

Case Number	City	State	VIN	Make	Model
3121674	HAMILTON	OH	KMHWF35V81A	HYUNDAI	SONATA

3122576	SARATOGA SPRINGS	NY	KMHWF25V7YA	HYUNDAI	SONATA
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3122853 CANAL FULTON

OH

KMHWF35V7YA

HYUNDAI

SONATA

3123561 MIDDLETOWN

NJ

KMHWF35V4YA

HYUNDAI

SONATA

3124066

KMHWF35V7XA

HYUNDAI

SONATA

3124938		KMHWF35V8YA	HYUNDAI	SONATA
3127076 BETHEL PARK	PA	KMHWF35H52A	HYUNDAI	SONATA
3127296 MILFORD	OH	KMHWF35V5YA	HYUNDAI	SONATA
3128039 STATEN ISLAND	NY	KMHWF35V1YA	HYUNDAI	SONATA

3130784 DEPEU

NY

KMHWF35V9XA

HYUNDAI

SONATA

3131076 AUBURN

MA

KMHWF25S32A

HYUNDAI

SONATA

3131116 NORWOOD

MA

KMHWF35V9YA

HYUNDAI

SONATA

3131193 NERRIAN

KS

KMHWF35VXXA

HYUNDAI

SONATA

3133416 BRISTOL

CT

KMHWF35V6YA

HYUNDAI

SONATA

3133471 NASHUA

NH

KMHWF35V2YA

HYUNDAI

SONATA

3137432 NEWTOWN

CT

KMHWF25SXXA

HYUNDAI

SONATA

3137681 ST CHARLES

MO

KMHWF35V4XA

HYUNDAI

SONATA

3137796 CINCINNATI

OH

KMHWF35VXXA

HYUNDAI

SONATA

3138828 STERLING

VA

KMHWF35V7XA

HYUNDAI

SONATA

3139302 KANSAS	MI	KMHWF35V7XA	HYUNDAI	SONATA
3139782 CLEMENTON	NJ	KMHWF25V5YA	HYUNDAI	SONATA
3139847 QUINCY	MA	KMHWF35VXYA	HYUNDAI	SONATA
3140462 DECATUR	IL	KMHWF35VXYA	HYUNDAI	SONATA
3143065 CINCINNATI	OH	KMHWF25S81A	HYUNDAI	SONATA
3147131 SPRINGFIELD	OH	KMHWF25S6YA	HYUNDAI	SONATA

3148091

KMHWF35V1XA

HYUNDAI

SONATA

3153521 HUDSON

NH

KMHWF25S6YA

HYUNDAI

SONATA

3153891 BUTLER

PA

KMHWF25S32A

HYUNDAI

SONATA

3154248 MONACA PA KMHWF25S11A HYUNDAI SONATA

3154730 LOCKPORT IL KMHWF25S0YA HYUNDAI SONATA

3155779 JAMESTOWN RI KMHWF25V1XA HYUNDAI SONATA

3157661 FRANKFORT	KY	KMHWF35V0XA	HYUNDAI	SONATA
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3160965 ALBANY	NY	KMHWF35V6YA	HYUNDAI	SONATA
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3162725 PETERBOROUGH	NH	KMHWF35V2YA	HYUNDAI	SONATA
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3162958 NORTHWOOD OH KMHWF25S1XA HYUNDAI SONATA

3163304 SPRINGFIELD OH KMHWF35V2XA HYUNDAI SONATA

3163571 RIVERDALE IL KMHWF35V2XA HYUNDAI SONATA

3164430 MILWAUKEE

WI

KMHWF35V1YA

HYUNDAI

SONATA

3165686 FAIRMONT

WV

KMHWF35V71A

HYUNDAI

SONATA

3166479 SPRINGFIELD

MA

KMHWF35V7YA

HYUNDAI

SONATA

3168200 MARLTON

NJ

KMHWF35V0YA

HYUNDAI

SONATA

3168907 DUNLAP

IL

KMHWF25S1YA

HYUNDAI

SONATA

3169732 KALAMAZOO

MI

KMHWF35V8XA

HYUNDAI

SONATA

3170168 DUNMORE

PA

KMHWF35HX2A

HYUNDAI

SONATA

3170844 NEW CASTLE

DE

KMHWF35V0XA

HYUNDAI

SONATA

3171774 TYNGSBORO

MA

KMHWF35HX2A

HYUNDAI

SONATA

3172768 PASADENA	MD	KMHWF35V5XA	HYUNDAI	SONATA
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3173478 PEABODY	MA	KMHWF25S4YA	HYUNDAI	SONATA
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3173630 NEOSHO	MO	KMHWF35V2YA	HYUNDAI	SONATA
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3176918 WASHINGTON	DC	KMHWF35V5XA	HYUNDAI	SONATA
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3179345 PITTSBURGH

PA

KMHWF25S8YA

HYUNDAI

SONATA

3180951 WALPOLE

MA

KMHWF35V8YA

HYUNDAI

SONATA

3183069 STATEN ISLAND NY KMHWF35V9YA HYUNDAI SONATA

3183686 MASON OH KMHWF25S91A HYUNDAI SONATA

3185304 GAITHERSBURG MD KMHWF35V3YA HYUNDAI SONATA

3185971 NASHUA

NH

KMHWF35V7YA

HYUNDAI

SONATA

3189706 MIDDLE VILLAGE

NY

KMHWF25S8YA

HYUNDAI

SONATA

3193030 CANTON

MA

KMHWF35V4YA

HYUNDAI

SONATA

3193037 BALTIMAOR

MD

KMHWF35VXYA

HYUNDAI

SONATA

3193191 DEFIANCE

OH

KMHWF35V9XA

HYUNDAI

SONATA

3193633 MISSOURI VALLEY

IA

KMHWF35V2XA

HYUNDAI

SONATA

3196918 LAVALLETTE NJ KMHWF25S41A HYUNDAI SONATA

3197345 SOUTH RIVER NJ KMHWF35V6XA HYUNDAI SONATA

3198029 CLARKSBURG MA KMHWF25S92A HYUNDAI SONATA

3200600 HILLSBORO

TN

KMHWF25S4YA

HYUNDAI

SONATA

3201281 HOLLIS

NY

KMHWF25S4YA

HYUNDAI

SONATA

3201379 CLEVELAND

OH

KMHWF25S22A

HYUNDAI

SONATA

3202770 FREDRICK TOWN	OH	KMHWF25S7YA	HYUNDAI	SONATA
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3203040 CINCINNATI	OH	KMHWF35V4YA	HYUNDAI	SONATA
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3205647 LOWELL	MA	KMHWF35V61A	HYUNDAI	SONATA
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3208729 ALIQUIPPA	PA	KMHWF25S5YA	HYUNDAI	SONATA
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3212253 CLARKSVILLE

IN

KMHWF25S0YA

HYUNDAI

SONATA

3214857 SOMERSET

NJ

KMHWF35V6YA

HYUNDAI

SONATA

3216511 DARMOUTH

MA

KMHWF35H02A

HYUNDAI

SONATA

3217094 MOORESVILLE

IN

KMHWF25S81A

HYUNDAI

SONATA

3219606 SOMERS

NY

KMHWF35VXYA

HYUNDAI

SONATA

3219689 KENOSHA

WI

KMHWF35V6XA

HYUNDAI

SONATA

3220643 CANTON

MA

KMHWF35HX2A

HYUNDAI

SONATA

3222638 STATEN ISLAND

NY

KMHWF25S31A

HYUNDAI

SONATA

3225485 ROCHELLE

IN

KMHWF35V2XA

HYUNDAI

SONATA

3227370 SMOCK

PA

KMHWF25S52A

HYUNDAI

SONATA

3229077 JEANNETTE

PA

KMHWF25S71A

HYUNDAI

SONATA

3231633 PHOENIX

MD

KMHWF35V9XA

HYUNDAI

SONATA

3235396 TOMS RIVER

NJ

KMHWF35V7YA

HYUNDAI

SONATA

3236337 PITTSTON

PA

KMHWF35V7YA

HYUNDAI

SONATA

3236528 MEDWAY

MA

KMHWF35V7YA

HYUNDAI

SONATA

3237454 IRONTONS

OH

KMHWF35V7XA

HYUNDAI

SONATA

3237860 POMEROY

OH

KMHWF35V9YA

HYUNDAI

SONATA

3237938 NEW CARLISLE

OH

KMHWF35V4XA

HYUNDAI

SONATA

3239550 SPRINGFIELD OH KMHWF35V0XA HYUNDAI SONATA

3240027 LEOMINSTER MA KMHWF35V2YA HYUNDAI SONATA

3240360 LARGO FL KMHWF35HX2A HYUNDAI SONATA

3241185 RONKONKOMA

NY

KMHWF35V0XA

HYUNDAI

SONATA

3242146 ISLAND LAKE	IL	KMHWF35VXXA	HYUNDAI	SONATA
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3242570		KMHWF35H92A	HYUNDAI	SONATA
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3243315 GOLFTOWN	NH	KMHWF35H82A	HYUNDAI	SONATA
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3243383 HUDSON

NH

KMHWF25S9YA

HYUNDAI

SONATA

3243702 FARMINGVILLE

NY

KMHWF35V1YA

HYUNDAI

SONATA

3244196 LOUISVILLE

KY

KMHWF35V41A

HYUNDAI

SONATA

3244920 GLASSBORO

NJ

KMHWF35V2YA

HYUNDAI

SONATA

3247668 FOXBORO

MA

KMHWF35H02A

HYUNDAI

SONATA

3248683 SOUTH HAMILTON

MA

KMHWF35V2YA

HYUNDAI

SONATA

3248963 MIDDLETOWN

OH

KMHWF35V8XA

HYUNDAI

SONATA

3249290 COPIAGUE

NY

KMHWF35V6XA

HYUNDAI

SONATA

3250662 WORCESTER

MA

KMHWF35H32A

HYUNDAI

SONATA

3251266 SPRINGFIELD

MA

KMHWF25S92A

HYUNDAI

SONATA

3251474 EAST PROVIDENCE

RI

KMHWF25S31A

HYUNDAI

SONATA

3252046 SMOCK

PA

KMHWF35H42A

HYUNDAI

SONATA

3252778 EVANSTON

IL

KMHWF35H82A

HYUNDAI

SONATA

3254818 PAWTUCKET

RI

KMHWF35V21A

HYUNDAI

SONATA

3256421 ASHTABULA

OH

KMHWF25S82A

HYUNDAI

SONATA

3256466 GRANVILLE

OH

KMHWF35V7XA

HYUNDAI

SONATA

3257087 MEDERA BEACH

FL

KMHWF35V61A

HYUNDAI

SONATA

3258475 LONG BEACH

NY

KMHWF35H02A

HYUNDAI

SONATA

3258655 FRAMINGHAM

MA

KMHWF25S9XA

HYUNDAI

SONATA

3258863 SEYMOUR

IN

KMHWF35V4YA

HYUNDAI

SONATA

3259184 NASHUA

NH

KMHWF35V2XA

HYUNDAI

SONATA

3259584 HUNTLEY

IL

KMHWF35V9XA

HYUNDAI

SONATA

3260614 EAST LIVERPOOL

OH

KMHWF25S6YA

HYUNDAI

SONATA

3261767 SEVERN

MD

KMHWF25S32A

HYUNDAI

SONATA

3262876 TURNERSVILLE

NJ

KMHWF35V0YA

HYUNDAI

SONATA

3263300 GRANBY

MA

KMHWF25S7YA

HYUNDAI

SONATA

3263453 LEVITTOWN

PA

KMHWF35V41A

HYUNDAI

SONATA

3264696 NEWBURGH

NY

KMHWF35V8YA

HYUNDAI

SONATA

3265883 NEW RICHMOND IN KMHWF35V9XA HYUNDAI SONATA

3266014 BANGOR PA KMHWF35H82A HYUNDAI SONATA

3266315 WAYLAND

MI

KMHWF35V3XA

HYUNDAI

SONATA

3266800 THROOP

PA

KMHWF35V3YA

HYUNDAI

SONATA

3281892 THROOP

PA

KMHWF35V3YA

HYUNDAI

SONATA

3266949 TRUMBUL

CT

KMHWF35V7XA

HYUNDAI

SONATA

3268055 PINE ISLAND

NY

KMHWF35V1YA

HYUNDAI

SONATA

3268419 MERRIMACK

NH

KMHWF35H52A

HYUNDAI

SONATA

3269912 BENSLEM

PA

KMHWF35V9YA

HYUNDAI

SONATA

3270158 SOUTH BEND

IN

KMHWF35V2XA

HYUNDAI

SONATA

3270349 LOVELAND

OH

KMHWF35V7XA

HYUNDAI

SONATA

3271651 EKRON

KY

KMHWF35V5YA

HYUNDAI

SONATA

3272207 TOMS RIVER

NJ

KMHWF35H62A

HYUNDAI

SONATA

3272462 MIDDLETOWN

DE

KMHWF35VXYA

HYUNDAI

SONATA

3273126 SCOTTDALE

PA

KMHWF35V6YA

HYUNDAI

SONATA

3273267 NASHUA

NH

KMHWF35V51A

HYUNDAI

SONATA

3274377 TROY

OH

KMHWF35V3XA

HYUNDAI

SONATA

3274835 STANFORD

CT

KMHWF25S71A

HYUNDAI

SONATA

3275280 BETHLHEM

PA

KMHWF35V8XA

HYUNDAI

SONATA

3276493 LAKE RONKONKOMA NY KMHWF35V7YA HYUNDAI SONATA

3276496 MALDEN

MA

KMHWF35V3XA

HYUNDAI

SONATA

3279611 OAKRIDGE

WV

KMHWF25S9YA

HYUNDAI

SONATA

3279623 TINLEY PARK

IL

KMHWF35V6XA

HYUNDAI

SONATA

3279855 STATEN ISLAND

NY

KMHWF25S52A

HYUNDAI

SONATA

3281209 OLDTOWN

ME

KMHWF25S8YA

HYUNDAI

SONATA

3281455 WATERBURY

CT

KMHWF35V5XA

HYUNDAI

SONATA

3282801 SCOTT DEPOT

WV

KMHWF25S2YA

HYUNDAI

SONATA

3282957 KANSAS CITY

KS

KMHWF35V2XA

HYUNDAI

SONATA

3283328 ARBOR

NY

KMHWF25S4YA

HYUNDAI

SONATA

3283453 CINCINNATI

OH

KMHWF35H72A

HYUNDAI

SONATA

3283730 JAMAICA

NY

KMHWF25S1YA

HYUNDAI

SONATA

3284062 DAYTON

OH

KMHWF25S5YA

HYUNDAI

SONATA

3284972 BALTIMORE

MD

KMHWF35V3YA

HYUNDAI

SONATA

3285145 MILFORD	ME	KMHWF35V3XA	HYUNDAI	SONATA
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3285764 CONCOOTOOK	NH	KMHWF25S4YA	HYUNDAI	SONATA
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3285909 MUDLOW	MA	KMHWF35VXYA	HYUNDAI	SONATA
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3289025 DAYTON

OH

KMHWF25V1XA

HYUNDAI

SONATA

3289035 LANCASTER

OH

KMHWF35V2YA

HYUNDAI

SONATA

3289140 ENGLEWOOD

OH

KMHWF35V9YA

HYUNDAI

SONATA

3289160 BRICK

NJ

KMHWF35VXYA

HYUNDAI

SONATA

3289840 LANDCASTER

PA

KMHWF25S1YA

HYUNDAI

SONATA

3290518 BROOKLYN

NY

KMHWF35V4YA

HYUNDAI

SONATA

3290849 CHELSEA

MA

KMHWF35V3YA

HYUNDAI

SONATA

3291041 MAUMEE

OH

KMHWF35V9YA

HYUNDAI

SONATA

3291177 EAGLEVILLE

PA

KMHWF35V7YA

HYUNDAI

SONATA

Model Year	Mileage	Production Date	Dealer Name
2001	72000	2001/04/14	SUPERIOR HYUNDAI NORTH

2000	90000	1999/10/28	MEL FARR HYUNDAI
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2000

93518

1999/12/30 RICK CASE HYUNDAI

2000

85000

1999/09/14 CIRCLE HYUNDAI

1999

66101

1998/10/23 TERMINATED..NEWMAN HYUNDAI

2000	89000	1999/08/09 HATFIELD HYUNDAI
2002	80000	2001/10/09 BOWSER HYUNDAI
2000	74229	1999/09/22 MAPLE HILL HYUNDAI
2000	99640	2000/02/28 SANSONE'S ROUTE 1 HYUNDAI

1999 75000 1998/12/12 TOWNE HYUNDAI

2002 2001/08/11 ROUTE 2 HYUNDAI

2000 87000 2000/03/22 CLAY CHEVROLET HYUNDAI, INC.

1999 101258 1998/12/04 TERMINATED...POLSKY HYUNDAI

2000 125000 2000/05/24 TERMINATED...HOUSER HYUNDAI

2000

77601

2000/05/08 AUTOFAIR HYUNDAI

1999 160000 1999/05/27 KEY HYUNDAI

1999 95500 1999/04/01 ROSEDALE HYUNDAI

1999

1999/05/07 KERRY HYUNDAI

1999

1998/12/14 FAIRFAX HYUNDAI

1999	100000	1998/12/14 FAIRFAX HYUNDAI
2000	100000	1999/11/26 ROSEDALE HYUNDAI (AVIS)
2000	73000	2000/04/20 ROSEDALE HYUNDAI
2000	84000	1999/09/21 BOB BRADY HYUNDAI
2001		2001/04/18 RICART HYUNDAI
2000	64000	1999/08/31 TERMINATED...MONTE ZINN HYUNDA

1999

99000

1999/04/17 KERRY HYUNDAI OF FLORENCE

2000

80000

2000/04/26 CLAY CHEVROLET HYUNDAI, INC.

2002

97000

2001/06/22 MIKE KELLY HYUNDAI

2001	22000	2000/08/21 PRESTON HYUNDAI
2000	90000	1999/12/27 TERMINATED...VIDMAR HYUNDAI
1999	80000	1998/10/30 CLASS II HMA SOUTHERN REGION

1999	153000	1999/02/11 GLENN HYUNDAI
2000		2000/04/15 ROSEDALE HYUNDAI (AVIS)
2000		1999/10/14 AUTOFAIR HYUNDAI

1999 129000 1998/10/23 BROWN HYUNDAI

1999 96000 1999/04/27 TERMINATED...MONTE ZINN HYUNDA

1999 119000 1999/05/20 TERMINATED...TERRY'S HYUNDAI

2000 136000 1999/08/26 ZIMBRICK HYUNDAI WEST

2001 85000 2001/04/17 LARRY MYERS HYUNDAI

2000 102733 1999/10/20 GARY ROME HYUNDAI

2000 73655 1999/11/16 HYUNDAI CITY

2000 149000 1999/10/07 GARTNER HYUNDAI

1999	86000	1999/05/31 MAPLE HILL HYUNDAI
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2002	96000	2001/11/02 PACIFICO HYUNDAI
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1999	143000	1999/02/19 PORTER HYUNDAI
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2002 117000

2002/05/16 TERMINATED...HYUNDAI MOTOR WOR

1999	110000	1999/04/23 TERMINATED...FOX HYUNDAI
2000	80000	1999/06/22 HAMPTON HYUNDAI
2000	130000	1999/12/10 TERMINATED...CONTINENTAL HYUND
1999	119000	1999/04/12 POHANKA HYUNDAI

2000 67000

2000/05/19 HYUNDAI OF GREENSBURG

2000 107000

1999/09/09 CLAY CHEVROLET HYUNDAI, INC.

2000 70000 1999/12/01 FREEHOLD HYUNDAI

2001 84000 2001/04/14 COLUMBIA HYUNDAI

2000 145000 2000/03/21 FITZGERALDS LAKEFOREST HYUNDAI

2000

93500

2000/07/26 NASHUA HYUNDAI

2000

91143

1999/08/27 TERMINATED...KOEPEL HYUNDAI

2000 129000

2000/03/21 PRIDE HYUNDAI OF LYNN

2000 127000

1999/11/23 FITZGERALDS LAKEFOREST HYUNDAI

1999 85225 1999/05/11 LIBERTY HYUNDAI

1999 93000 1999/04/23 EDWARDS HYUNDAI

2001 94000 2001/02/21 LESTER GLENN HYUNDAI

1999 90000 1998/11/12 BRAD BENSON HYUNDAI

2002 32850 2001/07/16 HADDAD HYUNDAI

2000 121000

1999/09/16 TERMINATED...HOUSER HYUNDAI

2000	72000	1999/11/19 NEMET HYUNDAI
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2002	77339	2001/07/06 GANLEY HYUNDAI
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2000 72000 2000/04/22 HATFIELD HYUNDAI

2000 85634 1999/09/17 COLUMBIA HYUNDAI

2001 85000 2001/04/17 MIRAK HYUNDAI

2000 57000 1999/09/03 MOON TOWNSHIP HYUNDAI

2000

88000

1999/11/08 BALES HYUNDAI

2000 130000

2000/07/31 GLOBAL HYUNDAI

2002 89328 2001/11/21 HERB CHAMBERS HYUNDAI

2001 130000 2000/12/09 INDY HYUNDAI

2000	104000	1999/08/13 TERMINATED...ROUTE 119 HYUNDAI
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1999	60000	1999/05/29 TERMINATED...ELGIN HYUNDAI
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2002 92759

2002/03/04 CLAY CHEVROLET HYUNDAI, INC.

2001

60000

2000/12/12 FREEHOLD HYUNDAI

1999	105312	1998/09/22 GLENN HYUNDAI
2002	60000	2001/10/22 #1 COCHRAN HYUNDAI
2001	79133	2000/10/18 #1 COCHRAN HYUNDAI

1999

78000

1999/03/17 THOMPSON HYUNDAI

2000

115000

2000/02/17 LESTER GLENN HYUNDAI

2000 106000

2000/02/09 MOTORWORLD HYUNDAI

2000 116000

2000/06/24 TERMINATED...GIANT HYUNDAI

1999 120000

1998/11/13 DUTCH MILLER HYUNDAI

2000

1999/08/09 JOE HOLLAND HYUNDAI

1999 100000

1999/07/02 RICART HYUNDAI

1999

1999/07/01 TERMINATED...MONTE ZINN HYUNDA

2000 128000

2000/06/27 HERB CHAMBERS HYUNDAI

2002 87000

2002/04/15 GARVEY HYUNDAI

1999

98000

1998/12/09 HMA SOUTHERN REGION VEH. SERV.

1999 77000 1999/02/02 TERMINATED...ELGIN HYUNDAI

2002 84000 2002/05/24 LIA HYUNDAI

2002 81081 2002/01/07 GATEWAY HYUNDAI

2000

99486

2000/04/29 AUTOFAIR HYUNDAI

2000

94000

1999/09/29 TERMINATED...NEIL HYUNDAI

2001 163000

2000/10/28 TERMINATED...MOUNTAINEER HYUND

2000 138000

2000/04/27 HYUNDAI OF TURNERSVILLE

2002 108000

2001/11/21 HERB CONNOLLY HYUNDAI

2000

85000

2000/04/19 ROSEDALE HYUNDAI (AVIS)

1999 160000

1999/05/18 TERMINATED...MONTE ZINN HYUNDA

1999 104400

1998/10/23 NEMET HYUNDAI

2002 94000 2002/05/20 ROUTE 2 HYUNDAI

2002 53118 2002/03/05 TERMINATED...HOUSER HYUNDAI

2001	110000	2000/07/05 TERMINATED...PRIDE HYUNDAI
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2002 121000

2001/11/05 PACIFICO HYUNDAI

2002 107900

2001/10/04 O'HARE HYUNDAI

2001 148000 2000/11/27 TERMINATED...PRIDE HYUNDAI

2002 107000 2001/09/04 TERMINATED...ED PIKE HYUNDAI

1999 102000

1999/02/09 DENNIS HYUNDAI

2001

81000

2001/04/14 MEL FARR HYUNDAI

2002 49000

2002/04/24 TERMINATED...VALLEY STREAM HYU

1999 89000

1999/05/03 NASHUA HYUNDAI

2000

99000

1999/08/10 BALES HYUNDAI

1999 120000

1999/04/12 AUTOFAIR HYUNDAI

1999 140000

1999/04/22 TERMINATED...SCHAUMBURG HYUNDA

2000

92000

1999/06/25 BOWSER HYUNDAI

2002 124396

2001/10/13 TERMINATED...LAUREL HYUNDAI

2000

99000

1999/08/25 PACIFICO HYUNDAI

2000

1999/08/23 GARY ROME HYUNDAI

2001

90000

2000/10/26 MEL FARR HYUNDAI

2000

90000

2000/05/24 PRESTIGE HYUNDAI

1999

1999/04/16 ROSEDALE HYUNDAI

2002

98500

2001/08/14 MAJOR HYUNDAI OF STROUDSBURG

1999 100000

1999/05/12 MAPLE HILL HYUNDAI

2000 114000

2000/06/01 ROSEDALE HYUNDAI (AVIS)

2000 114000 2000/06/01 ROSEDALE HYUNDAI (AVIS)

1999 112000 1998/10/31 KEY HYUNDAI

2000 114000

2000/05/15 HIGH POINT HYUNDAI

2002 110000

2001/11/21 ROUTE 2 HYUNDAI

2000 119000

2000/03/10 MCCAFFERTY HYUNDAI

1999 90000

1998/11/18 TERMINATED...SCHAUMBURG HYUNDA

1999

84000

1999/03/30 COLUMBIA HYUNDAI

2000 207000

1999/08/07 SWOPE HYUNDAI

2002 105048

2001/08/24 LESTER GLENN HYUNDAI

2000 149000

1999/09/13 WINNER HYUNDAI

2000 119000

2000/03/08 BOWSER HYUNDAI

2001

52366

2000/10/09 MIRAK HYUNDAI

1999

97174

1998/10/14 HATFIELD HYUNDAI

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1998/11/06 MOTORWORLD HYUNDAI

2000 180000

1999/08/18 ATLANTIC HYUNDAI

1999 82000 1999/03/25 MIRAK HYUNDAI

2000 72743 2000/06/02 TERMINATED...MOUNTAINEER HYUND

1999 82000 1999/06/25 TERMINATED...TERRY'S HYUNDAI

2002 67000 2001/06/21 GIUFFRE HYUNDAI

2000 127530

1999/06/18 QUIRK HYUNDAI OF BANGOR

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61000

1999/05/04 BRASS CITY HYUNDAI

2000 121301 1999/11/05 JOE HOLLAND HYUNDAI

1999 93000 1999/02/10 TERMINATED...SUNFLOWER HYUNDAI

2000 116000

1999/10/21 TERMINATED...DICK IDE HYUNDAI

2002 125000

2001/10/12 KERRY HYUNDAI

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75766

1999/08/27 TERMINATED...VALLEY STREAM HYU

2000 116000 1999/09/18 TERMINATED...ARENA HYUNDAI

2000 105000 2000/07/13 THOMPSON HYUNDAI

1999 196000 1999/06/29 QUIRK HYUNDAI OF BANGOR

2000 89650 1999/08/16 GRAPPONE HYUNDAI

2000 107000 2000/07/27 GARY ROME HYUNDAI

1999 120379

1998/09/28 ROSEDALE HYUNDAI

2000 127000

2000/05/17 HATFIELD HYUNDAI

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2000/08/14 LESTER GLENN HYUNDAI

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2000	33000	2000/02/28 PLAZA HYUNDAI
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2000	46000	2000/03/22 MIRAK HYUNDAI
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2000	123000	2000/02/23 TERMINATED...MONTE ZINN HYUNDA
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1999/08/11 MARTY SUSSMAN HYUNDAI

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2008/05/08

2008/05/13

KY

2008/05/02

2008/05/02

2008/05/05

2008/05/05
2008/05/05

2008/05/05

2008/05/06
2008/05/12

2008/05/12

NY

2008/05/13
2008/05/02

2008/05/05
2008/05/06

2008/05/06

2008/05/07

2008/05/08

2008/05/09

OH

2008/05/05

2008/05/06

2008/05/07

MD

2008/05/08
2008/05/14
2008/05/05

2008/05/06

2008/05/06

2008/05/07

ME

2008/05/08
2008/05/09
2008/05/09
2008/05/05

NH

2008/05/06

MA

2008/05/06

2008/05/06

2008/05/06

2008/05/06
2008/05/06

2008/05/06

2008/05/07

2008/05/07

NL

2008/05/09

2008/05/12

2008/05/13

OH

2008/05/09

2008/05/09

2008/05/12

2008/05/13

2008/05/14

OH

2008/05/09

2008/05/09

2008/05/09

2008/05/09

2008/05/12

NJ

2008/05/13
2008/05/09

2008/05/09

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2008/05/13

DE

2008/05/12

2008/05/12
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2008/05/13

2008/05/13
2008/05/13

NY

2008/05/12

2008/05/12

2008/05/12

2008/05/13

2008/05/14

2008/05/14

MA

2008/05/12

OH

2008/05/13

2008/05/13

2008/05/13

2008/05/13

2008/05/14

PA

2008/05/13

Note

10/01/07 (PDODGE/CVG) CUSTOMER STATES:□

AFRAME RUSTED AND BROKE OFF OF SUBFRAME CAUSING WHEEL TO COME OFF AND DAMAGE WHEEL WELL AND DAMAGED THE RIGHT FRONT FENDER. ADVISED CUSTOMER TO HAVE DLR CHECK VEH, AS CUST WAS REQUESTING TO SPEAK WITH HYUNDAI FACTORY REPRESENTATIVE. CUSTOMER STATES:□

1. THE CUST IS UPSET THAT THE DLR STATED THAT THE CHASSIS FRAME RUSTED THROUGH.□
2. THE CUST FEELS THAT THIS SHOULD NOT HAPPEN SO SOON.□
3. FEEL HYUNDAI HAS A BAD PRODUCT.□
4. CUST HAS A 2006 SONATA AND HOPE THIS VEH IS BETTER THAN 2001 VEH.□
5. WILL ONLY SPREAD BAD THINGS ABOUT HYUNDAI.□

--- WRITER EXPLAINED THAT WRITER WILL DOCUMENT ALL THE CUST COMMENTS AND CONCERNS
cust states:□

1. would like to know if there are any cam. or recalls on veh□
2. sub frame is rusted out□

---writer empathized with cust and found no cam. on veh□

--cust states veh wheel fell off while driving and cust feels this should be covered. □

---writer found cust did not take veh to dlr for diag and veh is at an ind. shop. cm let cust know veh is out of warranty □

1.needs information on suing HMA□

2.gave vin of kmhwf25v7y [REDACTED]

3.needs to know does HMA have a legal dept□

4.what needs to happen to be an agent in NY□

cust no longer owns HMA believes parts on cust veh is major defect roof on veh rotted out wheel on veh fell off parts needed no longer□

in warranty □

5.does HMA have an office in NY□

6.dlr charged \$1000.00□

7.when wheel fell off tore axle □

veh needed new frame □

8.insurance will cover total of veh□

9.cust has already informed NHSTA□

10cust believes rotting frame will only get worse□

writer □

referred cust to bbb number in oh,asked for vin was given different vin each time asked cust if cust had called before cust said no □

offered to assist cust ,cust only wants legal dept. info writer gave p.o.box address,writer asked again if cust had contacted HMA before cust replied yes □

FYI□

cust threatening lemon law has contacted NHTSA and BBB□

calling HCA for best source□

of filing law suit□

thanks

Sent an FYI email to the region.

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

CUST LTR REC'D. CUST REITERATES CONCERNS. P/SIDE LOWER CONTROL ARM RUSTED THROUGH CAUSING WHEEL TO FALL OFF AND AXLE TO TEAR. WANTS REIMB OF COSTS TO REPAIR TOTALING \$1,187.64 OR WILL PURSUE LEGAL ACTION.□

---WRITER NOTES ALL COMMENTS. CUST SENT IN PPWK FOR REPAIRS AND RESEARCH FINDINGS.□

---WRITER REVIEWED WITH JBLACKBURN/NCA, DW/NCA, AND LEGAL. WRITER WILL OFFER REIMB

REC'D VM FROM CUST. □

---CALLED CUST. ASKED IF CUST HAD ANOTHER CLAIM W/INS. CUST STATED NO. CUST STATED HAD TO PAY HALF THE COST OF PARTS AND LABOR FOR THE ENGINE CRADLE REPAIR BECAUSE IT IS NOT COVERED UNDER COVERAGE. WRITER ASKED CUST TO SEND ANY OTHER DOCS PERTAINING TO ISSUE. PO/P, RECEIPTS, ETC. CUST WILL SEND ANOTHER DOC FROM GEICO LISTING ALL REPAIRS, RELATED AND UNRELATED. WILL ALSO FAX PO/O, AND A COPY OF THE CHECK FROM GEICO INS.

REC'D CUST FAX. ALL DOCS REC'D. □

---CALLED GEICO INS AND LEFT VM FOR CALL BACK FROM ADJUSTOR-MAURICE PADDOCK TO VERIFY CALLED GEICO CLAIM PH# AND SPOKE W/FRANK. HE STATED THAT THE CLAIM CUST SUBMITTED WAS FOR THE CONTROL ARM BREAKING. THE ENGINE CRADLE WAS UNRELATED PRIOR DAMAGE. UNRELATED PRIOR DAMAGE WOULD HAVE BEEN PAID BY CUST. WRITER THANKED FRANK FOR ASSISTANCE. □

---CALLED GARVEY HYUNDAI AND SPOKE W/FRED-SM. STATED THAT INS PAID FOR DIAG AT DLR, THEN HAD VEH TOWED ELSEWHERE TO BE TOTALED. WRITER VERIFIED THAT NO REPAIRS WERE PERFORMED AT DLR. SM STATED NO. WRITER ASKED SM TO FAX COPY OF INVOICE TO WRITER. PROVIDED RIGHT FAX #. SM STATED WOULD FAX RIGHT NOW. WRITER THANKED FRED. □

***WRITER NOTES THAT CUST VEH WAS DEEMED A TOTAL LOSS. ALL CUST WOULD HAVE HAD TO PAY AFTER OCCURRENCE WAS THE \$500 DEDUCTIBLE TO HIS INS COMPANY. NO REPAIRS WERE CALLED CUST AND LEFT VM FOR CALL BACK.

SPK W/CUST. ADVISED THAT BECAUSE VEH WAS TOTAL LOSS, NO REPAIRS WERE PERFORMED. WOULD ONLY BE ABLE TO REIMB FOR WHAT CUST ACTUALLY PAID. TOTAL WOULD BE FOR THE \$500 DEDUCTIBLE. CUST STATED THAT THE UNRELATED DAMAGE COST CAME OUT OF THE CHK THAT THE INS COMPANY GAVE HIM. CUST COVERAGE MAKES HIM PAY HALF OF WHATEVER UNRELATED DAMAGES THERE ARE. WOULD HAVE GOTTEN \$3,775.00. INS MINUSED THE DEDUCT AND THE REV'D W/JBLACBURN AND DW. WRITER WILL OFFER REIMB FOR THE DEDUCTIBLE OF \$500, AND FOR HALF OF THE AMT RE "UNRELATED PRIOR DAMAGE" THAT WAS TAKEN OUT OF TOTAL LOSS AMT GIVEN TO CUST BY INS (\$407=1/2). TOTAL GW REIMB WILL BE \$907.00. □

REC'D CALL FROM CUST. WRITER STATED THAT TOTAL AMT OF REIMB WILL BE FOR \$907, FOR THE DEDUCTIBLE (\$500) AND THE UNRELATED PRIOR DAMAGE CLAIM (\$407). CUST UNDERSTOOD AND THANKED WRITER. WRITER STATED WILL TAKE 4-6 WKS TO REC CHK. CUST UNDERSTOOD. WRITER HCR IN THE AMT OF \$907 FOR THE COST OF REPAIRS TO THE ENGINE CRADLE. HCR PREPARED AND 10/31/07 (TJAC) REVIEWED GDWL HCR REQUEST FOR REIMB ON ENGINE CRADLE □

TOTALING \$907.00 DUE TO CONTROL ARM BROKE/ VEH TOTAL LOSS/ INCONV □

PER NDOORBOS/NCA. VERIFIED RO#NA DTD 10/29/07 AND ATTACHMENTS. □

HCR FOR \$907.00 SUBMITTED FOR 11/9/07 CHECK MAILING SCHEDULE. □

PAYABLE TO "NEVEU, ANDRE" @ 23 SEWARD ST. C3, SARATOGA SPRINGS, NY 12866

Reviewed Case

cust stated: □

1.cust is at the dlr with veh for oil change, □

2.noticed RUST on engine craddle. □

3.wanted to know about warranty. □

writer verified all info, advised cust to have dlr look at his veh to determined if under warranty. □

gave cust name and case#,ext. □

ended call closed case

CUST STATES:□

1. HAD TAKEN VEH TO OH038 FOR DIAGNOSTIC.□
2. WANTS TO KNOW WHAT IS THE NEXT STEP FOR CUST.□
3. RO # 66006226/1□
4. REPAIR: \$2148.54 □

--WRITER INFORMED CUST THAT VEH IS OUT OF WARRANTY. HCA CAN ONLY ASSIST CUST WITH POSSIBLE REIMBURSEMENT. CUST STATES THAT THIS MAYBE CONCERNED FOR A RECALL. CUST STATES THAT THIS IS COMMON IN THE SNOW BELT AREA. WRITER INFORMED CUST THAT WRITER WILL SUBMIT CLAIM FOR REIMBURSEMENT. WRITER INFORMED CUST THAT IT IS NOT GUARANTEED. OH038: ADAM/ SERV ADV.□

1. 10/09/07 93547: VEH WAS BROUGHT IN FOR MOTOR ENGINE CRADLE. DIAGNOSTIC: FOUND THAT THE FRONT ENGINE CRADLE TO BE RUSTED ON THE RIGHT SIDE OF THE FRAME. NEEDED ALL FOUR BOLTS REPLACE. FIRST CONCERN FOR VEH.□

2. PARTS: 62405-38101 \$1377.73□
54563-38000 \$8.52 X 3□
54564-38000 \$2.84 □
13602-12003 \$1.47 + 0.49□

LABOR: \$624.00□

3. DLR HAS NO MAINTENANCE DONE ON VEH, JUST MAJOR REPAIRS.□
4. DOES NOT KNOW THAT MUCH ABOUT VEH EXPECT FOR THE MAJOR REPAIRS.□
5. VEH IS OUT OF WARRANTY, IT WOULD HAVE BEEN COVERED.□

--INFORMATION FOR GOODWILL CONSIDERATION.□

1. CUST IS REQUESTING ASSISTANCE WITH REPAIR. WRITER INFORMED CUST THAT CUST MAY QUALIFY FOR REIMBURSEMENT. CUST VEH HAS A RUSTED ENGINE CRADLE. CUST STATES THAT Writer will deny good will because rust warr is only 7/70,000 for sheet metal. Vehicle is 23,518 miles out of WRITER CALLED CUST AT 2:07 PM MST. WRITER LEFT VM FOR CUST:□

1. WRITER INFORMED CUST THAT GW WAS DENIED DUE TO VEH BEING OUT OF WARRANTY. □
2. WRITER LEFT CONTACT INFO.□

-----□

CASE CLOSE.

RECEIVED CUST EMAIL:□

1. I purchased a new Hyundai Sonata in the summer of 2000 mainly because of the awesome 100000 mile warranty.□
2. I figured that any car good enough to have a drive train warranty that long would probably hold up for at least 150000 miles before any major problems. □
3. I was wrong, at less than 94000 miles, the car is now unsafe to drive because of a design flaw or poor manufacturing practices that have caused the heaviest steel weldment on the car to fail due to rust-out from water becoming trapped inside the frame.□
4. I was changing the motor oil when I discovered the holes in the sub-frame structure.□
5. I took the car to a local Hyundai dealer and had them give me an estimate to replace the damaged frame(see attached). □

--INFORMATION TO OPEN TO REGION.□

1. WRITER OPENING TO REGION FOR CUST STATING THAT FRAME IS RUSTING AND SHOULD BE COVERED UNDER WARRANTY. □
2. VEH WAS TAKEN TO DLR OH038. □

CUST STATES:□

1. CUST WOULD LIKE TO TALK TO CM AT EXT 54276□

CM VERIFIED AND INFORMED CUST THAT CM IS NOT AVAILABLE AND OFFERED TO ASSIST, READ CUST NOTES AND INFORMED CUST THAT ONCE A FILE HAS BEEN SUBMITTED TO HIGHER PERSONELL THE BEST SOURCE OF CONTACT IS THE SERVO DLR OFFERED PHONE #, LET CUST Writer Fwd an FYI email to region informing of the undercarriage rusting out. Fwd file back to Asullivan.

CR/CA.JG.CONTACTED OH038 SRV MAN ADAM TO AUTH DLR TO ORDER NEEDED PARTS TO REPAIR VEHICLE FRAME. WRITER LEFT VOICE MAIL FOR DPSM TO ADVISE AND REQUESTED 800 # CLOSE --WRITER CLOSING CASE PER REGIONAL NOTES. IF CUST CALLS PLEASE REFER CUST TO SERV MGR AT DLR. □

-----□

RECEIVED CUST EMAIL:□

1. This is a followup to my phone conversation yesterday with "Leslie" in Consumer Affairs at 1-800-633-5151. □
2. First of all, per your HCA email response on 1/11/08 you stated that "Arlis" on extension 54276 would be my contact at consumer affairs. □
3. Now, in yesterday's phone conversation with "Leslie", she stated that I will no longer need to contact Arlis. □
4. My case #3122853 has been removed from his work load and forwarded to the next level of consideration that she called "Recon?". □
5. Leslie also stated that all contact with Hyundai from this point forward will be through my local dealer, Waikem Hyundai. □
6. When asked about how long it might be before they would respond, she stated that it would probably be 6-8 weeks. □
7. Please note that this is unacceptable as this car was driven every day to work and school by my daughter.□
8. We are forced to use grandma's car and she has to do without. □
9. I am sure when there are injuries or death caused by these sub frame failures that Hyundai will take up this CUST STATES:□

1. WILL BE REPLACING THE SUBFRAME ON THE VEH.□
2. GAVE THE VEH TO THE DAUGHTER.□
3. WOULD LIKE TO KNOW IF THE WARRANTY IS STILL IN TACT.□

---WRITER INFORMED TO CUST THAT AT THIS TIME THE CUST DOES HAVE THE 10/100 CUST UNDERSTOOD□

RECEIVED CUST EMAIL:□

1. I want to thank you for replacing the sub frame on my Sonata last week.□
2. You are doing the right thing by replacing these frames and I hope you continue to do so. □
3. Customer loyalty will affect your bottom line more in the long run than the cost of replacing the frames of cars driven in the snow belt. □
4. You may want to offer a free or low priced oil change deal for Sonata owners that would bring these cars in for inspection.□

10/02/07 (bross/cvg) cust states:□

1. SUSPENSION CROSS MEMBER RUSTED.□
2. caused the axle to break and break the tire and everything.□
3. the io&o shop said hyundai will pay for this.□
4. when will hyundai send someone out to pay and fix this?□

--- writer explained that the cust needs to take to the hyundai dlr□
to diagnose the veh, before can say if the hyundai warr covers this□
part on the veh, the cust understood, case closed

CUST STATES:□

1. THE AXEL IS RUSTED ON THE BRAKES.□
2. CUST THINKS THAT IT'S A MANUFACTORY DEFECT.□
3. CUST THINKS IT SHOULD BE COVERED UNDER THE WARRANTY.□
4. CUST WANTS TO CONTACT A LAWYER BECAUSE IT'S NOT COVERED UNDER THE WARRANTY.□
5. CUST THINKS THAT IT SHOULD BE COVERED FOR LIFE.□

---WRITER VERIFY CUST INFO AND UPDATE INFO ON FILE. WRITER TOLD CUST THAT THE REPAIRS IS NOT COVERED UNDER THE WARRANTY BECAUSE CUST IS OUT OF THE WARRANTY. WRITER

CUST STATES: □

1. HAS 99 SONATA WITH 66,101 MILES ON IT AND THE SUBFRAME IS RUSTING OUT. THE WARRANTY IS OUT AT 5 YRS AND CUST IS 80 YRS OLD AND LOVERS HER VEH. WANTS TO KEEP IT AS LONG AS SHE CAN DRIVE. CAN NOT AFFORD A NEW CAR. WOULD LIKE SOME HELP WITH THE COST. IF POSSIBLE. □

WRITER STATES: UPDATED FILE, GAVE FILE NUMBER, PUT CUST FIRST NAME ON FILE IN PLACE OF HUSBAND AS HE DIED. CALLED DRL LEE, LEE STATED THAT CUST IS VERY VERY GOOD CUST AND Writer received a fax and forward a copy to (LJONES).

CUST STATES: □

1. CUST CALLED AND WANTS TO SPEAK TO CM LJONES □

---WRITER INFORMED CUST CM WAS UNAVAILABLE AND WRITER WILL LEAVE MESSAGE FOR CM TO RETURN CALL □

Cust states: □

1. Please speak with LJones/cvg. □

-- Writer informed cust that LJones was not available. Can writer help? Cust said that Is wanting to know if the fax was received. Writer said fax was received & was forwarded to LJones. Writer provided Name and ext. Writer will Customer states: □

1. Would like to speak with ext. 54240. □

--Writer advised cust CM Lharr/cvg is currently not available. Customer requested status of case. Writer updated cust per 10/11/07 file notes and advised customer's CM would follow up with customer. Customer understood. Writer called dlr NH014 and left vm for service to call back.

Info for good will: □

1. Cust is requesting a reimbursement for the sub frame that is rotted out. Dlr is saying is out of warr. □

2. Dlr NH014 did diagnose the veh. Service quote from dlr was faxed in on 10/08/07. Cust had 66,101 miles. □

3. This is not a rental request. □

4. Veh DFU is 12/23/1998 and veh is at 66,101 miles. □

5. Dlr thinks good will is a good idea. □

6 This is a good cust. □

Breakdown of parts and labor as follows: □

- Parts \$1195.04 □

- Labor \$ 434.95 □

- Total \$1629.39 □

7. This would have been covered. □

8. This is cust only Hyundai. □

9. Cust is requesting assistance in repairing veh and is not able to repair it self, nor able to replace veh. Dlr

Lee @ dLr NH014 states: □

1. This would have been covered by the 5/100,000 milie anti-perforation warr. □

2. Definatly want to invest in this cust. □

3. This is cust only Hyundai. □

-- Writer thanked Lee for help.

DLR NH014 STATES: □

1. REQUEST TO SPEAK WITH LHARRELL. □

--WRITER TRANSFERRED DLR TO CM.

Writer called cust and informed that did get the message to call back. Writer assured cust that has submitted this. WRITER REVIEWED FILE, RETURNING FILE TO CM TO OPEN TO REGION COST OF REPAIRS EXCEEDS

Cust stated: □

1. Could not remember exactly who her CM is; either linda or Lynn. □

2. Does not feel safe driving veh. □

Writer adv that issue has been addressed and sent to another group for review. Writer will have CM follow up with her at □

Info for open:□

1. Writer is submitting due to the reimbursement request from cust exceeds the amount HCA is able to approve.

□

2. Info for good will:□

-- Cust is requesting a reimbursement for the sub frame that is rotted out. Dlr is saying is out of warr.□

-- Dlr NH014 did diagnose the veh. Service quote from dlr was faxed in on 10/08/07. Cust had 66,101 miles.□

-- This is not a rental request.□

-- Veh DFU is 12/23/1998 and veh is at 66,101 miles. □

-- Dlr thinks good will is a good idea.□

-- This is a good cust.□

-- Breakdown of parts and labor as follows:□

- Parts \$1195.04□

- Labor \$ 434.95□

- Total \$1629.39□

-- This would have been covered. □

-- This is cust only Hyundai. □

Info for open:□

1. Submitting due to the reimbursement request from customer exceeds the amount HCA is able to approve. □

2. Info for good will:□

-- customer is requesting a reimbursement for the sub frame that is rotted out. DEALER is saying is out of warranty.□

-- DEALER NH014 did diagnose the vehicle.. Service quote from dealer was faxed in on 10/08/07. customer had 66,101 miles.□

-- vehicle. DFU is 12/23/1998 and vehicle. is at 66,101 miles. □

-- DEALER thinks good will is a good idea.□

-- This is a good customer.□

-- Breakdown of parts and labor as follows:□

- Parts \$1195.04□

- Labor \$ 434.95□

- Total \$1629.39□

-- This would have been covered. □

-- This is customer only Hyundai. □

FWD to Iharrell for Phone #?

Cust states:□

1. What is taking so long.□

2. Am scared to drive veh.□

3. Am not fixing veh until know the results of the good will.□

4. Am scared to drive the veh.□

-- Writer empathized, got phone number. Cust doesn't have a email. Writer is putting this through again today and will keep checking the file and will let cust know as soon as has a result. Cust understood.

Info for open:□

1. Submitting due to the reimbursement request from customer exceeds the amount HCA is able to approve. □

2. Info for good will:□

-- customer is requesting a reimbursement for the sub frame that is rotted out. DEALER is saying is out of warranty.□

-- DEALER NH014 did diagnose the vehicle.. Service quote from dealer was faxed in on 10/08/07. customer had 66,101 miles.□

-- vehicle. DFU is 12/23/1998 and vehicle. is at 66,101 miles. □

-- DEALER thinks good will is a good idea.□

-- This is a good customer.□

-- Breakdown of parts and labor as follows:□

- Parts \$1195.04□

- Labor \$ 434.95□

- Total \$1629.39□

-- This would have been covered. □

-- This is customer only Hyundai. □

10/30/07(RM)ERCA WRITER SENT E-MAIL TO THE DPSM/KC ADVISING OF THIS FILE CONTACT AND

10/31/07(RM)ERCA WRITER RECEIVED FEEDBACK FROM DEALER SERV MANAGER JJOE THAT PER

AUTH FROM THE DPSM/KC - THAT HE CONTACTED THE CUSTOMER AND CONCERN HAS BEEN

RESOLVED. □

□

"I spoke with customer this am and set up appt for nov 5 to have sub frame replaced under Hyundai goodwill.

Customer was very pleased with decision . "□

□

Joe□

Customer states:□

1. Is calling back with VIN for frame rust though concern.□

2. Is upset that a 7 year old veh has rusted through on the frame.□

3. Son and grandson were riding in veh when the front passenger's side wheel broke.□

4. Feels Hyundai should assist with repairs due to age of vehicle at 7 years.□

--Writer advised would note cust concerns in case and advised cust due to mileage veh is outside of warr. Writer advised cust could take veh to Hyundai for inspection but there would be a charge associated. Customer

CUST STATES:□

1. VEH RUSTING UNDER A/C□

2. IS THIS COVERED BY WARRANTY□

-- WRITER EXPLAINED THAT CUST MUST TAKE VEH TO DLR FOR DIAGNOSTIC TO KNOW IF WORK IS

10/5/07 CRCA.GB- WRITER NOTING THAT THERE IS A PREVIOUS FILE LISTED ON THE AS400, SEE FILE

948727. THE VEHICLES CROSSMEMBER HAS RUSTED OUT.THE CUSTOMER HAS PAID FOR THE

CUST (TAMAR) STATES:□

1. WANTED TO KNOW WHAT THE WARRANTY ON THE SUBFRAME IS.□

2. THE VEHICLE SUBFRAME HAS RUSTED. □

--WRITER CREATED CASE. WRITER ADV CUST THAT THE SUBFRAME IS ONLY COVERED FOR 5/100

FOR VEHICLES BEFORE 2004. WRITER ADV CUST THAT HCA CAN NOT ASSIST UNTIL THE VEHICLE IS

DIAGNOSIS. CUST STATES:□

1. IF IT IS NOT COVERED IS NOT GOING TO TAKE THE VEHICLE INTO THE DEALER. □

2. THIS VEHICLE HAS HAD NOTHING BUT PROBLEMS. □

3. THE WEBSITE STATES THAT THE CORROSION IS A 7 YEAR WARR.□

--WRITER ADV CUST THAT THE 7 YEARS IS FOR VEHICLE FROM 2005 AND NEWER. CUST

Cust states:□

1. exhaust leak on veh. Just purchased 1999 Sonata□
2. passenger side cradle RUSTed which hold in engine, right under air unit□
3. Has veh at indepentent mechanic.□
4. Wants to know if campaign is on this problem□

Writer states that all history of campaigns on this veh have been completed and writer does not see anything new. Cust does not have warr as cust is second owner of 1999 veh. Writer explained there are no outstanding campaigns. Cust understood. Also updated all info on new cust. Writer gave case number writers name and ext.

RECEIVED CUST EMAIL:□

1. I own a 2002 sonata which I purchased new.□
2. Since the day I received it, I have had multiple problems with the unit□
3. I will list all the difficulties I have had.□
 - a.Windshield wiper motor□
 - b.Windshield wiper switch□
 - c.both rear struts□
 - d. timing belt at 53,000 miles which damaged the valves□
 - e.regulator for opening driver's side window□
 - f.paint came off all four door handles□
 - g.sensor for air bag□
 - h.timing belt at 80,000 miles□
4. Recently I had to pay \$250.00 to repair left rear well which □
had rotted badly, Why would it rot at only five years old?□
5. This week I was changing the oil and noticed that the engine cradle was badly rotted.□
6. I got a quote from a body shop for \$1800.00 to repair the unit.□
7. About 6 months ago I tried to trade the car for a new hyundai but was only offered \$3,000 .□
8. Why should I pay \$1800.00 to repair a car that is only worth \$3,000?□
9. Is there anything you can do to remedy my situation?□

---WRITER REPSONSE IS WE APPRECIATE CUST CONTACT & APOLOGIZE FOR THE CIRCUMSTANCES THAT PROMPTED CUST EMAIL. WRITER ADVISED CUST TO BETTER ASSIST cust states □

- 1.calling back due to e-mail sent to cust □
- writer informed cust to call back in the mornig when the person is here that takes care of the e-mkails □
close case

CUST STATES:□

1. THE UNDER CARRIAGE IS RUSTING□
2. WANTS TO KNOW WHAT TO DO. □
3. HAS TAKEN THE VEHICLE INTO THE BODY SHOP. □

-WRITER ADV CUST THAT THE CUST WOULD NEED TO TAKE THE VEHICLE INTO THE DEALER AND HAVE THE DEALER LOOK AT IT. WRITER ADV CUST THAT AFTER THE DEALER LOOKS AT THE VEHICLE CUST STATES□

- 1.CALLED EARLIER TODAY AND WAS TOLD TO TAKE VEH TO A DLR CAUSE HIS UNDERCARRAGE IS RUSTED AND DOSNT KNOW WHAT TO DO□

WRITER□

INFORMED CUST THE SAME THING PREVIOUS CM DID TO TAKE TO DLR AND GET DIAGNOSIS AND THEN WE CAN SEE WHAT WE CAN DO TO ASSIST CAUSE HE IS OUT OF WARRANTY □
CUST SAYS HE WILL DO THAT CALL ENDED□

cust states□

1. warranty is out on the veh by miles and years.□
2. the sub-frame is rusted on the veh□
3. cust not happy with hyundai□
4. will never buy another one.□

-----writer advised the cust of the warranty being out by miles and years, that hyundai will not do the repair under warranty, cust feels that this shouldn't have happened, and that the 10/100 coverage is useless, writer apologized
REVIEWED THE FILE AND CUST IS NOT SATISFIED

CUST STATES:□

1. VEH STARTED TO PULL ALOT TO THE RIGHT□
2. TOOK VEH INTO MIENEKE AND WHEN TECH DROVE VEH RIGHT FRONT TIRE BLEW OFF□
3. TECH TOLD CUST THAT RUST ON THE DRIVE ARM IS WHAT CAUSED THE TIRE TO BLOW OFF□
4. TECH ALSO TOLD CUST THAT THE LEFT SIDE LOOKS JUST AS BAD□

--WRITER ASKED CUST IF TECH PERSON WAS OKAY. CUST SAID YES. WRITER LET CUST KNOW THAT CUST IS OUT OF WARR BUT WAS MORE THAN WELCOMED TO TAKE VEH TO LOCAL DLR TO HAVE THEM LOOK AT IT. CUST UNDERSTOOD. WRITER GAVE CUST CASE # NAME EXT# AND PHONE # FOR CUST STATES:□

1. WANTS TO SPEAK WITH ADUTSON.□

---WRITER TOLD CUST THAT CM IS NOT AVAILABLE TO TAKE CUST CALL. WRITER TOLD CUST THAT CUST STATES:□

1. WANTS TO SPEAK WITH SUP □
2. THIS IS A POSSIBLE LAW SUIT DUE TO THE FACT IF THE CUST WAS TRAVELING 65 MPH DOWN THE HIGHWAY IT COULD HAVE CAUSED A SERIOUS ACCIDENT. □

--WRITER LET CUST KNOW THAT A SUP WOULD PROVIDE THE SAME INFO TO CUST. CUST DID NOT CARE STILL WANTS TO SPEAK WITH A SUP.WRITER GOT A 24HR SUP CALL APPROVED FOR CUST. □ WRITERS FIRST ATTEMPT TO CALL CUST. 10:22 AM MST. CUST SPOKE WITH MR. BROCKWAY WHO ORIGINALLY MADE THE CALL FOR THE CONCERN WITH VEH. □

----CUST STATES:□

1. IS NOT LOOKING FOR ANY ASSISTANCE REGARDING THE COVER CHARGES FOR THE REPAIR. □
2. WOULD LIKE TO SPEAK WITH SOMEONE REGARDING THE DESIGN OF VEH BECAUSE VEH SHOULD NOT HAVE RUSTED THE WAY IT DID. □
3. ARE ALL HYUNDAI VEH LIKE THIS?□
4. THINKS CUST SHOULD TAKE LEGAL ACTION REGARDING WHAT HAPPENED WITH VEH AND CUST IS NOW LOOKING TO REPLACE VEH. □

-----LCM EMPATHIZED WITH CUST AND ADVISED CUST THAT THE WEATHER CONDITIONS SOMETIMES
Cust States:□

1. Veh has been at dlr a extra long time. □
2. Have been renting a veh for \$50.00 a day since took veh in on 10/03/07. □
3. Was told Tuesday the the part was in & veh would be ready on 10/11/07.□
4. today was told that the part just came in and woudl be ready on 10/15/07.□
5. Because this is going longer than expected with out any communication from dlr, would like to know if can get help with the rental cost.□

Writer called dlr CT012 and spoke with Van in service. Writer found that this repair is being done as a good will for cust. Cust is way out of warr for this repair. If cust wants a loaner, so doesn't need to pay for rental can pay for cust states:□

- 1.cust would like to speak lharrell□

---writer informed cust would leave a message in the notes to return cust call cust agreed and ended call□

follow up required

CUST STATES:□

1. WOULD LIKE TO SPEAK TO LHARR□

--WRITER WARM TRANSFERED CALL

Cust states:□

1. Am picking up veh up this evening.□
2. Still feel the rental veh should be paid for. □
3. This is because dlr feels lied to cust, by not telling it could take 2 weeks for the repair to be done. □
4. Cust was unable to make the best decision and deal could because didn't have the correct info. □

-- Writer empathized and asked cust to fax over info and provided fax number. Writer will submit and see what WRITER RECEIVED A FAX AND FORWARD A COPY TO (LHARRELL).

