULD BE IN CONTACT WITH DLRSP. CUST THANKED WRITER.
---INFORMATION FOR OPENING FILE TO REGION.
1. WRITER IS OPENING FILE TO REGION DUE TO VEH HAVING SUBFRAME RUSTED OUT AND HAVING A FRONT WHEEL FALLING OFF THE VEH.
 2. THIS IS THE FIRST TIME VEH HAS BEEN TO DLR.
 3. THE DATES AND MILEAGE ARE AS FOLLOWS.
2/27/07 86500 MILES FRONT AND REAR TIRES BALD
SUBFRAME RUSTED/AXLE BROKE
 4. CUST VEH IS CURRENTLY AT DEALERSHIP
 5. DLR TECH LINE OR DPSM HAS NOT BEEN CONTACTED YET.
 6. HOW OFTEN ISSUE OCCURS DOES NOT APPLY
 7. NO KNOWN AFTER MARKET PARTS INVOLVED.
 8. DLR IS REQUESTING REGIONAL ASSISTANCE DUE TO FRAME BEING RUSTED OUT.

3/5/2007 (SJAME/CVG) CUST EMPLOYER (ROBERT) STATES:

1. A HYUNDAI REP CAME AND LOOKED AT THE VEHICLE.
2. THE REP TOLD CUST THAT THE REP WOULD PAY FOR THE PARTS OF \$2500 AND CUST WILL HAVE TO PAY FOR THE LABOR OF \$1000.
3. CUST BOSS WANTS TO KNOW WHY HYUNDAI WILL NOT PAY FOR THE WHOLE THING,
4. WANTS TO SPEAK WITH THE REP.

---WRITER VERIFIED CUST INFORMATION. WRITER ADVISED CUST BOSS THAT WHEN WRITER CALLED OVER TO PA042 FOUND OUT THAT THE REP DID COME OUT AND LOOKED AT THE VEHICLE AND OFFERED TO PAY FOR THE PARTS AND CUST PAY FOR THE PART. IF CUST HAS ANY QUESTION'S THEN TO GO TO THE HYUNDAI DLR AND TALK WITH THE SERVICE MANAGER TO SEE WHAT CAN ELSE IS GOING TO HAPPEN. CUST BOSS UNDERSTOOD

04/02/07 (RCALDERON/NCA) REC'D CUST. LTR, FORWARDED TO GEN. CORR.

4/10/07 (CWEIN/NCA) CUSTOMER LETTER RECEIVED, CUSTOMER STATES:

1. ((CUSTOMER RESTATES CONCERNS AND EVENTS REGARDING VEHICLE))
2. TOLD A REGIONAL MGR WOULD INSPECT CAR BUT GOT NO RESPONSE FROM HMA
3. THEN GOT A CALL FROM DLR - DLR STATED HYUNDAI WAS GOING TO PAY FOR PARTS BUT NOT FOR LABOR
4. LABOR TOTALED \$922.15
5. WOULD LIKE YOU TO RECONSIDER YOUR POSITION REGARDING NOT PAYING LABOR COSTS
6. IF NOT RESOLVED, YOU LEAVE ME LITTLE CHOICE BUT TO PURSUE MATTER IN ANOTHER FASHION

-- WRITER EMAILED REGION SEEKING CONFIRMATION OF DPSM DECISION REGARDING GW

4/11/07 (CWEIN) WRITER RECEIVED EMAIL FROM REGION/DPSM - DPSM TO CONTACT CUST WITH OFFER OF GOODWILL. WRITER FILING CUSTOMER LETTER AS REGION IS TO HANDLE

4/11/07(LM)ERCA. SPOKE TO CUST, ADVISED THAT LABOR WILL BE COVERED ALSO. CUST STATED SHE HAS ALREADY PAID FOR THE LABOR \$922.15. WRITER ADVISED WILL LOOK INTO GETTING CUST REIMBURSEMENT FOR THAT AMOUNT.

EMAIL FROM PB/DPSM, DLR WILL CUT CUST A CHECK ONCE WARRANTY GOES THROUGH. EMAIL TO DPSM, PLEASE ADVISE WHEN DLR HAS CUT CHECK TO CUST.

4/16/07(LM)ERCA. SPOKE TO CUST, ADVISED DLR IS CUTTING CHECK TO CUST, REQUEST CUST NOTIFY WRITER WHEN CUST RCS CHECK.

4/26/07(LM)ERCA. L/VM FOR SB/SVM/PA042, HAS DLR CUT AND MAILED CHECK TO CUST.

4/30/07(LM)ERCA. VM FROM SB/SVM/PA042 (4/27), DLR CREATING REIMBURSEMENT PPWK TODAY, QUESTION ABOUT AMOUNT. FWD VM TO PB/DPSM FOR REVIEW.

5/3/07(LM)ERCA. L/VM FOR SB/SVM/PA042, HAS DLR CUT AND MAILED CHECK TO CUST.

5/4/07(LM)ERCA. VM FROM SB/SVM/PA042, MAILING CHECK TODAY.

5/9/07(LM)ERCA. L/VM FOR CUST W/CONTACT INFO.

5/11/07(LM)ERCA. VM FROM CUST, HAS NOT RECIEVED CHECK.

5/14/07(LM)ERCA. L/VM FOR SB/SVM/PA024.

L/VM FOR CUST.

VM FROM CUST, SPOKE TO DLR ON FRIDAY, HAS NOT RECEIVED CHECK.

SPOKE TO DLR, DLR AND CUST SPOKE TODAY, ADDRESS INCORRECT, DLR WILL CANCEL OLD CHECK AND RECUT CHECK, CUST WILL PICK UP AT DLR TONIGHT OR TOMORROW.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1038809 Method: P Analyst: CACVG68 Date of Text: 3/07/2007
VIN : KMHWF25S4YA(REDACT) Sonata (EF) Selling Dlr: MO001
Miles: 108,053 M/Year: 2000 Tran: 2 DFU: 12/23/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: S
Address : (REDACT)
City : EAST ST. LOUIS State: IL Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 397-
e-Mail :
Incomplete Campaign:
Service Dlr: IL014 AUFFENBERG HYUNDAI
Action : INQ Responsibility: F DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 11/06/2009
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NWAR WARRANTY 170D VEH OUT OF WARRANT
NDSV DEALER SERVICE 110C SERVICE PERSON RUD
NDSV DEALER SERVICE 110W INDEPENDENT BUSINE
OPEN COMMENTS

03/05/2007 DLR SM KQ PHONE DPSM CC REQUEST DIRECTION HANDLING GOODWILL REQUEST
OWNER AT FIRESTONE STORE ADVISED THAT RUSTED FRAME SHOULD RETURN TO DEALER.
OWNER BLUE BROUGHT CAR TO DEALER IL014 FOUND RUSTED CROSSMEMBER, ADVISED DPSM
03/06/2007 DPSM CC INSPECT AND PHOTOGRAPHS
OFFER GOODWILL PARTS ONLY, NO OTHER PARTS AND LABOR OFFERED.

03/14/07 (NDAZLEY/CVG) CUST STATES:
1. ASKED TO SPEAK TO LHARR/CVG
--WRITER ADVISED CUST THAT LHARR/CVG WAS NOT AVAIL AND OFFERED TO ASSIST. CUST
ACCEPTED AND STATED THAT LHARR/CVG HAD ADVISED THEM TO TAKE THE VEH TO THE DLR
FOR THE RUSTING CONCERN. CUST STATED THEY DID THAT AND THE SVC MGR AND THIER
BOSS DAN AGREED TO GIVE THE CUST 4 NEW TIRES AND AN ALIGNMENT BUT NOW THEY ARE
BACKING OUT OF IT. CUST IS VERY UPSET AND STATES THE DLR HAS TREATED THEM VERY
POORLY. CUST ALSO STATED THAT THEY HAVE THE DLR ON TAPE SAYING THEY WOULD GET
THEM THE TIRES AND ALIGNMENT AND DOES NOT WANT TO HAVE TO USE THAT BUT WILL IF
NEEDED. CUST ALSO STATED THAT THEY HAVE CONTACTED THE OWNER OF THE DLR ABOUT
THIS CONCERN. CUST FEELS VERY UNSAFE IN THE VEH WITH THE TIRES BEING BAD AND
WOULD LIKE SOME ASSISTANCE. CM ADVISED CUST THAT CM WILL WORK ON THIER CONCERN
TODAY AND TRY TO GET BACK WITH THEM LATER TODAY AND TO TRY NOT TO WORRY. CUST
THEN ASKED FOR CM NAME AND EXT AND THANKED CM FOR BEING SO KIND AND WILLING TO
ASSIST.

03/15/07 (BLARSEN/CVG) CUST STATES

1. EVERYTIME CUST GETS IN VEH SOMETHING ELSE HAPPENS AND NOW THE AC IS EMMITTING SMOKE AND DOES NOT KNOW WHAT TO DO.

2. TIRES ARE NOT SAFE AND HAS TO TRAVEL 40 MILES TO WORK.

---WRITER NOTICED THAT PROPER PERSONEL OFFERED GOODWILL WITH NO LABOR AND PART.

CUST WANTS TO SPEAK WITH SUPER AND THEN TO (NDAZLEY) TOLD CUST THAT WOULD HAVE SUPE CALL BACK IN 24HRS.

03/16/07 (BSTAT/CVG/LCM) WRITER CALLED SVC MGR DARRIN @ IL014, DARRIN STATED:

1. CUST CAME IN LAST WEEK WITH 108,053 MILES ON VEH.

2. THE CROSS MEMBER AND SUB FRAME WAS RUSTED THROUGH.

3. COLIN DPSM OFFERED PARTS ONLY TO REPAIR VEH.

4. CUST VERY DISPLEASED WITH THIS SO DLR TALKED TO DPSM AGAIN AND GOT THE DPSM TO COVER LABOR ALSO. ABOUT \$2300.00. IF CUST GOT VEH BACK IN GOOD RUNNING SHAPE. NEW TIRES, TRANSMISSION IS LEAKING AND DLR WANTED THAT FIXED.

5. CUST REFUSED TO REPAIR DUE TO DLR BEING TOO EXPENSIVE.

6. DPSM HAD REPAIR DONE ANYWAY, BUT REFUSES TO HELP CUST ANYMORE.

7. CUST VEH IS VERY UNSAFE AND DLR HAD CUST SIGN PAPERS TO THAT AFFECT TO COVER DLR.

8. VEH IS ALL OVER ROAD ACCORDING TO CUST. WILLING TO RIDE WITH CUST IF NEEDED BUT WILL DO NO WORK AS THIS VEH AS HAVE TRIED EVERYTHING TO ASSIST CUST AND CUST DID NOT EVEN SAY THANKS.

---WRITER THANKED DARRIN FOR ASSISTANCE.

3/16/07 (QADAMS/CVG/LCM) WRITER CALLED CUST AND LEFT A VOICE MAIL FOR THE CUST TO CALL LCM BACK AND PROVIDED LCM'S NAME, PHONE, AND EXTENSION.

03/19/07 (PDODGE/CVG) CUSTOMER STATES:

1. WOULD LIKE TO SPEAK WITH NDAZLEY/CVG.

--WRITER ADVISED CUSTOMER NDAZLEY/CVG IS CURRENTLY NOT AVAILABLE. CUSTOMER STATED WAS WAITING ON CALL BACK FROM SUPERVISOR. WRITER ADVISED QADAMS/CVG/LCM CALLED CUST ON 03/16/07 AND LEFT VM. CUSTOMER STATED WOULD LIKE A CALL BACK AT WORK PHONE NUMBER LISTED IN FILE. WRITER ADVISED WOULD REQUEST A CALL BACK FROM QADAMS/CVG/LCM AT CUST WORK NUMBER AS SOON AS POSSIBLE.

03/20/07 (NDAZLEY/CVG) CUST STATES:

1. ASKED CM FOR QADAMS/CVG/LCM SUPERVISOR

2. HAS ASKED QADAMS/CVG/LCM TO CALL THEM AT WORK BUT THEY CALLED THEIR HOME

3. WANTS AN ANSWER ONCE AND FOR ALL

--WRITER ASSURED CUST THAT CM WILL HAVE QADAMS/CVG/LCM CALL THEM BACK TODAY WITH A DEFINITIVE ANSWER TO THIER CONCERNS AS CUST IS VERY TIRED OF THE WHOLE THING. CUST AGAIN STATES THAT THEY HAVE A PHONE RECORDING OF THE DLR STATING THEY WOULD GET THE CUST NEW TIRES AND DO AN ALIGNMENT AND IF THEY DO NOT GET WHAT THEY FEEL IS RIGHT FOR THEM THEY WILL GO TO THE NEXT STEP. CM VERIFIED THIER WORK NUMBER AND THEY STATED THEY WILL BE AT WORK AFTER 7:30 MST. CUST WILL NOW WAIT TO HEAR FROM QADAMS/CVG/LCM.

3/20/07 (QADAMS/CVG/LCM) WRITER CALLED CUST AND CUST STATES:

1. UPSET THAT CUST FEELS THAT CUST WAS MISLED BY IL014.

2. WAS TOLD THAT CUST REFUSED TO HAVE THE MAINTENANCE DONE AT THE DEALERSHIP BUT THIS IS A LIE.

3. WAS PROMISED TIRES AND ALIGNMENT BY IL014.

4. UPSET THAT SUBFRAME RUSTED OUT AND VEHLCE IS ONLY 7 YEARS OLD.

5. REQUESTED LCM'S SUPERVISOR'S NAME AND EXTENSION.

----WRITER ADVISED CUST THAT THE VEHICLE IS OUT OF WARRANTY AND THAT HYUNDAI HAS NO OBLIGATION TO COVER THIS REPAIR BUT THAT AS A GOODWILL OFFER THE HYUNDAI PERSONNEL THAT WORKS WITH THE DEALERSHIP OFFERED TO COVER THE PARTS ONLY. WRITER ADVISED CUST THAT CUST'S CONCERNS REGARDING THE DEALERSHIP HAVE

BEEN DOCUMENTED BUT SINCE THEY ARE IO&O CUST SHOULD TRY BRINGING THESE CONCERNS UP WITH THE GENERAL MANAGER AT IL014. WRITER PROVIDED LCM'S NAME, AND EXTENSION.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1039805 Method: P Analyst: CACVG79 Date of Text: 3/13/2007
VIN : KMHWF25S32A(REDACT) Sonata (EF) Selling Dlr: OH037
Miles: 101,000 M/Year: 2002 Tran: 2 DFU: 11/13/2001 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: J
Address : (REDACT)
City : REYNOLDSBURG State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: 000 000-0000 Ext: Cell#: 501-
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: OH037 RICART HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: Yes 11/06/2009
Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G 001A GENERAL/INQUIRY
MBDY BODY 4030 RUST/CORROSION
NPRD PRODUCT 250F UNHAPPY WITH PRODU
OPEN COMMENTS

03/13/07 (KJACK/CVG) CUST STATES:

1. CUST IS WANTING TO KNOW IF THERE IS A RECALL ON THE ENGINE CRADLE RUSTING.
--WRITER UPDATED CUST INFO. WRITER ADVISED CUST THAT THERE ARE NO CAM ON VEH
CUST UNDERSTOOD. WRITER GAVE FILE NUMBER NAME AND EXT.

3/13/07 (SRAIL/CVG) CUST WIFE STATES:

1. DOES NOT FEEL SAFE TO DRIVE VEH DUE TO ENGINE CRADLE RUST
2. FOUND OTHERS ONLINE WHO STATE HAVE SAME PROBLEM
3. FEELS THAT ENGINE CRADLE SHOULD NOT RUST IN A 5 YEAR TIMEFRAME.
4. HAS NOT BROUGHT PROBLEM TO DLR YET.
5. CONSIDERING TAKING FURTHER LEGAL ACTION ACCORDING TO OTHERS STATING THEY
HAVE SAME ISSUE AND HAVE ALSO NOTIFIED HYUNDAI REGARDING PROBLEM.
6. STATED FIRST TIME CONTACTING HCA

---WRITER INFORMED CUST THAT WRITER WOULD DOCUMENT COMPLAINT IN FILE. WRITER ADVISED CUST TO BRING VEH INTO DLRSP TO GET VEH PROPERLY DIAGNOSED. WRITER GAVE CUST FILE # AND CM EXTENSION. WRITER CREATED DUPLICATE FILE AND GAVE CUST WIFE FILE # OF DUPLICATE FILE. PLEASE UPDATE FILE # WITH CUST IF THERE IS FURTHER CONTACT.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1039970 Method: P Analyst: CACVG85 Date of Text: 3/13/2007
VIN : KMHWF25S32A(REDACT) Sonata (EF) Selling Dlr: OH037
Miles: 100,000 M/Year: 2002 Tran: 2 DFU: 11/13/2001 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: J
Address : (REDACT)
City : REYNOLDSBURG State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)-
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: OH037 RICART HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: Yes 11/06/2009
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

3/13/07 (SRAIL/CVG) CUST STATES:
1. DOES NOT FEEL SAFE TO DRIVE VEH DUE TO ENGINE CRADLE RUST
2. FOUND OTHERS ONLINE WHO STATE HAVE SAME PROBLEM
3. FEELS THAT ENGINE CRADLE SHOULD NOT RUST IN A 5 YEAR TIMEFRAME.
4. HAS NOT BROUGHT PROBLEM TO DLR YET.
5. CONSIDERING TAKING FURTHER LEGAL ACTION ACCORDING TO OTHERS STATING THEY HAVE SAME ISSUE AND HAVE ALSO NOTIFIED HYUNDAI REGARDING PROBLEM.

---WRITER CREATED FILE/UPDATED INFORMATION

***** DUPLICATE FILE REF #1039805 *****

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1040854 Method: P Analyst: CACVG68 Date of Text: 3/19/2007
VIN : KMHWF25SXYA(REDACT) Sonata (EF) Selling Dlr: OH042
Miles: 78,331 M/Year: 2000 Tran: 2 DFU: 7/08/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: L
Address : (REDACT)
City : COLUMBUS State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: OH037 RICART HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: Yes 11/06/2009
Open Category Open Condition Open Component

NCAM CAMPAIGN INQUIRY/G 001A GENERAL/INQUIRY
MBDY BODY 4030 RUST/CORROSION
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

03/19/07 (NDAZLEY/CVG) CUST STATES:

1. IS THE SECOND OWNER OF THIS VEH
2. WOULD LIKE TO KNOW IF THERE ARE ANY RECALLS ON THE VEH
3. THE UNDERCARRIAGE IS RUSTED AND WOULD LIKE TO KNOW IF IT IS WARRANTABLE
--WRITER UPDATED FILE/MILEAGE AND ADVISED CUST THAT CM RECOMMENDS THAT THEY TAKE THE VEH TO THIER DLR ASAP TO HAVE THEM DIAGNOSE IT. CM THEN EXPLAINED TO THEM THAT THEY ARE OUR EYES AND THEY ARE THE BEST ONES TO LOOK AT THE VEH. CM THEN ADVISED THEM THAT IF THE RUST IS COMING FROM WITHIN THE VEH IT WOULD MOST LIKELY BE COVERED BUT IF IT IS FROM THE OUTSIDE IN IT WONT BE. CUST UNDERSTOOD AND ASKED FOR THE PHONE NUMBER FOR THE DLR OH037 RICART HYUNDAI AND CUST ENDED THE CALL.

3/22/07 (JSNARR/CVG/IQS) CUST STATES:

1. UNDERCARRIAGE NEEDS TO BE REPLACED.
2. OH037 IS STATING THAT PART WILL BE COVERED ALTHOUGH CUST WILL NEED TO PAY FOR THE LABOR.
3. NOT UNDERSTANDING WHY CUST WOULD HAVE TO PAY FOR THE LABOR.
--WRITER ADVISED CUST THAT WRITER WILL CONTACT OH037 FOR FURTHER INFO.
WRITER SPOKE WITH DAN (SVC MGR) AT OH037.
--DAN STATES THAT CUST IS SUBSEQUENT OWNER AND IS OUT OF WARRANTY. DLR WILL GOODWLL PART AND CUST WILL NEED TO PAY FOR LABOR. WRITER THANKED

DAN FOR ADDITIONAL INFO.

--WRITER ADVISED CUST WHAT DAN HAD STATED. CUST IS GRATEFUL. WRITER PROVIDED FILE NUMBER AND WRITERS CONTACT INFO FOR ANY FUTURE CONCERNS.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1040400 Method: P Analyst: CACVG45 Date of Text: 3/15/2007
VIN : KMHWF35V4YA(REDACT) Sonata (EF) V-6 Selling Dlr: PA043
Miles: 58,000 M/Year: 2000 Tran: 2 DFU: 8/07/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: E
Address : (REDACT)
City : JEANNETTE State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : NO EMAIL
Incomplete Campaign:
Service Dlr: PA043 #1 COCHRAN HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: Yes 11/06/2009
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY

OPEN COMMENTS

13/15/07 (BLARSEN/CVG) CUST STATES;
1. WANTS HYUNDAI TO PAY FOR THE ENGINE CRADLE
2. THE ENGINE CRADLE IS ROTTING OUT
3. CUST SAYS THIS IS NOT HIS FAULT THAT THIS A DEFECT IN WORKMANSHIP
4. IS DEMANDING A \$2000.00 PART REPLACEMENT IN HIS WORD OR THERE ABOUTS
---WRITER RESEARCHED AND CALLED DLR AT PA043 AND SPOKE WITH DIRK.
DIRK OFFERED ALL THE DLR COULD DO AND THE LAST RESORT IS THE CUST WILL
HAVE TO PAY. CUST IS OUT OF WARRANTY. WAS OFFERED EXTENDED BUT CUST REFUSED
GAVE FREE 6/72 WHEN A MISTAKE WAS PRINTED IN BROCHURE CUST DIDN'T USE
THAT AND THAT IS OUT. THE DLR CAN DO NO MORE AND SAYS CUST HAS TO PAY IF
CUST WANTS THE WORK DONE

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1041270 Method: P Analyst: CACVG87 Date of Text: 3/20/2007
VIN : KMHWF35V4YA(REDACT) Sonata (EF) V-6 Selling Dlr: PA043
Miles: 58,000 M/Year: 2000 Tran: 2 DFU: 8/07/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: DOMINICK Midl: E
Address (REDACT)
City : JEANNETTE State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 744-
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: PA043 #1 COCHRAN HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: Yes 11/06/2009
Open Category Open Condition Open Component

NWAR WARRANTY 170J REPAIR NOT COVERED
OPEN COMMENTS

03/20/2007 (JPETERSON/CVG) CUST STATES:
1. ENGINE CRADLE WENT OUT.
2. COCHRAN DECIDED THAT DUE TO THE RUST REPAIRS ARE NOT COVERED.
--WRITER ADVSD CUST THAT CM IS GOING TO CONTACT PA043. WRITER ADVSD CUST THAT
CM WILL CALL BACK AFTER CM HAS DONE RESEARCH.

03/20/2007 (JPETERSON/CVG) WRITER CALLED PA043. PA043 STATES THAT COVERAGE
I DENIED DUE TO VEH BEING OUT OF WARR. PA043 STATES THAT REPAIR WOULD HAVE
BEEN COVERED IF VEH WAS IN TIME FRAME.

03/20/07 (JPETERSON/CVG) CM CALLED CUST TO INFORM THAT CM WILL NOT BE ABLE TO
ASSIST ON ANY REIMBURSEMENT DUE TO THE FACT THAT VEH IS TWO YEARS OUT OF WARR.
CUST WAS NOT HAPPY WITH CM'S DECISION.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1041532 Method: P Analyst: CACVG56 Date of Text: 3/21/2007
VIN : KMHWF35V8XA(REDACT) Sonata (EF) V-6 Selling Dlr: KY012
Miles: 65,000 M/Year: 1999 Tran: 2 DFU: 9/16/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : COVINGTON State: KY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : NO MAIL
Incomplete Campaign: HPC
Service Dlr: KY012 KERRY HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 11/06/2009
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

03/21/07 (CJENS/CVG) CUSTOMER STATES:

1. HIT A BUMP AND VEH STARTED PULLING TO THE RIGHT.
 2. TOOK TO DLR AND DLR ADVISED CUST THAT THERE WAS A LARGE RUST HOLE IN THE ENGINE CRADLE ASSEMBLY.
 3. CUST WOULD LIKE TO KNOW IF THIS WOULD BE COVERED UNDER WARRANTY.
- WRITER ADVISED CUST THAT CM WOULD NEED THE PART NUMBER TO BE SURE WHETHER THE PART WAS COVERED OR NOT. CUST WILL CALL BACK WITH PART NUMBER.

03/21/07 (AALLEE/CVG) CUST STATES:

1. HAS THE PART NUMBER FOR CM (6240538101)
 2. WAS TOLD BY MECHANIC THAT THE PART WOULD BE ABOUT \$1,400
- WRITER RAN THE PART NUMBER AND FOUND THAT IT'S NO LONGER COVERED, 5/60 AND CUST DOES NOT HAVE WARRANTY. WRITER ADVISED CUST THAT PART IS NOT LONGER COVER CUST BECAME VERY UPSET AND STATED WOULD NEVER GO TO ANOTHER HYUNDAI DLR AGAIN AND IS VERY UNSATISFIED ABOUT THE WARRANTY COVERAGE. WRITER ADVISED CUST THAT ALL COMMENTS AND CONCERNS WOULD BE NOTED.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1042311 Method: P Analyst: TJACOBS Date of Text: 3/26/2007
VIN : KMHWF35V81A(REDACT) Sonata (EF) V-6 Selling Dlr: NL432
Miles: 59,247 M/Year: 2001 Tran: 2 DFU: 3/27/2001 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:

Address : (REDACT)

City : BALA CYNWYD State: PA Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)

e-Mail :

Incomplete Campaign: HPC

Service Dlr: PA003 PACIFICO HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 11/06/2009

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION 6200 CHASSIS/FRAME

OPEN COMMENTS

4/26/07 ER CAM TL-REC'D DOCS FORM DPSM BR ON 3/19/07 FOR REIMBURSEMENT OF REPLACEMENT OF SUBFRAME DUE TO CORROSION AS A ONE TIME GOODWILL. CUST HAD REPAIR DONE AT P&J AUTO BODY ON 10/25/06 IN THE AMOUNT OF \$2163.99. WRITER CALLED BODY SHOP TO VERIFY REPAIRS BECAUSE "ESTIMATE FORM INDICATES THAT THE INSURANCE COMPANY WAS BILLED, BUT WRITER CONFIRMED THAT THE CUST PAID FOR THE REPAIR . CUST PROVIDED COPY OF CANCELLED CHECK. WRITER COMPLETED HCR IAO 2163.99.

3/26/07 (TJAC) REVIEWED GDWL HCR REQUEST FOR REIMB ON SUBFRAME REPLACEMENT TOTALING \$2163.99 DUE TO CORROSION/RUSTED /GDWL OFFER PER BRITTER.EADPSM/EA VERIFIED RO#135344 DTD 11/17/06 AND ATTACHMENTS.

3/26/07 (TJAC) *****HCR FOR \$2163.99 SUBMITTED FOR 4/6/07 CHECK MAILING SCHEDULE. *****GDWL REIMB ON SUBFRAME REPLACEMENT TOTALING \$2163.99

PAYABLE TO "CAPELLO, RAYMOND" @

23 PARK AVE

BALA CYNWYD, PA 19004

4/2/07 ER CAM TL-SPOKE WITH DPSM. DPSM REQUESTED CHECK TO BE SENT TO DPSM ADDRESS TO HAND DELIVER TO CUSTOMER IN EXCHANGE FOR THE FAILED PART. WRITER SENT REQUEST TO TJAC TO HAVE CHECK MADE OUT TO CUSTOMER BUT SENT TO DPSM.

4/9/07 (TJAC) REC'D COPY OF CHECK #50210052 DTD 4/4/07 IN THE AMOUNT OF \$2163.99. WRITER FILING COPY IN FILE.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmdyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1042749 Method: P Analyst: CACVG87 Date of Text: 3/27/2007
VIN : KMHWF25S31A(REDACT) Sonata (EF) Selling Dlr: OH044
Miles: 49,500 M/Year: 2001 Tran: 2 DFU: 4/18/2001 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: K
Address : (REDACT)
City : ROCKY RIVER State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 333-
e-Mail : NO EMAIL
Incomplete Campaign: HPC
Service Dlr: OH044 GANLEY WESTSIDE HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 11/06/2009
Open Category Open Condition Open Component

NWAR WARRANTY 170J REPAIR NOT COVERED
OPEN COMMENTS

03/27/07 (JPETERSON/CVG) CUST STATES:

1. THERE IS A RUST HOLE IN VEH THAT IS GOING TO COST \$2,500.
2. SUBFRAME HAS BIG RUST HOLES.
--WRITER ADVSD CUST THAT CM WILL CONTACT OH044 TO VERIFY WHY RUSTING ISSUE IS HAPPENING. WRITER SPOKE TO OH044 SERVICE AND OH044 STATES THAT THIS WOULD BE ALMOST IMPOSSIBLE TO DETERMINE WHAT CAUSED RUSTING. OH044 STATES THAT CUST IS EXCELENT CUST. WOULD NOT HAVE A PROBLEM TO SEE IF SOME GOODWILL BE APPLIED TO CUST'S REPAIR. OH044 WILL CONTACT DPSM TO SEE IF THERE IS ANY POSSIBILITY FOR HELP WITH REPAIR. CM ADVSD CUST TO CONTACT CM BACK IF CUST IS NOT HAPPY WITH OH044'S OFFER.

04/02/07 (MCOOTEY/CVG) DLR INBOUND CALL OH044:

1. SVC MGR JEFF CALLING FOR JPETERSON/CVG.
2. SEEKING TO SPEAK WITH JPETERSON.
--WRITER TRANSFERRING CALL.

4/2/07 (JPETERSON/CVG) JEFF FROM OH044:

1. SERVICE IS GOING TO COVER CUST'S REPAIR.
--WRITER ADVSD JEFF THAT INFORMATION WILL BE NOTED AND THANKS FOR FOLLOWING UP WITH CM.

4/18/07 (DWEIN/CVG) CUST STATES;

1. CUST WOULD LIKE TO SAY THANK YOU FOR EVERYONE HERE AT HCA.
2. THE CM WENT OUT OF HER WAY TO HELP THE CUST AND EVERYTHING IS TAKEN CARE OF NOW.
3. WILL BE A CUST FOR LIFE.
--WRITER THANKED CUST FOR THE CALL AND LET CUST KNOW THAT THE CM WILL BE TOLD

OF THIS CALL. GAVE FILE NUMBER AND EXT.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1044812 Method: P Analyst: CACVG12 Date of Text: 4/06/2007
VIN : KMHWF35V7YA(REDACT) Sonata (EF) V-6 Selling Dlr: NJ040
Miles: 83,783 M/Year: 2000 Tran: 2 DFU: 5/15/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: M
Address : (REDACT)
City : SICKLERVILLE State: NJ Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 435-
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: NJ040 HYUNDAI OF TURNERSVILLE
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 11/06/2009
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

04/06/07 (AFELL/CVG) CUST STATED:

1. THE FRONT PASSANGER SIDE IS RUSTED OUT
2. THERE IS NOT RUST ANY WHERE ELSE
3. THE SHEET METAL ABOVE IT IS NOT RUSTED
4. IT IS RUSTING FROM THE OUTSIDE IN
5. IT IS A SAFTEY CONCERN FOR THE CONTROL ARMS
6. THE DLR REALLY DID NOT EVEN LOOK AT IT
7. WANTS SOMEONE TO COME OUT AND LOOK AT THE VEH
8. NEEDS A NEW SUB FRAME
9. DLR DOES NOT KNOW WHAT IT IS FROM
10. DOES NOT KNOW WHAT TO DO

----WRITER ADVISED THE CUST THAT THERE IS NO PROMISES THAT SOME ONE COULD COME AND LOOK AT THE VEH. THE WRITER COULD LOOK INTO DOING SOME RESEARCH ON THIS THE CUST STATED THAT WOUOLD BE FINE WRITER ADVISED THE CUST THAT THE CUST DOES NOT HAVE A CORROSION WARRANTY ON THE VEH ANYMORE THE CUST STATED THAT THE CUST KNOWS THAT BUT STILL WOULD LIKE THE SITUATION LOOKED INTO THE WRITER

ADVISED THE CUST OF THE FILE NUMBER AND NAME FOR THE CUST TO REFER TO THE CUST THANKED THE WRITER FOR THE HELP AND HUNG UP THE PHONE.
CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1045089 Method: P Analyst: CACVG56 Date of Text: 4/10/2007
VIN : KMHWF35H12A(REDACT) Sonata (EF) V-6 Selling Dlr: PA057
Miles: 130,000 M/Year: 2002 Tran: 2 DFU: 7/05/2002 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: L
Address : (REDACT)
City : BUTLER State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: 000 000-0000 Ext: Cell#: (REDACT)7
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: PA057 MIKE KELLY HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 11/06/2009
Open Category Open Condition Open Component

NPRD PRODUCT 250F UNHAPPY WITH PRODU

OPEN COMMENTS

04/10/07 (CJENS/CVG) CUSTOMER STATES:

1. TOOK VEH IN TO GET SERVICED AND FOUND OUT THAT THE ENTIRE FRAME UNDERNEATH THE VEH THAT HOLDS THE ENGINE AND TRANSMISSION IS RUSTED OUT AND NEEDS TO BE REPLACED.

2. CUST WOULD LIKE TO MAKE HYUNDAI AWARE OF THIS BECAUSE CUST WAS TOLD BY DLR THAT THIS HAS HAPPENED WITH OTHER SONATAS AND IT SHOULD NOT BE HAPPENING WITHIN 5 YEARS.

--WRITER ADVISED CUST THAT THIS INFORMATION WOULD BE DOCUMENTED AND THANKED CUST FOR MAKING HYUNDAI AWARE.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?

Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1045496 Method: P Analyst: CACVG45 Date of Text: 4/11/2007
VIN : KMHWF25S0YA(REDACT) Sonata (EF) Selling Dlr: CT005
Miles: 90,000 M/Year: 2000 Tran: 2 DFU: 1/28/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : DERBY State: CT Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail :
Incomplete Campaign:
Service Dlr: CT005 KEY HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 11/06/2009
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

04/11/07 (BLARSEN/CVG) CUST STATES
1. WAS TOLD THAT THE SUB FRAME ON VEH IS BENT AND RUSTED OUT
2. WAS TOLD BY AN OUTSIDE MECHANIC THAT THE VEH MUST HAVE BEEN IN AN ACCIDENT.
3. CUST SAID THAT IS NOT THE CASE AND THE FRAME DIDN'T GET WET.
4. CUST CALLED DLR THRU HYUNDAI AND WAS TOLD SAME THING BUT HAS NOT SEEN THE VEH AND THE CONDITION IT IS IN.
5. WANTED THIS TAKEN CARE OF THRU A WARRANTY WITH HYUNDAI
---WRITER OFFERED TO CALL DLR AND FOUND OUT THAT THE DLR HAS NOT LOOKED AT VEH. CUST DIDN'T WANT TO PAY THE DIAGNOSTIC FEE. BUT YET CUST HAS SPENT A COUPLE OF THOUSAND FIXING UP VEH. CUST KEPT SAYING COULD NOT AFFORD TO TAKE VEH TO THE DLR. WRITER TOLD CUST THAT IF THE VEH HAD BEEN DIAGNOSED THRU HYUNDAI THERE MIGHT HAVE BEEN SOMETHING THAT HCA COULD DO. NOW THAT WON'T HAPPEN. CUST WAS UPSET AND HUNG UP BEFORE ASKING IF THERE WAS ANYTHING ELSE THAT COULD BE DONE FOR CUST.
CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1045907 Method: P Analyst: CACVG36 Date of Text: 4/13/2007
VIN : KMHWF25S8YA(REDACT) Sonata (EF) Selling Dlr: KY012
Miles: 137,000 M/Year: 2000 Tran: 2 DFU: 7/28/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT).
City : FORT RIGHT State: KY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT)Ext: XXXX Cell#: 859 331-9527
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: KY012 KERRY HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 11/06/2009
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
NCAM CAMPAIGN INQUIRY/G 001A GENERAL/INQUIRY
OPEN COMMENTS

4/13/07 (JSNARR/CVG) CUST STATES:

1. HAD VEH ALIGNMENT AND CUST WAS TOLD THAT FRAME IS ALMOST RUSTED THROUGH.
2. FRAME IS RUSTED AND WOULD LIKE TO KNOW IF WRITER HAS COME ACROSS THIS ISSUE BEFORE.
3. ALSO IF THERE ARE ANY RECALLS ON VEH IN REGARDS TO RUST ISSUE.
--WRITER ADVISED CUST THAT WRITER HAS NOT COME ACROSS ANY RUST CONCERNS.
WRITER REVIEWED FILE AND THERE ARE NO CAMS OF ANY KIND ON VEH. CUST IS GOING TO TAKE VEH INTO HYUNDAI DLR FOR A PROPER DIAGNOSE. WRITER PROVIDED FILE NUMBER AND WRITERS CONTACT INFO FOR ANY FUTURE INQUIRY'S.

04/18/07 (BLARSEN/CVG) CUST STATES:

1. AS IN NOTES ALREADY DOCUMENTED, VEH CAN'T BE ALIGNED BECAUSE THE FRAME WORK IS RUSTED.
2. THINKS THAT BECAUSE THE VEH IS 7 YEARS OLD THAT THIS SHOULD NOT HAPPEN.
3. SAID THE VEH IS UNDRIVABLE AND HAS TO HAVE VEH TOWED TO NEAREST DLR.
---WRITER STATED THAT THE VEH SHOULD BE TAKEN TO THE DLR AND HAVE A DIAGNOSIS.
WRITER STATED THAT WRITER IS NOT AN EXPERT AND THAT DLR NEEDS TO LOOK AT VEH TO SEE WHAT MAY HAVE CAUSE THE RUST. ASKED IF NEEDS HAD BEEN MET AND CUST SAID YES. THANKED CUST FOR CALLING HCA.

