

**PE08029/HYUNDAI-KIA
2002 EF FIELD REPORTS**



FTS Report

Created by Michael Smolinsky on 01/16/2007 07:31:03 PM.

* Required Fields

Submitted by Michael Smolinsky on 01/16/2007 07:44:20 PM. Finalized by Michael Smolinsky on 01/16/2007 07:44:20 PM.

This case was opened for 1 day.

Dealer Code	Model*	Year*	Mileage*	VIN*	Route to
PA018	Sonata	2002	34894	KMHWF35H42A [REDACTED]	FTS
Prod. Date	Priority*	CA Case #	Tech. Case #	Assistance Type	FTS Name*
06/04/2002	High			FPOR	Michael Smolinsky
Part Name	Part Number	P.C. Code#	S.C. Code#	TREAD Cat.*	
		CH04		02 Suspension system	

Target Date:	Comment:
01/16/2007	

Subject*:

2002 Sonata SUBFRAME RUSTED THROUGH- POTENTIAL VDS ISSUE

Condition*:

Vehicle arrived at dealer for no crank, no start condition.

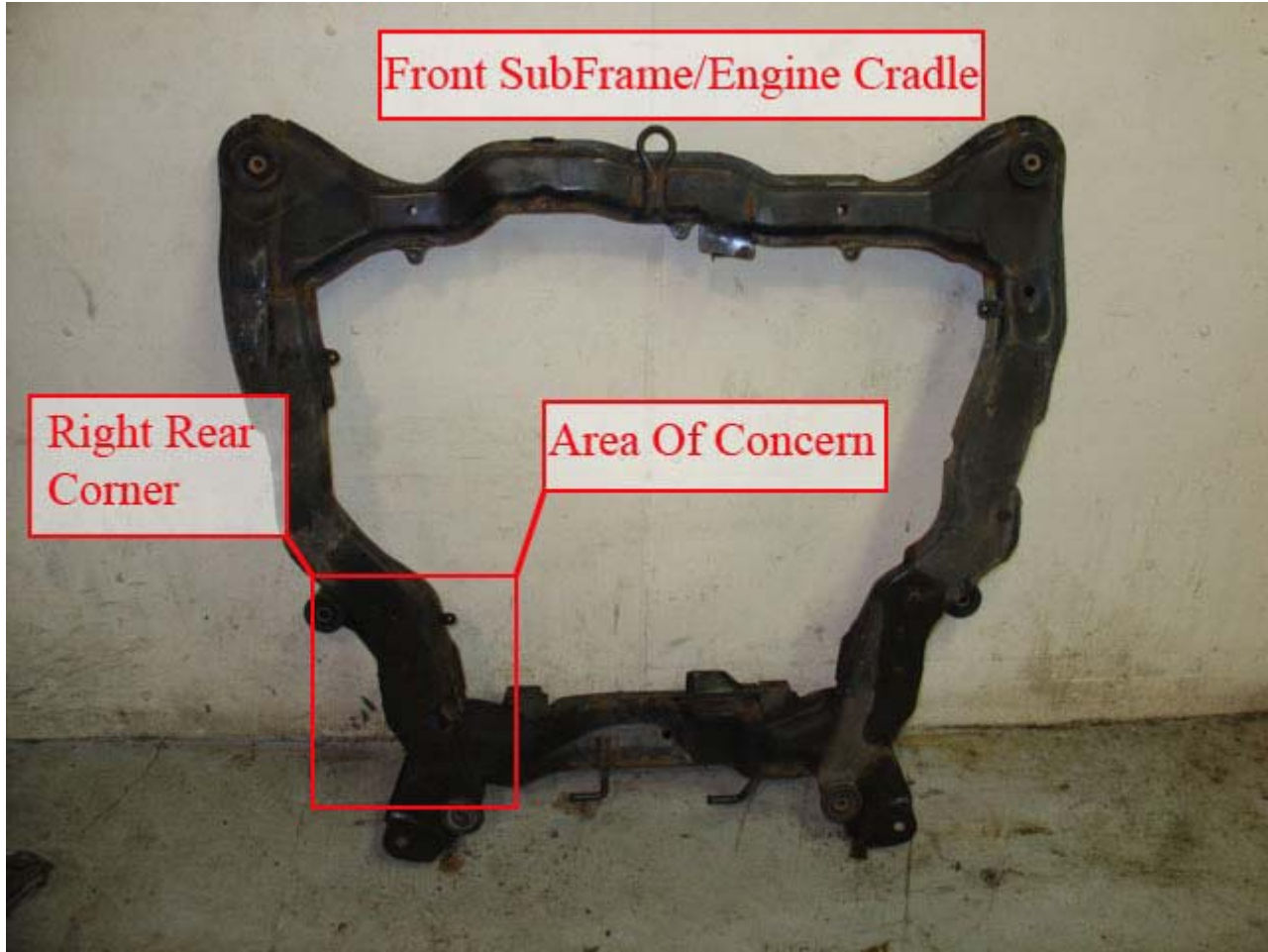
Technician noticed right rear corner of front subframe was rusted through completely.