---- Info for good will:□

1. Cust expects to be reimbursed for rental. Cust feels that because dlr did not give the exact day the veh would be repaired and ready for pick up, was not able to make the best choice for having a rental veh. □
2. Veh was diagn

TL reviewed case for goodwill and will deny goodwill for rental because rental is not a provision of the warr and also because dlr has already offered goodwill for repair. Writer assigning case back to cm for follow up. Writer called cust and left vm to be called back.

Writer called cust & explained that was denied for the reimbursement. Cust is claiming that the subframe RUSTing is a safety concern and all should be paid for by HMA or the dlr. Has researched on the web is that there have been a lot of veh's with this problem. and regardless the dlr lied and kept changing the date the repair was going to be done. □

CUST STATES:□

1. HAD TAKEN VEH INTO INDEPENDENT SHOP FOR TIRES AND FOUND THAT THE FRAME WAS RUSTING. □
2. CUST HAD TAKE VEH TO DLR NH012, AND INFORMED DLR OF RUST. DLR INFORMED CUST THAT DLR WILL KEEP AN EYE ON THE RUST. □

DLR NH012: □

PAT/ SERV ADV□

1. 10/01/07 77601: DLR FOUND RUST ON SUBFRAME. VEH WAS NOT REPAIRED. DLR STATES THAT SUBFRAME IS COVERED UNDER THE 5/60. CUST DID MAINTENANCE AND STATE INSPECTION. REPAIR CUST STATES: □

1. WOULD LIKE TO SPEAK WITH ASULL. □

WRITER WARM TRANS TO ASULL.

CUST STATES:□

1. INQUIRING ABOUT RESEARCH FROM DLR.□
2. WANTS REPAIR TO BE COVERED UNDER WARRANTY.□

--WRITER INFORMED CUST ABOUT THE INFORMATION GATHERED FROM DLR. WRITER INFORMED CUST THAT VEH IS OUT OF WARRANTY. AND THAT DLR INFORMED WRITER THAT REPAIR IS COVERED UNDER 5/60. CUST HAS THE 6/72 FOR HPC. WRITER INFORMED CUST THAT ASSISTANCE FOR REPAIR WILL BE THROUGH REIMBURSEMENT. CUST AGREED, BUT BEFORE REPAIR WILL BE MADE, CUST WANTS TO KNOW IF REPAIR WILL BE REIMBURSED. CUST STATES THAT IF REPAIR NOT --INFORMATION FOR GOODWILL CONSIDERATION.□

1. CUST IS SEEKING ASSISTANCE WITH SUBFRAME RUSTING. CUST HAD THE 6/72 ON VEH. DLR STATES THAT SUBFRAME IS COVERED UNDER THE 5/60. CUST BELIEVES THAT RUST SHOULD NOT GOODWILL REVIEW: WRITERS REVIEWED FILE AND WILL RETURN TO CM TO OPEN FILE TO REGION DUE TO THE AMOUNT OF THE COST IS ABOVE \$1,000 AND THE VEH HAS NOT BEEN REPAIRED.

--INFORMATION TO OPEN TO REGION.□

1. WRITER IS OPENING FILE TO REGION DUE TO REPAIR EXCEEDING \$1000 FOR REIMBURSEMENT. CUST IS SEEKING ASSISTANCE FOR RUST ON THE SUBFRAME FOR VEH. CUST HAD THE 6/72 ON VEH

Region:□

----□

1. WRITER IS OPENING FILE TO REGION DUE TO REPAIR EXCEEDING \$1000 FOR REIMBURSEMENT. CUST IS SEEKING ASSISTANCE FOR RUST ON THE SUBFRAME FOR VEH. CUST HAD THE 6/72 ON VEH BUT IS OUT OF THE WARRANTY BY TIME AND MILEAGE. DLR INFORMED CM THAT THE WARRANTY COVERAGE IS 5/60. CUST IS WANTING APPROVAL BEFORE CUST DECIDES TO HAVE VEH REPAIRED BY DLR. DLR INFORMED WRITER THAT CUST MAINTAINS VEH WELL.□

2. THIS IS THE FIRST TIME THAT VEH HAS BEEN INTO DLR NH012.□

3. 10/01/07 77601: DLR FOUND RUST ON SUBFRAME. VEH WAS NOT REPAIRED. DLR STATES THAT SUBFRAME IS COVERED UNDER THE 5/60. CUST DID MAINTENANCE AND STATE INSPECTION. REPAIR WOULD BE COVERED BUT VEH IS OUT OF THE WARRANTY. CUST KEEPS MAINTENANCE UP TO DATE ON VEH.. ESTIMATE IS BETWEEN \$1700-\$1900.□

4. CUST CURRENTLY HAS VEH.□

WRITER SENT DPSM/KC FILE INFO TO REVIEW AND TO ADVISE REGION IF ANY ASSISTANCE IS NEEDED. WRITER CONFIRMED WITH SERV MGR DAVE THAT DPSM HAS INSTRUCTED HIM TO COVER THE NEEDED REPAIR FOR THE SUBFRAME REPLACEMENT UNDER THE HMA WARRANTY. REPAIR WILL BE Duplicate

Customer states:□

1. Subframe rusted though on the passenger side.□

2. It did not rust out on driver's side.□

3. The customer wants to know if this is a known issue/recall/campaign.□

--Writer updated file info. Writer informed the customer that there is a campaign on the vehicle. Campaign 05, but informed the customer this is not related to the subframe. Writer informed the customer that the customer's Sent FYI to region.

10/18/07(GCP)ERSVC rec'd call record for customer concern, writer placed call to CT022 Danbury and inquired if customer car was at dealer, (EY)SM stated that car has NOT been to CT022 at least in the past two years. As their system purges VIN's from the system once VIN does not return for a 24 month period.□

Writer then called to selling dealer CT005 Key and spoke with(BD)SM and he stated that this car has not been to CUST LTR REC'D FROM (Redact) (WIFE). WIFE STATES:□

-NOTICED, WHILE DRIVING, THAT STRG WHEEL WAS ANGLED TO THE LEFT AND I WAS DRIVING STRAIGHT. THOUGHT IT WAS AN ALGMENT ISSUE.□

-THEY DISCOVERED THAT THE RT FRT CAMBER WAS OUT OF SPEC BY MORE THAN 3 DEGREES AND THE LOWER CONTROL ARM WAS RUSTED AWAY FROM THE FRAME, BARELY BEING HELD ON BY ONE BOLT.□

-IT IS BELIEVED THE PROBLEM LIES IN THE DESIGN OF THE A/C DRAIN IN RELATION TO WHERE THE FRAME RUSTED AS THE REST OF IT WAS IN GOOD CONDITION.□

-CONTACTED DLR, ST. CHARLES HYUNDAI, BEFORE WE REPAIRED THE CAR TO SEE IF THIS WAS COVERED UNDER HPP. THEY SAID IT WAS NOT, EVEN THOUGH THE CAR IS STILL UNDER 100,000 MILES.□

-I HAVE ENCLOSED THE QUESTIONNAIRE I SUBMITTED TO NHTSA, A COPY OF THE SALES REC FROM CINTECH AUTOMOTIVE WHO REPAIRED THE VEH, AND COPIES OF SEVERAL OTHER COMPLAINTS OF SIMILAR NATURE ON THE SAME MODEL.□

-I WOULD LIKE TO SEE THIS MODEL RECALLED SO NO ONE IN THE FUTURE LOSES A LIFE. I WOULD WRITER REC'D FILE BACK FROM REGION.

PER JAY BROWN OF MO016: DEALERSHIP HAS NO RECORD OR RECOLLECTION OWNER SEEKING ASSISTANCE IN REPAIRING SUBJECT CONCERN. WRITER SENT E-MAIL TO DPSM REQUESTING message for jay Brown requesting a callback with update. email sent to DPSM requesting a file review and PER DW/NCA, WRITER WILL OFFER REIMB TO CUST IN THE AMT OF \$1,384.55 FOR THE COST OF CALLED CUST AND LEFT VM FOR CALL BACK.

REC'D VM FROM CUST. STATED CAN BE REACHED BEFORE 3PM.

CALLED CUST AND INFORMED THAT WOULD NEED PO/P AND PO/O TO PROCESS REIMB. CUST WILL MAIL DOCS TO WRITER. WILL PROCESS REIMB ONCE DOCS REC'D. WRITER STATED CAN TAKE 4-6 WKS TO REC CHK. CUST UNDERSTOOD. □

---FURTHER PROCESSING PENDING REC OF DOCS.□

□

*****□

--CUST STATED IS ALSO HAVING AN ONGOING PROBLEM W/THE A/BAG LIGHT COMING ON. HAS HAD INTO DLR 6-8 TIMES SINCE PURCH FOR CONCERN. WRITER ASKED IF COULD DO SOME RESEARCH AND CALL CUST BACK. CUST AGREED.□

---WRITER REV'D WARRANTY HISTORY W/JBLACKBURN. CALLED CUST BACK AND ASKED IF LIGHT IS CURRENTLY ON. CUST STATED YES. ASKED IF CUST HAS BEEN BACK TO DLR. CUST STATED NO. DPSM REPLIES THAT HE WAS NOT ABLE TO OPEN THE CASE IN THE SYSTEM. WRITER SENT E-MAIL TO DPSM ADVISING HIM THAT THIS WAS A SIIEBEL CASE, AND THE OWNER WAS SEEKING GOODWILL DPSM REPORTS THAT HE WILL MEET WITH OWNER ON 10/29/07. DPSM ALSO REPORTS THAT THE REPLACED SUBFRAME WAS HANDLED AS AN INSURANCE CLAIM. THE INSURANCE COMPANY REC'D MAILED DOCS FROM CUST. COPIES OF CC STMNT, REC, AND PO/O.□

---EMAILED REGION TO CLARIFY IF INS COVERED OR CUST PAID COSTS.

SENT E-MAIL TO DPSM REQUESTING INSURANCE INFORMATION CONCERNING REPLACEMENT OF DPSM ADVISES HE HAS AUTHORIZED GOODWILL FOR REPLACEMENT OF A WINDOW REGULATOR AND REPAIR OF AN SRS WIRING CONCERN. WRITER SENT E-MAIL TO DPSM REQUESTING FILE REC'D EMAIL RESPONSE FROM REGION.

CALLED CUST INS COMPANY AND SPOKE WITH JIM LEACH. COULD NOT FIND TOO MUCH INFO ON CLAIM. CLAIMS NOW GO THROUGH THE MAIN OFFICE. PROVIDED WRITER W/INS ADJUSTOR'S NAME AND PH#.□

---WRITER CALLED INS ADJUSTOR-KELLY OWENS AT (636) 825-3193. NO ANSWER, NO VM. CALLED 2ND TIME, PH WAS HUNG UP. CALLED 3RD TIME, PH WAS ANSWERED BUT NO ONE CAME ON THE CALLED CUST AND LEFT VM FOR CALL BACK. NEED TO CLARIFY A COUPLE OF THINGS WITH CUST. REC'D VM FROM CUST.

CALLED CUST AND ASKED IF CUST HAD MORE THAN ONE REPAIR FOR SUB FRAME. CUST STATED NO. WRITER ASKED IF CUST HAD SUBMITTED REPAIR TO INS AS A CLAIM. CUST AGAIN STATED NO. WRITER THANKED CUST AND STATED JUST NEEDED THE CLARIFICATION. CUST UNDERSTOOD. WRITER STATED WOULD REVIEW PPWK AND CALL CUST BACK TO ADVISE OF REIMB AMT. CUST REC'D EMAIL RESPONSE FROM REGION. WILL PROCEED W/REIMB TO CUST.

HCR IN THE AMT OF \$1,384.55 FOR THE TOTAL COST OF REPAIRS TO THE SUB FRAME. HCR CALLED CUST AND INFORMED REIMB WOULD BE FOR THE FULL AMT. CUST THANKED WRITER. CUST ASKED ABOUT RECALLS. WRITER ADVISED THERE ARE NO RECALLS OR CAMPAIGNS FOR VEH. CUST UNDERSTOOD. WRITER THANKED CUST AND STATED IF CUST HAD ANY FURTHER Q'S OR CONCERNS REC'D COPY OF CHECK #50219013 DTD 11/15/07 IN THE AMOUNT OF \$1384.55. WRITER FILING COPY IN

RECEIVED CUST EMAIL:□

1. I am writing to you regarding a very serious safety concern to me and my family. □
2. I recently contacted your consumer help line and I've received no response yet.□
3. My concern is regarding the severely rusted cradle on our 1999 Hyundai Sonata, purchased new at Kerry Hyundai in Alexandria, KY. □
4. I went to a local auto shop for routine maintenance (oil change) and to my shock the mechanic asked me to look at a severely rusted cradle on the Sonata.□
5. My father was also with me during this time with the mechanic and witnessed the same issue. □
6. The cradle was rusted on the passenger side where the rust had almost broken through completely on the welded areas, the drain hole near the front of the cradle was rusting, and from back to front there was severe damage to the cradle - even a baseball sized hole in the back portion.□
7. At one time during the inspection the mechanic took a piece of the rusted portion that flaked off the Sonata and it easily crushed to dust in his hand.□
8. Even more concerning is that I recently traveled to/from Paducah, KY with my wife, daughter and son (minimum of 10 hours driving round trip and just a day before seeing the mechanic) to visit with extended family members and thank God no one was hurt during this trip. □
9. The mechanic mentioned that it appeared to be a design flaw since the air conditioner's condensation was draining into the canal of the cradle, where the rust appeared.□
- 10.This was very obvious even to a non-mechanic. The sales rep at the shop was nice enough to contact Hyundai (not sure which dealer) and priced the replacement at nearly \$1,800, including labor! □
- 11.I contacted Kerry Hyundai Service in Alexandria, KY yesterday and they said that they received no recalls regarding this issue, could not help me, and that I should contact the consumer affairs line at Hyundai Headquarters. □
- 12.I also contacted the consumer line yesterday and talked to a gentleman explaining this very serious issue.□
- 13.Your representative informed me that Hyundai was not responsible since the warranty ended (at 100,000 miles) and there were no recalls regarding this issue. □
- 14.I informed your representative that I was not willing to accept that statement, that I wanted him to pass this concern on to a supervisor, and want a quick remedy to this situation.□
- 15.He mentioned that all other representatives will have the same response, in which Hyundai would not be responsible due to passing the warranty threshold, and only if we brought this to Hyundai's attention even shortly after the threshold was met would there be a possible remedy.□
16. Rusting this severely could not possibly happen so quickly and unfortunately it wasn't spotted until now. □

CM CALLED CUST AND GOT VM CM ADVISED CUST TO CALL HCA.□

WHEN CUST CALLS PLEASE TRANSFER TO 54260 OR INFORM CUST THAT RUST IS NOT COVERED UNDER WARR AS PER OH AND THAT CM IS FORWARDING THIS VIA FYI TO □
HIGHER PERSONELL .□

cm states 2nd attempt to call cust .□

cm is calling cust in regards to rusted under carriage cm did put cust acct on fyi daily tracker .as per kbase concerning rust - rust is not warr.□

cm called cust to advised has advices hma of cust concern however at this time rust is not a warr repair.□

CUST STATES□

- 1.WAS DRIVING VEH AND FELT LIKE HE WAS LOOSING CONTROL OF VEH □
 - 2.TOOK TO LOCAL SHOP □
 - 3.THE SERVICE MAN TOLD CUST THET HIS LOWER RIGHT CONTROL ARM WAS COMPLETLEY RUSTED □
 - 4.ADVISED CUST TO CALL HYUNDAI OR A LAWYER□
 - 5.CUST SAYS SERVICE MAN HAS BEEN DOING THIS FOR OVER 30 YEARS AND SAID THET IT IS NOT SUPPOSED TO DO THAT □
 - 6.CUST WOULD LIKE TO SEE WHAY HYUNDAI WOULD BE ABLE TO DO TO ASSIST□
- WRITER□

APOLIGIZED TO CUST INFORMED CUST TO GIVE ME A FEW MOMENTS TO GATHER SOME INFO TO

CONTACTED DLR □

DLR STATES THAT THE PART OF LOWER RIGHT ARM THAT CONNECTS TO SUBFRAME IS COMPLETELY RUSTED DLR STATES HE THINKS IT IS A MANUFACTURER DEFECT WILL FOLLOW UP HAVE BEEN TRYING TO GET A HOLD OF CUST TO GET SERVICING DLR WILL TRY AGAIN SECOND ATTEMPT TO CALL CUST PHONE NUMBER SAYS NO LONGER IN SERVICE SO WILL CLOSE
Cust states:□

1. Took car to Local shop□

2. Mechanic told cust car has rust in odd spot and should not be driven and is a flaw in car of the manufacturer□
Writer thanked cust for calling. Explained to cust to tow car to Hyundai DLR to get diagnosed also told cust the only thing on my end I could do for cust is to submit for coverage (goodwill) but also informed cust that he is way
CUST STATES:□

1. HAD TAKEN VEH TO THIRD PARTY SHOP, WHO INFORMED CUST THAT THERE WAS A LOT OF VEH THAT HAD THIS PROBLEM WITH SUBFRAME RUSTING.□

2. IS THERE A RECALL ON VEH FOR RUST.□

3. WANTS TO KNOW IF HYUNDAI WILL ASSIST CUST WITH RUST.□

--WRITER VERIFIED CUST INFO AND UPDATED. WRITER INFORMED CUST THAT VEH IS OUT OF WARRANTY. WRITER INFORMED CUST THAT THERE IS NO RECALL ON VEH. WRITER INFORMED CUST THAT VEH WILL NEED TO BE TAKEN TO DLR FOR DIAGNOSTIC BEFORE HCA CAN LOOK INTO
CUST STATES:□

1. WENT TO TAKE VEH IN FOR ALIGNMENT AND THAT THEY NOTICED THAT THE ENGINE FRAME WAS ROTTING. □

---WRITER VERIFIED ALL THE INFORMATION. WRITER ADVISED THAT HYUNDAI DOES KNOW ABOUT THIS AND THEY ARE KNOW THAT THE ENGINE IS RUSTING THRU. CUST UNDERSTANDS. WRITER
CUST STATES:□

1. UNDERCARRIAGE IS ROTTED OUT ON VEH□

2. DLR IS STATING THAT THE PART WILL BE GOOD WILLED, IF CUST PAYS FOR THE LABOR. □

3. CUST FINDS THIS UNSATISFACTORY.□

4. WILL HYUNDAI ASSIST?□

---WRITER VERIFIED INFO AND ADVISED CUST THAT VEH IS NOT UNDER ANY WARRANTY FOR THIS PART. WRITER CALLED DLR TO GET INFO FOR POSSIBLE GOODWILL. ADVISED CUST THAT DPSM HAS
#NAME?

Customer states:□

1. just bought 01 Sonata□

2. need info regarding warranty□

3. sub frame has completely rusted out and broke causing multiple problems□

4. has done some searching and cust is the 3rd owner.□

□

---Writer: updated file with current owner and personal info. answered all questions cust had regarding warranty and undercoating at time of production. Adv cust to get vech to dlr for diagnosis. gave cust file # and name. cust
cust states:□

1. wanted to see if campaign was done on engine cradle□

---writer informed cust that campaign was not done on engine cradle. cust understood and informed a call to the
CUST STATES VEH HAS RUSTED UNDER CARRIAGE .□

VEH ONLY HAS 65 K ON VEH AND WANTS TO KNOW WHAT HYUNDAI WILL DO ABOUT THIS . □

DLR ALREADY ADVISED CUST NOT UNDER WARR AS 2ND OWNER ONLY HAS 5 YR 60 K AND VEH IS OVER BY MILES AND YRS.□

HOWEVER CUST HAS NOTICES ON LINE THAT A LOT OF SONATA'S ARE HAVING THIS PROBLEM AND WANTS HMA TO LOOK AT VEH.□

CUST FEELS THIS IS A DEFECT.□

Writer sent an FYI email to region regarding the under carriage.

Cust States: □

1. Would like to speak with DPOTTER □

-Writer checked DPOTTER's availability and warm transferred cust to DPOTTER. □

--DPOTTER will assist cust.--

CUST WENT THRU EDMUNDS. COM. □

AND LOTS OF THESE VEH HAVE THIS PROBLEM AND THINKS THIS IS A FACTORY DEFECT. □

CALLED JUNK YARDS AND ALL THE UNDER CARRIAGES IS RUSTED AT JUNK YARDS AS WELL . □

CUST CANNOT FIND A UNDER CARRIAGE THAT HAS NOT BEEN RUSTED OUT. □

CM EXPLAINED WILL PUT THIS ON FILE □

CUST STATES NEW PART IS \$1400.00 PLUS LABOR AND CUST FEELS VEH SHOULD NOT HAVE RUSTED

BBB CALL REPORT. TECH ISSUES: CUST ALLEGES CURRENT CONCERNS WITH ENGINE CRADLE AND

AC & OTHER BELTS (3 REPAIR ATTEMPTS). CUST ALSO ALLEGES PAST CONCERNS WITH AXLE AND

11/6/07 CRCA.GB- WRITER CALLED GARY HAYES OF OH048, GARY REPORTS THAT THE CUSTOMER

HAS NOT BEEN IN SINCE 2004. □

---- □

RECEIVED CALL FROM THE CUSTOMER AND SHE ADMITS TO NOT VISITING A DEALER FOR HER

ISSUES. WRITER INSTRUCTED THE CUSTOMER TO HAVE THE DEALER (OH048) INSPECT THE ENGINE

CRADLE. THE CUSTOMER IS TO SCHEDULE AN APPOINTMENT WITH OH048. □

□

WRITER NOTING THAT THE CUSTOMER ALSO COMPLAINS THAT SHE HAD PUT IN ALOT OF MONEY

GARY HAYES OF OH048 REPORTS THAT THE VEHICLE IS THERE AND PARTS ARE ON ORDER. THE

DPSM HAS ALSO DISCUSSED THE ISSUE WITH THE DEALER. THE REPAIRS WILL BE COVERED AS

GARY HAYES OF OH048 REPORTS THAT DEALERSHIP IS IN THE PROCESS OF INSTALLING AN ENGINE

CRADLE AT NO CHARGE TO OWNER. WRITER SENT E-MAIL TO OWNER REQUESTING THAT FILE BE

CUST STATES: □

1. VEH IS NICKEL AND DIMING THEM TO DEATH. □

2. OIL PAN IS CRUSHED INTO THE ENGINE AND THE OIL PAN NEEDS TO BE REPLACED AND WILL

COST \$300 - \$400. □

3. THERE IS ALSO A VIBRATION FROM THE ENGINE AND THE CEL IS ON. □

4. WANTS TO KNOW WHAT HYUNDAI CAN DO TO HELP WITH EXPENSES. □

5. WANTS TO KNOW WHAT THE WARR IS ON THE ENGINE CRADLE. □

---WRITER EMPATHIZED WITH CUST. WRITER OFFERED TO CALL DLR WITH CUST ON HOLD AND

CUST AGREED. □

----- □

---WRITER ADVISED CUST WHAT SERVICE MANAGER GARY SAID. WRITER ADVISED THE WARR ON

THE ENGINE CRADLE IS 1/12 FOR DEFECTS IN FACTORY WORKMANSHIP OR MATERIALS. WRITER

ADVISED CUST THAT HYUNDAI IS NOT ABLE TO ASSIST CUST ANY MORE AT THIS POINT. THE VEH IS

OUT OF WARR BY TIME AND MILES. WRITER ADVISED THAT BECAUSE IT IS OUT OF WARR CUST CAN

#NAME?

cust states □

1.rust on under carriage □

2.main skeleton of veh □

writter □

thanked cust for calling updated cust information let cust know warrenty on veh perforation □

and referred cust to a dlr cust agreed to go to dlr writter gave cust case number and ext call ended case closed

BRADLEY MOTORS AND INDEPENDENT DLR STATES.□

SOLD CUST A PRE-OWNED VEH AND CUST BROUGHT VEH BACK AS THE WHEEL CAME OFF THE ARM DO TO RUSTED OUT UNDER CARRIAGE.□

BRADLEY MOTORS BELIEVES THIS IS A FACTORY DEFECT AS WENT ON LINE AND ON LINE HAS 100'S OF COMPLAINTS WITH THIS CONCERN .□

DLR CANNOT EVEN FIND A UNDER CARRIAGE TO REPLACE THE CUST RUSTED OUT UNDER CARRIAGE .□

ALL UNDERCARRIAGE ON 2000 SONATAS ARE RUSTED OUT.□

dlr states;□

1. the dlr sold cust a veh and the □

cust is upset as the cust could have been killed □

2. dlr has looked on line and found □

hundreds of veh's with the same problem.□

3. can not believe that hyundai has not done a recall on the veh. □

4. cust is upset with the used car dlr now and this is not fair.□

5. dlr is trying to take care of this and every used under carriage is rusted and the new is \$1.500 □

6. would like some thing to be done□

for the sonata owners.□

7. would like to speak with the cm□

--writer explained the cm would be able to speak with cust writer transferred call.

DLR NH012 WANTS TO KNOW IF IN THE FUTURE THE SONATA RUSTED UNDER CARRIAGE WILL BE A RECALL.□

CM AS PER FLOOR WALKER ADVISED DLR TO SPEAK WITH DPSM,□

Sent FYI email to region.

11/21/07(RM)ERCA WRITER FW'D INFO TO THE DPSM/KC WHO HAS JURISDICTION OVER DEALER NH012. DPSM CONTACTED DEALER SERV MGR DAVE AND TOLD HIM TO FIX THE CAR UNDER WARRANTY. SERV MGR DAVE HAD NO KNOWLEDGE OF THIS CUSTOMER NOR THIS CAR. DPSM ASKED FOR HELP FROM REGION. WRITER THEN CONTACTED CUST BY FILE TEL# . WRITER SPOKE TO CUST'S SON. HE GAVE WRITER FATHER'S CELL #. SON SAID CAR WAS AT BRADLEY MOTORS IN TOWN. FATHER'S CELL # IS (Redact). WRITER CALLED CEL AND GOT VOICE MAIL. WRITER LEFT VM/MSG ASKING FATHER TO CALL BACK TO DETERMINE WHICH DEALER WOULD BE CLOSER TO CAR AND WHICH DEALER THAT THE CUST WOULD WANT THE REPAIRS TO BE PERFORMED. DEALER CUST STATES:□

1. ENGINE CRADLE IS RUSTED OUT□

2. AIR CONDITIONING IS HAVING CORROSION ISSUES□

3. THIS VEH IS TOO NEW FOR THESE PROBLEMS□

4. DOES NOT WANT TO PAY FOR IT□

5. WHAT KIND OF VEH HAS THESE PROBLEMS□

WRITER THANKED CUST FOR CALLING. WRITER ASKED CUST TO HOLD WHILE CONTACTING DLR.

WRITER INFORMED CUST WRITER WILL NEED TO SPEAK WITH SRV MANAGER. WRITER INFORMED

DLR STATES:□

1. VEH ENGINE CRADLE IS RUSTED.□

2. ALSO HAS SOME AIR CONDITIONING LEAKAGE□

3. THE SONATA'S DO SEEM TO HAVE ISSUES WITH RUST□

4. SRV MANAGER IS OUT.□

5. SHOULD PROBABLY TALK TO HIM□

WRITER THANKED DLR INFORMED WILL CALL BACK TOMORROW TO SPEAK WITH SRV MANAGER

WRITER CALLED DLR LEFT MESSAGE FOR CALLBACK.

WRITER CONTACTED CUST.□

CUST STATES DLR TOLD THEM ON 11/9 ISSUE IS COVERED. WRITER IS CLOSING CASE.

Cust states:□

1. Had veh inspected at a Non-Hyundai DLRSP.□
2. Was told the frame behind the motor has rust.□
3. Cust wanted to know if that would be covered under warranty.□
4. Cust is subsequent owner.□

---Writer informed cust that the veh is out of warranty and it most likely will not be covered. Thanked cust for calling and ended call.□

□

CUST STATES:□

1. THIS IS CUST'S 4TH HYUNDAI.□
2. HAS NEVER HAD PROBLEMS WITH OTHER HYUNDAIS AS CUST HAS WITH THIS ONE.□
3. INDEPENDENT FACILITY (FIRESTONE) HAS DIAGNOSED THAT THE SUBFRAME HAS RUSTED OUT AND IS PULLING AWAY FROM THE RIGHT SIDE CONTROL ARM.□
4. WANTS TO KNOW IF THIS WOULD BE COVERED UNDER WARR.□

---WRITER EMPATHIZED WITH CUST. WRITER ADVISED CUST THAT VEH NEEDS TO BE DIAGNOSED BY AUTHORIZED HYUNDAI DLRSP TO FIND OUT IF IT WOULD BE COVERED BY WARR.□

CUST STATES:□

5. DOESN'T KNOW IF IT WOULD BE WORTH IT TO PAY TOWING AND DIAGNOSTIC FEES AND THEN FIND OUT IT WOULDN'T BE COVERED.□
6. WILL SPEAK WITH CUST'S MECHANIC AND CALL WRITER BACK.□

CUST STATES:□

1. WANTS TO SPEAK WITH SKATRIS.□
2. TALK TO THE MECHANIC AND THE RUST IS FROM THE INSIDE OUT.□
3. CUST DON'T WANT TO TAKE IT TO THE DLRSP BECAUSE IT WILL COST TOO MUCH.□
4. THIS IS CUST 4TH HYUNDAI.□
5. THE COST IS \$1400.00□
6. CUST IS AT WORK AND THE NUMBER IS (Redact).□
7. CUST WOULD LIKE TO GET A CALL BACK TODAY.□

-----WRITER VERIFY CUST INFO AND UPDATE INFO ON FILE. WRITER TOLD CUST THAT WRITER WILL

CUST STATES:□

1. IF THERE WAS A RECALL ON □
THIS 1999 SONATA BECAUSE □
2. THE WHOLE SUBFRAME IS ROTTED OUT□
3. THE VEHICLE IS AT BELLVIEW AUTO REPAIR.□
4. AN INDEPENDENT DLRSP AND CUST WANTS TO KNOW WHAT THE WARRANTY IS ON THE VEHICLE□

---WRITER EXPLAINED CUST IS OUT OF THE WARRANTY FOR THE SUBFRAME. AND APOLOGIZED FOR THE INCONVENANCE. AND PROVIDED THE FILE NUMBER WRITERS NAME AND EXT AND THEN

CUST STATES□

1. MAY I SPEAK VERONICA AT EXT 54343 □
2. THE FRAME OF VEH BOLT CAME OF SUB FRAME I TRYED TO GET IT REPLACED AND THE SUB FRAME HAS CHANGE AND HYUNDAI HAS MADE THE CHANGE BUT DID NOT MAKE A RECALL ON MY YEAR VEH THE BOLT WAS RUSTED BUT STILL LOOKING FOR A SUB FRAME □
3. AND WOULD LIKE TO KNOW IF VERONICA COULD HELP ME LOOK FOR SUB FRAME □
WRITER TRYED TO GET CM ON PHONE BUT WAS ON ANOTHER LINE DID ADD WHAT CUST WANTED

CUST STATES:□

1. NEEDS TO SPEAK TO VCHAP□
2. HAS VEH AT 3RD SERVICE STATION□
3. NOT AT HYUNDAI DLR□

-- WRITER INFORMED CUST THAT VCHAP WAS UNAVAILABLE COULD WRITER ASSIST. WRITER EXPLAINED THAT WITHOUT HYUNDAI DIAGNOSIS WRITER COULD NOT PROVIDE FURTHER INFORMATION. WRITER EXPLAINED THAT THE CUST WARRANTY RAN OUT 2/26/04 OR 50,000 MILES AS

CUST STATES HYUNDAI IS COVERING VEHICLE OUTSIDE OF WARRANTY DUE TO RUSTING OF THE FRAME CUST WOULD LIKE TO KNOW IF HYUNDAI WOULD COVER A RENTAL VEHICLE WRITER SPOKE TO AL AND APPROVED 3 DAYS AT \$25 DOLLARS A DAY CUST AGREED AND WILL CONTACT HCA WHEN
Cust states:□

1. Sub frame is rusted out□
 2. Took veh to repair shop and the mechanic told him he has seen this before□
 3. Wants to know what Hyundai will do for cust□
- Writer adv that there was nothing we can do, the warranty has expired.□

Close.

RECEIVED CUST EMAIL:□

1. I have a 2000 Sonata GLS that was purchased new and now has 94,635 miles on it.□
2. I recently took the car to my dealership for a state inspection and was told that it would not pass because "the crossmember has fist-sized rust holes in it". □
3. The dealer said this issue is not covered by warranty, that they would be unable to repair it, and that the car is unsafe to drive.□
4. If true, this effectively ends the life of this car.□
5. I have done some research and learned that a number of other 2000 Sonata owners have had the exact same problem and that their cars have been repaired under warranty by Hyundai.□
6. Since my dealer is not aware of this recourse, I need some information from you about how I can obtain this

CUSTOMER STATES:□

- 1- FEELS THAT CUSTOMER PROVIDED ENOUGH SERVICE AND MAINTENANCE TO THE VEH THAT THIS ISSUE SHOULD HAVE BEEN NOTICED SOONER.□
- 2- IS AT A BIT OF AN IMPASSE BECAUSE THE VEH WONT PASS INSPECTION, HYUNDAI CANT WARRANT THE REPAIR, AND CUSTOMER DEPENDS ON THIS CAR.□
- 3- WONDERS IF THERE IS A TIMEFRAME IN WHICH THE CUSTOMER CAN EXPECT TO BE CONTACTED ABOUT THE MATTER.□

WRITER LET CUSTOMER KNW THAT AS OF YET, THERE WAS NO OFFICIAL WORD ON THE STATUS OF WHAT HYUNDAI WAS GOING TO DO ABOUT THIS PARTICULAR VEH. WRITER LET CUSTOMER KNOW
What dealer is the customer working with?

CUST STATES:□

1. CUST IS DEALING WITH HYUNDAI OF KEENE□
2. CUST WOULD LIKE TO SPEAK WITH TTHOMAS□
3. PLEASE CONTACT CUST ON (Redact) EXT 222□

---WRITER ADVISED TO CUST THAT AT THIS POINT IN TIME CM IS NOT AVAILABLE. CUST UNDERSTOOD.□

CUST WOULD LIKE FOR CM TO CONTACT CUST BACK□

CUST STATED:□

1. WHAT IS GOING ON WITH HIS CASE□

---WRITER ADVISED CUT THAT CASE HAS BEEN SENT TO REGION□

AND IT WILL TAKE 2-3 WEEKS FOR RESPONSE THANKED CUST FOR CALLING HCA ENDED CALL
SEE NOTE BELOW

RECEIVED CUST EMAIL:□

1. I have a 2000 Sonata GLS that was purchased new and now has 94,635 miles on it.□
2. I recently took the car to my dealership for a state inspection and was told that it would not pass because "the crossmember has fist-sized rust holes in it". □
3. The dealer said this issue is not covered by warranty, that they would be unable to repair it, and that the car is unsafe to drive.□
4. If true, this effectively ends the life of this car.□
5. I have done some research and learned that a number of other 2000 Sonata owners have had the exact same problem and that their cars have been repaired under warranty by Hyundai.□
6. Since my dealer is not aware of this recourse, I need some information from you about how I can obtain this warranty repair.I'm sure you can understand that it is a hardship to not have the use of this vehicle. I look forward

Please fill in the servicing dealer then put back on FYI sheet.

Sent an FYI email to region.

12/3/07 (IM)ERCA WRITER RECVD FYI EMAIL FROM THE CALL CENTER. WRITER SENT TO DPSM/MK FOR DEALER NH013. DPSM HAS FOLLOWED UP WITH DLR NH013 AND THIS CAR IS NOT AT THE DEALER AT THIS TIME. TEH REGION NEEDS TO KNOW WHICH DEALER THE CUSTOMER IS WORKING

12/4/07 (IM)ERCA WRITER CLD DLR NH013 AND SPOKE TO SERVICE MANAGER SCOTT. WRITER PROVIDED CUST INFORMATION AND CUSTOMER IS GOING TO NH013 FOR CONCERN. DLR DID SPEAK WITH DPSM/MK AND DPSM HAS APPROVED REPAIR TO BE COVERED UNDER WARRANTY FOR THE Who is the customer's dealer?□

□

Email from region:□

□

You had sent a FYI email to the region yesterday on the above case. I had notified the DPSM who checked with the dealer mentioned in the notes NH013 Keene Hyundai. Per Keene there is no record of the car being there at the moment. The region needs to know if the customer has the car or the dealer? Which dealer is the customer WRITER CONTACTED CUST ADVISED HIM OF DECISION OF DPSM TO REPAIR HIS K FRAME OF VEH THIS LINE OPENED BY MISTAKE.

CUST STATES:□

1. ENGINE CRADLE CRACKED IN HALF FROM ROT AND RUST AFTER THE CUST OWNED THE PREVIOUSLY OWNED VEH FOR ONLY ONE DAY.□

2. CUST THINKS THIS IS A SAFETY ISSUE RATHER THAN A WARRANTY ISSUE.□

3. CUST KNOWS STEEL AND THIS IS INFERIOR STEEL.□

---WRITER EMPATHIZED WITH CUST. WRITER ADVISED CUST THAT VEH IS WELL OVER WARR IN TIME AND MILES. WRITE SUGGESTED IF CUST WANTED A MORE CONCRETE ANSWER CUST COULD HAVE VEH TOWED TO DLRSP FOR A DIAGNOSIS, BUT WRITER DID NOT GIVE ANY EXPECTATIONS OF WHAT DLR OR HYUNDAI COULD OR WOULD DO. CUST UNDERSTOOD.□

Cust stated:□

1. DLR adv that the right front cradle is rusted through□

2. Concerned that engine will fall out□

3. DLR adv that this is an issue that is being seen in other similar veh.□

4. DLR adv that HCA/region authorized repair at no charge□

---Writer called DLR see notes.

Writer called DLR OH048 spoke with Sr Mgr. Was adv that the DPSM stated there has been a rash of this issue and authorized repair at no cost to cust. DPSM is on way to the dlr now and to adv cust to bring veh in for DPSM to review.□

---Writer adv cust to take veh to dlr.□

□

cust states:□

1. is the undercarriage covered under the warr.□

2. the custs undercarriage rusted out in a little over 8 yrs.□

3. what is the expected life time forthat part.□

4. when the subframe rusted out, it fell and hit the axle.□

the axle broke. □

---writer informed cust that would have to research into it. □

cust understood. writer suggested cust take the veh to a dlrshp □

for a diagnosis. cust declined because has no way to move he veh. □

writer informed cust that unfortunately nothing can be done about this □

because cust is already out of the warrs' for the veh. cust understood.□

writer gave name, ext., and case number. writer thanked cust for calling,□

and ended the call.□

---case solved---

Cust states:□

1. discovered that the subframe was rusting out when a friend was checking out the axle.□
2. is concerned that there has been no recall on her vehicle, the 2000 Sonata□
3. did not have the VIN number, but would like to have this matter investigated.□

--Writer opened case, got info. Advised cust that the VIN is required for case to proceed.

CUST STATES:□

1. UPDATED VIN.□
2. WOULD LIKE FURTHER RESEARCH DONE, NOT FOR CUST BUT FOR OTHER CUST SO THEY DO NOT DIE WHILE DRIVING THE VEH.□

-- WRITER UPDATED INFO AND EXPLAINED THAT HYUNDAI WILL DOCUMENT ALL THE CUST

CUST STATES:□

1. WOULD LIKE TO UPDATE NOTES□
2. IS HAVING THE ENGINE CRATLE REPLACED FROM BEING RUSTED.□
3. IS SEEING A PATTERN WITH THIS SONATA□

---WRITER EMPHASIZED WITH CUST AND THANKED CUST FOR TAKING THE TIME TO UPDATE THE NOTES. WRITER ADVISED CUST CUST IS OUT OF WARR BY MILES. CUST KNEW THAT. WRITER PROVIDED EXT#.□

REVIEWED FILE AND CUST IS SATISFIED

CUST STATES:□

1. THE FRAME IS CRACKED AND RUSTED THROUGH.□
2. WV009 STATES THIS IS NOT COVERED AND ADVISED CUST TO CALL HCA.□
3. INQUIRING IF THERE IS A CAM ON THIS CONCERN.□
4. INQUIRING IF THIS SHOULD BE COVERED UNDER WARR.□

---WRITER UPDATED THE FILE AND GAVE CASE NUMBER. WRITER ADVISED THAT THERE ARE NO OPEN CAM'S ON THE VEH. WRITER CALLED WV009 FOR CLARIFICATION ON THE WARR FOR THIS CONCERN. ADVISED THE CUST THAT FOR A 2001 VEH THE ANTI-PERFORATION WARRANTY IS FOR 5/100. ADVISED HOWEVER WHERE THE VEH WAS NEVER DIAGNOSED WV009 DOES NOT EVEN KNOW IF THIS WOULD FALL WITHIN THE CRITERIA ANTI-PERFORATION. ADVISED THAT WV009 SVC DIR GEORGE STATES THAT A MESSAGE WAS SENT TO THE DISTRICT MGR FOR CONSIDERATION ON THIS CONCERN. ADVISED SVC DIR HAS NOT HAD A RESPONSE YET AND CUST SHOULD KEEP IN CONTACT WITH SVC DIR FOR A RESOLUTION ON THIS CONCERN. ADVISED THAT THE DISTRICT MGR WILL MAKE DLR CALL:□

1. WRITER CALLED WV009 AND SPOKE WITH SVC DIR GEORGE HOFFMAN.□
2. SVC DIR STATES THAT THE VEH HAS NOT COME INTO WV009 FOR A DIAGNOSIS AS THE CUST DOES NOT WANT TO PAY FOR A TOW UNLESS CONCERN WILL BE COVERED.□
3. THE VEH IS OUTSIDE THE TIMEFRAME FOR THE ANTI-PERFORATION WARRANTY BUT □ SVC DIR IS UNSURE IF THE CONCERN LIES WITHIN THE PARAMETERS OF THE WARR, WITHOUT A DIAGNOSIS.□
4. THOUGH CONCERN CANNOT BE COVERED UNDER WARR, SVC DIR HAS SENT A MESSAGE TO THE DPSM TO GOODWILL CONSIDERATION FOR CUST LOYALTY. SVC DIR HAS NOT HAD A RESPONSE YET. □

CUST STATES:□

1. VEH IS ROTTING□
2. NOT COVERED BY WARRANTY□
3. WAS TOLD BY DLR TO CALL HCA FOR REIMBURSEMENT INFO□

WRITER THANKED CUST FOR CALLING. ASKED CUST TO HOLD WHILE WRITER CONTACTED DLR.□ INFORMED CUST WOULD HAVE TO HAVE REPAIR DONE AND THEN WRITER CAN LOOK INTO POSSIBLE GOODWILL. WRITER INFORMED CUST THERE IS NO GUARANTEE.□

WRITER ADVISED CUST TO CALL WRITER BACK ONCE REPAIR IS DONE.□

IF CUST CALLS BACK WRITER WILL POSSIBLY SUBMIT FOR GOODWILL AS CUST IS MULTIPLE OWNER AND CAR IS IN GOOD REPAIR.□

DLR RICK STATES:□

1. THE SUBFRAME IS ROTTING□
2. VEH IS WELL MAINTAINED□
3. THIS IS NOT CUST'S FAULT□
4. CUST IS OOW.□
5. FEELS THIS IS A SITUATION FOR GOODWILL.□

WRITER THANKED DLR FOR TIME□

CALL ENDED

CUST STATES:□

1. WANTING TO SPEAK WITH EMCH□
2. WANTS TO KNOW WHAT THE CM IS GOING TO DO FOR THE CUSTOMER IN REGARDS TO THE VEHICILE.□

---WRITER EXPLAINED THAT EMICH WAS ON THE LINE WITH ANOTHER CUST AND THAT THE CM WILL CALL THE CUST BACK. □

CUST STATES:□

1. CALL CUST ON WEDNESDAY PLEASE ON THE HOME PHONE. □

CUST STATES:□

1. WANTED TO SPEAK TO EMICH.□
2. WANTED TO KNOW IF THERE WERE ANY UPDATES.□

---WRITER ADV CUST THAT EMICH IS UNAVAILABLE. WRITER ADV CUST THAT THERE IS NO NEW NOTES. CUST UNDERSTOOD. WRITER ADV CUST OF WRITERS NAME, EXT. CUST THANKED WRITER.□

---WRITER LM FOR CUSTOMER.

--- CUST STATED:□

1. WANTS TO SPEAK WITH CM.□

--- WRITER:□

1. CONTACTED CM.□
2. CM ON ANOTHER CALL.□
3. OFFERED ASSISTANCE TO CUST.□

--- CUST STATED:□

1. CALLED TO GET AN UPDATE.□

--- WRITER STATED:□

1. THE NOTES INDICATE CM IS SUBMITTING CASE FOR GOODWIL

-----INFORMATION FOR GOODWILL---□

1. CUST WOULD LIKE COMPLETE REIMBURSEMENT. FEELS THAT THE SUBFRAME OF A VEH SHOULD NOT ROT AFTER ONLY 8 YEARS.□
2. VEH WAS DIAGNOSED AND REPAIRED AT LIA HYUNDAI CT028□
3. THIS IS NOT A REQUEST FOR A RENTAL VEH□

WRITER LEFT VM INFORMING OF UPDATE ON CASE.

Goodwill Review:□

Writer reviewed file and will decline goodwill based on rust is not covered under any part of the warranty.□

Writer is returning file to Case Manager to follow up with customer.□

Please code case correctly.

WRITER LEFT VM FOR CUST INFORMING A DECISION HAS BEEN MADE□

ADVISED CUST TO CALLBACK SO WRITER CAN INFORM CUST.□

IF CUST CALLS BACK PLEASE TRANSFER OR INFORM OF DENIAL□

WRITER CLOSING CASE PENDING CALLBACK

Warm transferred to EMichaelson

CUST STATES:□

1. WOULD LIKE AN UPDATE ON CASE□
2. IS THERE ANYONE CUST CAN TALK WITH TO OVER RULE DECISION□
3. WOULD LIKE TO SPEAK WITH A SUPERVISOR□

WRITER THANKED CUST FOR CALLING. ADVISED CUST OF DENIAL CUST WAS NOT HAPPY WITH DECISION BUT REMAINED CALM. WRITER INFORMED CUST THAT THIS IS HYUNDAI'S FINAL DECISION ON THIS MATTER.□

WRITER INFORMED CUST THAT SPEAKING WITH A SUPERVISOR WILL NOT CHANGE DECISION CUST UNDERSTOOD THIS. CUST WOULD LIKE A SUPERVISOR NONE THE LESS.□

WRITER OFFERED 24 HOUR CALLBACK. CUST ACCEPTED.□

(ABOSC/CVG/LCM) REQUESTING A SUP CALL WITHIN 24 BUSINESS HRS

WRITERS FIRST ATTEMPT TO CONTACT CUST. 8:48 AM MST. LCM LEFT A VM REQUESTING CUST CALL HCA BACK REGARDING CONCERN. LCM PROVIDED NAME,EXT, CASE NUMBER, AND HCA

CUST STATES:□

1. WOULD LIKE TO SPEAK WITH AMARTINEZ.□
- WRITER ADVISED TO CUST THAT CM WAS NOT AVAILABLE.□
- CUST WOULD LIKE TO SPEAK WITH ANY SUP.□

WRITER WARM TRANSFERRED TO ABOSC

(ABOSC/CVG/LCM) □

CUST STATES:□

1. WAS TOLD TO REPAIR VEH AND THEN A GOODWILL WILL BE REVIEWED FOR A POSSIBLE REIMBURSEMENT. □
2. WOULD LIKE TO HAVE BEEN TOLD THERE WAS NO POSSIBLE HELP FROM THE BEGINING AND CUST WOULD HAVE GOTTEN RID OF THE VEH□
3. FEELS DECEIVED BECAUSE WAS LED TO BELIEVE THAT AT LEAST CUST WILL GET SOME OF THE MONEY BACK AFTER REPAIRS AND NOW THERE IS NO POSSIBILITY OF GETTING ANYTHING.□

WRITER CALLED DLR CT028 FOR OPEN TO REGION INFO AS PER (ABOSC/CVG/LCM) REQUEST. LCM SPOKE WITH MARGO WHO ADVISED LCM THAT THE INFO WOULD BE FAXED TO LCM TODAY CT028 RICK STATES:□

1. LOOKING TO SPEAK WITH CM THAT CALLED THIS MORNING.□

--WRITER GATHERED INFORMATION FOR OPEN TO REGION AS PER REQUEST FROM LCM.□

DLR STATES:□

1. THE VEH HAS HAD ONLY ONE REPAIR ATTEMPT ON THE SUB FRAME.□
 2. DATE AND MILEAGE AS FOLLOWS:□
- 11-23-07 @102,733- QUOTE OF AMOUNT THAT IT WOULD COST TO REPLACE SUB FRAME.□
- 11-27-07 @ 102,825- REPLACED THE SUB FRAME.□
3. CURRENTLY THE CUST HAS THE VEH.□
 4. NEITHER DPSM NOR TECH LINE HAS BEEN INVOLVED.□
 5. THIS WAS RUST IN SIDE THE FRAME AND RUSTING A HOLE THROUGH THE FRAME. □
 6. THERE ARE NO AFTER MARKET PARTS ON THE VEH.□
 7. DLRSP IS NOT REQUESTING REGIONAL ASSISTANCE.□
 8. DLRSP GAVE CUST 290.00 DISCOUNT OFF OF THE TOTAL REPAIR.□

---WRITER THANKED DLR FOR TIME AND INFORMATION.

-----Open to Region Notes:□

1. WRITER SUBMITTING FILE TO REGION DUE TO THE SUB FRAME ON VEH ROTTING OUT. CUST FEELS AS THOUGH THIS SHOULD NOT HAVE HAPPENEND AFTER ONLY 8 YEARS. □
2. THE VEH HAS BEEEN TO THE DLR ONE TIME FOR THE SUB FRAME CONCERN. □

This does not need to be opened. Just an FYI. Please put on FYI board.

FYI---CUST SUBFRAME ROTTED OUT AFTER 8 YEARS. LCM PLACED ON CLIPBOARD. PLEASE

cust states □

1. needs warrenty on veh □
2. subframe has rust undercarriage □

writter thanked cust for calling verified cust information updated cust contact info reviewed cust warrenty

CUST STATES: □

1. CALLING TO SEE IF THERE IS A CAMPAIGN ON THE VEH FOR THE SUB FRAME ROTTING. □
----WRITER VERIFIED THE CUST INFORMATION. WRITER ADVISED THAT WRITER WILL NEED TO RESEARCH THIS. CUST UNDERSTANDS. WRITER ADVISED THAT THERE ARE NO CAMPAIGNS ON THE VEH. WRITER ADVISED THAT HYUNDAI IS AWARE OF THIS AND IS RESEARCHING THE CONCERN. CUST UNDERSTANDS. CUST ALSO STATES THAT WOULD LIKE A CAL BACK. CUST UNDERSTANDS. REC'D CUST. LTR WILL BE FORWARDED TO CALL CENTER FOR PROPER CODING AND HANDLING ON CORRESPONDENCE: □

---LCM RECEIVED LETTER AND FORWARD TO DWEINBENDER FOR HANDLING

correspondence □

writer received letter. □

1. has a 2000 sonata and the frame □
has rotted. □
2. knows that there is an issue with □
the rust in frame that hyundai is looking into. □
3. veh is for daughter □
4. even though the warranty is up according to officials the care is a liability.

CORRESPONDENCE □

WRITER CALLED DLR IL033 VEH IS NOT AT THIS DLR. □

WRITER THANKED DLR FOR TIME

WRITER CALLED CUST. □

1. CUST WILL FIND OUT WHERE VEH IS AND CALL BACK. □

--WRITER THANKED CUST. WILL WAIT FOR CALL.

cust states □

1. cust requesting to speak with DWEINBENDER □
2. cust asking what DWEINBENDER needed states that DWEINBENDER called cust □

--writer thanked cust for calling HCA, writer verified and located case for cust. writer offered to place cust on hold to see if DWEINBENDER was available. writer verified with cust that DWEINBENDER was not available. writer informed cust that DWEINBENDER accidentally had wrong O'Brien Hyundai and would like to verify the phone number cust provided (Redact) and to have (Redact) Mike at svc desk to speak with Mike at svc desk. writer thanked cust for information informed the cust that (Redact) Mike at svc desk will contact cust back as soon as

WRITER CALLED DLR IL030 □

SPOKE WITH MIKE □

THE VEH WILL BE LOOKED AT TO CHECK ON THE FRAME RUST AND DLR WILL CALL BACK. WRITER

writer called dlr and was told the veh was not checked for the rust. □

veh needs a crank sensor and dlr was waiting for cust to approve so dlr can just put on lift 1 time. □

--writer thanked dlr and will wait for dlr to call.

correspondence: □

-writer was informed to open for fyi region for veh rust on under carriage of frame. □

-writer has photo of rust. □

-veh is already amongst those documented with hyundai for this concern. □

-according to letter veh has been advised as a liability.

****FYI**** □

-VEH HAS BEEN DOCUMENTED AS A LIABILITY WITH DLRSP FOR RUST UNDERNEATH CARRIAGE PART OF FRAME. □

-PHOTO IS FILED WITH HMA CORRESPONDENCE. □

-DLRSP REFERRED CUST TO HCA. □

Sent an FYI email to region.

CR/CA.JG.AUTHORIZED DLR TO ORDER NEEDED SUB FRAME PARTS TO REPAIR VEHICLE. DLR writer called cust.□

cust states;□

1. was called and the dlr told cust looks as though hyundai is going to go ahead and replace the sub frame.□
2. this restores faith in hyundai.□
3. very happy with hyundai and the veh.□

--writer thanked cust for time. explained that the file will be closed. □

cust has file and ext number. □

closed.

cust states:□

1. the engine cradle rusted out.□
2. would like to know if this is going to be covered under the □ warr, or if there is a recall on this veh.□

---writer informed cust that would call the dlrshp and gather some information.□

because there were no recalls, or campiagns. writer explained that was unable to □ speak with the dlrshp as they were all busy. cust understood. writer thanked cust for □ calling, and ended the call.□

---case pending---

writer outbound to dlr for regional information. □

---writer was unable to get on the phone with the dlrshp. writer left message for them to call back. □

---case solved pending contact with the dlrshp.---

writer outbound to dlr to gather region info.□

dlr (MI023) States:□

1. according to the dlr cust has not been in to the dlrshp isnce 05.□
2. they know nothing about this never seen it for this issue.□

---writer thanked dlr JEFF for the help.□

---case pending---

writer outbound to cust to inform that needed a current diagnosis to get it to the proper personnel.□

cust states:□

1. that already just replace the part.□
2. does not need assistance. □

---writer informed cust that am sorry that it took so long, writer thanked cust for beign patient, and ended the call.□

--writer closing case due to cust no longer needs assistance.---

--- CUST STATED:□

1. FRAME IS RUSTING THROUGH UNDER THE ENGINE.□
2. CUST HAS BEEN TOLD BY A THIRD PARTY SERVICE LOCATION THAT FRAME COULD RUST THROUGH AND THE ENGINE WILL FALL.□
3. IS THE SUBSEQUENT OWNER.□

CUST STATES:□

1. CUST HIT A POT HOLE AND CUST THOUGHT THAT THIS WAS A MINOR THING.□
2. CUST HAD TOWED THE VEH TO A HYUNDAI DLRSP.□
3. DLRSP FOUND THAT THE COMPLETE UNDERCARRIAGE OF THE VEH IS RUSTED OUT.□
4. CUST HAD CALLED THE INSURANCE COMPANY, INSURANCE COMPANY STATES THAT THIS IS A HYUNDAI ISSUE.□
5. CUST WOULD LIKE SOME ASSISTANCE WITH THIS ISSUE.□
6. CUST WOULD LIKE TO KNOW IF HYUNDAI WILL COVER THIS PART.□

---WRITER ADVISED TO CUST THAT AT THIS TIME DUE TO THE CUST BEING OUT OF THE WARRANTY BY 83,000 MILES AND 3 YEARS OUT OF THE 5/60 WARRANTY. □

CUST UNDERSTOOD. BUT WAS NOT HAPPY ABOUT THIS.□

Cust states:□

1. Did not want to give CM any info so all I got was name and city state cust lives in.□
2. Called to find out exactly when a lower control cradle should begin rusting.□

Writer asked if cust could hold while writer called dlr and that area. Called Andrew at dlrsp DE006. He stated that there is not an exact timeframe it depends on all kinds of conditions. He has seen veh nearby a beach rust out in 2 years. Thanked Andrew.□

Writer explained that to cust and cust stated:□

3. That was a complete cop-out and asked what Andrew's last name was as cust was going to call him immediately. □

CUST STATES:□

1. THE SUB FRAME IS ROTTED OUT□
 2. CUST FEELS THAT THIS IS A DEFECT IN THE VEH.□
 3. THERE IS A HOLE IN THE SUB FRAME ABOUT THE SIZE OF A GOLF BALL.□
 4. CUST LOVES THE VEH BUT HYUNDAI WILL LOOSE □
 5. CUST WILL SUE HYUNDAI IF HYUNDAI DOES NOT FIX THIS.□
- WRITER ADVISED TO CUST THAT WRITER WOULD HAVE TO CONTACT THE DLRS□

-----□
SEE DLR NOTES□

-----□
--WRITER ADVISED TO CUST OF WHAT THE DLRSP HAD STATED, WRITER INFORMED CUST THAT AT THIS POINT IN TIME WRITER IS GOING TO FORWARD THIS FILE ON THE PROPER PERSONNEL AND FIND OUT WHAT HYUNDAI THINKS ABOUT THIS SITUATION.□

CUST UNDERSTOOD AND WILL BE PATIENT.□

DLR STATES: NH012□

BRIAN□

1. THIS IS ROTTED ON THE PASSENGER SIDE REAR MOUNT.□
2. THIS IS RIGHT WHERE THE A/C DRAINS ON TO.□
3. THIS IS THE SAME EXACT PLACE ON EVERY SINGLE ONE OF THEM.□
4. DLR FINDS THIS TO BE POOR DESIGN. □
5. CUST IS A GREAT CUST.□
6. VEH WAS BROUGHT IN FOR REGULAR MAINTENANCE AND TECH NOTICED WHEN VEH WAS ON THE LIFE□

-----□
-----FYI TO REGION-----□

CUST SUB FRAME HAS ROTTED OUT AND CUST IS NOT HAPPY WITH THIS. WRITER CONTACTED THE DLRSP AND DLRSP STATES THAT THIS IS NOT DUE TO THE ELEMENTS THIS IS DUE TO POOR DESIGN FWD FYI email to region.