04/18/07 (CPARK/CVG) CUST STATES:

1. WANTED TO SPEAK TO JSNARR.
--WRITER ADV CUST THAT JSNARR IS UNAVAILABLE. WRITER OFFERED TO ASSIST. CUST STATES:
1. THE VEH IS RUSTING.
2. WANTS TO HAVE THE VEH IN THE DLR, AND TO HAVE HYUNDAI PAY FOR THE DIAGNOSIS
3. WANTS TO KNOW THAT HYUNDAI WILL BE ABLE TO WORK WITH THE CUST AND GETTING THE VEH FIXED.
--WRITER ADV CUST THAT THE CUST WOULD HAVE TO GET THE VEH DIAGNOSIS AND WOULD

NEED TO PAY. WRITER ADV CUST THAT IF THE DLR IS STATING THAT THERE IS A DEFECT THEN THE WRITER CAN LOOK INTO THE CONCERN AT THAT TIME. CUST UNDERSTOOD. WRITER ADV CUST OF THE WRITER'S NAME, AND EXT. CUST THANKED WRITER.

4/23/07(VCHAPPELL/CVG)CUST STATES;

1.IS GOING TO REPLACE THE FRAME ON THE CAR WITH ANOTHER FRAME THAT IS ALREADY USED.

2. AND THE CUSTOMERS MECHANIC SAYS THAT THIS IS JUST AS BAD AS THE ONE THAT CUST HAS PRESENTLY.

3. CUST SAYS THIS SHOULD BE A RECALL ON THIS ITEM.

4.CUST IS NOT HAPPY ABOUT THIS AND THE CUSTOMERS MECHANIC SAYS IT WILL TAKE ALOT OF TIME TO FIX THIS.

----WRITER GAVE EMPATHY AND ASKED CUST TO TAKE CAR TO THE DLR AND THE CUST DOES NOT WANT TO DO THIS AND WANTS A SUPERVISOR CALL BACK. BECAUSE THIS SHOULD BE A COVERED ITEM REGARDLESS OF HOW FAR OUT OF WARRANTY THE CUSTOMER IS. CM APPROVED SUPERVISRO CALL BACK. TOLD CUST THAT IT WOULD BE 24 HOURS AND CUST UNDERSTOOD AND AGREED TO THIS.513 636 4552 IS THE NUMBER CUST WOULD LIKE TO BE REACHED AT.

4/24/07 (QADAMS/CVG/LCM) WRITER CALLED CUST AND LEFT A VOICE MAIL FOR THE CUST TO CALL LCM BACK AND PROVIDED LCM'S NAME, PHONE, AND EXTENSION.

4-24-2007 (HJONES/CVG) CUST STATES:

1. CUST WANTS TO SPEAK TO QADAMS/CVG/LCM

--CM ADV CUST THAT QADAMS/CVG/LCM IS NOT AVAIL. CUST WOULD LIKE QADAMS/CVG/LCM TO CALL CUST BACK ON CELL # (REDACT) CALL ENDED.

4/24/07 (QADAMS/CVG/LCM) WRITER CALLED CUST AND CUST STATES:

1. BELIEVES THERE IS A PROBLEM WITH THE 2000 SONATA'S FRAME AS HIS IS RUSTED THROUGH AND ANOTHER HE FOUND AT A JUNKYARD WAS RUSTED THROUGH AS WELL.

2. WOULD LIKE ASSISTANCE WITH THE REPAIR COSTS.

----WRITER ADVISED CUST THAT THE FRAME IS OUT OF WARRANTY BY A CONSIDERABLE AMOUNT OF MILES AND CANNOT BE WARRANTED. WRITER ADVISED CUST THAT NO ASSISTANCE CAN BE GIVEN IN THIS SITUATION.

05/30/07 (MCOOTEY/CVG) CUST STATES:

1. WANTS TO GET DPSM CONTACT INFORMATION AND DLRSP IS NOT ASSISTING CUST.

2. HAS SPOKEN WITH MANY CM'S AND TRYING TO GET VEH FIXED FOR FRAME IS RUSTED AND FEELS ITS A SAFETY CONCERN.

--WRITER ADVISED WOULD NEED TO VERIFY FILE AND READ COMMENTS. IN READING DATA WRITER NOTES CUST LAST CALL WAS WITH QADAMS. WRITER TRIED TRANSFERRING TO QADAMS SUPERVISOR. QADAMS HAS ALREADY DECLINED CUST WHAT CUST IS SEEKING FOR VEH TOO FAR OUT OF COVERAGE.

WRITER ASKED JCANN/LCM WHAT TO ADVISE CUST. BEING THAT VEH IS OUT OF COVERAGE AND OVER 136K ADVISED TO CALL DLRSP TO SEE IF DLR WOULD SET UP APPOINTMENT WITH DPSM FOR CUST. HCA UNABLE TO ASSIST.

KY012 KERRY HYUNDAI ALEXANDRIA KY 41001 859-635-6400

BRIAN SVC ADVISOR STATES:

-SVC MGR ON PHONE WITH DPSM.

--WRITER ASKED TO BE ON HOLD AND RELAYED TO SVC ADVISOR TO ASK SVC MGR IF POSSIBLE TO HAVE SVC MGR CONTACT CUST DUE TO THE SCENARIO ON GOING.

DALE SVC MGR STATES:

-CUST IS SUBSEQUENT OWNER

-WILL GIVE DPSM A CALL TO ADVISE.

--WRITER THANKED DALE FOR ASSISTANCE ADVISED DALE OF SITUATION WITH CUST CONTINUING TO CALL FOR ASSISTANCE BUT HCA UNABLE TO ASSIST.

ASKED IF POSSIBLE FOR DPSM INTERACTION TO ADVISE CUST ONCE AND FOR ALL WHAT HYUNDAI CAN OR CANNOT DO.

IN THIS SITUATION CUST IS BEYOND WARR ESPECIALLY AS SUBSEQUENT OWNER.
ANY ASSISTANCE WOULD BE NICE.

--WRITER NOTES TOLD SVC MGR ABOUT HOW HCA WORKS AND THAT NORMALLY THE FILE
WOULD BE FORWARDED FOR REVIEW BUT BECAUSE SO FAR OUT OF COVERAGE UNSURE AS TO
WHY CUST KEEPS CALLING AND NEED DPSM HELP.

WRITER ALSO NOTES THAT CUST MENTIONED CUST WAS ORIGINAL OWNER. WRITER HAD TO
CORRECT CUST AND ADVISED EXTENSION AND NAME OF WRITER SAYING GIVE WRITER A
CALL WHEN CUST SEEKS ANOTHER VEH AND WRITER WOULD BE MORE THAN HAPPY TO ADVISE
WARR LEFT ON VEH FROM VIN#.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1046584 Method: P Analyst: CACVG36 Date of Text: 4/17/2007

VIN : KMHWF25S7YA(REDACT) Sonata (EF) Selling Dlr: IL055

Miles: 80,000 M/Year: 2000 Tran: 2 DFU: 11/08/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: J

Address : (REDACT)

City : TINLEY PARK State: IL Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)

e-Mail : (REDACT)

Incomplete Campaign:

Service Dlr: IL063 FAMILY HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: No 11/06/2009

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

04/17/7 (MCOOTEY/CVG) CUST STATES:

1. SUBFRAME IS RUSTING, CRACKING.

2. CAUSING ENG TO FALL IN.

3. HAS FEELING WILL GET RUN AROUND FROM DLRSP

4. WHATS THE WARR.

--WRITER ADVISED FILE# AND WARR INFORMATION ON ANTI PERFORATION WARR.

DFU: 11/08/1999. VEH IS 7 YEAR'S OLD. GOING ON 8 IN NOVEMBER.

VEH IS 80K ANTI PERFORATION IS 5YR/100K.

VEH IS OUT OF COVERAGE BY 2 YEAR'S.

WRITER NOTES CUST WILL SEEK ELSEWHERE FOR SATISFACTION BECAUSE CUST HAS NEVER

HEARD OF THIS.

WRITER ADVISED UNABLE TO ANSWER CUST. CM IS NOT A MECHANIC. ADVISED CUST IS DOING THE RIGHT THING BY CALLING AND BY HAVING DLR ASSIST.KO

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1047324 Method: P Analyst: CACVG06 Date of Text: 4/20/2007
VIN : KMHWF35VXYA(REDACT) Sonata (EF) V-6 Selling Dlr: MO030
Miles: 80,000 M/Year: 2000 Tran: 2 DFU: 1/11/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : ALPENA State: MI Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 354-
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: MI033 GARBER HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 11/06/2009
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

4/20/07 (SCOOLEY/CVG) CUST STATES:

1. UNDERCARRIAGE WAS RUSTED WHEN THE REST OF THE VEH WAS NOT.
2. FEELS THAT THIS IS A DEFECTED BECAUSE NO OTHER PART OF THE VEH WAS RUSTED.
3. THE BAR THAT SUPPORTS THE ENGINE IS WHAT WAS RUSTED AND THE ENGINE COULD HAVE FALLEN OUT AT ANY TIME.
4. WANTS TO KNOW IF THIS WOULD STILL HAVE NOT BEEN WARRANTABLE IF THE ENGINE WAS DAMAGED BECAUSE IT HAD FALLEN OUT.
5. FEELS THAT THIS SHOULD BE WARRANTABLE BECAUSE CUST'S FAMILY WAS IN DANGER.
6. VEH WAS REPAIRED AT AN ASL BECAUSE THE DLR IS TOO FAR.
7. VEH WAS NOT DIAGNOSED AT A HYUNDAI DLR.
8. WANTS TO SPEAK TO SOMEONE WHO CAN OVER RIDE WHAT THE WARRANTY SAYS.
9. SUPERVISOR SHOULD CALL CUST AT CUST'S WORK NUMBER ANY TIME BETWEEN 8 AM AND 5 PM CST.

--CM UPDATED FILE. CM ADVISED THAT THE PERFORATION/CORROSION WARRANTY IS

IS 5/100 WARRANTY WHICH ENDED ON CUST'S VEH 2 YEARS AGO. CM ADVISED THAT THIS CONCERN IS NOT WARRANTABLE. CM ADVISED THAT THERE IS NO WAY THAT THE WARRANTY CAN BE EXTENDED FOR THIS SITUATION BECAUSE CUST IS TOO FAR OUT OF THE WARRANTY AND THE VEH WAS NOT EVEN SERVICED AT A HYUNDAI DLR. CM ADVISED THAT CUST CAN CONFIRM THE WARRANTY INFORMATION IN CUST'S OH. CM PROVIDED WRITER'S NAME AND CUST'S FILE #. CM ADVISED THAT A SUPERVISOR WILL LIKELY CALL CUST WITHIN 24 BUSINESS HOURS ON MONDAY.

4/23/07 (QADAMS/CVG/LCM) WRITER CALLED CUST AT WORK NUMBER AND CUST STATES:

1. UPSET THAT THE UNDERCARRIAGE ONLY RUSTED IN TWO SPOTS AND BELIEVES THIS IS DUE TO A DEFECT.
2. WONDERED IF ANYTHING COULD BE DONE DESPITE BEING OUT OF WARRANTY.
3. JUST WANTED TO CONFIRM THAT WHAT CM SAID WAS ACCURATE.

-----WRITER ADVISED CUST THAT DEFECT IN FACTORY WORKMANSHIP AND MATERIAL IS WHAT IS COVERED UNDER WARRANTY AND WHILE THIS IS POSSIBLY A DEFECT THE VEHICLE IS WELL OUTSIDE OF THE WARRANTY. WRITER ADVISED CUST THAT SINCE IT IS WELL OUTSIDE THE WARRANTY AND WAS REPAIRED AT AN INDEPENDENT SHOP NO ASSISTANCE CAN BE GIVEN.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1047878 Method: P Analyst: CACVG10 Date of Text: 4/24/2007
VIN : KMHWF35V9XA(REDACT) Sonata (EF) V-6 Selling Dlr: NY068
Miles: 159,000 M/Year: 1999 Tran: 2 DFU: 8/30/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: A
Address : (REDACT)
City : POUGHQUAG State: NY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: V01
Service Dlr: NY060 HEALEY HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 11/06/2009
Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

4/24/07 (VANHWE/CVG) CUST STATES:

1. WONDERING ON HOW TO RECEIVE ASSISTANCE ON A 99 SONATA.
2. SUB FRAME IS RUSTING THROUGH.
3. DID SOME RESEARCH ON THE CONCERN. FROM THE NHTSA FOUND OUT THERE ARE SOME COMPLAINTS ABOUT THE ISSUE.
4. CONCERNED ABOUT CUST SAFETY
5. VEH ONLY HAS 2 DRAINAGE HOLES AND NOW THE NEWER MODELS HAVE ADDED 6 MAKING IT 8 DRAINAGE HOLES.--WRITER INFORMED THE CUST THAT WRITER WOULD NEED THE VIN, CUST WILL CALL BACK WHEN HAS VIN. WRITER GAVE INFO AND EXT. # CALL ENDED.

04/25/07 (PDODGE/CVG) CUSTOMER STATES:

1. ENGINE CRADLE HAS RUSTED THROUGH AND NEEDS REPLACING.
 2. WOULD LIKE TO KNOW IF HYUNDAI CAN ASSIST IN ANYWAY WITH REPAIR.
 3. FEELS FRAME ON A VEHICLE SHOULD LAST MORE THAN 8 YEARS.
- WRITER ADVISED DUE TO THE HIGH MILEAGE NO WARRANTY COVERAGE IS AVAILABLE ANY LONGER. WRITER ADVISED CUSTOMER'S CONCERNS WOULD BE NOTED IN FILE. CUSTOMER UNDERSTOOD.

05/02/07 (CARDELLA/CVG) CUST STATES:

1. CALLED IN TO CHECK ON STATUS OF COMPLAINT THEY MAKE.
- WRITER INFORMED CUST THAT THERE WARRATNY WILL NOT COVER IT DUE TO THE FACT THAT THEY ARE OVER THERE MILEAGE ADVISED CUST THAT NOTES HAVE BEEN MARKED IN THERE FILE BUT THERE IS NOTHING ELSE HYUNDAI CAN DUE TO THE FACT THAT CUST IS OUT OF MILEAGE. CUST THANKED WRITER SAID WOULD CALL BACK IF ANY OTHER QUESTIONS AND CALL ENDED.

05/04/07 (PDODGE/CVG) CUSTOMER STATES:

1. WOULD LIKE TO KNOW WHAT HYUNDAI CAN DO TO ASSIST WITH REPAIR OF ENGINE CRADLE THAT HAS RUSTED OUT AND VEH IS NO LONGER DRIVEABLE UNTIL REPAIRED.
 2. VEHICLE HAS NOT BEEN SEEN BY A HYUNDAI DLR BUT IS AT CUSTOMER'S MECHANIC.
 3. OWN'S A TOTAL OF 4 HYUNDAI'S AND THIS IS THE ONLY ONE THAT'S HAD THIS PROBLEM.
- WRITER ADVISED AT 159,000 VEH IS WELL OUT OF WARRANTY. SUGGESTED CUST MAY WANT TO TAKE VEH TO HYUNDAI FOR INSPECTION. CUSTOMER REQUESTED TO SPEAK WITH SUPERVISOR AND WOULD ACCEPT A 24HR BUSINESS DAY CALL BACK. WRITER ADVISED WOULD REQUEST A 24 HR BUSINESS DAY CALL BACK FOR CUSTOMER.

05/07/07 (BSTAT/CVG/LCM) CUST STATED:

1. THIS HAS TO DO WITH THE DESIGN OF THE VEH.
 2. THE ENGINE CRADLE HAS 2 DRAIN HOLES ON THIS YEAR, NOW HAS 8 HOLES FOR DRAINAGE. HAVE LOOKED ON LINE AND REVIEWED THIS ISSUE.
 3. CUST IS UP IN THE CATSKILLS AND DO NOT GET THE SALT AIR.
 4. HAVE PURCHASED 4 HYUNDAI'S AND THINK CUST IS LOYAL CUST.
 5. HAVE NOT BEEN TO DLR. CUST MECHANIC STATED THANK GOODNESS NO ONE WAS HURT.
 6. THE VEH IS NOT DRIVABLE.
 7. HAVE 4 HYUNDAI'S RIGHT NOW AND THE WAY CUST HAS BEEN TREATED WILL NEVER PURCHASE ANOTHER ONE.
- WRITER EXPLAINED THAT IF CUST WILL GIVE WRITER ABOUT 7 BUSINESS DAYS WRITER WILL HAVE FILE REVIEWED TO SEE IF ANY ASSISTANCE CAN BE GIVEN TO CUST. WRITER EXPLAINED THAT DUE TO MILEAGE AND AGE OF VEH WRITER MAY NOT BE ABLE TO ASSIST CUST WITH THIS ISSUE. CUST VERY UPSET THAT THE VEH DESIGN WAS CHANGED AFTER THE YEAR 2000 TO ADD MORE DRAIN PLUGS. WRITER EXPLAINED THAT THE CORRISION MAY BE CAUSED BY SALT ADDED TO ROADS OR DUE TO SALT WATER IN THE AIR. CUST BECAME VERY UPSET AND WRITER ASK CUST TO LET WRITER REVIEW THIS ISSUE. CUST AGREED. WRITER ASK CUST TO SEND THE PHOTO'S TO THE DLR TO SEE IF THERE IS A DEFECT WHICH CAN BE SEEN ON THE PHOTO'S CUST AGREED.

05/07/07 (SSIMMS/CVG) CUST STATES:

1. WANTS TO SPEAK WITH BSTAT.
- WRITER TRANSFERED THE CALL.

05/07/07 (BSTAT/CVG/LCM) CUST STATED:

1. WANTED TO FOLLOW UP WITH WRITER.
 2. THIS IS THE STRUCTUAL FRAME OF VEH.
 3. FELT THAT HYUNDAI SHOULD STAND BEHIND THE PRODUCT.
 4. THE VEH IS NOT STRUCTUALLY SOUND AND THAT IS NOT DUE TO MILEAGE OR TIME.
 5. CUST COULD SEE THIS HAPPENING IN 15 YEARS MAYBE NOT EIGHT.
- WRITER APOLOGIZED TO CUST FOR ISSUES CUST HAS BEEN DEALING WITH. WRITER EXPLAINED THAT WRITER DOES NOT KNOW HOW FAR THE CUST WILL GET DUE TO MILEAGE BUT THE HANDBOOK HAS AN ARBITRATION IF CUST DOES NOT AGREE WITH WRITER'S FINDING. CUST UNDERSTOOD.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1047943 Method: P Analyst: JVANDENB Date of Text: 7/10/2007
VIN : KMHWF35V2YA(REDACT) Sonata (EF) V-6 Selling Dlr: OH042
Miles: 141,000 M/Year: 2000 Tran: 2 DFU: 4/16/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: L
Address : (REDACT)
City : COLUMBUS State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: (REDACT)
e-Mail : REFUSED
Incomplete Campaign: HPC
Service Dlr: OH037 RICART HYUNDAI
Action : CLO Responsibility: R DCS: C Priority: BBB Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 11/06/2009
Open Category Open Condition Open Component

NBBB BBB PROGRAM A000 NEGOTIATION: CRR R
MSUS SUSPENSION 4650 ALIGNMENT/UNUSUAL
OPEN COMMENTS

04/25/04 (BLARSEN/CVG) CUST STATES;

1. CUST SAID WAS ON THE WAY TO PICK UP KIDS FROM SCHOOL.
- 2..ALL OF A SUDDEN SOMETHING BROKE AND TIRE BENT IN AND OIL AND JUNK WENT

EVERYWHERE

3. HAD VEH TOWED TO NEAREST DLR AND SERVICE TECH STATED THAT THE A FRAME WAS RUSTED SO BAD THAT THERE WERE TOW HOLES IN IT.
4. CUST WANTED TO KNOW IF THERE WAS A RECALL ON VEH FOR THIS PROBLEM.
5. DLR SAID THERE HAVE BEEN SEVERAL SONATAS WITH SAME PROBLEM.
6. VEH IS ONLY 7 YEARS OLD AND CUST COULD NOT BELIEVE THIS WHEN TOLD.
---WRITER STATED THAT HAD HEARD ABOUT THE SAME PROBLEM AND WHEN RESEARCHING FOUND NO RECALLS EXCEPT THE HPC WHICH WRITER COULD NOT TALK ABOUT WITH CUST. DLR SAID BASICALLY THE VEH WAS JUNK IF THE PARTS TO FIX VEH COULD NOT BE FOUND. CUST IS LOOKING FOR PARTS EVEN AT THE JUNK YARD FOR SONATA AND FOUND ALL ARE RUSTED OUT TOO. CUST IS CONSIDERING BUYING A NEW VEH.. THANKED CUST FOR CALLING ON THIS AND WAS CUST AND CHILDREN WERE NOT HURT WHEN THIS HAPPENED CUST HAD JUST GOTTEN OFF THE FREEWAY WHEN THE BREAKAGE HAPPENED.

04/26/07 (CPARK/CVG) CUST STATES:

1. THE VEH IS RUSTED OUT.
2. THE VEH IS NOT SAFE.
3. IN SEVEN YEARS THE VEH SHOULDN'T HAVE BROKEN IN HALF.
4. WANTS HYUNDAI TO DO SOMETHING.
5. WENT TO THE JUNK YARD TO GET THE PART AND THE SAME VEH WAS RUSTED IN THE SAME PART.
6. THE CUST KIDS WERE IN THE VEH WHEN IT BROKE. THAT IS UNSAFE.
7. THE DLR EVEN TOLD THE CUST THAT THERE WERE PROBLEMS WITH THE VEH RUSTING.
--WRITER VERIFIED INFORMATION. WRITER ADV CUST THAT HYUNDAI DOES NOT COVER RUST DUE TO RUST BEING CAUSED FROM THE ENVIRONMENT. WRITER ADV CUST THAT THE FILE CAN BE DOCUMENTED. CUST STATES:

1. HOW LONG IS THE FRAME COVERED.
2. THERE IS A PROBLEM WITH ALL 2000 SONATA'S AND THE RUST.
--WRITER ADV CUST THAT THE WARR ON THE VEH FOR THE CUST IS 5/60 NVLW, AND 5/60 POWERTRAIN. WRITER ADV CUST THAT IF THERE WAS A DEFECT WITH ALL THE 2000'S SONATA THAT THERE WOULD BE A RECALL ON THE VEH. WRITER ADV CUST THAT A COMPLAINT WILL BE FILED. CUST UNDERSTOOD. WRITER ADV CUST OF THE FILE #, WRITER'S NAME, AND EXT. CUST THANKED WRITER.

04/26/07 (LTAYLOR/CVG) CUST STATES :

1. NOT GETTING THE ANSWERS CUST WANTS FROM HCA
2. VEH'S A FRAME RUSTED OUT SO BAD THAT IT BROKE
3. FEELS LIKE THERE SHOULD BE A RECALL ON CUST'S VEH
--WRITER TOLD CUST THAT WERE NO OPEN CAMS ON THE VEH. WRITER RESTATED THAT THE WAR ON THE FRAME WAS 5/60. CUST FEELS THAT THE FRAME WAS DEFECTIVE AND THAT THERE SHOULD BE A RECALL ON THE VEH FRAME. CUST ASKED HOW TO GET A RECALL. WRITER TOLD CSUT THAT IF ENOUGH PEOPLE HAD THE SAME PROBLEM AT THE SAME TIME AND BROUGH IT TO THE ATTENTION OF THE DLRS THEN A RECALL WOULD PROBABLY BE STARTED. CUST INSISTED THAT THE FRAME WAS DEFECTIVE AND THAT IT SHOULD LAST LONGER THAN 7 YRS. CUST SAID THAT CUST AHD FOUND 4 SONATAS AT JUNK YRD AND ALL HAD THE A FRAMES RUSTED THROUGH. CUST SAID THAT HYUNDAI VEH WERE JUNKY AND THAT HYNDAI SHOULD PUT OUT AN ADD STATING THAT. CUST SAID CUST WANTED HCA TO PAY FOR THE REPAIRS TO CUSTS VEH. WRITER APOLOGIZED THAT IT WOULD NOT BE POSSIBLE TO DO THAT DUE TO THE MILEAGE ON THE VEH. WRITER POINTED OUT THAT THE FRAME LASTED 2 TIMES THE MILEAGE OF THE WAR. CUST WENT BACK TO IT NOT LASTING MORE THAN 7 YRS AND IT NOT BEING NORMAL. WRITER APOLOGIZED THAT CUST WAS HAVIN G THIS PROBLEM AND THAT CUST WAS FEELING AS FRUSTRATED AS CUST WAS BUT THAT HCA COULD NOT ASSIST CUST IN THIS CASE. CUST HUNG UP.

4/26/07 - CR/KH REC'D BBB CALL REPORT. TECH ISSUES: CUST ALLEGES CURRENT CONCERNS WITH FRAME ON THE VEH RUSTED COMPLETELY OUT, AXLE BROKE IN HALF AND WHEEL BUCKLED UNDER THE VEH ONCE THE A-FRAME FAILED. CUST SEEKS HMA TO REPAIR THE VEH.

04/27/07 CRCA.JG.REVIEWED CASE AND ADVISED OH037 SRV ADV ANGIE TO ORDER
NEEDED PARTS AND REPAIR VEHICLE. DLR ADVISING CUST.

05/21/07 (JDIVERS/CVG) CUST STATES:

1. TOLD THE STORY ABOUT THE RUSTED VEH
2. SPOKE ABOUT THE TECH THAT CHECKED THE VEH AND STATED THAT WAS HMA DEFECT
3. GOING 2 WEEKS WITHOUT VEH
4. WANTS NEW VEH

---WRITER STATED THAT THE DLR WOULD NEED TO BE CALLED. WRITER THEN CALLED DLR
OH037 AND SPOKE TO CHRIS FROM THE SERVICE DEPARTMENT WHO STATED:

1. THE CUST HAS BEEN TO THE DLR ONE TIME FOR THIS CONCERN
2. THE DATES AND MILEAGE OF THE REPAIR ATTEMPTS ARE AS FOLLOWS:

-04/03/07 @ 139,463 MILES: THE CUST STATED THAT THE VEH IS RUSTED OUT. THE DLR
THEN REPLACED THE SUBFRAME. GOODWILLED BY DPSM

-05/21/07 @ 1039,953 MILES: THE CUST DROPPED THE VEH OFF FOR LUG NUT PROBLEMS.
THE DLR IS IN MIDDLE OF DIAGNOSIS RIGHT NOW.

---WRITER THANKED CHRIS AND THE CALL WAS THEN ENDED. WRITER THEN GOT BACK ON
THE PHONE WITH THE CUST AND STATED THAT THE FILE WA GOING TO BE ESCALATED.
CUST THEN STATED:

1. WANTS TO BE REIMBURSED FOR ALL THE TOWING THAT THE CUST HAD TO PAY FOR
2. THE CUST WANTS REPLACEMENT VEH BECAUSE FEELS THAT HER VEH WILL NEVER BE
ABLE TO BE LIKE IT WAS

---WRITER THEN STATED TO CUST THAT WOULD ADD ALL THAT TO THE FILE BUT WOULD BE
UPPER MANAGEMENT'S FINAL DECISION ON WHAT WOULD BE APPROVED IF ANYTHING. CUST
STATED UNDERSTOOD. WRITER THEN STATED THAT AFTER THE FILE WAS ESCALATED THAT
THE CUST WOULD BE CONTACTED IN ABOUT 7 BUSINESS DAYS. FILE NUMBER WAS GIVEN AND
THE CALL WAS THEN ENDED. WRITER WILL HAVE TO CALL DLR FOR DIAGNOSIS ON LUG
NUTS CONCERN.

05/23/07 (JDIVERS/CVG) UPDATE ON FILE:

---WRITER THEN CALLED DLR OH037. WRITER WAS ABLE TO SPEAK WITH CHRIS THE SERV.
ADVISOR. CHRIS THEN STATED:

1. IS NOW DONE WITH DIAGNOSIS
2. CUST'S LUGNUTS ARE NOW REPAIRED AND THE CUST WAS SENT ON WAY
3. BEFORE THE CUST LEFT STATED THAT WANTED THE VEH ALIGNMENT DONE AT THAT TIME
TOO
4. CHRIS THEN STATED TO CUST THAT TIRES WERE SO BAD THAT CUST WOULD NEED A NEW
FULL SET OF TIRES AND THEN THE VEH COULD BE ALINED.
5. CUST REFUSED STATING THAT WAS GOING TO PURCHASE TIRES ELSEHWERE
6. DLR THEN STATED THAT THIS WAS FINE, AND THE CUST SHOULD HAVE THE VEH
ALIGNED AT THAT TIME
7. CUST THEN LEFT DLR

---WRITER THEN CALLED THE CUST ON THE HOME NUMBER IN THE FILE. WRITER GOT A
BUSY TONE. WRITER THEN TRIED TO CALL THE CUST ON THE CELL NUMBER IN THE FILE.
WRITER WAS NOT ABLE TO REACH CUST, BUT WAS ABLE TO REACH CUST'S HUSBAND.
WRITER THEN STATED THAT WAS CALLING TO SEE HOW THE VEH WAS DOING SINCE THE
LAST REPAIR ON THE LUG NUTS. CUST'S HUSBAND THEN STATED:

1. STILL DOES NOT FEEL THAT VEH IS RIGHT
2. TIRES MAKE NOISE WHEN TURNING ETC.
3. FEELS THAT VEH SHOULD HAVE BEEN ALIGNED BEFORE LEFT DLR
4. DOES NOT FEEL THAT VEH NEEDS NEW TIRES RIGHT NOW
5. BUT IS GOING TO GET NEW SET THIS WEEKEND TO SEE IF THIS WILL SOLVE PROBLEM.

---WRITER THEN STATED TO CUST THAT WANTS CUST TO GET NEW TIRES TO SEE IF THIS
WILL SOLVE PROBLEM. WRITER ADVISED CUST THAT IF VEH IS STILL NOT OPERATING
TO CUST'S SATISFACTION TO CALL WRITER BACK AND THE FILE WOULD BE ESCALATED AT
THAT TIME. CUST STATED UNDERSTOOD AND THE CALL WAS THEN ENDED.

05/25/07 (CPARK/CVG) CUST STATES:

1. WANTED TO SPEAK TO JDIVERS.
2. THE CUST IS WITHOUT A VEH.
3. NO ONE IS HELPING OUT THE CUST.
4. THE DLR COULD NOT DO AN ALIGNMENT DO SO THE CUST DID IT.
5. THE VEH IS PULLING TO THE RIGHT.
6. HAS DONE EVERYTHING THAT HYUNDAI HAS TOLD THE CUST TO DO.
7. YOU CAN TELL THAT THE DRIVERS SIDE WHEEL IS COCKED.
8. HAS NOT BEEN REIMBURSES FOR ANYTHING.
9. HAS NOT BEEN HELPED OUT.

--WRITER ADV CUST THAT JDIVERS IS UNAVAILABLE. WRITER ADV CUST THAT THE FILE WILL BE FORWARDED ON TO THE APPROPRIATE PERSONAL. WRITER ADV CUST THAT THE CUST WILL BE CONTACTED IN 7 BUSINESS DAYS. CUST UNDERSTOOD. CUST STATES:

1. FEELS UNSAFE IN THE VEH.
2. WANTS SOMETHING DONE.

--WRITER ADV CUST THAT THE CM IS WORKING ON THIS. CUST UNDERSTOOD, CUST THANKED WRITER.

6/5/07 (DWEIN/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH THE CM
2. WAS TOLD THAT THE CUST WOULD HEAR BACK FROM SOMEONE IN A WEEK.
3. CUST HAS NOT HEARD FROM ANYONE.

--WRITER EXPLAINED THAT (JDIVERS/CVG) IS ON A CALL AND THAT THE MESSAGE WAS LEFT TO CALL CUST. EXPLAINED THAT THE WRITER DID NOT SEE ANY UPDATES ON FILE APOLOGIZED FOR THE FRUSTRATION. CUST WOULD LIKE CM TO CALL CUST BACK SO CUST KNOWS WHAT IS GOING ON. THANKED CUST FOR CALLING. UPDATED FILE. GAVE EXT.

6/6/07(VCHAPPELL/CVG)CUST STATES;

- 1.WANTS TO SPEAK WITH (JDIVERS/CVG)
- 2.CUST SAYS SHE DID GO PUT NEW TIRES ON AND IS WAITING TO HEAR FROM THE CM TO SEE WHAT IS NEXT.
- 3.CUST SAYS THAT IT STIL IS DRIVING BAD AND IT STILL IS POPPING WHEN SHE TURNS AND ON THE FREEWAY ITS SHAKING
- 4.CUST FEELS SHE SHOULD BE OFFERED A NEWER VEHICLE, BECAUSE SHE SAYS THIS IS A MANUFACTORERS DEFECT.
- 5.CUST SAYS SHE PAID FOR THREE TOW FEES AND THE CAR IS STILL NOT RIGHT.
- 6.CUST FEELS SHE SHOULD GET REIMBURSMENT FOR THE TOWING FEES.
- 7.CUST PAID FOR THE TOWING AND THE TIRES AND THE ALIGNMENT.
- 8.THE DLR WANTED TO KEEP THE CAR FOR FOUR DAYS
- 9.AND CAR IS STILL NOT THE SAME.

---WRITER WILL RESEARCH THIS SOME MORE TO SEE IF HCA CAN POSSIBLY OPEN THIS UP TO REGION. CUST SAID THE LIFT OF THE HOOD IS RUSTING OUT FROM THE INSIDE OUT.

6/12/07(VCHAPPELL/CVG)DLR STATES;

1. CHRIS THE SVC ADVISOR STATES;
- 2.THAT CUST HAD A SUBFRAME REPAIR ON THE CAR ON 5/3/07.
3. AND ON 5/21/01 THE DLR FIXED THE LUG NUTS AND OFFERED TO DO A ALIGNMENT ON THE CAR FOR FREE.
- 4.CHRIS SAYS CUST FAILED TO MAKE HER APPOINTMENT.

---WRITER CALLED THE CUSTOMER AND TOLD HER THIS AND TO HAVE THE CAR TAKEN INTO THE DLR IF SHE HAS ANYFURHTER ISSUES. CUST SAYS SHE DOES WITH THE ALIGNMENT AND THAT THE CAR DOES NOT SIT RIGHT? CUST PUT NEW TIRES ON IT MICHELLIN TO BE EXACT. AND CUST IS TAKING THE CAR IN TO SEE IF THE DLR CAN FIX THIS FOR CUST. WRITER TOLD CUST WILL WAIT TO HEAR FROM CUSTOMER. CUST AGREED AND ENDED THE CALL.

6/19/2007(WDEVE/CVG)CUST STATES:

1. WOULD LIKE TO SPEAK WITH VCHAPPELL

---WRITER ADVISED CUST THAT CM VCHAPPELL IS UNABLE TO TAKE THE CALL AT THIS TIME. CM ADVISED CUST THAT CM WOULD BE HAPPY TO HELP CUST. CUST STATES THAT THE VEHICLE IS STILL HAVING THE SAME PROBLEMS. DLR IS TELLING CUST THAT THE VEHICLE VIBRATION IS COMING FROM SOMETHING OTHER THEN THE FRONT END BROKE. CUST STATES THAT THERE IS NO WAY THIS IS NOT PART OF THE FRONT END FALLING TO THE GROUND. TIRES WERE BUCKLED IN AND CUST NOW NEEDS STUDS AND CUST CAN NOT TURN LEFT WITH OUT A POPPING SOUND IN THE WHEEL. CUST IS VERY UPSET AND WOULD LIKE VCHAPPELL TO CALL CUST AS SOON AS POSSIBLE. DOES NOT WANT TO GO THROUGH THE WHOLE STORY AGAIN. FEELS THAT VCHAPPELL WILL BE ABLE TO ASSIST CUST BETTER CM ADVISED CUST THAT CM WOULD PUT THIS INFO INTO CM VCHAPPELL'S FOLLOW UPS. CUST UNDERSTOOD AND CM THANKED CUST FOR CALLING HCA.

6/19/07(VCHAPPELL/CVG)CUST STATES;

1. THE CAR IS PRESENTLY BACK AT THE DLRSP WITH MORE PROBLEMS

2. WRITER SPOKE WITH THE CUSTOMER'S BROTHER

---WRITER TOLD THE BROTHER TO LET CUSTOMER KNOW THAT (VCHAPPELL/CVG) CALLED FROM HCA TO SEE WHAT IS GOING ON BUT LOOKS LIKE THE DLRSP IS CURRENTLY TRYING TO RESOLVE THIS FOR THE CUSTOMER.

6/19/07(VCHAPPELL/CVG)DLR STATES;

1. CHRIS THAT THEY DID AN ALIGNMENT AND AN ADJUSTMENT TO THE SUBFRAME.

2. CHRIS SAID CUST BROKE THE LUGNUTS. THE CAR WAS JUST SLIGHTLY OUT OF ALIGNMENT.

---WRITER WILL CLOSE THIS CASE CHRIS SAID THE CAR IS FIXED AND EVERYTHING IS FINE. CHRIS SAID THE CUSTOMER REFUSES TO MAINTAIN THE CAR PROPERLY AND THAT IS WHY THE CAR IS FALLING APART. AND THEY HAVE THIS DOCUMENTED. AT RICART HYUNDAI

07/05/2007 (CQUIJA/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH VCHAPPELL.