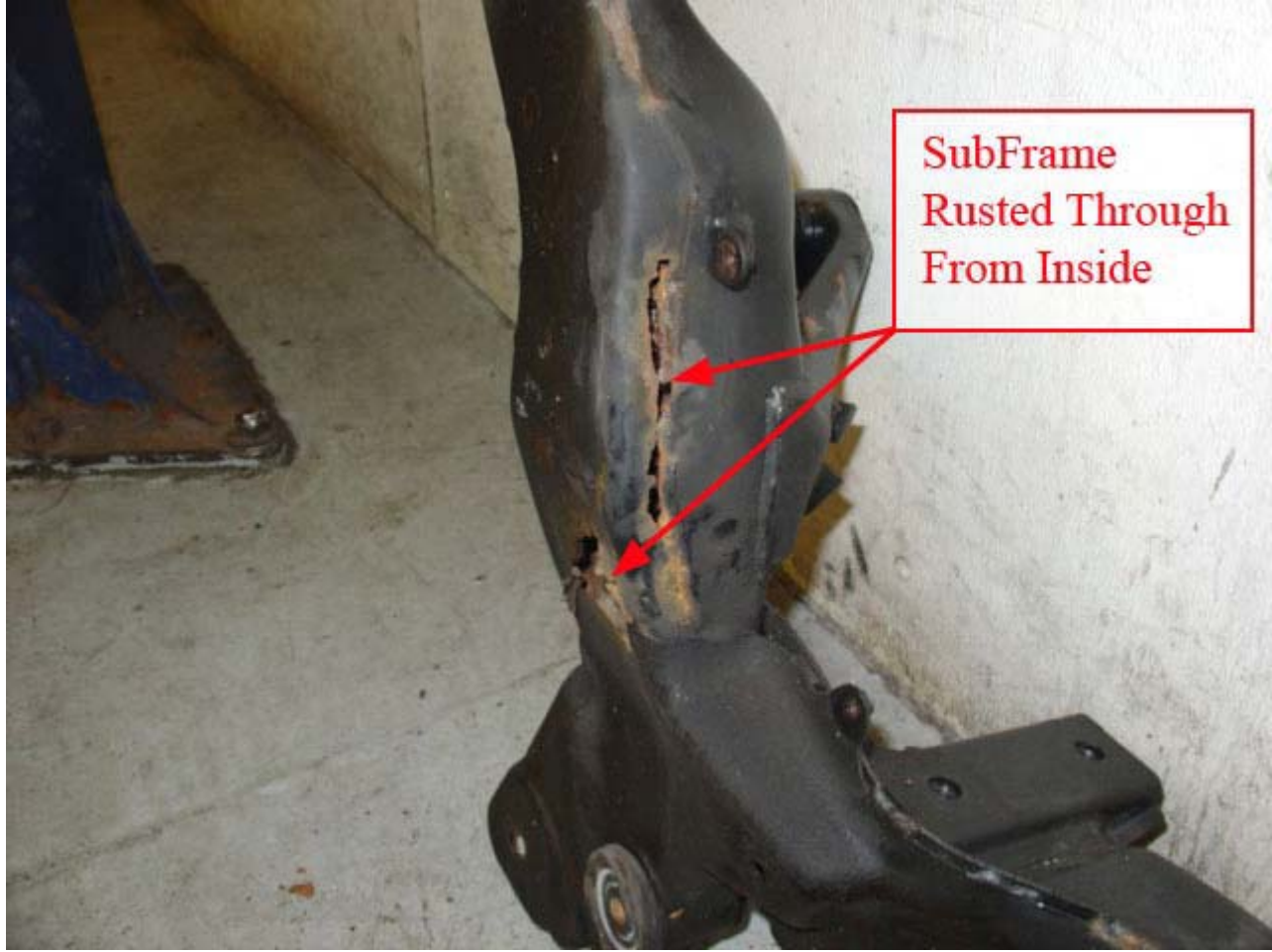
Dealer replaced subframe assembly.