12/4/07(RM)ERCA WRITER FW'D FILE INFORMATION AND E-MAIL FYI FROM CALL CENTER TO THE ATTN OF THE DPSM/KC SO THAT HE CAN CONTACT DEALER AND TAKE CARE OF THIS CONCERN.

Cust stated:□

1. Had called about the rust in the subframe and talked to Brittany.□
- The writer told the cust that writer will call the dlrsp NH012 and talk to the SM for their notes. The case will be escalated to the next higher authority. The cust will get a call back within the next 4 or 5 business days. The writer The writer called the dlrsp NH012 to talk Tom SM stated:□

12/04/2008 116,594 the veh was brought in for a headlight out and routine maintenance, the rusted sub frame was spotted as part of the inspection of the veh.□

The cust was in today for an oil change and the sub frame rust is worse than before.□

---Open to region notes:□

1. The writer is submitting this file to region due to the customer having a concern with the rusting out of the subframe. □
2. The rusted subframe was spotted during a routine inspection on 12/04/2007. □

Attn Region: □

--- □

- The customer's subframe rusted out. □
- The rusted subframe was spotted during a routine inspection on 12/04/2007. □
- The date of the original diagnosis is 12/04/2007 with 116, 594 mi on the odometer. □
- The customer currently has the vehicle. □
- The customer called call center again in 4/9/08 complaining again about the subframe. □
- the dealer states as of 3/9/08: □

12/04/2008 116,594 the vehicle was brought in for a headlight out and routine maintenance, the rusted sub frame was spotted as part of the inspection of the vehicle. □

The customer was in today for an oil change and the sub frame rust is worse than before. □

---- □

4/10/08(RM)ERCA WRITER FW'D FILE INFO TO THE ATTN OF THE DPSM/KC SO HE CAN CONTACT THE DEALER TO REVIEW. □

□

4/11/08(RM)ERCA WRITER NOTES THAT DEALR SERV MGR INFORMED THAT DPSM COTNACTED HIM YESTERDAY AFTER WRITER'S NOTICE AND DPSM ADVISED DEALER TO TAKE CARE OF NEEDED REPAIRS UNDER GOODWILL WARRANTY. □

CUST STATES: □

1. THE FRAME IS RUSTED THROUGH, IS NOT COVERED UNDER THE WARR. □
2. MD022 SAID THEY NEVER SEEN THIS BEFORE. □
3. CUST WANTS SOME ASSISTANCE FOR THIS REPAIR DUE TO THE DLR SAID □
THEY NEVER SEEN THIS BEFORE. □
4. THE CUST IS NOT THE ORIGINAL OWNER. □

--- WRITER UPDATED INFO AND PROVIDED CASE# AND EXPLAINED THAT HCA □
WILL DOCUMENT ALL THE CUST COMMENTS AND CONCERNS WITH THE VEH, □
THERE WILL BE NO ASSISTANCE PROVIDED CUST IS WELL OUT OF THE WARR □
BY YEARS AND MILES, THE CUST WAS VERY UPSET AND STATES THIS IS SOMETHING □
THE DLR NEVER SEEN HYUNDAI NEEDS TO ASSIST, WRITER EXPLAINED NO ASSISTANCE □
WILL BE PROVIDED. CUST VERY UNHAPPY. □

--- CASE SOLVED ---

CUST STATES: □

1. RUST IS ON THE RIGHT SIDE OF THE FRAME. □
2. WARRANTY INQUIRY. □

--WRITER ADVISED CUST THAT SINCE CUST IS A SUBSEQUENT OWNER WARRANTY IS 5/60, AT THIS TIME CUST IS OUT OF WARRANTY. CUST HAS VEH AT LOCAL SHOP FOR A DIAGNOSE RIGHT NOW.

Cust states: □

1. the vehicle's undercarriage was rusting causing one of the front wheels to twist when being pulled into driveway. □
2. wants to know if there are any active recalls/campaigns out on vehicle. □
3. concerned about vehicle safety. □

--Writer updated info, mileage; checked campaign tab. Advised cust there are no active campaigns out on the vehicle. Advised that the anti-perforation warranty expired 02/23/07, so no longer in effect, assuming not an

cust states □

1. needs veh towed from dlr □
2. dlr refuses to work on veh □
3. dlr says too much rust in veh to repair □
4. wants towed to residence □

--WRITER THANKED CUST FOR CALLING. UPDATED CUST INFO. WRITER ADVISED CUST THAT WRITER WOULD NEED TO CONTACT RSA TO SEND APPROVAL FOR TOW. ASKED CUST TO HOLD. CUST

- writer contacted RSA. spoke with 1. Erik extension 4412
- 2. VIN: KMHWF35V5XA(Redact)
- 3. currently located at md006 pohanka Hyundai
- 4. needs towing to 2809 ivy bridge rd oxen hills MD 20744
- 5. approximately 4.5 miles
- 6. estimated tow cost is \$63.17

12/11/07 (ABOSC/CVG/LCM) QRITER APPROVING A TOWING FROM DLRSP TOP CUST HOM
CUST HAS EXTENDED RSA FOR 5 MORE YEARS
AUTHORIZATION CODE 5777
RSA CALLING FOR CUST.
SUSAN STATES:

- 1. THE CUST WOULD LIKE TO BE TOWED TO THE CUST HOUSE FROM THE DLR.
- 2. NOT SHOWING THAT THERE IS COVERAGE.

---WRITER VERIFIED THE CUST NAME. WRITER ADVISED THAT THE CUST DOES HAVE THE EXTENDED RSA. WRITER ADVISED THAT IT WAS APPROVED ALREADY TODAY. WRITER GAVE THE AUTHORIZATION CODE. 5777. SUSAN UNDERSTANDS. WRITER THANKED RSA FOR CALLING.

Jim from Bridge Auto Sales states:

- 1. 2000 Sonata sub frame engine cradle has a hole and it is seperating. They had another about 2 months ago same thing happened and Bowser Hyundai covered under warr. Cust has now called Bowser again and they will not cover this one and told cust it would cost about \$800.00 to fix. This is unacceptable to cust.
- 2. Jim feels this is a safety hazard and Hyundai needs to stand behind there veh's as this is a factory defect. Cust says if writer cannot give cust satisfaction cust wants to speak with someone who can.

Writer tried explaining the IO&O and that it really is a independent business issue, but cust stated

- 3. that has NOTHING to do with it and cust wants Hyundai to fix this under the warr.

Writer spoke with flr walker AL and he stated to put this through for Goodwill.

Writer explained this to cust and cust does not want to pay until cust knows HCA will help. Writer told cust would Dlrsp states Bill: He has seen this happening with many Sonata's from 1999 through 2002 and his DPSM is not

*****Request for Regional Assistance*****

Dlrsp PA044 are stating that they are seeing a ton of these Sonata between 1999 through 2003 coming in with this same problem. This cust wants it fixed. Mike at dlrsp said that he had to goodwill 5 of these last month and 5 the month before and needs to know a firm procedure to follow and whom to fix for a cost and whom not. Can you check to see what you think I should do for this cust? Thank you.

- 1. Cust expects to be reimbursed for cost of repairing the 2000 Sonata sub frame engine cradle which has a hole and it is seperating. Bowser Hyundai repaired one that cust purchased 2 or 3 months ago, but now state they will not and cust must pay about \$800.00.

- 2. Yes, veh was diagnosed by Hyundai dlrsp

- 3. This is not a request for rental reimbursement.

- 4. Veh is 2000 with 67,000 miles, Bridge Auto sales is secondary owner.

- 5. Not sure if this has been repaired before. Cust bought from Cochrane Hyundai

- 7. Auto sales purchased from Dlrsp but is not original owner. Cochrane sold veh so I expect is was maintained properly

- 8. This would be covered if still under warranty

- 9. Veh was not repaired at independent facility

- 10. Breakdown of Parts and Labor is as follows:
about \$1600.00

Forwarding back to cm this should be a open to region if the dlr is asking for assistance.

CUST STATES:□

1. WANTING TO SPEAK WITH RHEICHTLE □
2. CUST SAYS HYUNDAI IS NOT ADDRESSING THE PROBLEM AND WOULD IF THIS WAS THE WRITER DUAGHTER SHE WOULD BE DEAD RIGHT NOW.□
3. AND THAT HYUNDAI IS NOT WANTING TO ADDRESS THIS SITUATION.□

---WRITER EXPLAINED THE PROCESS OF HOW THE REP FROM HYUNDAI WILL BE IN CONTACT WITH BOWSER HYUNDAI. AND TO CONTACT BOWSER ON DEC 26,20007. BUT CUST SAID WILL CALL HCA TO Attn Region:□

----□

- Dealer PA044 are stating that they are seeing a ton of these Sonata between 1999 through 2003 coming in with the sub frames rusted out. □
- Mike at dealership said that he had to goodwill 5 of these last month and 5 the month before and needs to know a firm procedure to follow and whom to fix for a cost and whom not. □
- The customer expects to be reimbursed for cost of repairing the 2000 Sonata sub frame engine cradle which has a hole and it is separating. □
- Bowser Hyundai repaired one that customer purchased 2 or 3 months ago, but now state they will not and customer must pay about \$800.00.□
- Vehicle is 2000 with 67,000 miles, Bridge Auto sales is secondary owner.□
- The dealer states that the breakdown of Parts and Labor is as follows:□
about \$1600.00□

12/20/07(RM)ERCA WRITER BROUGHT FILE TO THE ATTENTION OF THE ERCAM/TL FOR REVIEW. ERCAM THEN SENT E-MAIL TO THE ATTN OF THE DPSM/TB FOR INSTRUCTIONS TO HANDLE THIS MATTER AND TO GET THE THE DEALER TO CONTACT THIS CAR LOT AND GET THE CAR TO THE CUST STATES:□

1. WANTED TO SPEAK TO RHIECHTLE. □

--WRITER PLACED CUSTOMER ON HOLD. WRITER WENT BACK ON THE LINE AND THE CUSTOMER DID NOT ANSWER. WRITER PROVIDED FILE #, AND HCA INFO. WRITER DISCONNECTED CALL.□

--WRITER LM FOR RHIECHTLE.

1/15/08(RM)ERCA WRITER CLOSING FILE. WRITER NOTES CLAIM SUBMITTED FOR REPLACEMENT OF CROSS MEMBER DUE TO RUST/CORROSION UNDER WARRANTY AT NO CHARGE TO THE CUSTOMER CUST STATES:□

1. THE SUB FRAME OF THE VEH IS ROTTED OUT.□
2. CUST DOES NOT FEEL THIS SHOULD HAPPEN WITHIN 7 YEARS OF DFU.□
3. CUST HAS AN EXTENDED WARR FROM 10/100 TO 12/120 DUE TO THE HPC.□
4. CUST WAS NOT ADVISED THAT THIS WASN'T BUMPER TO BUMPER.□
5. CUST WAS ADVISED BY THE TIRE COMPANY THAT THIS IS A COMMON CONCERN □
WITH THE 2000 SONATA'S. □
6. CUST INQUIRING IF THERE IS ANYONE ELSE CUST CAN CALL.□
7. CUST WILL NOT BE PURCHASING ANOTHER HYUNDAI AGAIN.□

---WRITER UPDATED THE FILE AND GAVE CASE NUMBER. ADVISED THAT THE ONLY PART OF THE VEH THAT STILL HAS WARR ON IS THE POWERTRAIN WHICH IS THE ENGINE, TRANSMISSION AND TRANS AXLE COMPONENTS. ADVISED THE SUB FRAME IS NO LONGER COVERED UNDER THE WARR. ADVISED THERE ARE NO OPEN CAM'S OR RECALLS ON THE VEH AND HYUNDAI IS NOT AWARE IF OTHER VEH'S HAVE HAD THE SAME CONCERN. ADVISED IF A CAM CAME OUT ON THE VEH CUST WOULD RECEIVE A LETTER IN THE MAIL. ADVISED HCA IS THE ONLY NUMBER SET UP FOR CUST COMPLAINTS. ADVISED WRITER IS HAPPY TO NOTE CUST COMPLAINT.□

CUST STATED:□

- 1.THE SUB FRAME ON HER 2000 SONATA IS RUSTED OUT □
2. HAD VEH AT DLR THEY ADVISED HER THAT THIS SHOULD BE REPLACED SOON□
3. CUST TOOK VEH TO FRAME SHOP THEY ADVISED CUST NOT TO DRIVE VEH FAR□

---WRITER ADVISED CUST THAT HE WOULD CALL THE DLR TO SEE IF DPSM COULD GET INVOLVED□

GAVE CUST NAME AND EXT #

WRITER CALLED DLR TALKED TO ALLEN HE STATED THAT SVC MGR WAS HANDLEING THIS CUST
WRITER CALLED DLR LEFT VOICE MAIL TO HAVE JAY STERN SVC MGR TO CALL CM BACK 2ND TIME
WRITER CALLED CUST ADVISED CUST THAT CM IS WAITING TO HEAR BACK FROM JAY STERNS
SVC MGR DLR MA020 ENDED CALL

Jay Sterns @ MA020 states:

1. Requested to speak with GFULLER.

---Writer went to see if the CM was available and the CM was. Writer was going to transfer Jay to GFULLER but Jay had hung up or got disconnected.

□

WRITER LEFT MESSAGE FOR JAY STERNS TO CALL WRITER BACK

DLR STATES:

1. RETURNING GFULLER'S CALL

2. DOES NOT KNOW WHAT GFULLER COULD WANT

3. CUST HAS 108,000 MILES ON VEH

4. WARRANTY ON ROT IS ONLY 5/60 TOPS

5. THERE IS NO PRIOR HISTORY OF ROT ON VEH

6. NEITHER DPSM NOR TECHLINE HAS BEEN INVOLVED

7. DLR DOES NOT FEEL CUST WARRANTS ANY SORT OF GOODWILL ASSISTANCE

WRITER THANKED DLR FOR TIME ADVISED DLR WILL PASS INFO ON TO GFULLER.

CALL ENDED.

CALL TO CUST LEFT MESSAGE TO CALL CM BACK

NOTES FOR REGION

CUST STATES:

1. THE SUB FRAME OF THE VEH IS ROTTED OUT.

2. CUST DOES NOT FEEL THIS SHOULD HAPPEN WITHIN 7 YEARS OF DFU.

3. CUST HAS AN EXTENDED WARR FROM 10/100 TO 12/120 DUE TO THE HPC.

4. CUST WAS NOT ADVISED THAT THIS WASN'T BUMPER TO BUMPER.

5. CUST WAS ADVISED BY THE TIRE COMPANY THAT THIS IS A COMMON CONCERN WITH THE 2000 SONATA'S.

6. CUST INQUIRING IF THERE IS ANYONE ELSE CUST CAN CALL.

7. CUST WILL NOT BE PURCHASING ANOTHER HYUNDAI AGAIN.

8. VEH WAS AT DLR ON 12-15-07 DLR ADVISED CUST THAT SUB FRAME RUST WOULD NOT BE COVERED UNDER WARRANTY

9. NO AFTERMARKET PARTS AFFECTING ISSUE

This is an FYI. please place the case on the FYI clipboard thank you.

Writer sent FYI email to region.

This file needs to be transferred to region.

1/3/08(RM)ERCA WRITER SENT DPSM/KC E-MAIL IDENTIFYING THIS CUSTOMER COMPLAINT AND ASKING DPSM TO CONTACT SERV MGR JAY TO REVIEW AND SEE IF REAPIRS CAN BE DONE? WRITER

CUST STATES:

1. WOULD LIKE TO SPEKA WITH GFULLER.

---WRITER WARM TRANSFERRED.

Customer states:

1. Would like to speak with Gerry at extension 54348.

----Writer verified customer's phone number and that customer does not have an email address. Writer transferred customer to Gerry at 54348 at customer request.

CUST STATED:

1. WAS IN THE HOSPITAL AND JUST GOT OUT

2. RETURNING WRITERS CALL

---WRITER APOLOGIZED TO CUST FOR HER HOSPITAL STAY ASKED IF SHE IS DOING OK NOW

WRITER THANKED CUST FOR CALLING HCA ADVISED CUST THAT WRITER SENT CASE TO REGION AND THEY HAVE ASKED DPSM TO GET INVOLVED TO SEE WHAT CAN BE DONE TO REPAIR VEH AND

1/3/08(RM)ERCA DPSM RESPONDED THAT HE WILL REPAIR CAR UNDER HMA GOODWILL AND HE INSTRUCTED THE DEALER SERVICE MANAGER JAY TO TAKE CARE OF THE CONCERN FOR THIS cust states;□

1. would like to speak with Gerry□
2. wants to thank the cm for helping cust □

--writer explained that the cm is not in and that the writer will give the cm a thank you card from cust. verified cust 1/23/08(RM)ERCA WRITER NOTES REPAIRS COMPLETED 1/14/08. SEE WARR HISTORY AND TECHS CUST STATES□

- 1.VEH BROKE DOWN YESTERDAY □
 - 2.WAS TOWED TO AN INDEPENDENT SHOP□
 - 3.WAS TOLD IT WAS RUSTED AND BROKE □
 - 4.WOULD LIKE TO KNOW WHAT WARRANTY THE SUBFRAME WOULD BE COVERED UNDER□
- WRITER□

ADVISED THET I AM UNABLE TO SAY FOR SURE WITHOUT KNOWING WHAT THE CAUSE OF THE RUST WAS AND DIRECTED TO TAKE TO DLR FOR DIAGNOSIS SO WE KNOW WHAT CAUSED IT THEN WE Cust states:□

1. there is considerable rust underneath the vehicle, a single bolt holding the the lower central engine cradle.□
2. wants to know if this is covered under warranty.□
3. vehicle is not safe to drive.□

□

--Writer advised that rust is not covered under warranty, unless due to factory defect. Vehicle must be diagnosed by a dealership service dept. to determine if rust due to factory defect or environmental causes. Cust understood. Gave case number for future reference.□

CUST STATES:□

1. DLR IS CURRENTLY WORKING ON VEH.□
2. WANTS TO KNOW IF RUST ON UNDER CRADLE IS COVERED.□
3. DLR SRVC MGR JOE IS WORKING ON PROBLEM.□

---WRITER ADVISED CUST THAT THE DLR WILL DETERMINE IF DAMAGE IS COVERED UNDER THE WARRANTY. WRITER OFFERED TO CONTACT DLR AND SEE IF ANY ASSISTANCE FROM WRITER IS DLR SRVC MGR JOE STATES:□

1. IS AWARE OF PROBLEM AND IS CURRENTLY WORKING WITH DPSM TO GET ANSWER ABOUT VEH.□

---WRITER THANKED JOE FOR TIME AND ASSISTANCE.

CUST STATES□

- 1.CHECKING ON STATUS OF CASE □

WRITER□

ADVISED THET CHRIS CALLED DLR AND DLR TOLD CM THET THEY ARE WORKING ON THE PROBLEM WITH THE DPSM TO GET AN AWNSER ON VEH CUST SAID OK THANKED ME GAVE NAME CUST RECEIVED CUST EMAIL;□

1. My 2000 Hyundai Sonata was recently diagnosed with a right front sub-frame □ rust-through affecting the vehicle's safety and driveability.□
2. The left front sub-frame member appears to be fine and shows no evidence of the rusting problem found on the right side.□
3. I am beginning the process of repairing this defect on my 2000 Sonata and □ need to know from Hyundai what the best procedure is to handle this. □
4. Should I use only Hyundai dealers to handle this repair or will using another repair □ facility affect any possible reimbursement from Hyundai in this regard?□
5. I understand that Hyundai may likely be reluctant to consider this a defect but am □ well aware that other Sonata owners are in fact being reimbursed by Hyundai □ for this very same issue. □
6. I am willing to do what is proper from Hyundai's perspective □

---WRITER RESPONSE IS WE APPRECIATE CUST CONTACT & APOLOGIZE FOR THE CIRCUMSTANCES

CUST STATES:□

1. THE SUB FRAME HAS BEEN ROTTING ON THE FRONT RIGHT SIDE.□
2. HAS BEEN IN CONTACT WITH OTHER HYUNDAI CUST'S, ON LINE, WHO□
HAVE BEEN ABLE TO BE REIMBURSED FOR REPLACEMENT OF THE SUB FRAME.□
3. INQUIRING IF CUST HAS SUB FRAME REPLACED AT MD020, IF CUST CAN BE□
REIMBURSED.□

---WRITER UPDATED THE FILE AND GAVE CASE NUMBER. ADVISED THAT AS THERE IS NO LONGER WARR ON THE VEH AND THERE ARE NO OPEN CAM'S OR RECALLS ON THE VEH FOR THIS SITUATION, THIS IS NOT A CONCERN THAT CAN BE REIMBURSED. CUST□
UNDERSTOOD AND THANKED WRITER FOR ASSISTANCE.□

---THIS CASE IS CLOSED.□

CUST STATES: □

1. Took veh into dlrsp. □
2. Was told that there was a hole in the sub frame due to corrosion. □
3. Was given HCA number to see if assistance could be provided. □
4. Maybe parts, or labor.□
5. Took the veh to the dlrsp 08/27/07 for CEL coming on in the veh and to have tires replaced and an alignment done on the veh. □

--Writer empathized with cust, writer advised cust that writer would need to contact NH012 and speak with service to get diagnosis and repair attempt. (Please see dlrsp contact for this day.) Writer came back to cust and explained to cust that writer would forward this to the appropriate personnel within Hyundai to see if any type of Writer called NH012 and spoke with Pat/SVC/Advisor. Pat states that the veh was in 08/27/07 @ 92,000 miles for CEL and Wheel balance, Upon replacing tires, it was noticed that there was a hole in the cust sub frame of the veh due to corrosion. Dlrsp recommended that the cust replace the sub frame at cost of \$1,000.00. The corrosion Information for region: □

1. Writer is opening file to region due to the cust having a hole in the sub frame of the veh on the drivers side due to corrosion. □
2. The veh has been to NH012 one time for this problem.□
3. The dates and repair attempts are: □
- 08/27/07 @ 92,000 miles, cust brought veh in for CEL, Four Wheel alignment and Replacement of tires, Upon inspection of the tires and alignment, Dlrsp found that there was a hole 2 to 3 inches in diameter in the driver's side front sub framing, dlrsp recommended to have this portion of the sub framing replaced and cust declined to see if HCA could assist, the cost of repair \$1,000.00. □
4. The cust currently has the veh. □
5. Tech and DPSM have not been involved. □
6. Pat/SVC/ADV states that there are no after market parts affecting the veh. □
7. The dlrsp is not requesting regional assistance. □

Writer sent FYI email to region.

12/28/07(RM)ERCA WRITER SENT E-MAIL TO THE ATTN OF THE SERV MGR DAVE/N AT NASHUA HYU TO CONTACT THE DPSM/KC WHEN HE (SERV MGR) GETS BACK FROM VACATION NEXT WEEK TO Writer called cust to let cust know that case was forwarded to the appropriate personnel within Hyundai and was not able to speak with cust, writer was not able to speak with cust, writer left cust voice mail to return writer's call. Writer provided name, extension, 800 # and cust case #. If cust should happen to return writer's call, and writer is Cust states:□

1. Asking for Jason at ext. 54308 regarding case.□

Writer stated Jason was unavailable but that cust's case has been sent to the appropriate personnel and cust will receive a phone call sometime next week regarding cust's veh.□

cust states □

- 1.would like to talk to sup jmclee□

writer thanked cust for calling verified cust information let cust know sup is unavailble writer offered to assist cust

writer called dlr NH012 to see if dpsm has gotten hold of dlr for final descion □

dlr states □

1.final descion dlr will good will repair □

2.have cust call servicemen dave □

writer thanked dlr call ended

writer got back to cust let cust know cust needs to call dlr gave cust dlr's number and let cust know cust needs to

RECEIVED CUST EMAIL□

1. I am writing this letter because of a very serious problem we are having with our 2000 Sonata. □

2. We purchased this as a new car(our first new car) and placed our trust in Hyundai we were impressed with the warranty and also purchased the extended □

warranty (KMHWF25S8YA(Redact) □

3. We have since purchased another new Hyundai in 2005 (KMHWF25S35A(Redact) and convinced my brother in law to purchase a new Elantra(KMHDN45D03U(Redact)).□

4. We have been loyal Hyundai customers. Recently our mechanic brought to our attention that the subframe on the 2000 car has just about rotted away from the inside out we were told to not drive this car.□

5. I called Koepal Hyundai dealership and was told that this was not covered under our extended warranty.□

6. I have been told that this is a design flaw on the 2000 car and a serious safety issue.□

7. I have looked online and I have seen numerous cases of rusted subframes on 2000 Sonatas. □

8. I am hoping that Hyundai will step up and do something about my problem. We are very lucky that this car was not in an accident especially since it has been my 18 and 24 year old daughters who had been the main drivers

WRITER STATES:□

CALLED CUST TO GET INFO REGARDING RUST ON SUBFRAME.□

LEFT MESSAGE ON VM WITH NAME EXT PHONE# AND CUST CASE# IF CUST CALLS PLEASE

TRANSFER TO 54260 OR GET INFO ON RUST ON SUBFRAME THANK YOU□

Cust states:□

1. would like to speak with DPotter.□

--Writer advised cust that that CM is not available, would leave a note asking to call back ASAP. Cust understood.

WRITER STATES:□

CALLED CUST TO SEE IF VEH HAS BEEN SEEN AT DLR CONCERNING RUSTED UNDERCARRIAGE IN FRONT OF VEH.□

CUST STATES : VEH HAS NOT BEEN SEEN AT DLR.□

CM ADVISED CUST TO HAVE VEH DIAGNOSED AT DLR.□

DLR STATES□

CALLING BACK ABOUT ISSUE.□

WRITER STARTED GATHERING INFO ABOUT RUST AND CM HANDLING CASE ADVISED THAT CAN TAKE CALL. □

ED FROM KOEPPEL HYUDANI STATES:□

1.CUST BROUGHT VEH TO DLR TO HAVE VEH DIAGNOSED.□

2. SUBFRAME ON THE FRONT RIGHT OF VEH IS RUSTED BADLY.□

3. SUBFRAME IN VERY BAD SHAPE.□

CM THANKED DLR FOR INFO AND WILL PUT THIS ON A TRACK FOR FYI TO REGION□

AS VEH ISA 2000 SONATA WITH SUBFRAME RUSTING OUT.□

AND CALL ENDED .

CUST STATES:□

HOW LONG DOES THIS TAKE TO DETERMINE IF THIS IS A DEFECT.□

CM EXPLAINED THAT WRITER HAS SENT INFO TO CORRECT PERSONAL AND AS SOON AS WRITER HAS INFO WILL CALL CUST BACK□

1/17/08 (IM)ERCA WRITER RECVD INFO FROM ERCAM/TL THAT REGION MADE AWARE OF CUSTOMER CONCERN WITH VEHICLE. WRITER INFORMED TO HAVE CAR TOWED FROM DLR NY056 TO NY055. WRITER CALLED RSA AND ARRANGED SPECIAL TOW REQUEST. □

□
WRITER CALLED BY DPSM/JH AND CAR IS NO LONGER AT NY056 CUSTOMER HAS PICKED UP. WRITER WILL CALL CUSTOMER AND ADVISE THAT HYUNDAI IS COVERING REPAIR AS WARRANTY. □

□
WRITER CLD CUSTOMER AT (Redact) AND SPOKE TO MS. WRITER ADVISED OF REGION BEING MADE AWARE OF VEHICLE CONCERN AND THAT HYUNDAI IS WILLING TO COVER REPAIR FOR CUSTOMER. CUSTOMER DOES NOT FEEL SAFE TO BRING CAR BACK TO DEALER. WRITER UNDERSTOOD. WRITER EXPLAINED THAT DLR NY056 WOULD NOT HAVE PART IN FOR A FEW WEEKS AND THAT CAN BE ARRANGED WITH DEALER NY055. CUSTOMER HAS GONE TO NY055 BEFORE AND WAS NOT HAPPY
1/18/08 (IM)ERCA WRITER TALKED WITH DPSM/JH AND DLR NY111 WILLING TO TAKE CAR FOR REPAIRS. □

□
WRITER CLD CUSTOMER TO CONFIRM THAT DEALER NY111 IS ABLE TO TAKE CAR FOR REPAIRS. CUSTOMER AGREED. WRITER WOULD HAVE RSA TOW CAR FROM CUSTOMER HOME TO DEALER NY111. PER MSD RAPPLE THE CUSTOMER DAUGHTER WILL BE AT HOME FOR TOW TRUCK □

□
WRITER CALLED RSA AND SPOKE TO SASHA REF CODE IS CUSTOMER PHONE (Redact). SETTING TOWN FROM CUSTOMER HOME TO DLR NY111 □

□
TOW COMPANY IS GRAND CENTRAL AUTO ETA LESS THAN 60 MINUTES. □

□
1/22/08 (IM)ERCA WRITER RECVD CALL FROM DEALER SM/ERIC THE CAR IS REPAIRED AND READY FOR PICK UP. □

□
1/25/08 9 (IM)ERCA WRITER RECVD MESSAGE FROM CUSTOMER THAT SHE HAS PICKED UP CAR AND REPAIR MADE. CUSTOMER THANKED WRITER FOR ASSISTANCE AND FINDING DEALER THAT COULD PROVIDE REPAIR SOONER. □

□
CUST STATES: □

1. CROSS MEMBERS AND STABILIZER ARE ALL RUSTED OUT □
2. VEH IS ONLY A 2000 □
3. DOES NOT LIVE NEAR THE OCEAN □
4. FEELS THIS IS A DEFECT □

---WRITER VERIFIED INFO AND ADVISED CUST TO HAVE THE VEH DIAGNOSED BY A DLR. ADVISED CUST THAT THE VEH IS OUTSIDE OF WARRANTY, SO THIS WOULD NOT BE COVERED BY HYUNDAI.

CUST STATES: □

1. WANTING TO SPEAK WITH A SUP. BECAUSE THE CM AGREEN TOLD CUST TO GET A CURRENT DIAGNOSES. □
2. CUST IS LOOKING FOR HYUNDAI TO PAY FOR THIS VEHICLE AND THE COST IS ALMOST 2,000 DOLLARS. □
3. CUST SAID WHEN SPOKE WITH AGREEN HYUNDAI HAS A WAY TO REIMBURSE FOR THIS DAMAGE. AFTER 100,000 MILES? □
4. THE DLR SAID GIVE DLR 2,000 AND DLR WILL FIX THE SUBFRAME FOR THE CUST. □
5. CUST WANTS A SUPERVISOR. □

---WRITER TRIED TO TALK CUST OUT OF A SUPERVISOR EXPLAINED THAT THE CORROSION AND PREFORATION WARRANTY IS 7 YEARS AND CUST IS OUT BY TIME ON THIS WARRANTY BUT WILL

DLR STATES: TOM O'BRIAN HYUNDAI MA037

617-774-1300

--LARRY SVC MGR STATES:

---THE WARRANTY IS THE UNDERCHASSY ITS THE SUBFRAME AND THE WARRANTY IS 5YEAR
100,THOUSAND MILES BODY PANELS

---CUST IS OUT BY TIME AND MILEAGE.

---DLR TRIED TO EXPLAIN THIS TO THE HUSBAND ITS NOT THE BODY PANELS ITS THE ACTUAL
CHASSY THAT HOLD THE MOTOR AND THE WHEELS. SO CUST WILL BE RESPONSIBLE FOR THIS OUT
(ABOSC/CVG/LCM) REQUESTING A SUP CALL WITHIN 24 BUSINESS HRS

Cust states:

1. Would like supervisor AMart.

---Writer informed cust that LCM is currently unavailable, but will call cust back today. Cust informed writer that
cust is an executive, and does everything between meetings. would like a call soon. Writer will pass the message
to LCM. Cust requests contact on cell phone. end call.

WRITERS FIRST ATTEMPT TO CONTACT CUST. LCM SPOKE WITH CUST WHO STATES:

1. THANK YOU FOR CALLING BACK.

2. WOULD THINK THAT HYUNDAI WOULD DO RIGHT BY CUST AND PAY FOR AT LEAST HALF OF THIS
REPAIR.

3. THIS WAS A DEFECT VEH.

4. "THIS VEH IS A LEMON"!

5. IS APPAULED AT THE RESPONSE FROM LCM STATING CUST IS NOT GOING TO BE COVERED.

6. IS GOING TO WRITE A LETTER TO THE PRESIDENT OF HYUNDAI AND ALSO REQUEST TO SPEAK
WITH LCM SUP.

7. WILL SLANDER HYUNDAI NAME, PRODUCT, AND WARR.

8. IS GOING TO START A BLOG ABOUT HYUNDAI AND CAN GUARANTEE THAT A LOT OF PEOPLE WILL
COMMENT AND COMPARE THERE HATE TOWARDS HYUNDAI.

9. REQUEST HMA ADDRESS, LCM FIRST AND LAST NAME,EXT.

10. CALL ENDED.

LCM first attempt. Writer let cust know at this time we will not be assisting cust. Writer again let cust know what
the warranty for Perforation is. Cust is no happy about this and feels we should step up and will be writing a letter
Case Closed

-CUST STATES:

1. WOULD LIKE TO SPEAK TO A SUP

2. SUP PREVIOUSLY SPOKE TO WIFE

--WRITER VERIFIED INFORMATION WRITER ADVISED WITH AMART AND THEN INFORMED CUST THAT
CURRENTLY NOT ONE AVAILABLE OFFERED TO ASSIST AND INFORMED CUST THAT WRITER DOES

CUST STATES:□

1. CUST WIFE USED TO BE VERY HAPPY WITH HYUNDAI. □
 2. LCM SPOKE WITH CUST WIFE AND NOW CUST WANTS TO SPEAK WITH LCM. □
 3. CUST CONVINCED CUST WIFE TO PURCH A HYUNDAI AND NOW CUST WIFE IS VERY VERY UPSET WITH CUST. □
 4. CUST HAS PICTURES OF WHEN THE PREFORATION STARTED AND CUST WAS STILL UNDER THE WARR. □
 5. DLR NEVER SAW AT THAT TIME BECAUSE GRADUALLY THE CONCERN WAS BECOMING WORSE. □
 6. CUST HAS MANY FAMILY MEMBERS THAT HAVE HONDA'S AND HYUNDAI'S. □
 7. NO ONE SAW THAT THE PREFORATION WAS STARTING. □
 8. IT IS A PIECE OF METAL THAT STARTED MANY MANY YEARS AGO AND NOW VEH IS ONLY WORSE 50%. □
 9. FEELS THAT HYUNDAI IS GOOD VEH AND A CHEAP VEH. □
 10. CUST WOULD LIKE PERSON TO PERSON ASSISTANCE REGARDING THIS CONCERN.□
 11. CUST RELATIONSHIP WITH CUST WIFE CAN BE HELPED IF THIS SITUATION IS PROPERLY HANDLED BY HYUNDAI. □
 12. WOULD LIKE TO SEND THIS PICTURE TO LCM SOMEHOW THROUGH MAIL OR EMAIL. □
 13. WILL GO AHEAD AND FAX THE INFO TO LCM. □
- WRITER EMPATHIZED WITH CUST AND ADVISED CUST THAT CUST IS TOO FAR OUT OF THE WARR FOR HCA TO FURTHER ASSIST CUST. LCM ADVISED CUST THAT HCA DOES NOT HAVE EMAIL CUST STATES:□

□

1. WOULD LIKE TO SPEAK WITH amartinez.□
2. WOULD LIKE TO LEAVE A MESSAGE FOR amartinez.□
3. WOULD LIKE A CALL BACK CONFIRMING THE RECEIPT OF 4 PAGE FAX SENT TO 801 736 3561.□
4. CUST CAN BE REACHED AT (Redact)□

---WRITER---□

□

VERIFIED VEH/CUST INFO. ADV CUST THAT amartinez WAS NOT AVAIL AT THIS TIME. WRITER WOULD GLADLY FORWARD A MESSAGE. ADV CUST THAT amartinez WOULD HAVE SOMEONE CONTACT CUST NO LATER THAN 01.14.08 REGARDING THE FAX.□

WRITER RECEIVED A FAX AND FORWARD A COPY TO (AMARTINEZ).

cust states□

1. cust requesting to speak with AMARTINEZ□
2. cust asking if all 5 pages of the fax where received.□
3. asking to have AMARTINEZ to call the cust back when AMARTINEZ returns from vacation. □

--writer thanked cust for calling HCA, writer located and verified the information on the cust's case. writer informed the cust that AMARTINEZ is currently unavailable and would be out until wed's. writer offered to see if GFULLER was available for assistance. cust refused to speak with a new agent. cust states that cust would like writer to have AMARTINEZ call the cust back when AMARTINEZ returns from vacation. writer thanked cust for

NOTES FOR REGION

---PLEASE CONSIDER CONCERN FOR CUST VEH THANK YOU-----

1. CUST WIFE USED TO BE VERY HAPPY WITH HYUNDAI.
 2. LCM SPOKE WITH CUST WIFE AND NOW CUST WANTS TO SPEAK WITH LCM.
 3. CUST CONVINCED CUST WIFE TO PURCH A HYUNDAI AND NOW CUST WIFE IS VERY VERY UPSET WITH CUST.
 4. CUST HAS PICTURES OF WHEN THE PREFORATION STARTED AND CUST WAS STILL UNDER THE WARR.
 5. DLR NEVER SAW AT THAT TIME BECAUSE GRADUALLY THE CONCERN WAS BECOMING WORSE.
 6. CUST HAS MANY FAMILY MEMBERS THAT HAVE HONDA'S AND HYUNDAI'S.
 7. NO ONE SAW THAT THE PREFORATION WAS STARTING.
 8. IT IS A PIECE OF METAL THAT STARTED MANY MANY YEARS AGO AND NOW VEH IS ONLY WORSE 50%.
 9. FEELS THAT HYUNDAI IS GOOD VEH AND A CHEAP VEH.
 10. CUST WOULD LIKE PERSON TO PERSON ASSISTANCE REGARDING THIS CONCERN.
 9. FEELS THAT HYUNDAI IS GOOD VEH AND A CHEAP VEH.
 10. CUST WOULD LIKE PERSON TO PERSON ASSISTANCE REGARDING THIS CONCERN.
 11. CUST RELATIONSHIP WITH CUST WIFE CAN BE HELPED IF THIS SITUATION IS PROPERLY HANDLED BY HYUNDAI.
 12. WOULD LIKE TO SEND THIS PICTURE TO LCM SOMEHOW THROUGH MAIL OR EMAIL.
 13. WILL GO AHEAD AND FAX THE INFO TO LCM.
- CALL TO CUST STATING THAT WRITER WAS SENDING THIS CASE TO REGION FOR REVIEW LEFT CUST STATES:

1. WOULD LIKE TO CM MMART.
2. RECEIVED A MESSAGE FROM A CM YESTERDAY.
3. VEH IS TOTALED.

---WRITER VERIFIED THE CUST INFORMATION. WRITER ADVISED THAT CM WAS NOT AVAIL WRITER ADVISED THAT THE FILE WAS ESCALATED TO THE HIGHER PERSONAL. CUST UNDERSTANDS. WRITER THANKED THE CUST FOR CALLING.

The customer is out of the anti perforation warranty. The vehicle is not covered.

CALL TO CUST:

1. WRITER STATED TO CUST THAT WRITER SUBMITTED CASE TO REGION.
2. BECAUSE VEH IS SO FAR OUT OF WARRANTY AND THAT HYUNDAI'S DECISION IS THAT WE WILL NOT BE ABLE TO ASSIST CUST ON THIS MATTER AND THIS IS A FINAL DECISION
2. CUST STILL UNHAPPY WITH DECISION
3. WRITER ADVISED CUST THAT TO FOLLOW ARBITRATION STEPS IN O/M

Cust states:

1. Took veh to an IO&O, And found the frame is rusted.
2. Mechanic informed cust that this is a manufacturer defect.
3. Would like to know if there is a recall on this veh concerning the frame.

---Writer gathered, and updated cust info. Informed cust that there is no recall for the frame on veh, and advised cust take veh to DLR for a diagnosis. Cust understands. Cust will go to DLR, and return call to writer. Provided name, extension, and case #. end call.

CUST STATES:□

1. VEH IS UNDRIVEABLE□
2. HOW IS CUST GOING TO GET THE VEH TO DLR?□
3. WHERE IS THE CLOSEST DLR?□
4. IS THIS COVERED UNDER WARRANTY?□

---WRITER VERIFIED INFO AND ADVISED CUST TO HAVE THE VEH TOWED THROUGH INSURANCE OR RSA. (WRITER ADVISED THAT CUST WOULD HAVE TO PAY IF CUST USED RSA). ADVISED OF CLOSEST DLR. ADVISED THAT VEH IS NOT INSIDE THE WARRANTY PERIOD, SO CUST WILL BE RESPONSIBLE

CUST STATES:□

- 1.ENGINE CRADLE ON PASSENGER SIDE IS RUSTED OUT.□
 2. CAN HCA HELP WITH THE REPAIR.□
- CM CREATED FILE GAVE CUST FILE# NAME AND EXT.□
CM ASKED IF VEH HAD BEEN SEEN AT A DLR.□
VEH HAS NOT BE DIANGOSED.□
CM ADVISED CUST THAT VEH WOULD NEED TO BE SEEN AT A DLR.□
CUST WILL TAKE TO DLR AND CALL HCA BACK□
CUST TOOK DOWN FILE# NAME AND EXT AND CALL ENDED

Cust states:□

1. Wants to check on claim.□
2. Calling from the DLRSP IN013.□
3. Frame rusted and frame came apart.□
4. DLR informed cust it will cost \$1,723 to replace frame.□
5. Veh is not drivable.□

---Writer empathized with cust. Writer verified/updated cust's info. Writer informed cust the veh is too far out of warranty for us to do anything.□

Cust states:□

1. Wants to sue Hyundai.□
2. Feels this is a design flaw.□
3. Feels the car is a piece of crap.□
4. Will never buy another Hyundai again and will tell that to anyone.□
5. There's another person at the DLRSP with the same exact veh and he's going to tell him to check the frames because they may be bad.□
6. Wants a sup.□

---Writer went to see if a sup was available and ABOSC approved a 24 business hr callback. Writer informed cust a sup will call the cust back within 24 business hours. Writer provided cust writer's ext and the case #. Thanked abosc approved 24 hr sup call.

LCM first attempt.□

Cust States:□

1. bought veh with 85,000 miles used.□
2. Now the frame is rusted out.□
3. wants to know if Hyundai is going to take care of it.□

---Writer let cust know that veh is out of any kind of warranty. Writer let cust know there will be no assistance from Hyundai at this time. Writer let cust know that this is the reason there is a warranty to take care of issues before they get worse. Writer let cust know it is cust responsibility to bring these kind of things to the DLRs attention when veh is under warranty. Cust is not happy with this. Writer let cust know they are more then welcome to seek

Cust stated:□

1. Veh has rusted out causing damage to wheel, tire, frame and axle. □
2. Veh is at a non Hyundai shop but no work has been authorized.□

---Writer asked for an estimate of damages and repair with details on cause. (Writer has had several calls on this Writer called repair shop (Everettes - 7126422537) was adv that the issue stems from the air conditioning vent dripped on the upper control arm and rusted it out cuasing the wheel to come away from the frame etc.

Writer spoke with LCM and there are no current issues with this type of break-down and there is no warranty

Cust states:□

1. would like to speak with Pbailey.□
2. would like to know what can be done about the vehicle.□

--Writer advised cust that that CM is not available, offered to assist. Reviewed the notes. Advised cust that any warranty issuing must be diagnosed and addressed by a dealership service dept., but as the components involved are 5/60, any work would almost certainly not be covered under warranty. If cust wants to be certain, Need to adv cust that this issue should be diagnosed by dealership. However, there really is nothing HCA can offer as assistance.□

cust states:□

1. would like to speak with Pbailey.□
2. can writer make sure cust gets a call back.□

---writer verified/updated custs information. and informed cust □
that will have Pbailey call cust ASAP. cust was grateful. writer gave case number.□
and name, ext., writer thanked cust for calling, and ended the call.□
---case transferred---

Cust states:□

1. Would like to know if Pbailey is available.□

□

---Writer informed cust that CM is unavailable. Informed cust of info in notes. Informed cust that Veh needs to be diagnosed by a DLR to determine coverage. Cust needs veh towed. Writer informed cust that the tow will be at the cust expense. Cust understands, Hung up.□

□

writer closing case per notes from Ncasper.

CUST STATES: □

1. INQUIRING ABOUT CASE. □
2. REQUEST TO SPEAK TO PBAILEY.□

--WRITER VERIFIED CUST INFO AND UPDATED. WRITER INFORMED CUST THAT CM WAS UNAVAILABLE. WRITER OFFERED ASSISTANCE. CUST STATES THAT VEH WAS TAKEN TO DLR AND THAT DLR IS WAITING TO HEAR FROM HCA. WRITER INFORMED CUST THAT WRITER WILL HAVE TO CONTACT DLR. □

----□

PLEASE SEE DLR NOTES.□

----□

--WRITER INFORMED CUST THAT RUST IS NOT COVERED UNDER THE WARRANTY, DUE TO IT NOT WRITER CALLED DLR IA009:□

ASSIST MGR/ JOSH□

1. 10/23/08 93263: SUB FAME, ARM CONTROL, BUSHING, AND BALL JOINTS ARE RUSTED. VEH LOOKS LIKE IT HAS BEEN DRIVEN ON DIRT ROAD. FRAME RUSTED THROUGH.□

Writer returning file. Not sure why this was sent to FYI. Cust was informed the correct information.

CUST STATES□

1. WANTED TO SPEAK WITH CM PBAIL□
2. WANTED TO KNOW WHAT WAS BEING DONE FOR THE CONCERN ON THE VEH□

----WRITER ADVISED THE CUST OF THE CM NOT BEING AVAILABLE AND THAT WRITER COULD ASSIST THE CUST, WRITER ADVISED THE CUST THAT THE WARRANTY FOR THE PARTS THAT NEEDED TO BE REPLACED ARE 5/60 AND IT FALLS INTO THE RUST COVERAGE IS IT HAS TO COME FROM THE INSIDE OUT, NOT DUE TO DRIVING CONDITIONS, CUST SAYS THAT CM PBAIL WAS GOING TO FURTHER SARAH FROM ALLIED INSURANCE FOR CUST STATES□

1. WOULD LIKE TO KNOW WHAT IS GOING ON WITH CASE □

WRITER□

ADVISED I CAN LOOK AT NOTES AND SEE WHAT IS GOING ON AND TOLD THE REP I SHOW THET THE CUST ORIGINALLY TALKED TO PBAILY ON THE ISSUE ABOUT RUST THE REP ASKED IF SHE COULD MAYBE TALK TO THAT REP WRITER TOLD CUST I CAN CHECK AND SEE IF SHE IS AVAILABLE .WRITER

Caller stated: Sara from cust insurance company

1. Gathering information about the condition of the veh and what the warranty issue is.

---Writer adv agent that the warranty was 5/60,000 and rust and wear and tear under abnormal conditions are not covered. Not sure where the veh is garaged at this time. Adv agent that there would be no assistance from Cust states:

1. Cross member is rusted out, and DLR says that it is not warrantable.

2. Currently unemployed, and can not afford the repairs.

3. Would like assistance with the cost

---Writer gathered, verified, and updated cust info. Restated cust concerns, and called DLR.

DLR NJ032 States:

1. Veh is out of warranty by time, and mileage.

---Writer thanked DLR, and researched on own. Found cust too far out for goodwill, and informed cust that Writer will not be able to assist at this time. Cust understands. End call.

CUST STATES

INTO DEALER BRAD BENSON NJ029 TO SEE WHY STEERING WAS CORRUPTED

2. SERVICE MANAGER STATES VEH IS TOO RUSTED TO MAKE REPAIRS OR COULD BE DANGEROUS WRITER CALLED NJ029 AND SPOKE TO SERVICE MANAGER MUSTAFFA ABOUT THE DETERIORATION AND OTHER RELATED MATTERS THAT MAY APPLY TO THIS CASE NAMELY CAUSE . WHY RUST WOULD AFFECT THE FRONT FRAME PRIMARILY ON THE PASSENGER SIDE IS UNKOWN ,COULD BE cust states

1. would like to speak to jporter

--writer thanked cust for calling HCA. confirmed cust info. transferred to CM

CUST STATES

1 WHY SHOULD I HAVE TO PAY ANYTHING FOR THIS CONDITIONS

---WRITER SUGGESTED UNDER THE CIRCUMSTANCES GOODWILL OFFERERED THROUGH COOPERATION OF BRAD BENSON NJ029 AND DPSM TO ACTUALLY PAY FOR FRONT FRAME IF CUST PAYED THE LABOR WAS AN OUTSTANDING OFFER DUE TO AGE AND YEAR OF VEH BEING OUT OF CUST STATES:

1. FEELS THAT SINCE IT WAS A DEFECT IN MATERIAL CUST SHOULD NOT HAVE TO PAY FOR THE LABOR.

2. IS NOT VERY HAPPY WITH THE DECISION.

----WRITER ADVISED HYUNDAI HAS TO STAND BY THE DPSM FOR THE GOODWILL THRU THE DLR. CUST GREW UPSET. WRITER ADVISED THAT CUST COULD CONTACT THE BBB AND THE ATTORNEY GENERAL.

---CUST DEMANDED A SUP.

----WRITER ADVISED THAT THERE WAS NOT A SUP FOR CUST. WRITER JUST KEPT EXPLAIN TO THE AFTER REVIEWING WRITER CLOSES CASE ALTHOUGH CUST NOT EXACTLY SATISFIED WITH CUST STATES:

1. HAD OIL CHANGE DONE AND WAS TOLD THAT THE RIGHT SIDE OF THE SUB FRAME WAS ROTTED

2. EXT WARR RAN OUT ON 10/06/07

3. WOULD LIKE TO KNOW IF HYUNDAI WOULD BE WILLING TO ASSIST CUST WITH COST OF REPAIR

--WRITER STATES:

1. APOLOGIZED TO CUST FOR HAVING CONCERN WITH VEH

2. LET CUST KNOW ABOUT GOODWILL BUT PROMISED NOTHING

3. LET CUST KNOW WHAT WRITER WILL NEED TO SEND REQUEST TO GOODWILL

4. PROVIDED CUST WITH WRITER'S NAME EXT# PHONE / FAX #'S ALSO CUST CASE#

---WRITER EXPLAINED GOODWILL AND HOW IT WORKS TO CUST. LET CUST KNOW THAT AS SOON AS CUST FAX'S INFO TO WRITER THEN WRITER WILL SEND IT TO GOODWILL. WRITER THANKED CUST

cust states□

1. would like to speak to adutson 54234□
2. about goodwill process□
3. would like address to send pics□

--writer thanked cust for calling HCA. confirmed cust info. advised cust that CM was unavailable. offered REC'D PIR DOCS, FORWARDED TO CHARVEY FOR HANDLING.

THIS FILE IS BEING FORWARDED CALL CENTER FOR HANDLING TODAY 02/14/08. THIS IS NOT A PIR CORRESPONDENCE:□

---LCM RECEIVED LETTER AND FORWARD TO MCOOTEY FOR HANDLING.

Correspondence:□

Letter states:□

-On Subframe. □

-Included in the Correspondence Letter are photos, and receipt's for payment.□

-@ 32850 found the VEH out of Warr.□

-No answer's at the DLRSP.□

-Feel's its a Defect.□

-Want's Reimbursement.

-Document's received for GW.□

-AD/CVG advised GW. □

-No guarantee was advised.□

□

Research:□

HADDAD HYUNDAI□

01/22/08 @ 32852□

Cust states:□

-Subframe is rotted out.□

-Replace Timing Belt.□

DLRSP:□

-Subframe is rusted. □

-Subframe is rotting out from the

---Writer notes:□

-The DFU is 10/6/2001.□

-No Extended Warr in file.□

-Alignment, Wheel 1999-2008 1 Year / 12,000 Miles is complete□

-NVLW is complete Over by 2yr's.□

-Corrosion, Perforation Warranty states 1998-2004 5 Years / 100,000 Miles Warr is comp

1st attempt Calling Cust□

-LVM

CUST STATES□

1. I NEED TO SPEAK TO MATT EXT 54234 CASE # 3198029 □

WRITER VERIFY INFO AND INFORMED CUST THAT CM MCOOTEY IS ON A CALL WILL HAVE CM CALL CUST BACK IN 24 HOURS THANK CUST FOR CALLING□

---Writer notes the VEH has a Average of 4692.85 a year and to round that off it's still only 4700.00 miles.

---Writer called Cust:□

-Advised all Warr related to the Sub Frame is complete. Referred to research gathered in previous notes.□

Advised arbitration and # for the Cust.□

HCA is unable to assist. Unable to transfer to Higher Personnel for the Subframe sce

Opening File to Region:□

1. Writer is being coached by Regional Liaison to send FYI for Region to assist with Subframe corrosion concern.□

2. The VEH has been documented going to the DLRSP for the Concern.□

3. The date and repair attempts are as follow's:□

HADDAD HYUNDAI□

01/22/08 @ 32852.□

Cust states: Subframe is rotted out. Replace Timing Belt.□

DLRSP: Subframe is rusted. Subframe is rotting out from the front. Disassembled the Front Suspension.

Replaced the Engine Suspension Subframe Assy. Replaced Power Steering Fluid. Wheel Alignment to Factory specification's.□

4. The Cust has the VEH.□

5. No DPSM or Techline communication.□

6. issue is ongoing. Subframe is corroded.□

FYI's do not go into the region queue. Please put file on the FYI tracker.

FYI TO REGION□

□

The VEH has been documented going to the DLRSP for subframe corrosion.□

The date and repair attempts are as follow's:□

HADDAD HYUNDAI□

01/22/08 @ 32852.□

Cust states: Subframe is rotted out. Replace Timing Belt.□

DLRSP: Subframe is rusted. Subframe is rotting out from the front. Disassembled the Front Suspension.

Replaced the Engine Suspension Subframe Assy. Replaced Power Steering Fluid. Wheel Alignment to Factory specification's.□

The Cust has the VEH.□

TL will open case to region for any possible assistance.

Open To Region Notes□

This customer is having a concern with subframe corrosion. □

The customer states the following:□

- Subframe is rotted out. Replace Timing Belt.□

- Veh has been documented going to the DLRSP for subframe corrosion.□

- The date and repair attempts are as follows:□

1. HADDAD HYUNDAI, 01/22/08 @ 32852.□

DLRSP states: □

- Subframe is rusted. Subframe is rotting out from the front. Disassembled the Front Suspension. Replaced the Engine Suspension Subframe Assy. Replaced Power Steering Fluid. Wheel Alignment to Factory specification's.□

- The Cust has the VEH.□

- Issue is ongoing. Subframe is corroded.□

□

3/6/08 (IM)ERCA WRITER SENT INFORMATION TO DPSM/GB FOR REVIEW ON SUB FRAME CONCERN

3/6/08 (IM)ERCA WRITER CALLED AND LEFT MESSAGE WITH MAN THAT HAD ANSWERED PHONE AND

3/6/08 (IM)ERCA WRITER RECVD CALL BACK FROM CUSTOMER IN REGARDS TO CONCERNS.

CUSTOMER HAD NEVER HAD ANY PROBLEMS WITH THE CAR. CUSTOMER WAS AT HER REGULAR MAINTENANCE VISIT AND DEALER POINTED OUT HER RUSTED SUB FRAME TO HER AND CUST HAD REPAIRED. CUSTOMER PAID APPX \$1800.00 FOR REPAIRS TO BE MADE. CUSTOMER IS SEEKING ASSISTANCE WITH THE REPAIR MADE AS LOW MILES AND ONLY DRIVES ABOUT A MILE BACK AND FORTH TO WORK. CAR HAS REALLY HAD NO PROBLEMS EXCEPT FOR THIS ISSUE.□

□

3/11/08 (IM)ERCA WRITER CALLED AND LVM FOR CUSTOMER REGARDING GW GESTURE TO BE MADE

3/14/08 (IM)ERCA WRITER RECVD ALL DOCUMENTS NEEDED FOR HCR TO BE PROCESSED FOR

3/15/08 (IM)ERCA WRITER SUBMITTING HCR TP NCA FOR PROCESSING. CUSTOMER HAS BEEN ALL DOCS PRESENT. WRITER PROCESSING HCR THIS DATE

3/18/08 (AFARRIS) REVIEWED GDWL/WARR HCR REQUEST FOR REIMB ON SUBFRAME

TOTALING \$ 1,746.45, DUE TO PART INOP/SUBFRAME ROTTED

PER GREG BURCH.EADPSM/EA VERIFIED RO#2957 DTD 1/24/2008 AND ATTACHMENTS.

HCR FOR \$\$ 1,746.450 SUBMITTED FOR 3/28/08 CHECK MAILING SCHEDULE.

PAYABLE TO CANALE, TAMARA

95 MCLAGEN DR.

CLARKSBURG, MA 01247

REC'D COPY OF CHECK #50223847 DTD 3/26/08 IN THE AMOUNT OF \$1746.45. WRITER FILING COPY IN CUST STATES:

1. VEH'S FRAME IS RUSTING OUT.

2. KNOWS THAT VEH IS OUT OF WARRANTY BUT WOULD LIKE TO SEE IF THERE WAS ANYTHING THAT HMA COULD DO TO ASSIST.

3. THE ENTIRE VEH FEELS AS THOUGH IT'S GOING TO FALL APART WHEN DRIVEN.

---WRITER UPDATED CUST'S INFO ON FILE. WRITER STATED THAT VEH IS INDEED OUT OF CUST STATES:

1. WOULD LIKE TO SPEAK WITH CHRIS

---WRITER WARMED TRANSFER CUST OVER TO CDEIPALMA.

CUST STATES:

1. WANTED TO INFORM CM OF UPDATE ON VEH.

---WRITER THANKED CUST FOR UPDATE.

dlrshp MI035 VAN states:

1. the sub frame rusted out.

2. this is the estimate for replacing it \$2,300.48.

3. this is the cust cost.

---writer informed cust that would document the call. dlr was grateful.

writer thanked dlr for the call, and ended the call.

---case solved---

CUSTOMER STATES:

1- WOULD LIKE TO SPEAK WITH C.DEIPALMA

2- CUSTOMER'S CELL PHONE

WRITER LET CUSTOMER KNOW THAT CM WAS NOT AVAILABLE, AND WRITER WOULD LEAVE A MESSAGE.

THANKED CUSTOMER

cust states:

1. would like to speak with Cdiepalma.

---writer warm trasferred the call.

---case transferred---

CUST STATES:

1. VEH'S FRAME IS RUSTING OUT.

2. KNOWS THAT VEH IS OUT OF WARRANTY BUT WOULD LIKE TO SEE IF THERE WAS ANYTHING THAT HMA COULD DO TO ASSIST.

3. THE ENTIRE VEH FEELS AS THOUGH IT'S GOING TO FALL APART WHEN DRIVEN.

4. FEELS THAT THE VEH SHOULD NOT BE RUSTING OUT THIS SOON.

---WRITER UPDATED CUST'S INFO ON FILE. WRITER STATED THAT VEH IS INDEED OUT OF

--OPEN TO REGION NOTES:

1. CUST IS HAVING ONGOING ISSUES WITH VEH'S FRAME RUSTING OUT. CUST IS UPSET AND FEELS THAT THIS PROBLEM SHOULD NOT BE HAPPENING. CUST ALSO FEELS THAT DLR SHOULD HAVE

Returning case to CM. □

This concern needs FYI not Open. □

Please submit written request for FYI to region. □

Thank you.