--WRITER VERIFIED ALL OF CUSTOMER'S INFORMATION AND WARM TRANSFERRED CUST TO VCHAPPELL.

7/5/07(VCHAPPELL/CVG)CUST STATES;

1. THAT SHE CAN STILL HEAR A POPPING NOISE.

2. IN THE WHEEL AND THE SUBFRAME IS NOT FIXED RIGHT.

3. CUST SAID THAT SHE DID NOT BREAK THE LUGNUTS THEY FELL OFF.

4. DRIVER'S FRONT SIDE WHEEL IS MAKING THE SAME POPPING NOISE AND WANTS SOME FINAL FIX FOR THIS CAR.

---WRITER WILL ESCALATE THIS FILE TO THE PROPER PERSONNEL BECAUSE CUST IS VERY UPSET AND WRITER APOLOGIZED TO THE CUSTOMER FOR ANY INCONVENIENCE CUST SAID SHE WAS JUST WAITING FOR THE HOLIDAY TO CALL HCA. WRITER WILL GATHER ALL THE NECESSARY INFORMATION AND ESCALATE THE FILE TO THE PROPER PERSONNEL.

7/6/07(VCHAPPELL/CVG)DLR STATES; OH037 RICART HYUNDAI (RUSS SVC ADVISOR)

1. THE CUSTOMER WAS IN FOR RUST AND SUBFRAME PROBLEMS AND THE DATES AND MILEAGE ARE AS FOLLOWS.

6/19/07 MILEAGE: 141,307 SUBFRAME COMPLAINTS DLR ADJUSTED THE TOW IN FRONT AND REAR.

5/21/07 MILEAGE: 139,938 CUST HAD TO HAVE THE LUGNUTS REPLACED THEY FELL OFF.

5/3/07 MILEAGE: 139,463 DLR REPLACED A REAR WHEEL GUARD

11/12/03 MILEAGE: 87,027 ECM REPROGRAMMING NEEDED AND AN ALIGNMENT NEEDED TO BE DONE CAR WAS OUT OF ALIGNMENT AND DLR COULD NOT DRIVE TO VERIFY IF IT WAS CORRECTED BECAUSE THE PLATES WERE EXPIRED.

--WRITER WILL NOW SUBMITT FOR A POSSIBLE OPEN TO REGION.

-----OPEN TO REGION NOTES;

- 1.WRITER SUBMITTING THIS FILE TO REGION DUE TO THE CUST HAVING AN ONGOING ISSUE WITH THE CARS SUBFRAME AND THE WHEEL FELL OFF THE WHOLE AND NOW THE VEHICLE IS MAKING A POPPING SOUND AND THIS IS THE FIFTH TIME THIS HAS BEEN AN ISSUE. CUST IS VERY UPSET. AND THE CUSTOMER WANTS A RESOLUTION SHE CANT KEEP COMING BACK AND FORTH TO HAVE THE DLR CONSANTLY FIX THIS.
- 2.HOW MANY TIMES HAS THE VEHICLE BEEN TO THE HYUNDAI DLR FOR THE CONCERN NOTED ABOVE: FOUR TIMES AND CURRENTLY ITS HAPPENING AGAIN.
- 3.WHAT WERE THE DATES AND MILEAGE OF THE VEHICLE WHEN IT WAS IN FOR THIS CONCERN. AND WHAT SAS THE DAIGNOSES AND REPAIR ATTEMPTS FOR EACH DATE. THE CONCERNS IS THE SUBFRAME IS RUSTED OUT AND THE TIRES KEEP COMING OUT OF ALINGMENT AND THE DATES AND REPAIR ATTEMPTS ARE AS FOLLOWS:
6/19/07 MILEAGE: 141,307 SUBFRAME COMPLAINTS DLR ADJUSTED THE TOW IN FRONT AND REAR.
5/21/07 MILEAGE: 139,938 CUST HAD TO HAVE THE LUGNUTS REPLACED THEY FELL OFF.
5/3/07 MILEAGE: 139,463 DLR REPLACED A REAR WHEEL GUARD
11/12/03 MILEAGE:87,027 ECM REPROGRAMMING NEEDED AND AN ALIGNMENT NEEDED TO BE DONE CAR WAS OUT OF ALIGNMENT AND DLR COULD NOT DRIVE TO VERIFY IF IT WAS CORRECTED BECAUSE THE PLATES WERE EXPIRED.
7/5/07 MILEAGE:143,00 CUST CALLED IN AND COMPLAINING WILL NOT TAKE CAR IN UNTIL THE FILE IS ESCALATED TO THE PROPER PERSONNELL.
- 4.CURRENTLY, WHERE IS THE CUSTOMERS VEHICLE: AT ADDRESS ON FILE.
- 5.HAS THE DLRS TECH LINE OR DPSM BEEN INVOLVED:DPSM
- 6.PLEASE DESCRIBE THE ISSUES AND HOW OFTEN THEY OCCUR: CUST HAS HAD PROBLEMS WITH THE SUBFRAME RUSTING OUT ON THE CUST AND IN TURN CAUSING THE TIRES TO FALL OFF AND THE LUGNUTS.
- 7.ARE THERE ANY AFTER MARKET PARTS AFFECTING OR RAISING THIS CONCERN: NO NOT AT THIS TIME CUST DID AT ONE TIME PUT AFTER MARKET BRAKE PADS ON BUT HAD TO HAVE THE HYUNDAI BRAKE PADS PUT IN. BECAUSE THE OTHE PADS WERE MAKING A SQUEEKING NOISES.
- 8.IS DLR REQUESTING REGIONAL ASSISTANCE: NO

7/9/07 (CPARK/CVG) WRITER REVIEWED FILE AND WILL OPEN FWD FILE TO CM. THE VEH IS PUT OF WARR. THE CUST WOULD HAVE TO PAY FOR THE REPAIR. WHY IS THIS BEING OPENED?

7/9/07(VCHAPPELL/CVG)

- 1.WRITER FORWARDING THIS FILE BACK TO REGION DUE TO (AFARRIS)
- WRITER GIVING FILE BACK FOR A OPEN TO REGION THANK YOU.

7/10/07 (ABROWN/CVG/LCM) WRITER REVIEWED FILE AND WILL OPEN FILE TO REGION.

*****ATTN REGION*****
PLEASE NOTE ABOVE COMMENTS AND INVOLVE REGIONAL PERSONNEL AS NEEDED TO ASSIST DLR IN RESOLVING VEH CONCERNS. PLEASE CLOSE FILE WITH COMMENTS SO THAT HMA NCA CAN SUPPORT. THANKS.

***** OPENED FROM INQUIRY STATUS: 07/10/2007 *****

DCS MESSAGE SENT : 07/11/2007, (FIRST MESSAGE)

7/11/07 DPSM/JV WRITER REVIEWED SVC FILE WITH SVC MGR. DLR REPLACED SUBFRAME, LUG NUTS, AND ALIGNED VEHICLE AT NO CHARGE TO THE CUSTOMER. VEH BEYOND WARRANTY COVERAGE. DLR TO INVITE CUST INTO SHOP TO DEMONSTRATE CONCERNS. DLR WILL HONOR WORKMANSHIP. IF CONCERNS UNRELATED TO PAST REPAIRS, CUST WILL BE RESPONSIBLE.

CENTRAL REGION SHOULD FOLLOW UP WITH DLR BY 7/12.
DCS MESSAGE SENT : 07/12/2007, (SECOND MESSAGE)

7/13/07 CRCA.GB- WRITER NOTING THAT RON TACKETT OF OH037 HAS BEEN CONTACTED. HE CONFIRMS THAT THE CUSTOMER HAS BEEN CONTACTED AND HAS BEEN INVITED INTO THE DEALER TO HAVE HER CONCERN ADDRESS. RON DID NOT HAVE A DATE AVAILABLE BUT HE WILL INVESTIGATE IT AND WILL PROVIDE CRCA THE SCHEDULED APPOINTMENT DATE.

7/13/07 CR/CATEMPJP WRITER IS NOTING FOR THE FILE THAT THIS VEHICLE WAS ORIGINALLY OWNED AND OPERATED BY RICH BROCK.

7/16/07 CR/CATEMPJP LEFT MESSAGE FOR RON TACKETT OF OH037 REQUESTING A RETURN CALL.

7/18/07 CRCA.GB- WRITER SPOKE WITH CRIS OF OH037. CRIS STATES THAT NO APPOINTMENT HAS BEEN MADE WITH THE CUSTOMER AND IN FACT SHE WAS NOT AWARE OF THE CUSTOMERS CURRENT CONCERNS. WRITER TOLD CRIS THAT WRITER WILL CALL THE CUSTOMER. WRITER SPOKE WITH THE CUSTOMER , THE CUSTOMER REPORTS THAT THERE IS NOISE IN THE AREA OF THE REPAIR THAT SHE FEELS IS A DIRECT RESULT OF THE BREAKDOWN OR REPAIR. WRITER TOLD THE CUSTOMER THAT SHE WOULD NEED TO MAKE AN APPOINTMENT WITH THE DEALER TO HAVE THE NOISE ADDRESSED.

7/27/07 CR/CATEMPJP OWNER STATES HE WILL SCHEDULE AN APPOINTMENT FOR ON OR ABOUT 8/1/07.

8/3/07 DPSM/JV PER ANGIE LUTZ: CUST HAD APPT ON 7/31 AND FAILED TO SHOW. DLR LEFT V/M REQUESTING CUST CALL FOR RE-SCHEDULING. CUST HAS ELECTED NOT TO RESPOND FOR APPTS OR MAKE VEH AVAILABLE FOR INSPECTION. IF CUST SHOWS, DLR TO INSPECT VEH AND IF NECESSARY CALL WRITER. WRITER CLOSED FILE.
CLOSE CONCERN

Customer visited Dealership? N (Y/N)

Was a repair made to correct this concern? N (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern? 99

Customer received details by: T

Who communicated details to customer? M

Customer given rental/loaner car? N (Y/N) Goodwill funds used? Y (Y/N)

Is customer satisfied? Y (Y/N) If No, Please explain:

CUST FAILED TO SHOW FOR APPT AND NOT RESPONDED TO V/M FOR RE-SCHEDULING.

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1048591 Method: P Analyst: CACVG87 Date of Text: 4/30/2007

VIN : KMHWF35V7XA(REDACT) Sonata (EF) V-6 Selling Dlr: WI019

Miles: 50,000 M/Year: 1999 Tran: 2 DFU: 3/19/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: H

Address : (REDACT)

City : FOND DU LAC State: WI Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT) e-Mail : NO EMAIL

Incomplete Campaign:

Service Dlr: WI019 VAN DYN HOVEN HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 11/06/2009
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

4/30/07 (JPETERSON/CVG) MIKE FROM CUSTS OIL SHOP:
1. WOULD LIKE TO KNOW WHAT HYUNDAI CAN DO ABOUT CUST'S SUB FRAME RUSTING AWAY.
2. FEELS LIKE DAMAGE IS FROM A MANUFACTOR'S DEFECT.
---WRITER ADVSD CUST THAT CM WILL NEED TO DO ADDITIONAL RESEARCH TO SEE IF CM IS ABLE ASSIST.

5/2/07 (JPETERSON/CVG) WRITER CALLING CUST CM LEFT MESSAGE TO NOTIFY VEH IS TO FAR OUT OF WARR AND CM AT HMA WILL NOT BE ABLE TO ASSIST WITH THE RUSTING OF THE SUBFRAME.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1049802 Method: P Analyst: CACVG03 Date of Text: 5/07/2007
VIN : KMHWF35V6XA(REDACT) Sonata (EF) V-6 Selling Dlr: KY012
Miles: 150,000 M/Year: 1999 Tran: 2 DFU: 1/31/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : ALEXANDRIA State: KY Zip: (REDACT) Country: USA
Phone-Home: - Work: (REDACT) Ext: Cell#: -
e-Mail :
Incomplete Campaign:
Service Dlr: KY012 KERRY HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 11/06/2009
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

05/07/07 (AALLEE/CVG) CUST STATES;

1. WOULD LIKE TO KNOW WHO TO TALK TO REGARDING THE FRAME RUSTING OUT
 2. DAUGHTER WAS DRIVING VEH WHEN THE RIGHT FRONT WHEEL JUST FOLDED IN ON THE VEH
 3. PERSONAL MECHANIC STATED THAT ISN'T EVEN THE WORSE PART OF THE FRAME
 4. IS VERY LUCKY THAT NOTHING HAPPENED TO DAUGHTER WHEN THE WHEEL FOLDED IN
- WRITER EMPATHIZED WITH THE CUST AND EXPRESSED HOW GLAD WRITER IS THAT CUST DAUGHTER IS SAFE, WRITER ADVISED CUST THAT VEH WOULD NEED TO BE DIAGNOSED AT DLRSHIP, BUT AT THIS TIME CUST IS OUT OF WARRANTY FOR THE FRAME BEING RUSTED OUT. CUST WAS NOT HAPPY TO HEAR THIS AND WANTED TO KNOW HOW TO CONTACT THE DLR REGIONAL REP. WRITER ADVISED CUST TO TALK TO DLRSHIP TO SEE IF AN APPOINTMENT CAN BE SET UP. CUST THANKED WRITER TIME.
CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1050070 Method: P Analyst: CACVG05 Date of Text: 5/08/2007

VIN : KMHWF25S2YA(REDACT) Sonata (EF) Selling Dlr: IN013

Miles: 141,479 M/Year: 2000 Tran: 2 DFU: 10/21/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: C

Address : (REDACT)

City : WEST SALEM State: IL Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)

e-Mail : NO EMAIL

Incomplete Campaign: 051

Service Dir: IN031 KENNY KENT HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: No 12/03/2011

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

5/08/07 (JSTUCKI/CVG) CUSTOMER STATED:

1. HAVE A 2000 SONATA USED.
 2. RECENTLY FOUND OUT THAT THE FRAME HAS RUSTED ON IT.
 3. RUST IS LOCATED NEAR THE FRONT SUSPENSION WHERE IT MOUNTS ON THE FRAME.
 4. HAS NOT CONTACTED A HYUNDAI DEALER.
- WRITER CREATED FILE FOR CUSTOMER. WRITER NOTICED THAT CUSTOMER HAS 141,479

MILES ON THE VEHICLE AND INFORMED THE CUSTOMER FIRST THAT THE CUSTOMER COULD CALL A HYUNDAI DEALER TO SEE IF THEY WILL REPAIR THE VEHICLE BUT THAT IT WILL NOT BE COVERED DUE TO CUSTOMER SECOND OWNER AND OUTSIDE THE WARRANTY BY 80,000 MILES. CUST ASKED WHAT MIGHT CAUSE THIS AND WRITER INFORMED THE CUSTOMER IT DEPENDS ON HOW THE PREVIOUS OWNER TOOK CARE OF THE VEHICLE AND ALSO IF CUSTOMER LIVES WHERE THERE IS SNOW AND THEY USE SALT THAT CAN CAUSE VEHICLES TO RUST IF NOT CLEANED OFF. WRITER PROVIDED CUSTOMER WITH WRITERS CONTACT INFORMATION.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1050664 Method: P Analyst: BBEATY Date of Text: 6/27/2007
VIN : KMHWF35VXYA(REDACT) Sonata (EF) V-6 Selling Dlr: VA006
Miles: 141,111 M/Year: 2000 Tran: 2 DFU: 3/19/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: J
Address : (REDACT).
City : HANOVER State: PA Zip: (REDACT) Country: USA
Phone-Home: - Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: PA066 HANOVER HYUNDAI
Action : CLO Responsibility: R DCS: C Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 12/03/2011
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
NDSV DEALER SERVICE 110C SERVICE PERSON RUD
OPEN COMMENTS

05/11/07 (AFELL/CVG) CUST STATED:

1. WANTS TO KNOW WHAT TO DO
2. THE SUB FRAME HAS RUSTED

----WRITER ADVISED THE CUST THAT THERE IS NO WARRANTY ON THE VEH. THE CUST IS OVER THE MILEAGE. WRITER ADVISED THE CUST THAT THE VEH NEEDS TO BE DIAGNOSED. CUST THINKS THAT THIS IS A DEFECT WRITER ADVISED THE CUST THAT THE WRITER COULD NOT KNOW THE VEH HAS NOT BEEN DIAGNOSED. WRITER PROVIDED A FILE NUMBER FOR THE CUST TO REFER TO.

6/7/07 (SKATR/CVG) CUST STATES:

1. SUBFRAME RUSTED OUT COMPLETELY AROUND THE BOLT HOLDING CONTROL ARM ON.
2. CUST FEELS THIS IS A SAFETY ISSUE AND ARRANGED FOR THE DLRSP TO DIAGNOSE IT
3. DLRSP DECLINED DIAGNOSING THE VEH WHEN THEY FOUND OUT THE VEH IS NOT RUNNING. THEY SAY IT IS NOT A SAFETY ISSUE IF THE CUST CAN'T DRIVE IT.
---WRITER UPDATED CUST FILE . GAVE CUST FILE # AND WRITER'S NAME AND EXT. WILL CALL DLR AND OPEN TO REGION.

06/08/07 (AALLEE/CVG/EMAIL) RECEIVED CUST EMAIL:

1. I CALLED THE 800 NUMBER, AND WAS TOLD THAT I NEEDED TO TAKE THE CAR TO THE DEALER'S SERVICE CENTER TO HAVE THE PROBLEM DOCUMENTED
2. HAD IT SET UP WITH HANOVER HYUNDAI IN HANOVER, PA. TO HAVE MY CAR TOWED IN TODAY TO HAVE THEM LOOK AT THE PROBLEM
3. THE CAR HAS ENGINE PROBLEMS WHICH I AM NOT GOING TO FIX UNTIL I HAVE A COMMITMENT FROM YOU TO FIX THE SUBFRAME
4. WHEN I MENTIONED TO THE SERVICE MANAGER THAT IT WASN'T RUNNING, HE TOLD ME "THEN THE SUBFRAME ISN'T A SAFETY ISSUE IF YOU AREN'T DRIVING THE CAR",
5. HE IS REFUSING TO DOCUMENT THIS SAFETY DEFECT UNTIL IT IS RUNNING
6. FIND THIS A RIDICULOUS CATCH-22 HE IS CREATING SO HE DOESN'T HAVE TO BOTHER WITH ME
7. HE TOLD ME THAT HE CAN'T FIX THIS PROBLEM ANYWAY, AND DOESN'T KNOW WHO COULD
8. I EXPECTED BETTER IN CUSTOMER SUPPORT WHEN PURCHASED A HYUNDAI
9. I HAVE AGAIN CALLED THE 800 NUMBER AND A REPRESENTATIVE NAMED SANDY WAS VERY HELPFUL
10. WILL BE AWAITING A CALL TELLING ME TO BRING MY CAR IN TO HAVE THIS SUBFRAME DEFECT VERIFIED
11. I NEED CONTINUED SUPPORT FROM YOU ALL AT CONSUMER AFFAIRS TO OVERCOME THE ATTITUDE I AM ENCOUNTERING WITH THE SERVICE MANAGER SO THAT WE CAN VERIFY THE PROBLEM
12. I DO HAVE PHOTOS OF THE RUSTED AWAY AREA AROUND THE BOLT HOLDING THE CONTROL ARM ON IF THEY WOULD BE HELPFUL.

---WRITER RESPONSE IS WE APPRECIATE CUST CONTACT & APOLOGIZE FOR THE CIRCUMSTANCES THAT PROMPTED CUST EMAIL. WRITER ADVISED CUST TO BETTER ASSIST REQUESTING CUST TO CALL HCA. WRITER CREATED/PROVIDED FILE#. CUST COMMENTS ARE NOTED.

06/14/07 (ALOUG/CVG) CUST STATES:

1. REQUESTING TO SPEAK WITH SKATR.
2. IS WAITING TO TAKE VEH TO THE DLR AND IS INQUIRING IF THERE IS AN UPDATE ON CUST CONCERN.

---WRITER ADVISED THAT SKATR IS NOT CURRENTLY AVAILABLE. OFFERED ASSISTANCE. WRITER ADVISED THERE IS NO UPDATE ON THE CONCERN AT THIS TIME. WRITER ADVISED WOULD REQUEST A CALL FROM SKATR. CUST THANKED WRITER FOR ASSISTANCE.

6/15/07 (SKATR/CVG) WRITER CALLED DEALER:

1. SERVICE MANAGER GEORGE STATED: CUST HAS ONLY BROUGHT VEH IN ONCE 7/10/06 129,388 MILES FOR OIL CHANGE AND BULB REPLACEMENTS.

6/15/07 (SKATR/CVG) INFO TO OPEN FILE TO REGION

1. WRITER IS SUBMITTING FILE TO REGION DUE TO CUST STATING THIS IS SAFETY ISSUE AND A DEFECT IN MANUFACTURING. CUST HAS CONTACTED A LAWYER AND BASICALLY WANTS THIS TO BE RECOGNIZED AS A HYUNDAI SAFETY ISSUE.
2. THE VEH HAS NOT BEEN SEEN AT THE DLRSP FOR THIS CONCERN.
3. THE ONLY TIME THE VEH HAS BEEN AT DLR WAS 7/10/06 AT 129,388 MILES FOR AN OIL CHANGE AND TO CHANGE BULBS. THE VEH HAS NOT BEEN SEEN BY DLRSP FOR THIS CONCERN.
4. THE VEH IS WITH THE CUST.
5. NO, THE DLRS TECH LINE OR DPSM HAVE NOT BEEN CONTACTED.
6. THE ISSUE IS SUBFRAME RUSTED OUT COMPLETELY AROUND THE BOLT HOLDING CONTROL

ARM ON.

7.WE DO NOT KNOW IF THERE ARE ANY AFTERMARKET PARTS AFFECTING THIS BECAUSE A DLR HASN'T DIAGNOSED IT YET.

8. NO DLR IS NOT REQUESTING REGIONAL HELP.

06/15/07 (ASULL/CVG) CUST STATES:

1. WANT TO SPEAK TO SKATR.

--WRITER VERIFIED CUST INFO. WARM TRANSFER TO SKATR.

6/15/07 (SKATR/CVG) CUST STATES:

1. WANTS TO KNOW IF AND WHEN CUST CAN TAKE THE VEH TO THE DLRSP FOR DIAGNOSIS.

---WRITER ADVISED CUST THAT THIS HAS BEEN ESCALATED TO HIGHER PERSONNEL AND CUST SHOULD HEAR SOMETHING IN THE NEXT 7 BUSINESS DAYS. CUST UNDERSTOOD. WRITER THANKED CUST FOR THEIR PATIENCE AND FOR CALLING.

06/15/07 (HFERN/CVG/LCM) WRITER REVIEWED FILE & SENDING BACK TO CM SKATR/CVG FOR CORRECTION. WAITING FOR NEW TRACKER. PROCESS WAS NOT FOLLOWED.

6/18/07/07 (ABROWN/CVG/LCM) WRITER REVIEWED FILE AND WILL FWD FILW BACK TO CM. THE DLR NEEDS TO DIAGNOSE THE VEHICLE.

6/19/07 (SKATR/CVG) WRITER CALLED CUST:

1. LEFT MESSAGE FOR CUST TO CALL WRITER.

---WRITER NOTES:CUST WILL NEED TO HAVE A DIAGNOSES DONE BEFORE HYUNDAI CAN DO ANYTHING ELSE. WILL SUGGEST CUST TRY ANOTHER DLRSP.

6/19/07 (SKATR/CVG) CUST STATES:

1. DLR WILL LOOK AT VEH IF DLR GETS AN OKAY THROUGH A FACTORY REP OR A REGIONAL REP.

---WRITER ADVISED CUST THAT WRITER WILL RESEARCH FURTHER.

6/20/07 (SKATR/CVG) INFO TO OPEN FILE TO REGION

1.WRITER IS SUBMITTING FILE TO REGION DUE TO CUST STATING THIS IS SAFETY ISSUE AND A DEFECT IN MANUFACTURING. CUST HAS CONTACTED A LAWYER AND BASICALLY WANTS THIS TO BE RECOGNIZED AS A HYUNDAI SAFETY ISSUE. DLR WILL LOOK AT VEH IF DLR GETS PERMISSION FROM DPSM.

2.THE VEH HAS NOT BEEN SEEN AT THE DLRSP FOR THIS CONCERN.

3.THE ONLY TIME THE VEH HAS BEEN AT DLR WAS 7/10/06 AT 129,388 MILES FOR AN OIL CHANGE AND TO CHANGE BULBS. THE VEH HAS NOT BEEN SEEN BY DLRSP FOR THIS CONCERN.

4.THE VEH IS WITH THE CUST.

5.NO, THE DLRS TECH LINE OR DPSM HAVE NOT BEEN CONTACTED.

6.THE ISSUE IS SUBFRAME RUSTED OUT COMPLETELY AROUND THE BOLT HOLDING CONTROL ARM ON.

7.WE DO NOT KNOW IF THERE ARE ANY AFTERMARKET PARTS AFFECTING THIS BECAUSE A DLR HASN'T DIAGNOSED IT YET.

8. NO DLR IS NOT REQUESTING REGIONAL HELP.

06/20/07 (HFERN/CVG/LCM) WRITER REVIEWED FILE & SENDING BACK TO SKATR/CVG FOR CORRECTION.

6/25/07 (ABROWN/CVG/LCM) WRITER REVIEWED FILE AND WILL FWD FILE BACK TO CM. THIS FILE SHOULD NOT BE OPENED IF THE DLR HAS NOT DIAGNOSED THE VEHICLE.

6/26/07 (SKATR/CVG) WRITER CALLED SERVICE MANAGER GEORGE:

WRITER ASKED IF CUST'S VEH COULD BE DIAGNOSED STRICTLY ON THE SAFETY ISSUE REGARDING THE DEFECT IN MANUFACTURING. GEORGE STATED HE'S NOT A BRAIN SURGEON AND HAS NO IDEA HOW LONG THE VEH HAS BEEN SITTING OUT IN THE FIELD. HE DOES

NOT WANT TO BE RESPONSIBLE FOR DETERMINING THE SAFETY ISSUE AND DOES NOT WANT TO LOOK AT THE VEH WITHOUT THE DPSM'S APPROVAL.

6/27/07 (LWILL/CVG/TL) REQUESTING FILE TO BE OPENED TO DLR DO TO THE CUSTOMER FEELING THAT HE HAS A SAFTEY CONCERN AND THE DLR NOT WANTING TO LOOK AT THE VEH WITH OUT THE DPSM. WRITER WILL FORWARD TO ABROWN TO OPEN THE FILE.

6/27/07 (ABROWN/CVG/LCM) WRITER REVIEWED FILE AND WILL OPEN FILE TO REGION.

*****ATTN REGION*****
PLEASE NOTE ABOVE COMMENTS AND INVOLVE REGIONAL PERSONNEL AS NEEDED TO ASSIST DLR IN RESOLVING VEH CONCERNS. PLEASE CLOSE FILE WITH COMMENTS SO THAT HMA NCA CAN SUPPORT. THANKS.

***** OPENED FROM INQUIRY STATUS: 06/27/2007 *****

DCS MESSAGE SENT : 06/28/2007, (FIRST MESSAGE)

6/28/07 ER CAM TL-SPOKE WITH DPSM. HE ADV THAT THE DEALER TOLD HIM THE CAR IS NOT REGISTERED OR INSURED. ONCE THE CUSTOMER REG AND IINS THE AR THE DEALER WILL INSPECT THE CAR.

DCS MESSAGE SENT : 06/29/2007, (SECOND MESSAGE)

6/28/07(BB)ERCA. WRITER SPOKE TO CUST WHO STATED THAT VEH IS INDEED REG AND HAS CURRENT INSURANCE.

6/29/07(BB)ERCA. WRITER SPOKE TO DPSM/RW WHO STATED THAT VEH WAS SUPPOSED TO BE AT DLSHP TODAY, BUT IS NOT. STATED THAT SVC MGR CALLED CUST LAST NIGHT AND TOLD HIM TO HAVE THE CAR HERE TODAY.

6/29/07(BB)ERCA. WRITER SPOKE TO CUST WHO STATED HE RECEIVED MESSAGE FROM DEALER TOO LATE LAST NIGHT TO HAVE VEH TOWED TODAY. CUST STATES HE WILL HAVE VEH TOWED NEXT WEEK. WRITER EXPLAINS THAT DPSM IS AT DLSHP TODAY AND WILL NOT BE BACK FOR 30 DAYS. CUST UNDERSTOOD.

7/10/07(BB)ERCA. WRITER SPOKE TO SVC DPT AT PA066 WHO STATED THAT DPSM/RW WILL LOOK AT THE VEH ON 7/13/07.

7/16/07(BB)ERCA. WRITER SPOKE TO DPSM/RW WHO STATED THAT HE INSPECTED VEH ON 7/13 AND THAT THE SUBFRAME WAS NOT RUSTED. THE RUSTED PART WAS THE BOLT ON THE SUBFRAME, BUT NOT THE SUBFRAME ITSELF. HE STATED THAT THE SUBFRAME NEEDS TO BE REPLACED IN ORDER TO REPAIR THE BOLT, BUT NOT BECAUSE THE SUBFRAME IS RUSTED. HE STATED THAT HMA WILL NOT COVER THIS PART UNDER WARRANTY.

7/16/07(BB)ERCA. WRITER SPOKE TO CAM/TL WHO STATED THAT WHATEVER WAS WRONG WITH THE SUBFRAME WOULD BE COVERED UNDER GOODWILL.

7/17/07(BB)ERCA. WRITER SPOKE TO SVC MGR AT PA066 WHO STATED THAT HE RECEIVED INSTRUCTIONS FROM DPSM/RW TO FIX SUBFRAM UNDER GOODWILL. HE STATED HE WILL CALL CUST WHEN DONE.

7/17/07(BB)ERCA. WRITER SPOKE TO CUST AND EXPLAINED THAT SUBFRAME REPAIRS WILL BE COVERED, BUT THAT ALL OTHER WORK WILL NOT BE. CUST UNDERSTOOD. CUST VERY HAPPY AND APPRECIATIVE.

7/25/07(BB)ERCA. WRITER SPOKE TO SVC MGR AT PA066 WHO STATED THEY ARE WORKING ON THE VEH.

8/6/07(BB)ERCA. SUBFRAME IS REPAIRED. CLOSING FILE

CLOSE CONCERN

Customer visited Dealership? Y (Y/N)
Was a repair made to correct this concern? Y (Y/N)
If Yes, Repair Order: 026828 Date: 7/30/2007 (mmddyymm) Mileage: 141111
Describe the repair to correct the reported problem:
CROSSMEMBER ASSY
How many attempts have been made to correct this concern? 99
Customer received details by: T
Who communicated details to customer? D
Customer given rental/loaner car? N (Y/N) Goodwill funds used? N (Y/N)
Is customer satisfied? Y (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

8/6/07(BB)ERCA. CLOSING FILE. SEE FILE NOTES.

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1051562 Method: P Analyst: CACVG39 Date of Text: 5/17/2007
VIN : KMHWF25S4YA(REDACT) Sonata (EF) Selling Dlr: OH042
Miles: 103,000 M/Year: 2000 Tran: 2 DFU: 6/25/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: .
Address : (REDACT)
City : REYNOLDSBURG State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 575-
e-Mail : NO EMAIL
Incomplete Campaign:
Service Dlr: OH042 HATFIELD HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 12/03/2011
Open Category Open Condition Open Component

MELE ELECTRICAL 3630 CHECK ENGINE LIGHT

OPEN COMMENTS

05/16/07 (LTAYLOR/CVG) CUST STATES :
1. CEL CAME ON AND TOOK VEH TO IO&O SHOP
2. IO&O SHOP FOUND THE FRAME HAD RUSTED THROUGH
3. WILL PURSUE THE MATTER WITH DLR
4. CALLED HCA BECAUSE DLR TOLD CUST TO
--WRITER TOLD CUST THAT THERE WAS NO WAR LEFT ON VEH. CUST ALREADY KNEW THAT
BUT THANKED WRITER. WRITER TOLD CUST THAT WRITER WOULD DOCUMENT THE INFO CUST
GAVE. CUST FEELS THAT THE DLR IS RESPONSIBLE NOT HCA OR HMA AND WILL BE
CONTACTING AN ATTORNEY TO SEE WHAT LEGAL RIGHTS CUST HAS.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyymm) Mileage:

Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1051691 Method: P Analyst: CACVG79 Date of Text: 5/17/2007
VIN : KMHWF35V0YA(REDACT) Sonata (EF) V-6 Selling Dlr: MA020
Miles: 81,970 M/Year: 2000 Tran: 2 DFU: 10/30/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: R Midl:
Address : (REDACT)
City : MATTAPAN State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: MA020 CLAY CHEVROLET HYUNDAI, INC.
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 12/03/2011
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

05/17/07 (KJACK/CVG) CUST STATES:

1. VEH IS AT DLR MA020 AND DLR IS WORKING ON SEVERAL PARTS.
 2. DLR ADVISED CUST THAT THE SUBFRAME IS ROTTED OUT.
 3. WANTS TO KNOW IF THAT IS COVERED OR NOT.
- WRITER UPDATED CUST INFO. WRITER ADVISED CUST THAT WRITER WILL CONTACT DLR FOR MORE INFO AND WRITER WILL RESEARCH SITUATION.
--WRITER CONTACTED DLR MA020 WHO WAS TOO BUSY AND WRITER WILL CALL DLR BACK LATER.
--WRITER ADVISED CUST THAT WRITER WILL BE CONTACTING CUST LATER TODAY.

05/17/07 (KJACK/CVG) WRITER ADVISED CUST THAT WRITER NEEDS MORE RESEARCH TIME AND WRITER WILL CONTACT WRITER 05/18/07. CUST UNDERSTOOD.

05/18/07 (KJACK/CVG) DLR MA020 STATES:

1. VEH SUBFRAME IS ROTTED OUT FROM RUST FROM OUT SIDE INFLUENCES.
- WRITER THANKED DLR FOR INFO.
05/22/07 (KJACK/CVG) WRITER CONTACTED CUST AND LEFT MESSAGE FOR CUST TO CONTACT WRITER IN REGARDS TO THE SUBFRAME OF VEH. THAT IT IS RUSTING DUE TO OUTSIDE INFLUENCES.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1053295 Method: P Analyst: CACVG03 Date of Text: 5/23/2007
VIN : KMHWF35V5YA(REDACT) Sonata (EF) V-6 Selling Dlr: OH027
Miles: 61,000 M/Year: 2000 Tran: 2 DFU: 10/21/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Mid: A
Address : (REDACT)
City : COLUMBUS State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: 3315 Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: OH027 DENNIS HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 12/03/2011
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NOTH OTHER 100C OWNER INFO CORRECT
OPEN COMMENTS

05/23/07 (AALLEE/CVG/EMAIL) RECEIVED CUST EMAIL:

1. HAVE HAD NO PROBLEMS WITH THIS CAR UNTIL 2 WEEKS AGO
 2. TOOK MY CAR IN BECAUSE IT WAS STUDDERING ON THE FREEWAY
 3. WAS TOLD THAT IT NEEDED A NEW SPEED SENSOR DEALER REPLACED IT ONLY HAD TO PAY \$50 WHICH WAS THE DEDUCTIBLE
 4. WAS ADVISED THE UNDER CARRIAGE ON VEH IS RUSTED OUT
 5. NEEDS REPLACED RIGHT AWAY OTHERWISE ENGINE CAN FALL OUT
 6. IT WILL RUN AROUND \$1,700 TO FIX IT
 7. ALSO FOUND OUT THAT I WAS THE SECOND SONATA OWNER WHO WAS IN THIS SAME WEEK WITH THE SAME PROBLEM.
 8. DID NOT KNOW DURING THE FIRST 5 YEARS THAT UNDER CARRIAGE WAS RUSTING OUT
 9. WAS NOT AWARE OF THE TIME FRAME FOR WARRANTY COVERAGE
 10. SUREIT DIDN'T JUST START RUSTING IN THE PAST 2 YEARS
 11. NEVER HEARD OF ANYONE HAVING THIS TYPE OF A PROBLEM WITH THEIR CAR
 12. AREN'T THESE BUILT WITH GOOD PRODUCTS THEN SEALED AGAINST RUST
 13. IS THIS SOME TYPE OF DEFECT THAT IS SURFACING NOW
- WRITER WILL ADVISED CUST TO CONTACT HCA AND THAT A FILE HAS BEEN CREATED FOR THIS CONCERN.

05/30/07 (MCOOTEY/CVG) CUST STATES:

1. SEEKING ASSISTANCE WITH UNDER CARRIAGE OF VEH. DLRSP ADVISED \$1700 TO REPAIR AND SEVERAL MONTHS LEFT BEFORE IT GIVES OUT.
- WRITER ADVISED WILL CALL DLRSP FOR DIAGNOSTIC TO ANSWER CUST QUESTION.

POSSIBLE DLRSP UNABLE TO COMMUNICATE THE WAY CUST NEEDS TO BE SATISFIED.

CALLING DLRSP:

OH027 DENNIS HYUNDAI COLUMBUS OH 43231 614-471-2900

SPOKE WITH KEVIN SVC ADVISER WHO HAD WRITER SPEAK WITH STEVE:

STEVE STATES:

-05/03/07 @ 60766.

CUST STATES: TOLD BY IO&O THAT SUBFRAME WAS RUSTED.

DLRSP: TOLD CUST RUSTED AND GAVE ESTIMATE.

BECOMING NORMAL FOR THIS SONATA. AC POSSIBLY CONDENSATION FROM AC DRAIN LEAKING OR DRIPPING ONTO FRAME. NOT A DEFECT FROM MANUFACTURER.

NO GW.

SOME HISTORY BUT UNSURE BECAUSE INFORMATION WAS PURGED.