Front SubFrame/Engine Cradle

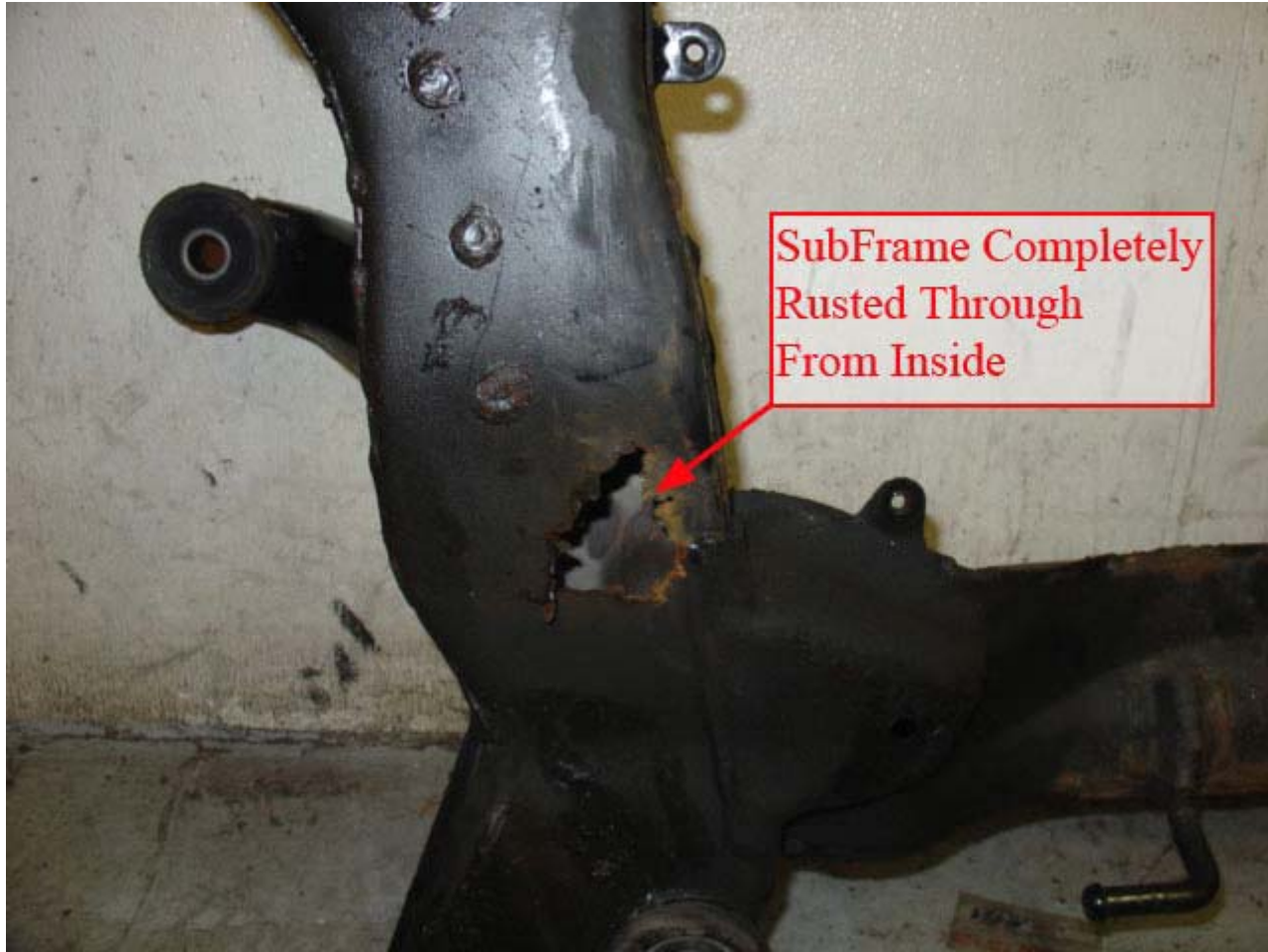
Right Rear
Corner

Area Of Concern





**SubFrame
Rusted Through
From Inside**



Vehicle History*:

-----< VEHICLE CLAIM HISTORY >-----

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
PA018	23096A	230969	12/27/2005	27,306	FUEL CUT VALVE INSTALLATION
PA018	230969	230969	12/27/2005	27,306	ARM ASSY-REAR UPPER (LH)
PA018	142740	142740	11/29/2004	18,747	RADIO ASSY-ETR
PA018	116012	116012	8/04/2004	16,432	SENSOR ASSY-OXYGEN
PA018	841370	984137	1/19/2004	12,243	BRAKE DISC MACHINING (BOTH SIDE
PA018	841371	984137	1/19/2004	12,243	ECM REPROG ONLY - NO REPL. (03
PA018	863195	863195	8/07/2002	8	PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis*:

Subframe rusting through from inside subframe assembly.

Corrective Action*:

Replace subframe assembly.

Reason(s) vehicle was not previously repaired:

NA

Picture(s) and Attachment(s):



DSC02027.JPG DSC02028.JPG DSC02030.JPG

Did this action resolve condition?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Condition verified by personal inspection of company employee?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Were Photos Taken?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Parts Inspected?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Parts Sent?	<input type="radio"/> Yes <input checked="" type="radio"/> No



FTS Report

Created by Richard Palahunik on 01/30/2007 08:49:24 PM.

* Required Fields

Submitted by Richard Palahunik on 01/30/2007 06:31:38 PM. Finalized by Richard Palahunik on 01/30/2007 06:31:38 PM.

This case was opened for 1 day.

Dealer Code		Model*	Year*	Mileage*	VIN*	Route to
PA057		Sonata	2002	40275	KMHWF35H62A [REDACTED]	FTS
Prod. Date	Priority*	CA Case #	Tech. Case #	Assistance Type	FTS Name*	
06/26/2001	High	NA	NA	FPOR	Richard Palahunik	
Part Name		Part Number	P.C. Code#	S.C. Code#	TREAD Cat.*	
CROSSMEMBER COMPL		62405-38300	PA01		16 Structure	

Target Date:	Comment:
01/30/2007	VDS

Subject*:

2002 SONATA - ENGINE CRADLE CORROSION - RR SIDE / CORNER RUSTED THRU.

Condition*:

Vehicle failed PA state inspection due to rusted frame crossmember. Right rear side rail at the corner is rusted thru.

Vehicle History*:

PA057	33398A	633398	00	G	7/18/2006	37,435	99OQRTR0	7/19/2006	A
PA057	633398	633398	00	L	6/19/2006	37,435	SLOANAZZ	7/19/2006	A
PA057	20740A	620740	00	R	12/28/2005	35,196	21B014R0	12/28/2005	A
PA057	178746	178746	00	B	1/28/2004	21,930	00275ATT		R
PA057	177551	178542	01	R	1/22/2004	21,879	21B014R0	3/19/2004	A
PA057	177551	178542	00	R	1/22/2004	21,879	21B014R0	1/29/2004	A
PA057	78542C	178542	01	R	1/22/2004	21,879	21B014R0	12/24/2004	A
PA057	78542C	178542	00	R	1/22/2004	21,879	21B014R0	11/12/2004	A
PA057	174226	174273	00	R	11/12/2003	20,347	31B041R0	12/18/2003	A
PA057	B70565	170565	00	W	9/17/2003	18,862	82430R0F	10/02/2003	A
PA057	170565	170565	00	W	9/17/2003	18,862	96210R00	10/02/2003	A
PA057	B55696	B55696	00	L	2/26/2003	12,768	SLOANAZZ	3/14/2003	A
PA057	155696	155696	00	W	2/26/2003	12,768	56910R00	3/12/2003	A
PA057	154139	154139	01	W	2/03/2003	11,017	95910ATT	3/19/2003	A
PA057	154139	154139	00	W	2/03/2003	11,017	92800ATT		R
PA057	138728	140326	00	R	6/27/2002	5,861	21B005R0	7/10/2002	A
PA057	B29250	129250	00	W	12/27/2001	1,331	98001A00	1/03/2002	A
PA057	129250	129250	01	W	12/27/2001	1,331	31010R00	2/20/2002	A
PA057	129250	129250	00	W	12/27/2001	1,331	31010RPO		R
NY013	04220A	404220	00	I	9/04/2001	5	PREDELIV	9/05/2001	A

Root Cause Analysis*:

Poor metal protection - lack of frame protective coating.

Corrective Action*:

Dealer to replace crossmember complete assembly.