CUST STATES: □

1. REQUESTING TO SPEAK WITH CDEIP. □

2. WAS SUPPOSED TO HEAR FROM A REGIONAL REP YESTERDAY OR TODAY □
AND HAS HAD NO UPDATE. □

---WRITER ADVISED THAT CDEIP IS NOT CURRENTLY AVAILABLE. ADVISED THERE IS NO UPDATE ON CUST CASE. ADVISED WOULD HAVE CDEIP CALL CUST BACK. CUST THANKED WRITER FOR ASSISTANCE. □

---FORWARDING A MESSAGE TO CDEIP FOR FOLLOW UP. □

Customer states: □

□

1. Need to speak with CD □

2. Can reach cust on his cell phone @ [REDACTED] □

3. Needs to have call back □

---Writer--- □

□

verified cust info. Documented cust concern. Adv cust that writer would forward message to CD. Cust thanked

Cust states: □

1. wanted to know if the regional rep had yet got involved. □

--Writer advised that there was no notation from region, this may take several days to complete. Cust understood. □

--Writer reviewed notes. Unable to determine why this matter being addressed to region at all as the warranty is WRITER TRIED TO CONTACT CUST TO LET CUST KNOW THAT REGION WAS DECLINED BASED ON CUST STATES □

1. I NEED TO SPEAK TO CHRIS AT EXT 54285 CASE 3200600 □

WRITER TRYED TO VERIFY INFO AND CUST WOULD NOT SO CM TRANSFER TO CM AMD THANK CUST FOR CALLING □

CUST STATES: □

1. WANTS TO KNOW IF HMA IS GOING TO COVER THE VEH. □

---WRITER APOLOGIZED TO CUST AND STATED THAT THE VEH IS TOO FAR OUT OF WARRANTY FOR VEH TO BE CONSIDERED FOR WARRANTY COVERAGE. WRITER ADVISED CUST THAT IF FURTHER CUST STATES: □

1. WISH TO TALK TO DEIPALMA □

--WRITER TRANSFERRED CUST TO DEIPALMA.

DPSM comments via email - DPSM inspected this 1999 Sonata at TN020 on 02 04 2008. Review attached photo's of sub-frame #22405-38101. Customer demanded that dealership is responsible for not advising on needed sub-frame replacement when vehicle under warranty. Service manager advised customer that he had not had any services preformed in the LAST TWO Years at the dealership, so they did not have the opportunity to inspect his 1999 Sonata. DPSM offered 50% cost of parts to replace the sub-frame and attachment parts. Customer refused offer. Service management advised customer that vehicle needed to be removed from storage REC'D CUST LTR (SPECIAL) FORWARDED TO CHARVEY FOR HANDLING.

WRITER RECVD A LETTER DATED 02/25/08 FROM THE "DIVISION OF CONSUMER AFFAIRS, STATE OF TENNESSEE" ON BEHALF OF THE CUSTOMER REQUESTING A RESPONSE TO THE AGENCY WITHIN 10 DAYS FROM THE DATE OF THE LETTER REGARDING THE FRONT SUB-FRAME RUST CORROSION CUSTOMER CLAIMS APPEARS TO BE A PROBLEM WITH THE VEHICLE. □

□

SCRCA recd letter today and fwd to DPSM for review.

Response sent via email to TN AG office today.

REC'D CUST LTR (SPECIAL) FORWARDED TO CHARVEY FOR HANDLING

WRITER RECVD A COPY OF A LETTER DATED 03/14/08 FROM "DIVISION OF CONSUMER AFFAIRS, STATES OF TN".

REQUEST A RESPONSE REGARDING THE CUSTOMER'S RESPONSE FROM HMA WITHIN 10 BUSINESS Response to 2nd TN AG letter sent on 3/20. Offered to reimburse customer but have had no response from REC'D CUST LTR (SPECIAL) FORWARDED TO CHARVEY FOR HANDLING

Writer received a letter from the Division of Consumer Affairs, dated 04/04/08 on behalf of the customer stating attached is a copy of the response recieved from the customer.

The customer has agreed to accept the final resolution.

Writer forwarded a copy of the letter to the SCRCA/DC for further handling.

Recd response from TN AG - Cust has accepted the reimbursement offer. HCR for \$1429.47 for sub frame HCR for \$1429.47 submitted to NCA for processing. Reimbursing cust for repair to engine cradle at 121,058

4/17/08 (TJAC) REVIEWED GDWL HCR REQUEST FOR REIMB ON ENGINE CRADLE

TOTALING \$1429.47, DUE TO ROTTED OUT/INOP/ PART OUT OF WARRANTY

PER DCLARK/SOCA. VERIFIED RO#270440 DTD 2/8/08 AND ATTACHMENTS.

HCR FOR \$1429.47 SUBMITTED FOR 4/25/08 CHECK MAILING SCHEDULE.

PAYABLE TO "BOTTUM, JAMES" @ 1380 OLD AIRPORT ROAD, HILLSBORO TN 37342

Rec'd copy of check #50224977 dtd 4/23/08 in the amount of \$1429.47. Writer filing copy in file.

CUST STATES:

1. A FRAME IS RUSTED.

2. WOULD PART BE COVERED UNDER WARRANTY.

--WRITER ADVISED CUST OF RUST WARRANTY AND WRITER ADVISED CUST THAT CUST IS CURRENTLY OUT OF NVLW ALTHOUGH CUST WOULD NEED TO SPEAK WITH NY055 ABOUT PART NUMBER FOR WARRANTY AND A POSSIBLE DIAGNOSE FOR ANY POSSIBLE WARRANTY REPAIR.

CUST STATES:

1. OVER 2 INCH RUST HOLE IN SUB FRAME.

2. COULD ANY ASSISTANCE BE PROVIDED.

--WRITER ADVISED CUST THAT WRITER WILL FURTHER RESEARCH CUST'S RUST CONCERN AND WRITER WILL CONTACT CUST WHEN FURTHER INFO HAS BEEN GATHERED. WRITER PROVIDED CASE

--WRITER LEFT A MESSAGE WITH RAY SVC ADV AT OH044 FOR SVC MGR TO CALL WRITER IN

REGARDS TO CUST'S RUST CONCERN. WRITER LEFT CASE NUMBER AND WRITERS CONTACT INFO.

DLR JEFF STATES:

1. WOULD LIKE TO SPEAK WITH JAMES

---WRITER WARM TRANS TO JAMES. CUST THANKED WRITER

JEFF SVC MGR FROM OH044 STATES:

1. SUB FRAME IS RUSTED.

2. PART IS 5/60 AND PART IS CURRENTLY OUT OF WARRANTY.

3. JEFF IS SPEAKING WITH DPSM AND CHECKING IF OH044 COULD PROVIDE CUST WITH ANY ASSISTANCE WITH REPAIR.

4. JEFF WILL CALL WRITER TOMORROW WITH A DECISION ON WHAT OH044 COULD ASSIST CUST #NAME?

--WRITER SPOKE WITH JEFF SVC MGR FROM OH044.

--JEFF STATES: THAT OH044 WILL BE COVER FRAME REPAIR FOR CUST UNDER WARRANTY. CUST HAS BEEN ADVISED OF REPAIR OUTCOME.

--WRITER LEFT A MESSAGE WITH CUST TO CALL WRITER BACK. WRITER WANTED TO MAKE SURE ALL OF CUST'S CONCERNS WITH VEH WERE RESOLVED. WRITER LEFT CASE NUMBER AND WRITERS #NAME?

cust states:□

1. cust bought a 2000 sonata from his aunt.□
2. the engine cradle is rusted out.□
3. was taken to an io&o shop for an alignment, and found□ this.□
4. does the veh have any recalls?□
5. cust bought veh at 4 years old with 50,000 MLS the □ veh was no driven alot.□

--- writer updated info and explained that the □ veh does not have any cam/recalls on the veh.□ and the cust no longer has a warr. cust is the □ 2nd owner.□

-- case solved --

cust states:□

1. the cradle engine frame is rusted.□
 2. the cust took veh for the tires to be rotated.□
 3. the cust took to an io&o shop said its cause Hyundai forgot to □ drill a hole in it and water caused it to rust, this is a Hyundai issue.□
- writer updated info and provided case# and explained that HCA does□ not go from a io&o shop diagnosis, HCA will refer cust to a Hyundai dlr□ for a diagnosis and to see if the ptw covers this or not, cust understood.□

-- case solved --

Cust stated;□

1. Rusting through of sub frame 2001 Sonata □
2. Need to replace of sub frame under engine □
3. Bill Dube Wilming ton MA Jim crowley □ says that they have had warrantied this work □
4. Nasua dealership has said that it is not warranted more □

Writer called Allen at Bill Dube to see how this issue was covered under warranty and dlrsp stated that it was through authorization from DPSM. Adv cust of this and suggested speaking to Serv Mgr at Nashua. Gave case, CUST STATES:□

1. VEH FRONT SIDE FENDER IS RUSTED.□
2. WANTS TO KNOW IF THIS WILL BE COVERED□
3. WOULD LIKE SOME ASSISTANCE.□
4. THINKS THAT VEH SHOULD LAST LONGER.□
5. VEH CAN NOT BE DRIVEN□

---WRITER ADVISED CUST THAT WRITER CAN NOT DO ANYTHING UNTIL THE DIAGNOSES IS MADE. WRITER ADVISED CUST THAT WRITER WILL CALL DLR TOMORROW AND SEE WHAT WRITER CAN DO.

DLR BRYAN STATES:□

1. CRAIG IS WORKING THE VEH □
2. NEED TO SPEAK WITH CRAIG □
3. THERE ARE NO NOTES□

---WRITER THANKED DLR

#NAME?

cust states:□

1. would like to speak with Jbeckstead.□

---writer warm transferred the call.□

---case transferred---

CUST STATES:□

1. CALLING WRITER BACK□
2. DLR IS GOING TO FIX VEH FOR FREE□
3. DLR IS COVERING THE PROBLEM□

---WRITER ADVISED CUST THAT WRITER IS GOING TO CLOSE CASE. CUST THANKED WRITER CASE

Cust states:□

1. Just picked up the veh from the shop.□
2. The tires are worn, and would like to know if there is any way HCA can replace the tires.□
3. Feels that this is due to the repair made.□

□

---Writer informed cust to have the DLR look at tires, adn diagnose this as relating to previous repair. Cust understands, end call.□

□

Cust states:□

1. In regards to previous conversation, cust took veh to DLR, and DLR stated that the tires wearing may be from the sub frame repairs.□
2. Can HCA assist in reimbursing cust for tires?□

□

---Writer gathered cust info, and informed cust that writer can attempt to assist, writer requires all repairs receipts.

Provided fax #. Cust thanked writer. Provided name, extension. end call□

CUST STATES:□

1. CUST WOULD LIKE TO TALK TO EXT 54277□
2. CUST WANTS TO MAKE SURE THAT CM KNOW THERE IS A FAX ON IT'S WAY□

--CM VERIFIED AND INFORMED CUST THAT EXT IS NOT AVAILABLE, AND OFFERED TO ASSIST, INFORMED CUST THAT A MESSAGE WILL BE FORWARDED TO EXT 54277 TO LET HIM KNOW THAT WRITER RECEIVED A FAX AND FORWARD A COPY TO (NCASP).

REQUEST FOR GOODWILL CONSIDERATION:□

1. CUST FEELS THE TIRES SHOULD LAST MORE THAN 1,500 MI, AND THE CUST FEELS THE SUB FRAME PROBLEMS HAVE CAUSED THE PREMATURE WEAR. FEELS HYUNDAI SHOULD COVER THE COST.□
2. THE CUST HAD SUBFRAME REPAIRS, AND WHEEL ALIGNMENT PERFORMED AT DLR PA012.□
3. THE CUST IS NOT REQUESTING RENTAL.□
4. THE VEH IS OUT OF THE 5/60 BY 3 YRS, BUT IS NOT OUT BY MILEAGE.□
5. THE SUBFRAME WAS REPLACED FOR THE FIRST TIME, BUT THE CUST HAS GONE THROUGH TWO SETS OF TIRES PREMATURELY.□
6. DLR HAS NO OPINION ON CUST.□
7. DLR CANNOT SAY EITHER WAY IF THE SUBFRAME CAUSED THE TIRE WEAR BECAUSE THAT WAS NOT ADDRESSED, BUT IT IS POSSIBLE.□
8. THE TIRES WERE PURCHASED AT COSTCO, BUT ALL REPAIRS WERE MADE AT THE DLR.□
9. THE BREAKDOWN OF PARTS IS:□

TIRES: 283.96□

MOUNT/BALANCE: 40.00□

7.0% TAX: 22.96□

*****ATTN: GOODWILL*****□

Cust only asking for half of the Goodwill that Nicholas put through. Cust only wants some help. The amount would

Cust states:□

1. Asked to speak with Nick. Gave ext and case #. Asked if Nick had received paperwork by fax on a reimbursement (Goodwill) that Nick is trying for.□

Writer tried for Nick and he was on another call.□

Writer explained to cust that Nick had received fax and did put reimbursment request in and if it is not today or tomorrow, cust should have an answer by Monday or so.□

Goodwill Consideration:□

Writer reviewed file and will decline goodwill assistance as tires were replaced at Costco and are not warranted by Hyundai, also no assistance will be given for subframe repair as customer is out of warranty coverage. Writer returning to CM to follow up.□

Writer attempted to call cust. 1:31 MST. Cust did not answer. Left VM for cust providing Name, extension, and CUST STATES:□

1. WOULD LIKE TO SPEAK WITH NC/CVG□

---WRITER WARM TRANSFERRED.

Transferred from BM/CM□

Cust states:□

1. Returning call to Writer.□

□

---Writer informed cust that the Goodwill has been declined. Gave reasons for this. Cust understands, end call□

□

Case closed.

CUST STATES:□

1. THE SUB FRAME HAS RUSTED OUT ON CUST VEH□

2. THE SERV DLR IN015 HAS INFORMED CUST THAT THE WARRANTY REMAINING ON CUST VEH (POWERTRAIN) WILL NOT COVER THIS REPAIR, THIS IS ACTUALLY A 5/60 PART, WHICH CUST NVW HAS EXPIRED□

3. CUST WAS WARNED NOT TO DRIVE THIS VEH THAT THE VEH IS NO UNSAFE.□

4. CUST WANTS TO KNOW IF THERE IS ANY WAY CUST COULD GET ASSISTANCE FROM HYUNDAI□

5. CUST IS LOOKING TO BUY A NEW HYUNDAI□

6. CUST WAS TOLD BECAUSE OF THIS ISSUE ON CUST VEH THAT THE VEH WOULD NEED TO BE REPAIRED BEFORE THE VEH COULD BE OF VALUE FOR A TRADE IN.□

--CM EMPATHIZED WITH CUST, CM CHECKED TO SEE IF CUST VEH DOES HAVE ANY OPEN CAMPAIGNS OR RECALLS. THERE ARE NONE,CM INFORMED CUST OF SUCH. CM ALSO CALLED THE DLRSP CUST HAD DIAGNOSE THE VEH IN015, CM INFORMED CUST THAT CHRISTY AT THE DLR IN015 DLR IN015 (CHRISTY) INFORMED CM THAT CUST HAS BEEN ADVISED NOT TO DRIVE THIS VEH SINCE THE SUBFRAME IS RUSTED OUT. THE COST OF THE REPAIR IS \$ 1.940.00 APPROXIMATELY. CUST NVW WOULD HAVE COVERED THIS REPAIR, ALTHOUGH THE NVW EXPIRED 3/6/2005, AND THE MILES REGION NOTES:□

1.CM FORWARDING THIS VEH CONCERN ONTO REGION DUE TO THE FACT THAT CUST HAS NOW BEEN ADVISED BY DLR IN015 NOT TO DRIVE THIS VEH ANY LONGER FOR IT HAS BEEN DETERMINED TO BE UNSAFE DUE TO THE SUB FRAME IS RUSTED OUT. CM CHECKED WITH FLOOR WALKER, AND FLOOR WALKER ADVISE CM TO FORWARD TO REGION FOR THIS CONCERN. CUST WAS LOOKING TO PURCHASE A NEW HYUNDAI IN OCTOBER OR NOVEMBER OF 2008.□

2. ONE TIME□

3. NO HISTORY OF REPAIR ATTEMPTS FOR THIS SUB FRAME RUSTING□

4. CURRENTLY CUST HAS THIS VEH, AND WAS ADVISED BY DLR IN015 NOT TO DRIVE THIS VEH ANY LONGER.□

5. NO□

Cust states:□

1. would like to know if a decision has been made.□

--Writer reviewed notes, advised cust that the case had been escalated just yesterday, will require approx 7 business days for this matter to be looked into and feedback noted on the record. Advised cust to check back in a FYI sent.

Returning case to CM.□

FYI sent as not able to forward this concern to region. Warranty for this concern expired long ago in both miles & REGION CONTACTED CHRISTY AT IN015 AND AUTHORIZED REPAIRS. WRITER ADVISED DLR TO

CUST STATES:□

1. CUST RECEIVED A CALL TODAY 2/12/08 FROM IN015 STATING THAT THE REPAIR WAS APPROVED LAST WEEK.□
2. CUST NOT HAVING BEEN CONTACTED WITH AN UPDATE DECIDED TO GO TO A 3RD PARTY MECHANIC TO HAVE THE REPAIRS DONE AT CUST COST.□
3. CUST FEELS CUST SHOULD BE REIMBURSED FOR THESE REPAIRS AS WELL AS THE RENTAL VEH DUE TO THE FACT THAT CUST WAS NOT NOTIFIED LAST WEEK THAT THE REPAIRS WERE APPROVED AS WELL AS A LOANER.□
4. CUST HAD CALLED HCA FOR AN UPDATE ON 1/31 AND NO UPDATE WAS PROVIDED.□
5. AS CUST DID NOT HAVE AN UPDATE BY 02/04/08 CUST TOOK THE VEH IN FOR THE REPAIR TO THE 3RD PARTY SHOP. □

---WRITER REVIEWED THE CASE WITH QA/LCM AND AB/LCM WHO ADVISED WRITER TO REQUEST THE COST OF REPAIRS AND RE OPEN CASE TO REGION. WRITER ADVISED THE CUST TO FAX INVOICES TO WRITER AND WILL REVIEW FOR WHATEVER ASSISTANCE AVAILABLE. PROVIDED FAX INFO. CUST WRITER RECEIVED A FAX AND FORWARD A COPY TO (LWELTE).

Sent an email to region asking if any assistance can be offered to the customer.

REGION PROCESSING HCR TO REIMBURSE CUSTOMER TOTAL OF \$721.74. □

\$579.95 FOR REPAIR OF SUBFRAME PERFORMED AT INDEPENDENT SHOP AND \$141.79 RENTAL.

CUSTOMER HAD SENT REGION INVOICES, PROOF OF PAYMENT AND REGISTRATION SO REGION

WRITER REVIEWED FILE:□

1. WRITER REVIEWED FILE WITH JC/CVG/LCM AND DETERMINED THAT AS REGION IS REIMBURSING THE CUST, WRITER NO LONGER NEEDS TO BE INVOLVED.□

---WRITER IS CLOSING CASE TO ALLOW REGION TO TAKE OWNERSHIP.□

2/21/08 (TJAC) REVIEWED GDWL HCR REQUEST FOR REIMB ON RENTAL EXPENSES (6DAYS)□□□

DUE TO VEH U/A DURING WARRANTY REPAIRS TOTALLING \$721.74, PER JGIESE/CE. □

VERIFIED RA#845514200 DTD 2/5/08 AND ATTACHMENTS. □

HCR FOR \$721.74 SUBMITTED FOR 2/29/08 CHECK MAILING SCHEDULE.□

PAYABLE TO " OWEN, JENNIFER 485 MILLER AVENUE CLARKSVILLE, IN 47129

Cust stated:□

1. Restated concern about the issue with the front axle rusting through. Feels this is a major mfg defect in material - should never have happened.□
2. Happy with the veh until this happened. □
3. Will follow the steps advised□
4. Waiting for supervisor call back□
5. Will go to national media, local TV consumer assist personality, whomever□ if Hyundai will not stand behind its veh.□
6. Wants a metalurgist to look at parts - called insurance company to report the malfunction. □

----Writer tried to explain that the warranty is pretty firm - that there can be another set of eyes to see if this is an issue of safety etc. (DPSM could be consulted by the dlrsp). Also advised that there are other steps that LCM first attempt. No answer. Writer left message, 800 number, ext, and case number.

LCM second attempt. Wrong number. □

---Case closed till cust calls with correct number.

DPSM is taking care of the issue. Customer - two weeks in shop but customer is delighted and two of his sons are going to look at Hyundai vehs as well. Adv cust that maybe the dlrsp has a loaner. If there are back ordered REC'D CUST LTR WILL RESPOND.

CORRESPONDENCE:□

---LCM RECEIVED LETTER AND FORWARD TO JSNARR FOR HANDLING

CORRESPONDENCE □

LETTER STATES: □

1. MAIN SUPPORT FROM THE ENGINE BLOCK TO THE PASSENGER SIDE WHEEL WAS AN ISSUE AND NJ046 WAS DENYING REPAIR. □
2. SPOKE WITH PATTY AT HCA WHO RECOMMENDED TO GET DPSM INVOLVED. □
3. DPSM AGREED THAT THE VEH SHOULD BE REPAIRED AND ALL COST WOULD BE COVERED BY HYUNDAI EXCEPT FOR THE \$350.00 DOLLARS FOR THE RIGHT SIDE BEARING WHICH WAS DAMAGED DUE TO THE FAILURE OF THE MAIN SUPPORT. □

CORRESPONDENCE □

--WRITER LEFT A MESSAGE WITH CUST TO CALL WRITER IN REGARDS TO ANY QUESTIONS OR CONCERNS CUST MAY HAVE REGARDING VEH. WRITER LEFT CASE NUMBER AND WRITERS CONTACT CORRESPONDENCE □

--WRITER LEFT A SECOND MESSAGE WITH CUST TO CALL WRITER IN REGARDS TO ANY QUESTIONS OR CONCERNS CUST MAY HAVE REGARDING VEH. WRITER LEFT CASE NUMBER AND WRITERS

Cust states: □

1. Would like to speak with JS/CM/CORR. □

□

---Writer attempted to verify info, cust hung up.

CUST STATES: □

1. WAS RETURNING A CALL FROM CM JSNARR □
2. JUST WANTED TO LET CM KNOW THAT CUST WAS PLEASED WITH DPSM CUST IS SATISFIED. □

□

--WRITER GREETED AMD THANKED CUST FOR CALLING HCA, VERIFIED INFO. □

WRITER INFORMED CUST THAT WRITER WOULD LOG STATEMENTS IN COMPUTER AND LET CM

CORRESPONDENCE □

CUST STATES: □

1. MAIN SUPPORT FROM THE ENGINE BLOCK TO THE PASSENGER SIDE WHEEL WAS AN ISSUE AND NJ046 WAS DENYING REPAIR. □
2. SPOKE WITH PATTY AT HCA WHO RECOMMENDED TO GET DPSM INVOLVED. □
3. DPSM AGREED THAT THE VEH SHOULD BE REPAIRED AND ALL COST WOULD BE COVERED BY HYUNDAI EXCEPT FOR THE \$350.00 DOLLARS FOR THE RIGHT SIDE BEARING WHICH WAS DAMAGED DUE TO THE FAILURE OF THE MAIN SUPPORT. □
4. CUST'S WIFE AND MYSELF WERE SO HAPPY ABOUT THE OUTCOME FOR THIS SITUATION AND WE WERE LEFT FEELING CONFIDENT IN THE HYUNDAI PRODUCT, A COMPANY THAT STANDS BEHIND THERE PRODUCT WILL ALWAYS GET OUR BUSINESS. □

CUST STATES: □

1. INQUIRING ABOUT RECALLS ON VEH. □
2. SUB FRAME IS RUSTED. □
3. FOUND WHEN VEH WAS TAKEN IN FOR OIL CHANGE. □

--WRITER VERIFIED CUST INFO AND UPDATED. WRITER INFORMED CUST THAT VEH WILL NEED TO BE DIAGNOSED BY DLR. AND THAT THERE ARE NO OPEN RECALLS ON VEH. CUST STATES THAT VEH WILL BE TAKEN TO DLR. □

----- □

CUST STATES □

1. TOOK TO TIRE SHOP AND WAS TOLD HER SUBFRAME WAS ROTTED/RUSTED □
2. WOULD LIKE TO KNOW WHY □

WRITER □

ADVISED I CANNOT SAY WHY BECAUSE I AM NOT ABLE TO SEE VEH BUT TOLD CUST IF SHE WANTS TO SHE CAN TAKE TO DLR AND HAVE THEM LOOK AT IT AND THEY WOULD BE ABLE TO TELL HER WHY. ADVISED THAT A LOT OF THE TIME IT CAN BE CAUSED BY SALT ON THE ROADS ALSO ADVISED THAT IT DOES NOT LOOK LIKE IT IS UNDER WARRANTY BECAUSE SHE IS OVER 100,000 MILES CUST

cust states□

1. veh rusting on undercarriage□
2. online shows other cases with similar issues□
3. wants this issue covered on veh□

--writer thanked cust for calling HCA. confirmed cust info. advised cust of NVLW coverage on Corrosion, Perforation big 5/60 for cust model year. cust understands but not happy. case closed call ended

CUST STATES:□

1. CUST WIFE WAS ON THE ROAD□
2. THE AXEL CAME OUT OF THE GEAR BOX□
3. VEH IS AT THE HYUNDAI DLR□
4. CUST GOT ANOTHER 5 YEARS ON WARRANTY□

□
□

---WRITER THANKED CUST FOR CALLING. WRITER VERIFIED INFORMATION. WRITER ADVISED CUST THAT WRITER NEEDS TO CONTACT DLR TO GET SOME INFORMATION FOR THE DLR. CUST UNDERSTOOD. WRITER GAVE CUST CASE NUMBER, NAME, AND EXT. WRITER ADVISED CUST THAT WRITER WILL CONTACT CUST BACK AFTER WRITER HEARS FROM DLR. CUST UNDERSTOOD. CUST THANKED WRITER. WRITER THANKED CUST FOR CALLING HYUNDAI.□

WRITER 1ST ATTEMPT TO CONTACT SERVICE DEPARTMENT NO ON ANSWERED WRITER LEFT VM dlr rep Keith states□

1. dlr requesting to speak with LC□
2. dlr states the veh in question's axle had broken due to the sub frame had rusted causing the rear tire to move about 3 inches breaking the axle□

--writer thanked dlr for calling HCA, writer verified and located case. writer verified the that LC is currently unavailable writer offered to assist or take a message. writer got information from dlr of what had caused the cust states:□

1. talked to LC.□
2. how can this be due to corrosion.□
3. is there a way to prove that this should be covered. □
4. would like to protest the answer that the dlrshp gave.□
5. it was the front tire.□
6. will call the dlrshp to see what happened.□
7. would like to get a call back from Lccableton.□

---writer informed cust that LC was not available. cust understood. □

writer informed cust of dlrshps decision on coverage. and informed cust that would□

leave a message to have cust called back. writer thanked cust for calling, and ended the □ call.□

---case pending---

WRITERS FIRST ATTEMPT TO CONTACT CUST. WRITER LEFT VM WITH CASE NUMBER, NAME, EXT, WRITERS SECOND ATTEMPT TO CONTACT CUST. WRITER LEFT VM WITH CASE NUMBER, NAME, EXT,

Cust states:□

1. would like to speak with LCableton.□

--Writer advised cust that that CM is not now available. Cust asked that LCableton return call with an update of CUST STATES□

WOULD LIKE TO SPEAK WITH LCABLETON. □

---WRITER ADVISED THAT CM IS NOT AVAILBLE. NOTES DO NOT CLEARLY INDICATE WHAT STEP IS GOING TO BE TAKEN BY CM. □

CUST STATES WOULD RATHER JUST CALL IN AN HOUR AND SPEAK WITH CM. □

CIUST STATES□

1. I NEED LAKEITA AT EXT 54211 CASE # 3219689 □

WRITER DID A TRANSFER TO CM □

FORWARD TO CM

CUST STATES:□

1. ALL OF THE OTHER PARTS LOOK LIKE NEW□
2. HOW CAN THIS ONE PART GET RUSTED□
3. CUST IS VERY DISSATISFIED□
4. CUST FEELS FRAME SHOULD HAVE BEEN A LOT THICKER□

□

---WRITER ADVISED CUST OF REASON WHY PART IS NOT UNDER WARRANTY. WRITER ADVISED CUST THAT THERE IS NOTHING ELSE WRITER CAN DO DUE TO THE FACT THAT HYUNDAI DOSE NOT COVER RUST AND DLR STATES IT IS NOT A DEFECT. WRITER APOLOGIZED TO CUST. CUST THANKED WRITER. WRITER THANKED CUST FOR CALLING HYUNDAI.□

CUSTOMER STATES:□

□

1. DAUGHTER IS DRIVING VEH AT THIS POINT□
2. TOOK VEH TO LOCAL SERVICE AREA; TOLD TO GET VEH OFF ROAD AS THE ENGINE IS READY TO FALL OUT.□
3. GOT VEH TO DLR, TOLD SUB FRAME IS COMPLETELY GONE.□
4. HAVE BEEN BUYING HYUNDAI VEH SINCE FIRST CAME OUT IN THE 80'S.□
- STILL OWN 2 HYUNDAI'S TODAY.□
5. WANT TO KNOW IF THERE IS ANY POSSIBILITY OF HELP WITH THIS REPAIR FROM HMA.□

□

---WRITER---□

□

VERIFIED CUST INFO. DOCUMENTED CUST CONCERNS. ASKED CUST TO HOLD WHILE DLR IS CONTACTED. CUST AGREED TO HOLD.□

□

-----□

SEE CONTACT TO DLR NOTES□

-----□

□

---WRITER---□

□

CONTACTED DLR MA 020 ARNIE□

□

SUB FRAME COMPLETELY RUSTED OUT □
NOTHING CUST COULD DO TO PREVENT THIS□
WORK WOULD BE COVERED IF STILL UNDER WARRANTY□
OUT OF WARRANTY BY TIME NOT MILES.□

□

PART: SUB FRAME□

PART #: 62405-38300□

PART COST: \$ 1000.00□

LABOR: 580.88□

□

WRITER---□

□

THANKED ARNIE FOR TIME AND INFO. CALL ENDED.

WRITER SUBMITTING FILE FOR GOOD WILL

1. CUST IS SEEKING REIMBURSEMENT FOR THE REPAIR NEEDED FOR THIS VEH. HAS BEEN DRIVING HYUNDAI FROM THE BEGINNING OF THE COMPANY STARTING AND HAS NEVER HAD A HYUNDAI THAT THE SUB FRAME HAS RUSTED THRU TO THE POINT OF THE ENGINE ALMOST FALLING OUT.

2. VEH HAS BEEN DIAGNOSED AT DLR MA 020

3. THIS REQUEST IS NOT FOR RENTAL REIMBURSEMENT.

4. VEH IS OUT OF WARRANTY 7 MONTHS (BY TIME) NOT MILES.

5. THIS IS THE ONLY REPAIR ATTEMPT FOR THIS ISSUE.

6. THE DID PURCHASE THIS VEH NEW AND HAS HAD VEH PROPERLY MAINTAINED.

7. IF THIS ISSUE HAD HAPPENED WHILE STILL UNDER WARRANTY IT WOULD HAVE BEEN COVERED.

8. VEH IS BEING REPAIRED AT A HYUNDAI FACILITY

9. BREAKDOWN OF PARTS AND LABOR ARE AS FOLLOWS:

PART: SUB FRAME

PART #: 62405-38300

PART COST: \$ 1000.00

LABOR: 580.88

10. CUST HAS OWNED SEVERAL HYUNDAI'S AS THE FIRST HYUNDAI BOUGHT WAS IN THE 80'S WHEN THE COMPANY FIRST STARTED SELLING VEH.

Goodwill review:

Writer reviewed file and will decline goodwill based on amount of miles outside the 5/60 warranty period for this repair. Writer is returning file to CM to follow up.

WRITER CONTACTED CUST AT NUMBER ON FILE

ADV CUST THAT THE REQUEST FOR GOOD WILL REIMBURSEMENT WAS DECLINED AND THAT DECISION IS FINAL.

APOLOGIZED FOR ANY INCONVIENCE THIS HAS CAUSED THE CUST.

CUST STATES:

1. THIS WAS DECLINED 100%, ----WRITER ADV YES THIS IS CORRECT.

2. THNAKED WRITER FOR TRYING AND ENDED CALL.

CUST STATES:□

1. CUST IS HAVING AN ISSUE WITH THE DESIGN OF THE VEH.□
2. CUST STATES THAT THE AC IS DESIGNED TO DRAIN ON THE CHASSIS.□
3. CUST WOULD LIKE TO KNOW IF THERE IS ANY WAY THAT HCA CAN ASSIST WITH THE COST OF JUST THE PARTS.□
4. CUST IS GETTING THE REPAIR DONE AT AN IO&O DUE TO CUST WARRANTY IS OUT.□
5. IO&O DLRPS IS USING HYUNDAI PARTS.□
7. CUST DOES NOT WANT TO BE REIMBURSED FOR LABOR BUT CUST WOULD LIKE TO BE REIMBURSED FOR CHASSIS HOUSING.□
8. COST IS ABOUT 1,300.00□
9. CUST IS WILLING TO SETTLE WITH 50% OF THE COST OF THE PARTS.□

---WRITER INFORMED TO CUST THAT AT THIS TIME WRITER WOULD HAVE TO CONTACT THE IO&O AND GATHER THE PART NUMBER□

IO&O SHOP NAME AND PHONE NUMBER IS AS FOLLOWS:□

WRITER CONTACTED IO&O□

PHONE NUMBER: (Redact)□

CHARLIE STATES:□

1. PART NUMBER THAT WAS USED FOR THE CHASSIS IS: □

CHASSIS:62405-38300□

STUD CROSS MEMBER:62490-38101□

BOLTS:□

6249138100□

6249338000□

2. THE BREAK DOWN OF PARTS AND LABOR IS AS FOLLOWS:□

PARTS: 1148.08 □

LABOR: 360.00□

GRAND TOTAL: 1508.08 + TAX□

---WRITER THANKED TO DLRSP FOR TIME AND INFORMATION.

---INFORMATION FOR GOODWILL--□

1. CUST FEEL THAT THE DESIGN IS FAULTY. CUST FEEL THAT THE PART SHOULD HAVE LASTED AT LEAST 10 YEARS. CUST WOULD LIKE TO BE REIMBURSED AT LEAST 50% OF THE TOTAL AMOUNT FOR PARTS.□

2. YES BY NY064□

--WRITER ATTEMPTED TO CONTACT NY064□

--JOE (SERVICE ADVISOR)□

1. THE VEH WAS LOOK AT AND DIAGNOSES.□

2. CUST DECLINED REPAIR DUE TO REPAIR COST TO MUCH MONEY.□

3. CUST VHE WAS TAKEN TO IO&O ---WRITER THANKED DLRPS FOR TIME AND INFO.

Goodwill review:□

Writer reviewed file and will decline goodwill as customer is 17 months out of the warranty on the parts replaced and declined service at an authorized Hyundai repair center.□

Disregard previous goodwill notes.

Goodwill Review:□

Writer reviewed file and will authorize one time goodwill for 50% of cost of parts . Goodwill not to exceed \$574.04

***** HCR NOTES *****

--- HCR FIRST ATTEMPT TO CONTACT RICHMOND SERVICE CENTER AT 718-987-2560. (RKENNEN, 03/12/08, 9:52 AM MST)

--- WRITER STATED:

1. WRITER NEEDS TO VERIFY PAYMENT OF RO 27759.

--- CHARLES, GENERAL MGR, AT RICHMOND SERVICE CENTER, STATED:

1. RO 27759 WAS PAID IN FULL.

--- WRITER UPDATED NOTES.

--- WRITER PROVIDED NAME, EXT AND CASE NUMBER.

--- WRITER UPDATED HCR.

***** HCR NOTES *****

--- WRITER RECEIVED POO & POP DOCUMENTS AND UPDATED HCR. DOCUMENTS ARE NOW COMPLETE AND HCR IS FORWARDED TO WDEVERAUX FOR REVIEW.

WRITER RECEIVED A FAX AND FORWARD A COPY TO (RKENN).

***** HCR NOTES *****

CM REVIEWED HCR DOCS AND ALL DOCS ARE PRESENT AND CORRECT. CM WILL NOW FORWARD

***** HCR NOTES *****

CM TWO DAY MAILED ALL HCR DOCS ON TO NCA ON 3/17/2008

REVIEWED DOCS AND FORWARDED TO HCR DESK FOR PROCESSING

3/27/08 (TJAC) REVIEWED GDWL HCR REQUEST FOR REIMB ON CROSS MEMBER

TOTALING \$574.04, DUE TO RUSTED/ PART OUT OF WARRANTY

PER BMATT/CVG. VERIFIED RO#40215 DTD 2/15/08 AND ATTACHMENTS.

HCR FOR \$574.04 SUBMITTED FOR 4/4/08 CHECK MAILING SCHEDULE.

PAYABLE TO "FERRARO, JOSEPH" @ 9 HITCHCOCK AVENUE, STATEN ISLAND NY 10306

cust states

1. control arm rusted from inside out

writer thanked cust for calling updated owner info apologized to cust for problems let cust know veh is out of warranty there are no cam's or recalls on veh cust can call dlr was given dlr contact info cust was informed there RODNEY FROM SLOAN FROM DISCOUNT AUTO SERVICE STATES:

1. THE CONTROL ARM IS RUSTED.

2. IS CALLING FOR TO SEE IF THERE ARE ANY CAMPAIGNS ON THIS.

----WRITER ADVISED THAT ARE NO CAMPAIGNS ON THE VEH. WRITER ADVISED THAT THE CUST IS OUT OF WARRANTY. WRITER ADVISED THAT CUST TO CONTACT A HYUNDAI DLR CUST UNDERSTANDS. WRITER THANKED THE CUST FOR CONTACTING HCA.

CUST HUSBAND STATES:

1. CUST VERY UPSET THAT FRAME IS ROTTED OUT AND UNABLE TO PASS INSPECTION.

2. WHAT IS THE USE OF 100000 MILE WARR WHEN VEH CANNOT PASS INSPECTION.

3. DOES NOT BELIEVE THAT DLR PERFORMED ALL MAINTENANCE THAT IS INDICATED ON SERVICE RECEIPT.

--WRITER THANKED CUST FOR CALLING AND VERIFIED INFORMATION. WRITER EXPLAINED THAT VEH NO LONGER UNDER NVLW AND VERIFIED 12/120 POWERTRAIN WARR. WRITER INFORMED CUST THAT PERFORATION WARR IS 5/ UNLIMITED ON VEH, SO VEH NO LONGER UNDER THAT WARR. WRITER ADVISED PERFORATION IS DEFINED AS COMING FROM THE INSIDE OUT, SO DLR MUST INSPECT VEH TO DETERMINE IF DEFECT IS PRESENT OR PERFORATION A RESULT OF

Cust stated:

1. Veh was in to the dlrsp today

2. Subframe has been corroded through from the condensation dripping out of the A/C

3. Front lower control arm gone

4. Unsafe to drive and wil not pass state inspection

---Writer adv that a call to dlr would be made to see what they have been doing with this situation. Call was disconnected while cust was on hold and was not adv of the case, CM's name or ext. Nor has the cust been

CUST STATES:(ROB)□

1. RETURNING CALL. □

2. REQUEST TO SPEAK TO PBAILEY.□

--WRITER WARM TRANSFER CUST TO CM. □

BRIAN FROM PA052 STATES: □

1. REQUEST TO SPEAK WITH PBAILEY. □

--WRITER WARM TRANSFERRED CALL.

Dlrsp is very much aware that this is happening and DPSM is covering on a case by case basis. This cust has not been to them before and was not buyer at this dlrsp. □

CUST STATES:□

1. LEAVE MSG ON MACHINE SPEAK TO WIFE OF CUST [REDACTED] (Redact)FOR AN UPDATE. □

2. CUST WOULD LIKE TO SPEAK TO PBAILEY□

□

-----WRITER TOLD CUST THAT IN THE NOTES PBAILEY STATED THE DEALERSHIP SAID THAT THEY WILL FAX OVER A COPY OF THE ESTIMATION AND DIAGNOSIS. DEALERSHIP STATED THAT THE DPSM IS AWARE AND INVOLVED. WRITER TOLD CUST THAT PBAILEY WILL CALL BACK ON MON FOR AN WRITER RECEIVED A FAX AND FORWARD A COPY TO (PBAIL).

Writer called dlrsp and left message for serv mgr to call in with an update on the subframe issue. Need to know Cust States:□

1. Wants to know what is happening with file□

2. Was told by dealer that an estimate of cost was faxed over□

3. What other dealer contact is needed.□

4. Would like to speak with CM/PB□

Writer thanked Cust for calling. Writer advised Cust that CM/PB is not available.□

Advised that CM/PB is trying to contact dlr to find out if a Hyundai rep is involved at this point.□

Cust understood.□

Cust states:□

1. How long is this going to take□

2. Has been without a veh all this time□

Writer advised Cust Writer does not have a definite answer on a time frame□

Writer advised CM/PB will Contact when an update is available but these things can take time□

Cust understood.□

Writer thanked Cust for calling□

Cust would like CM/PB to callback once update is available.□

Writer assured Cust would let CM/PB know□

Call ended.□

Writer forwarding case to CM/PB

FYI SERV DEPT PHONE NUMBER IS□

724-837-6693

Writer left message for cust to call - just wanting to inform cust that CM needs serv records on the subframe

Writer called dlrsp for serv records on the subframe. There was the one time - 2/21/03 at 79,133 miles -

OPEN TO REGION NOTES;□

SUBFRAME ISSUE 2001 SONATA□

1. Cust wishes for Hyundai to take responsibility for faulty design that caused the subframe to corrode.□
Veh is unsafe to drive and should have lasted more than 7 years.□
2. Veh only diagnosed recently at dlrsp PA052□
3. Date of diagnosis was 2/21/08 at 79,133 miles.□
4. Veh has been towed to cust home since dlrsp could not house veh any longer. At this time there was no recognition by DPSM that there was an issue with these veh subframe's.□
5. At the time of the diagnosis dlrsp stated that the DPSM was looking at these veh on a case by case basis.□
6. Issue has been ongoing and getting worse with time to the point of being unsafe to drive.□
7. There are no after market parts□
8. Dealership would welcome assistance.□

□

Side note:□

An estimate of repair costs was provided to CM which states□

Rust along sub frame where A/C drains was verified that rust through on subframe assembly where right front
Attn Region:□

---□

The customer states the following:□

The customer's vehicle's subframe rusted out.□

The customer feels the subframe should last longer and feels the vehicle is not safe.□

The customer currently has the vehicle.□

□

Dealer states the following:□

The vehicle has been to the dealer on the following dates:□

2/21/08 at 79,133 miles- found the subframe rusted out.□

This file is being opened to assist the dealer in resolving the vehicle concerns.□

□

Please let me know if you have any questions or need additional information.□

□

Alyssia Brown□

Regional Liaison□

Hyundai Consumer Affairs□

801-736-3665□

----□

□

Writer reviewed file and will FWD 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. ---□

Side note:□

An estimate of repair costs was provided to CM which states□

Rust along sub frame where A/C drains was verified that rust through on subframe assembly where right front
lower control arm fastens. Needs subframe assembly replaced. Estimate \$1889.02 plus tax.

3/6/089RM)ERCA WRITER CALLED NEW DPSM/TE FOR DISTRICT AND INFORMED OF FILE INFO. HE
WILL CONTACT DEALER SERV MGR TO ARRANGE REPAIR OF VEHICLE. WRITER THEN CALLED THE

CUST STATES:□

1. WOULD LIKE TO KNOW WHAT THE WARRANTY COVERAGE IS FOR RUSTED SUBFRAME□
2. WHILE DRIVING ON THE EXPRESS WAY YESTERDAY THE RIGHT FRONT WHEEL JUST FLEW OFF RIGHT AFTER EXITING THE EXPRESSWAY□
3. THE VEH IS CURRENT AT BOB BABCOCK OFF BEAVERDAM RD AND COCKYSVILLE RD□
4. WAS ADVISED THAT THE Perforation WARRANTY IS FOR 100,000 MILES□

---WRITER VERIFIED CUST INFO AND UPDATED CUST INFO. WRITER EMPATHIZED WITH CUST. WRITER ADVISED CUST OF THE PERFORATION WARRANTY, BEING 5/100,000 MILES. WRITER ADVISED CUST THAT WRITER COULD OPEN THIS TO REGION TO SEE IF THERE IS ANY ASSISTANCE THAT CAN BE PROVIDED. WRITER ADVISED CUST THAT VEH WOULD NEED TO GO TO HYUNDAI DLR FOR FURTHER ASSISTANCE. WRITER ADVISED CUST THAT WRITER COULD AND WOULD NOT GUARANTEE THAT ANY ASSISTANCE COULD BE PROVIDED FOR THE TOW OR THE REPAIR OF THE VEH BUT WRITER WOULD SEE WHAT COULD BE DONE BY OPENING FILE TO REGION. □

CUST STATES:□

1. IS NOT THE RICHEST PERSON IN THE WORLD NOT SURE IF TOWING THE VEH IS SOMETHING THEY WANT TO DO□

WRITER CONTACTED MD008 AND SPOKE TO GARY (SRV MNG) ADVISED OF CUST SITUATION AND THAT CUST WOULD NEED ASSISTANCE WITH THE TOW. GARY THOUGHT CUST MIGHT WANT TO TAKE VEH TO CLOSER DLR. WRITER ADVISED THAT CUST BOUGHT VEH FROM THIS DLR AND FELT OPEN TO REGION NOTES:□

1. WRITER IS SUBMITTING THIS TO REGION DUE TO THE SUBFRAME CORRISION CAUSED CUST FRONT RIGHT WHEEL TO BREAK OFF JUST AFTER EXITING THE EXPRESSWAY□
2. THERE HAVE BEEN NO REPAIR ATTEMPTS DUE TO ISSUE JUST BEING DISCOVERED□

Sent an FYI email to region.

closing case until info comes from region.

SRCA ADVISED DPSM OF CUST'S CONCERN. UPON DLR COMPLETION OF DIAGNOSIS, DPSM WILL SRCA CONTACTED DPSM FOR DIAGNOSIS ON VEHICLE. DY/SRCA

SRCA CONTACTED DLR FOR STS UPDATE. GARY (SVC MGR) STATED THAT HE IS STILL WAITING FOR VEHICLE TO BE TOWED INTO DLR. DLR HAS SPOKEN TO CUST BUT HAS NOT SEEN THE VEHICLE FOR SRCA CONTACTED CUST FOR DISCUSSION. CUST STATES THAT SHE HAS DECIDED NOT TO TAKE VEHICLE TO THE DLR FOR REPAIRS. SRCA ASKED CUST WHERE VEHICLE IS. CUST STATED THAT VEHICLE WILL BE REPAIRED BY AN INDEPENDENT SHOP THAT IS NOT A HYUNDAI DLR. SRCA EXPLAINED THAT SHE CAN DO THAT BUT HYUNDAI WILL NOT CONSIDER THE REPAIR TO BE COVERED UNDER WARRANTY. THE REPAIR WILL BE A CUST PAID W/NO HYUNDAI ASSISTANCE. CUST STATED THAT IT A "SHAME" BUT SHE DOES UNDERSTAND. CUST HAD A VERY BAD EXPERIENCE W/THOMPSON HYUNDAI AND WILL NEVER GO BACK. SHE SAID THAT A LONG TIME AGO AND SO SHE WILL NOT DO IT. SRCA ADVISED CUST THAT SHE CAN BRING THE VEHICLE TO ANY

CUST STATES:□

1. SUB FRAME IS ROTTED AND RUSTED OUT□
2. MAINTENANCE AND REPAIRS HAVE BEEN DONE AT DLRSH□
3. WHY HASN'T THIS BEEN NOTICED BEFORE NOW□
4. VERY LOYAL CUST□
5. CAN HCA HELP WITH LABOR COST□

== WRITER THANKED CUST FOR CALLING AND VERIFIED CUST INFORMATION. WRITER CONTACTED DLR NJ032 AND SPOKE WITH SVC MGR ZINA. WRITER WAS INFORMED DSPM HAS BEEN INVOLVED AND AGREED TO PAY FOR PART BUT NOT LABOR. WRITER INFORMED CUST DSPM HAS FINAL SAY ON COVERAGE AND THAT CUST LOYALTY IS GREATLY HONORED THAT IS WHY HYUNDAI AGREED TO PAY FOR PART THIS FAR OUT OF WARRANTY, IT IS VERY UNUSUAL FOR ANY ASSISTANCE THIS FAR WRITER CONTACTED DLR NJ032 AND SPOKE WITH SVC MGR ZINA. WRITER WAS TOLD SUB FRAME IS ROTTED AND RUSTED OUT FROM TOP DOWN AND IS NOT ABLE TO BE SEEN UNTIL RUST HAD COME THROUGH TO BOTTOM. DSPM HAS ALREADY BEEN INVOLVED AND AGREED TO PAY FOR PART

CUST STATES □

1. TOOK VEH TO IO&O FOR A REPAIR □
2. WAS TOLD TO CALL HCA BECAUSE THE FRAME OF VEH IS RUSTED □
AND WAS TOLD IT SHOULD NOT BE RUSTED □
3. WOULD LIKE TO KNOW WHAT HCA CAN DO □

WRITER □

PULLED UP INFO AND TOLD CUST THAT CUST WOULD HAVE TO GET A DIAGNOSIS DONE AT AN AUTHORIZED HYUNDAI DLR AND ONCE THAT IS DONE WE CAN BETTER TELL WHAT IS CAUSING IT CUST ASKED IF WRITER GETS A LOT OF CALLS ABOUT RUSTED FRAME WRITER TOLD CUST THAT WRITER DOES NOT GET A LOT BUT ALL THE ONES THAT WRITER HAS GOTTEN HAS BEEN DUE TO SALT FROM THE ROADS CUST STATES CUST DOES NOT DRIVE IN THE WINTER WRITER TOLD CUST DLR PA018/ SCOOT STATES: □

1. VEH WAS TOWED INTO DLR. CUST TOLD DLR THAT DLR NEEDS TO VERIFY THAT THE SUBFRAME IS RUSTED. □
2. 03/04/08 106,000 DLR VERIFIED THAT SUBFRAME IS RUSTED. □
--WRITER THANKED DLR FOR INFO. □
---FORWARD TO MSTAR. □

CUST STATES □

1. CUST CONCERN IS THAT DLR STATES SUBFRAME IS RUSTED AND WAS TOLD THAT THERE HAVE BEEN A LOT OF HYUNDAI'S WITH SAME ISSUE CUST WOULD LIKE TO KNOW WHAT CAN BE DONE WOULD LIKE TO KNOW IF THERE IS GOING TO BE A RECALL OR CAMPAIGN ON ISSUE □
2. CUST HAS NOT THREATENED LEMON LAW, BBB OR A LAWYER □
3. 03/04/08 106,000 DLR VERIFIED THAT SUBFRAME IS RUSTED. □
4. DPSM NOT INVOLVED □
5. TECH LINE NOT INVOLVED □
6. NO AFTER MARKET PARTS ON VEH □
7. VEH IS AT DLR □

CUST STATES: □

1. WANTING TO KNOW WHAT IS GOING ON WITH THE FILE AND WHAT SHOULD CUST DO? □
---WRITER EXPLAINED THAT THE CM MSTAR HAS FORWARDED THE FILE TO A REGIONAL REP AND THEY WILL BE IN CONTACT IN 3 TO 4 BUSINESS DAYS AND SO THEY WILL CALL THE CUST WITH

There are no region notes. Are you submitting for this file to be opened.

3/6/08(RM)ERCA WRITER CONTACTED THE DPSM/RW AND REVIEWED. HE WILL CONTACT THE SERV MGR DAN AT PA018 TO AUTH NECESSARY REPAIRS RELATING TO SUB FRAME RUST AS A HMA GOODWILL GESTURE. WRITER THEN CALLED THE CUSTOMER AND SPOKE TO MAURENN SHANDRA AND INFORMED THAT HMA WILL TAKE CARE OF ANY NECESSARY REPAIR RELATING TO SUBFRAME RUST AS A HMA GOODWILL GESTURE AND FOR HER TO STAY IN CONTACT WITH THE DEALER SERV DLR STATES: PA018 MOTORWORLD HYUNDAI. □

570-829-3500 □

1. SCOTT SVC MGR □

SAYS THOUGHT THE PART WAS TO COME IN YESTERDAY AND DID NOT ARRIVE ON REGULAR STOCK ORDER AND MAY NOT BE IN UNTIL TUESDAY. □

2. THE SVC MGR SAID WILL CALL THE CUST WITH AN APPROXIMATE DATE.... □
3. SVC MGR SAID WILL CALL THE CUST ONCE THE PARTS MGR FINDS THIS OUT THEN CUST WILL

CUST STATES:□

- 1.WANTING TO KNOW WHY THIS VEHICLE IS TAKING SO LONG TO REPAIR.□
2. AND WANTS TO KNOW WHEN THE PART WILL BE IN.□
3. AND WANTS A RENTAL VEHICLE.□
- 4.AND WANTS A SUPERVISOR TO SPEAK WITH BECAUSE THE WRITER DOES NOT KNOW WHAT WRITER IS DOING.□

---WRITER READ THE NOTES FROM THE REP FROM HYUNDAI WHOM SAID THAT CUST WAS DENIED RENTAL AND THAT DID APPROVE TO FIX THE VEHICLE. WRITER CALLED THE DLR. (READ NOTES FROM DLR) AND THEN ADVISED CUST THAT THE PART MAY NOT BE IN UNTIL NEXT TUESDAY 3/18/08 CUST STATES□

- 1.WOULD LIKE TO TALK TO A MANAGER□
- 2.ASKED WHO SENDS PARTS TO DLR'S □
- 3.WOULD LIKE TO KNOW WHERE THE REGIONAL OFFICE IS IN CUST REGION□

WRITER□

TOLD CUST THAT CASE IS IN THE QUEUE FOR A MANAGER TO CALL IN THE NEXT 24 BUSINESS HOURS □ CUST SAID THAT IS UNACCEPTABLE WRITER TOLD CUST THAT THE MANAGER WAS ASSISTING WITH OTHER CUST AT THIS TIME SO IT WILL BE A 24 BUSINESS HOURS CALL BACK CUST FINALLY SAID OK THEN ASKED WHO SENDS PARTS TO DLR WRITER TOLD CUST THAT THE BEST PERSON THAT WOULD HAVE THAT INFO IS THE SERVICE MANAGER AT DLR CUST STATES THAT DLR IS NOT HELPFUL AT ALL □

WRITER APPROVED A 24 HOUR SUP CALL.

LCM first attempt. No answer. No voice mail.

LCM second attempt. No answer. No voice mail. □

--Case closed till cust calls back with a current concern.

cust states:□

1. from the class action suit a couple years ago, chose the □
2. with the extension of the warr. □
3. on the subframe near the engine cradle there is two holes in the subframe.□
4. likes the sonata. but is just not liking the service stations.□
5. just bought a used 07 sonata so could give this veh to custs son.□
6. went to MA030 but they just told cust it was not covered. and that was that.□
7. that has to be wrong.□

---writer verified cust information. and informed cust that would be forwarding on□ to a regional office. and that cust should be contacted in about 3-4 business days.□ cust understood. writer gave name, ext., and case number. writer thanked cust for calling,□ and ended the call.□

---case pending---

writer outbound to MA030 to gather region info.□

dlr service dept was closed writer left vm for call back.□

if they call in gather repair dates or diagnosis dates for the veh thanks.□

---case pending---

writer outbound to dlrshp MA030 to gather region information.□

dlr srv mgr states:□

1. does not know if it is defect, cannot say for sure.□
2. the dates, mileage, and srv provided is as follows:□
03/15/07: 103,000 air bag light was on, and the passenger window was off track.□
but cust never came in for the subframe, just called.□
3. did some maintenance on the veh all the way up to the 75k service.□
but has not done much at the dlr since then. □

---writer thanked dlr for the assistance, and ended the call.□

---case pending---

--open to region notes. □

1. this file is being forwarded because custs veh has two corrosion holes on the subframe. □
and would just like some assistance in getting this taken care of.□

2. the dates mileage and service provided is as follows:□

03/15/07:

CUST STATED:□

1. WOULD LIKE TO KNOW STATUS OF CASE□

-----WRITER-----□

VERIFIED CUST INFORMATION ADVISED CUST THAT CM HAS FORWARDED CASE TO HIGHER PERSONNEL AND HAS NOT RECEIVED A RESPONSE YET CUST CAN TRY CALLING BACK ON 3/26/08

CUST STATES:□

1. WAITING ON THE REP FROM HYUNDAI TO GET INVOLVED IN REGARDS TO THE SUBFRAME?□

2. CUST SAYS WHAT IS GOING ON?□

--WRITER SAID THAT IT WILL BE FORWARDED RIGHT NOW. AND APOLOGIZED WRITER THEN

Attn Region:□

---□

- this file is being forwarded because the customer's vehicle has two corrosion holes on the subframe. □
and would just like some assistance in getting this taken care of.□

- the dates mileage and service provided is as follows:□

03/15/07: 103,000 air bag light was on, and the passenger window was off track.□

but customer never came in for the subframe, just called.□

-MA030 dealership service mgr said that was unsure whether this was defect or not. stating that it was something that isn't clear cut.□

---□

4/9/08(RM)ERCA WRITER FW'D INFORMATION TO THE ATTENTION OF THE DPSM/KC SO THAT HE CAN CONTACT THE DEALER TO REVIEW, AND THEN THE DPSM CONTACTED WRITER BACK AND ADVISED

CUST STATES:□

SUB FRAME ON SONATA RUSTED OUT.□

WRITER CREATED FILE CUST HAS NOT EMAIL□

CM GAVE CUST FILE# NAME AND EXT□

CM EXPLAINED THAT HCA WILL NEED VIN # AND VEH WILL NEED TO BE SEEN AT DLR AND THAT THEN HCA CAN OPEN FILE TO REGION CONCERNING FRAME RUSTING OUT.□

CUST STATES□

1. WOULD LIKE TO TALK TO DELORES □

WRITER□

TOLD CUST CM IS UNAVAILABLE OFFERED TO ASSIST CUST STATES CALLING BACK TO GIVE VIN WRITER TOOK VIN CONNECTED WITH CUST AND TOLD CUST WRITER WILL ALSO GIVE TO CM CUST

CUST STATES:□

1. CUST WOULD LIKE TO TALK TO EXT 54260□

--CM VERIFIED AND CHECKED THE AVAILABLE STATUS OF THAT CM. CM INFORMED CUST NOT AVAILABLE. CM OFFERED TO ASSIST. CUST WOULD RATHER CALL BACK FOR EXT 54260. CM RESOLVED ALL, THANKED CUST FOR CALLING HCA.□

WRITER STATES:□

CALLED CUST AS WAS ADVISED THAT CUST WANTED CM TO CALL BACK.□

THIS IS FOR THE CONCERN OF RUST ON SONATA UNDER CARRIAGE.□

WRITER LEFT MESSAGE ON VM□

WRITER EXPLAINED THAT VEH WILL NEED TO BE DIAGNOSED AT A HYUNDAI DLR AND TO PLEASE CALL WITH DLR NAME OF DLR THAT DIAGNOSED VEH .□

IF CUST CALLS PLEASE ADVISE CUST THAT FOR RUST CONCERNS AND BE OPEN TO REGION IF VEH IS DIAGNOSED AT DLR AND DLR CAN PROVIDE INFO TO HCA□

CUST STATES:□

1. CUST WOULD LIKE TO BE CONNECTED TO EXT 54260□

--CM VERIFIED, AND CHECKED THE AVAILABLE STATUS OF THAT CM,CUST WAS WARMLY

CUST STATES:□

WILL HAVE TO HAVE VEH TOWED TO DLR.□

WANTS TO KNOW IF VEH WILL BE REPAIRED BY HCA OR NOT.□

CM EXPLAINED THAT VEH NEEDS TO BE SEEN AT DLR AND THEN DEPENDING ON WHAT DLR'S DIAGNOSTIC IS CAN OPEN TO REGION.□

CUST STATES WHAT IS CHANCES OF VEH BEING REPAIRED THRU HMA.□

CM EXPLAINED THAT DEPENDING ON DLR DIAGNOSTIC ON VEH□

CM CAN OPEN TO REGION AND THEN REGION WOULD MAKE DECISION OF IF REPAIR WOULD BE COVERED UNDER WARR OR NOT.□

CUST WILL TAKE VEH TO FANNIN HYUNDAI AND GET DIAGNOSTIC ON VEH□

CUST STATES: □

1. REQUEST TO SPEAK WITH DPOTTER. □

--WRITER WARM TRANSFERRED CALL. CASE CLOSED.