RUST IS NOT COVERED UNDER WARR.

--WRITER NOTES ALL UNDER CARRIAGES ARE COATED BY MANUFACTURER BEFORE LEAVING PLANT. ARRIVE AT DLRSP COATED TO PROTECT VEH.

ANOTHER COAT CAN BE ASKED FOR BUT NOT ADVISED. COATING IS FOUND SUFFICIENT AT TIME OF PURCHASE.

RUST MUST RUSST FROM INSIDE OUT TO BE COVERED.

WRITER ASSISTED CUST BEST WRITER COULD WITH CONCERN. CUST EVEN THOUGH GETTING THE SAME NEWS APPRECIATED WRITER FOR EXPLAINING SITUATION BETTER.

WRITER WILL DOCUMENT THE CALL.

7/25/2007(CTORN/CVG) CUST STATED:

1. HAD SENT EMAIL WITH THE CORROSION PROBLEM

2. DID NOT RECIEVE A REPLY EMAIL.

3. CORROSION PROBLEM WAS NOTICED WHEN ANOTHER PART

WAS BEING REPLACED, WHEN THE TECH HAD TO GO UNDER THE VEHICLE TO REPLACE PART.

---WRITER TOLD CUST THAT THE PROBLEM WOULD BE ELEVATED TO MANAGEMENT FOR FURTHER CONSIDERATION. CALLED THE DLRSP (OH027) AND TALKED TO A SVC MGR NAMED STEVE. THERE WAS ANOTHER SVC MGR WITH THE NAME OF STEVE BUT WAS NO LONGER WITH THE BUSINESS.

THE SVC MGR IS NEW AND COULDN'T FIND ANY NOTES ABOUT THE CORROSION PROBLEM.

SVC MANGER STEVE WANTED TO TALK TO THE TECH WHO DID THE INSPECTION TO FIND OUT WHAT WAS DETERMINED TO BE THE REASON FOR THE CORROSION. WRITER ASKED FOR THE ESTIMATE OF WHAT THE REPAIR WOULD BE. THE TOTAL WILL BE \$1750. SVC

MANAGER THAN EXPLAINED THAT THE AC DRAIN SHOULD NOT BE LEAKING ONTO THE FRAME BUT THERE IS A HOSE THAT ALLOWS THE MOISTURE TO DRAIN ONTO THE GROUND, AWAY FROM ANY FRAME OR UNDER CARRIAGE PARTS. THE SVC MGR IS GOING TO CALL BACK AFTER TALKING TO THE TECH . WRITER THANKED SVC MANAGER AND WILL BE WAITING FOR CALL BACK.

8/8/07(VCHAPPELL/CVG)CUST STATES:

1.WANTING TO SPEAK WITH (CTORN/CVG)

2.CUST SAYS SHE HAS BEEN WAITING FOR THE CM TO CALL HER BACK AND HAS NOT HEARD ANYTHING AND WANTS A RESOLUTION.

---WRITER VERIFIED THE FILE AND OFFERED TO ASSIST BUT CUST WANTS CTORN/CVG TO PLEASE CALL HER BACK TODAY!!!! SHE SAID THE CM WAS GOING TO GIVE THIS FILE TO A HIGHER PERSONNELL. AND WANTS TO KNOW WHAT IS GOING ON? WRITER SAID CM IS CURRENTLY WAITING FOR THE SVC MGR TO CALL HIM BACK. BUT IT LOOKS LIKE THE CM NEEDS TO KEEP IN TOUCH WITH THE CUSTOMER IN RESOLVING THIS ISSUE. PLEASE ASSIST THE CUSTOMER THANK YOU.

09/17/07 (KJACK/CVG) CUST STATES:

1. CUST IS WANTING TO SPEAK TO (CTORN/CVG).

2. IS WANTING TO KNOW WHAT HYUNDAI IS GOING TO DO WITH THE CORROSION ISSUE.

--WRITER ADVISED CUST THAT WRITER WILL CHECK INTO SITUATION WITH DLR TO SEE IF ANY ASSISTANCE CAN BE GIVEN. WRITER ADVISED CUST OF NAME AND EXTENSION.

09/18/07 (AALLEE/CVG/EMAIL) RECEIVED CUST EMAIL:

1. ATTACHED ARE PICTURES THAT COULD NOT BE OPENED BEFORE. THERE WILL BE 2 EMAILS SINCE THE PICTURE FILES ARE SO LARGE.
2. I WAS TOLD THAT THE RUST ON THE UNDERCARRIAGE WAS FROM THE INSIDE OUT.
3. AFTER GETTING ESTIMATES TO GET THIS FIXED AND ACTUALLY LOOKING AT THIS MYSELF, I AM QUESTIONING HOW THEY OBTAINED THAT ANSWER.
4. IT IS CLEAR THAT THE SEAMS HAVE RUSTED WHICH WOULD INDICATE WATER GOING INTO THEM.
5. ALSO, IN THE UNDERCARRIAGE, IS DEBRIS THAT COULD NOT HAVE COME FROM IT RUSTING FROM THE OUTSIDE IN, OTHERWISE, THIS WOULD HAVE FALLEN OUT OF THE HOLE.
6. I FEEL THIS IS A DEFECT ON HYUNDAI'S PART.
7. AREN'T THESE CARS UNDERCOATED?
8. I DON'T KNOW WHEN THIS STARTED, I JUST FOUND OUT ABOUT THIS A FEW MONTHS AGO AND HAD NO IDEA THE HOLE WAS THERE.
9. HOW MANY OTHER SONATA'S HAVE COME IN WITH THE SAME PROBLEM.

---WRITER RESPONSE IS WE APPRECIATE CUST CONTACT AND APOLOGIZE FOR THE CIRCUMSTANCES THAT PROPTED CUST EMAIL. WRITER ADVISED CUST TO BETTER ASSIST REQUESTING CUST TO CALL HCA. WRITER CREATED/PROVIDED FILE NUMBER. CUST COMMENTS ARE NOTED. WRITER ADVISED CUST THAT INFO HAS BEEN FORWARDED TO CM AND THAT ATTACHMENTS CAN NOT BE OPENED.

09/18/2007 (NMCEWAN/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK TO KJACK.

---WRITER WARMED TRANSFERRED CUST TO KJACK.

09/18/07 (KJACK/CVG) CUST STATES:

1. IS GOING TO GO BACK TO DLR AND EXT WARR TO GET ASSISTANCE WITH REPAIR.
2. FEELS THAT THE REPAIR SHOULD BE COVERED.

--WRITER ADVISED CUST THAT HYUNDAI IS NOT ABLE TO COVER THE REPAIR AND THAT IS A GOOD PLAN.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1054221 Method: P Analyst: PLORIMER Date of Text: 6/14/2007

VIN : KMHWF25S5XA(REDACT) Sonata (EF) Selling Dlr: PA044

Miles: 94,000 M/Year: 1999 Tran: 2 DFU: 3/06/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT)

First: (REDACT)

Midl: M

Address : (REDACT)

City : PITTSBURGH State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: --- ----- Ext: Cell#: 885-
e-Mail : (REDACT)

Incomplete Campaign:

Service Dir: PA063 #1 COCHRAN HYU OF SOUTH HILLS

Action : CLO Responsibility: R DCS: C Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 12/03/2011

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NPRD PRODUCT 250F UNHAPPY WITH PRODU
OPEN COMMENTS

5/25/07 (DWEIN/CVG) CUST STATES;

1. TOOK IN FOR A OIL CHANGE AND WAS TOLD THAT THERE IS RUST ON THE FRAME.
 2. DRL TOLD CUST THAT THERE IS A PROBLEM WITH THIS AND HCA IS AWARE OF THIS ISSUE.
 3. NOT COVERED UNDER WARRANTY HOWEVER HCA HAS BEEN PICKING UP THE BILL FOR THIS WELL KNOWN ISSUE.
- WRITER CALLED DLR LEFT MESSAGE FOR A CALLBACK. EXPLAINED TO CUST THAT THE MESSAGE WAS LEFT AND THAT THIS WAS NOT INFO THAT THE WRITER HAS HEARD OF. WILL CALL CUST BACK AFTER THE MIDDLE OF NEXT WEEK. WILL TRY TO GET INTOUCH WITH THE DLR AS SOON AS WRITER HAS INFO THE CUST WILL BE CALLED. THANKED CUST FOR CALLING. GAVE FILE AND EXT NUMBER UPDATED FILE.

05/30/07 (DWEIN/CVG) CALLED PA063 LEFT ANOTHER MESSAGE FOR A CALLBACK.

PLEASE AS DLR ABOUT PREVIOUS COMMENT IF DLR CALLS AND WRITER CAN NOT TAKE THE CALL. THANK YOU.

05/30/07 (DWEIN/CVG) CALLED CUST LEFT MESSAGE THAT THE WRITER HAS CALLED DLR AND NOT RECEIVED A CALLBACK. WILL CALL CUST BACK WHEN INFO IS GATHERED.

5/31/07 (DWEIN/CVG) CALLED DLR SPOKE WITH ALEX.

1. THE SONATA HAS THIS PROBLEM THE AC DRAINS THERE IS A HOLE IN THE SURFACE AND THIS CAUSES THE FRAME TO RUST OUT.
 2. THE DLR HAS SEEN SEVERAL THAT WAS COVERED OUT OF WARRANTY BY HYUNDAI FOR THIS SAME PROBLEM.
 3. FEELS THAT IS WHY THE CUST WAS TOLD TO CALL HCA TO HAVE TAKEN CARE OF.
 4. DRL WOULD HAVE TAKEN CARE OF IF UNDER WARRANTY.
 5. CUST HAS KEPT UP THE VEH AND THE VEH HAS BEEN MAINTAINED.
 6. NO RENTAL HAS BEEN REQUESTED
- WRITER THANKED DLR FOR INFO AND WILL GET INFO TO REGION.

6/1/07 (DWEIN/CVG) WILL OPEN TO REGION AS DLR ALEX FEELS THIS IS A DEFECT IN THE WAY THE VEH WAS MANUFACTURED.

INFO FOR REGION.

INFO FOR OPEN TO DLR

1. TOOK VEH IN AND FOUND THERE IS RUST IN THE FRAME.DLR TOLD CUST THAT THIS IS A WELL KNOWN PROBLEM OF THIS VEH AND THAT HCA IS AWARE OF THE PROBLEM. REFERED CUST TO HCA TO HAVE TAKEN CARE OF THIS IS A MANUFACTURE ISSUE AS THE AC DRAIN HAS A HOLE AND THIS IS WHAT WILL CAUSE THE FRAME TO RUST OUT. CUST FEELS THIS IS REALLY A SAFETY ISSUE AND WITH HCA KNOWING SOULD DO SOMETHING SO EVERYONE WILL KNOW AS CUST ARE OUT THERE DRIVING A TIME BOMB.

2. VEH HAS BEEN IN 1 TIME
3. DLR DID NOT PULL FILE BUT BELIEVES THE DATE IS THE DAY CUST CALLED HCA AND THE MILES SHOULD BE AS ON THE FILE AT ABOUT 94.000 DLR COULD NOT PULL INFO FOR WRITER.
4. CUST HAS THE VEH
5. THE TECH LINE NOR THE DPSM HAS BEEN USED
6. THE PROBLEM IS FROM THE AC DRAIN THERE IS A HOLE IN THE SURFACE AND THIS IS WHAT CAUSED THE FRAME TO RUST OUT.
- 7.THERE ARE NO AFTER MARKET PARTS ON VEH.

6/6/07 (ABROWN/CVG/LCM) WRITER REVIEWED FILE AND WILL FWD BACK TO THE CM. RUST IS NOT COVERED UNDER WARRANTY. WHY IS THIS FILE BEING OPEN? THE ONLY WARRANTY LEFT ON THE VEHICLE IS A POWERTRAIN WARRANTY AND THAT DOES NOT COVER RUST.

6/6/07 (DWEIN/CVG) CALLED DLR LEFT MESSAGE TO CALL WRITER WOULD LIKE TO KNOW IF THERE IS A TB OUT ON THIS RUST ISSUE OR IF THIS IS JUST SOMETHING THE DLR HAS SEEN. PLEASE GET INFO IF DLR CALLS IN.

06/11/07 (AFELL/CVG) CUST STATED:

1. WANTS TO SPEAK WITH DWEIN
 2. WANTS TO KNOW WHAT IS GOING ON
- WRITER ADVISED THE CUST THAT THE CM IS WAITING FOR THE DLR TO CALL BACK THE CUST THANKED THE WRITER FOR THE INFO AND WILL CALL THE DLR FOR THE DLR TO CALL DWEIN BACK THE CUST THANKED THE WRITER, WRITER WILL FORWARD THE INFO ON THE DWEIN

6/13/07 (DWEIN/CVG) CALLED DLR SPOKE WITH ALEX. THERE IS NOT TB ON THE VEH THERE IS A HOLE WHERE THE AIR CONDITIONER LEAKS AND THERE IS NOT A WAY FOR THIS TO DRAIN THAT IS WHY THE FRAME RUSTED OUT. THE DLR HAS SEEN 5 OR 6 OF THE VEH'S WITH THE SAME PROBLEM CAUSED BY THE AIR CONDITIONER.
--WRITER THANKED DLR FOR THE INFO.

--UPDATE FOR REGION.

1. THE DLR HAS TOLD CUST THAT THIS IS FROM THE WAY THE VEH WAS DESIGNED.
2. THE DLR HAS SEEN THIS 5-6 TIMES.
3. REGION IS NEEDED AS THE CUST IS UPSET AS IF THIS IS SOMETHING THAT IS CAUSED FROM THE DESIGN THE CUST SHOULD NOT HAVE TO PAY TO HAVE TAKEN CARE OF.
4. CUST FEELS THAT THE VEH WAS MADE WRONG AND NOW IS A SAFETY ISSUE.

6/14/07 (ABROWN/CVG/LCM) WRITER REVIEWED FILE AND WILL OPEN FILE TO REGION.

*****ATTN REGION*****
PLEASE NOTE ABOVE COMMENTS AND INVOLVE REGIONAL PERSONNEL AS NEEDED TO ASSIST DLR IN RESOLVING VEH CONCERNS. PLEASE CLOSE FILE WITH COMMENTS SO THAT HMA NCA CAN SUPPORT. THANKS.

***** OPENED FROM INQUIRY STATUS: 06/14/2007 *****

06/14/07 (DADIS/CVG) CUST STATES:

1. WOULD LIKE TO KNOW IF DLR CONTACTED CM
 2. WOULD LIKE TO KNOW WHAT IS GOING TO HAPPEN WITH THE VEH
- WRITER REVIEWED FILE NOTES AND INFORMED CUST THAT THE DLR DID CONTACT CM. WRITER INFORMED CUST WHAT DLR STATED ABOUT VEH HAVING NO PROBLEM DUE TO VEHICLE'S DESIGN. WRITER INFORMED CUST THAT CUST FILE HAS BEEN FORWARDED TO

THE CORRECT PERSONEL AND THAT SOMEONE WILL BE CONTACT CUST IN ABOUT 7 BUSINESS DAY. CUST UNDERSTAND AND THANKED WRITER.

DCS MESSAGE SENT : 06/15/2007, (FIRST MESSAGE)
DCS MESSAGE SENT : 06/16/2007, (SECOND MESSAGE)

6/20/07(LM)ERCA. EMAIL FROM TL/ERCAM TO TB/DSPM (6/14).
EMAIL TO TL/ERCAM.

6/26/07 (SCOOLEY/CVG) CUST STATES:

1. CALLING TO CHECK ON STATUS OF CUST'S FILE.
 2. HAS NOT RECEIVED ANY MESSAGES.
 3. WILL CALL THE DLR TO CONFIRM THEY HAVE RECEIVED ANY UPDATES.
- CM ADVISED THAT CUST MAY WANT TO CONTACT CUST'S DLR AS THEY ARE CUST'S POINT OF CONTACT. CM ADVISED THAT WRITER WILL ALSO FORWARD FOR A STATUS UPDATE SO THAT THE PEOPLE WHO MONITOR THESE FILES CAN BE AWARE THAT CUST STILL HAS NOT RECEIVED ANY CONTACT.

6/27/07(WW)ERCA. L/VM FOR DPSM TB WITH TL ERCAM REGARDING STATUS OF CASE. WAITING FOR A REPLY.

*****8

6/28/07 (SCOOLEY/CVG) CUST STATES:

1. WANTS TO SPEAK TO DWEIN.
2. HAS BEEN DISCONNECTED FOUR TIMES.
3. CUST HAS A SAFETY CONCERN AND HYUNDAI DOES NOT CARE.
4. NOBODY HAS BEEN CALLING CUST.
5. WANTS TO HOLD UNTIL DWEIN IS AVAILABLE.
6. WANTS DWEIN TO CALL CUST BACK.

--CM ADVISED THAT CUST'S CONCERN HAS BEEN ESCALATED TO THE APPROPRIATE PERSONNEL AND CUST'S CONCERN IS BEING PROCESSED. CM ADVISED THAT DWEIN IS NOT AVAILABLE. CM ADVISED THAT WRITER CAN NOT HAVE CUST HOLD UNTIL DWEIN IS AVAILABLE. CM ADVISED THAT WRITER WILL ADVISE DWEIN OF CUST'S REQUEST TO BE CALLED BACK, CM ADVISED THAT WRITER CAN NOT GUARANTEE WHEN DWEIN CAN CALL CUST BACK.

6/28/07 (ABROWN/CVG/LCM) WRITER REVIEWED FILE AND FOUND REGION UPDATED FILE ON 6/27/07.

6/28/07 (DWEIN/CVG) CALLED CUST.

1. CUST SPOKE WITH THE DLR AND WAS TOLD THE DLR KNEW NOTHING ABOUT WHAT WAS GOING ON.
 2. WAS TOLD THAT THE BEST POINT OF CONTACT WILL BE WITH THE DLR.
- WRITER EXPLAINED THAT THIS PROCESS TAKES A WEEK. CUST WILL CALL BACK THE DLR. THANKED CUST FOR TIME.

6/28/07(WW)ERCA. ERCAM OK'D TO GOODWILL REPAIR. NOTIFIED DLRSP, DPSM TB, AND CUSTOMER. DRLSP GOING TO ORDER PARTS AND NOTIFY CUSTOMER WHEN THEY ARE RECEIVED.

7/18/07(WW)ERCA. CALLED CUSTOMER TO CHECK STATUS. SPOKE WITH BABYSITTER AND WAS TOLD TO CALL BACK AROUND 4 TO SPEAK WITH OWNERS OF VEHICLE.

7/20/07(WW)ERCA. L/VM SM/JD TO CHECK STATUS OF VEHICLE. L/CONTACT INFO.

7/24/07(WW)ERCA. WRITER CALLED CUSTOMER AND CAR HAS APT. 7/26 FOR REPAIRS.

7/31/07(WW)ERCA. WRITER CALLED DLRSP AND REPAIRS WERE MADE. CUSTOMER IS HAPPY WITH VEHICLE. WRITER CLOSING FILE.

CLOSE CONCERN

Customer visited Dealership? Y (Y/N)
Was a repair made to correct this concern? Y (Y/N)
If Yes, Repair Order: 405212 Date: 7/30/2007 (mmdyyy) Mileage: 95291
Describe the repair to correct the reported problem:
REPAIRS ON FRAME DUE TO RUST
How many attempts have been made to correct this concern? 99
Customer received details by: T
Who communicated details to customer? M
Customer given rental/loaner car? N (Y/N) Goodwill funds used? Y (Y/N)
Is customer satisfied? Y (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

7/31/07(WW)ERCA. REPAIRS TO FRAME DUE TO RUSTING. REPAIRS COVERED UNDER GOODWILL.

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1054825 Method: P Analyst: CACVG72 Date of Text: 5/30/2007
VIN : KMHWF35H72A(REDACT) Sonata (EF) V-6 Selling Dlr: NH012
Miles: 58,049 M/Year: 2002 Tran: 2 DFU: 8/21/2002 (mm/dd/yyyy)
Branded Info: CLASS IV-VEH REPORTED SCRAPPED-NOT WARRANTABLE
Last Name: (REDACT) First: (REDACT) Midl: -
Address : (REDACT)
City : MOORESVILLE State: NC Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: NC039 TERMINATED...HARRELSON HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: SO HPP: HCP:
Letter Rcvd: VIN Hist: No 12/03/2011
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

5/30/2007 (SJAME/CVG) CUST STATES:
1. HAD VEHICLE SERVICED AND NH012 WHERE CUST BOUGHT VEHICLE FROM BEFORE CUST MOVED TO NORTH CAROLINA.
2. WHEN CUST GOT THEIR NC039 FOUND THAT ON THE CRADDLE OF THE BODY THEIR WAS RUST AND A BIG HOLE IN THE BODY WHERE THE CRADDLE IS.
3. NC039 STATES THAT IT IS NOT A DEFECT SO THE REPAIR'S WILL NOT BE COVERED UNDER WARRANTY
4. FEELS THAT IT SHOULD BE BECAUSE NH012 DID NOT MENTION THIS AND IT IS NOT CUST FAULT.
---WRITER VERIFIED CUST INFORMATION. WRITER ADVISED CUST THAT WRITER WILL NEED TO CALL OVER TO NC039 TO SEE WHAT IS GOING ON.

---WRITER CALLED OVER TO NC039 AND SPOKE WITH TERRY THE SERVICE MANAGER.

---NC039 STATES:

1. THE VEHICLE CAME IN BECAUSE THEIR WAS A HOLE IN THE BODY
2. FOUND THAT THE CRADDLE WAS RUSTED AND DAMAGE
3. THE CRADDLE WAS FROM A JUNK YARD WELDED ON BY SOMEONE BECAUSE THE VEHICLE WAS IN A ACCIDENT AND DAMAGE THE VEHICLE BADLY.
4. THIS IS NOT A WARRANTABLE REPAIRED DUE TO THE ACCIDENT
5. THE VEHICLE HAS EXSTENSIVE DAMAGE TO VEHICLE
6. NH012 DID NOT TELL CUST THE VEHICLE WAS IN A ACCIDENT WHEN CUST PURCHASE THE VEHICLE
7. CUST WILL HAVE TO CALL NH012 TO WORK WITH THEM ON THE ISSUE.
8. NH012 DID NOT TELL CUST THAT THE VEHICLE WAS IN A ACCIDENT

---WRITER VERIFIED CUST INFORMATION. WRITER ADVISED CUST WHAT WRITER FOUND OUT FROM NC039. WRITER ADVISED CUST THAT SINCE THE VEHICLE WAS IN A ACCIDENT THEN THE REPAIR'S ARE NOT COVERED. CUST WILL HAVE TO WORK WITH NH012 THAT DID NOT TELL CUST THAT THE VEHICLE WAS IN A ACCIDENT. HYUNDAI CAN COVER THE REPAIR'S. CUST UNDERSTOOD. WRITER GAVE CUST FILE # AND EXTENSION AND ENDED CALL.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1056894 Method: P Analyst: CACVG76 Date of Text: 6/07/2007
VIN : KMHWF35V5YA(REDACT) Sonata (EF) V-6 Selling Dlr: RI005
Miles: 70,000 M/Year: 2000 Tran: 2 DFU: 10/25/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: M
Address : (REDACT)
City : N KINGSTOWN State: RI Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: RI008 TARBOX HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 12/03/2011
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

06/07/07(DPOTT/CVG) CUST STATES

1. VEH HAS RUST ON UNDERFRAME
 2. ABOUT 20 INCHES OF UNDER FRAME IS RUSTED OUT
 3. THIS ALMOST CAUSED CUST TO GET IN ACCIDENT
- CM CREATED FILE GAVE CUST FILE# AND UPDATED FILE GAVE CUST NAME AND EXT
WRITER ADVISED CUST THAT VEH NEEDS TO BE TAKEN TO DLR FOR DIAGNOSTIC AND
DLR CAN ADVISE CUST ON WARR AND COST OF REPAIR
CUST WILL TAKE VEH TO DLR TO HAVE VEH DIAGNOSED

6/22/07 (DWEIN/CVG) CUST STATES;

1. THERE WAS ABOUT 20 INCHES OF RUST ON THE FRAME.
 2. WOULD LIKE TO SPEAK WITH DPOTT
 3. THE CUST IS VERY HAPPY WITH THE HELP CUST HAS RECEIVED.
 4. DLR HAS BEEN VERY GOOD.
 5. JUST WANTED TO CALL AND SAY THANK YOU.
- WRITER LET CUST KNOW THAT THE INFO WILL BE GIVEN TO CASE MANAGER.
THANKED CUST FOR CALLING VERIFIED INFO GAVE EXT.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1056924 Method: P Analyst: CACVG65 Date of Text: 6/07/2007
VIN : KMHWF35V4YA(REDACT) Sonata (EF) V-6 Selling Dlr: OH001
Miles: 93,000 M/Year: 2000 Tran: 2 DFU: 7/07/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: B
Address : (REDACT).
City : HAMILTON State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: OH001 SUPERIOR HYUNDAI NORTH
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 12/03/2011
Open Category Open Condition Open Component

NDSV DEALER SERVICE 110D VEHICLE NOT REPAIR
OPEN COMMENTS

City : CANTON State: OH Zip: (REDACT) Country: USA
Phone-Home: 000 000-0000 Work: (REDACT)Ext: Cell#: (REDACT)
e-Mail : NO EMAIL
Incomplete Campaign: HPC
Service Dlr: OH011 RON MARHOFER HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 12/03/2011
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

6/11/2007 (SJAME/CVG) CUST STATES:

1. VEHICLE IS OVER AT OH011 BECAUSE THE SUB FRAME NEEDED TO BE REPLACED
 2. IT HAS RUST AND CORROSION.
 3. WAS TOLD IT IS NOT COVERED UNDER THE WARRANTY,
 4. THOUGHT CUST HAD THIS WARRANTY BECAUSE CUST GOT VEHICLE FROM SISTER.
- WRITER VERIFIED CUST INFORMATION. WRITER ADVISED CUST THAT CUST DOES GET THE CORROSION/PERFORATION WARRANTY. THE WARRANTY IS FOR 5YRS/100K. CUST IS OUT OF THE WARRANTY. CUST UNDERSTOOD AND ENDED CALL.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1058364 Method: P Analyst: CACVG81 Date of Text: 6/14/2007
VIN : KMHWF35V0XA(REDACT) Sonata (EF) V-6 Selling Dlr: NJ009
Miles: 86,000 M/Year: 1999 Tran: 2 DFU: 2/16/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : MAPLE SHADE State: NJ Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: --- ----- Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: NJ039 BURNS HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 12/03/2011
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NPRD PRODUCT 800A GENERAL DISSATISFA
OPEN COMMENTS

6/14/07 (DWEIN/CVG) CUST STATES;

1. HAS OWN TECH DOES NOT USE THE DLR.
 2. THE UNDER CARRIAGE OF THE VEH RUSTED OUT.
 3. THE WHEEL AND EVERYTHING CAME OFF.
 4. THE REPAIR OF THE VEH WAS DONE AT AN IO&O SHOP.
 5. THE REPAIR SHOP KEPT THE PARTS.
 6. IF CUST HAD OF BEEN ON THE HWY THE CUST WOULD NOT HAVE BEEN HERE TODAY.
 7. CUST HAS HAD 4 HYUNDAIS
 8. WOULD LIKE TO HAVE SOMEONE COME OUT AND LOOK AT THE PARTS.
 9. THE REPAIR WAS &2,000.00
 10. THIS IS SOMETHING THAT DOES NOT HAPPEN EVERYDAY.
 11. DLR TOLD CUST THAT IF THE VEH WAS TAKEN IN TO HYUNDAI THAT THE DLR WOULD HAVE KNOWN AND TOLD CUST ABOUT THIS BEFORE THIS HAD GOTTEN SO BAD.
 12. THE VEH HAS NOT BEEN IN TO THE DLR FOR 2 YEARS.
 13. THE DLR CHARGES SO MUCH TO CHECK THE VEH.
 14. CUST IS THINKING ABOUT GETTING AN ATTORNEY.
 15. MAYBE THIS WAS NOT UNDER COATED THE CORRECT WAY.
- WRITER EXPLAINED THAT THE VEH WOULD HAVE TO BE CHECKED BY THE DLR. CUST UNDERSTANDS THAT RUST IS NOT COVERED. CUST MAY TAKE THE PART IN FOR THE DLR TO CHECK. GAVE FILE NUMBER UPDATED INFO GAVE EXT. EXPLAINED THAT THE WRITER WOULD PUT IN A COMPLAINT FOR THE CUST.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1058644 Method: P Analyst: CCARMAN Date of Text: 6/15/2007
VIN : KMHWF35V1XA(REDACT) Sonata (EF) V-6 Selling Dlr: MO011
Miles: 147,531 M/Year: 1999 Tran: 2 DFU: 6/30/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: A
Address : (REDACT)
City : CRESTWOOD State: MO Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 918-
e-Mail :
Incomplete Campaign: HPC
Service Dlr: MO011 DEAN TEAM HYUNDAI

Action : INQ Responsibility: F DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 12/03/2011
Open Category Open Condition Open Component

NPRD PRODUCT 600A ACCIDENT/NON-SPECI
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

06/13/2007 DPSM CC INSPECT FOR FRAME RUSTED OUT AND SUSPENSION COLLAPSED
OWNER BROUGHT CAR TO DEALER MO011 DUE TO RIGHT FRONT CONTROL ARM PULLED OUT OF
RUSTED CRADLE.

DPSM CC OFFERED GOODWILL REPLACE SUBFRAME AND LABOR TO INSTALL DUE TO SAFETY
AND SEVERE RUST IS NON REPAIRABLE.

REPAIR ORDER # 194713

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1058645 Method: P Analyst: CCARMAN Date of Text: 6/15/2007

VIN : KMHWF35V71(REDACT) Sonata (EF) V-6 Selling Dlr: MO011

Miles: 64,807 M/Year: 2001 Tran: 2 DFU: 3/30/2001 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT). First: (REDACT) Midl:

Address : (REDACT)

City : BALLWIN State: MO Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: 391-

e-Mail :

Incomplete Campaign: HPC

Service Dlr: MO011 DEAN TEAM HYUNDAI

Action : INQ Responsibility: F DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: 10/100000/000/ 4B HCP:

Letter Rcvd: VIN Hist: No 3/30/2011

Open Category Open Condition Open Component

NPRD PRODUCT 600A ACCIDENT/NON-SPECI
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

6/13/2007 DPSM CC INSPECT FOR EXCESSIVE RUST ON CRADLE, RIGHT FRONT CONTROL

ARM PULLED OUT OF FRAME DUE TO RUST.
DPSM CC OFFERED GOODWILL TO REPLACE CRADLE AND LABOR TO INSTALL DUE TO SAFETY
AND UNUSUAL RUSTING OF CRADLE WHICH IS NON REPAIRABLE.
RO # 194584

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1058654 Method: P Analyst: CCARMAN Date of Text: 6/15/2007
VIN : KMHWF35V9XA(REDACT) Sonata (EF) V-6 Selling Dlr: IL014
Miles: 88,219 M/Year: 1999 Tran: 2 DFU: 8/26/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : CAHOKIA State: IL Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 337-
e-Mail :
Incomplete Campaign: HPC
Service Dlr: IL014 AUFFENBERG HYUNDAI
Action : INQ Responsibility: F DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 3/30/2011
Open Category Open Condition Open Component

MSUS SUSPENSION 4650 ALIGNMENT/UNUSUAL
MPNT PAINT 5400 BODY RUST OR CORRO
OPEN COMMENTS

6/13/2007 DPSM CC INSPECT VEHICLE FOR RUST THROUGH OF FRAME CAUSE WHEEL ALIGN
PROBLEM. EXCESSIVE FRAME RUST CAUSED RIGHT FRONT CONTROL ARM TO PULL THROUGH
OFFER GOODWILL REPLACE SUBFRAME AND LABOR TO INSTALL DUE TO SAFETY AND UNUSUAL
RUST WHICH IS NON REPAIRABLE.

RO # 337750

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1059008 Method: P Analyst: CACVG97 Date of Text: 6/18/2007
VIN : KMHWF25V4YA(REDACT) Sonata (EF) V-6 Selling Dlr: NL428
Miles: 105,000 M/Year: 2000 Tran: 2 DFU: 11/30/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: D
Address : (REDACT)
City : SIFFONVILLE State: WV Zip: (REDACT) Country: USA
Phone-Home: --- Work: --- Ext: Cell#: ---
e-Mail :
Incomplete Campaign: HPC V01
Service Dlr: WV006 JOE HOLLAND HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: SO HPP: HCP:
Letter Rcvd: VIN Hist: No 3/30/2011
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

6/18/07 (BNEWT/CVG) CUST STATES:
1. FRAME IS RUSTED THROUGH.
2. WOULD LIKE TO KNOW IF COVERED UNDER WARRANTY.
3. WOULD LIKE TO KNOW IF CAN PURCHASE PART FROM DLR AND
INSTALL.
4. WOULD LIKE TO KNOW PART INFO.
-- WRITER SYMPATHIZED WITH CUST. UPDATED FILE. EXPLAINED NEW VEH
LIMITED WARRANTY (5/60). CUST UNDERSTOOD. CALLED DLR AND OBTAINED PART
INFO. ADVISED CUST THAT COST OF PART WOULD BE (1324.38). PROVIDED
PART NUMBER (62405-38101). PROVIDED NAME FILE NUMBER AND EXT.
THANKED CUST FOR CALLING.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmdyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1059444 Method: P Analyst: CACVG72 Date of Text: 6/20/2007
VIN : KMHWF35V7YA(REDACT) Sonata (EF) V-6 Selling Dlr: NY059
Miles: 136,000 M/Year: 2000 Tran: 2 DFU: 6/30/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT).
City : FISHKILL State: NY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : NO EMAIL
Incomplete Campaign: HPC
Service Dlr: NY060 HEALEY HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/30/2011
Open Category Open Condition Open Component

MBDY BODY 4040 FUEL FILLER DOOR
OPEN COMMENTS

6/20/2007 (SJAME/CVG) CUST STATES:
1. TOOK VEHICLE OVER TO NY060 FOR SERVICING
2. FOUND THAT THAT THE SUB FRAME BY THE PASSENGER DOOR IN THE INSIDE HAS RUSTED/CORROSION.
3. NY060 SAYS IT IS NOT GOING TO BE COVERED AND IS GOING TO COST CUST AROUND \$2000 TO REPAIR IT.
4. WANTS TO KNOW WHY THIS IS NOT COVERED AND IF HYUNDAI CAN HELP
---WRITER VERIFIED CUST INFORMATION. WRITER IS SORRY CUST VEHICLE IS RUSTING. WRITER ADVISED CUST THAT THE CORROSION/PERFORATION WARRANTY ON CUST VEHICLE IS 5YR/100K. CUST IS OUT OF THE WARRANTY SO THAT'S WHY IT IS NOT COVERED. CUST UNDERSTOOD AND ENDED CALL.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1059699 Method: P Analyst: CACVG07 Date of Text: 6/21/2007
VIN : KMHWF25S0YA(REDACT) Sonata (EF) Selling Dlr: NL426
Miles: 39,000 M/Year: 2000 Tran: 2 DFU: 12/30/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: A
Address : (REDACT)
City : BLAIRSVILLE State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 459-
e-Mail : NO EMAIL

Incomplete Campaign:

Service Dlr: PA052 HYUNDAI OF GREENSBURG
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/30/2011
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

06/21/07 (PDODGE/CVG) CUSTOMER STATES:

1. VEH HAS RUSTED OUT ON GAS TANK AND FRAME.
2. DLR HAS SAID FRAME WOULD BE COVERED UNDER WARRANTY BUT NOT GAS TANK.
3. WOULD LIKE TO KNOW WHAT WARRANTY COVERAGE ON VEHICLE.
--WRITER ADVISED VEHICLE IS OUTSIDE 5/ 60 K DUE TO YEARS. CUSTOMER ALSO
REQUESTED TO KNOW IF VEH HAS ANY RECALLS OR CAMPAIGNS FOR THIS ISSUE. WRITER
ADVISED NO INCOMPLETE CAMPAIGNS SHOW ON VIN. CUSTOMER UNDERSTOOD. PROVIDED
CUST WITH FILE NUMBER AN UPDATED CUST INFO.

06/21/07(DPOTT/CVG) CUST STATES

1.WANTS TO SPEAK WITH PDODGE.
2.PDODGE IS LOOKING UP SOME INFO ON THE VEH
CM OFFERED ASSISTANCE AS PDODGE WAS NOT AVAILABLE CUST DECLINED
WILL SPEAK WITH PDODGE
CM WILL PUT IN PDOGE FOLLOWUPS

06/21/07 (DGIBSON/CVG) CUST SPOUSE PAULA STATES:

1. WAS SPEAKING WITH A COUPLE OF CMS.
2. PDODGE ADVISED CUST THAT DING IN GAS TANK COULD HAVE BEEN CAUSED BY
DEBRIS FLYING UP AND HITTING TANK CAUSING RUST.
3. PAULA CALLED PA052 AND SPOKE TO ROB IN SERVICE.
4. ROB SAYS THERE IS NO WAY THAT SOMETHING LIKE THAT COULD HAVE CAUSED RUST
IN VEHICLE.
5. CUST THINKS THE FACT THAT BOTH THE FRAME AND THE TANK ARE RUSTED SHOWS THAT
THERE IS SOME SORT OF DEFECT.
6. CUST WANTS WRITER TO APPROVE THESE PARTS FOR COVERAGE.