Reason(s) vehicle was not previously repaired:

NA

Picture(s) and Attachment(s):







2002 Sonata - RH crossmember



2a513190 - frame- 003.jpg



2a513190 - frame - 001.jpg



2a513190 - frame - 004.jpg



2a513190 - frame - 007.jpg

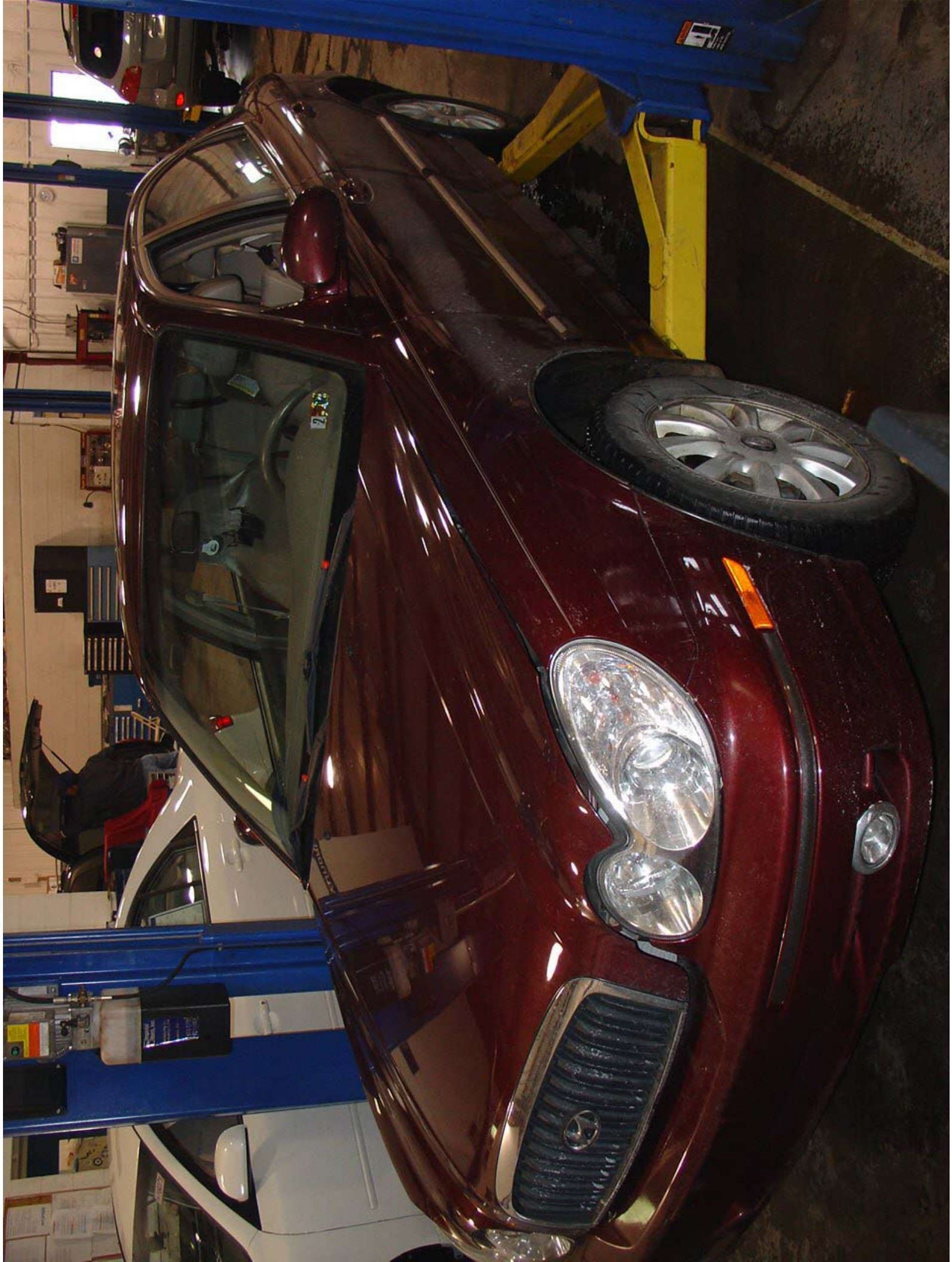


2a513190 - frame - 008.jpg



2a513190 - frame- 006.jpg

Did this action resolve condition?	<input type="radio"/> Yes <input type="radio"/> No
Condition verified by personal inspection of company employee?	<input type="radio"/> Yes <input type="radio"/> No
Were Photos Taken?	<input type="radio"/> Yes <input type="radio"/> No
Parts Inspected?	<input type="radio"/> Yes <input type="radio"/> No
Parts Sent?	<input type="radio"/> Yes <input type="radio"/> No





MODE

P R N D

000 40278

RESET









MANUFACTURED IN KOREA BY
HYUNDAI MOTOR COMPANY

JUN 26/01 GVWR 4233 LBS PAINT AR

GAWR 2337 LBS GAWR REAR 2017 LBS TRIM TI



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL
MOTOR VEHICLE SAFETY, BUMPER AND THEFT PREVENTION STANDARDS
IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE

V.I.N KMHWLF35H62A
PASSENGER CAR

**PE08029/HYUNDAI-KIA
2000 EF FIELD REPORTS**

 **HYUNDAI**
Field Product Observation Report

Sent to National on 11/29/2004 08:36:13 AM by John Ketwig.
Document created by John Ketwig on 11/29/2004 08:29:29 AM.

To: FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
Subject: Rust perforation		UPC:
Originator: John Ketwig	Report #: 1104001	Date: 11/29/2004
Dealer Code: CT028	Contact Person: Ken Chitjian	
VIN: KMHWF35V1YA [REDACTED]	Mileage: 58298	
Model: Sonata*	Model Year: 2000*	
Production Date:	Category: 16 Structure*	
Part Name: Crossmember complete	Part Number: 62405-38101	
Customer Complaint: No customer complaint, condition was seen while changing oil		
Dealer Observations: Crossmember / subframe has significant rust perforation		
Corrective Action: Replace crossmember		
Did this action resolve condition? <input checked="" type="radio"/> Yes <input type="radio"/> No		
Condition verified by personal inspection of company employee? <input checked="" type="radio"/> Yes <input type="radio"/> No		
Were Photos Taken? <input checked="" type="radio"/> Yes <input type="radio"/> No		
Parts Inspected? <input checked="" type="radio"/> Yes <input type="radio"/> No		
Parts Sent? <input checked="" type="radio"/> Yes <input type="radio"/> No		
Comment:		
 		
Photos attached. Dealer shippin MVC-002F.JPG old part to Casey Shah at HMA. MVC-001F.JPG		







FTS Report

Created by Richard Palahunik on 07/07/2005 04:07:26 PM.