CUST STATES:□

HAD VEH DIAGNOSED AT KY022.□

WANTS TO KNOW WHAT HMA IS GOING TO DO ABOUT RUSTED SUB FRAME□

CM EXPLAINED WILL NEED TO CALL DLR AND GET DIAGNOSTIC FROM DLR.□

AND THEN DEPENDING ON DLR DIAGNOSTIC COULD OPEN FILE TO REGIONAL PERSONNEL□

CUST THANKED CM FOR INFO AND WOULD LIKE A CALL BACK AFTER CM SPEAKS WITH DLR.□

CM EXPLAINED WILL CALL CUST BACK AFTER GETTING INFO FROM DLR CALL ENDED

WRITER STATES:□

CALLED DLR AND LEFT GARY EDWARD THE SERVICE MANAGER VM□

IF DLR CALL PLEASE FIND OUT DAY AND TIME THE VEH WAS IN FOR DIAGNOSTIC ON RUST AND 2ND MESSAGE TO DLR 03/10/08 7:37 MST□

CALLED DLR AND LEFT GARY EDWARD THE SERVICE MANAGER VM□

IF DLR CALL PLEASE FIND OUT DATE AND TIME AND MILES ON VEH □

WHEN VEH WAS IN FOR RUST ON UNDER CARRIAGE .

WRITER STATES:□

1.GARY AT DLR KY022 HAS NOT SEEN VEH AT DLR.□

2. DUTCH MILLER HAD ADVISED CUST THAT SEEN PROBLEM BEFORE ON SONATA'S□

3. CUST HAD GAVE PICTURES TO DLR KY022 LOOKS LIKE PICTURES CUST HAD TAKEN HIMSELF.□

4. VEH DOES HAVE RUST MOSTLY IN FRONT OF VEH UNDER CARRIAGE .□

5. VEH HAS NOT BEEN DIAGNOSED AT KY022□

CM THANKED SERVICE MANAGER GARY AT DLR KY022 FOR TIME AND INFO AND WILL CALL CUST TO WRITER STATES:□

CALLED CUST MRS CUST STATE:□

CM EXPLAINED TO CUST THAT VEH HAS TO BE DIAGNOSED AT DLR.□

CUST STATES WAS TOLD THAT CUST COULD HAVE PICTURES SENT IN.□

CM EXPLAINED THAT VEH WILL NEED TO BE DIAGNOSED AT A HYUNDAI DLR.□

CUST STATES WILL LET MR CUST KNOW BUT WILL NOT BE HAPPY WITH THIS INFO.□

CM EXPLAINED THAT VEH ALWAYS HAVE TO BE DIAGNOSED AT DLR .□

CUST STATES DOES NOT KNOW IF CUST WILL WANT TO HAVE VEH TOWED TO DLR.□

CM GAVE FILE# NAME AND EXT AND WILL CLOSE FILE UNTIL CUST CALLS BACK AND HAS VEH CUST STATES.□

1. WOULD LIKE TO SPEAK WITH DP/CM.□

--WRITER THANKED CUST FOR CALLING, VERIFIED INFORMATION. ADVISED CUST THAT DP IS NOT AVAILABLE. WILL LEAVE A MESSAGE REQUESTING CALL BACK PER CUST REQUEST.□
LEAVING MESSAGE.

CUST STATES:□

1. WOULD LIKE TO SPEAK TO CM/DP □
2. HAS TAKEN THE VEH TO DLR, THEY HAVE TAKEN PICTURES AND SENT TO THE DPSM□
---WRITER CONFIRMED CUST INFO. WRITER ADVISED CUST THAT CM IS NOT AVAILABLE COULD WRITER ASSIST. WRITER ADVISED CUST THAT WRITER WILL FORWARD INFO TO CM AND HAVE THE WRITER STATES:□

CALLED DLR KY022 ON FILE TO GET INFO ON DIAGNOSTIC ON VEH SUB FRAME RUST.□
CM LEFT VM FOR SERVICE MANAGER.□

WHEN SERVICE MANAGER CALLS PLEASE TRANSFER TO 54260□
IF WRITER IS NOT AVAILABLE PLEASE ASK DLR□

1. WHEN WAS VEH DIAGNOSED AT DLR□
 2. DATE AND MILES OF VEH WHEN VEH WAS AT DLR.□
- PLEASE GET THIS INFO AS CM WILL NEED THIS INFO TO OPEN FILE TO REGION□
THANK YOU

WRITER STATES:□

1. CALLED CUST LEFT MESSAGE ON CUST VM.□
 2. WHEN CUST CALLS PLEASE TRANSFER TO 54260□
- IF WRITER IS NOT AVAILABLE PLEASE ASK CUST IF VEH WAS SEEN AT DLR.□
WHAT DLR SEEN VEH .□

PLEASE ADVISE CUST THAT CM CALLED FANNIN HYUNDAI KY022 BUT IS WAITING FOR INFO FROM DLR.□

PLEASE FIND OUT IF KY022 WAS THE DLR THAT DIAGNOSED VEH□

--- CUST STATED:□

1. REQUESTED TO SPEAK WITH CM DPOTTER.□

--- WRITER ATTEMPTED TO CONTACT CM.□

--- CM NOT AVAILABLE.□

--- WRITER OFFERED ASSISTANCE TO CUST.□

--- CUST STATED:□

1. VEH WAS DIAGNOSED AT DLRSH: FANNINS HYUNDAI IN ASHLAND KENTUCKY (CONTACT PE

Writer States:□

1. Called dlr KY020 and Gary the service manager is currently no available.□
2. Service advisor states does not have ro on cust veh but if Gary only looked at veh might not have written up ro.□
3. Service advisor states Gary should be back in about 30-45 min and could call back to get info from Gary.□

Writer DPott states:□

1. called DLR KY022 left vm for service manager Gary,. concern sub-frame rust on veh.□

If service manager Gary calls .□

Please transfer to 54260.□

If writer is not available please get this info from dlr.□

1. get date and time and mileage when veh was seen at dlr.□

cm needs this info to open file to region do to rust concern on sub-frame.□

Thank you.

Writer DPott states:□

called service manager Gary at dlr KY022.□

service manager will not be back to dlr until monday 4-7-09□

writer will call dlr back on Tuesday 4-8-08

DLR KY022 GARY STATES□

1. VEH WAS AT DLR AND UNDER CARRIAGE IS INDEED RUSTED.□
2. VEH HAS 120.000 ON VEH.□
3. VEH FRONT SUBRAME IS RUSTED THRU.□

CM THANKED GARRYAND WILL OPEN TO REGION

REASON TO OPEN TO REGION□

1. VEH HAS RUSTED SUB-FRAME□

FRONT OF VEH IS RUSTED.□

2. VEH HAS BEEN SEEN AT DLR ONE TIME FOR CONCERNS□

3-31-08 120.000 ON VEH.□

4. VEH IS WITH CUSTOMER□

5. TECH OR DPSM NOT INVOLVED□

6. VEH FRONT UNDER CARRIAGE IS RUSTED OUT□

7. NO AFTERMARKET PARTS AFFECTING VEH□

8. DLR DID NOT REQUEST ASSISTANCE IS AWARE THAT HYUNDAI HAS STARTED OPENING THIS TO

Attn Region:□

----□

-The vehicle has a rusted sub-frame.□

- KY022 has diagnosed the vehicle and verified that the subframe is rusted through.□

- 3-31-08 120.00 is when the vehicle was seen by KY022.□

----□

Fwd file to region

WRITER HAS LEFT A MESSAGE FOR THE CUSTOMER TO RETURN CALL.

WRITER HAS LEFT ANOTHER MESSAGE FOR THE CUSTOMER TO RETURN CALL.

RECEIVED A CALL BACK FROM THE CUSTOMER WHO SAYS THAT ITS BEEN OVER A MONTH SINCE HE HAS CONTACTED HMA AND HE NEEDED A VEHICLE TO DRIVE SO HE PAID TO HAVE A LOCAL REPAIR SHOP REPLACE THE ENGINE CRADLE WITH A USED ENGINE CRADLE FROM A 2001 SONATA. THE CUSTOMER ALSO PAID TO HAVE THE AXLE, TIRE, WHEEL AND BALL JOINT REPLACED THAT WAS RIPPED OFF FROM THE ENGINE CRADLE ISSUE. THE CUSTOMER THINKS HE PAID \$800.00 TO HAVE THE REPAIR DONE.□

GARY EDWARDS OF KY022 REPORTS THAT THE CUSTOMER DID COME IN ON 4/14/08 TO HAVE THE REPAIRS INSPECTED. GARY SAYS THAT THE REPAIRS DONE TO THE SUSPENSION LOOK GOOD. THE 4/29/08 (TJAC) REVIEWED GDWL HCR REQUEST FOR REIMB ON ENGINE CRADLE□

TOTALING \$940.45, DUE TO INOP/ REPAIRED @ IRF/ PART OUT OF WARRANTY□

PER GBALTAZAR/CECA. VERIFIED RO#N/A DTD 9/17/08 AND ATTACHMENTS.

HCR FOR

\$940.45 SUBMITTED FOR 5/2/08 CHECK MAILING SCHEDULE.□

CUSTOMER STATES:□

1- WHILE CUSTOMER WAS DRIVING THE VEH, THE WHEEL BEARING ASSBMLY CAME APART. DUE TO THIS, CUSTOMER DISCOVERED THAT THE SUB-FRAME IS RUSTED.□

2- HAS LOOKED ON-LINE AND FOUND THAT THIS SEEMS TO BE A WIDESPREAD CONCERN.□

WRITER UPDATED CUSTOMER AS THE OWNER, AND LET CUSTOMER KNOW THAT HYUNDAI WAS AWARE OF THE SITUATION. WRITER ADVISED THAT CUSTOMER TAKE THE VEH TO A HYUNDAI DLR FOR DIAGNOSIS AS SOON AS POSSIBLE. WRITER ADVISED THAT WRITER WOULD BE FORWARDING WRITER CLOSING CASE UNTIL A CURRENT DIAGNOSIS IS OBTAINED.

CUST STATES□

1.WAS AT DLR AND DLR STATES THET CUST SUBFRAME RUSTING□

2.CUST WOULD LIKE TO KNOW WHAT CAN BE DONE □

WRITER□

PULLED UP INFO AND UPDATED INFO AND TOLD CUST THET WRITER HAS HEARD OF ALOT OF CSUT WITH THIS ISSUE SO WHAT WRITER CAN DO IS FORWARD TO HIGHER PERSONNEL FOR REVIEW .WRITER ASKED CUST TO HOLD WHILE WRITER GATHERS SOME INFO FROM DLR CUST SAID OK .WRITER CALLED DLR DLR STATES THE LAST TIME CUST WAS IN DLR WAS IN 2004 WRITER THANKED DLR GOT BACK ON THE LINE WITH CUST AND TOLD CUST INFO DLR GAVE WRITER CUST STATES THET CUST JUST TOOK IT IN TO DLR BUT DOES NOT THINK MECHANIC CUST WAS WORKING WITH

Caller states: □

1. father and aunt both own 99 accents □
2. cradles on both veh's are rusting out□
3. caller is a tech for kia and hyundai, so can diagnose right now over the phone that the cradle is rusted out□
4. wants to know what hyundai is going to do to fix the problem□
5. states dpsm is going to be at dlrsp in a week□
6. has replaced the cradles on these veh's before, even with more than 100k on the clock□

--Writer states: collected one of the vins and advised caller that hma cannot take a diagnosis over the phone, the veh's need to be diagnosed at a dlrsp where it can be documented. As far as what hyundai is going to do, need to know the diagnosis first and then go from there. writer cannot say if Hyundai will pay to replace the cradles under warr or not. Caller asked if should take veh's to caller's manager tomorrow, writer advised if caller the veh's just need to be diagnosed by a Hyundai dlrsp and then can go from there. □

thanked writer for call and call ended. □

CUST STATES:□

1. SUB FRAME FOR CHASSIS HAS RUSTED AND NEEDS TO BE REPLACED □
2. DLR INFORMED CUST TO CONTACT HCA TO FILE CLAIM□
3. IS TAKING VEH TO DLR MA043□

== WRITER THANKED CUST FOR CALLING AND UPDATED CUST INFORMATION. EXPLAINED TO CUST WRITER WILL NEED TO CONTACT DLR FOR MORE INFORMATION AND WILL RETURN A CALL. CUST UNDERSTOOD□

WRITER CONTACTED DLR MA043, SPOKE WITH SVC MGR JESSE. VEH HAS NOT BEEN BROUGHT IN YET HOWEVER CUST HAD SPOKE WITH DLRSHPO OWNER DINO TO START PROSSES FOR RUSTED SUB- WRITER CONTACTED DLR MA043 FOR UPDATED INFORMATION. SVC MGR JESSE STATED VEH HAS BEEN BROUGHT IN AND DSPM HAS ALREADY APPROVED FOR SUB-FRAME TO BE COVERED.□

== CASE CLOSED

cust states □

1.had veh balanced and was told there is rust or corrosion all thru frame not to drive veh and pieces of frame were falling off □

2.is mad at Brandon Hyundai for selling veh to cust □

3.has contacted Brandon Hyundai was told to bring veh to dlr for diagnosis,diagnosis fee is \$100.00□

writer thanked cust for calling updated cust contact info writer apologized to cust and let cust know veh does need to go to dlr for diagnosis writer found crown Hyundai to be closer to cust location cust was referred to RSA for towing due to cust being advised to not drive veh cust was given crown Hyundai contact info and RSA phone number cust was given case number and ext cust will call back after diagnosis is complete writer thanked cust for

CUST STATES□

1.WOULD LIKE TO TALK TO ERIN □

WRITER□

TOLD CUST CM IS NOT IN YET □

CUST WOULD JUST LIKE CALL BACK FROM CM WHEN CM CAN WRITER TOLD CUST THET WRITER writer returning cust call □

writer left vmail with case number 1800 number and ext call ended

Cust stated:□

1. Wants to speak with EV.□

--Writer greeted cust. Transferred to EV for further assistance.

cust states □

1.returning cm call □

writer thanked cust asked about status of diagnosis □

cust was told veh is completely rusted and cost is \$2500.00□

dlr name was chuck □

veh is at dlr FL076□

veh was aligned when cust purchased and Brandon Hyundai□

cust is upset cust was not informed of rust before hand □

writer apologized to cust writer let cust know writer will call dlr get last info needed writer thanked cust call ended

writer called dlr FL076□

for open to region info□

writer got vmail formanegaer bob writer left msg with case number□

1800number and ext call ended

dlr FL076 returning cm's call □

writer thanked dlr gathered open to region info□

writer gave dlr case number call ended

writer called dlr FL076 for open to region info service maneger bob states□

1.veh has rusted frame,cust most likely purchased veh with reusted frame,damage is extensive there is a hole in the frame causing veh to be a safty hazard □

2.veh has been to dlr one time □

3.date and mileage of diagnosis □

03/08/08 miles 89126□

hole in subframe veh is unsafe to drive □

4.cust veh is at dlr FL076□

5. techline and dpsm have not been involved □

6.subframe is rusting continually.will not go away and should not be driven □

7.no aftermarket parts on veh □

8.dlr is not requesting regional assistance□

writer thanked dlr call ended □

-----open to region-----□

1.1.veh has rusted frame,cust most likely purchased veh with rusted frame,damage is extensive there is a hole in the frame causing veh to be a safety hazard □

Attn Region:□

---□

- The dealer states that the vesicle has rusted frame, the customer most likely purchased vehicle with rusted frame.□

- The dealer states that the damage is extensive there is a hole in the frame causing vehicle to be a safety hazard □

-vehicle has been to dealer FL075 one time:□

- date and mileage of diagnosis as follows□

03/08/08 miles 89126-dealer found hole in subframe vehicle is unsafe to drive □

- The customer vehicle is at dealer FL076□

- techline and dpsm have not been involved □

- There are no aftermarket parts on vehicle.□

CUST STATES:□

1. WOULD LIKE TO SPEAK TO CM E.V.□

----WRITER VERIFIED THE CUST INFORMATION. WRITER PLACED THE CUST ON HOLD SEE IF CM IS AVAIL. WRITER ADVISED THAT CM IS AVAIL. WRITER WARM TRANSFER TO CM.□

cust states□

1. dlr that sold veh to cust was underneath the veh three times □
and DID NOT tell cust about rusted frame □

2. cust has documentation and is upset that no one told the cust □
about status of veh □

writer thanked cust for calling writer informed cust of status of case cust is concerned about a loaner or rental
SRCA reviewed file with DPSM , SRCAM and Chuck at dlr.□

□

Parts and labor are \$2045.00 plus tax. Parts are 1109.02. □

□

HMA will be willing to assist with parts only on repair and cust will be responsible for labor. □

□

second owner□

costly repair□

retain cust□

□

srca called cust. n/a vmx

Cust (Redact) states:□

1. Nephew's subframe has rotted straight through, and has caused serious damage. Would like to know if this is
covered under warranty.□

2. Taking care of this for sister, and nephew because Cust is a mechanic.□

□

---Writer gathered cust info, and informed cust that writer will need to pass this to higher personnel. Verified with
cust that Veh has not been to DLR for this concern. Writer provided time estimate of 4 days. Cust accepted. Cust
only provided one phone #. Writer provided name, extension, and case #. End call.□

open to region--□

1. Writer is submitting this file to region due to what cust feels is a safety issue with the subframe of the veh. Cust
has not threatened BBB, or LL.□

2. Veh has not been to DLR for this concern.□

3. There are no dates, or miles.□

4. Cust currently has veh.□

5. DPSM, and Techline have not been contacted.□

6. No pattern of occurrence□

7. No aftermarket parts affecting veh□

The vehicle needs to go to a Hyundai dealer. Fwd file back to NC/CVG.

Attn Region:□

---□

- Submitting this file to region due to what customer feels is a safety issue with the subframe of the vehicle.□

- The subframe rusted out.□

- The customer has not threatened BBB, or LL.□

- vehicle has not been to DLR for this concern.□

- customer currently has vehicle.□

- The DPSM and Tech line have not been contacted.□

-----□

Fwd file to region

CUST RICHARD BUCKLEY STATED:□

1. WOULD LIKE TO KNOW WHAT IS GOING ON WITH CASE WAS TOLD BY CM THAT CUST WOULD BE
CONTACTED IN 4-5 DAYS□

-----WRITER---□

3/14/08 (IMERCA WRITER RECVD CALL FROM DEALER SERVICE MANAGER/VINCE RECEIVED INFO
FROM THE DPSM/JH TO TAKE CARE OF THE SUB FRAME ISSUE. DEALER WAS NOT ABLE TO FIND THE
CUSTOMER CAR IN SYSTEM. DEALER ASKED IF THEY SHOULD CONTACT THE CUSTOMER. WRITER

3/14/08 (IM)ERCA WRITER CALLED NUMBER IN FILE WHICH IS FOR THE BROTHER IN LAW TO RAYMOND COLON. WRITER EXPLAINED THAT DEALER HAS BEEN MADE AWARE OF THE CUSTOMER CONCERNS WITH THE VEHILCE. WRITER ADVISED TO HAVE CAR BROUGHT TO THE DEALER AND DEALER WILL CHECK CONCERNS IF SUB FRAME IS ROTTED AS CUSTOMER CLAIMS DEALER WILL COVER THE REPAIR. CUSTOMER THANKED FOR ASSISTANCE AND WORK WITH THE DEALER.□

Cust States:□

1. the Sub-frame was in fact rusting out.□

--Writer empathized with cust and found that the veh was not only out of warranty but that also there is no campaigns out on veh.□

CUST STATES□

1.JUST PURCHASED VEH A COUPLE DAYS AGO □

2.WAS LOOKING AT VEH AND NOTICED THET IT HAS RUST ON SUBFRAME □

3.WOULD LIKE TO KNOW WHAT TO DO □

WRITER□

PULLED UP INFO AND TOLD CUST TO TAKE TO DLR TO GET DIAGNOSIS AND THEN WRITER CAN FORWARD TO HIGHER PERSONNEL FOR REVIEW WRITER TOLD CUST THET IT DOES LOOK LIKE IT IS COVERED FOR 7/UNLIMITED MILES THOUGH BUT STILL TOLD CUST TO CALL ONCE DIAGNOSIS IS

CUST STATES:□

1. HAD SUB FRAME REPAIRED□

2. WAS TOLD THAT VEH WILL NEED TO HAVE ALL 4 WHEELS ALIGNED□

3. WANTS TO KNOW IF THIS IS CORRECT□

4. VEH WILL NEED STRUTS SOON AND CUST KNOWS THAT AN ALIGNMENT COMES WITH STRUTS□

WRITER STATES:□

1. EXPLAINED TO CUST THAT WRITER WOULD NEED TO CONTACT A DLR AND FIND OUT ANSWER TO QUESTIONS DUE TO WRITER IS NOT TECH INCLINED.□

---WRITER EXPLAINED TO CUST THAT WRITER WOULD NEED TO CONTACT DLR AND CALL CUST BACK

WRITER STATES:□

1. CONTACTED DLR (MA034)□

2. SPOKE WITH STEVE (SVC MANAGER)□

3. ASKED STEVE IF 4 WHEEL ALIGNMENT NEEDS TO BE DONE NOW OR IF CUST COULD WAIT TIL STRUTS ARE REPLACED□

DLR (STEVE-SVC MGR) STATES:□

1. WOULD HAVE CUST WAIT TIL STRUTS ARE DONE□

2. HAVE CUST CALL STEVE BETWEEN 1PM & 5PM AND STEVE WILL GO OVER EVERYTHING WITH

WRITER STATES:□

1. CONTACTED CUST AND EXPLAINED TO CUST WHAT WRITER FOUND OUT FROM DLR.□

CUST STATES:□

1. THANKED WRITER FOR ASSISTING CUST WITH CONCERN□

--WRITER PROVIDED CUST WITH DLR PHONE# AND ASKED CUST TO PLEASE HOLD ONTO ALL OF CUST STATES:□

1.VEH SUB FRAME RUST CORROSION. □

2. CUST TOOK VEH TO INDEPENDENT SHOP FOR REPAIR FOR DIFFERENT ISSUE AND WAS TOLD ABOUT THE RUST ON UNDER THE CARRIAGE.□

3. CUST STATED THAT WAS NOT CLOSE TO A DEALER. □

4. CUST WANT TO IF SOMETHING THAT HMA CAN DO REGARDING ISSUE, VEH RUST HAS BEEN REPAIRED.□

---WRITER UPDATED CUST'S INFO, DID NOT WANT TO PROVIDE EMAIL ADDRESS.□

--WRITER ADVICE CUST THAT BECAUSE CUST HAS TAKEN VEH AND REPAIR VEH BY INDEPENDENT CUST STATES:□

--WRITER CALLED CUST BACK TO GET ADDITIONAL INFO TO SUBMIT FILE TO REGION, □

CUST DID NOT ANSWER, DID LEAVE A VOICE MAIL TO CUST WITH CASE# NAME AND EXT THAT CUST HAVE TRY TO CONTAC CUST TWO TIMES AND DID NOT GOT ANY ANSWER. WILL CLOSE CASE

CUST STATES:□

1. THE CUST IS THE ORIGINAL OWNER OF THE VEH. □
2. THE SUB FRAME IS RUSTING AWAY.□
3. IS CALLING TO SEE IF THIS UNDER WARRANTY.□
4. CUST DID NOT TAKE TO A HYUNDAI DLR. □

-----WRITER VERIFIED THE CUST INFORMATION. WRITER PLACED THE CUST ON HOLD TO RESEARCH THE CONCERN. WRITER ADVISED THAT SINCE THE CUST HAS NOT TAKEN THE VEH TO THE DLR, TO TAKE THE VEH TO THE DLR AS SOON AS POSSIBLE. CUST UNDERSTANDS. WRITER ADVISED THAT WRITER IS FORWARDING THE CASE ON TO THE REGIONAL PERSONAL THAT WILL BE ASSISTING IN THE MATTER. CUST UNDERSTANDS. □

OPEN TO REGION NOTES:□

□

1. THE CUST IS HAVING THE CONCERN WITH THE 2000 SONATA HAVING THE SUB FRAME RUSTING. CUST IS CALLING TO GET ASSISTANCE IN THE MATTER. CUST IS OUT OF WARRANTY ON THE MATTER.□

□

2. HAS NOT TAKEN THE VEH TO THE DLR. CUST TOOK THE VEH TO VULC-TECH FOR THE ONCE A YEAR INSPECTION TO GET THE CUST PLATES. THE IO&O DETERMINED THAT IT WAS THE FRAME RUSTING. □

□

3. CUST IS GOING TO TAKE THE VEH TO DLR NH012 AS AS POSSIBLE TO GET THE VEH INSPECTED BY Attn Region:□

---□

-THE CUSTOMER STATES THAT THE VEHICLE IS HAVING THE CONCERN THE SUB FRAME RUSTING.□
- CUSTOMER IS CALLING TO GET ASSISTANCE IN THE MATTER. CUSTOMER IS OUT OF WARRANTY ON THE MATTER.□

- THE CUSTOMER HAS NOT TAKEN THE VEH TO THE DLR. CUSTOMER TOOK THE VEH TO VULC-TECH FOR THE ONCE A YEAR INSPECTION TO GET THE CUSTOMER PLATES. THE IO&O DETERMINED THAT IT WAS THE FRAME RUSTING. □

- CUSTOMER IS GOING TO TAKE THE VEH TO DLR NH012 AS AS POSSIBLE TO GET THE VEH 3/13/08(RM)ERCA WRITER CALLED DEALER AND SPOKE TO SERV MGR DAVE AND HE KNEW ABOUT THIS CUSTOMER AND SAID THAT THE CAR WAS NOT THERE YET. WRITER ADVISED THAT WRITER WILL CONTACT THE DPSM AND GIVE HIM A HEADS UP, AND DAVE WILL CALL OR SEND AN E-MAIL TO THE DPSM ONCE THEY HAVE LOOKED AT THE CAR.□

□

WRITER CALLED THE CUST AND INFORMED REGION NOTIFIED AND ADVISED HIM TO CONTACT THE 3/24/08(RM)ERCA WRITER CALLED DEALER TO CHECK ON STATUS. CUST DID COME IN ON 3/13 AND THE DEALER ORDERED THE NECESSARY PARTS AND THE CUST HAS AN APPT FOR TOMORROW TO 3/31/08(RM)ERCA WRITER NOTES CAR REPAIRED 3/25/08. SEE WARRANTY HISTORY. WRITER

CUST STATES:□

1. SUB FRAME IS RUSTED□
2. CUST HAS CALLED IN BEFORE ABOUT SUB FRAME. □
3. SUB FRAME WAS FIXED□
4. SUB FRAME IS NOW RUSTED OUT AGAIN.□
5. IS EXHAUST MANIFOLD STILL UNDER WARRANTY□

□

---WRITER THANKED CUST FOR CALLING. WRITER VERIFIED INFORMATION. WRITER ADVISED CUST THAT THE MANIFOLD IS STILL UNDER WARRANTY IF DUE TO DEFECT. WRITER ADVISED CUST THAT CUST NEEDS TO TAKE VEH IN FOR A CURRENT DIAGNOSIS ON THE SUB FRAME THAN THE CONTACT HCA BACK. CUST UNDERSTOOD. WRITER GAVE CUST CASE NUMBER, NAME, AND EXT. CUST THANKED WRITER. WRITER THANKED CUST FOR CALLING HYUNDAI.□

CUST STATES:□

1. CAST ALUMINUM ARM FOR DRIVE BELT IS BENT. PULLEY HAS GROUND ITSELF INTO THE WALL. CUST FEELS THAT THIS MAY HAVE TO DO WITH THE SUB FRAME RUSTING.□
2. CUST IS WORRIED THAT THIS WILL NOT BE COVERED UNDER THE WARR. CUST DOES NOT LIKE THE DLRSP THAT CUST WAS USING WHICH WAS HUSTEDT HYUNDAI AND WILL NOW TAKE IT TO NY107.□

WRITER EXPLAINED THAT CUST SHOULD GO TO DLRSP AND HAVE THEM DIAGNOSE IT. IF THIS BENT DRIVE BELT CANNOT BE BENT BY HAND THEN IT SHOULD BE COVERED.□

3. CUST STATES THAT CUST COULD JUMP ON THAT DRIVE BELT ALL DAY AND COULD NOT BEND IT. IT CUST STATES:□

1. DISASTIFIED FROM THE DEALER□
2. REPLACED SUB FRAME FROM OTHER DEALER□
3. VEH. IS AT HYUNDAI 112 IN NY□
4. HAVE PROBLEMS FROM A REPAIR PREVIOUSLY □
5. HUESTEDT DEALER HAS CREATED NEW PROBLEMS FROM THE PREVIOUS REPAIR. □
6. HAS 94000 MILES □
7. WAITING FOR DIAGNOSIS FROM DEALER□

□

□

-----WRITER THANKED CUST FOR CALLING. WRITER VERIFIED INFORMATION. WRITER TOLD CUST TO CALL BACK WHEN HE GETS DIAGONISIS. CUST UNDERSTOOD. WRITER TOLD CUST THAT WRITER WILL DOCUMENT THE CALL. WRITER RESTATED THE STATEMENT FROM THE CUST CUST AGREED THAT THE WRITERS NOTES WERE CORRECT. CUST THANKED WRITER AND WRITER GAVE CUST STATES:□

1. THE SUBFRAME IS RUSTING OUT.□
2. INQUIRING IF THERE IS A CAM ON THE VEH FOR A RUSTED SUB FRAME.□
3. IS ABOUT TO GO INTO A MEETING AND REQUESTS TO CALL WRITER BACK.□

---WRITER UPDATED THE FILE AND GAVE CASE NUMBER. WRITER PROVIDED NAME AND CONTACT INFO FOR A CALL BACK. CUST THANKED WRITER FOR ASSISTANCE.□

---NOTE: IF CUST CALLS BACK AND WRITER IS NOT AVAILABLE PLEASE ADVISE THAT THERE ARE NO OPEN CAMS OR RECALLS ON THE VEH AT THIS TIME. ADVISE THERE IS NO CAM REGARDING A RUSTED SUB FRAME. YOUR ASSISTANCE IS APPRECIATED. THANK YOU.□

CUST STATES:□

1. WOULD LIKE TO SPEAK WITH AL/CVG□
2. THE SUB FRAME HAS RUSTED AWAY AND HAS BEGAN TO CRACK.□
3. THE DLRSP SOUNDS LIKE THIS IS NOT THE FIRST ONE THAT THIS HAS HAPPENED.□
4. CUST DOES NOT BELIEVE THAT THE FRAME SHOULD BE ROTTING OUT.□
5. CUST IS LOOKING FOR SOME ASSISTANCE.□

----WRITER ADVISED TO CUST THAT AT THIS TIME THERE IS NO ASSISTANCE THAT HCA CAN DO. WRITER ADVISED TO CUST THAT WITH THE HIGH MILEAGE AND CUST BEING OVER THE 5/60 THERE IS NO MUCH THAT HCA CAN ASSIST WITH. CUST UNDERSTOOD. □

WRITER REVIEWED FILE:□

1. ACCORDING TO BM/CM NOTES THE CUST WAS ADVISED AND CASE HAS BEEN□ SOLVED.□

---WRITER IS CLOSING THIS CASE.□

CUST STATES: □

1. CUST FOUND THAT THE SUBFRAME IS RUSTED. □
2. VEH IS OUT OF WARRANTY. □
3. WHAT CAN HYUNDAI DO TO ASSIST CUST. □

--WRITER VERIFIED CUST INFO AND UPDATED. WRITER INFORMED CUST THAT VEH WILL NEED TO BE TAKEN TO DLR FOR CURRENT DIAGNOSTIC. WRITER INFORMED CUST THAT WRITER WILL HAVE TO OPEN TO HIGHER PERSONNEL TO ASSIST CUST WITH VEH CONCERN. WRITER PROVIDED CUST WITH --INFORMATION TO OPEN TO REGION. □

1. WRITER SUBMITTING TO REGION DUE TO SUBFRAME IS RUSTED. CUST IS TAKING VEH INTO DLR TO HAVE VEH DIAGNOSED. CUST JUST FOUND OUT THAT THE SUBFRAME WAS RUSTED. □
2. THIS IS THE FIRST TIME THAT VEH WILL BE GOING TO DLR NJ04

Attn Region: □

---□

- SUBMITTING TO REGION DUE TO THE SUBFRAME IS RUSTED OUT. □
- THE CUSTOMER IS TAKING VEH INTO DLR TO HAVE VEH DIAGNOSED. □
- THE CUSTOMER JUST FOUND OUT THAT THE SUBFRAME WAS RUSTED. □
- THE VEH IS BEING TAKEN TO DLR NJ040. □

----□

FWD FILE TO REGION

3/17/08(RM)ERCA WRITER INFORMED DEALER SERV MGR STEVE. HE SAID CAR IS NOT THERE YET. HE WILL WATCH OUT FOR IT. WRITER ALSO NOTIFIED DPSM/BR. WRITER THEN CALLED THE CUSTOMER AND INFORMED HE SHOULD HAVE THE CAR TOWED TO THE DEALER. CUST WAS 3/24/08(RM)ERCA WRITER NOTES- CAR REPAIRED. WRITER CLOSING FILE.

Cust States: □

1. E- Frame cracked and broke □
2. Didn't think it would be covered under warranty □
3. IRF Said the issue was rust □
4. Was told there was another car in shop with same model, year and issue. □

Writer thanked Cust for calling assured Cust issue would be documented and taken seriously asked Cust to fax RO from repair so Writer can research and see if there is anything Hyundai can do to assist. □

Cust agreed. □

Writer thanked Cust for calling □

Provided case and contact info □

Case Closed

CUST STATES. □

1. WOULD LIKE TO SPEAK WITH EM. □
2. SENT IN A FAX THIS MORNING, CALLING TO CONFIRM IT HAS BEEN RECEIVED. □

-- WRITER THANKED CUST FOR CALLING, VERIFIED INFORMATION. ADVISED CUST THAT EM IS NOT AVAILABLE. CONFIRMED THAT FAX WAS RECEIVED BY HCA, BUT IT WAS ILLEGIBLE. ASKED CUST TO SEND FAX AGAIN. CUST UNDERSTOOD. □

cust states □

1. would like to speak to EMichaelson □
2. was fax received □
3. was CM able to read it □

--writer thanked cust for calling HCA. Confirmed cust info. Advised cust that CM was unavailable. Offered assistance. Advised cust that fax was not legible. advised cust to darken fax by making a copy first and then WRITER RECEIVED A FAX AND FORWARD IT TO CM LM

CUST STATES □

1. WANTED TO SEE IF FAX WAS RECEIVED OR NOT, FIRST FAX WAS NOT LEGIBLE □

----WRITER ADVISED THE CUST THAT THE FAX WAS RECEIVED AND AFTER THE CM DOES RESEARCH ON THIS CONCERN, CM CAN FIND OUT WHAT CAN BE DONE FOR THIS CONCERN, CUST

Writer Contacted Cust and left VM Stating fax is received and legible stated Writer will be researching case and

WRITER RECEIVED A FAX AND FORWARD A COPY TO (EMICH).

Writer reviewed Fax.□

Parts and labor totals Are:□

Parts \$1564.00□

Labor \$650.25□

Total \$2294.50□

Writer cannot make out details of repairs.□

Writer will need to contact IRF however Phone number is illegible.

Writer left VM requesting callback about fax.□

Writer needs the phone number of Independent shop in order to establish whether Hyundai Parts were used in Cust states:□

1. is returning CM/EM/CVG call □

--writer advised the notes indicate cm is seeking the phone number for the independent shop Cust went to□

2. Cust provided phone number 508 543 5592 and the names of the people Cust worked with are Nino and Joe.□

WRITER CONTACTED IO&O AND WAS TRYING TO FIND OUT EXACTLY WHAT PART NUMBER IS □

CROSS MEMBER: 62405-3800 (PART COVERED 5/60)□

BOLTS: 54563-36000 (PART COVERED 5/60)□

GASKETS: 28750-38400 (PART COVERED 5/60)□

2. PURCHASED ALL OF THESE FROM THE HYUNDAI DLRSP.

--WRITER GATERED INFORMATION ON PARTS. WRITER FOUND THAT THE PARTS ARE ALL COVERED UNDER THE 5/60 WARRANTY.□

----□

WRITER IS DECLINING GOODWILL DUE TO CUST IS TOO FAR OUT OF WARRANTY.□

WRITER ATTEMPTED TO CONTACT CUST TO INFORM CUST THAT THE GOODWILL HAS BEEN DECLINED:□

5082123697: CUST WAS UNAVAILABLE. WRITER LEFT A VM FOR CUST.□

7742155077: CUST WAS UNAVAILABLE. WRITER LEFT ANOTHER VM FOR CUST□

---WRITER WILL ATTEMPT TO CONTACT CUST BACK AT LATER DATE.□

□

****IF CUST CALLS BACK IN PLEASE INFORM CUST THAT THE GOODWILL HAS BEEN DECLINED DUE TO CUST STATES:□

1. CUST UNDERSTANDS THAT THIS IS NOT COVERED UNDER THE 5/60.□

2. CUST DOES BELIEVE THAT THIS IS HYUNDAI'S FAULT AND NOT CUST.□

3. CUST DOES NOT FEEL THAT CUST HAS TO PAY FOR ALL OF THIS.□

4. THE ONLY TIME THAT A FRAME REALLY GETS DESTROYED IS WITH AN ACCIDENT.□

5. CUST STATES THAT CUST IS GOING TO TAKE THIS TO COURT.□

6. CUST FEELS THAT THE FRAME IS POORLY MADE.□

----WRITER INFORMED TO CUST THAT THIS IS NOT COVERED UNDER WARRANTY.□

WRITER INFORMED TO CUST THAT NO REIMBURSEMENT WILL BE GIVEN. CUST WAS NOT SATISFIED.

□

----WRITER SOLVING FILE DUE TO THE CUST UNDERSTOOD THAT THIS IS NOT COVERED UNDER

Cust stated:□

1. Wanted to speak to CM

CUST STATES:□

1. WANTED ADDRESS FOR FOUNTAIN VALLEY SO CUST COULD WRITER IN A LETTER AS CUST IS DISGUSTED WITH OUTCOME AND SPEAKING WITH THE LAST CM'S.□

WHEN CUST HAD ASKED IF HCA HAD SEEN THIS WITH OTHER VEH'S AS THE DLRSP STATED IT HAS BEEN COMMON WRITER WAS REMINDED OF THE SUB FRAME RUST CORROSION AND EXPLAINED THIS TO CUST AND WHAT WRITER WOULD BE DOING. CUST STATED THAT CUST WOULD HOLD OFF ON WRITING THE LETTER UNTIL REGION CONTACTS AND THINGS MAY BE REIMBURSED TO CUST'S SATISFACTION.□

2. NOW, WHEN CUST CALLED HYUNDAI DLRSP CUST WAS TOLD NO WAY THIS WOULD BE COVERED UNDER THE WARR, SO CUST TOOK IT TO LUBE OIL IN FOXBOROUGH, MA. CM BRITTANY HAS ALREADY CONTACTED THEM AND HAS A FAX AND THE FOLLOWING IS WHAT IT STATES:□

Parts and labor totals Are:□

Parts \$1564.00□

*****REQUEST FOR OPEN TO REGION DUE TO SUB FRAME RUST CORROSION GOODWILL *****□

1. WANTED ADDRESS FOR FOUNTAIN VALLEY SO CUST COULD WRITER IN A LETTER AS CUST IS DISGUSTED WITH OUTCOME AND SPEAKING WITH THE LAST CM'S. WHEN CUST HAD ASKED IF HCA HAD SEEN THIS WITH OTHER VEH'S AS THE DLRSP STATED IT HAS BEEN COMMON WRITER WAS REMINDED OF THE SUB FRAME RUST CORROSION AND EXPLAINED THIS TO CUST AND WHAT WRITER WOULD BE DOING. CUST STATED THAT CUST WOULD HOLD OFF ON WRITING THE LETTER UNTIL REGION CONTACTS AND THINGS MAY BE REIMBURSED TO CUST'S SATISFACTION.□

NOW, WHEN CUST CALLED HYUNDAI DLRSP CUST WAS TOLD NO WAY THIS WOULD BE COVERED UNDER THE WARR, SO CUST TOOK IT TO LUBE OIL IN FOXBOROUGH, □

2. YES, VEH WAS DIAGNOSED BY DLRSP□

3. VEH HAS BEEN TO DLRSP ONE TIME FOR THIS ISSUE, DIAGNOSED AND TAKEN TO IO&O□

4. THIS IS NOT A RENTAL CAR REIMBURSEMENT□

5. 8,000 MILES OVER, BUT NOT BY YEARS□

6. CUST HAS VEH HOME NOW AND HAS PAID FOR REPAIRS□

7. NOT THE DPSM NOR TECH-LINE WERE INVOLVED□

8. YES, CUST PURCHASED NEW AND IT HAS BEEN MAINTAINED PROPERLY□

9. YES, IT WOULD BE COVERED□

10. WRITER CONTACTED IO&O AND WAS TRYING TO FIND OUT EXACTLY WHAT PART NUMBER IS □

CROSS MEMBER: 62405-3800 (PART COVERED 5/60)□

BOLTS: 54563-36000 (PART COVERED 5/60)□

GASKETS: 28750-38400 (PART COVERED 5/60)□

PURCHASED ALL OF THESE FROM THE HYUNDAI DLRSP. □

--writer advised the notes indicate cm is seeking the phone number for the independent shop Cust went to Cust provided phone number [REDACTED] and the names of the people Cust worked with are [REDACTED]. □

11. CUST JUST OWNS ONE HYUNDAI VEH□

12. 1. WANTED ADDRESS FOR FOUNTAIN VALLEY SO CUST COULD WRITER IN A LETTER AS CUST IS DISGUSTED WITH OUTCOME AND SPEAKING WITH THE LAST CM'S. WHEN CUST HAD ASKED IF HCA HAD SEEN THIS WITH OTHER VEH'S AS THE DLRSP STATED IT HAS BEEN COMMON WRITER WAS

Note weren't finished please finish region notes.

CUSTOMER STATES:□

1- WOULD LIKE TO SPEAK WITH R.HIECHTLE□

WRITER LET CUSTOMER KNOW THAT CM WAS NOT AVAILABLE. CUSTOMER WOULD CALL BACK LATER.□

WRITER THANKED CUSTOMER.□

CUSTOMER STATES:□

1- WOULD LIKE TO SPEAK WITH R.HIECHTLE.□

WRITER LET CUSTOMER KNOW THAT CM WAS NOT AVAILABLE. WRITER FORWARDING MESSAGE TO CM.□

THANKED CUSTOMER□

Cust stated:□

1. Wished to speak to CM (RH)□

---Writer adv cust that CM has been out sick and there is a slight delay and to give region a few more days.

Attn Region:□

---□

- The customer called and stated that their sub frame rusted out.□

- The customer is seeking assistance with the cost.□

- The vehicle was repaired at an independent shop.□

- Independent shop purchased part #'s :□

CROSS MEMBER: 62405-3800 (PART COVERED 5/60)□

BOLTS: 54563-36000 (PART COVERED 5/60)□

GASKETS: 28750-38400 (PART COVERED 5/60)□

PURCHASED ALL OF THESE FROM THE HYUNDAI DLRSP. □

Parts and labor breakdown:□

Parts \$1564.00□

Labor \$650.25□

Total \$2294.50□

---□

Writer reviewed file and will FWD 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. □

-----□

4/4/08(RM)ERCA WRITER CALLED CUST AND REVIEWED. HE WILL SEND IN REQ DOC'S FOR HCR. HE ALSO HAS TO TAKE CAR TO MA056 FOR INSP/VERIFICATION BY SERV MGR TODD. □

□

WRITER CALLED DEALER. SPOKE TO PTS MGR BRIAN. HE WILL GIVE TODD MESSAGE ABOUT CUST 4/9/08(RM)ERCA WRITER RECEIVED ALL NECESSARY DOCS TO BE ABLE TO SUBMIT HCR REIMBURSEMENT FOR ENGINE CRADLE REPAIR. DEALER HAS INSPECTED CUSTOMER'S REPAIRED VEHICLE AND HAS CONFIRMED REPAIRS. WRITER SUBMITTED HCR TO ERCAM/TL FOR REVIEW/SIGNATURE.□

□

WRITER RECEIVED HCR DOCS BACK FROM ERCAM/TL SIGNED AND WRITER SCANNED AND E-MAIL 4/11/08 (TJAC) REVIEWED GDWL HCR REQUEST FOR REIMB ON ENGINE CRADLE□

TOTALING \$2294.50, DUE TO RUSTED FRAME/ FAILED/ GDWL OFFER□

PER RMCKENDRICK/EACA. VERIFIED RO#1032 DTD 3/18/08 AND ATTACHMENTS. □

HCR FOR \$2294.50 SUBMITTED FOR 4/18/08 CHECK MAILING SCHEDULE.□

PAYABLE TO "FANADAKIS, STEPHEN" @ 5 SUMMERVILLE ROAD, FOXBORO, MA 02035

Rec'd copy of check #50224735 dtd 4/16/08 in the amount of \$2294.50. Writer filing copy in file.

CUST STATES:□

1. WAS IN FOR JUST A OIL SVC AND WAS TOLD BY A MISTUBISHI DLRSP THAT THE WHOLE SUBFRAME IS RUSTED OUT.□

2. CUST WANTS TO KNOW WHAT TO DO?□

3.AND IF THE WRITER CAN ADVISE WETHER TO DRIVE IT OR NOT..□

---WRITER SAID THAT A HYUNDAI DLRSP SHOULD LOOK AT IT BUT STILL WILL OPEN THIS FILE TO A REGIONAL REP FOR FURHTER ASISSTANCE AND THEN CALLED THE SVC MGR JOE (READ NOTES DLR STATES: PRIDE HYUNDAI OF LYNN MA040 781-592-3800 JOE SABELLA SVC MGR.□

--WITHOUT WITNESSING IT IS BASED ON THE KNOWLEDGE OF THE INSPECTING FACILITY CUST WILL NEED TO USE THAT JUDGEMENT□

--BUT MAKE SURE TO STRESS THAT CUST NEEDS TO BE CONCERNED WITH THE SAFETY HYUNDAI CANNOT ADVISE TO DRIVE THE VEHICLE OR NOT WITHOUT A VISUAL LOOK AT THE VEHICLE.□

---INFORMATION FOR OPENING FILE TO REGION.□

1.WRITER IS SUBMITTING FILE TO REGION DUE TO THE CUSTOMER WAS TOLD BY A MISTUBISHI DLRSP THAT THE WHOLE SUBFRAME IS RUSTED OUT.AND CUST WAS TOLD TO CALL THE MANUFACTORER.□

Attn Region:□

---□

-The customer's subframe rusted out.□

- The vehicle was taken to a Mitsubishi dealer and that dealer informed the customer that their has rusted out and that they should contact Hyundai.□

- The customer is taking the vehicle to MA040.□

----□

3/20/08(RM)ERCA WRITER BROUGHT THIS CONCERN TO THE ATTENTION OF THE DPSM/KC SO HE

3/20/08(RM)ERCA DPSM RESPONDED AND INFORMED THAT HE SPOKE TO THE DEALER THIS CUST STATES:□

1. WOULD LIKE TO SPEAK TO VCHAPPELL□

---WRITER VERIFIED CUST INFORMATION. WRITER CHECKED AND ADVISED CUST THAT VCHAPPELL IS UNAVAILABLE. CM FURTHER ASSISTED. CUST STATES:□

1. WOULD LIKE TO THANK VCHAPPELL SO MUCH FOR HER ASSISTANCE IN RESOLVING THIS MATTER.□

2. CM WAS VERY PROFESSIONAL□

3. WOULD LIKE TO THANK HYUNDAI IN GENERAL□

4. HYUNDAI DOES STAND BY THERE PRODUCT□

5. SVC MGR JOE CEBALLA WAS WONDERFUL□

6. IS GOING TO GIVE THIS VEH TO THE DAUGHTER AND THAN PURCHASE A BRAND NEW SONATA□

CUST STATES: □

1. HAD TAKEN VEH TO INDEPENDENT SHOP AND FOUND THAT CROSS MEMBER (SUBFRAME) WAS RUSTED.□

2. CUST IS A MULTIPLE HYUNDAI OWNER. □

3. SHOP TOLD CUST TO CONTACT HYUNDAI IF THERE WAS A RECALL ON VEH. □

--WRITER VERIFIED CUST INFO AND UPDATED. CUST REFUSED EMAIL. WRITER INFORMED CUST THAT VEH WILL NEED TO BE TAKEN TO HYUNDAI DLR TO HAVE VEH DIAGNOSED. WRITER INFORMED CUST THAT WRITER WILL OPEN CASE TO HIGHER PERSONNEL WITHIN HYUNDAI. CUST STATES THAT CUST CANNOT BELIEVE THAT VEH IS RUSTED. WRITER PROVIDED CUST WITH CASE NUMBER. CUST

--INFORMATION TO OPEN TO REGION.□

1. WRITER OPENING CASE TO REGION DUE TO VEH HAVING A RUSTED SUB FRAME. VEH WAS DIAGNOSED BY INDEPENDENT SHOP. CUST IS A MULTIPLE HYUNDAI OWNER. CUST CANNOT BELIEVE THAT SUB FRAME IS RUSTED. CUST IS TAKING VEH INTO DLR.□

CUST STATES□

1. CUST JUST WANTED TO KNOW THE PRODUCTION DATE ON THE VEH□

----WRITER ADVISED THE CUST OF THE PRODUCTION DATE, CUST UNDERSTOOD AND WRITER

Attn Region:□

---□

-THE VEH HAVING A RUSTED SUB FRAME. VEH WAS DIAGNOSED BY INDEPENDENT SHOP. □
-THE CUSTOMER IS A MULTIPLE HYUNDAI OWNER. CUSTOMER CANNOT BELIEVE THAT SUB FRAME IS RUSTED. □

- THE VEH HAS NOT BEEN INTO HYUNDAI DLR. □

-CUSTOMER CURRENTLY HAS THE VEH, BUT WILL BE TAKING VEH INTO OH001.□

----□

Writer reviewed file and will FWD 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. □

WRITER SPOKE WITH SCOTT OF OH001 WHO CONFIRMS THAT THE SUBFRAME IS BEING REPLACED

writer outbound to dlrshp to ask if could expedite the vehs repairs. □

dlr srv mgr scott states:□

1. is working on it. □

2. should be done by wednesday. □

---writer thanked dlr srv mgr scott for the help. writer then ended the call. □

---case pending---

cust states:□

1. had the veh towed in last night to the nearest hyundai dlrshp.□

2. they said that they would be able to look at it Monday.□

3. now they are saying the end of the week before could look at it.□

4. they also told cust that would need to order the part. but cust checked□

before hand, and they already have it in stock.□

5. is just a little bit upset.□

6. is really just upset because the dlrshp is not treating cust like should be treated. □

7. cant believe that custs veh is that far down on the list. □

8. would writer call and see what is going to happen.□

9. thanks to writer for all the help. and is planning on buying another hyundai.□

---writer verified cust information. and informed cust that would call over and see□

if the veh could be looked at sooner. as the dlr did say Monday to cust. write came back □

and explained the dlrshp expects it to be repaired by Wednesday. cust understood. and was □

satisfied. writer gave name, ext., and case number. writer thanked cust for calling, and □

ended the call.□

---case solved---

Cust stated:□

1. Veh was in having new tires put on veh□

2. During the alignment process the mechanic at Goodyear adv there was a major issue with the H frame □

3. There was rust and corrosion on the right front axle and the veh was unsafe to drive□

4. While driving home the axle broke and veh had to be towed home□

5. Has been advised that this should not have happened and to call Hyundai to get the repair done at no cost to customer□

---Writer adv cust that this is an issue that would need to be escalated to the regional office, gathered all

information, gave case, name ext and adv that a call from either HCA or region would be forth coming in 3 to 4

Writer conferenced cust and serv adv Jamie to make arrangement to have the veh towed to dlrsp for an accurate

JAMIE @ NY075 □

1. WOULD LIKE TO SPEAK WITH PB.CVG □

2. IS CALLING WITH A DIAG, THE LOWER CONTROL ARM AND ATTACHING BOLTS TO THE SUB FRAM ARE ROTTING OUT. □

3. SHOP FORMAN STATES THAT THIS IS GOING TO BE TAKEN CARE OF THIS REPAIR DUE TO OTHER VEH COMING IN LIKE THIS. □

Writer spoke with Tim (shop foreman) and the sub frame on this veh is being replaced under warranty per DPSM. Writer called cust to adv that dlr is taking care of the sub-frame issue, the cust needs to take care of towing. No CUST STATES: □

1. REQUEST TO SPEAK TO PBAILEY. □

--WRITER VERIFIED CUST INFO. WRITER INFORMED CUST THAT CM WAS UNAVAILABLE. WRITER OFFERED ASSISTANCE. CUST WANTED TO KNOW IF HYUNDAI CAN REIMBURSE CUST FOR TOWING AND COVER THE ALIGNMENT. WRITER INFORMED CUST THAT REIMBURSEMENT NEEDS TO BE SUBMITTED THROUGH RSA. WRITER INFORMED CUST THAT ALIGNMENT IS NOT COVERED BY WARRANTY. CUST THANKED WRITER FOR CLARIFYING INFO. □

Cust stated: □

1. Veh was driving erratically □

2. Put veh up on rack and found that the subframe was rusted through □

3. Is this covered under warranty □

---Writer adv cust that this case would be escalated to the regional office as soon as a diagnosis has been recd by a Hyundai dealership. □

Cust stated: □

1. Just had veh in for servicing and dlr adv that the sub-frame is badly rusted and is dangerous to drive. □

2. Dlr adv cust to call HCA for warranty repair approval. □

----Writer adv cust that the case would be escalated to region and to expect a call within 4 business days to adv OPEN TO REGION NOTES; □

1. This case is being open to region due to the sub-frame issue that is occurring in the Sonata's. This is a 2002 with only 53000 miles. □

2. This issue was discovered during routine maintnace work at the dealership - cust was unaware of the problem prior to discovery. The cross member is rusting from the inside out and dlr adv cust that the cost of repair would be \$1700.00 (a wrtten estimate can be obtained if required). □

3. Veh was at dlrsp 3/24/08 and has 53,118 miles (DFU was 9/16/02) Veh previous visit to shop was 5/2007 at aprx 45000 and the rust was not noticed at that time □

4. Veh is with customer until issue of warranty is resolved. □

5. Serv Mgr is notifying the DPSM by email of this issue. Serv Mgr has noticed an unseemly number of veh with this corrosion issue. □

WRiter called DLR CT028 concerning sub frame to gather open to region notes.