----WRITER ADVISES CUST THAT WRITER WILL GIVE MESSAGE TO CM TO FOLLOW UP
WITH POSSIBLE SUBMITTING TO HIGHER PERSONNEL. WRITER SAYS CM SAYS ANYBODY
COULD HELP CUST, CAN'T WRITER DO IT. WRITER SAYS YES, BUT THAT IT WON'T BE
TODAY. WRITER EXPLAINS THAT WRITER CAN'T JUST APPROVE SOMETHING FOR COVERAGE.
THERE IS A PROCESS OF COLLECTING INFO FROM DLR AND SUBMITTING IT TO HIGHER
PERSONNEL. WRITER WOULD TRY TO GET INFO NEEDED TOMORROW. WRITER EXPLAINED.
THAT IT WOULD BE ABOUT SEVEN DAYS TO HEAR BACK FROM HIGHER PERSONNEL ONCE
ISSUE IS SUBMITTED. CUST WANTS WRITER TO PUT NOTES IN WHILE CUST ON THE PHONE.
WRITER ADVISES CUST THAT NOTES WILL BE PUT IN AFTER THE CALL. CUST SAYS THAT
CUST IS THINKING ABOUT BUYING DAUGHTER A GRADUATION PRESENT OF A HYUNDAI BUT
THAT IF CUST DOES NOT GET GOOD CUST SERVICE, MAY RETHINK THAT. WRITER SAYS
CAN'T PROMISE ANYTHING BUT WILL DO WRITER'S BEST. CUST SAYS CUST IS FROM A

"HYUNDAI" FAMILY. WRITER PROMISED TO NOTE ALL OF CUST'S COMMENTS.

06/26/07 (DGIBSON/CVG) WRITER CALLS AND SPEAKS TO DANNY IN SERVICE AT PA052. WRITER GATHERS INFO TO SUBMIT ISSUE TO REGION. DANNY GIVES WRITER DATE, REPAIR ATTEMPT AND MILEAGE.

-----REQUEST FILE OPEN TO REGION-----

CASE MANAGER: DGIBSON/CVG

AS400 FILE NUMBER: 1059699

NAME OF CUST: SOUFL,JOSEPH

DEALER CODE/CONTACT: PA052/DANNY

1. WRITER IS SUBMITTING FILE TO REGION BECAUSE CUST FEELS THERE IS SOME SORT OF DEFECT IN VEHICLE TO CAUSE RUST IN GAS TANK AND FRAME BOTH. DLR IS WILLING TO COVER THE FRAME UNDER WARRANTY, BUT NOT THE GAS TANK.
2. THE VEHICLE HAS BEEN AT THE DLR ONE TIME.
3. DATE, MILEAGE, REPAIR ATTEMPT: 06/22/07, 39,443 MILES, NO REPAIRS WERE DONE
4. THE CUST CURRENTLY HAS THE VEHICLE.
5. THE TECH LINE AND DPSM HAVE NOT BEEN INVOLVED.
6. THIS ISSUE IS CHRONIC.
7. THERE ARE NO AFTER MARKET PARTS AFFECTING THE CONCERN.

6/26/07 (ABROWN/CVG/LCM) WRITER REVIEWED FILE AND WILL FWD FILE BACK TO CM. I DO NOT SEE WHY THIS IS BEING OPENED. THE VEHICLE HAS ONE CONCERNS AND THE VEH HAS BEEN TO THE DEALER ONCE AND THE DLR IS GOING TO REPAIR THE VEH. THE CUST IS A SUBSEQUENT OWNER AND OUT OF WARRANTY.

06/28/07 (DGIBSON/CVG) WRITER CALLS AND LEAVES MESSAGE FOR PAULA REGARDING RUSTED FRAME AND GAS TANK ISSUE. PER CUST FRAME IS TO BE COVERED UNDER WARRANTY, BUT NOT GAS TANK. HIGHER PERSONNEL WILL NOT RESEARCH THIS ISSUE ANY FURTHER BECAUSE CUST IS NOT ORIGINAL OWNER AND CUST IS OUT OF WARRANTY. IF ANOTHER CM TAKES THIS CALL, COULD YOU PLEASE RELAY THIS TO CUST'S WIFE PAULA. THANK YOU!

6/28/07 (JSMITH/CVG) CUST STATES:

1. WRITER RELAYED NOTES TO CUST: GAS TANK WILL NOT BE COVERED, BUT FRAME WILL. NO FURTHER CONSIDERATION WILL BE GIVEN TO THE ISSUE.
2. THIS VEH WAS OUT OF WARRANTY AS OF 12/30/06. VEH IS 2.5 YEARS OUT OF WARR

-CUST STATES:
1. DLRSP SAID FRAME WILL BE COVERED UNDER WARR, IF VEH IS OUT OF WARRANTY, WHY WOULD DLRSP COVER FRAME UNDER WARR? AND WHY THE FRAME BUT NOT THE GAS TANK?
2. STATES VEH SAT UNUSED AND UNMAINTAINED FOR A FEW YEARS UNTIL CUST PURCHASED IT FROM THE PREVIOUS OWNER.

3. HOW COULD RUST DEVELOPE UNLESS IT'S DEFECTIVE? CUST BELIEVES THE RUST PROOF COATING WAS NEVER APPLIED TO THE VEH AND WANTS HYUNDAI TO INITIATE A RECALL FOR IT.

-WRITER STATES:

1. RUST PROOFING IS INCLUDED ON HYUNDAI VEH'S AS PART OF THE MANUFACTURING PROCESS. RUST PROOFING DOES NOT LAST FOREVER-THE OWNERS MANUAL STATES THE VEH SHOULD BE WASHED-ALONG W/THE UNDERCARRIAGE TO EXTEND THE LIFE OF THE PAINT AND COATING. CUST STATED THE VEH SAT UNCARED FOR FOR A FEW YEARS-IT'S POSSIBLE THE LACK OF MAINTENANCE DURING THAT PERIOD CONTRIBUTED TO THE VEH'S SUSCEPTABILITY TO THE ELEMENTS. IF HYUNDAI DEEMS IT APPROPRIATE, A RECALL WILL BE ISSUED THROUGH THE DMV. RECALLS ARE NOT ISSUES FOR DAMAGE DUE TO WEAR AND TEAR/LACK OF MAINTENANCE.
2. WRITER DOES NOT KNOW WHY DLRSP WOULD COVER FRAME UNDER WARR AND NOT THE GAS TANK, CUST SHOULD DIRECT THAT QUESTION TO THE DLRSP. WRITER REVIEWED NOTES AND THE ONLY COMMENTS OF FRAME BEING COVERED CAME FROM CUST-WRITER DOES NOT SEE

ANY INDICATION PREVIOUS CM'S ASKED DLRSP IF FRAME WAS BEING COVERED AND WHY.

3. WRITER CALLED PA052 SPOKE TO FRANK:

- BRIAN IS SVC ADV WORKING ON ISSUE-WONT BE IN TILL TOMORROW 8 A.M.
- R.O. STATES: 6/20/07 39,443 MILES, CUST COMPLAINT USING MORE GAS THAN USUAL AND THERE'S A GAS SMELL. FOUND TANK AND SUB FRAME ARE RUSTED-CONTACTING HYUNDAI FOR POSSIBLE ASSISTANCE.
- THERE IS NO INDICATION HYUNDAI APPROVED WARRANTY WORK FOR THE FRAME AND NO INDICATION THE DLRSP IS COVERING THE FRAME.

4. CUST WANTS TO KNOW WHO TO ESCALATE TO SINCE THE HIGHER PERSONELL DENIED CUST GAS TANK REQUEST. WRITER EXPLAINED THE ISSUE HAS BEEN REVIEWED BY HYUNDAI AND THE DECISION NOT TO ASSIST W/GAS TANK HAS BEEN MADE. THERE WILL NOT BE ANY FURTHER CONSIDERATION GIVEN TO CLAIM.

---CUST THANKED WRITER AND HUNG UP

5. WRITER WILL CONTACT BRIAN IN SERVICE TOMORROW 6/29/07 TO FIND OUT WHAT DLR IS OFFERING CUST, IF CAN TELL WHAT CAUSED THE RUST ETC..SO HMA CAN SUPPORT.

7/5/7 (JSMITH/CVG) WRITER FOLLOWING UP:

1. CALLING PA052 724 837 6693 -LEFT MESSAGE W/BRANDON IN SERVICE TO HAVE BRIAN CALL W/STATUS OF CUST'S RUSTED TANK ISSUE.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1059733 Method: P Analyst: CACVG10 Date of Text: 6/21/2007
VIN : KMHWF35V4XA(REDACT) Sonata (EF) V-6 Selling Dlr: MA028
Miles: 84,146 M/Year: 1999 Tran: 2 DFU: 4/11/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: A
Address : (REDACT)
City : MANCHESTER State: NH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 623-
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: NH009 AUTOFAIR HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/30/2011
Open Category Open Condition Open Component

NWAR WARRANTY 170J REPAIR NOT COVERED
OPEN COMMENTS

06/21/07 (PDODGE/CVG) CUSTOMER STATES:

1. DURING VEH STATE INSPECTION CUSTOMER WAS ADVISED VEH FRAME CROSS MEMBER HAS RUSTED THROUGH AND VEH DID NOT PASS INSPECTION.
 2. DLR HAS ADVISED REPAIR IS NON WARRANTABLE DUE TO MILEAGE ON VEHICLE.
 3. HAD VEH INSPECTED BY DLR NH009 AUTOFAIR HYUNDAI WITH NO PROBLEM ON FRAME CROSS MEMBER REPORTED TO CUSTOMER DURING FEBRUARY 2007
 4. A/C DRAIN HOSE APPEARS TO HAVE CAUSED THE RUST THROUGH WHICH IS A 1/4"HOLE
 5. CUST FEELS THIS IS AN ENGINEERING DEFECT AND SHOULD BE COVERED UNDER WARR.
- WRITER ADVISED WOULD DOCUMENT CUSTOMER'S CONCERNS IN FILE. WRITER ALSO ADVISED DUE MILEAGE AND AGE OF VEH REPAIR WOULD BE NON WARRANTABLE. CUST REQUESTED A RESPONSE ON CONCERNS FROM HYUNDAI. WRITER ADVISED CUST HAVE BEEN NOTED IN FILE, PROVIDED CUST WITH FILE NUMBER AND UPDATED CUSTOMER'S INFO.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1061768 Method: P Analyst: CACVG29 Date of Text: 7/02/2007
VIN : KMHWF35V9YA(REDACT) Sonata (EF) V-6 Selling Dlr: PA018
Miles: 73,912 M/Year: 2000 Tran: 2 DFU: 12/29/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT).
City : TAYLOR State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail :
Incomplete Campaign: HPC
Service Dlr: PA018 MOTORWORLD HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 3/30/2011
Open Category Open Condition Open Component

NWAR WARRANTY 170D VEH OUT OF WARRANTY
OPEN COMMENTS

07/02/07 (CDEIPA/CVG) CUST STATES:

1. VEH UNDERCARRIAGE NEEDS TO BE REPLACED.
2. NOT COVERED UNDER WARRANTY BECAUSE WARRANTY IS UP.
3. CANT AFFORD TO REPAIR VEH.
4. PROBLEM SHOULD HAVE BEEN CAUGHT BEFORE WARRANTY WAS UP.

---WRITER INFORMED CUST THAT BECAUSE WARRANTY IS OUT BY TWO YEARS AND 13,000 MILES THERE IS VERY LITTLE THAT HYUNDAI CAN DO. OFFERED TO SPEAK WITH DLR AND GET THE TOTAL ESTIMATE FOR REPAIRS AND SEE IF THERE IS ANYTHING DLR CAN DO.
--WRITER CALLED DLR AND SPOKE WITH SRVC MGR JOE (PA018). DLR STATED THAT VEH COULD NOT BE COVERED UNDER WARRANTY. DLR STATED THAT PROBLEM COULD NOT HAVE BEEN CAUGHT EARLY BECAUSE CUST NEVER TOOK VEH INTO HYUNDAI DLR FOR SRVC. QUOTE FOR REPAIRS ARE \$1500 FOR PARTS AND \$500 FOR LABOR.
-WRITER CALLED CUST BACK AND RELAYED QUOTE PRICES FOR REPAIRS. INFORMED CUST THAT PROBLEM COULD NOT BE CAUGHT EARLY BECAUSE VEH HAD NOT BEEN TAKEN TO A HYUNDAI DLR BEFORE PROBLEM WAS DIAGNOSED.
-CUST STATED THAT VEH HAD BEEN TAKEN TO A MECHANIC THAT WAS A FRIEND BECAUSE CUST COULD NOT AFFORD TO TAKE VEH TO HYUNDAI DLR. CUST WOULD LIKE A SUPERVISOR TO CALL BACK WHEN AVAILABLE.
---WRITER WILL ESCALATE FILE FOR A SUP CALL BACK

7/3/07(KRELF/CVG) CUST STATES:

1. IS WAITING FOR A SUP CALL BACK.
2. HAS BEEN WAITING SINCE YESTERDAY FOR THIS CALL.

---WRITER APOLOGIZED FOR CUST INCONVENIENCE AND UPDATED FILE WITH CUST INFO. WRITER INFORMED CUST THAT WRITER CAN LEAVE A MESSAGE FOR THE ESCALATION DEPT. TO HAVE THIS LOOKED AT SO THE CUST CAN BE FOLLOWED UP WITH A SUP. CUST THANKED WRITER. IT HAS BEEN OVER 24 HOURS, PLEASE HAVE A SUP CALL CUST. WRITER PROVIDED THE FILE NUMBER FOR THE CUST.

07/05/07 (BSTAT/CVG/LCM) WRITER PHONED SVC MGR SCOTT @ PA018 AND LEFT MESSAGE TO HAVE SCOTT RETURN CALL TO WRITER. WRITER REALLY HAS NO INFO TO SHARE WITH SCOTT OR HAS ANY IDEA WHAT IS GOING ON WITH THIS VEH OR WHAT TYPE OF VEH THIS IS AS THE CM PRIOR DID NOT ENTER THAT INFO. WRITER LEFT SCOTT WITH WRITER'S NAME, EXT, 800 # AND CUST NAME AND FILE #.

07/05/07 (BSTAT/CVG/LCM) WRITER CALLED CUST TO SEE WHAT THE ISSUE WAS WITH THE VEH AND WHAT MAKE AND YEAR THE VEH IS. THE CUST STATED:

1. THE VEH IS A 2000 SONATA.
 2. THE VEH HAS ALWAYS PULLED TO THE RIGHT.
 3. THE FRAME AROUND THE PASSENGER SIDE TIRE HAS A BAD WELD AND IS DEFECTIVE.
 4. THIS SHOULD HAVE BEEN CAUGHT ONE OF THE MANY TIMES THE VEH WAS IN HAVING WORK DONE ON IT. HAD THE ALTERNATOR CHANGED 3 TIMES AT DLR.
- WRITER EXPLAINED TO CUST THAT THE WRITER HAS CALL INTO THE DLR RIGHT NOW. WRITER ASK CUST TO GIVE WRITER A FEW DAYS TO RESEARCH THIS ISSUE AND GET BACK TO THE CUST IN 2-3 DAYS. CUST AGREED. WRITER EXPLAINED THAT EVEN IF THE PART IS DEFECTIVE THE FRAME ON THE VEH HAS ONLY A 5-60 WARRANTY ON IT. CUST AGREED BUT BELIEVES THIS SHOULD BE COVERED AS THIS IS NOT SOMETHING THE CUST CAUSED. WRITER ASK CUST TO GIVE A FEW DAYS TO RESEARCH. CUST AGREED.

07/05/07 (KCHANNON/CVG) CUST STATES:

1. NEED UPDATE ON CASE
2. REQUEST TO SPEAK WITH BSTAT

---WRITER WARM TRANSFERRED TO BSTAT. WRITER LOST CALL BUT TRANSFER WAS SUCCESSFUL.

07/05/07 (BSTAT/CVG/LCM) JOE ASSISTANT SVC MGR @ PA018 STATED:

1. THE VEH HAS RUST ON THE FRAME.
2. THE CROSS MEMBER 62405-38101 IS \$1523.04 IN PRICE AND 6-7 HOURS LABOR.
3. CUST IS NOT A VERY GOOD CUST.
4. BRINGS THE VEH INTO DLR FOR NOTHING.
5. THE ENTIRE COMPONENT NEEDS REPLACED.

---WRITER THANKED JOE FOR ASSISTANCE.

07/05/07 (BSTAT/CVG/LCM) WRITER CALLED CUST TO REPORT ABOUT DLR COMMENTS. AS THE VEH HAS OVER 73,000 MILES ON IT. THE VEH IS OVER 2 YEARS OUT OF THE WARRANTY. PER THE DLR THE FRAME IS RUSTED AND NOT A DEFECTIVE WELD, WRITER IS NOT GOING TO BE ABLE TO ASSIST CUST WITH THE ISSUE CUST IS HAVING WITH THE FRAME OF THE AUTO. WRITER CALLED BUT HAD TO LEAVE MESSAGE TO HAVE CUST RETURN CALL.

07/06/07 (ALoug/CVG) CUST STATES:

1. REQUESTING TO SPEAK WITH BSTAT/CVG/LCM, RETURNING BSTAT/CVG/LCM CALL.
---WRITER WARM TRANSFERED THE CALL TO BSTAT/CVG/LCM.

07/06/07 (BSTAT/CVG/LCM) CUST STATES:

1. SEEN THAT CM HAD CALLED YESTERDAY.
---WRITER EXPLAINED WITH THE MILES ON THE VEH AND THE YEAR OF THE VEH THERE IS NO LONGER A NVLW ON THE VEH. WRITER APOLOGIZED FOR NOT BEING ABLE TO ASSIST CUST AND OFFERED SOME OPTIONS TO CUST, WRITER SUGGESTED MAYBE CUST CALL THE INSURANCE COMPANY, MAYBE THE DLR WOULD ALSO LOOK INTO SOME TYPE OF DISCOUNT. WRITER EXPLAINED CUST CAN CALL THE BBB ALSO MAY OR MAY NOT BE ABLE TO ASSIST CUST WITH THIS ISSUE. CUST UNDERSTOOD AND THANKED WRITER FOR CALLING CUST BACK

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1061957 Method: P Analyst: CACVG92 Date of Text: 7/03/2007

VIN : KMHWF35V2YA(REDACT) Sonata (EF) V-6 Selling Dlr: MA043
Miles: 120,000 M/Year: 2000 Tran: 2 DFU: 3/04/2000 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Mid: F

Address : (REDACT)

City : FITCHBURG State: MA Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: (REDACT)Ext: Cell#: 345-

e-Mail :

Incomplete Campaign: HPC

Service Dlr: MA043 ROUTE 2 HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 3/30/2011

Open Category Open Condition Open Component

NPRD PRODUCT 250F UNHAPPY WITH PRODU

OPEN COMMENTS

07/03/07 (GVALEN/CVG) CUST STATES:

1. CUST IS UPSET SAYS THE SUB FRAME OF THE VEHICLE, IS RUSTED, AND BROKE
2. CUST SAYS DLR IS STATING THIS WILL BE EXPENSIVE TO FIX
3. SAYS THE VEHICLE HAS NOT HAD ANY OTHER ISSUES, EXCEPT FOR THIS
4. CUST THINKS HYUNDAI SHOULD DO SOMETHING ABOUT THIS ISSUE

---WRITER EMPATHIZED WITH CUST ABOUT ISSUE, ADVISE CUST THIS COULD NOT BE COVERED UNDER WARRANTY BECAUSE CUST WAS OUT IN MILEAGE, THIS MAKES CUST UPSET CUST THINKS PART SHOULD LAST LONGER, THINKS THIS IS A SAFETY ISSUE, WRITER EMPATHIZED WITH CUST AGAIN, AND ADVISED CUST THAT THERE IS NOTHING ELSE HYUNDAI CAN DO FOR CUST. CUST IS VERY UPSET SAYS WILL NO LONGER BUY HYUNDAI.

07/03/07 (CPARK/CVG) CUST STATES:

1. WANTED TO KNOW WHAT TO DO.
2. WILL TAKE THIS HIGHER TO GET THE VEH FIXED.
3. WANTS HYUNDAI TO COVER THE VEH.

--WRITER ADV CUST THAT DUE TO THE VEH NEVER BEING AT A HYUNDAI DLR THAT THE WRITER IS UNABLE TO ASSIST THE CUSTOMER. WRITER ADV CUST THAT THE BEST THING TO DO IS HAVE THE DLR LOOK AT THE VEH. CUST UNDERSTOOD. WRITER ADV CUST THAT AFTER THE VEH IS LOOKED AT BY THE DLR THEN THE WRITER CAN RESEARCH THIS FURTHER. CUST UNDERSTOOD. CUST THANKED WRITER. WRITER ADV CUST OF THE FILE #, WRITER'S NAME, AND EXT. CUST THANKED WRITER.

07/03/07 {BRILEY/CVG} CUST STATES:

1. CUST IS UPSET SAYS THE SUB FRAME OF THE VEHICLE, IS RUSTED, AND BROKE
2. CUST SAYS DLR IS STATING THIS WILL BE EXPENSIVE TO FIX
3. SAYS THE VEHICLE HAS NOT HAD ANY OTHER ISSUES, EXCEPT FOR THIS
4. CUST THINKS HYUNDAI SHOULD DO SOMETHING ABOUT THIS ISSUE

---WRITER EMPATHIZED WITH CUST ABOUT ISSUE, ADVISE CUST THIS COULD NOT BE COVERED UNDER WARRANTY BECAUSE CUST WAS OUT IN MILEAGE, THIS MAKES CUST UPSET CUST THINKS PART SHOULD LAST LONGER, THINKS THIS IS A SAFETY ISSUE, WRITER EMPATHIZED WITH CUST AGAIN, AND ADVISED CUST THAT THERE IS NOTHING ELSE HYUNDAI CAN DO FOR CUST. CUST IS VERY UPSET SAYS WILL NO LONGER BUY HYUNDAI. WRITER ADVISED CUST THAT DUE TO THE VEH BEING SO FAR OUT OF WARRANTY, THERE WAS NOTHING THAT CAN BE DONE.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1064070 Method: P Analyst: CACVG62 Date of Text: 7/13/2007
VIN : KMHWF35V2YA(REDACT) Sonata (EF) V-6 Selling Dlr: WI018

Miles: 100,000 M/Year: 2000 Tran: 2 DFU: 12/28/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: K
Address : (REDACT)
City : GREEN BAY State: WI Zip: (REDACT) Country: USA
Phone-Home: - Work: - Ext: Cell#: -
e-Mail :

Incomplete Campaign: HPC

Service Dir: WI018 DENIL WALL HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: No 3/30/2011

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

07/13/07(TCAMP/CVG) CUST STATES

1. FRAME IS RUSTED AND BROKEN

----WRITER INFORMED THAT VEH IS OUT OF WARR AND NOTHING HYUNDAI CAN DO TO HELP
AT THIS POINT.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1064750 Method: P Analyst: CACVG98 Date of Text: 7/18/2007

VIN : KMHWF35VXYA(REDACT) Sonata (EF) V-6 Selling Dir: NL466

Miles: 94,809 M/Year: 2000 Tran: 2 DFU: 5/26/2000 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: D

Address : (REDACT)

City : DEDHAM State: MA Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)

e-Mail : NO EMAIL

Incomplete Campaign: HPC

Service Dir: MA020 CLAY CHEVROLET HYUNDAI, INC.

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 12/05/2011

Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT

NPRD PRODUCT 250D GENERAL - PRODUCT
OPEN COMMENTS

7/18/07 (AHOST/CVG) CUST STATES:

1. LOOKS LIKE CAR HAS RUSTED INSIDE OUT
2. RIGHT UNDER ENGINE MOUNT
3. WANTS TO SUBMIT A GOODWILL
4. SENT A FAX

--WRITER ADVISED CUST THAT WRITER DID RECEIVE THE FAX, AND THAT WRITER WOULD ACTUALLY NEED TO KNOW HOW MUCH PARTS AND LABOR ARE SEPARATELY. CUST UNDERSTOOD, AND AS CUST WAS STILL AT DLR, CUST STATED THEY'D FIND OUT AND CALL BACK. WRITER PROVIDED FILE AND EXTENSION NUMBER.

7/18/07 (JCANN/CVG) WRITER RECEIVED A FAX AND FORWARD A COPY TO (AHOST).

07/18/07 (KJACK/CVG) CUST STATES:

1. WANTS TO KNOW IF THE FAX WITH THE BREAK DOWN WAS RECIEVED BY FAX.
2. THE ENGINE IS SITTING ON THREE BOLTS THAT ARE RUSTING THROUGH.
3. NEEDS TO KNOW RIGHT AWAY IF CUST CAN GET ANY ASSISTANCE.

--WRITER ADVISED CUST THAT FAX WAS RECIEVED AND ONCE (AHOST/CVG) KNOWS IF CUST CAN GET ANY ASSISTANCE OR NOT CUST WILL BE CONTACTED CUST UNDERSTOOD.

7/18/07 (AHOST/CVG) CUST STATES:

--WRITER REVIEWED INFORMATION FAXED IN AND PUT TOGETHER INFORMATION FOR GOODWILL.

--NOTES FOR GOODWILL

1. THE CUST WOULD LIKE TO BE REIMBURSED FOR THE FULL REPAIR OF \$2400.00 TO REPAIR THE RUST ON CUST'S VEH.
2. THE VEH HAS BEEN DIAGNOSED BY DLR MA020.
3. THIS IS NOT A REQUEST FOR RENTAL CAR REIMBURSEMENT
4. THE VEH IS UNDER WARRANTY BY MILES, BUT OVER WARRANTY BY 2 YEARS.
5. THIS IS THE FIRST REPAIR ATTEMPT FOR THIS ISSUE
6. DLR THINKS GOODWILL REIMBURSEMENT IS UP TO THE DPSM
7. THE OWNER IS THE SUBSEQUENT OWNER
8. THIS ISSUE WOULD BE COVERED UNDER WARRANTY IF IT OCCURRED WHILE IT WAS STILL IN WARRANTY.
9. THE VEH WAS NOT REPAIRED AT AN INDEPENDENT FACILITY
10. THE BREAK DOWN OF PARTS AND LABOR IS AS FOLLOWS:
 1. COADLE = \$1295.00
 2. MISC = \$300.00 (IF NEEDS)
 3. LABOR = BETWEEN \$526.58 - \$752.88
11. THE CUST DOES NOT OWN MORE THAN ONE HYUNDAI
12. THE CUST'S SUB FRAME IS RUSTED FROM THE INSIDE OUT, AN HAS A HOLE IN IT. SUB FRAME NEEDS TO BE REPLACED.

7/19/07 (JCANN/CVG) WRITER RECEIVED A FAX AND FORWARD A COPY TO (AHOST).

07/23/2007 (CQUIJA/CVG) CUST STATES:

1. WOULD LIKE TO KNOW THE STATUS OF FILE

--WRITER VERIFIED ALL OF CUSTOMER'S INFORMATION AND INFORMED CUST THAT THE FILE HAS BEEN FORWARDED AND HCA IS WAITING FOR UPDATE.

7/23/07 (WBURR/CVG/TL QADAMS/CVG/LCM) WRITER REVIEWED FILE AND WILL DENY GOODWILL BASED ON CUSTOMER IS SECOND OWNER AND IS 34,809 MILES BEYOND THE WARRANTY PERIOD.

WRITER RETURNING FILE TO CM TO FOLLOW UP.

7/24/07 (AHOST/CVG)

--WRITER CALLED CUST TO INFORM THEM OF GOODWILL BEING DENIED. WRITER LEFT CUST A VOICEMAIL EXPLAINING EVERYTHING, AND ASKED THE CUST TO CALL BACK IF THE CUST HAD ANY QUESTIONS OR CONCERNS.

7/25/2007(WDEVE/CVG)CUST STATES:

1. WOULD LIKE TO KNOW WHY THE VEHICLE WILL NOT BE COVERED FOR THE BODY WORK.
---WRITER ADVISED CUST THAT DUE TO THE VEHICLE BEING SO MUCH OUT OF WARR CUST WOULD NOT RECEIVE GOODWILL. CUST WAS NOT HAPPY WITH THIS DUE TO CUST HAVING BEEN TOLD THIS WOULD BE COVERED. CM APOLOGIZED FOR THE MISUNDERSTANDING. CUST WAS NOT WILLING TO TAKE THIS WOULD LIKE THE ADDRESS TO NCA. CM GAVE CUST THIS AND THANKED CUST FOR CALLING HCA.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1065422 Method: P Analyst: CACVG80 Date of Text: 7/20/2007
VIN : KMHWF25S7X(REDACT) Sonata (EF) Selling Dlr: NH009
Miles: 76,000 M/Year: 1999 Tran: 2 DFU: 6/26/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: G
Address : 3 PARIS STREET
City : MTHEUEN State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: XXX XXX-XXXX Ext: XXXX Cell#: (REDACT)
e-Mail : NO EMAIL
Incomplete Campaign:
Service Dir: NH014 SALEM HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 12/05/2011
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

7/20/07(VCHAPPELL/CVG)CUST STATES;

1. THE SUBFRAME BRACKETS OR CROSS MEMBER ON THE PASSENGER SIDE IS COMPLETELY ROTTED OUT.
2.CUST HAS NOT BEEN TO A HYUNDAI DLRSP FOR THEM TO LOOK AT THE ROTT
3. INDEPENDENT SHOP TOLD THE CUSTOMER THAT THE SUBFRAME IS ALL ROTTED
4. AND THEY TOLD THE CUST TO CALL HCA FOR ASSISTANCE IN THIS

--WRITER ADVISED CUSTOMER TO HAVE THE CAR DIAGNOSED AT A HYUNDAI DLR. CUST REFUSES SAYS ITS A WASTE OF HIS TIME. HE WANTS TO SPEAK WITH A SUPERVISOR. CUST SAYS HE HAS DRIVEN CARS NATURALLY HIS WHOLE LIFE AND THIS IS UNACCEPTABLE WRITER RECIEVED PERMISSION FOR A SUPERVISOR CALL BACK. TOLD CUST IT WILL BE A 24 HOUR CALL BACK. CUST AGREED. AGAIN LET WRITER SAY THAT THE CUSTOMER TOOK THE CAR TO AN INDEPENDENT SHOP AND THAT DLR TOLD THE CUST YOUR SUBFRAME IS ALL ROTTED OUT. SO THEN THE CUSTOMER CALLS HCA AND WANTS ASISSTANCE. WRITER TELLS THE CUSTOMER TO TAKE THE CAR TO A HYUNDAI DLR CUST REFUSES SAYS THIS IS A WASTE OF HIS TIME AND MONEY. AND WANTS TO KNOW WHAT HCA IS GOING TO DO FOR HIME? WRITER WILL NOW SUBMITT FOR A SUPEVISOR CALL BACK THANK YOU.

7/23/07 (BMATT/CVG) CUST STATES:

1. CUST WOULD LIKE TO KNOW WHY A SUPERVISOR HAD NOT CALLED CUST BACK.
- WRITER INFORMED TO CUST THAT IT IS 24 HRS BUSINESS DAY CALL BACK.
WRITER INFORMED TO CUST THAT AT THIS POINT WRITER WOULD HAVE A SUP CALL CUST BACK WITH IN 2 HRS.

07/23/07 (JMACLEE/CVG/LCM) WRITER CALLED CUST @ 08:27 A.M. MST AND CUST STATES:

1. CROSS MEMBER OF THE FRAME IS RUSTED OUT.
2. WENT TO PUT NEW TIRES ON THE VEH AND TIRE SHOP SAID THAT THE VEH IS UNSAFE TO DRIVE AND THEREFORE WOULD NOT PUT NEW TIRES ON THE VEH.
3. WOULD LIKE TO KNOW WHAT CAN BE DONE.
4. HAS NOT HAD VEH DIAGNOSED BY HYUNDAI DLRSP.

--WRITER UPDATED CUST MILES, NAME, ADDRESS, EMAIL AND DLRSP. WRITER ADVISED CUST THAT CUST WARR ON THIS WOULD BE 5 YEARS OR 60,000 MILES AS THE CUST IS SUBSEQUENT OWNER OF THE VEH. WRITER ADVISED CUST THAT WRITER WOULD BE ABLE TO SEE ABOUT DIFFERENT OPTIONS AVAILABLE TO ASSIST THE CUST AS SOON AS DIAGNOSIS IS DONE BY HYUNDAI DLRSP. WRITER EXPLAINED TO CUST THAT WRITER COULD NOT GUARANTEE ANYTHING AS THE CUST IS OVER THE PERFORATION WARR, BUT WRITER WOULD BE ABLE TO STILL PLACE THE REQUEST TO HAVE THE APPROPRIATE PERSONEL INVOLVED WITH THE DLRSP. CUST THEN STATES:

1. WILL HAVE THIS DIAGNOSED BY HYUNDAI DLRSP.
 2. WILL THEN CONTACT BBB.
- CUST THANKED WRITER FOR TIME AND ENDED CALL.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1065654 Method: P Analyst: CACVG42 Date of Text: 7/23/2007
VIN : KMHWF35V31A(REDACT) Sonata (EF) V-6 Selling Dlr: PA053

Miles: 85,000 M/Year: 2001 Tran: 2 DFU: 3/27/2001 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: M
Address : (REDACT)
City : JOHNSTOWN State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 288-
e-Mail : (REDACT) Incomplete Campaign: HPC
Service Dir: PA053 LAUREL HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 12/05/2011
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

7/23/07 (JSNARR/CVG) CUST STATES:

1. SUB FRAME IS RUSTED.
2. DOESNT FEEL THAT A VEH THAT IS 6 YEARS OLD SHOULD BE HAVING RUST CONCERNS.
3. HAD VEH LOCAL SHOP DIAGNOSE VEH AND WHICH LOCAL SHOP DETERMINED SUB FRAME IS RUSTED THROUGH.
4. WHAT CAN HYUNDAI DO FOR ME.

--WRITER ADVISED CUST THAT CUST IS CURRENTLY OUT OF WARRANTY FOR RUST BY 1 YEAR AND 4 MONTHS. WRITER ADVISED CUST THAT A HYUNDAI DLR WOULD NEED TO DIAGNOSE VEH ALTHOUGH AT THIS POINT, THIS RUST CONCERN WOULD BE UP TO HYUNDAI DLR IF ANY ASSISTANCE COULD BE PROVIDED SINCE CUST IS OUT OF WARRANTY. CUST ASKED TO SPEAK WITH WRITERS SUP. WRITER CHECKED AVAILABILITY FOR SUP AND WRITER ADVISED CUST THAT A SUP MAY CALL CUST BACK IN 24 HOURS. WRITER DID ADVISED CUST THAT IN REGARDS TO CUST RUST INQUIRY, VEH WOULD NEED TO BE DIAGNOSE BY A HYUNDAI DLR. AT THAT TIME CUST DISCONNECTED ON WRITER.

07/24/07 (BSTAT/CVG/LCM) WRITER RETURNED CALL TO CUST AT 1:45 PM MDT. CUST NOT AVAILABLE, WRITER LEFT MESSAGE WITH NAME, EXT, 800 # & CUST FILE #.