* Required Fields

Submitted by Richard Palahunik on 07/07/2005 01:49:35 PM. Finalized by Richard Palahunik on 07/07/2005 01:49:35 PM.

This case was opened for 1 day.

Dealer Code	Model*	Year*	Mileage*	VIN*	Route to
PA063	Sonata	2000	60364	KMHWF35V6YA [REDACTED]	FTS
Prod. Date	Priority*	CA Case #	Tech. Case #	Assistance Type	FTS Name*
09/06/1999	Medium	NA	NA	FPOR	Richard Palahunik
Part Name	Part Number	P.C. Code#	S.C. Code#	TREAD Cat.*	
CROSSMEMBER COMPL	62405 38101	B003	PA01	16 Structure	

Target Date:	Comment:
07/07/2005	Durability concern.

Subject*:

2000 SONATA - FRAME OXIDATION / RUST THROUGH OF RIGHT REAR CROSSMEMBER.

Condition*:

Customer stated the engine cradle has rusted out.

Vehicle History*:

PA043 95434A 95434A 00 W 8/18/2004 51,400 39181R00 8/19/2004 A
PA028 96833C 096833 00 R 2/03/2004 44,464 31B043R3 2/04/2004 A
PA028 90105A 090105 00 W 9/25/2003 38,638 27430R00 9/29/2003 A
PA028 78142A 078142 01 W 2/18/2003 32,369 52710R00 3/04/2003 A
PA028 78142A 078142 00 W 2/18/2003 32,369 52710R00 R
PA028 77779A 077779 00 R 2/10/2003 32,000 10B052R0 2/12/2003 A
PA028 67818A 067818 00 R 7/16/2002 26,471 21B005R0 7/17/2002 A
PA043 12948A 12948A 00 W 3/04/2002 23,348 28910R00 3/06/2002 A
PA043 84030A 84030A 00 W 11/06/2001 20,479 37110R00 12/04/2001 A
PA043 84030B 84030A 00 W 11/06/2001 20,479 91101R00 11/13/2001 A
PA043 111699 23592A 00 R 11/14/2000 11,556 01B063R0 11/16/2000 A
PA043 23592B 23592A 00 G 11/14/2000 11,556 91700RZZ 11/17/2000 A
PA043 23592C 23592A 00 W 11/14/2000 11,556 91701R00 11/16/2000 A
PA043 18093A 18093A 00 W 10/10/2000 10,402 28910R00 10/16/2000 A
PA043 111899 65323A 00 I 11/05/1999 7 PREDELIV 11/18/1999 A
NJ523 002721 185820 00 R 10/18/1999 1 90A047A0 10/19/1999 A

Root Cause Analysis*:

Lack of protective coating on metal.

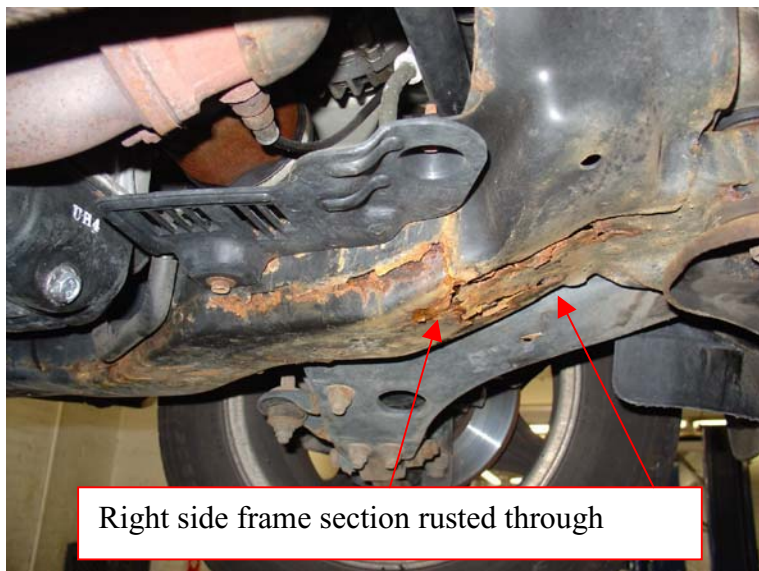
Corrective Action*:

Replace complete crossmember assembly.

Reason(s) vehicle was not previously repaired:

NA

Picture(s) and Attachment(s):



Right side frame section rusted through



Sonata frame PA063 005.jpg



Sonata frame PA063 001.jpg



Sonata frame PA063 002.jpg



Sonata frame PA063 003.jpg



Sonata frame PA063 004.jpg

Did this action resolve condition?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Condition verified by personal inspection of company employee?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Were Photos Taken?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Parts Inspected?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Parts Sent?	<input type="radio"/> Yes <input checked="" type="radio"/> No













FTS Report

Created by Ron McKendrick on 12/06/2005 08:35:20 AM.