Attn Region:□

----□

-This case is being open to region due to the sub-frame issue that is occurring in the Sonata's. This is a 2002 with only 53000 miles.□

-This issue was discovered during routine maintenance work at the dealership - customer was unaware of the problem prior to discovery. The cross member is rusting from the inside out and dealer adv customer that the cost of repair would be \$1700.00 (a written estimate can be obtained if required).□

- Vehicle was at dealership 3/24/08 and has 53,118 miles (DFU was 9/16/02) Vehicle previous visit to shop was 5/2007 at Apr 45000 and the rust was not noticed at that time□

-Vehicle is with customer until issue of warranty is resolved.□

- . Service Mgr is notifying the DPSM by email of this issue. Service Mgr has noticed an unseemly number of vehicle with this corrosion issue.□

- This issue has to have been developing over a long period of time to rust this badly from the inside out.□

-There are no after market parts.□

- Dealer agrees that this is an issue for region to get involved with.□

***customer is most unhappy to have a vehicle that is only 5 years old become unsafe to drive through a defect in materials such as this issue is. Customer feels this should be taken care of by Hyundai at no cost to customer.□

-----□

Alyssia Brown□

Regional Liaison□

Hyundai Consumer Affairs□

801-736-3665□

----□

3/26/08 (im)erca writer sent fyi email to dpsm/ms of dealer diagnosis and esitmate given to the customer. DPSM IS CONTACTING DEALER AND HAVING DEALER CONTACT THE CUSTOMER. THE SUBFRAME WILL BE CUSTOMER STATES:□

1- KNOWS THAT THE VEH IS OUT OF WARRANTY, BUT IS HAS COME TO THE ATTENTION OF THE CUSTOMER THAT THE SUB-FRAME IS RUSTED OUT SO BADLY THAT THE VEH WILL NOT PASS AN INSPECTION. □

2- WAS WONDERING IF THERE WAS SOMETHING HYUNDAI WOULD DO TO ASSIST.□

WRITER THANKED CUSTOMER AND LET THE CUSTOMER KNOW THAT THIS CASE WOULD BE FORWARDED ON TO THE APPROPRIATE PERSONNEL WITHIN HYUNDAI. WRITER LET CUSTOMER DEALER RI006 STATES:□

1- EDDIE, SERVICE MANAGER□

2- JULY 17TH 06 □

WHEEL BEARING CONCERN WAS THE LAST TIME THE VEHICLE WAS SEEN.□

WRITER THANKED EDDIE

---INFORMATION FOR THE REGION---□

1- WRITER IS SUBMITTING THIS FILE TO REGION DUE TO THE FACT THAT THE CUSTOMER HAS FOUND THAT THE SUB-FRAME OF THE VEHICLE IS CORRODED, AND CUSTOMER NEEDS TO HAVE THE VEH PASS INSPECTION.□

Attn Region:□

---□

-SUBMITTING THIS FILE TO REGION DUE TO THE FACT THAT THE CUSTOMER HAS FOUND THAT THE SUB-FRAME OF THE VEHICLE IS CORRODED, AND CUSTOMER NEEDS TO HAVE THE VEH PASS INSPECTION.□

- THE VEHICLE HAS NOT BEEN TO THE DEALER FOR THIS CONCERN, BUT WILL BE TAKING THE VEHICLE IN SOON.□

3/26/08 (im)erca writer sent fyi email to dpsm/ms of custoemr concerns. dealer will need to diagnose the sub frame issue before region can be of assistance. please advise customer will need to be diagnosed for this

DLR RI006/ EDDY SERV MGR.□

1. 03/27/08 124,217: DLR DIAGNOSED VEH. DLR FOUND THAT RUST DAMAGED THE LOWER CONTROL ARM, COULD NOT MOVE VEH INTO SHOP. VEH IS NOT BEST KEPT. DENTS IN BODY.□

--DLR WILL CONTACT CUST TO INFORM CUST THAT VEH HAS BEEN DIAGNOSED. WRITER INFORMED DLR THAT CM WILL NOTE CALL. □

Fwd back to region as dealer has diagnosed the vehicle.

Customer states:□

1. Requesting to speak with TTHOMAS.□
2. The Hyundai dealer called customer to tell customer the vehicle was diagnosed.□
3. Wants to see if Hyundai was going to cover some of this under warranty.□
4. Hyundai dealer told customer they would do a goodwill reimbursement and this will be covered under warranty.□

--Writer verified customer's information. Writer informed customer all warranties have expired and the concern was not a defect in the factory workmanship or materials. Writer informed customer this will not be covered under warranty through Hyundai. Writer informed customer that customer's best point of contact is the Service Manager because the case is owned by a Hyundai rep. Customer feels writer done everything to resolve the customer's 4/3/08 (IM)ERCA WRITER CALLED DEALER AND SPOKE TO SERVICE MANAGER.EDDIE. DEALER STATES HAS BEEN IN CONTACT WITH DPSM/MS TO COVER PART OF SUBFRAME. CUSTOMER HAS OTHER PARTS THAT NEED TO BE REPLACED THAT CUSTOMER WILL PAY FOR. DEALER HAD SOME CONFUSION AS CUSTOMER JUST CALLED AND TOLD THE DEALER THAT CUSTOMER TOLD WOULD 4/3/08 (IM)ERCA WRITER CALLED CUSTOMER TO ADVSIE CASE OPENED TO REGION FOR REVIEW AND DECISION TO COVER SUBFRAME HAS BEEN AUTHORIZED AND DEALER IS AWARE BEING COVERED AS WELL. CUSTOMER STATED CONFUSION WITH MAKING CALL TO CALL CENTER AND BEING TOLD NOT COVERED. WRITER EXPLAINED AND APOLOGIZED FOR ANY CONFUSION THAT DECISION IS MADE BY DPSM WHO HAS AUTH REPAIR FOR SUB FRAME TO BE COVERED. CUSTOMER THANKED CUST STATES:□

1. TOOK IT IN TO HAVE BRAKES SERVICED AND FOUND SUB-FRAME RUST CORROSION BY DLR□
2. WAS TOLD BY DLR TO CALL HCA□
3. CUST CURRENTLY HAS VEH□

== WRITER THANKED CUST FOR CALLING AND VERIFIED CUST INFORMATION. INFORMED CUST WRITER WILL NEED TO CONTACT DLR PA058 FOR MORE INFORMATION AND THEN CASE CAN BE SUBMITTED FOR REPAIR. WRITER INFORMED CUST REPAIR COVERAGE IS NOT GUARANTEED. CUST WRITER CONTACTED DLR PA058 SPOKE WITH SVC MGR TIM FOR INFORMATION TO OPEN CASE TO REGION:□

2. 1ST TIME□
3. 2/19/2008 119433 BRAKES□
5. NO□
7. NO□
8. YES□

INFORMATION FOR REGIONAL LIAISON:□

1. TOOK IT IN TO HAVE BRAKES SERVICED AND FOUND SUB-FRAME RUST CORROSION BY DLR. CUST SEEKING ASSISTANCE.□
2. RUST WAS UNKNOWN BY CUST PRIOR TO HAVING BREAKS REPAIRED□
3. WAS TAKEN IN ON 2/19/2008 AT 119,433 FOR BRAKE REPAIR DLR FOUND RUST ISSUE□
4. CUST CURRENTLY HAS VEH□
5. TECHLINE AND DSPM HAS NOT YET BEEN INVOLVED□
6. SUB-FRAME RUST CORROSION 2002 SONATA□
7. NO AFTER-MARKET PARTS AFFECTING OR RAISING CONCERN□
8. DLR WELCOMES REGION ASSISTANCE.□

WRITER CONTACTED CUST AND EXPLAINED THIS HAS BEEN SENT ON FOR POSSIBLE AUTHORIZATION. CUST WILL BE CONTACTED BY DLR OR WRITER IN THE NEXT 2-3 DAYS. CUST

ATTN REGION:□

---□

- THE CUSTOMER TOOK THE VEHICLE INTO THE DEALER TO HAVE THE BRAKES SERVICED.□
- THE DEALER FOUND SUB-FRAME RUSTED AND FOUND CORROSION .□
- THE CUSTOMER SEEKING ASSISTANCE.□
- RUST WAS UNKNOWN BY CUSTOMER PRIOR TO HAVING BREAKS REPAIRED□
- THE DATE THE VEHICLE WAS TAKEN TO THE DEALER WAS ON 2/19/2008 AT 119,433 FOR BRAKE REPAIR DLR FOUND RUST ISSUE.□
- THE CUSTOMER CURRENTLY HAS THE VEHICLE.□
- TECHLINE AND DSPM HAS NOT YET BEEN INVOLVED□
- THE DLR WELCOMES REGION ASSISTANCE.□

-----□

3/27/08(RM)ERCA WRITER SENT FILE INFO TO THE ATTN OF THE DPSM/TE SO THAT HE COULD
3/27/08(RM)ERCA WRITER RECEIVED E-MAIL FROM DPSM WHO ADVISED THAT HE CONTACTED TIM PARKER THE SERV MGR AT DEALER AND - will be calling customer and will get her in to replace subframe ASAP at no charge.□

□

CUST STATES:□

1. WOULD LIKE TO SPEAK WITH PELIAS.□
2. WANTS TO KNOW UPDATE ON CASE.□

---WRITER ADVISED CUST THAT CM IS NOT AVAILABLE. WRITER ADVISED CUST OF UPDATE ON THE CASE. WRITER ADVISED CUST THAT DLR WILL CONTACT CUST WHEN READY WITH DECISION.

4/10/08(RM)ERCA WRITER MONITORING FILE. REPAIRS NOT COMPLETE YET.

4/16/08(RM)ERCA WRITER MONITORING FILE. NOTE> CAR REPAIRED - SEE WARRANTY REPAIR

CUST STATES:□

- 1.THE INDEPENDENT MECHANIC TOLD CUST TO CALL HCA TO LET HYUNDAI KNOW THE VEHICLES SUBFRAME IS RUSTED OUT.□
- 2.CUST WANTS TO KNOW WHAT TO DO?□

---WRITER SAID HAS THE VEHICLE BEEN DIAGNOSED AT A HYUNDAI DLRSP? □

--CUST STATES:□

1. NO□

---WRITER STATES:□

OKAY CUST WILL NEED TO CALL IL038 AND ASK FOR THE SVC MGR LET THEM KNOW THE VEHICLE NEEDS TO BE DIAGNOSED FOR THE SUBFRAME IS RUSTED OUT. AND THAT HCA DIRECTED CUST

---INFORMATION FOR OPENING FILE TO REGION.□

- 1.WRITER IS SUBMITTING FILE TO REGION DUE TO THE CUST SAYS THE VEHICLES SUBFRAME IS RUSTED OUT AND WAS DIRECTED BY AN INDEPENDENT MECHANIC TO HAVE THIS CONCERN ADDRESSED WITH HYUNDAI.□

Attn Region:□

---□

- The vehicle's subframe has rusted out.□
- The vehicle has not yet been diagnosed by a Hyundai dealer.□

-----□

Fwd file back to region

WRITER SPOKE WITH THE CUSTOMER, SHE NOW AT THE DEALERSHIP IL038 AND THE DEALER IS NOW INSPECTING THE VEHICLE. □

-----□

WRITER SPOKE WITH JANIS OS IL038. JANIS CONFIRMS THAT THE FRAME IS RUSTED OUT. WRITER

CUST STATES:

1. TOOK VEH TO LOCAL MECHANIC
2. WAS TOLD THAT THE SUBFRAME ON THE VEH IS RUSTING
3. CUST CALLED THE HYUNDAI DLR AND WAS TOLD TO CALL HCA

---WRITER ADVISED THE CUST TO TAKE THE VEH TO A HYUNDAI DLR AND HAVE THE VEH DIAGNOSED AND INSPECTED TO SEE IF THE SUBFRAME IS RUSTED FOR SURE, WRITER PROVIDED CASE NUMBER NAME AND EXT, AND TO CALL HCA BACK AFTER THE VEH IS TAKEN INTO A HYUNDAI CUST STATES:

1. WOULD LIKE TO SPEAK TO CM AT EXT 54311.

---WRITER VERIFIED THE CUST INFORMATION. WRITER ADVISED THAT CM IS NOT AVAIL. WRITER OFFERED TO ASSIST.

---CUST STATES:

1. HAS AN APPOINTMENT ON SATURDAY.
2. IS THERE A GUARANTEE THAT THE VEH WILL BE PAID FOR.
3. HAS BEEN DOING RESEARCH ON THE ISSUE AND CUST HAS A FRIEND THAT HAS 13 CASES THAT THE ISSUE HAS BEEN PAID FOR BY HYUNDAI.
4. FEELS THAT SINCE HYUNDAI KNOWS ABOUT THE CONCERN, THAT CUST SHOULD NOT HAVE TO PAY FOR THE CONCERN.
5. LOVES THE VEH AND STILL WANTS TO BE A HYUNDAI

Cust states:

1. has a problem with Cust 2002 sonata
2. saw the sub-frame rusted/corrosion
3. called over to OH024 service and spoke with the service manager and told Cust that the service manager has seen a few vehicle's like that
4. Cust went to aboutautomobile.com and saw some complaints about the 2002 Hyundai sonata sub-frame rust
5. would like to know what Hyundai is going to do to help the Cust

---Writer verified Cust information. Cust does not have a email address. Writer advised Cust that Cust needs to take the vehicle to OH024 service department and have the vehicle diagnose. Once the vehicle has been diagnose then to call HCA back. Writer also explained that the website Cust went to is not a official Hyundai web DLR OH024 SERVICE MANAGER SANDY STATES:

VEH HAS BEEN DIAGNOSED AT DLR ON 3/31/08 @ 10.7000

DLR FOUND LARGE RUST HOLE ON RIGHT FRONT SIDE OF SUB FRAME.

HOLE IS ABOUT 5-6 INCHES LONG AND 4 INCHES WIDE.

RUST IN OTHER AREAS TO BUT OR RIGHT FRONT HAS ACTUAL LARGE HOLE.

CM THANKED DLR FOR TIME AND INFO AND CALL ENDED.

REASON TO OPEN TO REGION.

VEH HAS LARGE HOLE IN SUBFRAME.

WHOLE IS ON RIGHT FRONT SIDE .

2. DLR DIAGNOSED VEH ON

3-31-07 @ 107.000

4. VEH IS AT DLR CURRENTLY AS OF TODAY 4-1-08
5. TECH OR DPSM NOT INVOLVED
6. VEH HAS LARGE HOLE IN SUBFRAME
7. NO AFTER MARKET PARTS AFFECTING THIS CONCERN
8. DLR DID NOT REQUEST ASSISTANCE BUT IS AWARE THE RUSTED SUBFRAMES ARE BEING SENT

Attn Region:□

---□

- THE VEHICLE HAS LARGE HOLE IN SUBFRAME.□

- THE HOLE IS ON RIGHT FRONT SIDE .□

- OH024 DIAGNOSED VEH ON □

3-31-07 @ 107.000□

- VEH IS AT OH024 CURRENTLY AS OF TODAY 4-1-08□

---□

Fwd file to region

cust states:□

1. needs to speak with CM/SJ.□

---writer verified cust information.□

and informed cust that was looking into the file □

and noticed that it had been forwarded this morning.□

and that it would take up to 3-4 business days for them□

to contact cust. cust understood. writer gave name, and □

ext. cust had case number. writer thanked cust for calling, and □

ended the call.□

---case closed---

WRITER CALLED MARY LOU OF OH024 WHO CONFIRMS THAT THE SUBFRAME IS RUSTED THROUGH. THE CUSTOMER IS DRIVING THE VEHICLE NOW. OH024 WILL CALL AT THE CUSTOMER BACK IN AND CUSTOMER STATES:□

1- HAS JUST FOUND OUT THAT THE SUBFRAME OF THE VEH IS COMPLETELY RUSTED, AND REPLACEMENT PARTS ARE NOT READILY AVAILABLE, AS THEY ARE ALL RUSTED AS WELL.□

2- WOULD LIKE TO KNOW IF THERE WAS SOME SORT OF CAMPAIGN ON THE VEH THAT WOULD CAUSE THIS, OR IF HYUNDAI COULD ASSIST IN ANY WAY.□

WRITER VERIFIED CUSTOMER INFORMATION, AND ADVISED THAT CUSTOMER GET THE VEH IN TO A HYUNDAI DLR AS SOON AS ABLE. WRITER LET CUSTOMER KNOW THAT WRITER WOULD HAVE THIS

--- CUST STATED:□

1. REQUESTED TO SPEAK WITH CM TTHOMAS.□

--- WRITER CONTACTED CM.□

--- WRITER UPDATED NOTES.□

--- WRITER TRANSFERRED CUST TO CM.

---Information for the Region.---□

1- Writer is submitting this file to the Region due to the fact that the customer has found that the subframe has rusted out of the vehicle. Customer is concerned, and feels that the vehicle's subframe should have lasted

Attn Region:□

---□

- Submitting this file to the Region due to the fact that the customer has found that the subframe has rusted out of the vehicle. □

- Customer is concerned, and feels that the vehicle's subframe should have lasted much longer than that, and would like to know what Hyundai can do to assist. □

- The vehicle has not been diagnosed by a dealer for this issue.□

- The vehicle has not been seen at a dealer for this issue.□

WRITER HAS LEFT A MESSAGE FOR THE CUSTOMER TO RETURN CALL.□

-----□

OH027 HAS BEEN UPDATED WITH THE CUSTOMER'S CONCERN. OH027 IS PREPARED TO INSPECT THE WRITER SPOKE WITH THE CUSTOMER WHO WILL BRING THE VEHICLE TO OH064.□

WRITER SPOKE WITH CRAIG BARKER OF OH064 WHO WILL INSPECT THE SUBFRAME AND REPAIR IF

cust. states□

1.cust was driving veh and tires locked up veh became inoperative □

2.veh had to be towed to third party mechanic□

3.mechanic informed cust cradle that holds engine has rust and right and left control needs to be replaced with right axle and rim has □

rust as well□

4.veh is located □

nation auto service □

7860 49th street pinellas park □

FL 33781 □

phone number 727-546-6165□

5.cust and third party mechanic called dlr FL076 for some direction was told veh out of warranty nothing can be done □

6.cust has maintained veh and was never informed of any rust or corrosion cust feels veh should have been fine □

writer thanked cust for calling apologized to cust for problems with veh let cust know case will be reviewed and cust contacted cust veh repairs will be \$1500.00□

-----open to region -----□

1.writer submitting case to region veh inoperative and third party dlr has informed cust veh has extensive damage due to rusted engine,axle ,left and right control, as well as rim dlr is recommending cust do not

Attn Region:□

---□

-The customer's subframe has rusted out.□

- The vehicle inoperative and third party dealer has informed customer vehicle has extensive damage due to rusted engine,axle, left and right control, as well as rim dealer is recommending customer do not move vehicle again until damage is repaired □

-vehicle has not been to Hyundai dealer □

-customer vehicle became inoperative 03/29/08 81,000 miles □

-currently customer vehicle is at third party dealer□

nation auto service □

7860 49th street pinellas park □

FL 33781 □

-dealer FL076 has been contacted by customer and third party dealer. □

-dealer FL076 instructed customer not to have vehicle towed to dealer vehicle is not under warranty third party dealer contacted dealer FL076 for vehicle assistance was informed parts needed for replacement will cost 1500.00.□

Vehicle must be at a hyundai dlr to be reviewed for gw asst

srca called cust. n/a. vmx

writer called cust□

left msg with case number name and ext call ended case closed

cust states □

1.cust had veh repaired at third party dlr □

2.cust saved part and only half of engine has rust□

writer thanked cust for calling cust stated veh has been repaired □

at third party dlr cust wants HCA to reimburse □

writer asked why veh was not taken to authorized dlr cust replied cust could not wait □

cust needed veh A.S.AP□

cust will go to consumer affairs and report HMA for selling defective repairs and HCA will risk a death suit if repair is not reimbursed cust payed for repair part was \$1800.00□

CUST STATE□

1. WISHES TO SPEAK WITH EVAIL□

--WRITER WARM TRANSFERRED.

-----open to region -----□

-----goodwill info-----□

1.writer submitting to goodwill region cust has rusted frame was told by third party moving veh to authorized dlr is writer called third party dlr to gather goodwill info □

dlr manager Gary states □

right side cv axle \$150.00□

stabilizer links 60.00 pair□

used cradle engine 550.00□

2 lkq control arms 150.00 pair□

790.00 labor □

1873.57 with tax □

1751.00 with out tax□

all parts replaced had rust and corrosion only one side of the engine cradle had rust□

and all parts have been kept □

81170 mileage □

veh was brought in 03/31/08□

veh was repaired 04/01/08□

veh was released 04/04/08□

writer thanked dlr call ended

writer called dlr CA219□

(cust dlr FL076 was closed)□

parts dept Jacob manager dlr was given parts info to obtain part numbers and warranty on parts □

right hand axle □

part: 49500-0980□

warranty 10/100(cust is second owner,warranty is 5/60)□

engine cradle □

part: 62405-38300□

warranty 5/60□

left side control arm front□

part: 54500-38620□

warranty is 5/60□

right side control arm front □

part: 54501-38620□

warranty is 5/60□

stabilizer links □

part: 54830-38110□

warranty is 5/60□

writer thanked dlr call ended

Attn region"□

----□

- The customer's subframe rusted out.□
- The customer is seeking goodwill for the repairs.□
- The repair was performed at an independent shop:□
nation auto service □

7860 49th street pinellas park □

FL 33781 phone :727-546-6165□

- Cost for repair:□

dates: 03/31/08□

parts :□

right side cv axle \$150.00□

warranty is 10/100(cust is second owner warranty is 5/60)□

stabilizer links 60.00 (total for pair)□

warranty is 5/60□

used cradle engine 550.00□

warranty is 5/60□

2 lk control arms 150.00 (total for pair)□

warranty is 5/60□

790.00 labor □

1751.00 with out tax□

1873.57 with tax □

----□

Opening as this is an issue with the subframe rusting out.

4/8/08 SRCAM contact customer regarding recent repairs to vehicle and request for goodwill assistance. SRCAM arranged for customer to take vehicle to FL076 on 4/10/08 at 10:00 am and have DPSM inspect repairs and 4/8/08 DPSM review with CA Manager, Doug Bush. DPSM will inspect vehicle on 4/10/08 @ FL076 and review 4/10/08 DPSM inspected vehicle @ FL076. Vehicle has been repaired properly. Copies of customer documents 4/11/08 SRCAM received copies of repairs and payment from DPSM. Will process HCR. DB/SRCAM

3rd party dlr states□

would like to know if still has to hold onto part. Writer advised per below note that veh was repaired properly and that HMA is just waiting on cust paperwork. □

5/5/08 SRCAM received call from customer following up on HCR now that DPSM has inspected vehicle repairs.

Customer e-mailed copy of registration that was needed to complete check request. Repair total for

5/7/08 (TJAC) REVIEWED GDWL HCR REQUEST FOR REIMB ON SUBFRAME□

TOTALING \$1873.57, DUE TO REPAIRED @ IRF/ ENGINE CRADLE DAMAGE□

PER DBUSH/SOCAM. VERIFIED RO#691632 DTD 3/31/08 AND ATTACHMENTS. □

HCR FOR \$1873.57 SUBMITTED FOR 5/16/08 CHECK MAILING SCHEDULE.□

PAYABLE TO "STASIUK, DONNA" @ 14001 MARGUERITE DRIVE, MADEIRA BEACH FL 33708

cust states□

1. Veh sub frame rotting out□
2. Has veh serviced regularly at Hyundai dlr□
3. This was not addressed 1000 miles previous on last visit□
4. Cust was driving with family in veh and heard noises coming from under veh□
5. Took to dlrshp and by the time veh had reached dlr steering had gone out□
6. Rusted from inside out next to rack and pinion steering□
7. Cust feels as if veh is not safe at all□
8. Has HPP and also needs reimbursement for rental while cust veh being repaired□
9. Wanted to notify HCA and see what can be done to keep other cust safe□

--Writer thanked cust for calling HCA. Confirmed cust info. Advised cust that more info would need to be gathered from dlrshp. Cust unable to hold. Informed cust that with HPP cust would be eligible for rental reimbursement as long as the component/repair is covered under the HPP the customer purchased. Cust understood. Advised cust to send all pages of the Repair Order and proof of payment on the rental. Informed cust that once received the Writer contacted dlr NY081. Service manager Christy not available. Left message including name, case and extension. If dlr calls back and CM not available please obtain info needed to submit to region. Thank you DLR NY081 (Danielle, Svc Mgr) states:□

1. 4/1/08 @ 49,554- Cross member rusted out.□
2. Veh currently at DLR.□
3. Parts ordered, will arrive tomorrow.□
4. Repair is warrantable.□

□

---Writer Thanked DLR, end call. Will forward to previous CM.

CM spoke with regional liaison. Advised of case. Due to dlrshp working with cust and covering repair under warranty there is no need to send through to region. Once cust has repairs completed cust will be faxing RO and CUST STATES:□

1. SAYS THE WHOLE SUBFRAME IS CRACKED AND TOOK THE VEHICLE TO A COUPLE OF PLACES BUT NOT A HYUNDAI DLRSP CUST IS THE SUB OWNER AND SAYS THAT WANTS TO KNOW IF HYUNDAI WILL BE ABLE TO ASISST.□
2. WENT TO ONE DLRSP AND WAS TOLD TO CALL THE MANUFACTORER□

---WRITER SAID THANK YOU FOR CALLING HYUNDAI AND WILL FORWARD THE FILE TO A REGIONAL REP FOR FURHTER ASISSTANCE. WRITER THEN TOLD THE CUST IT WILL BE 3TO4 BUSINESS DAYS TO ---INFO FOR OPENING FILE TO REGION.□

1. WRITER SUBMITTING FILE TO REGION DUE TO THE CUSTOMER SAYS THE WHOLE SUBFRAME IS CRACKED CUST IS THE SUB OWNER OF THE VEHICLE AND WAS TOLD BY A DLRSP TO CALL HCA FOR ASISSTANCE WITH THIS CONCERN.□

Attn Region:□

----□

- THE CUSTOMER SAYS THE WHOLE SUBFRAME IS RUSTED AND CRACKED.□
- THE CUSTOMER IS THE SUB OWNER OF THE VEHICLE AND WAS TOLD BY A DEALERSHIP TO CALL HCA FOR ASSISTANCE WITH THIS CONCERN.□
- VEHICLE HAS NOT BEEN TO A HYUNDAI DEALERSHIP FOR THIS CONCERN.□
- OPENING DUE TO SUBFRAME RUSTING OUT.□

----□

CUST STATES:□

1. WOULD LIKE TO SPEAK WITH VC/CVG □

□

---WRITER THANKED CUST FOR CALLING. WRITER WARM TRANSFERRED CUST TO VC/CVG

CUST STATES:□

1. TO CALL CUSTOMER ON THE CELL PHONE NUMBER PLEASE.□

---WRITER SAID OKAY WILL PUT THE REQUEST IN.

srca called cust. n/a. vmx

-Seeking VC/CM.□

-Wants to leave office #.□

The other is disconnected and has the new # to replace it, but its not in svc at this time.□

-508-879-3464 office#. Better to call at evening.□

---Writer unable to transfer to cm.□

Writer will leave a message for

CUST STATES:□

1. CUST IS STILL WAITING FOR A CALL FROM HYUNDAI□

--CM VERIFIED AND UPDATED CUST HOME PHONE AND DELETED THE OLD PHONE NUMBER. CM

Cust states:□

1. Would like to know why the regional rep hasn't called. Should have called by now.□

□

---Writer gathered cust info, and informed cust that Writer will attempt to send Email to Regional rep to contact cust. Cust understands. Writer verified contact info, end call.□

□

CUST STATES:□

1. WOULD LIKE TO SPEAK WITH VC□

2. WOULD LIKE TO KNOW NUMBER IN CASE□

---WRITER ADVISED CUST THAT VC IS NOT IN AT THIS TIME. WRITER ADVISED CUST TO NUMBERS IN CASE CELL (redact) IS OFFICE NUMBER NOT CELL..... HOME (redact) IS NOT RIGHT, RIGHT NUMBER IS (redact) AREA CODE WAS WRONG. CUST THANKED WRITER.□

□

CUST STATES: □

1. HAS NOT BEEN CONTACTED REGARDING CONCERN WITH VEH. □

--WRITER VERIFIED CUST INFO. WRITER INFORMED CUST THAT CASE IS STILL BEING REVIEWED.

WRITER INFORMED CUST THAT ONCE DECISION IS MADE HIGHER PERSONNEL OR HCA WILL CONTACT CUST. CUST THANKED WRITER. (PERVIOUS NOTES INCLUDE NUMBERS CUST CAN BE Sent FYI email to region

veh is located in farmingham, ma. □

veh purchased 02/26/08. after driving for a few days the veh broke down and wasn't able to move. cust purchased veh from an indy dlr. veh is at a garage currently and they told him to call hyundai. cust says that he checked some websites and was informed that he could call the manufacturer. cust says that he was told that this was a common problem. srca advised cust that she would transfer file to correct region. □

Southern region doesn't handle MA. please change dlr code.

WRITER STATES:□

1.CHANGED THE DLR CODE TO MA030 FOR HANDLING OF THE SUBFRAME RUST?□

---WRITER RETURNING FILE TO THE QUE FOR FURHTER ASISSTANCE.

CUSTOMER STATES:□

□

1. CAN THE PRIORITY BE SET TO HIGH FOR THIS AS THE CASE WENT TO THE WRONG DIVISION.□

2. CAN SOMEONE CONTACT CUST AT OFFICE NUMBER ON FILE.□

3. HAVE BEEN WAITING QUITE A WHILE FOR THIS ISSUE TO BE ADDRESSED.□

□

---WRITER---□

□

VERIFIED CUST INFO AND THANKED CUST FOR CONTACT AND PATIENT WITH THIS ISSUE. ADV THAT WRITER WILL FORWARD MESSAGE TO CM HANDLING THIS CASE AND THE INFO WILL BE FYI TO REGION.□

□

CUST HAS NOT BEEN CONTACTED AT THIS POINT □

CASE WENT TO WRONG REGION IN ERROR. □

CUST WANTS THE URGENCY SET TO HIGH.

4/11/08(RM)ERCA WRITER SENT E-MAIL TO THE DPSM/KC WHO WILL CONTACT DEALER MA030 TO GIVE AUTH. WRITER THEN CALLED THE DEALER AND LEFT A VM/MSG FOR SER MGR FELIPE. WRITER THEN CALLED THE CUSTOMER AND LEFT A VM/MSG AT WORK. WRITER THEN CALLED THE HOME #

4/11/08(RM)ERCA WRITR SPOKE TO BOTH THE SERV MGR AND THE CUSTOMER . SERV MGR WILL CALL CUST TO ARRANGE TOW. WRITER ADVISED DPSM WILL AUTH REPAIRS/TOW FOR CONCERN.

4/24/08(RM)ERCA WRITER NOTES, WARRANTY HISTORY CONFIRMS CAR IS REPAIRED. WRITER cust states□

1. cust's wife accelerating from stop□
2. the cust's heard a load pop and the veh's front end dropped.□
3. cust had veh towed into BOB's auto body□
4. the rep from BOB's auto body diagnosis is lower arm pulled away the a frame due to rust.□
5. cust contacted insurance□
6. cust states that the insurance is denying claims on this due to this is a mechanical issue□
7. cust contacting HCA, too see if there is anything that HMA is willing to do to assist the cust.□

-=writer thanked cust fro calling, HCA, writer verified and created case for the cust. writer explained to the cust that the veh will need to be diagnosed by an authorized Hyundai dlr. writer verified the cust's veh is currently at Bob's auto body in Seymour, IN. and the phone number is (812)-522-4048 svc rep Darren. writer verified that the best place to contact the cust is to contact cust on cell phone. writer verified cust's cell phone number, and ***INFORMATION FOR OPEN TO REGION***□

1. veh is currently at independent body shop Bob's auto body shop in Seymour, IN. (812)-522-4048 svc rep Darren□
2. cust is available at all times on cust's cell phone [REDACTED] □

Attention Region:□

□□Forwarding case due to concern with Sub Frame Corrosion/Rust□

---□

The customer states:□

□

Wife was accelerating from a stop.□

There was a loud pop and the vehicle's front end dropped.□

□

Vehicle was towed to Bob's Auto Body. □

Bob's Auto Body□

Seymour, IN□

(812)-522-4048 □

Service Representative - Darren.□

□

The representative at Bob's Auto Body diagnosis is the lower arm pulled away the frame due to rust.□

Insurance is denying claims on this due to this is a mechanical issue.□

Contacting HCA for any possible assistance with this problem.□

□

The customer is seeking resolution.□

---□

Troy Gordon□

Regional Liaison□

Hyundai Consumer Affairs□

801-736-3665□

----□

□

Writer reviewed file and will forward file to Region.□

*****ATTN REGION*****□

PLEASE NOTE ABOVE COMMENTS AND INVOLVE REGIONAL PERSONNEL AS NEEDED TO ASSIST DLR IN RESOLVING VEHICLE CONCERNS. PLEASE CLOSE FILE WITH COMMENTS SO THAT HMA NCA CAN SUPPORT. THANKS. □

---□

WRITER HAS LEFT A MESSAGE FOR DARREN AT THE BODY SHOP TO RETURN CALL.

WRITER SPOKE WITH THE CUSTOMER WHO CONFIRMS NO REPAIRS HAVE BEEN DONE AT JIM'S BODY SHOP. THE CUSTOMER IS PREPARED TO HAVE TH VEHICLE TOWED TO IN034 FOR REPAIRS THE CUSTOMER WILL HAVE THE VEHICLE TOWED TO IN034 TO HAVE THE ENGINE CRADLE ISSUE CUST STATES:□

1. CUST TOWED VEH TO IO&O□
2. SUB FRAME HAS RUSTED AND HAS COME APART□
3. THANKFULLY SON NOT HURT□
4. WILL TOW TO HYUNDAI DLR NH012□

-- WRITER EMPATHIZED WITH CUST. WRITER SUGGESTED CUST HAVE VEH TOWED TO DLR FOR DIAGNOSTIC. WRITER THANKED CUST FOR CALLING HCA AND PROVIDED WRITER CONTACT INFORMATION AND CASE NUMBER FOR FUTURE CONCERNS. WRITER EXPLAINED THAT CUST WRITER WILL CONTACT DLR NH012 FOR OPEN TO REGION INFORMATION 4/3/08

Cust States:□

1. Will have veh towed to dlr□

-- writer thanked cust for calling hca.

cust states:□

□

1. need to speak with kf□

□

----writer----□

□

verified cust name, case #, transferred call to kf, call ended with transfer.

Dlr NH012 Renee States:□

1. Veh arrived at dlr a little while ago□

2. Will contact writer when dlr has done diagnostic□

-- Writer thanked dlr for assistance.

SVC MGR DAVE NH012 STATES:□

1. BROKEN SUB FRAME DAMAGED RIGHT FRONT AXEL WAS THE DIAGNOSTIC.□

□

--WRITER THANKED DLR--

Writer contacting dlr for further information.□

Dlr NH012 Dave svc mgr states:□

1. Has contacted DPSM□

2. Has ordered parts□

3. Usually sees these cases covered under goodwill□

-- writer thanked dlr for assisting.

-- Open to region notes --□

□

1. Writer submitting case to region due to sub frame corrosion.□

□

2. This is the first attempt to repair veh for this concern.□

□

3. The date and mileage are as follows:□

4/3/08 120,009 miles broken sub frame and right f

Attn Region:□

---□

- Submitting case to region due to sub frame corrosion.□

- This is the first attempt to repair vehicle for this concern.□

- The date and mileage are as follows:□

4/3/08 120,009 miles broken sub frame and right front axle□

- The vehicle is currently at dealer NH012.□

-The DPSM has been contacted.□

- The sub frame broke while customer's son was driving vehicle.□

- There are no after market parts affecting vehicle.□

---□

Fwd file to region

4/4/08(RM)ERCA WRITER FW'D INFO TO THE ATTN OF THE DPSM/KC SO THAT HE COULD CONTACT

4/4/08(RM)ERCA WRITER NOTES. DPSM/KC HAS AUTH DEALER TO DO NECESSARY SUB FRAME

CUST STATED:□

1. WOULD LIKE TO SPEAK WITH CM@ 54318□

----- WRITER---□

VERIFIED CUST INFORMATION WARM TRANSFERRED CALL

CUST STATES:□

1. WONDERS WHERE THE REPAIR STANDS□

2. WILL CONTACT DLR FOR UPDATED INFORMATION□

-- WRITER EXPLAINED TO CUST THAT WRITER WOULD HAVE TO REFER CUST TO DLR FOR THAT INFORMATION. WRITER INFORMED CUST THAT NOTES IN FILE STATE THAT NEEDED WORK ON SUB

4/14/08(RM)ERCA WRITER NOTES, CAR REPAIRED. SEE WARRANTY HISTORY. CLOSING FILE.
CUST STATES:□

□

1. NEED TO REPLACE THE ENGINE CRADLE.□
2. WILL THE CRADLE FROM A 2001 FIT INTO THE 1999.□
3. DUE TO BE OUT OF WARRANTY, CUST IS TRYING FIND A CRADLE FROM A SALVAGE YARD.□
4. HAVING A HARD TIME FINDING ONE AS THE PRODUCTION DATE IS 04/22/99□

□

---WRITER---□

□

VERIFIED CUST INFO AND UPDATED PHONE. DOCUMENTED CUST CONCERN. EMPATHIZED WITH CUST FRUSTRATION. ASKED CUST TO HOLD WHILE DLR WAS CONTACTED. CUST AGREED TO HOLD.□

□

-----□

SEE CONTACT TO DLR NOTES□

-----□

□

---WRITER---□

□

THANKED CUST FOR HOLD TIME. ADV CUST THAT THIS WILL NOT WORK FOR THE 99 VEH TO USE A 01 CRADLE. GAVE PRICE OF CRADLE FROM DLR IL038. ADV CUST that since the concern you've brought to my attention may require involvement by our regional office, writer will be transferring cust case for review by the appropriate personnel.Cust can expect to hear from Consumer Affairs or a regional representative in 3 to 4 business days to confirm who cust contact will be regarding cust case and the next steps to resolving cust concern. If cust has not heard from someone within the next 4 business days, please give writer a call. GAVE NAME EXT AND CASE #. CUST UNDERSTOOD ALL INFO AND THANKED WRITER FOR TIME. □
CONTACTED DLR IL 038 CHRIS SCV MGR.□

□

WRITER ASKED IF THE CRADLE FROM A SALVAGED 2001 WILL FIT IN THE 1999 SONATA. □

□

CHRIS ADV THAT THESE PARTS ARE NOT STOCK PARTS AND WOULD NEED TO BE ORDERED. THEREFORE WITHOUT HAVING 1 OF EACH TO COMPARE THE BEST ANSWER IN NO IT WILL NOT FIT.□

□

CHRIS ADV WRITER THAT CHRIS HAS A DIFFERENT VEH IN SHOP AT THIS TIME WITH THE SAME ISSUE.□

□

CHRIS ADV WRITER THAT THE PART COST IS \$887.00□

□

WRITER---□

□

OPENING FILE TO REGION:□

□

1. WRITER OPENING FILE TO REGION DUE TO THE SAFETY ISSUE OF THE ENGINE CRADLE HAS RUSTED OUT AND VEH IS BECOMING UNSAFE TO DRIVE.□

□

2. VEH HAS NOT BEEN TO DLRSHIP FOR THIS ISSUE AS THE VEH IS OUT OF WARRANTY.□

□

3. VEH IS CURRENTLY WITH THE CUST.□

□

4. TECHLINE NOR DPSM HAS BEEN INVOLVED AT THIS TIME.□

□

5. AT THIS TIME THERE ARE NO AFTER MARKET PARTS AFFECTING THIS RUST ISSUE.□

□

6. DLR IS NOT REQUESTING REGIONAL ASSISTANCE AT THIS TIME.□

□

Attn Region:□

---□

- The vehicle's subframe/engine cradle is rusting out.□

- The vehicle has not yet been taken to the dealer.□

-----□

Fwd file to region

WRITER HAS LEFT A MESSAGE FOR THE CUSTOMER TO RETURN THE CALL.

WRITER SPOKE WITH THE CUSTOMER WHO WILL BE SCHEDULING AN APPOINTMENT TO HAVE THE CUST STATES□

1. THE FRONT FRAME IS RUSTED OUT AND BROKE.□

2. I WAS NOT IN A ACCIDENT □

WRITER VERIFY AND UPDATED INFO AND INFORMED CUST THAT CM WOULD NEED TO OPEN THIS TO REGION AND GET A HOLD OF THE DEALERSHIP . ALSO WILL GIVE CUST A CALL BACK ON TUESDAY TO GIVE CUST UPDATE ON WHAT IS GOING ON .□

WILL ALSO CALL DEALERSHIP AFTER HAD CHANCE TO LOOK AT VEH . GAVE CUST CASE NUMBER CM NAME AND EXT . ALSO INFORMED CUST THAT THERE ARE NO OPEN RECALL OR CAMPAIGN ON VEH . WRITER CALLED TO DEALERSHIP PA073 AND SPOKE TO SM RICK AND WAS INFORMED THAT THEY ARE GOING TO REPLACE THE SUB FRAME AND ANY OTHER DAMAGE THAT THE SUBFRAME DID BUT ANY THING THAT IS NOT DAMAGE DUE TO THE SUBFRAME THAN IT WILL BE AT CUST COST. ALSO SM WRITER CALLED AND INFORMED CUST THAT DUE TO DEALERSHIP GOING TO GO A HEAD AND REPAIR THE SUB FRAME . ALSO LET CUST KNOW ANY OTHER REPAIRS THAT ARE NOT DUE TO SUB FRAME WILL BE AT CUST COST CM/FCW THANK CUST FOR TIME AND IS CLOSING OUT CASE□

DLR RICK STATES□

1. THE SUB-FRAME IS ROTTED AND BROKE□

2. SUB-FRAME IS BEING COVERED UNDER THE WARRANTY□

3. DLR DOESN'T KNOW IF THERE IS ANYTHING WRONG WITH THE AXLE UNTIL THE DLR PUT'S THE VEH BACK TOGETHER.□

4. THE AXLE WAS OUT OF THE TRANSMISSION□

5. THE BOOTS ON THE VEH WERE TORN AND LEAKING/ WHOLE RIGHT SIDE OF THE ENGINE WAS COVERED WITH FLUID□

6. VEH IS IN REAL BAD SHAPE□

7.DLR NO LONGER WANTS THE VEH THERE□

8. DLR HAS EXPLAINED THIS TO THE CUST SEVERAL TIMES ON THE AXLE□

CUST STATES □

1. FEELS THAT THE SUB-FRAME CAUSED THE AXLE TO BREAK □
2. HAD THE VEH AT ANOTHER SHOP 2 MONTHS AGO AND WAS TOLD THE AXLE WAS FINE □
3. AND THE BOOTS WOULD HAVE BEEN NOTICED 2 MONTHS AGO □
4. WHAT THE WARRANTY IS ON THE AXLE □

WRITER CALLED THE DLR □

---WRITER ADVISED THE CUST THAT THE DLR DOESN'T KNOW IF THERE IS ANYTHING WRONG WITH THE AXLE UNTIL THE VEH IS PUT BACK TOGETHER, WRITER ALSO ADVISED THE CUST OF THE INFO FROM THE DLR, AND THAT THE DLR WILL DETERMINE IF THE AXLE WAS CAUSED BY THE SUB-FRAME, AND WOULD LET THE CUST KNOW IF THE VEH WOULD BE UNDER WARRANTY FOR THE AXLE, AND IF CUST STATED: □

1. The subframe of the veh has rusted out to the point that there are holes in the frame. □

---The writer confirmed the info on file and added the email address. The writer told the cust that the SM would be called to get the notes on the problem. The case will be escalated to region and he will get a call back within the next 4 or 5 business days. The writer gave the case #, ext and name of the writer to the cust and told the cust that □

The writer called dlrsp MD038 to talk with the SM about the rust on the subframe. □

Mike, SM was not available. The writer needs the notes on the diagnosis of the rust on the subframe of the veh.

CALL FROM DEALER TOP SPEAK WITH CTURNOW □

CM WAS SPEAKING TO JAMES FROM SAME DEALER AND TO PASS INFORMATION

---Open to region notes: □

1. The writer is submitting this file to region due to the customer having a concern with corrosion on the subframe of the vehicle. □

The writer called dlrsp MD038 to speak to the service manager. James, SM, stated □

1. 4/02/2008 124,396, the right side of the subframe had rusted through. □
2. The cust currently has the vehicle.

Attn Region: □

---□

- Submitting this file to region due to the customer having a concern with corrosion on the subframe of the vehicle. □

- The vehicle was taken to the dealer MD038 for diagnosis and the SM discovered holes in the right front subframe from corrosion. □

- The vehicle was taken to the dealer on 04/02/2008. □

- The customer currently has the vehicle. □

- The tech line and DPSM have not been contacted. □

- There are no after market parts affecting the vehicle. □

- The dealer is not requesting assistance. □

SRCA CONTACTED DPSM. DPSM WILL CONTACT DLR AND ADVISE OF REPAIRS. DY/SRCA

SRCA CONTACTED DLR FOR PROCESS OF REPAIR. JAMES (SVC WRITER) WILL HAVE MIKE FRENCH, CUST STATES □

1 WANTS TO KNOW STATUS □

OF REPAIR WORK □

--WRITER SAID CASE HAS BEEN TAKEN UNDER ADVISEMENT BY DISTRICT MANAGERS AND 4/17 THESE PRELIMINARY STEPS WERE JUST RECENTLY INITIATED AND IT IS BEST TO WAIT AND BE MIKE FRENCH, SVC MGR, WILL CONTACT CUST TO ADVISE OF REPAIRS TO SUBFRAME. DLR PREFERS TO SPEAK TO CUST. DLR HAS ORDERED A NEW SUBFRAME/CRADLE FOR VEHICLE. SRCA SRCA CONTACTED MIKE, SVC MGR. MIKE STATED THAT CUST P/U VEHICLE ON SATURDAY. DLR REPL SUBFRAME AND REALIGNED CUST'S VEHICLE. SUBFRAME WORK WAS DONE AT NO CHARGE

Cust states: □

1. Driving down the road and veh in front of Cust stopped all of the sudden felt like tire went flat. □
2. Cust looked front passagenger side was bent in under veh □
3. Cust had it towed to nearest Dlr NJ040. □
4. Diag is rusted sub frame and control arm. □

== Writer thanked Cust for calling and verified Cust information. Writer explained to Cust this will be submitted to region for investigation and that Cust should hear from someone in 2-3 days. Cust understood and thanked writer for time. □

Writer contacted DLR and spoke with Body Shop MGR Matt : □

2. this is the first time veh in for issue □
3. 99,000 in on 4/7/2008 Rusted sub frame and control arm as well as ripped the fender and alternator as wee as axle is broken □
5. Dlr has not had Techline or DSPM involved. □
7. No after market parts affecting concern □
8. Dlr is requesting Region Assistance □

-- Notes for region liaison. □

1. Driving down the road and veh in front of Cust stopped all of the sudden felt like tire went flat. Cust looked front passage side was bent in under veh. Cust had it towed to nearest Dlr NJ040. Diag is rusted sub frame and ATTN REGION: □

---- □

- The customer was driving down the road and vehicle in front of customer stopped all of the sudden, the customer's vehicle felt like tire went flat. □
- The customer looked at the front passenger side and it was was bent in under the vehicle. □
- The customer had the vehicle towed to the nearest dealer NJ040. □
- The dealer diagnosed that the vehicle has a rusted sub frame and control arm as well as ripped the fender, alternator was broken, and the axle is broken. □
- The vehicle went to the dealer at 99,000 on 4/7/2008 Rusted sub frame and control arm as well as ripped the fender and alternator was broke as well as axle is broken. □
- Body shop at dealer NJ040 currently has vehicle. □
- The dealer has not had Techline or DPSM involved. □
- There are no after market parts affecting concern □

4/9/08(RM)ERCA WRITER FW'D INFORMATION TO THE DPSM/BR AND ASKED HIM TO CONTACT DEALER AND REVIEW AND GET BACK TO WRITER TO ADVISE ON STATUS. □

□
□
□

DPSM/BR INFORMED THAT HE HAS CONTACTED THE DEALER SERV MGR AND HAS INSTRUCTED HIM CUST STATES □

1. WOULD LIKE TO TALK TO CM/PELIASON □

---WRITER TOLD CUST CM IS UNAVAILABLE AND OFFERED TO ASSIST CUST JUST WANTED TO KNOW STATUS OF CASE WRITER TOLD CUST THET AS FAR AS THE NOTES ON CASE STATED THE REGIONAL REP AUTHORIZED SERV MANAGER TO DO ALL REPAIRS NEEDED FOR CONCERN □

Cust stated: □

1. Fixed cradle, but will not fix the rest of the damage - side panel and bumper were damaged when wheel fell off □
2. Now the dlr says therear bearings, back tire and wheel is loose, need rear □
brakes □
2. Does not want to spend any out of pocket money for the damages caused by the the cradle breaking □
3. Is out of a vehicle and wants help □
4. Wants to talk to someone about this issue □
5. Wants to negotiate the remaining damages □

----Writer adv cust that prev CM would be advised of call and that this might need to be escalated again to the

In doing research into this type of issue it has been discovered that the OM states - no subsequent damages to a failed part is covered under the warranty. Since damage after the actual part failure might be considered due to CUSTOMER STATES:□

-
- 1. NEED AN UPDATE REGARDING THIS ISSUE,□
- 2. HAVE BEEN WORKING WITH PE AND PB.□

□
---WRITER---□

□
VERIFIED CUST INFO. DOCUMENTED CUST CONCERNS. ADV THAT PE AND PB ARE NOT IN AT THIS TIME. OFFERED TO ASSIST, CUST WANTS EITHER ONE TO ADV CUST IF THERE IS ANY WORD ON THIS CUST STATES:□

- 1. NEEDS AN UPDATE ON THE INFORMATION IN THE CASE.□

-
-
-
-
-

-----WRITER THANKED CUST FOR CALLING. WRITER THEN TOLD THE CUST THAT WRITER WILL SEE IF PB IS AVAILABLE TO GIVE MORE INFORMATION ON THE CASE. WRITER IS ON ANOTHER CALL. CUST UNDERSTOOD. WRITER TOLD CUST THAT OTHER WRITER WILL CONTACT CUST IF ANYTHING
Writer called and left a message on VM that subsequent damages are not covered per OM. Apologized that no CUST STATES:□

- 1. WISHES TO SPEAK TO CM'S PE AND PB.□

---WRITER VERIFIED THE CUST INFORMATION. WRITER ADVISED THAT CM PB IS NOT AVAIL AND THAT CM PE IS AVAIL. WRITER WARM TRANSFER TO CM.□

Cust States:□

- 1. Cust still does not have repairs done to veh□
- 2. DLR is telling cust not all repairs are covered□
- 3. Cust either would like veh fixed or fair trade in credit to purchase or lease veh.□
- 4. cust would like credit to be at a different DLR however as Cust being treated very poorly by SVC MGR STEVE.□

== Writer thanked Cust for calling and verified Cust information. Writer explained to Cust will set up FYI to region to see if anything can be done at this point. Cust understood and thanked writer for time.□

Writer contacted DLR NJ040 and spoke with SVC MGR Steve how stated after writer introducing self, SVC MGR Writer will attempt to contact DLR at later time today for more information.

Writer contacted DLR NJ040 and spoke with SVC MGR Steve how stated after writer introducing self, SVC MGR Caller stated: Name is Anthony Pattino□

Wished to speak with CM PE. Writer transferred call.

Cust States:□

- 1. Wants to know if there is any progress with case. □

== Writer thanked Cust for calling and verified Cust information. Writer explained to Cust writer has been unable to speak with SVC MGR STEVE. Writer informed cust this is being submitted to region for further assistance.

Cust understood and thanked writer for time.□

=== Notes for Open to DLR ===□

□

--Cust still does not have veh repaired from damages received due to rusted sub frame and control arm, ripped fender, broke alternator, and broken axle. Dlr is telling Cust that cust is responsible for part of damages fro

Attn region:□

---□

-Reopening file:□

□

-The customer states:□

--Customer still does not have vehicle repaired from damages received due to rusted sub frame and control arm, ripped fender, broke alternator, and broken axle. Dealer is telling Customer that customer is responsible for part of damages from incident. Customer either would like vehicle fixed or fair trade in credit to purchase or lease vehicle. □

□

---□

Previous region notes:□

ATTN REGION:□

----□

- The customer was driving down the road and vehicle in front of customer stopped all of the sudden, the customer's vehicle felt like tire went flat. □

- The customer looked at the front passenger side and it was bent in under the vehicle. □

- The customer had the vehicle towed to the nearest dealer NJ040.□

-The dealer diagnosed that the vehicle has a rusted sub frame and control arm as well as ripped the fender, alternator was broken, and the axle is broken.□

- The vehicle went to the dealer at 99,000 on 4/7/2008 Rusted sub frame and control arm as well as ripped the fender and alternator was broke as well as axle is broken.□

-. Body shop at dealer NJ040 currently has vehicle.□

4/25/08(RM)ERCA WRITER CALLED DEALER AND REVIEWED WITH THE SERVICE MANAGER STEVE. HE INFORMED THAT ALL NECESSARY REPAIRS RELATED TO THE CROSS MEMBER ASSY WERE TAKEN CARE OF. HE INFORMED THAT THE CUSTOMER WAS INFORMED AND IT WAS DOCUMENTED ON HIS RECEIPT INVOICE THAT THE CAR NEEDED FRONT AND REAR BRAKES. THIS WAS NOT COVERED BY ANY WARRANTY, AND IS NOT RELATED TO ANY CROSS MEMBER REPAIR. CUSTOMER WAS ALSO INFORMED AND IT WAS DOUMENTED THAT THE CAR NEEDED A RIGHT REAR HUB BEARING. THIS WAS ALSO NOT COVERED BY ANY WARRANTY AND WAS ALSO NOT RELATED TO ANY CROSS MEMBER REPAIR AND FINALLY STEVE INFORMED THAT THE DAMAGE TO THE FENDER AND THE BUMPER WAS CAUSED BY THE TOW TRUCK DRIVER AND THAT THE BODY SHOP MANAGER INFORMED STEVE THAT THE CUSTOMER AFFIRMED THAT HE WAS GOING TO WORK THAT OUT BETWEEN HIMSELF AND THE TOW TRUCK COMPANY. WRITER THANKED STEVE FOR INFO. □

□

Cust States:□

1. Wanted to call and thank writer for assistance with issue□

2. Not all repairs we able to be covered however Cust really appreciates all writer has done for Cust□

3. Cust has decided to purchase new veh and because of the way cust was treated by writer even though all repairs were unable to be covered Cust is going to purchase a new Hyundai.□

== Writer thanked Cust for calling and verified Cust information. Writer expressed appreciation for the call and

--CUSTOMER STATED□

1. WANTS TO TALK TO CM/PE.□

--WRITER CONTACTED CM/PE.□

--TRANSFERRED CUSTOMER TO CM/PE.

CUSTOMER STATES:□

1. CUSTOMER STATES THE CRADLE BED HAS RUSTED OUT□
2. WANTS REIMBERSMENT FOR RENTAL, AND TOWING□
- 3.CUSTOMER IS AFREAD TO DRIVE CAR, WANTS TO KNOW IF HYUNDAI TO MAKE A CAMPAIGN FOR THIS□

□

---WRITER THANKED CUSTOMER FOR CALLING VERIFIED INFORMATION□

ADVICED CUSTOMER THATTHERE IS NOT CAMPAIGN FOR THIS ISSUE, ON RUSTED ENGINE CRADLE, AND ALSO THAT HYUNDAI DOES NOT GIVE REIMBERSMENT FOR RENTALS AND, IF THEY RSA IS UP HYUNDAI CAN NOTT GIVE REIMBERSMENT FOR TOWING ON VEHICLES THAT ARE NOT IN

Cust stated:□

1. There is rust on the sub frame and the dlr showed the cust a large hole in the frame.□

---The writer updated the file for the cust. The father is: Larry Meehan, who gave the cell # that is listed on the file. The writer put the cust on hold so the dlrsp PA002 could be contacted about the problem.□

The writer called dlrsp PA002 and talked to Dawn, SM, who stated that the DPSM had stated that Hyundai was going to pay for the repairs. The writer told the cust that the case is being elevated to the next level of authority and he will get a call within the next 4 or 5 business days. The writer gave the cust the case #, ext and name. The

---Open to region notes:□

1. The writer is submitting this file to region ddue to the customer having a concern with the subframe rusting out. The customer took the vehicle to the dealership, PA002. □
2. The service manager has diagnosed the vehicle.□

Attn Region:□

---□

- Submitting this file to region due to the customer having a concern with the subframe rusting out. The customer took the vehicle to the dealership, PA002. □

- The service manager has diagnosed the vehicle.□

- The vehicle was taken into the dealership on 04/08/2008 with 93,953 miles on the odometer. The service manager showed the customer the hole in the frame.□

- The vehicle is at the dealership.□

- The DPSM has been contacted.□

4/9/08(RM)ERCA WRITER CONTACTED DPSM/PB AND CONFIRMED HE WAS CONTACTED BY THE DEALER AND HE HAS AUTHORIZED THEM TO MAKE REPAIRS FOR THIS CUSTOMER. WRITER

CUST STATES:□

1. WOULD LIKE TO HAVE AN UPDATE IF AVAILABLE□

---WRITER ADVISED CUST THAT ACCORDING TO WHAT WRITER SEE, THE HYUNDAI REP HAS APPROVED REPAIRS□

CUST STATES:□

1. WILL CONTACT DLR TO MAKE SURE DLR IS AWARE OF THE APPROVAL□

---WRITER OFFERED TO MAKE THE CALL, CUST AGREED, WRITER INFORMED CUST OF WHAT DLR STATED (SEE DLR NOTES) CUST INQUIRED IF TOW WOULD BE COVERED WRITER ADVISED THAT WRITER CONTACTED PA002 AND SPOKE TO ASSISTANT SERVICE MANAGER DON: □

SERVICE RYDER IS AWARE THAT ALL REPAIRS EXPECT FOR BALL JOINTS ARE TO BE COVERED, CUST WILL HAVE TO PAY FOR THE BALL JOINTS TO REPLACED. WRITER THANKED DON FOR TIME

CUST STATES:□

1. WAS TOLD BY PREVIOUS CM (54313) TO CALL AND SEE IF HYUNDAI WOULD LOOK INTO ASSISTING CUST WITH TOWING BILL□

WRITER STATES:□

1. VERIFIED CUST INFO□

2. ASKED CUST TO PLEASE HOLD WHILE WRITER LOOKED INTO CUST CONCERN□

---WRITER EXPLAINED TO CUST THAT AT THIS TIME HYUNDAI WOULD NOT BE ABLE TO ASSIST CUST

IO&O (Dennis, Four corners food and Gas) States:□

1. Cust (redact) is in shop, and Sub frame has rotted out. Has found this may be under warranty.□
2. Would like a Hyundai rep to look at veh.□
3. Cust is elderly, and needs veh for work. Only means of transportation.□

□

---Writer gathered all cust info, and all IO&O info. Informed IO&O that Writer recommends Veh go to Hyundai DLR, but will see if assistance can be offered. IO&O thanked writer. Provided name, and extension.□

□

Forwarding to Regional liaison.

Open to region:□

1. Writer is submitting this file to region due to Subframe issues. Veh is located at IO&O, and has been diagnosed by IO&O. IO&O feels veh is unsafe to drive.□
2. This is the only occurrence for this issue.□
3. Date, and mileage:□
- 4/9/08 @ 90,669- Subframe rust corrosion.□

5.Veh is currently at:□

Four corners food and Gas)□

170 Railroad Ave□

Garnerville, NY 10923□

845-947-3332 Dennis□

6. There are no after market parts affecting the veh.□

7. DPSM, and Techline have not been involved.□

Attn Region:□

---□

- Submitting this file to region due to Subframe issues. □

-The vehicle is located at IO&O shop, □

- IO&O shop feels vehicle is unsafe to drive.□

- 4/9/08 @ 90,669- Subframe rust corrosion.□

5.Veh is currently at:□

Four corners food and Gas)□

170 Railroad Ave□

Garnerville, NY 10923□

845-947-3332 Dennis□

---□

Fwd file to region

4/14/08 (IM)ERCA WRITER CONTACTED DENNIS AT INDEPENDENT GARAGE IN REGARDS TO CUSTOMER ISSUE WITH THE SUBFRAME. DEALER STATES ALL ROTTED AND NOT SAFE TO DRIVE. CUSTOMER TOOK CAR HOME AND IS LOOKING FOR WHAT CAN BE DONE IN REGARDS TO THIS. DEALER SAYS CAN HAVE DONE QUICKER FOR THE CUSTOMER. WRITER EXPLAINED THAT HYUNDAI WOULD NEED TO VERIFY REPAIRS AFTER IN ORDER FOR CUSTOMER TO BE REIMBURSED FOR THIS.