07/25/07 (BSTAT/CVG/LCM) WRITER RETURNED CALL TO CUST AT 7:48 AM MDT. CUST NOT AVAILABLE, WRITER LEFT MESSAGE WITH NAME, EXT, 800 # & CUST FILE #. WRITER IS SOLVING FILE AT THIS TIME DUE TO SECOND ATTEMPT TO REACH THE CUST.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

FILE : 1066653 Method: P Analyst: CACVG76 Date of Text: 7/27/2007
VIN : KMHWF35V8YA(REDACT) Sonata (EF) V-6 Selling Dlr: OH042
Miles: 91,000 M/Year: 2000 Tran: 2 DFU: 2/15/2000 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: KYLE Midl: -
Address : (REDACT)
City : MURANGO State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: XXX XXX-XXXX Ext: Cell#: 253-
e-Mail : NO EMAIL

Incomplete Campaign: HPC

Service Dlr: OH050 MATHEWS HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: Yes 12/05/2011

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

07/27/07(DPOTT/CVG) INDEPENDENT SHOP STATES:

1. VEH IS RUSTED UNDERNEATH.
2. NO VEH SHOULD BE THIS RUSTED OUT.

---CM SPOKE WITH CUST AND CREATED FILE GAVE FILE # NAME EXT AND UPDATED FILE
CM EXPLAINED THAT VEH NEEDS TO GO TO A HYUNDIA DLR FOR DIAGNOSTIC
AND CALL ENDED

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmdyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1067091 Method: P Analyst: CACVG13 Date of Text: 7/30/2007
VIN : KMHWF35V61A(REDACT) Sonata (EF) V-6 Selling Dlr: WV006
Miles: 93,000 M/Year: 2001 Tran: 2 DFU: 10/11/2001 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: W

Address : (REDACT)

City : CHARLESTON State: WV Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)

e-Mail : (REDACT)

Incomplete Campaign: HPC

Service Dlr: WV006 JOE HOLLAND HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: SO HPP: HCP:
Letter Rcvd: VIN Hist: No 12/05/2011
Open Category Open Condition Open Component

MPNT PAINT 5250 PAINT CHIPPED, SCR
NWAR WARRANTY 170E GENERAL - WARRANTY
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

7/30/07(GVALEN/CVG) CUST STATES:

1. SEEKS CFLEMING
2. SAYS THE VEH FRAME IS RUSTED,
3. SAYS THAT THE DLR TOLD CUST THAT A LOT OF MODELS DO THAT AND WANTS TO KNOW WHAT HYUNDAI CAN DO

----WRITER EMPHIZED WITH CUST, AND ADVISED THAT THIS WAS NOW OUT OF WARRANTY
WRITER ADVISED TO CUST, THAT HYUNDAI WAS NOT ABLE TO ASSIST AT THE MOMENT,
WRITER ADVISED TO CUST THAT THIS CANNOT BE COVERED SINCE CUST IS OUT OF
WARRANTY IN YEARS, CUST THEN ASKED TO SPEAK TO A SUPERVISOR, WRITER ADVISED
THAT THE SOONEST A SUPERVISOR CAN RETURN THE CALL IS IN 24 HOURS, CUST THEN
ASKED IF WRITER COULD PROVIDE CUST WITH THE INFORMATION TO THE PRESIDENT OF
HYUNDAI, WRITER ADVISED THAT WRITER DID NOT HAVE THE INFO, THAT CUST REQUESTED
WRITER, THANKED CUST, ADVISED CUST OF HYUNDAI POLICY, AND GAVE ALL THE INFO
CUST WANTED, WRITER GAVE CUST THE FILE, NAME AND EXT AND THANKED CUST

08/01/07 (JMACLEE/CVG/LCM) WRITER CALLED CUST @ 09:50 A.M. MST. WRITER NOT
ABLE TO REACH CUST, AS HOME NUMBER IS BUSINESS AND DOES NOT KNOW WHOM CUST IS
AND CELL PHONE DOES NOT GO THROUGH. LCM WILL SOLVE FILE AS NO CORRECT CONTACT
INFORMATION WAS RETRIEVED.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1067649 Method: P Analyst: CACVG65 Date of Text: 8/01/2007
VIN : KMHWF25S41A(REDACT) Sonata (EF) Selling Dlr: OH037
Miles: 88,000 M/Year: 2001 Tran: 2 DFU: 2/15/2001 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: R
Address : (REDACT)
City : NEW ALBONY State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 775-

e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: OH027 DENNIS HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 12/05/2011
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

07/31/07 (CFLEMING/CVG) CUST STATES:

1. ENGINE CRADLE IS RUSTED.

2. WOULD LIKE TO KNOW IF COVERED.

---WRITER LET CUST KNOW THAT DEPENDING ON DIAG ON RUST THE VEH MAY BE COVERED UNDER PERFORATION WARRANTY FOR 5/100. CM ASKED CUST TO GET PART NUMBER SO CM COULD CHECK AND SEE IF PART IS COVERED UNDER ITS OWN WARRANTY. CUST THANKED CM AND WILL CALL BACK

8/1/07(KRELF/CVG) CUST STATES:

1. GOT THE PART NUMBER THAT THE PREVIOUS CM WAS REQUESTING.

2. WANTS TO KNOW THE WARRANTY COVERAGE FOR THIS PART NOW.

---WRITER APOLOGIZED FOR CUST INCIDENT. WRITER VERIFIED/UPDATED CUST FILE. WRITER INFORMED CUST THAT WRITER CAN LOOK UP THE COVERAGE ON PART:62405-38600. CUST THANKED WRITER. WRITER LOOKED THIS UP AND FOUND THAT THE PART IS COVERED UNDER THE 5/60 WARR, WHICH CUST IS OUT OF. CUST UNDERSTOOD AND THANKED WRITER.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1067750 Method: P Analyst: CACVG95 Date of Text: 8/01/2007

VIN : KMHWF35V71A(REDACT) Sonata (EF) V-6 Selling Dlr: MA034

Miles: 80,400 M/Year: 2001 Tran: 2 DFU: 3/23/2001 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: K

Address : (REDACT)

City : CHICOPEE State: MA Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: (REDACT)Ext: Cell#: 594-

e-Mail :

Incomplete Campaign:

Service Dlr: MA034 GARY ROME HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 12/05/2011
Open Category Open Condition Open Component

MBRK BRAKES 2700 VEHICLE PULLS RIGH
OPEN COMMENTS

8/1/07(GMACKEY/CVG) CUST STATES

- 1.HAVING ALOT OF ISSUES ON VEH
- 2.HOLE IN FRAME OF VEH WAS FIXED
3. BUT CUST HAD TO PAY FOR POWER STEERING HOSE
4. CUST WANTED TO KNOW WHY?
5. VEH PULLING TO LEFT AND SHAKING

----WRITER ADVISED THE CUST THAT WRITER WOULD CONTACT THE DLR, AND GET INFO ON OPENING THE FILE TO REGION, AND THAT THE PROCESS TAKES UP TO 7 TO 10 BUSINESS DAYS. AND THAT WRITER SHOULD SPEAK WITH STEVE, WRITER ADVISED THE CUST THAT WRITER WILL CONTACT THE DLR 8/2/07 CUST UNDERSTOOD AND WRITER THANKED THE CUST FOR CALLING, AND THE CALL ENDED.

8/3/07(GMACKEY/CVG) CUST STATES

1. TOOK VEH INTO DLR MA034
2. SERVICE DLR FOUND LOTS OF RUST ON VEH UNDERNEATH
3. HOLE FOUND IN THE FRAME
4. HOLE IN FRAME WAS TAKING CARE OF
5. POWERSTEERING HOSE CUST HAD TO PAY FOR WHY?

8/8/07(GMACKEY/CVG) CUST STATES

1. CONTACTED DLR
 2. LEFT MESSAGE FOR DLR TO CONTACT WRITER BACK
 3. FOR OPEN TO REGION NOTES
- WRITER WILL GET NOTES TO OPEN TO REGION, IF CM IS NOT ABLE TO TAKE THE CALL PLEASE GET OPEN TO REGION NOTES.

8/8/7 (JSMITH/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK TO CM/GMACKEY
- WRITER WARM TRANSFERRED

8/8/07(GMACKEY/CVG) CUST STATES

1. VIBRATION IN BRAKING
 2. CAUSED BY THE TIRES
 3. DLR ADVISED THE CUST OF THIS
- WRITER WILL CONTACT CUST AND LET CUST KNOW THAT CUST NEEDS TO TAKE THE VEH BACK TO WHERE CUST PURCHASED THE TIRES, CAUSE THE VIBRATION IS CAUSE OF THE TIRES. AND THEN TO GIVE HCA A CALL BACK. TO OPEN TO REGION.

8/14/07(GMACKEY/CVG) CUST STATES

1. WRITER CONTACTED DLR MA034
 2. SERVICE MANAGER WAS NOT AVAILABLE
- WRITER LEFT A MESSAGE FOR SERVICE MANAGER TO GIVE WRITER A CALL BACK. IF CM IS NOT AVAILABLE PLEASE GET THE DATES WHEN THE VEH WENT INTO DLR MA034 AND THE REPAIR ATTEMPTS AND DIAGNOSIS, AND THE SERVICE MANAGERS NAME. WRITER THANKED THE DLR AND THE CALL ENDED.

8/17/07(GMACKEY/CVG) DLR MA034 STATES

- 1.SERVICE MANAGER ON ROAD TEST
 2. LEFT MESSAGE FOR SERVICE MANAGER TO CALL CM BACK
- WRITER ADVISED THE DLR SERVICE OF NAME, NUMBER AND EXT TO CALL CM BACK.

IF CM IS NOT AVAILABLE PLEASE GET OPEN TO REGION NOTES. WRITER THANKED THE DLR AND THE CALL ENDED.

08/17/07 (JCECALA/CVG) DLR STATES:

1. WANTS TO SPEAK TO GMACKEY.

---WRITER WARM TRANSFERRED DLR TO GMACKEY. DLR THANKED WRITER.

8/17/07(GMACKEY/CVG) DLR MA034 STEVE STATES

1.FRAME WAS ROTTED AND IT WAS COVERED BY WARRANTY

2. POWER STEERING LINE CHANGED AND CUST WAS CHARGED FOR IT

3. THAT THE WARRANTY COVERAGE IS 5/60 FOR POWER STEERING LINE

4. FRAME WORK FROM CORROSION IS 10/100

--WRITER THANKED THE DLR, AND CUST STATES

DOESN'T UNDERSTAND WHY, WRITER ADVISED THE CUST THAT EACH PART OF THE VEH HAS IT'S OWN WARRANTY COVERAGE, AND THAT THE POWER LINE IS 5/60 AND THE ROTTED FRAME WAS COVERED 10/100, CUST STATES DLR NEVER EXPLAINED IT THAT WAY TO CUST OR THE CUST WOULD HAVE BEEN ABLE TO UNDERSTAND IT BETTER, WRITER ADVISED THE CUST THAT IF THERE WAS ANY MORE ISSUES ON THAT CUST WOULD NEED TO SPEAK TO DLR CUST UNDERSTOOD, WRITER THANKED THE CUST, AND THE CALL ENDED.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1069029 Method: P Analyst: JLORENZ Date of Text: 8/08/2007

VIN : KMHWF35V8XA(REDACT) Sonata (EF) V-6 Selling Dlr: NJ029

Miles: 82,171 M/Year: 1999 Tran: 2 DFU: 8/17/1999 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: J

Address (REDACT)

City : FANWOOD State: NJ Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: (REDACT)Ext: Cell#: 889-

e-Mail : (REDACT)

Incomplete Campaign: HPC

Service Dlr: NJ015 MAXON HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 12/05/2011

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

8/8/07 (HDAVIS/CVG) CUST STATES :

1. HAVE A USED 99 HYUNDAI SONATA WENT OVER RAIL ROAD TRACKS AND THE CONTROL ARM FELL OFF THE VEH WHEELS POINTING IN OPPOSITE DIRECTIONS HAD VEH TOWED TO MECHANIC
 2. MECHANIC SAID DO TO THE CORROSION OF THE FRAME IS WHY CONTROL ARM BROKE OFF
 3. AS SOON AS AN INSPECTOR WOULD LOOK AT IT WOULD SEE THIS IS A DEFECT
 4. WOULD ANYTHING BE UNDER WARRANTY AND COULD A HYUNDAI REP COME OUT AND LOOK AT THE VEH
 5. IF TOOK PICTURES INTO DLR FIRST TO SHOW THE DLR WHAT OCCURRED BEFORE HAVING VEH TOWED IN TO DLR JUST TO LATER HAVE IT TOWED BACK TO HAVE REPAIRED AT INDEPENDENT SHOP
- WRITER ADVISED CUST THAT IN ORDER FOR HYUNDAI TO DETERMINE IF THIS IS A LARGER ISSUE A HYUNDAI TECH WOULD HAVE TO LOOK AT THE VEH FIRST AND DETERMINE THE CAUSE ADVISED CUST THAT ANY HYUNDAI REP WOULD GO TO THE DLR ADVISED CUST BEST THING TO DO IS TAKE VEH TO A HYUNDAI DLR ADVISED CUST THAT HE MAY FIRST TRY TAKING PICTURES INTO THE DLR BEFORE TOWING IF CUST CHOOSES TO DO SO CUST UNDERSTOOD WRITER CREATED AND UPDATED FILE GAVE NAME FILE# AND EXT ALSO PROVIDED CUST WITH CONTACT INFO FOR NEAREST DLR AND INFORMED CUST ABOUT INCOMPLETE CAMPAIGNS V01 AND 051 ADVISED CUST WHAT EVER THE OUT COME WITH THE CONTROL ARM AND RUST THAT CUST MAY HAVE THE CAMPAIGNS COMPLETED AT ANY HYUNDAI DLR AT NO COST TO CUST EVEN WITH OUT A WARRANTY HYUNDAI WILL COMPLETE THE CAMPAIGNS CUST UNDERSTOOD

8/8/07 (ROSTL/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH HDAVIS
- WRITER INFORMED CUST THAT CM WAS UNAVAILABLE. CUST TOOK VEH TO DLR AND JUST WANTS TO KNOW WHEN AN INSPECTOR IS GOING TO COME OUT. WRITER INFORMED CUST THAT CM WOULD GIVE CUST A CALL BACK AS SOON AS CM CAN. CUST UNDERSTOOD AND THANKED WRITER FOR INFORMATION. WRITER THANKED CUST FOR CALLING IN.

08/09/07 (DWEIN/CVG) CUST STATES;

1. WOULD LIKE TO SPEAK WITH CM
 2. VEH IS AT THE DLR AT THIS TIME.
 3. CONTACT NUMBER FOR DLR IS RICHIE SM 908-851-5609 NJ015
 4. CM WAS GOING TO HAVE SOMEONE LOOK AT THE VEH.
 5. CUST WOULD LIKE TO HAVE THIS DONE AS SOON AS POSSIBLE.
 6. CUST IS AT HOME SHOULD CM HAVE ANY OTHER QUESTIONS WORK IS ONLY TILL 9:00AM
- WRITER THANKED CUST FOR CALLING. VERIFIED FILE INFO LET CUST KNOW THAT THE INFO WILL BE GIVEN TO CM.

8/9/07 (HDAVIS/CVG) OUT BOUND TO DLR NJ015 TO FIND OUT WHEN DPSM WILL BE THERE AND IF CUST CAN MAKE AN APPOINTMENT WITH THE DPSM TOO LOOK AT THE REST AS CUST REQUESTED THAT A REP LOOK AT VEH
BILL SERVICE MANAGER STATES

1. WILL CONTACT THE DPSM TO FIND WHEN HE WILL BE AVAILABLE
- WRITER THANKED CUST AND ADVISED DLR CM WILL CALL CUST AND ADVISE CUST TO CONTACT SERVICE MANAGER BILL TO SEE WHEN DPSM WILL BE THERE DLR AGREED

8/9/07 (HADVIS/CVG) OUT BOUND TO CUST TO INFORM OF DLR STATEMENTS AND ADVISE CUST TO SET UP AN APPOINTMENT CUST UNDERSTOOD AND THANKED WRITER FOR HELPING

08/13/07 (CFLEMING/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH HDAVIS
- WRITER FOUND CM TO BE UNAVAILABLE.
2. CUST JUST WANTED TO INFORM CM THAT VEH IS AT MAXON HYUNDAI WAITING FOR A

REP TO COME OUT.

3. CUST WOULD LIKE A CALL BACK FROM CM WHEN AVAILABLE.

8/14/07 (JSMITH/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK TO CM/HDAVIS

-WRITER FINDS CM NOT AVAIL, OFFERED MESSAGE/ASSISTANCE:

2. CUST WANTS TO SPEAK TO CM/HDAVIS OR CM/DWEIN, WRITER ADVISED NEITHER CM IS AVAILABLE, CAN WRITER ASSIST?

-CUST WILL CALL BACK LATER

8/14/07 (LJONES/CVG) CUST STATES:

1. CUST HAS HAD VEH IN TO DLR NJ015 FOR SEVERAL DAYS AND WANTS TO KNOW WHAT IS GOING ON WITH THE INSPECTION OF VEH, WANTS TO KNOW WHEN REP IS COMING HAS BEEN WITHOUT A VEH FOR SEVERAL DAYS AND NEEDS IT BACK TO GET AROUND.

---WRITER STATES: CALLED DLR NJ015 TO ASK ABOUT REP AND WAS TOLD THAT ONLY RICHIE KNOWS AND HE IS OUT ON A TEST DRIVE WITH A CUST, AND NO ONE ELSE KNOWS ANYTHING ABOUT CUST VEH BUT RICHIE. ADVISED CUST WHAT WAS TOLD FROM DRL AND CUST WAS UNDER THE IMPRESSION THAT CM MADE THE APPOINTMENT FOR THE INSPECTION. WRITER EXPLAINED THAT THE REP IS THERE IN NJ AND THE DLR MAKES THE APPOINTMENT AND THAT REP HAS SEVERAL DLRSHIPS THAT REP TAKES CARE OF. CUST NOW UNDERSTANDS AND WILL FOLLOW UP WITH RICHIE ABOUT APPOINTMENT SINCE CM WILL HAVE TO CALL AND ASK THE SAME QUESTION.

8/15/07 (HDAVIS/CVG) OUT BOUND TO DLR NJ015 AMBER:

1. DON'T HAVE A DATE FOR THE REP YET AS SOON AS DATE IS IN DLR WILL CALL CUST SHOULD KNOW BY 8/20/07 WHEN DPSM WILL BE AT THE DLR.

--THANKED DLR FOR INFO.

08/15/07(TCAMP/CVG)CUST STATES

1. WANTS TO SPEAK WITH HDAVIS

---WRITER ADVISED THAT CM WAS NOT AVAILABLE. ADVISED OF NOTE ABOVE. CUST IS NOT HAPPY WITH THIS RESPONSE. INFORMED THAT WILL HAVE TO WAIT FOR DPSM. CUST REQUESTS CALL BACK FROM CM HDAVIS. PLEASE CALL AT 800 545 5029

8/15/07 (HDAVIS/CVG) OUT BOUND TO CUST TO RETURN CALL LEFT A MESSAGE AT # 908-889-1903 AS CM TRIED THE 800-545-5029 AND IT SAYS "HAVE DIALED A # NOT AVAILABLE IN YOUR AREA " ADVISED CUST THAT BEST POINT OF CONTACT IS THE DLR AND THAT ALL HCA CAN DO IS WAIT FOR THE APPOINTMENT TO BE SET BY DLR AS AND THAT ALL HCA CAN DO IS WAIT FOR THE APPOINTMENT TO BE SET BY DLR AS DPSM USUALLY MAKES IT TO THE DLR ONCE A MONTH CUST WAS ADVISED BY PREVIOUS CM OF NOTES AND CUST IS NOT HAPPY WITH THE RESPONSE HCA IS DOING ALL THAT CAN BE DONE ON THIS END AS VEH WAS PURCHASED USED AND IS OUT OF WARRANTY BY A LOT NOT AN OPEN TO REGION ISSUE IF CUST WANTS REP TO LOOK AT VEH GOING TO HAVE TO WORK WITH THE DLR PLEASE ADVISED CUST THANKS

8/15/07 (JFLITTON/CVG) CUST STATES:

1. WANTED TO SPEAK TO HDAVIS.

2. HAVE CM CALL CUST BACK AT NUMBER (REDACT).

--WRITER ADVISED CUST THAT CM IS NOT AVAILABLE THAT CM WILL CALL BACK. CUST WILL WAIT FOR CM. HDAVIS WILL BE TAKING THE CALL, WARM TRANSFERED.

8/15/07 (HDAVIS/CVG) CUST STATES :

1. STILL WAITING AND WITH OUT A VEH RIGHT

2. VEH HAS NOT BEEN REPAIRED

3. IF CUST HAS TO PAY FOR THE VEH TO BE REPAIRED BECAUSE ITS DANGEROUS

4. THE REP IS TAKING OVER A WEEK TO GET BACK WITH A TIME FRAME SHOULD AN ATTORNEY BE CONTACTED

5. WOULD REALLY LIKE A DATE AS TO WHEN REP WILL ARRIVE

--WRITER OUT BOUND NJ015 BILL

1. HAS CONTACTED REP AND PUT IN A FOLLOW UP CALL
2. DONT TELL CUST THIS YET "GETTING EATIMATES FOR DPSM ON VEH" BUT DON'T TELL CUST THIS YET PLEASE
3. HAS ALREADY BEEN IN CONTACT WITH THE DPSM AND IS TRYING TO SEE IF THE DLR HAS ANY OPTIONS TO HELP FIRST BEFORE REP COMES OUT BUT NEED TIME TO DO THIS REALLY NEED CUST TO BE PATIANCE PLEASE AND DLR WILL HELP RESOULVE THE ISSUE AS MUCH AS POSSABLE PLEASE ADVISE CUST DLR WILL HAVE A RESPONSE AS TO WEATHER REP IS COMING OUT OR REP IS GOING TO HAVE DLR TAKE CARE OF THE ISSUE ON 8/20/07

--WRITER THANKED DLR FOR INFO PLEASE ADVISE CUST OF DLR STATEMENT AS CUST WAS ON HOLD WHEN CM WENT TO GO BACK TO CUST CUST HAD DISCONNECTED THANKS

08/15/07 (ASULL/CVG) CUST STATES:

1. REQUEST TO SPEAK TO SUP.
2. HAD TALKED TO SEVERAL INDIVIDUALS, ABOUT DPSM ARRIVAL.
3. CUST CLAIMS THAT VEH HAS A MANUFACTURE DEFECT.

--WRITER VERIFIED CUST INFO. WRITER INFORMED CUST THAT THE BEST POINT OF CONTACT WITH A REP IS THROUGH THE DLR. CUST STATES THAT DLR DOES NOT KNOW WHEN REP WILL VIEW VEH. DLR WILL NOT REPAIR VEH, BECAUSE VEH IS OUT OF WARR AND WAITING FOR REP TO VIEW VEH. CUST HAS BEEN WITHOUT VEH FOR ONE WEEK. CUST STILL REQUESTED TO SPEAK WITH SUP, SINCE CUST IS NOT GETTING THE ANSWER CUST IS SEEKING FOR DPSM ARRIVAL. CUST REQUESTED TO BE CONTACTED AT PH# (908)721-1372.

08/15/07 (LHARR/CVG) CUST STATES:

1. PLEASE SPEAK WITH AMBER.

--WRITER INFORMED CUST THAT THERE WAS NO AMBER AT THIS PHONE NUMBER. CUST SAID CAN SPEAK WITH A SUP. WRITER INFORMED CUST THAT ALL SUPERVISOR'S ARE BUSY. CUST IS ON LIST TO BE CALLED WITHIN 24 HOURS. CUST WANTE DTHE NUMBER FOR THE VICE PRESIDENT. WRITER EXPLAINED THAT DOESN'T HAVE THOSE NUMBERS. MIGHT BE ABLE TO GET ONE FROM A SUPSERVISOR WHO WILL BE CALLING BACK WIHTIN 24 HOURS. CUST SAID OKAY AND HUNG UP PHONE.

8/15/07 (JGL) DPSM REVIEWED FILE WITH ER CAM TL.

8/15/07 (ADELA/CVG) CUST STATES;

- 1.CUST WANTS TO SPEAK TO SUP

---WRITER INFORMED CUST THAT A SUP WOULD BE CONTACTING CUST TOMMORROW.

08/16/07 (BSTAT/CVG/LCM) WRITER RETURNED CALL TO CUST AS REQUESTED @ 7:18 AM MDT. CUST NOT AVAILABLE, WRITER LEFT MESSAGE WITH NAME, EXT, 800 # & CUST FILE #.

8/16/07 ER CAM TL-REVIEWED FILE WITH DPSM AND AUTHORIZED REPAIRS AS GOODWILL.

08/17/07 (BSTAT/CVG/LCM) WRITER RETURNED CALL TO CUST AS REQUESTED @ 9:15 AM CUST NOT AVAILABLE, WRITER LEFT MESSAGE WITH NAME, EXT, 800 # & CUST FILE #. WRITER LEFT MESSAGE THAT IT LOOKS LIKE CUST HAS BEEN WORKING WITH THE DLR TO SEE ABOUT GOODWILL. WRITER SUGGESTED CUST CONTINUE TO WORK WITH THE DLR AT THIS TIME. WRITER IS SOLVING ISSUE DUE TO SECOND ATTEMPT TO REACH THE CUST.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1069478 Method: P Analyst: CACVG40 Date of Text: 8/09/2007
VIN : KMHWF25SXYA(REDACT) Sonata (EF) Selling Dlr: NY060
Miles: 71,000 M/Year: 2000 Tran: 2 DFU: 10/18/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: J
Address : (REDACT)
City : GOSHEN State: NY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : NO EMAIL
Incomplete Campaign:
Service Dlr: NY025 SURESKY HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 12/05/2011
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
NPRD PRODUCT 250B LITERATURE/BROCHUR
OPEN COMMENTS

08/09/2007 (CWOOD/CVG) CUST WIFE STATES:

1. THE FRAME ON THE VEH RUSTED OUT.
2. WOULD LIKE TO KNOW IF THE ISSUE IS COVERED UNDER WAR.
3. WOULD LIKE A OM SENT TO CUST.
4. IS GOING TO GET CUST LAWYER INVOLVED BECAUSE THE VEH IS ONLY 7 YEARS OLD.
5. CUST PASSED AWAY 2 WEEKS AGO.

---WRITER ADVISED CUST THAT FOR THE SECOND OWNERS OF THE VEH THE 10/100 WAR IS DROPPED TO 5/60. CUST VERY UPSET AND IS GOING TO GET LAWYER INVOLVED. WRITER ADVISED CUST THAT AN OM WILL BE SENT TO CUST. WRITER CHECKED INVENTORY AND FOUND THAT THERE IS ONE OM LEFT.
---PLEASE SEND A 2000 SONATA OM TO ADDRESS ON FILE.---

08/13/2007 (HFERN/CVG/TL) WRITER REVIEWED FILE AND FORWARDING REQUEST ON TO FULLFILLMENT FOR REVIEW/MAIL.

8/14/07 (KFRAN/CVG) WRITER MAILED REQUESTED MATERIALS INCLUDING: 2000 SONATA OM.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1069617 Method: P Analyst: CACVG74 Date of Text: 8/10/2007
VIN : KMHWF35V3XA(REDACT) Sonata (EF) V-6 Selling Dlr: NJ031
Miles: 64,000 M/Year: 1999 Tran: 2 DFU: 2/20/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: L
Address : (REDACT).
City : LOWER BARREL State: PA Zip: 15068 Country: USA
Phone-Home: (REDACT) Work: XXX XXX-XXXX Ext: XXXX Cell#: XXX 335-XXXX
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: PA043 #1 COCHRAN HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 12/05/2011
Open Category Open Condition Open Component

NWAR WARRANTY 170A WARRANTY COVERAGE
OPEN COMMENTS

8/10/07 (MMART/CVG) CUST STATES:

1. CUST VEH IS RUSTING AND WOULD LIKE TO KNOW IF VEH IS COVERED.
2. THE FRAME IS RUSTING.
3. WOULD THINK IT WOULD BE COVERED.
4. HAS AN APPOINTMENT IN WEDNESDAY.

-----CM ADVISED CUST THAT DLR WILL DETERMINE IF CUST IS COVERED OR NOT. CM
UPDATED FILE AND PROVIDED CUST WITH CM NAME, EXT, AND FILE NUMBER. CM ADVISED
CUST THAT IF CUST HAS ANY FURTHER INQUIRIES TO CALL HCA BACK.

08/23/07(VCHAPPELL/CVG)CUST STATES:

- 1.THE A FRAME IS FALLING OFF ITS RUSTING THROUGH AND THE DLR
RECIEVED THE OKAY.
- 2.CUST WANTS TO KNOW HE HAS TO LEAVE THE VEHICLE AT THE DLRSP AND CUST NEEDS
A RENTAL.

---WRITER VERIFIED THE FILE AND LET CUSTOMER KNOW THAT RENTAL IS NOT A PROVI-
SION OF THE WARRANTY THE VEHICLE WILL BE DOWN FOR THREE DAYS AND SO WITH THAT
SAID CUSTOMER CAN ASK FOR A LOANER CAR OR RENT ONE ON HIS OWN. CUST UNDERSTOOD
PROVIDED FILE NUMBER AND WRITERS NAME AND EXT AND THEN ENDED THE CALL. THANK
YOU.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1070524 Method: P Analyst: CA800T01 Date of Text: 8/15/2007
VIN : KMHWF25S91A(REDACT) Sonata (EF) Selling Dlr: MA021
Miles: 35,000 M/Year: 2001 Tran: 2 DFU: 11/24/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: H
Address : (REDACT)
City : PORT CHARLOTTE State: FL Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : NO EMAIL
Incomplete Campaign: HPC
Service Dlr: MA021 HERB CHAMBERS HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 12/05/2011
Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT
MBDY BODY 4030 RUST/CORROSION
NWAR WARRANTY 170A WARRANTY COVERAGE
OPEN COMMENTS

08/15/07 (OCONN/CVG) CUST STATES:

1. SURVIVING WIFE HAS VEH WITH RUST ON BODY AROUND NEAR STRUT AREA, WORRIED ABOUT SAFETY COMPROMISED OR STRUCTURAL INTEGRITY.
2. WANTS TO KNOW IF WARR WILL COVER.

---WRITER STATED MUST GO TO DLRSP TO DIAGNOSE, POSSIBLE CORROSION DEPENDING ON HOW PERFORATED OR CORROSION STARTED, CAN NOT DIAGNOSE OVER PHONE. DID STATE YEAR OF VEH, DOES DESIGNATE SPOUSE AS ORIGINAL OWNER. WRITER ADVISED CALLER TO FAX TO NCA DEATH CERTIFICATE WITH FILE NUMBER TO HAVE FILES UPDATED AND CHANGED. BRANDED, NAME, EXT.

08/15/07 (CHARVEY/NCA) WRITER RECD A FAX COPY OF DEATH CERTIFICATE FROM SPOUSE REQUESTING TO HAVE THE OWNER INFORMATION CORRECTED DUE TO HUSBAND PASSING AWAY WRITER TO CONTACT CUST TO ADVISE THE CERTIFICATE IS TO DARK AND CAN NOT SEE, WILL ASK CUST TO REFAX OR SEND IN MAIL. ALSO CUSTOMER WILL NEED TO PROVIDE A MARRAIGE CERTIFICATE AND A COPY OF SALES CONTRACT. WRITER TO CONTACT CUST.

08/15/07 (CHARVEY/NCA) WRITER CALLED CUST ADVISING OF NEEDED DOCS. CUST WILL FAX THEM TOMORROW.

08/16/07 (CHARVEY/NCA) WRITER RECVD A CLEARER COPY OF DEATH CERTIFICATE AND A

COPY OF MARRIAGE CERTIFICATE. FILE FORWARDED RO REGION FOR RDR HANDLING.

08/20/07 (CFLEMING/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH OCONN
---WRITER WARM TRANSFERRED CALL

08/20/07 (OCONN/CVG) CUST STATES:

1. FRAME RUSTED DUE TO AIR CONDITION LEAK, TOOK TO DLRSP, DIAGNOSED THAT REPAIRS BE MORE THAN VEH WORTH.
2. SUBFRAME RUSTED NOT COVERED UNDER WARR, IS THAT TRUE?
3. WANTS TO KNOW IF WATER DRIPPING WHERE SHOULD NOT HAVE DRIPPED SHOULDNT BE COVERED UNDER WARR, IS THIS A DESIGN FLAW? IS THERE A DRIP HOSE MISSING? IS THIS HAPPENING TO ALL HYUNDAI'S?
4. WHAT CAN BE DONE TO HAVE THIS LOOKED INTO, CUST WORRIED ABOUT SAFETY, DOESN'T KNOW IF STRUT GIVES WAY, WILL IT FLIP MY VEH, PULL ME INTO TRAFFIC.
----WRITER SUGGESTED BRINGING UP CONCERNS WITH DLRSP OR A SECONDARY DLRSP FOR MORE INFORMATION TO QUESTIONS ABOVE, AND MAYBE LOOK INTO A DPSM, OR REGIONAL MGR, TO DETERMINE OR GET A SECOND OPINION ABOUT DESIGN FLAW, OR MANUFACTURING DEFECT WHICH WOULD CAUSE SUCH A DEVESTATING PROBLEM THAT MAY OR MAY NOT RESULT IN A COMPROMISE OF STRUCTURE AND SAFETY.

08/22/07 CHARVEY/NCA) WRITER HAS BEEN ADVISED THE RDR CHANGE HAS BEEN MADE. WRITER SENT EMAIL TO CVG TO ADVISE CUSTOMER OF CHANGE.

8/22/07 (SCOOLEY/CVG/LCM) WRITER RECEIVED EMAIL RESPONSE. WRITER FORWARDED RESPONSE TO CM FOR NEXT STEP.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1071408 Method: P Analyst: CACVG26 Date of Text: 8/20/2007

VIN : KMHWF25S8YA(REDACT) Sonata (EF) Selling Dlr: PA002

Miles: 80,000 M/Year: 2000 Tran: 2 DFU: 6/23/2000 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: M

Address : (REDACT).

City : LEVITTONW State: PA Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: 943-

e-Mail : (REDACT)

Incomplete Campaign:

Service Dlr: PA002 MCCAFFERTY HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 12/05/2011
Open Category Open Condition Open Component

NWAR WARRANTY 170A WARRANTY COVERAGE
OPEN COMMENTS

08/20/07 (MJENSE/CVG) CUST STATES:

1. TOOK TO GET INSPECTED FOR PA REGULATIONS.
2. VEH DID NOT PASS BECAUSE SUBFRAME OR A FRAME IS RUSTED.
3. WANTS TO KNOW IF THERE WAS A RECALL OUT FOR THIS CONCERN.
-----WRITER TOLD CUST THAT ALL CAMPAIGNS HAVE BEEN TAKEN CARE OF. WRITER
ADVISED CUST TO GET VEH TOWED TO THE DLR TO HAVE THE CONCERN DIAGNOSED.
WRITER TOLD CUST THAT IF THE PART WAS A DEFECT THEN IT SHOULD POSSIBLY BE
COVERED. WRITER APOLOGIZED TO CUST. CUST THANKS WRITER. CUST WILL CALL THE
DLR TO SEE IF THERE IS ANYTHING THE DLR CAN DO. WRITER THANKS CUST FOR CALLING

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1072245 Method: P Analyst: CACVG93 Date of Text: 8/23/2007
VIN : KMHWF35V2XA(REDACT) Sonata (EF) V-6 Selling Dlr: WV006
Miles: 110,000 M/Year: 1999 Tran: 2 DFU: 8/26/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: M
Address : (REDACT).
City : PARKERSBURG State: WV Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 489-
e-Mail : (REDACT) Incomplete Campaign: HPC V01
Service Dlr: WV006 JOE HOLLAND HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: SO HPP: HCP:
Letter Rcvd: VIN Hist: Yes 12/05/2011
Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

08/23/07 (ASULL/CVG) CUST STATES:

1. VEH IS AT AN INDEPENDENT SHOP.
2. VEH HAD ALIGNMENT DONE ON VEH, A FEW MONTHS BEFORE. TIRES WORN OUT ON THE INSIDE.
3. INDEPENDENT SHOP HAD INFORMED CUST THAT THE FRAME HAD RUSTED THROUGH.
4. VEH IS UNSAFE TO OPERATE.

--WRITER VERIFIED CUST INFO AND UPDATED. WRITER INFORMED CUST THAT VEH WILL NEED TO BE TAKE TO HYUNDAI DLR FOR DIAGNOSTIC. WRITER INFORMED CUST THAT BEFORE HYUNDAI CAN ASSIST CUST, VEH NEEDS TO BE DIAGNOSESD BY DLR. CUST WANTED TO KNOW IF CUST WILL BE RESPONSIBLE FOR THE TOWING AND DIAGNOSTIC FEES. WRITER INFORMED CUST THAT DLR MAYBE CONTACT TO SEE IF THEY CAN ASSIST CUST WITH TOWING. WRITER PROVIDED FILE NUMBER.

08/23/07(DPOTT/CVG) CUST STATES:

CM STATES CALLED DLR AND DLR TOLD CUST NOTHING CAN BE DONE.
 VEH IS NOT DRIVEABLE AND WHAT CAN HCA DO.
 CM EXPLAINED THAT HMA DOES NOT COVER RUST AND SALT ON ROADS AND MANY CONDITION CAN RESULT TO RUST.
 CUST NOT HAPPY WITH INFO AND HUNG UP

 CLOSE CONCERN

Customer visited Dealership? (Y/N)
 Was a repair made to correct this concern? (Y/N)
 If Yes, Repair Order: Date: (mmddyyyy) Mileage:
 Describe the repair to correct the reported problem:
 How many attempts have been made to correct this concern?
 Customer received details by:
 Who communicated details to customer?
 Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
 Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

 CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
 C.A. CONCERN VIN CASE REPORT

 FILE : 1072590 Method: P Analyst: CACVG44 Date of Text: 8/24/2007
 VIN : KMHWF35V2XA(REDACT) Sonata (EF) V-6 Selling Dlr: KY012
 Miles: 134,000 M/Year: 1999 Tran: 2 DFU: 8/01/1999 (mm/dd/yyyy)
 Branded Info:
 Last Name: (REDACT) First: (REDACT) Midl: -
 Address : (REDACT)
 City : BROOKSVILLE State: KY Zip: (REDACT) Country: USA
 Phone-Home: (REDACT) Work: --- ----- Ext: --- Cell#: (REDACT)
 e-Mail : (REDACT)
 Incomplete Campaign: HPC
 Service Dlr: KY012 KERRY HYUNDAI
 Action : INQ Responsibility: DCS: N Priority: N Source: 800
 Letter Date: Area: CE HPP: 10/100000/000/ 4B HCP:
 Letter Rcvd: VIN Hist: No 8/01/2009
 Open Category Open Condition Open Component

 NCAM CAMPAIGN INQUIRY/G 001A GENERAL/INQUIRY
 OPEN COMMENTS

08/24/07 (BROSS/CVG) CUST STATES:

1. 1999 SONATA NEEDS A ENGINE CRADLE, CUST WANTS TO KNOW IF THERE IS A RECALL, IS RUSTED.

--- WRITER UPDATED ALL INFO AND PROVIDED FILE# AND FOUND THAT THE VEH DOES NOT HAVE ANY RECALLS/CAM ON THE VEH.

--- WRITER UPDATED ALL INFO AND PROVIDED FILE# AND FOUND THAT THE VEH DOES NOT HAVE ANY RECALLS/CAM ON THE VEH.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1072849 Method: P Analyst: CACVG44 Date of Text: 8/27/2007

VIN : KMHWF35V0YA180869 Sonata (EF) V-6 Selling Dlr: IL057

Miles: 85,000 M/Year: 2000 Tran: 2 DFU: 5/13/2000 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: -

Address : (REDACT).