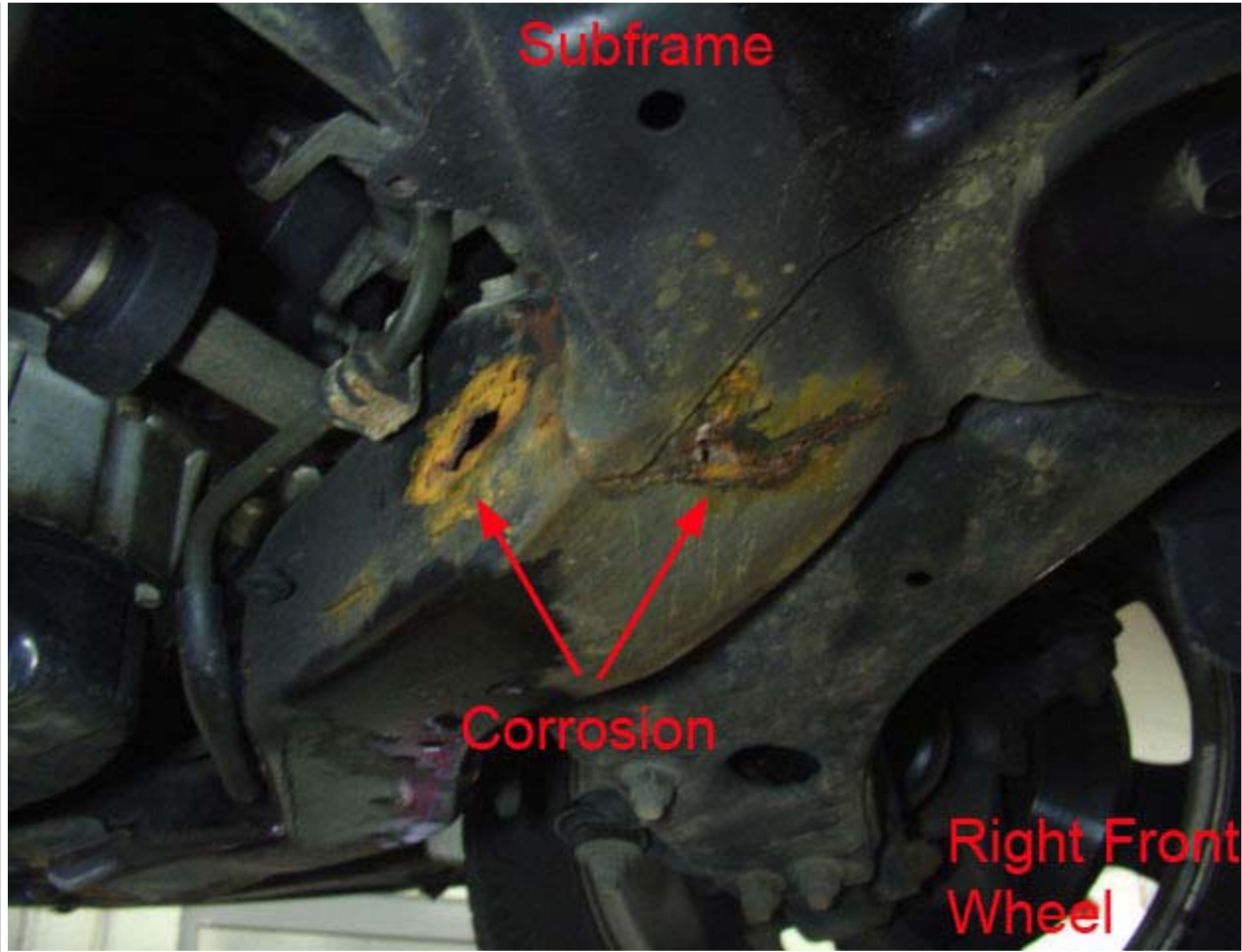
* Required Fields

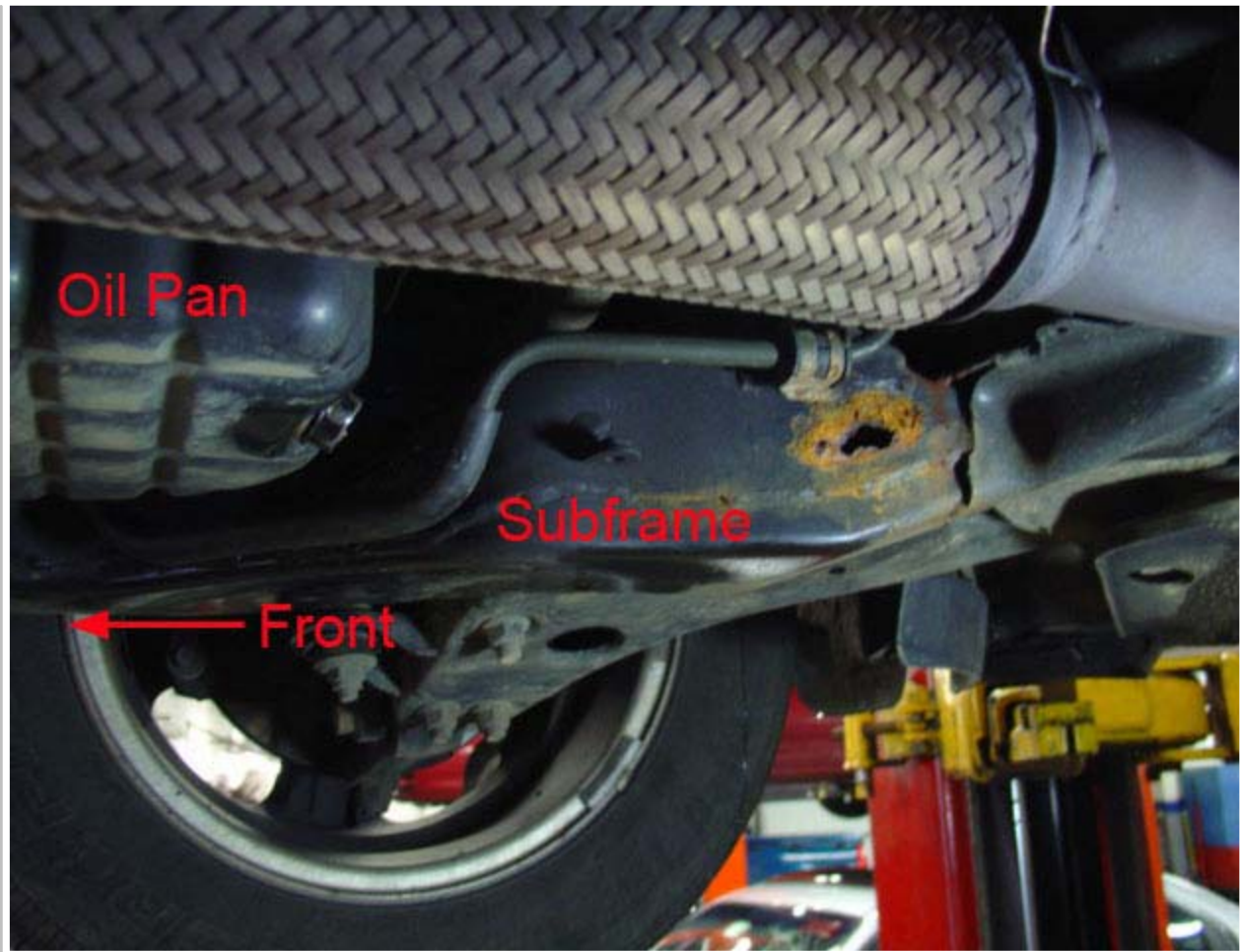
Submitted by Ron McKendrick on 12/06/2005 08:38:49 AM. Finalized by Michael Smolinsky on 12/09/2005 10:38:55 AM.