4/14/08 (MI)ERCA WRITER CALLED CUSTOMER AND SPOKE TO SON/MARK. CUSTOMER STATES BROUGHT TO DEALER NANUET FOR REPAIRS AND DEALER HAD TO VERIFY IF GOING TO BE WARRANTY OR NOT. WRITER ADVISED DEALER WILL MAKE REPAIRS AS WARRANTY. CUSTOMER ASKED FOR RENTAL SINCE CAR WILL BE DOWN. WRITER CONFIRMED THAT WILL CONTACT THE DEALER TO ADVISE AND HAVE LOANER/RENTAL ARRANGED FOR THE CUSTOMER. CUSTOMER

4/14/08 (IM)ERCA WRITER RECVD CALL BACK FROM MS(MOTHER) IN REGARDS TO CAR BEING AT THE DEALER. WRITER ATTEMPTED TO CALL BACK PHONE RANG APPX 25 TIMES AND NO MESSAGE MACHINE OR WAY TO LEAVE MESSAGE.□

□

WRITER CALLED DEALER AND SPOKE TO SERVICE MANAGER/WAYNE. DEALER STATES JUST LOOKED AT CAR TODAY AND DID FIND SUB FRAME NEEDS TO BE REPLACED WILL BE CONTACTING THE

Cust states:□

1. had vehicle in at an indept. shop for oil change, was made aware of serious corrosion in the sub frame.□
2. had done some research indicating this was a serious problem for many vehicles of this model year.□
3. is scheduled to have the vehicle examined soon.□
4. would like some assistance in resolving this matter.□

--Writer advised cust that in order to address this problem, the vehicle will have to be diagnosed by a dealership. Once that has been done, call HCA back, refer to case number so that this matter can be resolved as quickly as possible. Advised cust the dealership has the shortest line of communication with the regional office. Once HCA is contacted after the diagnosis is complete the matter can be referred to the region via HCA as well. Gave case

Cust stated:□

1. Rust on sub frame.□
2. Has not had veh diagnosed at dlr.□
3. Will make appointment at NJ044.□

-- Writer greeted cust and updated information. Informed cust that to appropriately address the concern, cust must have veh diagnosed at dlr. Cust understood. Writer provided Writer's name, extension, and case #. Ended Call.□

--Case Closed until cust calls back--□

customer states:□

□

1. NEED TO SPEAK WITH EXT 54315□
2. HAVE ADDITIONAL INFO TO GIVE.□
3. VEH HAS BEEN DIAGNOSED AT DLR□
4. FOUND TH RIGHT SIDE CROSS MEMBER IS RUSTED THROUGH (ABOUT A 3" HOLE)□
5. VEH IS WITH THE CUST AT THIS TIME.□

□

---WRITER---□

□

VERIFIED CUST INFO IS CORRECT. DOCUMENTED CUST CONCERNS. EMPATHIZED WITH CUST VEH ISSUE. ADV CUST THAT BW WAS NOT AVAIL AT THIS TIME AND OFFERED TO ASSIST. ADV CUST the concern you've brought to my attention may require involvement by our regional office, writer will be transferring cust case for review by the appropriate personnel. Cust can expect to hear from Consumer Affairs or a regional representative in 3 to 4 business days to confirm who cust contact will be regarding cust case and the next steps to resolving cust concern. If cust has not heard from someone within the next 4 business days, please give Writer contacted NJ044. Spoke with Service Manager Ralph.□

NJ044 stated:□

1. Has taken pictures and forwarded information to DPSM.□

-- Writer thanked NJ044 for information.

Writer contacted cust.□

Cust stated:□

1. Is looking forward to hearing from HMA.□

-- Writer greeted cust. Informed cust that DPSM has been made aware of situation and cust should be contacted in 3 to 5 business days with HMA's decision. Cust understood. Ended Call.□

Cust states:□

1. Would like to know if BW/CVG/CM, or KM/CVG/CM is available.□

□

---Writer warm transferred call to KM/CVG/CM.□

□

--Case pending--

CUSTOMER STATES:□

□

1. HAVE NOT HEARD FROM ANYONE SINCE LAST TIME BW CONTACTED CUST.□
2. WAS SUPPOSED TO HEAR FROM SOMEONE NO LATER THAN 04/30/08□
3. IS THERE ANY WORD ON THIS ISSUE FROM HMA.□

□

---WRITER---□

□

VERIFIED CUST INFO. DOCUMENTED CUST CONCERNS. ADV CUST THAT WRITER WILL CONTACT DLR ON 05/02/08, THEN CONTACT CUST WITH AN UPDATE. THANKED CUST FOR LETTING WRITER KNOW WHAT IS GOING ON. CUST THANKED WRITER FOR ASSISTANCE WITH THIS ISSUE, CUST IS STILL CONTACTED DLR NJ 044 SVC MGR RALPH□

□

CUST HAS NOT BEEN CONTACTED FOR RUST ISSUE.□

□

RALPH STATES:□

□

CRADLE IS ON ORDER□

SHOULD BE IN WITHIN A WEEK□

ADV WAS SUPPOSED TO CONTACT CUST.□

DPSM HAS APPROVED REPAIR.□

□

WRITER---□

□

THANKED RALPH FOR TIME AND INFO.□

ADV RALPH THAT CUST WILL BE CONTACTED WITH THIS INFO. CALL ENDED.

CONTACTED CUST ON BOTH HOME AND CELL # GIVEN.□

□

NO ANSWER LEFT VM.□

□

PLEASE VIEW CONTACT TO DLR NOTE BELOW AND GIVE CUST INFO IF WRITER IS UNAVAIL.□

□

THANK YOU.

Cust states:□

1. Would like to speak with KM/CVG/CM.□

□

---Writer gathered cust info, and informed cust that CM is unavailable. Reviewed case, and informed cust of all notes in file. Cust is pleased with this. Thanked writer, end call.□

□

Writer contacted NJ044. Spoke with Brian, Service Advisor.□

NJ044 stated:□

1. DPSM has approved.□
2. No cost to cust.□
3. Service Manager is not in shop.□

-- Writer thanked NJ044 for information.

Writer contacted cust. Cust unavailable. Left message informing cust that repair will be completed with no cost to cust. Advised cust to make appointment with NJ044.□

--Ended Call--□

CUST STATES:□

1. CUST VEH SUB FRAME CRADLE IS RUSTING OUT ON CUST VEH□
2. CUST WIFE WAS DRIVING THE VEH , WHEN SUDDENLY THE TIRE BENT IN, AND NEARLY CAUSED CUST WIFE TO GET IN A HORRIBLE ACCIDENT.□
3. CUST CALLED THE SERV MANG ED AT DLRSP MI023, AND HAS BEEN INFORMED TO CONTACT HCA ABOUT THIS ISSUE.□
4. THIS IS A DEFINITE SAFETY ISSUE, AND CUST FEELS THAT HYUNDAI SHOULD COVER THIS ISSUE TO BE REPAIRED AS NECESSARY.□

--CM EMPATHIZED. CREATED A CASE FOR CUST, AND INFORMED CUST THAT CUST WILL NEED TO HAVE THE VEH TOWED TO MI032, FOR A DIAGNOSIS, AND AT THAT TIME CM WILL BE ABLE TO NO EMAIL AVAILABLE

RECEIVED A CALL FROM THE DPSM. THE VEHICLE IS CURRENTLY AT MI031. THE DPSM IS CONCERNED WITH THE BRANDING ON THE VIN AND SUBSEQUENT OWNERSHIP ON THE VEHICLE CM CONTACT SERV MANG AT MI023, THIS CUST VEH DOES HAVE A RESTRICTED TITLE, SERV MANG IS GOING TO CHECK WITH THE DPSM AND CONTACT CM BACK WITH MORE INFORMATION REVIEWED CASE SITUATION WITH HQ AND ADVISED TO ASSIST WITH THE REPAIRS. DPSM HAS BEEN CUST STATES:□

1. WENT TO GET NEW TIRES ON VEH AND WAS TOLD THAT VEH SUB FRAME IS ROTTED THROUGH□
2. WANTS TO KNOW WHAT CAN CUST DO □
3. COULD HYUNDAI ASSIST□

WRITER STATES:□

1. CREATED CASE FOR CUST□
2. APOLOGIZED TO CUST FOR SUB FRAME CONCERN□
3. EXPLAINED TO CUST THAT WRITER WILL NEED TO CONTACT DLR AND GET SOME INFO ON CUST VEH.□

---WRITER EXPLAINED TO CUST THAT WRITER WILL CONTACT CUST ON MONDAY(04/14/08) WITH INFO ON WHAT TO DO. CUST THANKED WRITER. WRITER WENT TO PROVIDE CUST WITH WRITER'S INFO CUST stated:□

1. Is waiting for a call from CM today.□
2. On lunch break at this time□

---Writer adv cust that CM was on another call and asked if there was any assistance writer could give. Cust

WRITER STATES:□

1. CONTACTED CUST AND EXPLAINED TO CUST THAT WRITER WILL SEND CUST CONCERN TO REGION□
2. ALSO EXPLAINED TO CUST THAT IF CUST DOES NOT HERE FROM HYUNDAI BY MONDAY (04/21/08) TO PLEASE CALL HCA BACK AND ASK FOR CM (54318)□

CUST STATES:□

1. FRAME IS SO BAD THAT CUST ENGINE IS PUSHING DOWN ON FRAME MAKING THE TIRES PUSH OUT FUNNY.□

OPEN TO REGION NOTES:□

1. WRITER IS SUBMITTING CASE TO REGION DUE TO FRAME RUSTING OUT AND ENGINE IS PUSHING DOWN ON FRAME MAKING CUST TIRES PUSH OUT AKWARDLY.□
2. VEH HAS NOT BEEN TO DLR FOR RUST CONCERN.□
3. CUST HAS VEH CURRENTLY□
4. NO, TECHLINE NOR DPSM HAVE BEEN INVOLVED YET□

Attn Region:□

---□

-SUBMITTING CASE TO REGION DUE TO FRAME RUSTING OUT AND ENGINE IS PUSHING DOWN ON FRAME MAKING CUSTOMER TIRES PUSH OUT AWKWARDLY.□

-VEH HAS NOT BEEN TO DLR FOR RUST CONCERN.□

-CUSTOMER HAS VEH CURRENTLY□

- NO, TECHLINE NOR DPSM HAVE BEEN INVOLVED YET□

- CUSTOMER IS REQUESTING ASSIST DUE TO ENGINE IS PUSHING THROUGH RUSTED FRAME ONTO TIRES AND PUSHING ON TIRES.□

4/18/08(RM)ERCA WRITER SENT INFO TO THE ATTN OF THE DPSM/RW AND TO THE SERV MGR DAN TO TAKE CARE OF THIS CUSTOMER.□

□

WRITER THEN CALLED THE CUST AND LEFT A MESS THAT REGION HAS BEEN NOTIFIED AND HAS

4/21/08(RM)ERCA WRITER SPOKE TO KATE IN SERV AND CONFIRMED CUST CONTACT #. SHE WILL CONTACT CUST AND ARRANGE A TOW IN FOR THIS CAR TO TAKE CARE OF THIS CONCERN. IF SHE

Cust states:□

1. The veh is being repaired, but cust needs a rental until the Part comes in.□

2. Needs to be able to get to work, and school. □

3. DLR said the part isn't even being shipped yet.□

□

---Writer gathered cust info, and attempted to get Rental approved. Writer needs to speak with Parts Mgr at DLR, and parts expeditor. DLR is closed. Writer cannot approve rental. Cust is upset, Cust disconnected.□

□

--Case Pending=-

5/8/08(RM)ERCA WRITER NOTES, VEHICLE REPAIRED - SEE WARR HIST 4/30/08. WRITER CLOSING CUST STATES□

1. VEH WAS T PA018 FOR OVER A WEEK FOR SUB FRAME RUST CORROSION REPAIR. (CASE NUMBER 3266800)□

2. PICKED VEH UP TODAY, AND THE ENGINE WAS MAKING A STRANGE WHINING NOISE.□

3. DLR SAID IT PROBABLY NEEDED AN OIL CHANGE.□

4. DLR DID THE OIL CHANGE AND NOISE PERSISTED.□

5. DLR SAID PROBABLY AN ENGINE PROBLEM.□

6. SEEMS STRANGE THAT THE VEH WAS FINE BEFORE THE DLRSHP HAD IT.□

7. DLRSHP REFUSES TO LOOK AT THE VEH, SINCE IT IS OUT OF WARRANTY.□

8. WOULD LIKE THE REGIONAL PEOPLE WHO HELPED WITH THE RUST ISSUE NOTIFIED.□

--WRITER THANKED CUST FOR CALLING, VERIFIED INFORMATION AND EMPATHIZED. ADVISED CUST THAT WITH OUT A DIAGNOSIS, THERE IS NO WAY TO KNOW WHAT IS WRONG WITH THE VEH OR IF

---FYI TO REGION. CUST HAD VEH AT PA018 FOR SUB FRAME RUST CORROSION REPAIR. VEH NOW HAS A STRANGE ENGINE NOISE THAT DLR REFUSED TO LOOK AT. CUST BELIEVES DLR MAY HAVE CUST SON STATES:□

1. MOTHER'S VEH HAS RUSTED OUT IN THE FRAME□

2. THE CONTROL ARM FELL OFF□

3. WANTS TO KNOW IF THERE IS ANYTHING HYUNDAI COULD DO□

WRITER STATES:□

1. VERIFIED AND UPDATED CUST INFO□

2. CREATED CASE□

3. EXPLAINED TO CUST SON THAT WRITER CAN DOC CASE ABOUT CUST CONCERN□

---WRITER EXPLAINED TO CUST SON THAT CUST VEH NEEDS TO GO TO HYUNDAI DLR FOR DLR TO LOOK AT VEH CONCERN TO MAKE A JUDGMENT ON WHY VEH RUSTED THE WAY IT DID. CUST UNDERSTOOD AND THANKED WRITER. WRITER PROVIDED CUST WITH WRITER'S INFO AND CUST WRITER CLOSED CASE WHEN WRITER SHOULD HAVE SENT INFO TO REGION SORRY

WRITER STATES:□

1. CONTACTED CUST TO SEE IF CUST HAS BEEN ABLE TO GET VEH TO DLR FOR DIAGNOSE ON FRAME RUSTING□
2. WAS UNABLE TO CONTACT CUST□
3. WILL TRY AGAIN LATER□

WRITER STATES:□

1. CONTACTED DLR (CT031)□
2. SPOKE WITH GEORGE (SVC MGR)□
3. ASKED GEORGE IF CUST VEH WAS AT DLR'S YET□

DLR (GEORGE-SVC MGR) STATES:□

1. CUST SPOKE WITH SVC DEPT ON (04/14/08)□
2. LET DLR KNOW THAT CUST WILL HAVE VEH TOWED TO DLR SO THAT DLR CAN LOOK AT VEH TO DETERMINE WHY FRAME RUSTED.□
3. VEH IS NOT AT DLR'S YET THOUGH□

OPEN TO REGION NOTES:□

1. WRITER IS SUBMITTING CASE TO REGION DUE TO FRAME RUSTING OUT AND CAUSING CONTROL ARM TO FALL OFF OF VEH. □
2. THIS WILL BE THE 1ST TIME VEH HAS BEEN TO DLR FOR RUST CONCERN.□
3. CUST IS THE PROCESS OF GETTING VEH TOWED TO DLR (CT031)□
4. CUST VEH IS OUT IN FRONT OF CUST HOME□
5. NO, THE TECHLINE NOR THE DPSM HAVE BEEN INVOLVED □

Attn Region:□

---□

1. SUBMITTING CASE TO REGION DUE TO FRAME RUSTING OUT AND CAUSING CONTROL ARM TO FALL OFF OF VEH. □
2. THIS WILL BE THE 1ST TIME VEH HAS BEEN TO DLR FOR RUST CONCERN.□
3. THE CUSTOMER IS THE PROCESS OF GETTING VEH TOWED TO DLR (CT031)□
4. THE CUSTOMER VEH IS OUT IN FRONT OF THE CUSTOMER HOME□
5. NO, THE TECH LINE NOR THE DPSM HAVE BEEN INVOLVED □
6. THE CUSTOMER IS REQUESTING ASSISTANCE.□

----□

4/16/08(RM)ERCA WRITER SENT FILE INFO TO THE ATTN OF THE DPSM/JC SO THAT HE WILL CONTACT DEALER TO AUTH REPAIRS. WRITER THEN TRIED TO CONTACT CUSTOMER TO ADVISE,
4/23/08(RM)ERCA WRITER MONITORING FILE. NO REPAIR COMPLETED YET.
4/28/08(RM)ERCA WRITER MONITORING FILE - REPAIR HAS BEEN COMPLETED. WRITER CLOSING
CUST STATES:□

1. DAUGHTER WAS DRIVING DOWN THE STREET AND THE SUB FRAME FEEL APART□
2. WHAT DO I NEED TO DO TO GET THIS FIXED□
3. LOOKED UNDER VEH AND LOOKS LIKE THE ENGINE CRADLE RUSTED IN HALF□

□

---WRITER THANKED CUST FOR CALLING. WRITER VERIFIED INFORMATION. WRITER ADVISED CUST THAT CUST NEEDS TO GET VEH TO A HYUNDAI DLR AS SOON AS POSSIBLE TO HAVE VEH LOOKED AT. CUST UNDERSTOOD. WRITER ADVISED CUST THAT WRITER WILL BE SENDING FILE TO REGIONAL DEPARTMENT FOR FURTHER ASSISTANCE. WRITER ADVISED CUST SOMEONE WILL BE CONTACTING CUST BACK IN 3-4 BUSINESS DAYS. WRITER GAVE CUST CONTACT INFORMATION AND CASE NUMBER. CUST THANKED WRITER. WRITER THANKED CUST FOR CALLING HYUNDAI.□

INFORMATION TO OPEN TO REGION:□

1. WRITER IS SUBMITTING FILE TO REGION DUE TO CUST□
DAUGHTER DRIVING THE VEH DOWN THE STREET AND THE□
SUB FRAME FEEL APART. CUST IS SEEKING TO HAVE□
SUB FRAME REPLACED UNDER WARRANTY. □
2. THE ISSUE OCCURRED ON 4/14/08 WHILE DRIVING □
DOWN THE ROAD□
3. VEH HAS NOT BEEN TO DLR FOR DIAGNOSIS YET□
4. CUST IS HAVING VEH TOWED TO A HYUNDAI DLR□
5. TECH LINE AND DPSM HAS NOT BEEN INVOLVED AS O NOW

Attn Region:□

---□

- SUBMITTING FILE TO REGION DUE TO THE CUSTOMER□
DAUGHTER DRIVING THE VEH DOWN THE STREET AND THE□
SUB FRAME FEEL APART. □
- THE THE CUSTOMER IS SEEKING TO HAVE SUB FRAME REPLACED UNDER WARRANTY. □
- THE ISSUE OCCURRED ON 4/14/08 WHILE DRIVING DOWN THE ROAD□
- VEH HAS NOT BEEN TO DLR FOR DIAGNOSIS YET□
- THE CUSTOMER IS HAVING VEH TOWED TO A HYUNDAI DLR.□

---□

FWD FILE TO REGION

4/17/08 (IM)ERCA WRITER CALLED CUSTOMER IN REGARDS TO CAR BEING AT DEALER. CUSTOMER SAYS HAS BEEN INFORMED BY DEALER AT FIRST THAT CUST SHOULD OF BROUGHT CAR THERE FOR MAINTENANCE AND IT WOULD OF BEEN CAUGHT. CUSTOMER ORIGINALLY WAS GIVEN A PRICE BY THE DEALER AND THOUGHT HE WOULD HAVE TO PAY FOR IT. WHEN CUSTOMER WAS ON INTERNET LOOKING FOR THE COST OF THE PART CUSTOMER CAEMACROSS BLOG TO ENCOURAGE HIM TO CALL HYUNDAI. CUSTOMER IS VERY PLEASE WITH THE ASSISTANCE AND THIS BEING COVERED.

Cust stated:□

1. Took veh to third party for oil change.□
2. Third party informed cust that rust was on front sub frame.□
3. Believed cause was drain from AC.□
4. Cust took veh to NH012.□
5. Pat Bishop, Service Consultant, would not look at veh and informed cust to contact HCA.□

-- Writer greeted cust and updated information. Informed cust that Writer will be forwarding information to Higher Personnel and cust should be contacted in 3 to 5 business days. Cust understood. Provided Writer's name, extension, and case #. Ended Call.□

Writer contacted NH012. Attempted to speak with Service Manager David. Left message with Writer's name, extension, and case #. As provided VIN and description of problem.□

-- Case Pending --□

Writer contacted NH012. Attempted to speak with Service Manager David. Left message with Writer's name, extension, and case #. As provided VIN and description of problem.□

-- Case Pending --□

Writer contacted NH012, spoke with Service Manager David.□

NH012 stated:□

1. Wants to see veh.□
2. Have cust make an appointment.□
3. Will contact DPSM if problem warrants.□

-- Writer thanked NH012 for information.

Writer attempted to contact cust. Left message with Writer's name, extension, and case #. Explained that NH012 would like to look at veh and, if need be, escalate case to higher personnel.□

There are no region notes, FYI, notes, Open to dealer notes. Please add notes to file indicating what this file is Disregard this note.

CUST STATES:□

1.WANT TO TALK TO EWELBORN□

WRITER INFORM CUST BWELBORN IS NOT AVAIL, DID OFFER TO HELP□

CUST JUST WANT LET BRENT KNOW WILL BE TAKING VEH TO DEALER □

TOMORROW MORNING, □

--WRITER ADVISE TO CALL BRENT AS SOON AS GET DIAGNOSE FROM DEALER□

THAT BRENT CAN DO WHAT HE HAVE TO TO ASSIST CUST, PROVIDE NAME□

AND EXT. CALL ENDED.

Cust States:□

1. Would like to speak with CM/BW□

2. Dlr had asked cust to call HCA and give an update that an email would be sent with findings.□

== Writer thanked Cust for calling. Writer explained to Cust CM/BW was unavailable and offered to assist. Writer will pass message on to CM/BW and cust would like a return call if possible today. Cust understood and thanked writer for time.□

Writer contacted NH012. Spoke with Service Manager David.□

NH012 stated:□

1. Has sent information to DPSM.□

2. Should hear back from DPSM today.□

-- Writer thanked NH012 for information.

Writer contacted cust.□

Cust stated:□

1. Will be looking forward to call from Writer or NH012.□

-- Writer greeted cust. Informed cust that DPSM has been contacted about problem and cust should get an answer later today or tomorrow. Cust understood. Ended Call.□

CUST STATES:□

1. WANTS TO THANK BWELBORN AND DPADILLA FOR ALL OF THEIR ASSISTANCE.□

2. EVERYTHING GOT RESOLVED RIGHT AWAY WITH VEH.□

---WRITER THANKED CUST FOR TAKING THE TIME TO LET CM KNOW ABOUT ASSISTANCE. WRITER OFFERED TO FORWARD COMPLIMENTS ONTO CM'S.□

CUST STATES:□

1.CUST VERY UPSET BECAUSE WAS TOLD THAT HAVE TO PAY FOR LABOR FOR REPLACING SUBFRAME, □

2. DEALER OFFER CUST TO PAY FOR PART AND THE ONLY THING CUST NEED TO PAY □ IS THE LABOR FOR IT, □

3.CUST ALSO WANT DEALER TO REPLACE RADIATOR UNDER WARRANTY BECAUSE □ IS CORROSION ON IT TO.□

----WRITER INFORM CUST THAT WILL TALK TO DEALER TO GET INFO ON REPAIR AND □

ALSO THE DIAGNOSE ON VEH, ALSO INFORM CUST THAT RADIATOR IS NOT LONGER □

UNDER WARRANTY AND THAT WILL BE CUST RESPONSIBILITY TO REPLACE.□

INFORM CUST WILL SUBMIT FILE TO REGION BUT CAN NOT PROMISE HMA WILL PAY□

DEALER PA002 STATES:□

1.4/16/2008 @ 119,316 MILES SUB FRAME IS RUSTED□

DPSM OFFER TO COVER PART WHICH COST IS \$887.20 □

BUT CUST DECLINE BECAUSE DID NOT WANT TO PAY □

FOR LABOR IS \$579.00.□

--WRITER THANKED DEALER FOR ASSISTANCE AND INFO.

INFORMATION TO SUBMIT FILE TO REGION:□

1. REASON WHY SUBMITTING FILE TO REGION IS BECAUSE VEH HAS CORROSION ON SUB FRAME. □
2. CUST TOOK VEH INTO REGION ONCE.□
3. DATE AND MILEAGE CUST TOOK VEH INTO DEALER FOR CORROSION CONCERN IS □
AS FOLLOWS:□
- 1.4/16/2008 @ 119,316 MILES SUB FRAME IS RUSTED□
DPSM OFFER TO COVER PART WHICH COST IS \$887.20 □
BUT CUST DECLINE BECAUSE DID NOT WANT TO PAY □
FOR LABOR IS \$579.00.□
4. CUST VEH IS AT CUST RESIDENCE.□
5. DEALER'S DPSM HAS BEEN INVOLVED.□
6. ISSUE IS ON SUBFRAME.□
- 7.THERE ARE NOT AFTER MARKET PART ON VEH.□
8. DEALER IS NOT REQUESTING REGIONAL ASSISTANCE.

Attn Region:□

---□

- SUBMITTING FILE TO REGION IS BECAUSE VEH HAS CORROSION ON SUB FRAME. □
- DATE AND MILEAGE CUSTOMER TOOK VEH INTO DEALER FOR CORROSION CONCERN IS □
AS FOLLOWS:□
- 4/16/2008 @ 119,316 MILES SUB FRAME IS RUSTED□
DPSM OFFERED TO COVER PART WHICH COST IS \$887.20 □
BUT THE CUSTOMER DECLINED BECAUSE THE CUSTOMER DID NOT WANT TO PAY □
FOR LABOR IS \$579.00.□
- CUSTOMER VEH IS AT CUSTOMER RESIDENCE.□
- DEALER'S DPSM HAS BEEN INVOLVED.□
- THERE ARE NO AFTER MARKET PART ON VEH.□

----□

Fwd file to region

SRCA ADVISED DPSM OF CUST'S CONCERN. DPSM KNOWS NOTHING OF THIS CUST'S CONCERN. SRCA WILL CONTACT DLR FOR RESEARCH. ----- SRCA CONTACTED DLR FOR MORE INFO. RICKEY, AFTER READING NOTES FROM DPADILLA AND LOOKING AT WARRANTY HISTORY, COULD BE THAT THIS CASE HAD INCORRECT SERVICING DLR. SRCA WILL SEND CASE BACK TO:

Fwd file to DP/CVG please se notes form DY/SRCA.

SORRY ON MISTAKE ON SERVICE □
DEALER.

Fwd file to ERCA due to corrected dealer.

4/25/08(RM)ERCA WRITER NOTIFIED DPSM/PB. HE RESPONDED THAT HE WILL COVER ALL. PARTS AND LABOR. HE ADVISED WRITER TO CONTACT THE SERV MGR DAWN. WRITER CALLED DAWN AND 5/7/08(RM)ERCA WRITER NOTES CAR REPAIRED. SEE WARRANTY CLAIM FOR CROSS MEMBER.

Cust states:□

1. has done some research on sub frame rusting and found it seems to be a problem among Sonatas□
 2. cust would like to see what assistance Hyundai can offer to correct this problem□
 3. cust knows the dlrsp is going to say the veh is out of warranty, but cust would like to persue the issue anyway□
 4. veh is currently at IO&O shop□
 5. cust will have veh towed to dlrsp first of next week for diagnosis□
- Writer thanked cust for calling and updated cust information. Writer advised need current diagnosis from the dlrsp, then writer can go from there, Kbase indicates region should be involved for engine cradle damage. cust says the damage is on both sides, one side is rusted clear through the other is starting to rust□

Writer called cust [REDACTED] @ 3:44 pm mst

1. spoke to John
2. has cust had veh looked at by a dlrsp yet?
--Cust states hasnt had time yet, plans to do so by first of next week
3. Writer will check back again.
4. Writer wants to make sure this gets taken care of properly.

Writer called Cust (Redact)@ 1:15 PM MST:

1. Courtesy call to see if Cust has had the veh checked out yet
 2. Cust states had a busy weekend, ended up in the hospital so hasn't had a chance to have it looked at
 3. Cust will call HMA when the veh has been diagnosed
- Writer thanked Cust and call ended

Case closed.

CUST STATES:

1. CUST HEARD ON TV THERE IS A RECALL ON AIRBAGS
 2. CUST HAS A 1999 SONATA AIRBAG CONCERN
 3. THE DLRSP IS NOW TELLING CUST THERE WOULD BE A CHARGE OF \$90.00 TO CHECK OUT THE VEH FOR THIS CONCERN.
 4. THE SUBFRAME IS EVEN RUSTED OUT.
 5. COLUMBIA HYUNDAI EVEN ADVISED CUST TO DRIVE THE VEH TO THE DLRSP TO SEE IF THE REPAIRS ARE POSSIBLE.
 6. THIS IS A SAFETY CONCERN.
 7. CUST TELL PEOPLE NOT TO PURCHASE HYUNDAI DO TO THE CONCERNS , AND THE PROBLEMS THIS VEH HAS HAD, AND THE MAJOR AMOUNT OF MONEY THAT THIS VEH HAS COST CUST TO REPAIR.
 8. THE VEH STARTED HYDROPLANING ON THE HIGHWAY, DANGEROUSLY.
 9. THE TECHNICIAN AT THE DLRSP TOOK THE VEH FOR A TEST DRIVE AND DETERMINED THIS VEH TO BE UNDRIVEABLE.
 10. AS FAR AS THE AIRBAG LIGHT GOING ON AND OFF THE DLR WANTED TO CHARGE CUST
- OPEN TO REGION NOTES;
1. CM IS OPENING THIS FILE TO REGION DUE TO THE SUBFRAME HAD RUSTED OUT ON CUST VEH. ALSO CUST HAS HAD ONGOING ISSUES WITH AIRBAG LIGHT CONCERNS. CUST HAD A TERRIBLE EXPERIENCE WITH THE SELLING DLRSP. AND THEREFORE HAS BEEN GIVING HYUNDAI A REALLY BAD REPUTATION TO ALL OF THEIR NEIGHBORS, AND ASSOCIATES.
 2. CUST DID NOT HAVE HYUNDAI ASSIST WITH THE SUB FRAME. CUST VEH SUB FRAME COST CUST \$2,000.00 TO REPLACE, AND THE AIRBAG LIGHT ISSUES HAVE BEEN ONGOING. CM COLLECTED 3 REPAIR ATTEMPTS/COMPLAINTS FROM DLRSP .
 3. THERE IS NOT DATES NOR MILEAGE FOR THE SUB FRAME RUSTING.

DATES AND MILEAGE FOR THE AIRBAG CONCERN:

6/3/04 @ 43,222 MILES. AIRBAG LIGHT OCS STAYS ON . CLEARED HISTORY CODES. COMPLETED CAMPAIGN 051, WHICH WAS A SIDE AIRBAG.

10/14/04 @ 45,000 MILES AIRBAG LIGHT STAYS ON. CHECKED ALL CONNECTIONS AND HARNESS, CLEARED HISTORY CODES.

10/28/04 46,042 MILES. AIRBAG LIGHT STAYS ON. INFORMED CUST THAT THE COST TO REPAIR WOULD BE \$425.00. TO REPLACE SEAT SENSOR.

4. CUST CURRENTLY HAS VEH.
5. THE TECH NOR DPSM HAVE NOT BEEN INVOLVED.

RECIEVED A CALL FROM THE DPSM WHO REPORTS THAT THE ENGINE CRADLE HAS BEEN INSPECTED AND APPEARS TO BE SATISFACTORY. THE DEALER ALSO CLEARED A SRS CODE WHICH Writer returning file to NM. The region is the one handling the reimbursement. No forms will be sent from Hyundai #NAME?

FORWARDING HCR REQUEST TO NHQ TO REIMBURSE THE CUSTOMER FOR THE REPAIRS THE CUSTOMER PAID FOR TO HAVE THE ENGINE CRADLE REPLACED AND DAMAGES ASSOCIATED WITH 5/1/08 (TJAC) REVIEWED GDWL HCR REQUEST FOR REIMB ON ENGINE CRADLE □ TOTALING \$2304.41, DUE TO RUSTED/UNHAPPY DLR SVC/ CUST INCONV □ PER GBALTAZAR/CECA. VERIFIED RO#315400 DTD 3/14/08 AND ATTACHMENTS. □ HCR FOR \$2304.41 SUBMITTED FOR 5/2/08 CHECK MAILING SCHEDULE. □ PAYABLE TO "CARTER, DAVID" @ 9976 MORGANS TRACE DR. LOVELAND OH 45140 CORRECTION: CHECK MAILED ON 5/9/08

1. Date(s) of the accident or incident: 4/14/08 □
2. Location where the accident or incident occurred, including the city and state: BRANDENBURG BYPASS 1051, BRANDENBURG, KY. □
3. Details of how the accident or incident occurred: ENGINE CRADLE RUSTED OUT, LOWER CONTROL ARM PULLED FREE AND PASSENGER SIDE TIRE ASSEMBLY COLLAPSED. □
4. If accident, approximate speed the customer was traveling before impact: 20MPH □
5. If accident, point of impact and description of damage to vehicle: TIRE WAS CUT AND THE LEFT FRONT FENDER WAS DAMAGED. □
6. If accident, number of occupants in vehicle and how many were wearing seat belts: DIANA WALLS, REBECCA WALLS. BOTH WEARING SEATBELTS. □
7. Injuries related to the accident or incident: NO INJURIES □
8. Was police report filed? If Yes, what is the report #? NO POLICE REPORT FILED. □
9. Has insurance carrier been notified? If Yes, □
 - Name of insurance carrier: STATE AUTO □
 - Name of claims adjuster: JUDY MUSCHOTT □
 - Phone number: 270-765-9640 □
 - Claim number: WALL-0010831-041408 □
10. Has the vehicle been repaired? NO □
11. Address and phone number where vehicle is currently located: 2070 BYPASS RD, BRANDENBURG, KY. 270-668-5264 □
12. Details of what the customer is seeking: WANTED TO LET HYUNDAI KNOW ABOUT THE PROBLEM CUST STATES. □

1. WIFE WAS DRIVING DOWN THE ROAD, PASSENGER SIDE WHEEL ASSEMBLY COLLAPSED. □
2. FOUND THAT THE AREA WAS COMPLETELY RUSTED OUT. □

--WRITER THANKED CUST FOR CALLING, VERIFIED INFORMATION AND EMPATHIZED. ADVISED CUST WRITER IS GATHERING INFORMATION FOR A POSSIBLE INVESTIGATION. CUST WILL RECEIVE A PACKET IN THE MAIL IN 7-10 BUSINESS DAYS THAT NEEDS TO BE FILLED OUT AND RETURNED. ADVISED CUST THAT ONCE HMA RECEIVES THE PACKET, COULD TAKE 4-6 WEEKS FOR REVIEW. Writer reviewed file and will forward to NCA for research.

Forwarded-pir

04/18/08 (CHARVEY/NCA) WRITER SENT CUST PIR DOC REQ PACKAGE THIS DATE. REC'D PIR DOCS, FORWARDED TO CHARVEY FOR HANDLING

05/01/08 (CHARVEY/NCA) WRITER RECD CUST RESPONSE TO PIR DOC REQ PACKAGE □ THIS DATE AND FORWARDED TO LEGAL FOR REVIEW THIS DATE.

04/18/08 (CHARVEY/NCA) RECD RESPONSE FROM LEGAL SUGGESTING GESTURE OF GOODWILL TO REIMBURSE OUT-OF-POCKET FOR REPAIRS OF THE DAMAGE VEHICLE INCLUDING RENTAL CAR FEES REQUEST FOR APPROX \$2,056.74. □

Cust stated:□

1. The cust was replacing the wheel bearings and noticed that there was a crack in the chasis. □
2. The cust took the veh to the dlrsp NJ032.□
3. The dlr told the cust that the veh can't be driven.□

---The writer updated the info for the cust. Told the cust that the case will be escalated to a higher authority and the cust will get a call within the next 4 to 5 business days. The writer gave the cust the case #, ext and nam. The cust understood. The writer asked the cust about alternate transportation and was told that the cust has another. The writer called the dlrsp NJ032 and talked to the SM, Zina, who stated:□

1. 4/16/2008 105,048 There is a stress crack in the front of the veh. on the a-frame where the control arm bolts to the sub frame. □
2. The SM stated that the DPSM has been contacted.□
3. The writer told the SM that the case is being escalated to region.□

---Open to region notes:□

1. The writer is submitting this file to region due to the customer having a concern with the corrosion in the subframe of the vehicle. □

CUST STATES:□

1. WOULD LIKE TO SPEAK TO CTORNOW.□
2. CLAIMS THE HYUNDAI REP HAS CALLED CUST ALREADY.□
3. HYUNDAI OFFERED TO PAY FOR PARTS BUT NOT LABOR.□
4. DOESN'T FEEL THIS IS FAIR AS THE ISSUE HAPPENED AND IS NOT THE CUST FAULT. □
5. JUST WANTS SOMEONE TO HELP CUST WITH THIS.□

---WRITER VERIFIED/UPDATED CUST FILE. WRITER APOLOGIZED AND ADVISED CUST THAT CM CTORNOW IS NOT AVAILABLE. WRITER OFFERED ASSISTANCE. CUST JUST ADVISED WRITER THAT THE HYUNDAI REP HAS CALLED CUST AND OFFERED TO PAY FOR PARTS BUT NOT LABOR AND THE CUST IS NOT HAPPY ABOUT THIS AS THIS IS NOT THE CUST FAULT. WRITER UNDERSTOOD AND ADVISED CUST THAT WRITER WILL DOCUMENT THE CUST CONCERN'S AND THAT THE FILE IS IN THE

Attn Region: □

----□

The customer states the following: □

The customer having a concern with the corrosion in the subframe of the vehicle. □

□

-The vehicle is currently with the dealer.□

□

Dealer states the following:□

The vehicle has been to the dealer on the following date:□

4/16/2008 105,048 There is a stress crack in the front of the vehicle. on the a-frame where the control arm bolts to the sub frame. □

The DPSM has been contacted.□

There are no after market parts affecting the vehicle.□

□

Please let me know if you have any questions or need additional information.□

□

□

Alyssia Brown□

Regional Liaison□

Hyundai Consumer Affairs□

801-736-3665□

----□

Writer reviewed file and will FWD 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. □

4/21/08(RM)ERCA WRITER SENT E-MAIL TO DPSM/PB INQUIRING IF HE HAS AUTH REPAIRS?□

□

□

DPSM REPLIED THAT HE HAS AUTHORIZED NECESSARY REPAIRS AND HAS COMMUNICATED THIS

Cust stated:□

1. Wished to speak with CM.□

---Writer adv that CM was not available, however, there is a note from regional that the repairs would be

---CUST STATES□

1.INSISTS TO SPEAK WITH CM CT.□

--WRITER TRANSFERS CALL TO CM/CT

Sent an FYI email to region

4/29/08(RM)ERCA WRITER NOTES. SUBFRAME REPAIRED. SEE WARRANTY HISTORY. WRITER

CUST STATES:□

1. CUST WIFE CAME HOME FROM PICKING UP THE GRANDSON AND THE VEHICLE WAS DRIVING FUNNY AND THE PASSENGER WHEEL ON THE BOTTOM END IS RUSTED OUT AND THERE IS A LARGE WHOLE IN THE SUBFRAME THAT IS ALL RUSTED UP AND THERE IS A CRACK ON THE OUTSIDE OF IT AND THE LOWER CONTROL ARM IS RUSTED OUT AND GETTING READY TO FALL THROUGH.□

2. THE WHOLE RIGHT FRONT SIDE IS RUSTED OUT.□

3. THE SVC DEPARTMENT TOLD TO CALL CORPORATE TO SEE WHAT HCA CAN DO FOR THE CUST.□

4. CUST WANTS EITHER A RENTAL OR A LOANER VEHICLE TO USE IN THE MEANTIME IN FIXING THIS CASE.□

DLR STATES: CASTLE HYUNDAI □

DE006. 302-323-1200□

---SVC MGR JIM□

----TO OPEN THIS UP TO REGION AND SVC MGR WILL WAIT TO HEAR FROM THE REGIONAL REP BECAUSE THE VEHICLE WILL NEED TO BE TOWED.□

---SVC MGR HAS NOT SEEN THE VEHICLE IN FOUR YEARS.□

---INFO FOR OPENING FILE TO REGION.□

1.WRITER SUBMITTING FILE TO REIGON DUE TO THE SUBFRAME IS RUSTED OUT AND CUST WAS TOLD BY THE DLRSP DE006 TO CALL HCA FOR ASISSTANCE.□

2. VEHICLE HAS NOT BEEN SEEN AT THE DLRSP IN FOUR YEARS.□

Attn Region:□

---□

- The customer's subframe rusted out.□

- The customer states that they were advised by DE006 to contact consumer affairs for assistance.□

-The vehicle has not been to the dealer.□

- DE006 does not want to look at the vehicle until the regional rep has been contacted.□

---□

Fwd file to region.

4/21/08(RM)ERCA WRITER NOTIFIED DPSM/BR. WRITER WAITING FOR RESPONSE TO UPDATE FILE.

4/21/08(RM)ERCA DPSM RESPONDED THAT CAR IS NOT AT DEALER AND HE HAS AUTH THE DEALER TO CONTACT THE CUSTOMER TO GET CAR IN AND DPSM HAS AUTH REPAIRS FOR ENGINE CRADLE

4/29/08(RM)ERCA WRITER NOTERS. SUBFRAME REPAIRED SEE WARRANTY HIST. WRITER CLOSING cust states□

1. veh sub frame rotting out□

2. cust feels this is severe safety concern□

3. what can be done to assist cust on this issue□

4. Veh has been inspected by dlr□

--writer thanked cust for calling HCA. Confirmed cust info. Advised cust that more info would need to be gathered from dlr. Cust unable to hold. Writer advised cust of steps needed to open up case for resolution. Cust

Writer contacted dlr PA044. Spoke with service manager Bill. 8.24.06 is last time veh has been seen by dlr. Dlr unaware veh had issue. Dlr knows this is a known concern and requests cust to contact dlr to set appointment for

writer contacted cust back advising cust that dlr has not seen veh since 2006. Informed cust that service manager would like cust to call to set appointment. Dlr states sub frame corrosion would be taken care of. Cust

Customer states:□

1. Would like to speak with DU/CVG.□

--Writer transferred customer to DU/CVG for assistance.

CUST STATES:□

1. WARRANTY FOR THE TOWING?□

2. CUST SAYS THAT INS. WONT TOW BECAUSE OF THE WARRANTY ON THE VEH.□

3. INS. SAYS THAT VEH. IS DRIVABLE□

4. TOYOTA HAS HAD A RECALL AND PAYED THEIR CUST MONEY TO GET THE VEH. OFF THE ROAD. □

5. THEN HYUNDAI WONT REIMBURSE CUST FOR TOW IF IT IS NOT COVERED?□

6. CUST WILL SHOP AROUND AND GET A BETTER PRICE FOR THE TOWING INSTEAD OF THE 125.00□

7. CUST WILL THEN HAVE IT TOWED□

□

□

□

-----WRITER THANKED CUST FOR CALLING. WRITER TOLD CUST THAT IF THE SUBFRAME CORROSION IS DUE TO MANUFACTURING DEFECT OR WORKMANSHIP THEN HYUNDAI WILL REIMBURSE FOR THE TOWING. WRITER EMPHASIZED HOW FRUSTRATING THAT VEH. CAN BE. WRITER TOLD CUST TO CALL BACK AFTER DIAGNOSING@ DLR. AND HYUNDAI AND CUST WILL GO FROM THERE. CUST UNDERSTOOD. WRITER TOLD CUST TO SAVE ALL RECEIPTS FOR THE TOWING.

CUST STATES:□

1. JUST PURCHASED VEH□
2. SUB FRAME IS RUSTED OUT□
3. CALLED A HYUNDAI DLR AND DLR REFERRED CUST TO HCA□
4. CUST WANTS TO KNOW BEFORE CUST PAYS FOR VEH TO BE TOWED TO DLR THAT HYUNDAI IS GOING TO DO SOMETHING ABOUT THE SUB FRAME□
5. REALLY LIKES VEH JUST WOULD LIKE SUB FRAME TO BE FIXED□

□

---WRITER THANKED CUST FOR CALLING. WRITER UPDATED INFORMATION. WRITER ADVISED CUST THAT WRITER IS GOING TO SUBMIT FILE TO REGION. WRITER ADVISED CUST THAT VEH NEEDS TO BE DIAGNOSIS BY A HYUNDAI DLR. CUST UNDERSTOOD. WRITER ADVISED CUST THAT CUST SHOULD HEAR FROM SOMEONE IN ABOUT 3-4 BUSINESS DAYS CUST UNDERSTOOD. CUST THANKED WRITER.

----INFORMATION FOR OPEN TO REGION□

1. CUST SUB FRAME RUSTED OUT AND CUST IS SEEKING TO HAVE SUB FRAME REPLACED UNDER SOME KIND OF WARRANTY□

2. N/A□

3. N/A□

4. CUST IS TAKING VEH TO A HYUNDAI DLR□

5. N/A□

6. THERE ARE NO AFTER MARKET PARTS ON THE VEH□

Please add a servicing dealer then resubmit.

WRITER CONTACT CUST TO GET SERVICING DLR. WRITER ADVISED CUST THAT CUST SHOULD BE RECEIVING A CALL. CUST UNDERSTOOD.□

□

□

Attn Region:□

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- The customer is having an ongoing issue with the subframe rusting out.□

-The vehicle has not yet gone to the Hyundai dealer.□

- The customer does plan on taking the vehicle to the dealer.□

---□

Fwd file to region.

4/24/08(RM)ERCA WRITER FW'D INFO TO THE ATTN OF THE DPSM/KC AND TO THE SERV MGR DAVE AND ASKED DAVE TO CONTACT CUSTOMER TO ARRANGE INSP OF VEHICLE. DPSM ADVISED DAVE TO 5/8/08(RM)ERCA WRITER MONITORING FILE. NO REPAIR YET. SET FOLLOW-UP ANOTHER WEEK.

5/14/08(RM)ERCA WRITER MONITORING FILE. NO REPAIR YET. SET FOLLOW-UP ANOTHER WEEK.

CUST STATED:□

1. TOOK VEH TO DLR OH048 FOR CEL ON□
2. DLR NOTICED VEH HAD ENGINE CRADLE RUSTED OUT□
3. CUST WOULD LIKE ASSISTANCE FROM HMA□
4. CUST STATED NO AFTER-MARKET PARTS ON VEH□

----WRITER----□

WILL CALL DLR FOR INFORMATION MILES AND DATES VEH HAS BEEN TO DLR□

ADVISED CUST THAT CM WILL OPEN CASE TO HIGHER PERSONNEL UPDATED CUST INFORMATION□ THANKED CUST FOR CALLING HCA GAVE CUST CASE # NAME AND EXT # ENDED CALL SAVED CASE CALL TO DLR ON048 GARY SVC MGR STATED ENGINE CRADLE IS RUSTED OUT VEH HAS 97,174 miles 4/22/08 HAS BEEN TO DLR ONE TIME FOR THIS CONCERN SVC MGR STATED NO AFTER-MARKET

-----NOTES TO REGION-----□

□

1. WRITER SUBMITTING FILE TO REGION BECAUSE VEH HAS A RUSTED ENGINE CRADLE□
2. CUST TOOK VEH TO DLR OH048 FOR CEL ON DLR NOTICED RUSTED ENGINE CRADLE□
3. CONTACT AT DLR OH048 IS SVC MGR GARY□
4. VEH HAS BEEN TO DLR

Attn Region:□

-----□

-SUBMITTING FILE TO REGION BECAUSE VEH HAS A RUSTED ENGINE CRADLE□

-THE CUSTOMER TOOK VEH TO DLR OH048 FOR CHECK ENGINE LIGHT ON DLR NOTICED RUSTED ENGINE CRADLE/SUBFRAME.□

-CONTACT AT DLR OH048 IS SERVICE MGR GARY:□

THE VEH HAS BEEN TO DLR 1 TIME FOR THIS CONCERN, 4/22/08 97,174 miles NO REPAIR ATTEMPT HAS BEEN MADE□

- THE VEH IS CURRENTLY AT THE DLR□

GARY HAYES OF OH048 CONFIRMS THE VEHICLE IS THERE AND HE WILL HAVE THE ENGINE CRADLE CUST STATES:□

1. TOOK VEH TO THE CUST MECHANIC FOR AN OIL CHANGE.□
2. MECHANIC NOTICED THE SUB FRAME WAS RUSTED.□
3. MECHANIC ADVISED CUST THAT THE CUST SHOULD NEVER HAVE A PROBLEM WITH THIS.□
4. ADVISED CUST THAT THIS IS A DANGEROUS SAFETY ISSUE THAT MUST BE FIXED.□
5. CUST WANTS TO KNOW WHAT HYUNDAI WILL DO WITH THIS PROBLEM.□

---WRITER VERIFIED/UPDATED CUST FILE. WRITER APOLOGIZED FOR CUST INCIDENT. WRITER ADVISED CUST THAT WRITER WILL NEED TO FORWARD THE CUST FILE TO THE APPROPRIATE HYUNDAI PERSONNEL WHO CAN ASSIST THE CUST FURTHER WITH THIS ISSUE TO GET THE PROBLEM RESOLVED. CUST UNDERSTOOD AND WANTED A QUICK RESPONSE AS THE CUST CANNOT DRIVE THE VEH AND THIS IS NOW A SAFETY HAZARD. WRITER UNDERSTOOD AND ADVISED CUST ***WRITER OPENING RUSTED SUB FRAME ISSUE TO REGION, THIS IS A SAFETY ISSUE, PLEASE EXPEDITE AT CUST REQUEST.*** □

REGION NOTES:□

1. WRITER SUBMITTING FILE TO REGION BECAUSE THE VEH SUB FRAME IS RUSTED AND THE CUST PERSONAL MECHANIC FOUND THIS OUT WHEN THE CUST WAS IN FOR AN OIL CHANGE. THE CUST WANTS HELP WITH THIS AS THIS SHOULD NEVER BE A PROBLEM AND IS A SAFETY CONCERN. □
2. THE SUB FRAME ON THE VEH IS RUSTED AND DAMAGED, AND THE CUST IS NO LONGER SAFE TO DRIVE THE VEH ANY WHERE. CUST WANTS THIS FIXED AS THIS IS A SAFETY ISSUE.□
3. HAS NOT TAKEN VEH TO A DLR YET, WRITER REFERRED CUST DO DLR KEY HYUNDAI IN CT FOR A DIAGNOSIS.□
4. VEH HAS BEEN TO INDEPENDENT REPAIR SHOP.□
5. NO SERVICE DATES AT A HYUNDAI DLR, ONLY INDEPENDENT SHOP DATE:□
04/21/08 95,000 TOOK TO PERSONAL MECHANIC.SAYS IT IS EXTREMELY DANGEROUS. THIS SHOULD CUST STATES: □

1. REQUESTED TO SPEAK TO KRELF. □
2. DOES NOT WANT TO PAY FOR THE DIAGNOSTIC FEE. □
3. DIAGNOSTIC FEE SHOULD BE COVERED DUE TO DEFECT IN VEH. □

--WRITER VERIFIED CUST INFO. WRITER INFORMED CUST THAT CM WAS UNAVAILABLE. WRITER ADVISED CUST THAT THE DIAGNOSTIC FEE IS CHARGED FROM THE DLR FOR USING THE DLR SERVICE. WRITER INFORMED CUST THAT DLR'S ARE IO&O AND HMA DOES NOT COVER THE DIAGNOSTIC FEES. WRITER INFORMED CUST THAT VEH WILL NEED TO BE DIAGNOSED TO HAVE

RECEIVED CUST EMAIL:□

1. I have Hyundai sonata 2001. It has 95000 miles on it. □
2. I went for oil change and mechanic told me that Subframe is rusted out and subframe is something, which should not be rusted out at all. Its safety issue and I should take it up with Hyundai.□
3. I opened a case with Hyundai consumer affairs Case# 3274835. I spoke with representative Kevin Extn # 54223.□
4. Could you please expedite this case because this is safety issue. □
5. consumer affairs Case# 3274835□

Name: Abhijit Ghadge□

VIN: KMHWF25S71A(Redact)□

Year 2001□

Hyundai Sonata□

Mileage: 95000□

Contact number: 2034461637/2039443307□

6. What would be the steps, which you will be taking to fix this?□

7. I feel this is the manufacturing defect and its a safety issue. Please help me as soon as possible.□

Attn Region:□

---□

- SUBMITTING FILE TO REGION BECAUSE THE VEH SUB FRAME IS RUSTED AND THE CUSTOMER PERSONAL MECHANIC FOUND THIS OUT WHEN THE CUSTOMER WAS IN FOR AN OIL CHANGE. □
0 THE CUSTOMER WANTS HELP WITH THIS AS THIS SHOULD NEVER BE A PROBLEM AND IS A SAFETY CONCERN. □

- THE SUB FRAME ON THE VEH IS RUSTED AND DAMAGED, AND THE CUSTOMER IS NO LONGER SAFE TO DRIVE THE VEH ANY WHERE. CUSTOMER WANTS THIS FIXED AS THIS IS A SAFETY ISSUE.□

- HAS NOT TAKEN VEH TO A DLR YET, WRITER REFERRED CUSTOMER DO DLR KEY HYUNDAI IN CT FOR A DIAGNOSIS.□

4/23/08(RM)ERCA WRITER FW'D FILE INFO TO THE DPSM/JC FOR HIS REVIEW AND CONTACT WITH Cust stated:□

1. Wished to know the status of repairs needed on veh□

---Writer adv that the case was sent up to the regional office, that the DPSM and the dealership will be notified as 5/8/08(RM)ERCA WRITER MONITORING FILE. NO REPAIR YET. SET FOLLOW-UP ANOTHER WEEK.

5/14/08(RM)ERCA WRITER MONITORING FILE. NO REPAIRS. WRITER SENT FYI YO DPSM TO CONTACT CUST STATES:□

1. WAS GETTING VEH INSPECTED FOR REGISTRATION.□

2. THE VEH DID NOT PASS THE SAFETY INSPECTION BECAUSE OF A RUSTED SUB FRAME.□

3. KNOWS THIS SHOULDN'T EVEN HAPPEN AND WANTS HELP FROM HYUNDAI AS THIS IS A SAFETY ISSUE.□

---WRITER VERIFIED/UPDATED CUST FILE. WRITER APOLOGIZED FOR CUST CONCERN. WRITER ADVISED CUST THAT WRITER WILL GLADLY HELP THE CUST WITH THIS ISSUE, AND WRITER WILL NEED TO ESCALATE THE FILE TO THE APPROPRIATE HYUNDAI PERSONNEL WHO WILL BE ABLE TO ASSIST THE CUST WITH RESOLVING THIS ISSUE. CUST UNDERSTOOD. WRITER ADVISED CUST THAT OPEN TO REGION NOTES FOR SUB FRAME:□

1. WRITER SUBMITTING FILE TO REGION BECAUSE THE VEH HAS AN ONGOING RUSTED SUB FRAME CONCERN. THE CUST WANTS THIS FIXED AS THIS IS A SAFETY ISSUE THAT SHOULDN'T HAPPEN.□

2. THE CUST WAS GETTING THE VEH INSPECTED AND WAS NOTIFIED THAT THE SUB FRAME IS RUSTED WHICH IS A MAJOR SAFETY ISSUE.□

3. HAS NOT TAKEN VEH TO DLR YET, BUT WILL DO SO.□

4. VEH HAS NOT BEEN TO A HYUNDAI DLR YET.□

5. NO SERVICE DATES YET.□

6. CUST CONFIRMED NO AFTER MARKET PARTS.□

7. CUST CURRENTLY HAS VEH.□

8. TECHLINE AND DPSM ARE NOT INVOLVED YET.□

Attn Region:□

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- SUBMITTING FILE TO REGION BECAUSE THE VEHICLE'S RUSTED SUB FRAME CONCERN.□
- THE CUSTOMER WANTS THIS FIXED AS THIS IS A SAFETY ISSUE.□
- THE CUSTOMER WAS GETTING THE VEH INSPECTED AND WAS NOTIFIED THAT THE SUB FRAME IS RUSTED WHICH IS A MAJOR SAFETY ISSUE.□
- THE CUSTOMER HAS NOT TAKEN VEH TO DLR YET, BUT WILL DO SO.□

----□

4/23/08(RM)ERCA WRITER FW'D INFO TO THE ATTN OF THE DPSM/PB FOR REVIEW AND AUTH WITH
4/23/08(RM)ERCA PER DPSM/PB ADVISEMENT, WRITER CALLED CUST AND TOLD CUSTOMER TO
Cust states:□

1. Would like to know if there is a Loaner veh cust can use.□

□

---Writer gathered cust info, and informed cust that Hyundai does not offer Rental veh's. Informed cust that if DLR chooses to offer, this will be at DLR discretion. cust understands. end call.□

□

5/8/08(RM)ERCA WRITER MONITORING FILE. NO REPAIR YET. SET FOLLOW-UP ANOTHER WEEK.
5/14/08(RM)ERCA WRITER MONITORING FILE. NO REPAIRS. WRITER SENT FYI YO DPSM TO CONTACT
CUST STATES:□

1. SUB FRAME ROTTED AND CONTROL ARM BROKE□
2. WHAT CAN CUST DO TO HAVE HYUNDAI LOOK AT VEH AS CUST TREATS VEH LIKE A BABY□

WRITER STATES:□

1. CREATED CUST A CASE□
2. EXPLAINED TO CUST THAT WRITER CAN DOC ALL CUST CONCERN ABOUT SUB FRAME ROTTING AND SEND INFO TO REGION□

---WRITER APOLOGIZED TO CUST FOR SUB FRAME CONCERN. WRITER PROVIDED CUST WITH
OPEN TO REGION NOTES:□

1. WRITER IS SUBMITTING CASE TO REGION DUE TO CUST SUB FRAME ROTTED OUT AND LEFT CONTROL ARM BROKE OFF. CUST WOULD LIKE HYUNDAI REP TO COME LOOK AT VEH.□
2. VEH HAS NOT BEEN TO DLR.□
3. THERE ARE NO DATES OR MILEAGE FOR THIS CONCERN.□
4. VEH IS CURRENTLY WITH CUST.□
5. NO, THE TECHLINE NOR THE DPSM HAVE BEEN INVOLVED.□
6. CUST MOTHER WAS DRIVING AND LEFT CONTROL ARM BROKE. WHEN CUST LOOKED AT VEH CUST NOTICED SUB FRAME WAS ROTTED.□
7. WRITER IS NOT SURE IF THERE ARE ANY AFTER MARKET PARTS.□

Attn Region:□

---□

- SUBMITTING CASE TO REGION DUE TO CUSTOMER SUB FRAME ROTTED OUT AND LEFT CONTROL ARM BROKE OFF. CUSTOMER WOULD LIKE HYUNDAI REP TO COME LOOK AT VEH.□
- THE VEH HAS NOT BEEN TO DLR.□
- THE VEH IS CURRENTLY WITH CUSTOMER.□

---□

Fwd file to region

4/25/08 (IM)ERCA WRITER CALLED CUSTOMER AND SPOKE TO CUSTOMER IN REGARDS TO CONCERN WITH ENGINE CRADLE BEING RUSTED OUT. CUSTOMER SAYS MOM WAS DRIVING CAR AND CONTROL ARM POPPED OUT. CUSTOMER USED TO RUN RESTORATION SHOP AND TOOK LOOK AT VEHICLE AND RITTED OUT ENGINE CRADLE. CUSTOMER TOOK APART AND CAR IS AT HOME IN DRIVEWAY. CUSTOMER WANTED TO KNOW PROCESS HE HAS TALKED WITH NY112 ALREADY. WRITER EXPLAINED WOULD NEED TO HAVE CONFIRMED BY HYUNDAI DEALER AND IF VERIFIED WILL CONTACT THE DPSM TO AUT REPAIRS. CUSTOMER SAYS HE WOULD LIKE TO KNOW IF DEALER

5/1/08 (IM)ERCA WRITER CALLED CUSTOMER WORKING WITH DEALER AND DEALER MAKING REPAIRS.□

□

Cust states:□

1. Would like to Thank AD/CVG/CM for all assistance.□

□

---Writer gathered cust info, and will document compliment. Cust thanked writer, end call.□

□

--Case closed--

CUST STATES □

1. APR 21 VEH HEARD NOISES □

AND LOST CONTROL PULLED TO LEFT WHEN INSPECTED LEANING DOWN□

LOWER SUB FRAME AFRAME CORROSION□

2. NOW JNA AUTO REPAIR SOMMerville , MA @ DANH 781558734□

--WRITER PERSUADED CUST TO GET VEH TO MIRAK MA024 FOR A DIAGNOSIS□

WRITER WILL LEAVE CASE OPEN

Cust stated:□

1. Veh has been towed to MIRAK dlr MA024. □

2. Expecting HMA to assist in this issue.□

3. Purchased 5 brand new Hyundai's and one used car.□

----Writer assured cust that HCA will be doing everthing possible to resolve this issue to everyones satisfaction.