City : KANKAKEE State: IL Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: --- ----- Ext: ---- Cell#: --- 304-----

e-Mail : NO EMAIL

Incomplete Campaign: HPC

Service Dlr: IL057 BROWN + BROWN HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: Yes 8/01/2009

Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION

OPEN COMMENTS

08/27/07 (BROSS/CVG) CUST STATES:

1. THE CUST WAS DRIVING AND THE TIRE JUST CAVED IN THE VEH WAS TAKEN TO AN IO&O SHOP.

2. THE FRAME HAS RUSTED THROUGH.

3. THE CUST BOUGHT THE VEH WHEN IT WAS ABOUT 2YRS OLD.

4. THE IO&O SHOP SAID THIS IS A HYUNDAI MANUFACTURE DEFECT.

--- WRITER UPDATED INFO AND EXPLAINED THAT THE VEH IS PUIT OF THE WARR BUT FOR FURTHER TECH INFO THE HYUNDAI DLR IS THE CORRECT PERSONEL TO ASSIST AND REFERED TO HAVE THE VEH DIAGNOSED BY A HYUNDAI DLR.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1073820 Method: P Analyst: CACVG47 Date of Text: 8/30/2007
VIN : KMHWF35HX2A(REDACT) Sonata (EF) V-6 Selling Dlr: PA012
Miles: 80,000 M/Year: 2002 Tran: 2 DFU: 9/11/2001 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : WASHINGTON State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign:
Service Dlr: PA012 MOON TOWNSHIP HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: 10/100000/000/ 4B HCP:
Letter Rcvd: VIN Hist: No 9/11/2011
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

08/30/07 (RWATTS/CVG) CUST STATES:

1. WENT TO HAVE THE VEHICLE INSPECTED AND WAS CONTACTED BY SHOP ADVISING THAT THE FRAME UNDER ENGINE IS RUSTING AND WILL NOT PASS INSPECTION.
 2. DLR ADVISED CUST THAT FURTHER RESEARCH WILL NEED TO BE COMPLETED ON WARR.
 3. CAN NOT BELIEVE A 2002 VEHICLE IS RUSTING WHEN THE BODY OF VEHICLE IS FINE.
- WRITER ADVISED THE CUSTOMER THAT FIRST STEP WILL BE TO TAKE VEHICLE TO DLR TO BE INSPECTED TO DETERMINE WHERE IS RUST IS COMING FROM. ADVISED CUST THAT ON A 2002 VEHICLE THE PERFORATION WARRANTY COVERS 5 YEARS 100,000MILES. ADVISED THAT VEHICLE WARRANTY IN YEARS WAS UP ON 9/11/2006. PROVIDED CONTACT INFORMATION FOR CUST TO CALL IF AFTER VEHICLE IS TAKEN TO DLR THE CUSTOMER NEEDS FURTHER ASSISTANCE.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1073930 Method: P Analyst: CACVG71 Date of Text: 8/31/2007
VIN : KMHWF25S12A684810 Sonata (EF) Selling Dlr: NH009
Miles: 66,700 M/Year: 2002 Tran: 2 DFU: 7/30/2002 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl: M
Address : (REDACT)
City : NASHUA State: NH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 888-
e-Mail : (REDACT)

Incomplete Campaign:

Service Dlr: NH012 NASHUA HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 9/11/2011
Open Category Open Condition Open Component

NWAR WARRANTY 170J REPAIR NOT COVERED
MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

08/31/07 (LHARR/CVG) CUST STATES:

1. THE BOTTOM OF SUB FRAME IS COMPLETELY RUSTED OUT.
 2. TOOK VEH TO DLR NH012 & WAS TOLD IT WOULDN'T BE COVERED, SO LEFT WITHOUT VEH BEING LOOKED AT.
 3. KNOW HAVE WARR EXTENDED SOMEWHERE, DUE TO HPC.
- WRITER EMPATHIZED AND VERIFIED INFO. WRITER PROVIDED NAME, EXT & FILE #.
WRITER VERIFIED THAT CUST HAS THE 6/72,000 NVLW EXTENSION DUE TO HPC. WRITER EXPLAINED THIS TO CUST. WRITER ALSO EXPLAINED THAT THERE IS AN ANTI-PERFORATION WARR THAT COVERS PERFORATION FROM THE INSIDE OUT. THAT WARR COVERAGE IS GOOD FOR 5/100,000. WRITER ALSO, EXPLAINED THAT SINCE RUST TYPICALLY IS NOT CONSIDERED A DEFECT IT IS NOT USUALLY COVERED. WRITER THEN ADVISED CUST TO GO TO DLR AND HAVE THEM DETERMINE IF THIS WOULD HAVE BEEN COVERED BY EITHER ONE OF THOSE WARRANTIES. CUST UNDERSTOOD.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1074241 Method: P Analyst: CACVG03 Date of Text: 9/04/2007
VIN : KMHWF35V21A(REDACT)Sonata (EF) V-6 Selling Dlr: WV006
Miles: 94,000 M/Year: 2001 Tran: 2 DFU: 7/14/2001 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: N
Address : (REDACT)
City : HERNSHAW State: WV Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: WV006 JOE HOLLAND HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: SO HPP: HCP:
Letter Rcvd: VIN Hist: No 9/11/2011
Open Category Open Condition Open Component

MSTH STEER/HANDLING 4810 ABNORMAL HANDLING
NPRD PRODUCT 250F UNHAPPY WITH PRODU
OPEN COMMENTS

09/04/07 (DGIBSON/CVG) CUST STATES:

1. WAS DRIVING THE OTHER DAY AND THE CONTROL ARM FELL OFF.
2. IS THERE ANYTHING HYUNDAI CAN DO.
3. INSURANCE IS GOING TO COVER FENDER DAMAGE.

----WRITER UPDATES NEW OWNER INFORMATION AS CUST IS NOT ORIGINAL OWNER. WRITER EXPLAINED THAT THERE ARE NO RECALLS ON THIS VEHICLE AND THAT CUST DOES NOT HAVE ANY WARRANTY. UNFORTUNATELY WRITER DOES NOT HAVE ANYTHING TO OFFER. CUST WANTS TO KNOW IF THIS IS A COMMON PROBLEM. HAS GONE ON THE INTERNET AND READ ABOUT OTHER CUSTOMERS HAVING ISSUES WITH CONTROL ARM. WRITER IS NOT AWARE OF THIS ISSUE. WRITER RECOMMENDS CUST CONTACT A LOCAL HYUNDAI DLR AND SPEAK TO SERVICE ABOUT THIS ISSUE. WRITER GIVES NAME, FILE NUMBER, AND EXTENSION.

09/4/07(VCHAPPELL/CVG)CUST STATES: (STEPFATHER)

- 1.SAID THAT THE ENGINE CRADLE IS ALL RUSTED OUT WHICH CAUSED THE CONTROL ARM TO FALL OUT.
- 2.CUST QUESTION IS THAT HYUNDAI IS NOT ADDRESSING THIS ISSUE.
- 3.SON HAS NOT TAKEN THIS VEHICLE TO THE NEAREST DLRSP.
- 4.AND HYUNDAI IS GOING TO HAVE A HORRIBLE REPUTATION FOR THIS ISSUE.
- 5.AND THE TOTAL FRONT SUSPENSION.

----WRITER EXPLAINED TO THE STEPFATHER THAT CUST NEEDS TO GET A DIAGNOSES IN ORDER TO SAY HEY THIS VEHICLE IS RUSTED OUT IN THE CRADLE DAMAGE. CUST UNDERSTOOD AND WILL PASS THIS ON TO CUSTS STEPSON. PROVIDED WRITERS NAME AND EXT. THEN ENDED THE CALL. THANK YOU.

09/06/07(SCOMBS/CVG)CUST STATES:

1. CALLING TO UPDATE US AS TO VEH IS BEING SEEN BY DLRSP.
2. DLRSP DOSE NOT QUITE HAVE VEH DIAGNOSED AS OF YET BUT CUST IS DRIVING TO DLRSP RIGHT NOW.

---WRITER INFORMED THAT VEH HAS TO BE DIAGNOSED AND DLR MIGHT FELL THAT IT SHOULD BE FIXED.WRITER ALSO WENT OVER THE FACT THAT CUST IS THE SECOND

OWNER AND IS REALLY FAR OUTSIDE OF WARRANTY PERIOD.CUST UNDERSTOOD BUT JUST WANT'S HELP.WRITER THEN INFOMRED TO CALL BACK SO DIAGNOSIS COULD BE OBTAINED FROM DLR.

09/07/07 (AALLEE/CVG/EMAIL) RECEIVED CUST EMAIL:

1. MY NAME IS (REDACT) AND I OWN A 2001 SONATA GLS THE CAR HAS 93,969 MILES CURRENTLY ON IT.
2. SATURDAY, SEPTEMBER FIRST I TOOK THE CAR TO NATIONAL TIRE AND BATTERY IN DUNBAR, WV.
3. THE CAR WAS PULLING VERY BADLY TO THE RIGHT AND THE TIRE WAS LEANING IN VERY SEVERELY.
4. THEIR MECHANIC COULD NOT FIX THIS PROBLEM.
5. HE TOLD ME THAT HE BELIEVED THAT THE LOWER CONTROL WAS BENT AND THAT I NEEDED TO TAKE THE CAR TO A BODY SHOP FOR THE CORRECT DIAGNOSIS.
6. ONCE I LEFT THERE, I GOT ONTO INTERSTATE 64 FOR MY 25 MINUTE DRIVE HOME.
7. AFTER ABOUT 10 MINUTES I FELT AS THOUGH I SHOULD GET OFF OF THE INTERSTATE, SO I EXITED ONTO US RT. 60 AND CONTINUED HEADING HOME.
8. ABOUT TEN MINUTES LATER THE CONTROL ARM BROKE FREE FROM THE SUB FRAME THUS DAMAGING MY FENDER, INNER FENDER, AND POSSIBLY MORE.
9. IT COULD HAVE BEEN MUCH WORSE HAD I NOT GOTTEN OFF OF I-64. I COULD HAVE BEEN IN A SERIOUS ACCIDENT, WITH POSSIBLE INJURIES TO MYSELF AND OTHERS.
- 10.I HAD TO HAVE THE CAR TOWED BECAUSE IT WAS COMPLETELY IMMOBILE.
- 11.UPON ARRIVING HOME I CONTACTED STATE FARM INSURANCE TO FILE A CLAIM FOR THE DAMAGE DONE TO THE CAR.
- 12.I WAS TOLD THAT THEY WOULD COVER THE DAMAGES INCURRED, BUT THEY WOULD NOT COVER THE SUB FRAME WHICH WAS RUSTED.
- 13.ON TUESDAY, SEPT. FOURTH, I CONTACTED HYUNDAI(CLAIM #1074241) AND SPOKE WITH DEBBIE(EXT. 54245).
14. I EXPLAINED MY SITUATION TO HER AND SHE INFORMED ME THAT SINCE I WAS THE 2ND OWNER, THE CAR IS NO LONGER UNDER WARRANTY AND MOST LIKELY NOTHING CAN BE DONE.
- 15.I COMPLETELY UNDERSTAND THIS, BUT MY PROBLEM IS THAT, IN MY OPINION, THIS IS A DESIGN FLAW.
- 16.I HAVE LEARNED IN DOING RESEARCH, THAT THERE IS ONLY ONE DRAIN HOLE, WHICH IS LOCATED AT THE FRONT OF THE SUB FRAME.
- 17.THAT WOULD EXPLAIN THE RUST ISSUE IN THE REAR OF THE STRUCTURE.
- 18.NOT ONLY IS THIS A DESIGN FLAW, BUT A VERY SERIOUS SAFETY ISSUE.
- 19.AS I STATED EARLIER, I OR ANYONE ELSE, COULD HAVE BEEN SERIOUSLY INJURED WHEN MY SITUATION OCCURRED.
- 20.I DO NOT FEEL THAT I, OR STATE FARM SHOULD HAVE TO PAY FOR THIS REPAIR.
- 21.I HAVE SINCE FILED A CLAIM WITH THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION REGARDING THIS PROBLEM.
- 22.UPON RESEARCHING THEIR WEBSITE, I FOUND MULTIPLE COMPLAINTS IN REGARDS TO THIS VERY ISSUE.
- 23.ONCE AGAIN, I FEEL THAT THIS IS A VERY SERIOUS SAFETY ISSUE.
- 24.I DO NOT SEE HOW HYUNDAI CAN FEEL THAT THE CONSUMER SHOULD HAVE TO PAY TO HAVE THIS PART REPLACED.
- 25.I AM THUS REQUESTING THAT THIS PART BE REPLACED AND ANY AND EVERYTHING DAMAGED DUE TO THE FAILURE OF THIS STRUCTURAL PIECE AT NO COST TO ME.
- 26.I KNOW THIS CAR IS NO LONGER UNDER WARRANTY, BUT A SIX YEAR OLD CAR SHOULD NOT HAVE RUST ISSUES STRUCTURALLY AND THE BODY BE RUST FREE.
- 27.THE CAR IS CURRENTLY AT JOE HOLLAND HYUNDAI FOR REPAIRS.
- 28.I WAS TOLD BY THEIR BODY SHOP FOREMAN, TIM GRAY, THAT THEY WOULD LOOK AT THE CAR TO GET A CONCRETE DIAGNOSIS TOMORROW.
- 29.I WILL CONTACT YOU BY PHONE UPON LEARNING WHAT THEY DECIDE.
- 30.TIM ALSO INFROMED ME THAT THE LOCAL HYUNDAI REPRESENATIVE WOULD ALSO BE FILING A CLAIM FOR MY SITUATION.
- 31.I AM GOING TO DO EVERYTHING WITHIN MY POWER TO HAVE THIS SITUATION

RESOLVED, ALBEIT CONTACTING THE ATTORNEY GENERAL OR A LAWSUIT.
---WRITER RESPONSE IS WE APPRECIATE CUST CONTACT AND APOLOGIZE FOR THE
CIRCUMSTANCES THAT PROPTED CUST EMAIL. WRITER ADVISED CUST TO BETTER ASSIST
REQUESTING CUST TO CALL HCA. WRITER CREATED/PROVIDED FILE NUMBER. CUST
COMMENTS ARE NOTED

9/7/07 (NCASPER/CVG) CUST STATES:

1.WANTS TO SPEAK TO CM (DGIBSON)

---WRITER ATTEMPTED TO CONTACT (DGIBSON). CUST HUNG UP DURING THE
ATTEMPT.

CLOSE CONCERN

Customer visited Dealership? (Y/N)

Was a repair made to correct this concern? (Y/N)

If Yes, Repair Order: Date: (mmddyyyy) Mileage:

Describe the repair to correct the reported problem:

How many attempts have been made to correct this concern?

Customer received details by:

Who communicated details to customer?

Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)

Is customer satisfied? (Y/N) If No, Please explain:

Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1074741 Method: P Analyst: CACVG13 Date of Text: 9/05/2007

VIN : KMHWF35VX1A(REDACT) Sonata (EF) V-6 Selling Dlr: VA006

Miles: 77,000 M/Year: 2001 Tran: 2 DFU: 4/28/2001 (mm/dd/yyyy)

Branded Info:

Last Name: (REDACT) First: (REDACT) Midl:

Address : (REDACT).

City : MERRIMAC State: MA Zip: (REDACT) Country: USA

Phone-Home: (REDACT) Work: - Ext: Cell#: 500-

e-Mail : (REDACT)

Incomplete Campaign: HPC

Service Dlr: NH006 HAMPTON HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:

Letter Rcvd: VIN Hist: No 9/11/2011

Open Category Open Condition Open Component

NDSV DEALER SERVICE 110W INDEPENDENT BUSINE
OPEN COMMENTS

9/4/07 (JMILLS/CVG) CUST STATES:

1. WOULD LIKE TO SPECK WITH SOMEONE IN CHARGE OF MIKE CURRET A HYUNDAI
REP.

2. WOULD LIKE A CALL BACK.

----WRITER CREATD FILE. WRITER ADVISED TO CUST THA THAT WRITER IS DOCUMENTING
THE CONCERN AND IS PUTTING IN TRACKER TO HAVE SOMEONE IN CHARGE A MIKE CURRET
TO HAVE THEM CALL BACK. CUST UNDERSTANDS.

9/5/07 (SCOOLEY/CVG/LCM) WRITER REVIEWED FILE AND SENT FILE TO ABROWN/LCM

FOR REVIEW/FORWARDING TO NCA.

09/10/07 (AGREEN/CVG) CUST STATES:

1. HAS NOT RECIEVED CALL BACK.
 2. WANTS TO KNOW WHAT IS GOING ON.
 3. VEH FRONT SUB FRAME IS REALLY RUSTED OUT.
 4. DLR NH006 WENT TO REGIONAL REP MIKE CURRET AND MIKE SAID HYUNDAI WILL COVER COST OF PART BUT NOT OF LABOR.
 5. LABOR IS \$810
 6. CUST FEELS THAT HYUNDAI SHOULD PAY THE ENTIRE COST TO FIX BECAUSE VEH HAS ONLY BEEN ON THE COAST FOR 1 YEAR AND SHOULDN'T BE RUSTED THIS BADLY.
- WRITER VERIFIED CUST INFO AND UPDATED FILE. WRITER CALLED DLR NH006 AND SPOKE WITH ERIC (SERVICE MANAGER). ERIC CONFIRMED WHAT CUST SAID. WRITER INFORMED CUST THAT MIKE IS REGIONAL REP AND WRITER DOES NOT HAVE MIKE'S CONTACT INFO BUT DLR NH006 WILL. ADVISED CUST TO CALL DLR TO GET MIKE'S INFO BECAUSE NO ONE AT HCA WILL. CUST UNDERSTOOD AND AFTER WRITER GAVE CUST FILE AND CONTACT INFO CUST ENDED CALL.

09/17/07 (LJONES/CVG) CUST STATES:

1. CUST WANTS TO SPEAK WITH AGREEN
- WRITER ADVISED: AGREEN UNAVAIL, CAN HELP OR LEAVE MSG. CUST WANTS AGREEN TO CALL BACKL

09/17/07 (ASULL/CVG) CUST STATES:

1. REQUEST TO SPEAK WITH AGREEN.
- WRITER VERIFIED CUST INFO. WRITER INFORMED CUST THAT CM WAS UNAVAILABLE. CUST STATES THAT CUST IS TIRED OF WAITING FOR SOMEONE NOT CALLING CUST. CUST IS WANTING SOMEONE TO OVERRIDE REP'S DECISION. WRITER INFORMED CUST THAT CM CANNOT OVERRIDE REP'S DECISION. CUST REQUEST TO SPEAK WITH SUP. WRITER INFORM CUST THAT SUP CALL WILL BE RETURNED WITHIN 24HR BUSINESS HOURS. CUST AGREED. CUST REQUESTED TO BE CONTACTED AT HOME NUMBER ON FILE. CUST THANKED WRITER.

09/18/07 (JMACLEE/CVG/LCM) WRITER CALLED CUST @ 11:27 A.M. MST. THIS IS WRITER'S FIRST ATTEMPT TO REACH CUST FOR REQUEST TO SPEAK WITH SUPERVISOR, WRITER SPOKE WITH CUST AND CUST STATES:

1. WHEN CUST FIRST STARTED MAKING CALLS ON 09/05/07.
2. IS CONCERNED.
3. HAS NOT RECIEVED CALL BACK.
4. WANTS TO KNOW WHAT IS GOING ON.
5. VEH FRONT SUB FRAME IS REALLY RUSTED OUT.
6. DLR NH006 WENT TO REGIONAL REP MIKE CURRET AND MIKE SAID HYUNDAI WILL COVER COST OF PART BUT NOT OF LABOR.
7. LABOR IS \$810
8. CUST FEELS THAT HYUNDAI SHOULD PAY THE ENTIRE COST TO FIX BECAUSE VEH HAS ONLY BEEN ON THE COAST FOR 1 YEAR AND SHOULDN'T BE RUSTED THIS BADLY.
9. WOULD LIKE TO SPEAK WITH REP'S BOSS IN REGARDS TO THE DECISION THAT WAS MADE.
10. DOES NOT FEEL THAT REP MADE CORRECT DECISION AS THE VEH HAS ONLY BEEN ON THE COAST FOR 1 YEAR.
11. HAS ALWAYS LIVED ON THE EAST COAST AND NEVER HAD THIS PROBLEM WITH ANY OTHER VEH.
12. HAS ALREADY SPOKE WITH THE DLRSP AND REQUESTED TO HAVE APPOINTMENT SET UP TO MEET WITH DPSM.

--WRITER EMPATHIZED WITH CUST, WRITER ADVISED CUST THAT WRITER WOULD ONLY BE ABLE TO FORWARD REQUEST TO THE APPROPRIATE PERSONEL FOR THE REQUEST TO SPEAK WITH REP'S SUPERVISOR. WRITER ADVISED CUST THAT IN THE INSTANCE THAT DECISION HAS ALREADY BEEN MADE TO ASSIST THE CUST, THE LIKELIHOOD OF THE DECISION BEING CHANGED WOULD BE VERY MINIMAL. WRITER ADVISED CUST THAT REQUEST WOULD BE

FORWARDED TO THE APPROPRIATE PERSONEL, WRITER EXPLAINED TO CUST THAT WRITER COULD NOT GUARANTEE CALL BACK AS THE DECISION WAS ALREADY MADE FOR ASSISTANCE TO THE CUST. WRITER ADVISED CUST THAT IF CUST IS NOT HAPPY WITH THE DECISION THAT IS MADE, CUST HAS OH WHICH CONTAINS ALTERNATE DISPUTE RESOLUTIONS. CUST THANKED WRITER AND WOULD LIKE TO HAVE LCM FORWARD REQUEST TO THE APPROPRIATE PERSONEL FOR CALL BACK. WRITER ADVISED WOULD BE SENT, CUST THANKED WRITER AND ENDED CALL.

09/18/07 (JMACLEE/CVG/LCM) WRITER UPDATING CUST FILE, WRITER FORWARDING FYI ON DAILY TRACKER FOR CUST REQUESTING TO SPEAK WITH MCURRET'S SUPERVISOR. WRITER SPOKE WITH CUST AND CUST STATES:

1. CONCERNS ARE AS FOLLOWS:

- A) IS CONCERNED THAT THIS PROBLEM SHOULD BE COVERED IN FULL, AS THE VEH HAS ONLY BEEN ON THE COAST FOR 1 YEAR.
- B) WOULD LIKE TO HAVE MIKE CURRET'S SUPERVISOR CALL THE CUST ON HOME PHONE # ON FILE.
- C) WOULD LIKE TO CONTEST DECISION MADE BY REP TO SEE IF THERE COULD BE FULL COVERAGE FOR FRAME RUSTING ON THE VEH.

09/19/07(TCAMP/CVG/LCM) WRITER REVIEWED FILE AND SENT FILE TO ABROWN/LCM FOR REVIEW/FORWARDING TO NCA

9/20/07 (CPARK/CVG) WRITER REVIEWED FILE AND WILL FWD FILE TO CM. THIS SOUNDS LIKE THIS SHOULD BE OPENED TO REGION.

09/20/07 (JMACLEE/CVG/LCM) WRITER UPDATING CUST FILE, WRITER CALLED OVER TO NH006 AND SPOKE WITH KIM/SVC/MGR AND RECEIVED AUTHORIZATION FROM HYUNDAI REP TODAY THAT IF CUST DID TIRES, ALIGNMENT, OIL CHANGE AND POWERSTEERING LINE REPAIRED THAT SUBFRAME WOULD BE TAKEN CARE OF ON THE CUST VEH FOR PARTS AND LABOR. THE CUST VEH IS AT DLRSP NH006 NOW FOR THE SAID REPAIRS. WRITER THANKED KIM FOR TIME AND INFORMATION AND WRITER WILL SOLVE FILE AS THE DLRSP AND APPROPRIATE PERSONEL ARE ASSISTING THE CUST IN THE VEH REPAIRS.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1074992 Method: P Analyst: CACVG61 Date of Text: 9/06/2007
VIN : KMHWF35V3XA(REDACT) Sonata (EF) V-6 Selling Dlr: OH037
Miles: 125,000 M/Year: 1999 Tran: 2 DFU: 8/20/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:

Address : (REDACT)
City : PERRYSBURG State: OH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 874-
e-Mail : (REDACT)

Incomplete Campaign:
Service Dir: OH013 BROWN HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:
Letter Rcvd: VIN Hist: No 9/11/2011
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

09/06/07(DPOTT/CVG) CUST STATES

1. VEH HAS RUSTED AND ENGINE CRADLE HAS RUSTED THRU AND NEEDS REPLACED.
CM CREATED FILE GAVE FILE# NAME AND EXT AND UPDATED FILE
VEH HAS OVER 100.000 K AND CUST IS SECOND ONWER AND ON SECOND OWNER
WARR IS 5 YR 60 K ALSO HMA DOES NOT COVER RUST.
SO CM WAS UNABLE TO ASSIST CUST WITH WARR WORK ON VEH.

09/06/07 (AALLEE/CVG/EMAIL) RECEIVED CUST EMAIL:

1. MY V6 SONATA 99 BROKE DOWN IN MIDDLE OF STREET (YESTERDAY, 5TH OF SEPT. 2007) WITH MY SMALL CHILDREN IN THE CAR.
2. I HAD THE CAR TOWED TO THE NEAREST MECHANIC.
3. I WAS TOLD THE ENGINE CRADLE IS RUSTED OUT AND HAS CAUSE OTHER PROBLEMS SUCH AS BREAKING THE DRIVE SHAFT.
4. I JUST CHECKED AROUND AND FOUND OUT THIS IS A COMMON PROBLEM WITH SONATA IN NORTHERN PART OF THE COUNTRY AND I LIVE IN TOLEDO (OHIO) AREA.
5. THIS PROBLEM IS NOT ONLY COSTING ME A LOT OF MONEY, IT ALSO ENDANGERED MY MY FAMILY.
6. THEREFORE, I EXPECT HMA TO TAKE CARE OF THE PROBLEM WITH NO COST.
7. THIS PROBLEM CAN BE A RECALL.
8. PLEASE REPLY TO MY EMAIL WITHIN THE NEXT 48 HOURS SO I WILL KNOW WHERE TO GO FROM HERE.

---WRITER RESPONSE IS WE APPRECIATE CUST CONTACT AND APOLOGIZE FOR THE CIRCUMSTANCES THAT PROPTED CUST EMAIL. WRITER ADVISED CUST TO BETTER ASSIST REQUESTING CUST TO CALL HCA. WRITER CREATED/PROVIDED FILE NUMBER. CUST COMMENTS ARE NOTED

09/07/07 (AALLEE/CVG/EMAIL) RECEIVED CUST EMAIL:

1. I TALKED TO DELORES BUT ALL SHE TOLD ME WAS THAT HMA COULD NOT DO ANYTHING.
 2. THIS IS A SERIOUS MATTER. MY TWO CHILDREN WERE IN THE CAR AND IF THE WHEEL HAD GIVEN AWAY IN HIGH SPEED, THEY WOULD HAVE BEEN DEAD.
 3. I AM AN EXPERIENCED ENGINEER WORKING AT JEEP'S PLANT IN TOLEDO.
 4. THE RUST PROBLEM TO THE DEGREE TO CAUSE SUCH A FAILURE FOR AN EIGHT YEAR CAR IS NOT NORMAL AND CAN BE REGARDED AS PREMATURE AND HMA SHOULD TAKE THE STEPS TO RECAL AND FIX THE PROBLEM.
 5. PLEASE PROVIDE ME WITH A LOGICAL ANSWER OR HAVE THE CAR FIXED AT NO COST.
 6. THIS TYPE OF ATTITUDE WILL NOT FALL WELL WITH LOCAL AND NATIONAL NEWS.
- WRITER ADVISED CUST TO CONTACT HCA AGAIN, NOT ABLE TO RESPONSE BY EMAIL.

09/10/07(JBECKSTEAD/CVG)CUST STATES:

1. THINKS CHASSE SHOULD BE COVERED
2. GO ON LINE SEEN MANY OTHER SONATA WITH SAME PROBLEM
3. CM IS VERY RESPECTFUL BUT NOT HELPING
4. THIS PROBLEM CAN KILL PEOPLE

5. HOW WOULD HYUNDAI FEEL IF FAMILY WOULD HAVE DIED
6. HYUNDAI SHOULD STEP OUT AND SEE THE PROBLEM
7. WILL GO ANY WHERE HAS TO LEMON LAW ATTORNEY GENERAL
8. CHILDREN COULD HAVE BEE KILLED
9. TAKING PICS OF EVERYTHING

---WRITER APOLOGIZES TO CUST FOR THE MISHAP. WRITER ADVISED CUST THAT A DIAGNOSES FROM A HYUNDAI DLR IS NEEDED. CUST DOES NOT WANT TO PAY FOR REPAIR OR TOWING. WRITER ADVISED CUST THAT HYUNDAI CAN NOT ASSIST CUST WITH OUT A DIAGNOSES. CUST IS UPSET AND WANTS HYUNDAI TO STEP UP AND TAKE RESPONSIBILITY FOR THE PARTS. WRITER ADVISED CUST TO GET THE DIAGNOSES AND CALL WRITER BACK WRITER GAVE FILE NUMBER AND EXT. CALL ENDED.

09/13/07 (AALLEE/CVG/EMAIL) RECEIVED CUST EMAIL:

1. I HAVE ATTACHED PHOTOS FROM MY CAR SO YOU REALIZE THE EXTENT OF RUST AND DAMAGE.
2. IT MAKES NO SENSE TO STILL PERSIST ON HAVING WARRANTY FOR REPAIR.
3. FOR AN EIGHT YEAR OLD CAR THAT IS IN VERY GOOD CONDITION THIS IS NOT ACCEPTABLE AND THERE IS DEFINITELY SOME THING WRONG WITH DESIGN OR MATERIAL.
4. I TRULY EXPECTED YOU TO REIMBURSE THE COST OF REPLACING THE ENGINE CRADLE.

---WRITER ADVISED CUST THAT ATTACHMENTS CAN NOT BE OPENED AND TO CONTINUE TO WORK WITH CM

09/14/07 (AALLEE/CVG/EMAIL) RECEIVED CUST EMAIL:

1. BASED ON YOUR EMAIL YOU WERE NOT ABLE TO OPEN UP THE PICTURE FILES I SENT YOU YESTERDAY.
2. I SENT YOU ANOTHER EMAIL YESTERDAY (SEPT. 13) AND ASKED YOU TO SUPPLY ME WITH A FAX NUMBER SO I COULD SEND YOU PICTURES FROM MY RUSTED ENGINE CRADLE.
3. AS I MENTIONED IN MY YESTERDAY EMAIL, IF YOU ARE REALLY CUSTOMER DRIVEN COMPANY, YOU COOPERATE IN EVERY WAY TO SOLVE THE PROBLEM.
4. I SUPPOSE IF YOU SUPPLY ME WITH A FAX NUMBER TO CONSUMER AFFAIRS AND A SPECIFIC NAME, I WILL BE ABLE TO PROVE TO YOU THAT THE ENGIN CRADLE ON SONATA IS NOT SAFE.

---WRITER AGAIN REQUEST THAT CUST CONTACT HCA AND PROVIDED THE FAX NUMBER.

9/17/07 (JCANN/CVG/LCM) WRITER RECEIVED A FAX, FORWARD A COPY TO CM.

09/19/07(JBECKSTEAD/CVG)

---WRITER RECIEVED FAX TODAY AND WILL OPEN TO REGION TOMORROW.

09/20/07 (AALLEE/CVG/EMAIL) RECEIVED CUST EMAIL:

1. ON MONDAY SEPT. 17, SOME PICTURES FROM THE RUSTED ENGIN CRATLE WERE FAXED TO YOU SUCCESFULLY.
2. I TRULY LIKE TO HAVE YOUR OPINION REGARDING THE PROBLEM NOW THAT YOU HAVE SEEN THE PICTURES.
3. WHO EVER HAS SEEN THE PICTURES STRONGLY BELEIVES THAT HUYNDAI SHOULD STEP IN AND PAY FOR THE REPAIR.

---WRITER ADVISED CUST THAT FILE WILL BE OPENED TO THAT APPROPRIATE PERSONAL BY CM JBECKSTEAD.

09/27/07(JBECKSTEAD/CVG)

---WRITER CALLS CUST TO GET MORE INFO. NO ANSWER, WRITER LEFT VM.

9/28/07(GMACKKEY/CVG)CUST STATES

1. CUST WANTS TO RECIEVE REIMBURSEMENT FOR THE LOWER CONTROL ARM
2. THE VEH WAS REPAIRED NO PROBLEM WITH VEH NOW.
3. WRITER WAS GOING TO OPEN TO REGION FOR THE CONCERN

4. AFTER THE VEH HAS BEEN REPAIRED THERE IS NOTHING REGION CAN DO
5. CUST WANTS A CALL BACK TO GET STATUS ON THE FILE, CAN CALL WORK NUMBER
6. CUST WILL BE FAXING A RECEIPT IN SHOWING THE REPAIR AND THE COST
7. THE INDEPENDENT SHOP IS MYTEE REPAIR, 419-872-0668
-----WRITER ADVISED THE CUST TO SEND IN COPY OF THE RECEIPT FOR THE LOWER
CONTROL ARM, AND THAT CM WILL BE GIVING THE CUST A CALL BACK TO GET MORE INFO
IF NEEDED. CUST UNDERSTOOD AND WRITER THANKED THE CUST FOR CALLING HYUNDAI AND
THE CALL ENDED.

09/28/07(JBECKSTEAD/CVG)

---WRITER CALLED CUST AND LET CUST KNOW THAT THERE IS NOTHING HYUNDAI CAN DO
VEH IS A 1999 AND HAS 125,000+ MILES ON IT. CUST IS STILL EXTREMELY DISTRAUGHT
WOULD LIKE HYUNDAI TO DO SOMETHING ABOUT IT. WRITER ADVISED THERE JUST IS
NOTHING THAT CAN BE DONE. CUST THANKS WRITER, WRITER GAVE FILE NUMBER AND EXT
CALL ENDED,

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1076492 Method: P Analyst: CACVG56 Date of Text: 9/13/2007
VIN : KMHWF25SXXA(REDACT) Sonata (EF) Selling Dlr: NH012
Miles: 83,000 M/Year: 1999 Tran: 2 DFU: 9/10/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : CHELMSFORD State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 256-
e-Mail : NOEMAIL
Incomplete Campaign:
Service Dlr: NH012 NASHUA HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: Yes 9/11/2011
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NPRD PRODUCT 800A GENERAL DISSATISFA
NPRD PRODUCT 250F UNHAPPY WITH PRODU
NPRD PRODUCT 250K CUSTOMER NO LONGER
OPEN COMMENTS

09/13/07 (LWELTE/CVG) CUST STATES:

1. CUST WANTS TO KNOW IF HYUNDAI WILL ASSIST CUST WITH THE ENGINE FRAM RUSTING.
2. CUST LOVES VEH BUT FEELS AT THIS TIME IT IS SO RUSTED IT IS UNSAFE TO DRIVE.

---WRITER STATES: WRITER EMPATHIZED WITH CUST VEH RUSTING. AND CALLED DLRSP NH012 TO SEE IF HYUNDAI IS AWARE OF THIS ISSUE HAPPENING TO HYUNDAI 1999 SONATA. SERV MANG EXPLAINED TO WRITER THAT OLDER HYUNDAI'S HAVE BEEN KNOWN TO DO THIS, BUT THE PROBLEM IS ONLY COVERED UNDER THE 5YR.60K MILE WARRANTY. DAVID QUOTED WRITER THE PRICE OF AROUND \$1,500 TO BE FULLY REPAIRED. WRITER THANKED DAVID AND EXPLAINED TO WRITER ADVISING CUST TO CALL NH012 AND TALK TO DAVID ABOUT SCHEDULING REPAIR. WRITER RESOLVE ALL AND INFORMED CUST OF EXT AND FILE#. WRITER THANKED CUST FOR CALLING HCA.

9/17/07 (CMILL/CVG) CUST STATES:

1. SUB FRAME OF VEHICLE IS RUSTING, AND ENGINE IS GOING TO FALL OUT
2. THE ENTIRE FRAME NEEDS TO BE REPLACED
3. CUST IS A PREVIOUS OWNER
4. CUST WANTS TO KNOW IF THERE IS ANYTHING THAT HYUNDAI CAN DO
5. CUST WOULD LIKE AT LEAST SOME COMPENSATION

---WRITER INFORMED CUST THAT IF CUST CAN GET PROOF OF THIS BEING A MANUFACTURE DEFECT THERE MIGHT BE A POSSIBILITY OF HYUNDAI HELPING WITH THE SITUATION. CUST WOULD LIKE LWELTE TO CALL BACK ASAP. WRITER IFORMED CUST THAT WRITER WILL HAVE CM CALL BACK TOMORROW. THANKED CUST FOR CALLING HYUNDAI.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1076542 Method: P Analyst: CACVG99 Date of Text: 9/13/2007
VIN : KMHWF35V9XA(REDACT) Sonata (EF) V-6 Selling Dlr: KY001
Miles: 98,000 M/Year: 1999 Tran: 2 DFU: 9/07/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: A
Address : (REDACT)
City : LOUISVILLE State: KT Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: 4073 Cell#: (REDACT)
e-Mail : NOEMAIL
Incomplete Campaign: HPC V01
Service Dlr: KY018 OXMOOR HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: CE HPP: HCP:

Letter Rcvd: VIN Hist: No 9/11/2011
Open Category Open Condition Open Component

NOTH OTHER 100C OWNER INFO CORRECT
OPEN COMMENTS

09/13/07 (JROSAS/CVG) CUST STATES:

1. HAS A CRACKED FRAME.
 2. HAS READ IN THE OH SUPPLEMENT THAT THE FRAME OF THE VEH SHOULD LAST 10 YRS.
 3. WOULD LIKE TO SPEAK TO A SUP.
- WRITER INFORMED CUST THAT SINCE CUST IS A SUBSEQUENT OWNER OF THE VEH THAT CUST ONLY HAS 5/60 WICH EXPIRED ON 04, AND THAT 10/100 APPLIED TO THE ORIGINAL OWNER OF THE VEH CUST GOT UPSET BECAUSE CUST KEEPED INSISTING THAT CUST SHOULD HAVE 10 THAT THE BODY SHOULD LAST WITHOUT RUST, WRITER INFORMED CUST THAT WRITER WOULD PROVIDE CUST WITH A 24 HOUR SUP CALL.