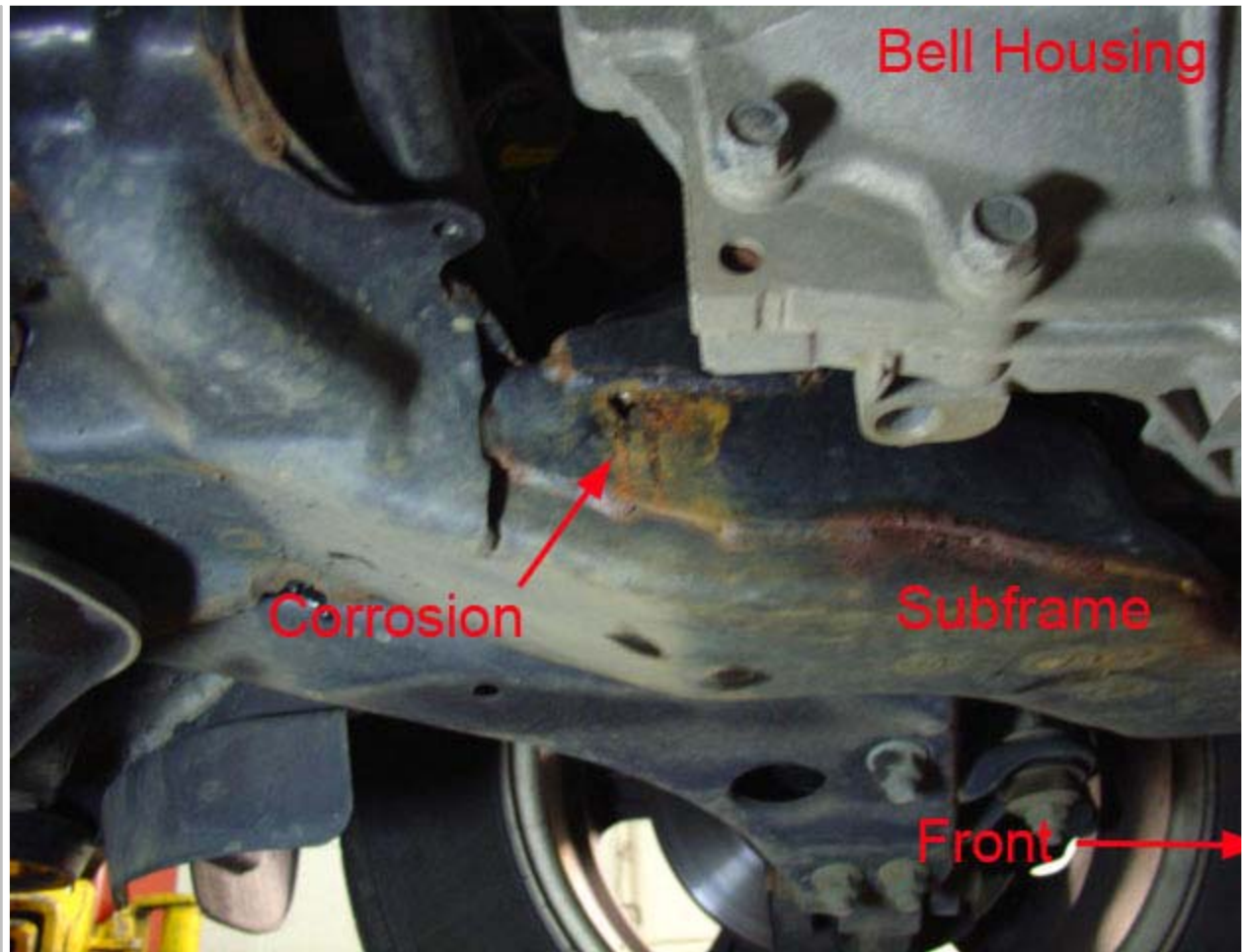
This case was opened for 4 days.

Dealer Code	Model*	Year*	Mileage*	VIN*	Route to
PA014	Sonata	2000	54016	KMHWF25S4YA [REDACTED]	FTS
Prod. Date	Priority*	CA Case #	Tech. Case #	Assistance Type	FTS Name*
09/11/1999	High	955094		Consumer Affairs	Michael Smolinsky
Part Name	Part Number	P.C. Code#	S.C. Code#	TREAD Cat.*	
		CH04		16 Structure	

Target Date:	Comment:
12/06/2005	Dealer visit 12/8/05. FTS inspected vehicle. Rust is evident on both left and right sides of vehicle subframe. Rust appears to be propagating from within subframe. FTS contacted DPSM and new subframe was ordered for vehicle.