Cust stated:□

1. Why is there a deductible of \$100.00 for the sub-frame repair?□

2. Rental coverage is another issue on this repair - wife needs car for work□

----Writer adv that these questions do not have ans today but will be looked at tomorrow when dlrsp is open.

CUST STATES.□

1. DOES HYUNDAI OFFER RENTAL ASSISTANCE?□

--WRITER THANKED CUST FOR CALLING, VERIFIED INFORMATION. ADVISED CUST THAT HYUNDAI ONLY OFFERS RENTAL ASSISTANCE WHEN A PART IS ON BACK ORDER. CUST UNDERSTOOD.

CALL TO SERVICE MANAGER LES HESLER WHO IS WORKING ON THE RUST WITH THE

CUST AND HAS UNCOVERED OTHER COMPONENTS NOT COVERED CUST IS NOT WANTING TO PAY

cust states□

1. cust going to work this morning and the veh about wrecked.□

2. cust driving strait the then the veh drove off the side of the road by it's self. □

3. cust drove the veh very slowly home.□

4. cust's husband verified that the frame is rusted in two on the front unibody/engine cradle.□

5. cust doesn't feel safe driving this veh to the Hyundai dlr.□

6. cust states the cust can get the veh to the dlr for diagnosis.□

7. cust feel's this should be fixed under warranty due to the cust's frame should have lasted a lot longer.□

--writer thanked cust for calling HCA, writer verified and created case for the cust. writer verified that the cust is ok. writer got information from the cust. writer informed the cust that the cust need's to bring this veh to the Hyundai dlr immediately for diagnosis. cust understood.--□

***** OPEN TO REGION NOTES*****□

1. during the cust's ride to work the cust's veh drove off the side of the road on it's own. cust states the unibody frame and engine cradle look's to be rusted in half from the inside out.□

2. veh has never been to a Hyundai dlr for this concern.□

3. this first time this has happened to the cust's veh at 72743 miles, 4/28/08□

4. cust veh currently at cust's home, cust taking veh to WV014 for diagnosis of this cust's concern□

5. tech line nor DPSM has been involved at this time. □

Attn Region:□

---□

-Fwd to region due to a rusted subframe.□

-The customer states during the customer's ride to work the customer's vehicle drove off the side of the road on it's own. states the body frame and engine cradle look's to be rusted in half from the inside out.□

- The vehicle has never been to a Hyundai dealer for this concern.□

- this first time this has happened to the customer's vehicle at 72743 miles, 4/28/08□

- vehicle currently at customer's home, taking vehicle to WV014 for diagnosis of this customer's concern.□

---□

Fwd file to region.

CUST STATE: □

1. MECHANIC INFORMED CUST THAT SUB FRAME IS RUSTED. □

2. INQUIRING ABOUT THE WARRANTY ON THE SUB FRAME.□

3. VEH HAS NOT BEEN TAKEN TO DLR. □

--WRITER VERIFIED CUST INFO AND UPDATED. WRITER ADVISED CUST THAT VEH WILL NEED TO BE TAKEN TO DLR FOR PROPER DIAGNOSTIC. WRITER INFORMED CUST THAT WRITER WILL FORWARD CONCERN TO HIGHER PERSONNEL TO RESEARCH CONCERN. WRITER INFORMED CUST THAT CUST SHOULD BE CONTACTED WITHIN 3-4 BUSINESS DAYS. WRITER PROVIDED CUST WITH CASE NUMBER. CUST STATES THAT CUST WILL BE WITHOUT VEH. □

--INFORMATION TO OPEN TO REGION. □

1. WRITER OPENING FILE TO REGION DUE TO CUST HAS A RUSTED SUBFRAME ON VEH. VEH IS A 1999 SONATA WITH ABOUT 82,000 MILES. VEH HAS NOT BEEN DIAGNOSED BY DLR, BUT WAS DIAGNOSED

Attn Region:□

---□

-The vehicle's subframe rusted out.□

- The customer feels this should be covered.□

-The vehicle has not yet been to a Hyundai dealer but is going to go to IL063.□

---□

Fwd file to region.

THE CUSTOMER CONFIRMS THAT THE REPAIRS ARE BEING DONE AT THE DEALER NOW.

Cust states:□

1. Veh is at an IO&O, and IO&O informed cust that the Subframe has rusted out.□

2. Was told by a DLR that there is no rust warranty. □

3. Was told to call HCA to see is assistance is available.□

□

---Writer gathered cust info, and informed cust that if cust can get veh to DLR, Writer can attempt to assist. cust feels that the chances that HCA will not assist is enough that cust would like to consider options before any decision is made. Writer provided name, extension, and case #. End call.□

□

CUST STATES:□

1. CUST WOULD LIKE EXT 54277□

--CM VERIFIED AND INFORMED CUST THAT EXT IS NOT AVAILABLE.□

2. CUST WOULD LIKE CM AT 54277 TO CALL HIM BACK, OR CUST WILL CALL BACK□

--CM THANKED CUST FOR CALLING HCA. PROVIDED CASE #

CUSTOMER STATES:□

□

1. NEED TO GET INFO TO CM NC□
2. CUST IS HAVING VEH TOWED TO DLR.□
3. VEH IS GOING TO HYUNDAI DLR IN AREA (SANSONES AUTO MALL NJ 034).□
4. CUST CAN BE REACH AT CELL #(Redact)□
5. CUST WOULD LIKE TO HAVE A CALL BACK AS SOON AS POSSIBLE.□

□

---WRITER---□

□

VERIFIED CUST INFO. DOCUMENTED CUST CONCERNS. ADV CUST THAT AT THIS TIME NC IS NOT AVAIL. ADV CUST THAT WRITER WOULD FORWARD A MESSAGE TO NC. CUST UNDERSTOOD AND CUST STATES:□

1. CUST CALLING FOR EXT 54277□
- CM VERIFIED AND INFORMED CUST THAT CM IS CURRENTLY NOT AVAILABLE, WITH APOLOGY.□
2. CUST IS CALLING BACK IN A FEW MINUTES.□
- CM THANKED CUST FOR CALLING HCA.

Cust states:□

1. The veh is in the DLR. Waiting for next step.□
2. Would like to know what to do now.□

□

---Writer gathered cust info, and informed cust that Writer will contact DLR tomorrow (4/30/08), and forward to CUST STATES:□

1. CRADLE (SUB FRAME) ON VEH IS RUSTED OUT□
2. HEARD THAT HYUNDAI HAD SOME CONCERNS WITH SAME RUST PROBLEM AND WOULD LIKE TO KNOW IF HYUNDAI COULD LOOK AT CUST□

WRITER STATES:□

1. APOLOGIZED TO CUST FOR RUST CONCERN□
2. CREATED CUST A CASE□
3. EXPLAINED TO CUST THAT WRITER WOULD SEND CUST CONCERN TO REGION□

---WRITER LET CUST KNOW THAT WRITER WOULD NEED CUST VIN#. CUST SAID THAT AS SOON AS

Cust states:□

1. Would like to speak with AD/CVG/CM.□

□

---Writer informed cust that CM is unavailable. offered to assist. Gathered VIN, and Mileage, Cust would like to speak with CM further. End call.□

□

KMHWF25S8YA(Redact)□

127,530□

□

WRITER STATES:□

1. CONTACTED CUST □
2. VERIFIED THAT CUST TOOK VEH TO HYUNDAI DLR□

CUST STATES:□

1. DLR (ME002) IS THE ONE THAT FOUND THE RUSTED SUB FRAME□

---WRITER THANK CUST FOR PROVIDING INFO AND LET CUST KNOW THAT WRITER WILL CONTACT DLR AND SEND CUST CONCERN TO REGION. CUST UNDERSTOOD AND THANKED WRITER.

WRITER STATES:□

1. CONTACTED DLR (ME002)□
2. SPOKE WITH DOUG (SVC MGR)□
3. ASKED DOUG FOR INFO ON CUST RUST CONCERN TO SEND FOR OPEN TO REGION□

DLR (DOUG-SVC MGR) STATES:□

1. CUST BROUGHT VEH IN ON 04/10/08 FOR STATE INSPECTION□
2. VEH FAILED INSPECTION DUE TO RUSTED SUB FRAME□
3. DLR HAS ATTEMPTED TO CONTACT DPSM AND LEFT A MESSAGE FOR DPSM TO CONTACT DLR□
4. DLR ALSO EMAILED DPSM ALL VEH INFO□
5. DLR IS WAITING FOR DPSM TO CONTACT DLR.□

---WRITER THANKED DLR FOR TAKING WRITER'S CALL AND PROVIDING INFO ON CUST RUSTED SUB OPEN TO REGION NOTES:□

WRITER STATES:□

1. WRITER IS SUBMITTING CASE TO REGION DUE TO SUB FRAME RUSTED□
2. VEH WENT TO DLR (ME002) FOR STATE INSPECTION AND FAILED DUE TO RUSTED SUB FRAME□
3. STATE INSPECTION WAS DONE ON 04/10/08 @ 127,010 MILES□
4. CUST CURRENTLY HAS VEH. CUST IS TAKING VEH TO DLR ON 05/01/08□
5. DLR HAS ATTEMPTED TO CONTACT DPSM BY PHONE & E MAIL. DLR WAITING FOR DPSM TO CONTACT DLR BACK.□

Attn Region:□

---□

- SUBMITTING CASE TO REGION DUE TO SUB FRAME RUSTED□
- THE VEH WENT TO THE DLR (ME002) FOR STATE INSPECTION AND FAILED DUE TO THE RUSTED SUB FRAME□
- THE STATE INSPECTION WAS DONE ON 04/10/08 @ 127,010 MILES□
- THE CUSTOMER CURRENTLY HAS VEH. CUSTOMER IS TAKING VEH TO DLR ON 05/01/08□
- THE DLR HAS ATTEMPTED TO CONTACT DPSM BY PHONE & E MAIL. □
- THE DLR WAITING FOR DPSM TO CONTACT DLR BACK.□

---□

5/1/08(RM)ERCA WRITER SENT FILE INFO TO THE ATTN OF THE DPSM./MK TO CONTACT DEALER TO
5/9/08(RM)ERCA WRITER MONITORING FILE. REPAIRS NOT COMPLETED YET. SET FOLLOW-UP FOR
CUST EXEC LTR REC'D. ADDRESSED TO THE CEO. CUST STATES:□

-ON 3/5/08, WIFE WAS DRIVING VEH AND IT SUDDENLY VEERED TO THE RIGHT. P/SIDE FRONT WHEEL
HAD FOLDED.□

-INSPECTION SHOWS THAT THE ENG CROSSMEMBER (HYUNDAI PART NO. 62405-38101) HAD
COMPLETELY RUSTED THROUGH CAUSING THE WHL AXLE TO DISCONNECT AND THE WHL TO
FOLD.□

-VEH HAD BEEN IN GOOD WORKING ORDER PRIOR TO THIS. HAS 61K MILES.□

-WAS TOLD BY THE SVC MGR THAT THIS WAS AN INHERENT PROBLEM WITH THIS MODEL YEAR
SONATA.□

-THIS IS ALSO A GRAVE SAFETY ISSUE.□

-IT WOULD SEEM THAT HYUNDAI KNOWING OF THIS PROBLEM WOULD HAVE ISSUED A RECALL AS IT
AFFECTS THE SAFETY OF THE DRIVER AND PASSENGERS, NOT TO MENTION THE MONETARY COSTS
ASSOCIATED WITH THE REPAIRS.□

CALLED CT021 AND SPOKE TO JEFF-SVC. ASKED TO OBTAIN A COPY OF CUST'S R/O FOR REPAIR.
JEFF STATED THAT CUST VEH HASN'T BEEN IN THERE SINCE JUNE 2005, SO DIDN'T HAVE IT
REPAIRED AT DLR. WRITER ASKED IF CUST POSSIBLY WAS THERE FOR AN EST. JEFF STATED IT

CALLED CUST AND WAS LEAVING VM WHEN CUST'S WIFE ANSWERED THE PHONE. WRITER STATED THAT WAS CALLING FROM HMA. CUST STATED YES, ABOUT MY VEH. HUSB WORKS EVENINGS, CAN WIFE TAKE A MSG. WRITER STATED CAN DO THAT OR IF WOULD LIKE CAN SPEAK WITH HER. CUST AGREED. WRITER ASKED IF VEH HAD BEEN REPAIRED. CUST STATED YES. WRITER ASKED IF WAS DONE AT A HYUNDAI DLRSP. CUST STATED NO. DOES NOT DEAL WITH THAT DLRSP ANYMORE DUE TO CERTAIN REASONS. WRITER UNDERSTOOD. WRITER ASKED IF CUST CAN SEND R/O TO WRITER. WILL SEE WHAT CAN BE DONE. CANNOT GUARANTEE AN AMOUNT UNTIL HAS A CHANCE TO LOOK AT PPWK. CUST UNDERSTOOD. WRITER ADVISED THAT CAN HAVE CUST SEND IN ALL DOCS NEEDED

rec'd fax forwarded to nicole for handling.
REC'D PPWK FROM CUST VIA FAX. ATTACHED TO FILE.□

---WRITER NOTES THAT R/O IS VERY FAINT AND APPEARS TO BE HANDWRITTEN.□

□

---CALLED IRF - THE GARAGE TO OBTAIN A BETTER COPY, BUT NO ANSWER. WILL TRY AGAIN CALLED IRF. NO ANSWER. WILL CALL AGAIN TOMORROW MORNING.

CALLER IRF. MECH ANSWERED, BUT SAID WRITER WOULD NEED TO SPEAK WITH THE OWNER; HE WAS JUST THERE WORKING ON A CAR. WRITER STATED OK, HOWEVER MECH HUNG UP.□

-TRIED CALLING RIGHT BACK AND NO ONE WOULD ANSWER. WILL CALL AGAIN LATER.

CALLER CUST AND SPOKE WITH CUST'S WIFE. ADVISED THAT R/O COPY DID NOT COME THROUGH VERY CLEAR ON THE FAX. WRITER HAS BEEN TRYING TO GO THROUGH THE IRF TO OBTAIN A BETTER COPY SO AS NOT TO BOTHER THE CUST FURTHER, BUT IS HAVING A VERY DIFFICULT TIME EVEN GETTING ANYONE TO ANSWER THE PHONE. WRITER NEEDS A CLEARER COPY OF R/O IN CUST STATES:□

1. CUST SUB FRAME IS RUSTING OUT ON HIS VEH.□
2. CUST SENT AN EMAIL TO HCA REFERENCE # *080430-000019□
3. CUST DOES NOT WISH TO REPEAT EVERYTHING□
- 4 CUST IS GOING TO HAVE HIS VEH TOWED TO WV006□

□

--CM VERIFIED CM READ THROUGH THE EMAIL SENT TO HCA AND UPDATED CUST INFORMATION, CM INFORMED NO CAMPAIGNS OR RECALLS, CM ADVISED CUST NOT TO DRIVE HIS VEH IF INFACCT THE SUBFRAME IS RUSTED, CUST ADVISED TO HAVE HIS HYUNDAI SONATA TO THE DRLSP WV006 IF THIS WOULD BE THE NEAREST DLR, OR CUST CHOICE OF DLRSP. CM WILL BE CONTACTING CUST SRV CM CALLED SRV DLR WV006 TO SEE IF CUST VEH HAS BEEN TOWED IN AND TO GET A DIAGNOSIS REPORT. CM WAS UNABLE TO COLLECT THE NECESSARY INFORMATION TO PERHAPS FORWARD TO CM CALLED JASON THE SRV MNG, JASON INFORMED CM THAT JASON HAS ALREADY SPOKE TO THE DPSM REP, AND HAS ALREADY BEEN INSTRUCTED TO REPLACE THE SUB FRAME ON CUST VEH, DUE CUST STATES:□

1. HIT A SMALL POTHOLE OTHER DAY AND FOUND OUT THAT CUST SUB FRAME IS RUSTED OUT.□
2. HEARD THAT HYUNDAI HAS HAD SOME CONCERNS WITH VEH HAVING RUSTED FRAMES.□
3. WANTS TO KNOW WHAT CAN HYUNDAI DO TO ASSIST CUST□
4. VEH IS AT:□

PRINGLES AUTO BODY□
2720 SOUTH 34TH STREET□
KANSAS CITY, KS 66106□
(913) 432-6361 □

WRITER STATES:□

1. APOLOGIZED TO CUST FOR HAVING RUST CONCERN□
2. CREATED CASE FOR CUST□
3. EXPLAINED TO CUST HOW HYUNDAI IS LOOKING INTO CONCERN□

---WRITER EXPLAINED TO CUST THAT WRITER NEEDS TO GET CUST VIN# AND WILL SEND VEH CONCERN TO REGION AS SOON AS WRITER GETS CUST VIN#. WRITER LET CUST KNOW THAT IF CUST HAS NOT HEARD FROM HYUNDAI WITHIN 4-5 BUSINESS DAYS TO PLEASE CALL WRITER BACK.

CUST STATES:□

1. NEEDS TO GIVE VIN FOR THE CASE□
2. VIN IS KM8WF35V2XA(Redact)□

□
□
□
□
□

-----WRITER THANKED CUST FOR CALLING. WRITER TOLD THE CUST THAT WRITER WILL NOTE IN THE CASE THE VIN. WRITER STATED THE PHRASE THAT PAYS□

WRITER STATES:□

1. ATTEMPTED TO CONTACT CUST□
2. VIN# PROVIDED TO WRITER IS INCORRECT□
3. LEFT A VM FOR CUST TO RETURN WRITER'S CALL. LEFT WRITER'S INFO AND CUST CASE#.□

---1ST ATTEMPT---

CUST STATES:□

1. KMHWF35V2XA(Redact)□

□
□
□
□
□

-----WRITER THANKED CUST FOR CALLING. WRITER TOLD THE CUST THAT THE VIN IS CORRECT AND THAT THE SYSTEM HAS BEEN DOWN AND MAYBE THAT'S WHERE THE WRITER IS HAVING SOME CONFUSION. WRITER TOLD THE CUST THAT THE VIN IS REGISTERED TO ANOTHER OWNER AND THAT BECAUSE WE HAVE ALL OF THE INFORMATION WE WILL CHANGE IT. CUST OPEN TO REGION NOTES:□

1. WRITER IS SUBMITTING CASE FOR RUSTED SUB FRAME CONCERN. CUST WANTS TO KNOW IF HYUNDAI CAN ASSIST.□
2. VEH HAS NOT BEEN TO HYUNDAI DLR□
3. THERE ARE NO DATES. □
4. VEH IS CURRENTLY AT: PRINGLES AUTO BODY□
2720 SOUTH 34TH STREET□
KANSAS CITY, KS 66106□
(913) 432-6361 □
5. NO, TECHLINE NOR DPSM HAVE BEEN INVOLVED□
6. CUST HIT A SMALL POTHOLE AND CUST INS. FOUND THE RUSTED SUB FRAME□
7. WRITER IS NOT SURE IF THERE ARE ANY AFTER MARKET PARTS AS VEH IS AT IO&O□

Cust states:□

1. asked to speak with Angie regarding this case.□

--Writer advised cust that that CM is not now available, offered to assist. Reviewed notes, advised cust that this case is being referred to the region. Cust should be contacted by a Hyundai rep in 3-4 business days. Cust asked if Hyundai can cover the rental vehicle for the duration of this process. Advised cust that there is no provision in

ATTN REGION:□

---□

-THE VEHICLE HAS A RUSTED SUB FRAME CONCERN. CUSTOMER WANTS TO KNOW IF HYUNDAI CAN ASSIST.□

- THE VEH HAS NOT BEEN TO HYUNDAI DLR □

- THE VEH IS CURRENTLY AT: PRINGLES AUTO BODY□

2720 SOUTH 34TH STREET□

KANSAS CITY, KS 66106□

(913) 432-6361 □

-THE CUSTOMER HIT A SMALL POTHOLE AND CUSTOMER INS. FOUND THE RUSTED SUB FRAME.□

----□

-Cust has the go ahead from their insurance to fix the veh.□

-The cust can't wait for a dlrsp. the cust cant wait for the representatives due to the lack of their reply.□

-The cust will go have it fixed at a mechanic shop.□

---Writer tried transferring to

WRITER HAS LEFT A MESSAGE FOR THE CUSTOMER TO RETURN CALL.

THE CUSTOMER STATES THAT THE VEHICLE IS AT THE BODYSHOP AND HE DOES NOT KNOW IF THE BODYSHOP HAS STARTED WORKING ON THE VEHICLE. THE CUSTOMER WILL RETURN CALL TO WRITER .□

-----□

THE CUSTOMER RETURNED CALL. KS012 WILL MAKE ARRANGEMENTS TO PICK THE VEHICLE UP AND HAVE IT TAKEN TO KS012.□

cust states:□

1. the subframe on the veh has rotted out. □

2. it is completely out. □

3. found the problem on the own.□

4. has not been to any repair shops period. □

---writer verified cust informed cust that due to the concerns that □

cust shared the file is being forwarded to the regional office for highe□

escalation. cust understood. writer thanked cust for sharing concerns with writer, □

writer explained the process, and timeframe for regional requests. cust was grateful.□

writer gave name, ext., and case number. writer thanked cust for calling, and ended the □ call.□

---case pending---

Notes for open to region.□

1. this file is being forwarded as custs subframe rusted out. and has dropped. □

2. the cust has never been to a hyundai dlrsph, as was out of the warr when bought the veh 5 months ago. □

3. there are not dates for diagnostics, or repairs as this just happened within the last week.□

4. the veh is currently at custs address.□

5. the dlrsph has not been involved in any matter as of yet.□

6. the issue happened, the subframe corroded, and dropped.□

7. there are not after market parts taht could affect this concern.□

8. the dlrsph has not been involved as of yet.□

---case being forwarded for regional escalation.---

Attn Region:□

---□

-The customer's subframe rusted out.□

- The customer has not been to a Hyundai dealership for this concern.□

- The vehicle is currently with the customer.□

----□

Fwd file to region

5/8/08 (IM)ERCA WRITER CALLED CUSTOMER IN REGARDS TO CUSTOMER CONCERN WITH THE VEHICLE. CUSTOMER STATES HE WAS LOOKING AT THE CAR AND NOTICED UNDERNEATH THE CAR WAS ALL ROTTED OUT. CUSTOMER STATES CAR NOT DRIVABLE. CUSTOMER HAS NOT GOTTEN TO THE DEALER TO BE CHECKED INTO. CLOSEST DEALER IS NY086. WRITER ADVISED CAN ARRANGE WITH DEALER AND RSA TO HAVE CAR TOWED TO DEALER FOR DEALER TO INSPECT AND DIAGNOSE
5/13/08 (MI)ERCA WRITER CALLED AND SPOKE TO CUSTOMER MOTHER IN REGADRS TO CAR BEING TOWED TO DEALER FOR REPAIRS. MOTHER STATES SON JUST COMING HOME FROM WORK AND SHOULD WOULD HAVE HIM CALL.□

□

recvd cal back from customer customer will be at home and can have car towed to dealer ny086.□

□

writer confirmed address is 42 grant st auburn ny 13021. writer called rsa and spoke to frank to arrange special tow request. writer informed dealer car being towed to dealership□

Cust states:□

1. while driving this vehicle, a popping noise was heard while braking for stop light, vehicle lurched to a stop.□
2. has taken the vehicle to an indept. shop, was advised that the sub frame had rusted, broken.□
3. would like to know how Hyundai can assist in this matter.□
4. is a subsequent owner of the vehicle.□

--Writer updated owner info, dealership and mileage info. Advised cust to have vehicle taken to a dealership for a diagnosis of the sub frame to determine cause of damage. Gave case number. Advised cust that this matter will be referred to higher personnel, will be contacted by a Hyundai rep in 3-4 business days. Cust understood, had ***** OPEN TO REGION NOTES *****□

1. This case is being referred to the region as this is a case of damage to the sub frame due to corrosion. The vehicle has yet to be examined by a dealership, but will be soon. The cust wants to have this matter resolved as quickly as possible, but has not particular expectations.□
2. The vehicle has yet to be diagnosed by a dealership. Cust will be taking the vehicle to OH046 ASAP.□
3. The vehicle is presently at an indept shop.□
4. Neither the techline nor the DPSM have been involved as the dealership has yet to look at the vehicle.□
5. The subframe broke earlier when being driven and has remained so since.□
6. There are no after market parts affecting, raising this concern.□

Attn Region:□

---□

- The customer's subframe rusted out.□
- The vehicle has not yet been to a Hyundai dealer for diagnoses.□
- The vehicle is presently at an indept shop.□
- The customer is going to take the vehicle to OH046 .□

---□

Fwd file to region.

A MESSAGE HAS BEEN LEFT FOR THE CUSTOMER TO RETURN CALL.

CUST STATES:□

1. RECEIVED MESSAGE FROM REGION HOWEVER CUST STATES THAT CALLING THE # BACK DOES NOT WORK.□

WRITER EXPLAINED THAT WRITER COULD PUT AN FYI IN FOR SOMEONE TO CONTACT CUST ASAP WRITER JUST NEEDED CUST'S TELEPHONE #'S AND BEST TIMES TO CALL.□

2. CUST ASKED TO SPEAK WITH SOMEONE ELSE AS CUST THOUGHT THAT WRITER WAS JUST GIVING THE RUNAROUND□

WRITER STATED THAT WRITER WAS DOING ALL THAT COULD BE DONE AT THIS POINT AND EMPATHIZED WITH CUST'S SITUATION.□

THE CUSTOMER REPORTS THAT THE VEHICLE IS A THE DEALER NOW.□

-----□

PER BOB OF OH046 HE IS GOING TO CALLING THE DPSM AFTER HE GETS AN ESTIMATE TOGETHER . BOB STATES THAT THE CONTROL ARM AND THE FENDER HAVE ALSO BEEN DAMAGED.

Region updated no need for an FYI at this point.

CUST STATES:□

1. VEH IS BEING SERVICED FROM DLRSP□
2. HAS BEEN WAITING FOR A PART AND STILL HASN'T BEEN RECEIVED □
3. VEH HAS BEEN DOWN FOR OVER A WEEK□
4. WOULD LIKE RENTAL ASSISTANCE BECAUSE HYUNDAI HAS A DEFECTIVE VEH AND IT IS DOWN□

---WRITER EMPATHIZED WITH CUST. WRITER UPDATED CUST INFORMATION. WRITER EXPLAINED TO CUST THAT RENTAL ISN'T A PROVISION OF THE WARR. CM DOES SHOW HYUNDAI IS ASSISTING CUST WITH THIS REPAIR. CM WILL SEND AN FYI TO THE APPROPRIATE PERSONNEL ADVISING OF THE REQUEST FOR RENTAL ASSISTANCE. CUST STATES:□

1. DOESN'T MATTER IF VEH IS OUT OF WARR WHEN A VEH IS DEFECTIVE AND NEEDS REPAIRED□
2. DOESN'T CARE CM IS SAYING RENTAL ISN'T A PROVISION OF THE WARR HYUNDAI NEEDS TO GIVE CUST A VEH OR MAKE THE DLRSP GIVE CUST A VEH□
3. THIS IS HYUNDAI'S FAULT FOR MAKING A VEH THAT IS DEFECTIVE□

--WRITER CALLED AND SPOKE WITH SVC MGR BOB WHO STATES:□

1. CRADLE IS BEING REPLACED PART# 62405-38600□
2. DPSM HAD TO RELEASE PART AND IT WAS SHIPPED AT MIDNIGHT 5/12/8□
3. WILL BE AT DLRSP WEDNESDAY AT LATEST□
4. BODY WORK WILL NEED TO BE DONE AFTER DLR

When sending an FYI put notes under note type general. FYI notes should state the customer's current concern

--CUST STATED:□

1. THAT THE CRADLE ON VEH HAS TOTALLY RUSTED OUT.□
2. CUST CANT EVEN TURN THE WHEEL □
3. WOULD LIKE TO KNOW IF THERE IS STILL WARR COVERAGE.□

--WRITER VERIFIED CUST INFO AND UPDATED MILEAGE. WRITER INFORMED CUST THAT THER

Please contact the customer and probe further. If this is a rusted subframe issue this case should be opened to

--WRITER CONTACTED CUST BACK TO SEE IF VEH WAS TAKEN TO DLR. CUST STATED THAT YES THE VEH IS THERE NOW.□

--WRITER CONTACTED DLRNY111 FOR INFO ON VEH. WRITER SPOKE WITH SERVICE MANAGER ERIC. ERIC, SM INFORMED CUST THAT THE SUB FRAME HAD RUSTED OUT ALSO INFORMED THE WRITER INFORMATION FOR REGIONAL LIAISON.□

1. THE SUBFRAME ON CUST VEH HAS TOTALY RUSTED OUT.□
2. THERE WERE NO CONCERNES ABOUT THE VEH UNTIL IN BECAME VERY HARD TO TURN STEARING WHEEL.□
3. DLR CONTACTED NY11,1 SPOKE WITH ERIC THE SERVICE MANAGER.□
4. SERVICE MANAGER STATED THAT THIS IS THE FIRST TIME THIS ISSUE WAS BROUGHT TO DLR ATTENTION.□

5 THE DATES, TIMES AND DIAGNOSES ARE AS FOLLOWS.□

05/05/2008 11:55 75,800 MILES SUBFRAME ROTED.□

6. VEH CURRENTLY AT DLR NY111 FOR REPAIRS.□

7. DLR IS REPAIRING VEH.□

Attn Region: □

---□

- THE SUBFRAME ON CUSTOMER VEH HAS TOTALLY RUSTED OUT. □
- THERE WERE NO CONCERNS ABOUT THE VEH UNTIL IT BECAME VERY HARD TO TURN THE STEERING WHEEL. □
- NY111 SPOKE WITH ERIC THE SERVICE MANAGER. □
- THE SERVICE MANAGER STATED THAT THIS IS THE FIRST TIME THIS ISSUE WAS BROUGHT TO THE DLR'S ATTENTION. □
- THE DATES, TIMES AND DIAGNOSES ARE AS FOLLOWS. □
- 05/05/2008 11:55 75,800 MILES SUBFRAME RUSTED. □
- VEH CURRENTLY AT DLR NY111 FOR REPAIRS. □
- THE DLR WELCOMES REGIONAL ASSISTANCE □

5/8/08 (iM)ERCA WRITER CALLED DEALER AND SPOKE TO SM/ERIC . DEALER STATES HAS PART AND INSTALLING CUSTOMER HAS BEEN ADVISED BY DEALER. WRITER THANKED FOR ASSISTANCE. □

□

WRITER CLOSING FILE AT THIS TIME

CUSTOMER STATES: □

1- WAS TOLD BY PEP-BOYS THAT THE SUB-FRAME OF THE VEH HAS RUSTED OUT, AND CUSTOMER WANTS TO KNOW WHAT HYUNDAI WILL DO ABOUT IT. □

WRITER VERIFIED CUSTOMER INFORMATION AND LET THE CUSTOMER KNOW THAT WRITER WOULD BE GETTING THIS CASE FORWARDED TO THE APPROPRIATE PERSONNEL FOR HANDLING. WRITER

1- Writer is submitting this file to Region due to the fact that the customer's sub-frame has rusted out, and the customer is very upset. □

2- There is no current diagnosis from a dlr on this issue. □

3- There is no current diagnosis from a dlr □

4- The customer currently has the vehicle, but has been advised to take the veh in to a dlr as soon as possible. □

5- The techline and DPSM are not involved currently. □

6- The issue is always present. □

7- There are no after market parts that would raise this concern. □

Attn Region: □

---□

-The customer's subframe has rusted out. □

- The customer has not yet been to a Hyundai dealer but will go ASAP. □

---□

Fwd file to region.

REGION CONTACTED OH048 SRV MAN TO REVIEW CUST COMMENTS. DLR TO CONTACT WRITER OWNER STATES THAT VEHICLE IS PRESENTLY BEING INSPECTED AT OH048.

Cust states: □

1. was driving the other day when suddenly Cust heard a noise □

2. the steering disappeared and Cust couldn't drive the veh anymore □

3. Cust was able to get veh to Thompson Hyundai MD008 where they determined the sub frame was rusted out □

4. Cust states the DLRSP has never seen anything like this before □

5. Cust went on Internet to the NHTSA website where Cust found there is an investigation into the sub frame problem □

6. at this point repairs are going to run \$2000 □

-Writer states: would like to get this forwarded to region for assistance , Writer to contact the DLRSP to get diagnosis, mileage and any information relating to this issue. then writer will submit the file to Region. □

Writer calling Thompson Hyundai MD008 410 288 5700 spoke to Service who states: □

1. cust came in with veh pulling to one side □

2. DLRSP determined veh sub frame is badly rusted, the subframe has given way causing the body to pull resulting in the steering wheel being off center which in turn is making a noise. □

3. The Hyundai rep is due by the DLRSP tomorrow 5/7/08 and might do parts or go 50/50 □

Information for Opening File to Region for Sub frame rust/corrosion

1. Writer is submitting file to region because veh subframe has rusted so badly that it's given way which caused the body to pull which in turn made the steering wheel off center which resulted in a noise. DLRSP cannot say why the sub frame rusted so badly. Hyundai Rep is going to be at the DLRSP tomorrow 5/7/8 to look at the veh.
2. issue started recently when Cust was driving along and suddenly there was a noise and the steering seemed to disappear and Cust couldn't drive the veh anymore.

Veh has been at the DLRSP since

3. Thompson Hyundai MD008
4. veh in on 5/5/08 at 105,530 miles veh diagnosed as having rusted subframe that gave way
5. there are no aftermarket parts affecting/raising this concern. DLRSP doesn't know why the subframe rusted.
6. Veh is currently at the DLRSP

Attn Region:

-The vehicle's subframe rusted out.

- Thompson Hyundai MD008

- the vehicle was at the dealer on 5/5/08 at 105,530 miles vehicle diagnosed as having rusted subframe that gave way

-there are no aftermarket parts affecting/raising this concern.

-The DLRSP doesn't know why the subframe rusted.

-vehicle is currently at the DLRSP

- DLRSP has not contacted Tech support/DPSM, however the Hyundai rep is going to be at the DLRSP on 5/7/8 to look at the vehicle.

SRCA CONTACTED DPSM FOR STS ON CUST'S VEHICLE CONCERN. DY/SRCA

PER DPSM: REPAIR WILL BE DONE AT NO COST TO CUST. DY/SRCA

SRCA CONTACTED CUST TO ADVISE OF DPSM'S DECISION. CUST NOT AVAIL AND NO VMX AVAIL TO

Cust states:

1. Subframe rusted through on veh.
2. Has not been to DLR yet.
3. Looking for assistance.

---Writer gathered cust info, and informed cust that without a DLR diagnosis, Writer cannot assist. Cust understands. Provided name, extension, and case #. End call.

CUSTOMER STATES:

- 1.CUSTOMER STATES THAT THE SUB FRAME IN THE CAR HAS RUSTED,
- 2.CALLING TO SEE WHAT CUSTOMER SHOULD DO NEXT TO GET THIS TAKEN CAR OF
- 3.CUSTOMER DOES NOT BELIEVE THIS SHOULD BE HAPPENING IN A CAR THAT HAS BEEN TAKEN CAR OF...

---WRITER THANKED CUSTOMER FOR CALLING VERIFIED AND UPDATED INFORMATION AND ADVISED CUSTOMER THAT CAR NEEDS TO BE TAKEN TO A HYUNDAI DEALERSHIP, SO DEALER CAN DETERMINE IF PROBLEM IS WEAR AN TEAR OF MANUFACTURE DEFECT, CUSTOER WILL HAVE CAR TOWED TO DEALERSHIP TO HAVE CAR INSPECTED

GAVE CASE NUMBER AND EXTENTION THANKED CUSTOMER FOR CALLING

Cust states:

1. Sub Frame is rusted, and Cracked. Cust is looking for assistance from Hyundai. Would like a Rental, as DLR isn't providing one.
2. DLR claims part is on back order, and doesn't feel safe at all.

---Writer gathered cust info, and informed cust that Writer will need to call DLR, and acquire appropriate info. Cust is busy, and has to go to work. Writer will return call after info is Gathered. End call.

DLR MA034 (Carlos, Assistant Svc Mgr) states:□

1. Svc Mgr is out for the Day.□
2. Veh came in on 5/1/08 @ 107,000 with a cracked subframe.□
3. The part is on back order. DPSM is aware of the situation. DLR is waiting for 4 Subframe's. There is no ETA□
4. The Part # is: 6240538101.□

□

---Writer thanked DLR, end call.

Part Expeditor (Jay) States:□

1. Part is on Back order. DPSM needs to authorize the release of parts.□

□

---Writer thanked Parts expeditor, end call

ABROWN/CVG/LCM APPROVED 3 DAYS RENTAL AT \$35.00 A DAY DUE TO BACK-ORDERED PARTS.

Writer contacted Cust, and informed cust that Hyundai has approved rental for 3 days at 35.00 a day. □

□

Cust states:□

1. This is unacceptable. Cust will not pay for cost up front.□
2. Cust doesn't want to have to pay for assistance.□
3. This isn't cust's fault.□
4. It took Writer almost an Hour to provide nothing. □
5. If veh breaks before part comes, It will be Hyundai's fault. □

□

---Writer empathized. Will forward case to Higher personnel. Cust hung up.□

Note: Cust declined rental for 3 days at 35.00 a day.Thak you□

□

Forwarding to regional Liaison.

Open to Region notes:□

1. Writer submitting file to region due to a cracked Sub frame. Part is on Back order with No ETA. Cust is seeking assistance.□
2. This is the first time this has happened.□
3. The date and mileage is:□
5/1/08 @ 107,000- Cracked Sub frame.□
4. Cust currently has veh.□
5. There are no after market parts.□
6. DPSM is involved. Techline is not.□
7. there is no pattern of occurrence.□

Attn Region:□

----□

- submitting file to region due to a cracked Sub frame. Part is on Back order with No ETA. Cust is seeking assistance.□

-This is the first time this has happened.□

-The date and mileage is: 5/1/08 @ 107,000- Cracked Sub frame.□

- The customer currently has the vehicle.□

- There are no after market parts.□

-DPSM is involved. Techline is not.□

- there is no pattern of occurrence.□

- DLR is Requesting assistance.□

---□

5/7/08 (im)erca writer sent email to region service anaylsyt.gp to assist with getting part to dealer.□

□

part to be released to dealer and should have by end of week..□

□

writer closing file.

CUST STATES:□

1. SUBFRAME IS SEVERLY RUSTED. SAID CAN TOUCH SUBFRAME AND FINGER GOES THRU. INDEPENDENT DLR SAID OUT OF THEIR CAPABILITY TO FIX BECAUSE IT IS MESSING WITH THE INTEGRITY OF THE CAR/FRAME. CUST HAD VEH TOWED TO HYUNDAI DLR. TOW TRUCK IS UNLOADING VEH IN THE PARKING LOT NOW.□

HE SEARCHED ON THE INTERNET AND FOUND A LOT OF CASES AND WERE SPECIFIC TO THE RIGHT FRONT SUBFRAME WERE SEVERLY RUSTED. NSTHA# PE08029. CUST STATED THAT THE DLRSP SAID CUST PAY THE FIRST 100.00 AND DLR WILL PAY THE REST. CUST STATED THAT HE SAW ON THE INTERNET THAT THE CUST WITH SAME ISSUES PAID 0. □

□

RECEIVED CUST EMAIL:□

1. This is Fine Wu from Dayton, OH. I am writing this letter regarding an unexpected, very serious car structural problem just happened on my 1999 Hyundai Sonata (VIN# KMHWF25V1XA(redact)).□

2. One night about 10 days ago I heard a crunching sound when I drove over a□ small bump where is a couple hundred feet away from home.□

3. Then the next day the steering wheel suddenly tilted 45 degree toward left while I was trying to keep the car going straight, and with every turn the front tires felt slippery and loose.□

4. When I stop the car and checked, both the front tires were out of position, especially the right front one whose bottom is pulled outward and upper inward.□

5. I brought the car to a mechanic nearby and when they lift the car to check the control arms we were all shocked to see a huge rusting hole on the right front subframe under engine cradle, while the left side subframe seemed intact.□

6. It was almost broken and the mechanics told me that they never seen anything like that in 20+ years of service and even the body shops is doubtfully can fix that.□

7. So I called local Hyundai dealer in Centerville, OH for an appointment.□

8. These was all happened before I searched and found many postings on line and□ aware of the investigation of NHTSA (PE08029) for this specific car failure.□

9. The millage of my car was around 120,000 when it occurred. I also do the□ maintenance regularly and washed my car top to bottom after each or two snow□ accumulations. □

10. As far as I know it shouldn't happen under such normal driving condition.□

11. Therefore I am making this claim of complaint. I love this car because it ran great, therefore I will really appreciate if you can help me solve this problem. Thank you very much.□

---WRITER WAS UNABLE TO PULL INFORMATION IN SYSTEM, REQUESTED CUST TO CALL HCA TO CONFIRM VIN NUMBER PROVIDED AND FOR FURTHER ASSISTANCE. □

□

WRITER HAS NOT RECEIVED A CALL FROM CUST.□

□

---WRITER CLOSING CASE TILL CUST CALLS.

CUST STATES: □

1. CONTROL ARM RIPPED WAY FROM THE FRAME. □

2. LOST CONTROL OF THE VEH WHEN DRIVING. □

3. VEH WAS TAKEN TO INDEPENDENT SHOP, WHO FOUND THAT THE SUB FRAME RUSTED THROUGH. □

□

4. JUST PURCHASED A 2007 SONATA. □

5. FEELS THAT HYUNDAI SHOULD REPAIR VEH. □

--VERIFIED CUST INFO AND UPDATED. WRITER INFORMED CUST THAT VEH WILL NEED TO BE TAKEN TO DLR FOR PROPER DIAGNOSTIC. WRITER INFORMED CUST THAT CM WILL OPEN CONCERN TO HIGHER PERSONNEL TO RESEARCH CONCERN. WRITER PROVIDED CUST WITH CASE NUMBER. CUST

--INFORMATION TO OPEN TO REGION. □

1. WRITER OPENING DUE TO CUST VEH HAVING A RUSTED SUBFRAME. CUST WAS DRIVING VEH WHEN CUST LOST STEERING. VEH WAS TAKEN TO INDEPENDENT SHOP WHO INFORMED CUST THAT CONTROL ARM BROKE OFF DUE TO THE SUBFRAME RUSTED. □

ATTN REGION;□

----□

-THE CUSTOMER VEH HAS A RUSTED SUBFRAME. □

-THE CUSTOMER WAS DRIVING VEH WHEN CUSTOMER LOST STEERING.□

-THE VEH WAS TAKEN TO INDEPENDENT SHOP WHO INFORMED CUSTOMER THAT CONTROL ARM BROKE OFF DUE TO THE SUBFRAME RUSTED. □

- THIS THE FIRST TIME THAT VEH WAS SEEN AT DLR. □

- VEH IS BEING TAKEN TO DLR OH037.□

----□

WRITER SPOKE WITH MIKE OF OH037 HE WILL ADDRESS THE CUSTOMERS CONCERN WITH THE ENGINE CRADLE WHEN THE CUSTOMER ARRIVES.□

-----□

CUST STATES□

1.WAS ALREADY APPROVED FOR REPAIRS FOR RUSTING SUBFRAME □

2.WOULD LIKE TO KNOW IF CUST CAN ALSO GET ASSISTANCE FOR TOWING AND RENTAL VEH □

---WRITER---□

PULLED UP CASE AND VERIFIED INFO AND EXPLAINED THAT HYUNDAI DOES NOT REIMBURSE FOR RENTAL BECAUSE IT IS NOT A PREVISION OF THE WARRANTY AND AS FAR AS THE TOWING BECAUSE IT HAS BEEN SO LONG SINCE THE RSA HAS EXPIRED HYUNDAI IS NOT ABLE TO REIMBURSE FOR THAT WRITER TOLD CUST THAT IF IT WAS ONLY OUT OF RSA BY A COUPLE MONTHS THAN IT COULD

--CUSTOMER STATED□

1. FRONT CROSS MEMBER MOTOR MOUNT RUSTED OUT AND BROKE.□

--WRITER CONTACTED DEALERSHIP UT002. INFORMED THERE WERE NO CAMPAIGNS OR RECALLS ON THE VEH. INFOMRED THAT AS THE CUSTOMER WAS NOT THE ORIGINAL OWNER THE VEH DID

--WRITER CONTACTED PARTS AT DEALERSHIP UT002.□

--DEALERSHIP PROVIDED THE FOLLOWING PART NUMBERS:□

PART NUMBER FRONT:□

21910-38602□

PART NUMBER REAR:□

21930-38601□

PART NUMBER LEFT:□

21830-38550□

PART NUMBER RIGHT:□

21810-38710□

--WRITER UPDATED NOTES.

Customer States:□

1- Found that the engine cradle is rusted out.□

2- has not taken the veh to the dlr for this issue because there is no dlr near customer.□

Writer verified customer information and let the customer know that this case would be forwarded to region.

1- Writer is submitting this file to region due to the fact that the customer has discovered that the engine cradle is rusted out.□

2- Customer has not been seen by a dealer yet.□

3- Customer has been advised to get the vehicle to a dealer□

4- The customer currently has the vehicle. □

5- The techline and DPSM are not aware of this issue.□

6- The concern is always present.□

7- There are no after market parts that Hyundai is aware of.□

Attn Region:□

---□

- Writer is submitting this file to region due to the fact that the customer has discovered that the engine cradle is rusted out.□
- Customer has not been seen by a dealer yet.□
- Customer has been advised to get the vehicle to a dealer□
- The customer currently has the vehicle. □
- The tech line and DPSM are not aware of this issue.□
- The customer resides in Englewood ,OH.□

---□

MARK ATWOOD OF OH045 CONFIRMS THAT THE VEHICLE HAS ARRIVED. WRITER HAS INSTURTED CUST STATE: □

1. VEH HAS A RUST CONCERN. □
2. THE SUBFRAME ON THE PASSENGER SIDE IS MISSING ABOUT A FOOT OF METAL. □
3. VEH WAS TAKEN INTO DLR LAST YEAR. DLR DID NOT NOTIFY THAT THERE WAS A RUST CONCERN. □

□

--WRITER VERIFIED CUST INFO AND UPDATED. WRITER ACKNOWLEDGE CUST'S CONCERN. WRITER INFORMED CUST THAT VEH WILL NEED TO BE TAKEN TO DLR FOR PROPER DIAGNOSTIC. WRITER INFORMED CUST THAT WRITER WILL FORWARD CASE TO HIGHER PERSONNEL WITHIN HYUNDAI TO REVIEW CUST'S CONCERN. WRITER PROVIDED CUST WITH CASE NUMBER AND EXT. □

--INFORMATION TO OPEN TO REGION. □

1. WRITER OPENING TO REGION DUE TO SUBFRAME IS RUSTED ON VEH. VEH WAS DIAGNOSED BY MIDAS. VEH WILL BE TAKEN TO DLR. CUST FEELS THAT THIS SHOULD NOT BE HAPPENING TO VEH. □
2. THIS IS THE FIRST TIME THAT VEH HAS BEEN INTO

Attn Region:□

----□

- THE SUBFRAME IS RUSTED ON VEH. VEH WAS DIAGNOSED BY MIDAS. □
- THE VEH WILL BE TAKEN TO DLR. CUSTOMER FEELS THAT THIS SHOULD NOT BE HAPPENING TO VEH. □
- THIS IS THE FIRST TIME THAT VEH HAS BEEN INTO DLR FOR CONCERN. □
- THE VEH WILL BE TAKEN TO DLR NJ032. □
- THE VEH IS CURRENTLY AT MIDAS. □

---□

5/12/08(RM)ERCA WRITER ALERTED DPSM/PB SO THAT HE CAN REVIEW WITH DEALER AND AUTH cust states□

1. would like to speak to ASullivan□

--Writer thanked cust for calling HCA. Confirmed cust info. Advised cust that CM was unavailable. Offered assistance. Cust states that cust was contacted by dlr and dlr is now going to cover under warranty. Cust states that cust just purchased new tires and due to subframe issue tires are now bad. Cust would like some sort of Cust states:□

1. Wants an alignment covered under warranty. □
2. Cust feels this is a necessity that Hyundai provide this.□
3. Would also like tires covered.□

□

--Writer gathered cust info, and informed cust that an alignment is an adjustment, and not covered under warranty. Cust is upset. Writer also informed cust that the tires are not warranted by Hyundai. Cust hung up.□ Writer provided name.□

□

--Case closed--

---CUST STATED:□

1. WANTED TO KNOW MORE INFO FOR THE SUB-FRAME ON A 2000 SONATA RUSTING OUT.□

---WRITER STATED:□

UPDATED CUST INFO. INFORMED CUST THAT VEH NEEDS TO GO TO A HYUNDAI DLR TO BE

---WRITER KEEPING FILE OPEN UNTIL FURTHER IN INFO FROM 3RD PARTY DLR.

*** OPEN TO REGION URGENT***□

□

1. WRITER IS SUBMITTING FILE TO REGION DUE TO THE VEH SUB-FRAME CORROSION.□

□

2. THE VEH IS NOW AT DLRSHPA068.□

□

3. THERE ARE NO DATES AND REPAIR ATTEMPTS.□

□

4. VEH IS CURRENTLY AT DLRSHPA068.□

□

5. NO THE DPSM OR TECH LINE HAS BEEN INVOLVED.□

□

6. THE ISSUE STARTED TO OCCUR TWO WEEKS AGO.□

□

7. NO THERE ARE NO AFTER-MARKET PARTS AFFECTING OR RAISING THE CONCERN.□

□

8. NO DLR IS NOT REQUESTING REGIONAL ASSISTANCE.

Attention Region:□

Forwarding Case for Sub Frame Corrosion □

---□

The customer states:□

Vehicle has sub frame corrosion & needs repairs.□

Vehicle is at LANCASTER HYUNDAI (PA068)□□□

The customer is seeking resolution.□

---□

□

Troy Gordon□

Regional Liaison□

Hyundai Consumer Affairs□

801-736-3665□

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□

Writer reviewed file and will forward file to Region.□

*****ATTN REGION*****□

PLEASE NOTE ABOVE COMMENTS AND INVOLVE REGIONAL PERSONNEL AS NEEDED TO ASSIST DLR IN RESOLVING VEHICLE CONCERNS. PLEASE CLOSE FILE WITH COMMENTS SO THAT HMA NCA CAN SUPPORT. THANKS. □

---□

5/13/08(RM)ERCA WRITER FW'D FILE INFO TO THE ATTN OF THE DPSM/RW SO HE CAN CONTACT

5/13/08(RM)ERCA WRITER RECEIVED RESPONSE FROM DPSM. HE CONTACTED DEALER SERV MGR MIKE AND DPSM ADVISED THAT CAR IS OWNED BY A USED CAR OUTLET AND THAT IT IS NOT A REGISTERED VEHICLE AND THERE IS NO INSURANCE ON CAR. DPSM ADVISED "No vehicles will be repaired without a registered owner and insurance."□

□

DPSM ADVISED THAT SERV MGR MIKE WILL ADVISED USED CAR OUTLET THAT REPAIRS AT THIS TIME

Cust States: □

1. Cust was changing oil and saw massive amounts of rust including holes in sub-frame□
2. Wants to know what to do at this point with Veh□
3. Feels this is a safety concern□

== Writer thanked Cust for calling and verified Cust information. Writer explained to Cust Veh first will need to be taken to Hyundai DLRSHIP for DIAG. Once at DLRSHIP to call writer and HCA can proceed at that point for possible coverage. Cust understood and thanked writer for time. □

=== NOTES FOR OPEN TO REGION === □

□

1.Veh to be repaired for safety issues, covered by Hyundai.□

□

2. Veh has not been in for diag to DLRSHIP yet□

□

3. VEH is currently at 33,000 miles and has not been diag by Hyundai Dlr at this time□

□

4. Cust has veh a

Writer contacted DLR NY058 and spoke with SVC ADV Gladimier.□

Writer informed DLR Cust will be bringing Veh in for sub-frame issue and questioned DLR for possible loaner. Dlr will not provide loaner veh to cust as there is currently none available.□

Attn Region:□

----□

-The customer's subframe rusted out.□

-The customer feels this is a safety issue and is seeking a resolution.□

-The vehicle is going to NY058 for the repairs but the dealer has no loaner.□

----□

Alyssia Brown□

Regional Liaison□

Hyundai Consumer Affairs□

801-736-3665□

----□

Writer reviewed file and will FWD 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. □

-----□

5/14/08 (IM)ERCA WRITER CALLED AND LEFT MESSAGE FOR THE CUSTOMER IN REGARDS TO

5/13/08 (IM)ERCA WRITER RECVD MESSAGE FROM CUSTOMER THAT HE IS BRINGING CAR TO DEALER LATER TODAY TO BE DIAGNOSED. CUSTOMER WILL CALL WRITER WHEN AT DEALER

--CUST STATES: □

1. THE FRAME ON THE PASSENGER SIDE HAS RUSTED OUT.□

2. IS THIS SOMETHING THAT HYUNDAI IS AWARE OF.□

--WRITER VERIFIED CUST INFORMATION. WRITER INFORMED CUST THAT THERE IS NO CAMPAIGNS

---CUST STATED:□

1. TOOK VEH IN FOR AN ALIGNMENT AND THE TIRE COMPANY TOLD CUST THAT IT IS THE SUB-FRAME.□

2. CUST IS HAVING VEH TOWED TO DLRSHIP OH018 TODAY.□

---WRITER STATED:□

OPEN TO REGION URGENT

1. WRITER IS SUBMITTING FILE TO REGION DUE TO THE CUST IS HAVING PROBLEM WITH SUB-FRAME CORROSION.

2. THE VEH IS BEING TOWED TO DLRSHP OH018.

3. ON MAY 7TH 2008 THE VEH WENT TO GET ALIGNMENT AND TIRE COMPANY STATED THAT THERE IS SUB-FRAME CORROSION.

4. VEH IS CURRENTLY AT TIRE COMPANY BEING TOWED TO DLR.

5. NO DPSM OR TECHLINE HAS BEEN INVOLVED.

6. CUST STATED CUST NOTICED IT LAST WEDNESDAY.

7. NO THERE ARE NO AFTER-MARKET PARTS AFFECTING OR RAISING THE CONCERN.

LCM/ABOSC REQUESTED THAT CASE BE FORWARDED TO REGION ASAP.

AS VEHICLE IS IN TOW TO DLR AT THIS TIME.

WRITER AGREED TO OPEN AS REQUESTED.

Attention Region:

Forwarding Case to Region due to Sub Frame Corrosion

The customer states:

Took the vehicle in for an alignment and the tire company said the problem is due to the sub-frame is broken from corrosion.

Vehicle is being towed to Hyundai dealership today.

The customer is seeking resolution.

Vehicle is being towed to OH018 at this time.

Troy Gordon

Regional Liaison

Hyundai Consumer Affairs

801-736-3665

Writer reviewed file and will forward file to Region.

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

PLEASE NOTE ABOVE COMMENTS AND INVOLVE REGIONAL PERSONNEL AS NEEDED TO ASSIST DLR IN RESOLVING VEHICLE CONCERNS. PLEASE CLOSE FILE WITH COMMENTS SO THAT HMA NCA CAN SUPPORT. THANKS.

LEFT MESSAGE FOR BOB BRAUGHTIGAM OF OH018 REQUESTING A RETURN CALL. BOB BRAUGHTIGAM OF OH018 RETURNS CALL. VEHICLE IS IN THE PROCESS OF BEING REPAIRED. IT IS

RECEIVED CUST EMAIL □

1. Hello, to whom it may concern. My name is (Redact). I own 2 hyundais . One is a 2001 elantra and the 2nd is a 2000 Sonata. □
2. My sonata has 128,000 miles on it so i know it is over the warranty, but i wanted to let you know that my wife could have been severly injured or killed the other day when the frame that holds the engine in rusted out . □
3. The axle was broken while she was driving. □
4. My car was just in the shop for a front end alingment and 2 new tires. □
5. The mechanic said he did not see any damage at that time. □
6. When we had the car towed there the mechanic started poking around the frame to see what went wrong and the rust started falling as he knocked on the frame. □
7. It had rusted out from the inside out. It had no power to hold anything up. □
8. First of all I wanted this to be sent to you in case of any more problems like this occuring. It could lead to a lot of