9/20/07 (MMART/CVG/LCM) WRITERS FIRST ATTEMPT TO CALL CUST. 7:07 AM MST.
LCM WAS NOT SUCCESFUL IN REACHING CUST. NO VM LEFT.

9/24/07 (MMART/CVG/LCM) WRITERS SECOND ATTEMPT TO CALL CUST. 7:33 AM MST.
SOMEONE ANSWERED PHONE THEN HUNG UP. LCM WILL TRY TO CALL BACK LATER.

9/25/07 (MMART/CVG/LCM) WRITERS THIRD ATTEMPT TO CALL CUST. LCM WAS NOT
SUCCESFUL IN REACHING CUST. NO VM LEFT. LCM WILL SOLVE FILE UNTIL CUST CALLS
BACK.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1076616 Method: P Analyst: CACVG29 Date of Text: 9/14/2007
VIN : KMHWF35V4YA(REDACT) Sonata (EF) V-6 Selling Dlr: CT020
Miles: 97,000 M/Year: 2000 Tran: 2 DFU: 2/17/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : LODLOW State: MA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 583-
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: MA053 BALISE HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800

Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 9/11/2011
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

9/14/07 (JMILLS/CVG) CUST DAUGHTER STATES:

1. THE MOTHER WAS DRIVING THE VEH AND THE CROSS MEMBER WAS CAVED IN AND RUSTED
2. IS THE COVERED UNDER WARRANTY.

---WRITER CREATED FILE WRITER ADVISED TO CUST THAT WRITER NEEDS THE VIN #.
WRITER ADVISED ONCE THAT DAUGHTER CALLS BACK IN WITH THE VIN WRITER WILL BE
ABLE TO FURTHER ASSIST. CUST UNDERSTANDS. WRITER GAVE FILE NUMBER AND EXT.

09/17/07 (ALOUG/CVG) CUST STATES:

1. REQUESTING TO SPEAK WITH JMILLS.
2. WAS ADVISED TO CALL BACK WITH THE VIN.
3. THE FRONT CROSS MEMBER IS RUSTED OUT.
4. CUST WAS ADVISED BY 3RD PARTY THAT THIS IS A COMMON CONCERN WITH THIS VEH.
5. CUST FEELS THIS IS A DANGEROUS CONCERN AND THAT HYUNDAI SHOULD LOOK INTO
A REPAIR OR CAM ON THIS PART.

---WRITER ADVISED THAT JMILLS IS NOT CURRENTLY AVAILABLE. WRITER UPDATED THE
VIN. WRITER CALLED MA053 AND RETRIEVED PART #: 6240538101. WRITER ADVISED THE
CUST THAT AS THIS IS NOT CONSIDERED A PART OF THE POWERTRAIN, THIS PART IS
NO LONGER COVERED UNDER WARR. WRITER ADVISED THAT HYUNDAI IS NOT AWARE OF
CONCERN IN OTHER VEH'S. WRITER THANKED CUST FOR ADVISING OF CONCERN. ADVISED
WRITER WILL FORWARD CUST COMMENTS. CUST THANKED WRITER FOR ASSISTANCE.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1076883 Method: P Analyst: CACVG32 Date of Text: 9/17/2007
VIN : KMHWF35H42A(REDACT) Sonata (EF) V-6 Selling Dlr: PA044
Miles: 86,000 M/Year: 2002 Tran: 2 DFU: 10/30/2001 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First(REDACT) Midl: A
Address : (REDACT)
City : TRAFFORD State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 469-
e-Mail : (REDACT)
Incomplete Campaign:

Service Dlr: PA044 BOWSER HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 9/11/2011
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

9/17/07 (JCANN/CVG) CUST COUSIN (JAMIE) STATES:

1. DRIVES THE VEH.
2. BOUGHT VEH 2 YEARS AGO PRE-OWNED.
3. TOOK VEH IN TO HAVE THE EMISSIONS DONE AND IT WONT PASS EMISSIONS.
4. THERE IS A BIG HOLE IN THE FRONT RIGHT ENGINE CRADLE DUE TO RUST.
5. STILL OWES \$8000 ON VEH AND CANT AFFORD TO PAY TO HAVE THIS FIXED.
6. HAS NOT BEEN TO A HYUNDAI DLR TO HAVE IT LOOKED AT.

---WRITER UPDATED INFO/MILES/EMAIL. WRITER ADV CUST THAT CUST IS PAST THE 5/60
WARR ON VEH. WRITER ADV CUST THAT CUST WILL NEED TO TAKE VEH TO A HYUNDAI DLR
TO HAVE IT LOOKED AT TO SEE IF THE ISSUE IS COVERED UNDER A DIFFERENT WARR
THAN THE 5/60. WRITER ADV CUST UNTIL CUST TAKES VEH TO A HYUNDAI DLR TO HAVE
IT DIAGNOSED WRITER IS NOT ABLE TO SEE IF HYUNDAI IS ABLE TO ASSIST CUST OR
IF IT IS COVERED UNDER WARR. WRITER ADV CUST IF CUST TAKES VEH TO A HYUNDAI
DLR WRITER CAN NOT GUARANTEE THAT IT WILL BE COVERED OR THAT HYUNDAI WOULD BE
ABLE TO ASSIST CUST. CUST STATED CUST WILL TAKE VEH TO A HYUNDAI DLR TODAY.
AND CALL BACK.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1077083 Method: P Analyst: CACVG32 Date of Text: 9/17/2007
VIN : KMHWF35V3YA(REDACT) Sonata (EF) V-6 Selling Dlr: NH009
Miles: 60,000 M/Year: 2000 Tran: 2 DFU: 7/27/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: F
Address : (REDACT)
City : LITCHFIELD State: NH Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: NH009 AUTOFAIR HYUNDAI

Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: Yes 9/11/2011
Open Category Open Condition Open Component

MENG ENGINE 1700 GENERAL ENGINE DAM
NWAR WARRANTY 170J REPAIR NOT COVERED
OPEN COMMENTS

9/17/07 (JMILLS/CVG) CUST STATES:

1. THE ENGIN FRAME IS ROTTING.
2. THE DLR NH009 STATES THAT IT IS NOT COVERED UNDER WARR.
---WRITER CREATED FILE. WRITER ADVISED TO CUST THAT WRITER WOULD CONTACT THE DLR TO GATHER INFORMATION. WRITER CONTACTED THE DLR. SERVICE DEPARTMENT WAS NOT AVAIL. WRITER ADVISED TO CUST THAT DLR WAS NOT AVAIL. WRITER ADVISED TO CUST THAT WRITER WOULD CONTACT THE DLR TOMORROW AND GATHER THE INFORMATION. CUST UNDERSTANDS, WRITER GAVE FILE # AND EXT.

9/18/07 (JMILLS/CVG) WRITER CONTACTED THE DLR.

1. THE DLR HAS NO RECORD OF THE VEH BEING THERE.
---WRITER THEN CONTACTED THE CUST AND GATHER MORE INFORMATION.
---WRITER THEN CONTACTED THE DLR ONCE AGAIN. DLR STATES:
1. THAT THE VEH NEEDS TO BE BROUGHT IN TO HAVE THE VEH LOOKED AT. DLR ADVISED TO WRITER THAT THE WARRANTY FOR THE PART IS 5/60. WRITER THANKED DLR FOR THE HELP. WRITER CONTACTED THE CUST TO LET CUST KNOW.
WRITER ADVISED TO THE CUST THAT THE WARRANTY FOR THAT PART IS 5/60. BUT TO HAVE THE VEH TAKEN IN TO HAVE VEH LOOK AT THE VEH.

9/20/2007(WDEVE/CVG)DLR STATES:

1. CUST ADVISED DLR THAT DLR WAS SUPPOSED TO CALL HCA, ONCE THE VEHICLE HAD BEEN LOOKED AT.
2. DLR STATES THE SUB FRAME IS ROTTEN, THIS SHOULD NOT BE GOODWILLED VEHICLE IS A 2000.
---WRITER ADVISED CUST THAT CM WOULD BE MORE THEN HAPPY TO UPDATE THE FILE INFO. CM ADVISED DLR THAT JMILLS WAS UNABLE TO TAKE THE CALL AT THIS TIME. CM ADVISED DLR THAT CM WOULD BE MORE THE HAPPY TO TAKE THE CALL. DLR STATES THE A ABOVE INFO. CM THANKED DLR FOR CALLING AND ADVISED DLR THAT CM WOULD NOTE THE CALL. DLR THANKED CM FOR THE TIME AND HELP.

9/25/07 (JCANN/CVG) CUST STATES:

1. WANTS TO SPEAK WITH (JMILLS).
---WRITER ADV CUST THAT CM IS NOT AVAILABLE. WRITER OFFERED TO ASSIST.
---CUST STATES:
1. THE FRAME AROUND THE ENGINE HAS RUSTED AND THE ENGINE IS READY TO FALL OUT.
2. WANTED TO KNOW IF DLR HAS CALLED.
3. FEELS THIS SHOULD BE COVERED DUE TO CUST HAS 4 OTHER VEH'S AND THIS HAS NEVER HAPPENED TO THOSE VEH'S.
4. VEH IS IN THE GARAGE ALL THE TIME.
5. IT IS GOING TO BE A \$2500.00 REPAIR.
5. (JMILLS) ADV CUST TO TAKE VEH IN TO HAVE A DIAGNOSES DONE ON VEH EVEN WHEN CM KNEW THAT CUST WAS OUT OF WARR.
6. DLR HAS ADV CUST THAT DLR SEE'S THIS ALL THE TIME ON THESE VEH'S, ITS COMMON.
7. FEELS IT IS A MANUFACTURE DEFECT AND SHOULD BE COVERED.
8. WOULD LIKE TO SPEAK WITH (JMILLS).
9. WOULD LIKE (JMILLS) TO CALL DLR AND SPEAK WITH ROGER IN SERVICE.
---WRITER ADV CUST THAT DLR DID CALL. WRITER ADV CUST THAT IT IS NOT COVERED UNDER WARR AND NO GOODWILL WOULD BE OFFERED. WRITER ADV CUST THAT WRITER WILL

LEAVE A MESSAGE FOR (JMILLS) TO CALL DLR AND CALL CUST. CUST STATED CUST WOULD LIKE CM TO CALL CUST ON THE CELL#.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1077377 Method: P Analyst: IMANGERI Date of Text: 9/19/2007
VIN : KMHWF35V3YA(REDACT) Sonata (EF) V-6 Selling Dlr: NJ041
Miles: 110,000 M/Year: 2000 Tran: 2 DFU: 1/08/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: L
Address : (REDACT)
City : CINNAMINSON State: NJ Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: (REDACT) Ext: Cell#: 829-
e-Mail : (REDACT)
Incomplete Campaign: HPC
Service Dlr: NJ041 HYUNDAI CITY
Action : CLO Responsibility: R DCS: C Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 9/11/2011
Open Category Open Condition Open Component

MENG ENGINE 1700 GENERAL ENGINE DAM
NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

09/18/07 (CDEIPA/CVG) CUST STATES:

1. WAS DRIVING ON THE FREEWAY WHEN FRONT RIGHT SIDE OF VEH JERKED AND SLIPPED DOWN.
 2. AT FIRST THOUGHT VEH HAD LOST A TIRE.
 3. HAD VEH TOWED TO DLR NJ041.
 4. DLR INFORMED CUST THAT FRONT RIGHT SIDE OF ENGINE FRAME HAD ROTTED THRU.
 5. DLR HAD NO EXPLANATION FOR WHAT HAD HAPPENED.
 6. DLR INFORMED CUST THAT THIS IS NOT A WARRANTEED ISSUE.
 7. FEELS THAT THIS ISSUE SHOULD BE WARRANTEED.
 8. FELT THAT LIFE WAS IN DANGER WHEN ENGINE FELL OUT BOTTOM AND CUST ALMOST CRASHED WHILE GOING 70MPH ON THE FREEWAY.
- WRITER INFORMED CUST THAT CM WOULD CONTACT DLR TO OBTAIN MORE INFO. WRITER VERIFIED INFO ON FILE.
--WRITER CONTACTED DLR NJ041 SPOKE WITH PHIL SRVC WRITER. PHIL STATED THAT ENGINE HAS FALLEN OUT ON THE RIGHT SIDE. STATED THAT SUPPORT HAS RUSTED THRU.

THE DATES AND SERVICE PROVIDED FOR RECENT REPAIR ATTEMPTS ARE AS FOLLOWS:
10/18/06 @ 88,582 MILES. CEL AND CO2 SENSOR WAS REPLACED. A CRANK SENSOR WAS
INSTALLED IN VEH.

04/02/07 @ 108,512 MILES. VEH IN FOR CEL. A TUNEUP AND TRANSMISSION FLUSH
WERE PERFORMED.

09/17/07 @ 109,101 MILES. FRONT RIGHT SIDE OF ENGINE FRAME HAS ROTTED THRU.
HAS NO EXPLANATION FOR WHAT HAS HAPPENED. DLR STATES THAT ISSUE IS NOT
WARRANTABLE. WRITER THANKED PHIL FOR TIME AND ASSISTANCE.

--WRITER INFORMED CUST OF DLR'S STATEMENTS. WRITER INFORMED CUST THAT FILE
WILL BE OPENED TO REGION FOR FURTHER ASSISTANCE. CUST UNDERSTOOD.

--OPEN TO REGION NOTES:

1. WRITER IS OPENING THIS FILE TO REGION BECAUSE FRONT RIGHT SIDE OF ENGINE
FRAME HAS ROTTED THRU. DLR HAS NO EXPLANATION FOR WHY THIS HAPPENED.
2. THIS IS THE FIRST TIME VEH HAS BEEN INTO DLR FOR THIS CONCERN.
3. THE DATES AND SERVICE PROVIDED FOR RECENT REPAIR ATTEMPTS ARE AS FOLLOWS:
10/18/06 @ 88,582 MILES. CEL AND CO2 SENSOR WAS REPLACED. A CRANK SENSOR WAS
INSTALLED IN VEH.

04/02/07 @ 108,512 MILES. VEH IN FOR CEL. A TUNEUP AND TRANSMISSION FLUSH
WERE PERFORMED.

09/17/07 @ 109,101 MILES. FRONT RIGHT SIDE OF ENGINE FRAME HAS ROTTED THRU.
HAS NO EXPLANATION FOR WHAT HAS HAPPENED. DLR STATES THAT ISSUE IS NOT COVERED
UNDER WARRANTY.

4. THE VEH IS CURRENTLY AT DL NJ041.
5. TECH LINE AND DPSM HAVE NOT BEEN CONTACTED OR INVOLVED.
6. THIS HAPPENED TO CUST WHILE DRIVING ON THE FREEWAY, FRONT RIGHT SIDE OF
VEH JERKED AND SLIPPED DOWN. CUST THOUGHT VEH HAD LOST A TIRE WHEN IT HAPPENED
7. THERE ARE NO AFTER MARKET PARTS AFFECTING VEH.
8. THE DLR IS NOT REQUESTING ASSISTANCE AT THIS TIME.

9/19/07 (CPARK/CVG) WRITER REVIEWED FILE AND WILL OPEN FILE TO REGION.

*****ATTN REGION*****
PLEASE NOTE ABOVE COMMENTS AND INVOLVE REGIONAL PERSONNEL AS NEEDED TO ASSIST
DLR IN RESOLVING VEH CONCERNS. PLEASE CLOSE FILE WITH COMMENTS SO THAT HMA NCA
CAN SUPPORT. THANKS.

***** OPENED FROM INQUIRY STATUS: 09/19/2007 *****

9/19/07(BB)ERCA. WRITER SENT FYI E-MAIL TO DPSM/PB WHO STATED HE WILL GOOD
WILL SUBFRAME REPAIR.

DCS MESSAGE SENT : 09/20/2007, (FIRST MESSAGE)

*****9/20/07 (IM)ERCA WRITER SPOEK WITH GREG AT NJ041 AND HE MENTIONED HE HAS
TALKED WITH DPSM/PB AND WE WILL BE PAYING FOR THE SUBFRAME AND CUST WILL PAY
LABOR FOR THIS CONCERN. GREG STATES HE TALKED WITH CUST TDY AND CUST IS IN AGR
EEMENT WITH THIS ARRANGEMENT. WRITER CLD AND LVM FOR CUST 1125AM

09/20/07 (DGIBSON/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK TO CDEIPA.
2. WRITER ADVISES CM IS NOT AVAILABLE, CAN WRITER ASSIST OR TAKE A MESSAGE?
----CUST WANTS TO KNOW REASON THAT THE FRAME FAILED ON THE VEHICLE AND IS
ALSO A LITTLE UPSET THAT CUST HAS TO PAY LABOR. WRITER EXPLAINS THAT CUST
NEEDS TO WORK WITH SERVICE MANAGER AT DLR AND THAT IF MANAGER DOESN'T HAVE
ANSWERS, NEEDS TO CONTACT DPSM. CUST UNDERSTANDS AND DECLINES WRITER'S OFFER
OF NAME AND EXTENSION.

*****9/20/07 (IM)ERCA WRITER RECVD MSG FROM CUST ADN RETURNED CALL. CUST SAYS HE HAD HIS CAR IN AT DLR ABOUT 3-4 MTHS AGO FOR TRANSMISSION AND ENGINE REPAIRS THAT WERE NOT COVERED UNDER WRTY AND HE HAD A 1,000 BILL. CUST CANNOT UNDERSTAND WHY DLR DID NOT SEE THAT FRAME WAS RUSTED AT THAT TIME SO HIS CURRENT CONCERN WOULD NOT HAVE HAPPENED. CUST SAYS WAS DRIVING ON HWY AND FRAME CRACKED AND HE LOST THE FRONT WHEEL OF HIS CAR AND SKIDDED OFF THE HWY. WRITER EMPATHIZED WITH CUSTOMER CONCERN. WRITER ADVISED HAVE SPOKEN TO DLR AND THEY HAVE SAID REPLACING THE SUB FRAME UNDER WRTY AND CUST WOULD PAY FOR LABOR. CUSTOMER WAS A LITTLE UPSET SINCE HE JUST HAD THE CAR THERE A FEW MTHS AGO AND HE HAS EXTENDED WRTY. WRITER ADVISED WOULD REVIEW WITH DPSM/PB TO SEE IF ANY ADDITIONAL GW COULD BE OFFERED FOR THIS. CUST THANKED WRITER.

DCS MESSAGE SENT : 09/21/2007, (SECOND MESSAGE)

*****9/24/07 (IM)ERCA WRITER RECVD CALL FROM CUST AS TO ANY MORE INFORMATION FOR HIS CAR. WRITER ADVISED WILL BE CALLING DLR TODAY AS TO STATUS AND WILL CONTACT THE CUSTOMER BACK. WRITER CLD DLR AND THEY HAVE THE SUBFRAME IN AND WAITING FOR A BOLT TO COME IN. CAR SHOULD POSSIBLY BE READY TODAY

*****9/24/07 (IM)ERCA WRITER CLD CUST TO ADVISE OF STATUS ON CAR AT THIS TIME. PER DLR CAR SHOULD POSSIBLY BE READY FOR TODAY BUT DLR WILL CALL CUST. WRITER ADVISED THAT PART IS TECHNICALLY OUT OF WARRANTY AND AS GW GESTURE DPSM/PB IS WILLING TO COVER THE PART.CUSTOMER UNDERSTOOD. WRITER WILL FOLLOW UP WITH CUST AND DLR ON 9/25

9/27/07 (IM)ERCA WRITER SPOKE WITH DLR. CAR IS PICKED UP BY CUST ON 9/25 RO# 259902 113,996 MILES REAPLACED SUBFRAME ON CAR . WRITER CLD CUST AND CUST SAYS CAR SEEMS FINE BUT HE IS SUPRISED THAT THERE ARE NO BULLETINS OUT ON THIS CONCERN AS HE WENT ON THE INTERNET AND FOUND A LOT OF PEOPLE WITH THE SAME PROBLEM. WRITER ADVISED CAN'T SPEAK TO WHAT IS OUT ON THE INTERNET BUT HMA IS WILLING TO ASSIST WITH CUSTOMER CONCERNS.WRITER WELCOMED CUST TO CALL IF HAS ANY FUTURE NEED.CUSTOMER MENTIONED HE IS PROBABLY SELLING THE CAR SO HE IS NOT TOO WORRIED

CLOSE CONCERN

Customer visited Dealership? Y (Y/N)
Was a repair made to correct this concern? Y (Y/N)
If Yes, Repair Order: 259902 Date: 9/17/2007 (mmddyyyy) Mileage: 113996
Describe the repair to correct the reported problem:
REPLACED SUB FRAME
How many attempts have been made to correct this concern? 99
Customer received details by: T
Who communicated details to customer? D
Customer given rental/loaner car? N (Y/N) Goodwill funds used? N (Y/N)
Is customer satisfied? Y (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

9/27/07 (IM)ERCA WRITER CLOSING FILE.SEE FILE NOTES

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1078047 Method: P Analyst: BBEATY Date of Text: 9/20/2007
VIN : KMHWF35V01A(REDACT) Sonata (EF) V-6 Selling Dlr: PA044
Miles: 129,000 M/Year: 2001 Tran: 2 DFU: 7/27/2001 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: J

Address : (REDACT)
City : BUTLER State: PA Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: XXX XXX-XXXX Ext: Cell#: (REDACT)
e-Mail : NO EMAIL
Incomplete Campaign: HPC
Service Dlr: PA057 MIKE KELLY HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: 10/100000/000/ 4B HCP:
Letter Rcvd: VIN Hist: No 7/27/2011
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

09/20/07(DPOTT/CVG) CUST STATES

1. VEH WILL NOT PASS INSPECTION AS UNDER CARRIAGE IS RUSTED
2. MOTOR CARRIAGE THE MOUNT MOTOR TO CARRIAGE IS RUSTED OUT.
CM CREATED FILE GAVE FILE# NAME AND EXT.
CM ADVISED CUST THAT VEH NEEDS TO BEEN DIAGNOSED AT HYUDNAI DLR
CUST WILL TAKE TO DLR AND CM THANKED CUST FOR CALLING AND ADVISING HCA OF THIS
AND CALL ENDED

09/21/07 (DGIBSON/CVG) THAD FROM DLR PA044 STATES:

1. VEHICLE BROUGHT IN TO DLR TO HAVE FRAME DIAGNOSED.
2. VEHICLE IN BAD SHAPE, NOT SAFE TO DRIVE.
----WRITER WILL PASS ALONG THE INFORMATION TO DPOTTS.

09/21/07 (ADUTSON/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH (DPOTT/CVG)
--WRITER ONFORMED CUST THAT (DPOTT/CVG) IS UNAVAIL WILL TAKE A MESSAGE FOR CM.
CUST SAID THANK YOU AND ASKED THAT (DPOTT/CVG) PLEASE CALL CUST ON CELL PHONE
(724)712-1137. WRITER THANKED CUST FOR CALLING HCA.

09/21/07(DPOTT/CVG) WRITER STATES

REASON TO OPEN TO REGION
1. VEH UNDER CARRIAGE IN FRONT IS RUST THRU NOT SAFE TO DRIVE.
2. WAS AT DLR PA044 ON 09/20/07 FOR DIAGNOSTIC. AND VEH IS NOT SAFE TO DRIVE
09/20/07 @129.000 ON VEH VEH FRONT OF UNDER CARRIAGE IS RUSTED THRU AND
IN VERY BAD SHAP
4. VEH IS WITH CUST
5. TECH OR DPSM NOT INVOLVED
6. VEH UNDER CARRIAGE IN FRONT IS COMPLETELY RUSTED OUT ONGOING CONCERN
7. NO AFTERMARKET PARTS AFFECTING CONCERN
8 CM WILL TRY TO OPEN TO REGION AS CM HAS HAD MANY CALLS WITH SONATA
AND RUSTED CARRIAGE AND CM WANTS THE REGION TO KNOW OF THIS CONCERN

9/21/2007(WDEVE/CVG)CUST STATES:

1. WOULD LIKE TO SPEAK WITH DPOTT.
--WRITER ADVISED CUST THAT CM DPOTT IS UNABLE CM WOULD BE MORE THEN HAPPY TO
ASSIST CUST. CUST STATES WOULD LIKE TO KNOW IF THE PART IS GOING TO BE COVERED
CM ADVISED CUST THAT DUE TO THE PART NEEDING TO BE LOOKED AT BY THE HYUNDAI
DLR TO DETERMINE WARR COVERAGE. CM WOULD NOT BE ABLE TO TELL CUST THIS. CM
ADVISED CUST THAT CM DPOTT HAS SENT THE INFO ON TO THE HIGHER PERSONEL. CUST
UNDERSTOOD AND CM THANKED CUST FOR CALLING HCA.

9/24/2007 (CPARK/CVG) WRITER SENT AN FYI EMAIL TO REGION.

9/24/07(BB)ERCA. WRITER SENT FYI E-MAIL TO DPSM/TB

9/26/07(BB)ERCA. WRITER SPOKE TO SVC WTR AT PA044 WHO STATED THEY HAVE NEVER SEEN CUST.

9/26/07(BB)ERCA. WRITER SPOKE TO SVC MGR RANDY AT PA057 WHO STATED THAT THEY HAVE THE VEH. WRITER STATED HE NEEDS TO CALL DPSM/TB TO REPLACE SUBFRAME

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1078149 Method: P Analyst: CACVG76 Date of Text: 9/21/2007
VIN : KMHWF35V3XA(REDACT) Sonata (EF) V-6 Selling Dlr: CT012
Miles: 84,000 M/Year: 1999 Tran: 2 DFU: 6/30/1999 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl: -
Address : (REDACT)
City : TORRINGTON State: CT Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: (REDACT)
e-Mail : NO EMAIL
Incomplete Campaign:
Service Dlr: CT012 TORRINGTON HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: EA HPP: HCP:
Letter Rcvd: VIN Hist: No 7/27/2011
Open Category Open Condition Open Component

MBDY BODY 4030 RUST/CORROSION
OPEN COMMENTS

09/21/07(DPOTT/CVG) CUST FATHER IN LAW STATES:
1. VEH FRONT PASSENGER WHELL BUCKLED SIDEWAYS.
2. VEH HAS A RUSTED UNDER CARRIAGE AND WAS RUSTED ALL THE WAY THRU.
3. SUBFRAME IS ROTTED OUT A LARGE RUSTED OUT WHOLE IS IN SUBFRAME.
4. THIS HAPPENED LAST NIGHT 09/20/07 AND VEH HAS NOT BEEN SEEN AT DLR.
DAVID FRENCH WOULD LIKE A CALLBACK ON THIS CONCERN AT 860 489 4498
HAS WORKED AROUND VEH ALL HIS LIFE AND HAS NEVER SEEN ANYTHING LIKE THIS
CM CREATED FILE GAVE CUST FILE # NAME AND EXT.
CM EXPLAINED NO CAMP ON VEH AND VEH WOULD NEED TO BE SEEN AT A HYUNDAI DLR
CUST STATES WHEEL IS BUCKLED IN ON PASSENGER SIDE WOULD HAVE TO HAVE TOW
TRUCK TO MOVE VEH.
CM EXPLAINED THAT VEH WOULD NEED TO BE DIAGNOSED AT DLR.

CUST THANKED CM AND CALL ENDED

9/21/07 (CTORN/CVG) WRITER TOLD THE CUST THAT THE VEH MUST BE TAKEN TO THE DLR FOR A DIAGNOSIS OF THE PROBLEM BEFORE ANYTHING ELSE CAN BE DONE. CERTAINLY THERE MAY BE A SAFETY PROBLEM, BUT THE PROCESS NEEDS TO BE FOLLOWED IN ORDER TO CONTINUE. THE CUST AGREED AND WILL CALL BACK NEXT WEEK WITH THE DIAGNOSIS FROM THE DLR. THANKED THE CUST FOR CALLING HYUNDAI.

9/21/2007 (SJAME/CVG) CUST STATES:

1. WOULD LIKE TO SPEAK WITH DPOTT
 2. DID NOT LIKE HOW THE PREVIOUS CM HELPED CUST.
 3. DOES NOT WANT TO HAVE TO WORK WITH ANOTHER CM.
 4. WANTS TO KNOW IF HYUNDAI CAN WAIVE THE DIAGNOSTIC FEE AND THE TOWING FEE.
- WRITER ADVISED CUST THAT CM IS UNAVAILABLE BUT WRITER WILL LEAVE A MESSAGE TO HAVE CM CALL CUST BACK ON CELL #.

09/24/07 (MCOOTEY/CVG) CUST STATES;

1. CALLING TO CHECK IN ON CURRENT SITUATION. VEH IS AT THE DLRSP FOR DIAGNOSTIC.
- WRITER CHECKING FILE NOTES AFTER VERIFICATION.
BEING A SUBSEQUENT OWNER WRITER NOTES WARR IS COMPLETE.
VEH HAS 80K OR MORE.
WRITER SPOKE WITH DPOTT/CVG WHO WANT'S TO WORK WITH CUST.
WRITER WILL DOCUMENT VEH SITUATION.
CUST VERY CONCERNED FOR DAUGHTER SAFETY.
MECHANIC HISSELF. WANT'S ASSISTANCE. CUST HAS NEVER SEEN THIS AND HAS HEARD THAT OTHER SONATA'S HAVE SAME THING HAPPENING AND HAD RECEIVED ASSISTANCE FROM HMA. WRITER GUARANTEED NOTHING BUT THAT DP[OTT WILL FORWARD FILE FOR APPROPRIATE PERSONELL TO ASSSIT.

CALLING DLRSP:

CT012 TORRINGTON HYUNDAI TORRINGTON CT 06790 860-489-0471

SPOKE WITH CARLOS SVC MGR:

-09/24/07 @ 84709K

CUST STATES: RIGHT FRONT WHEEL CAME OFF.

DLRSP: TOWED IN, NEED'S LOWER K FRAME AND RIGHT AXLE. THAT'S TOO START.

-NOT MAINTAINED.

-11/03/05 LAST TIME VEH AT DLRSP.

-WAS IT INVOLVED IN AN ACCIDENT.

-TIRE TRACKS ACROSS REAR DOOR, DONT KNOW BUT IT APPEAR'S ACCIDENT ON REAR SIDE.

--WRITER UNAWARE OF ANY ACCIDENT BUT CUST IS SUBSEQUENT OWNER.

WRITER WILL ASK CUST TO GATHER MAINTENANCE INFORMATION BECAUSE NO MAINTENANCE HISTORY IS AVAILABLE SINCE 05.

WRITER ADVISED SVC MGR CARLOS CM DPOTT/CVG IS SEEKING TO ASSIST CUST FURTHER.

WILL GATHER INFORMATION FOR RESEARCH.

-CUST STATES:

WAS IN AN ACCIDENT BUT NOTHING TO DO WITH FRONT END.

-WHEN SOMETHING LIKE THIS HAPPEN'S WOULD'N'T A RECALL BE DONE.

-NO ACCIDENT IN THE WORLD WOULD CAUSE THIS RUST WHICH IS THE CASE NOT THE SUPERFICIAL ACCIDENT ON REAR DOOR.

-SEEKING RENTAL ASSISTANCE.

--WRITER ADVISED RENTAL IS NOT A PROVISION OF HYUNDAI WARR.

ADVISED DLRSP IS SET UP WITH LOANER/RENTAL ASSISTANCE.

CANT ADVISE ON ANY ESTIMATED TIME DPOTT/CVG WILL BE ABLE TO DO AS SUGGESTED.

THE CUST CAN CONTACT HCA AND ANY CM CAN GIVE A STATUS ON SITUATION OTHERWISE SPECIFIC INFORMATION OR ASSISTANCE CAN BE DONE BY DPOTT/CVG.

7 DAY RESEARCH TO FORWARD FILE TO APPROPRIATE PERSONNEL CAN BE ADVISED BUT

DLRSP IS NOT DONE WITH DIAGNOSTIC. DLR HAS NOT ASCERTAINED ALL DAMAGE.
WRITER WILL FORWARD FOR DPOTT/CVG TO ASSIST.

9/25/07(GMACKEY/CVG) CUST FATHER IN LAW STATES

- 1. WANTED TO SPEAK WITH DPOTT/CVG
- 2. CM NOT AVAILABLE
- 3. WOULD GIVE CUST A CALL BACK.

----WRITER ADVISED THE CUST THAT CM WOULD GIVE CUST CALL BACK BETWEEN 12:20 TO 1:20 CUST UNDERSTOOD AND WRITER GOT NUMBER FROM CUST AND NAME, DAVE FRENCH NUMBER TO REACH DAVE IS 860-489-4498 WRITER THANKED THE CUST FOR CALLING HYUNDAI AND THE CALL ENDED.

09/25/07(DPOTT/CVG) CUST STATES

- 1. VEH WAS HIT ON SIDE A FEW MONTHS AGO THIS DID NOT CAUSE THE SUBFRAME TO ROT OUT.
- 2. BEEN ON LINE AND THIS IS A ONGOING PROBLEM WITH SONATA'S IS ON EDMUNDS WEBSITE.
- 3. THIS IS SAFETY ISSUE AND IS HYUNDAI DOES NOT FIX THIS MIGHT TAKE TO ATTORNEY AS THIS IS A DEFECT AS PER EDMUNDS SUBFRAME DID NOT HAVE DRAIN HOLES TO RELEASE WATER AND SO THIS IS A DEFECT .
- 4. MANY PEOPLE THAT HAVE THIS PROBLEM ARE WANTING TO TAKE LEGAL ACTION AGAINST HMA AS THIS IS SAFETY CONCERN AND HMA NEEDS TO DO SOMEHTING ABOUT THIS
- 5. VEH IS SETTING AT TORRINGTON HYUDNAI AND CANNOT BE MOVED ALREADY PAID FOR DIAGNOSTIC AND FOR TOWING .

CM APOLOGIZED AND WILL CHECK TO SEE IF THIS CAN BE FYI TO REGION AS CUST IS WANTING TO FILE LEGAL ACTION.
CM WILL PUT ON TRACK AS A FYI FOR REGION AS CUST IS WANTING TO FILE LEGAL ACTIONS AGAINST HYUDNAI

9/25/07 (TCAMP/CVG/LCM) WRITER REVIEWED FILE AND SENT FILE TO ABROWN/LCM FOR REVIEW/FORWARDING TO NCA.

9/26/2007 (ABROWN/CVG/LCM) WRITER SENT AN FYI EMAIL TO REGION.

09/26/07 (BMATT/CVG) CUST STATES:

- 1. WOULD LIKE TO SPEAK WTIH DPOTT/CVG
- WRITER ADVISED THAT DPOTT/CVG IS UNAVAILABLE AT THE MOMENT WRITER OFFERED TO ASSIST. CUST DECLINED, CUST WOULD LIKE A MESSAGE TO HAVE A MESSAGE TAKEN. PLEASE CALL CUST.

9/26/07(RM)ERCA WRITER FW'D E-MAIL FYI TO THE ATTN OF THE DPSM/GB & ERCAM/TL FOR REVIEW AND COMMENT.
CLOSE CONCERN

Customer visited Dealership? (Y/N)
 Was a repair made to correct this concern? (Y/N)
 If Yes, Repair Order: Date: (mmddyyyy) Mileage:
 Describe the repair to correct the reported problem:
 How many attempts have been made to correct this concern?
 Customer received details by:
 Who communicated details to customer?
 Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
 Is customer satisfied? (Y/N) If No, Please explain:
 Close Category Close Condition Close Component

CLOSE COMMENTS

(REDACT)

REPORT # = CVP067 HYUNDAI MOTOR AMERICA
C.A. CONCERN VIN CASE REPORT

FILE : 1078807 Method: P Analyst: CACVG62 Date of Text: 9/24/2007
VIN : KMHWF25V4YA(REDACT)Sonata (EF) V-6 Selling Dlr: NL432
Miles: 115,000 M/Year: 2000 Tran: 2 DFU: 3/17/2000 (mm/dd/yyyy)
Branded Info:
Last Name: (REDACT) First: (REDACT) Midl:
Address : (REDACT)
City : FLORIDA State: NY Zip: (REDACT) Country: USA
Phone-Home: (REDACT) Work: - Ext: Cell#: 434-
e-Mail :

Incomplete Campaign:
Service Dlr: NL432 PACIFICO HYUNDAI
Action : INQ Responsibility: DCS: N Priority: N Source: 800
Letter Date: Area: NL HPP: HCP:
Letter Rcvd: VIN Hist: No 7/27/2011
Open Category Open Condition Open Component

NWAR WARRANTY 170E GENERAL - WARRANTY
OPEN COMMENTS

09/24/07(TCAMP/CVG/LCM) CUST STATES
1. ENGINE CRADLE IS RUSTED THROUGH.
---WRITER ADVISED THAT EVEN IF CUST WAS ORIGINAL OWNER THAT CUST WOULD BE OUT
OF WARR BY AT LEAST 15K MILES.

CLOSE CONCERN

Customer visited Dealership? (Y/N)
Was a repair made to correct this concern? (Y/N)
If Yes, Repair Order: Date: (mmddyyyy) Mileage:
Describe the repair to correct the reported problem:
How many attempts have been made to correct this concern?
Customer received details by:
Who communicated details to customer?
Customer given rental/loaner car? (Y/N) Goodwill funds used? (Y/N)
Is customer satisfied? (Y/N) If No, Please explain:
Close Category Close Condition Close Component

CLOSE COMMENTS