Bell Housing

Corrosion

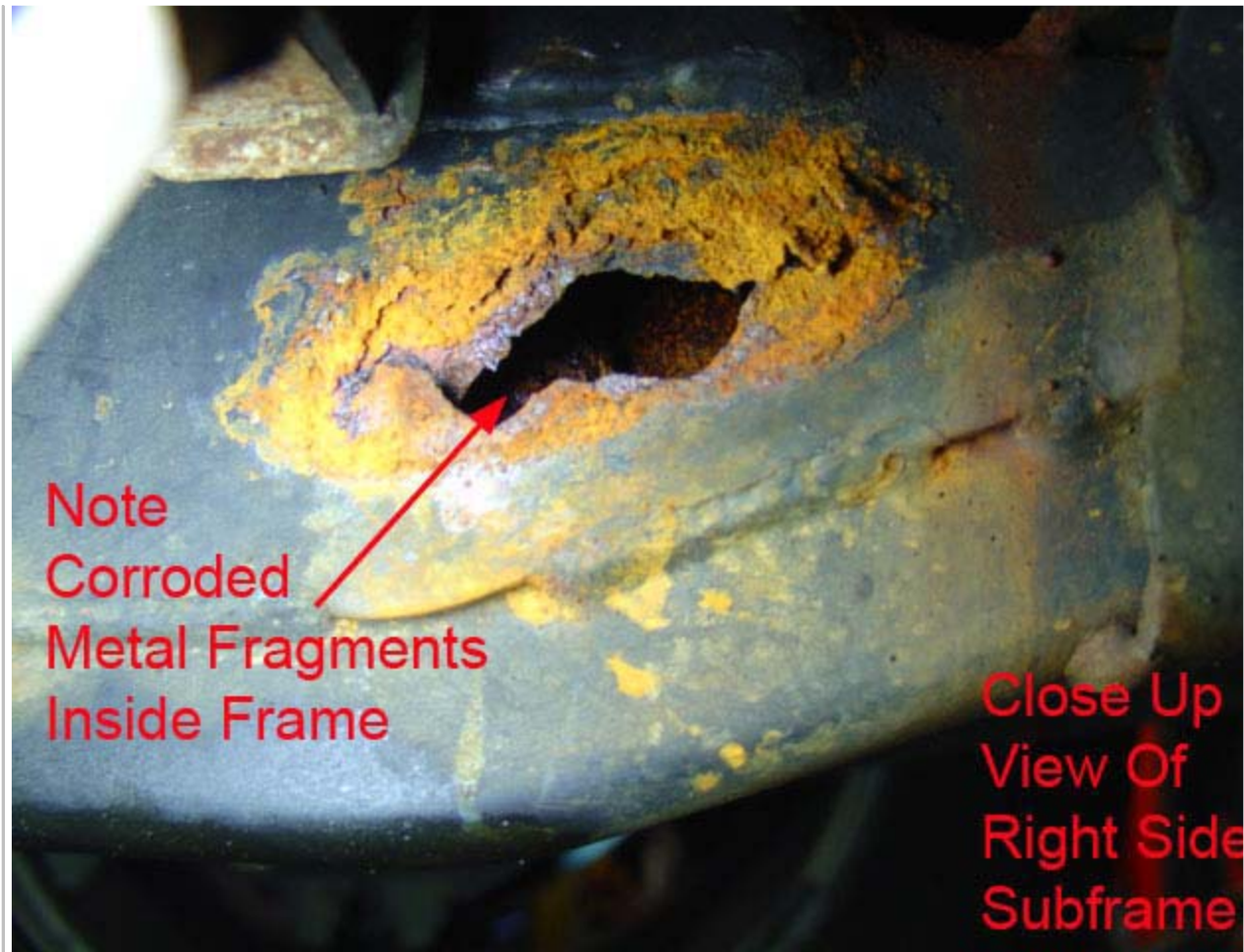
Subframe

Front



View From
Directly
Underneath
Right Side

Oil Pan



Subject*:

2000 Sonata - Rust / Body

Condition*:

Opportunity to Repair - Engine cradle rusted through on both sides.

Vehicle History*:

VIN : KMHWF25S4YF [REDACTED] Sonata (EF) 2000 Total Claims: 10

A	Dealer Claim#	R/O No	R/O Date	Mileage	Operation Description
PA014	76135A	076135	6/27/2003	34,019	SPARK PLUG CABLE SET
PA014	76135C	076135	6/27/2003	34,019	SECURITY SYSTEM KIT-ACCENT
PA014	76232A	076232	6/26/2003	34,013	SPARK PLUG CABLE SET
PA014	76232A	076232	6/26/2003	34,013	SPARK PLUG CABLE SET
PA014	70691A	070691	1/08/2003	30,011	CRANKSHAFT POSITION SENSOR
PA014	70646B	070646	1/07/2003	30,004	WIRE REPAIR TIME (MINOR)
PA014	70646B	070646	1/07/2003	30,004	WIRE REPAIR TIME (MINOR)
PA014	65372A	065372	7/25/2002	25,947	AIRBAG WARNING LT (02-01-005)
PA014	58048A	058048	12/20/2001	21,094	WIRE REPAIR TIME (MAJOR)
PA014	34015A	034015	10/25/1999	12	PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis*:

Subframe corroding from within, due to moisture accumulating in subframe rails.

Corrective Action*:

Replace subframe.

Reason(s) vehicle was not previously repaired:

NA

Picture(s) and Attachment(s):









DSC00904.JPG DSC00905.JPG DSC00906.JPG DSC00909.JPG DSC00910.JPG

Did this action resolve condition?	<input type="radio"/> Yes <input type="radio"/> No
Condition verified by personal inspection of company employee?	<input type="radio"/> Yes <input type="radio"/> No
Were Photos Taken?	<input type="radio"/> Yes <input type="radio"/> No
Parts Inspected?	<input type="radio"/> Yes <input type="radio"/> No
Parts Sent?	<input type="radio"/> Yes <input type="radio"/> No

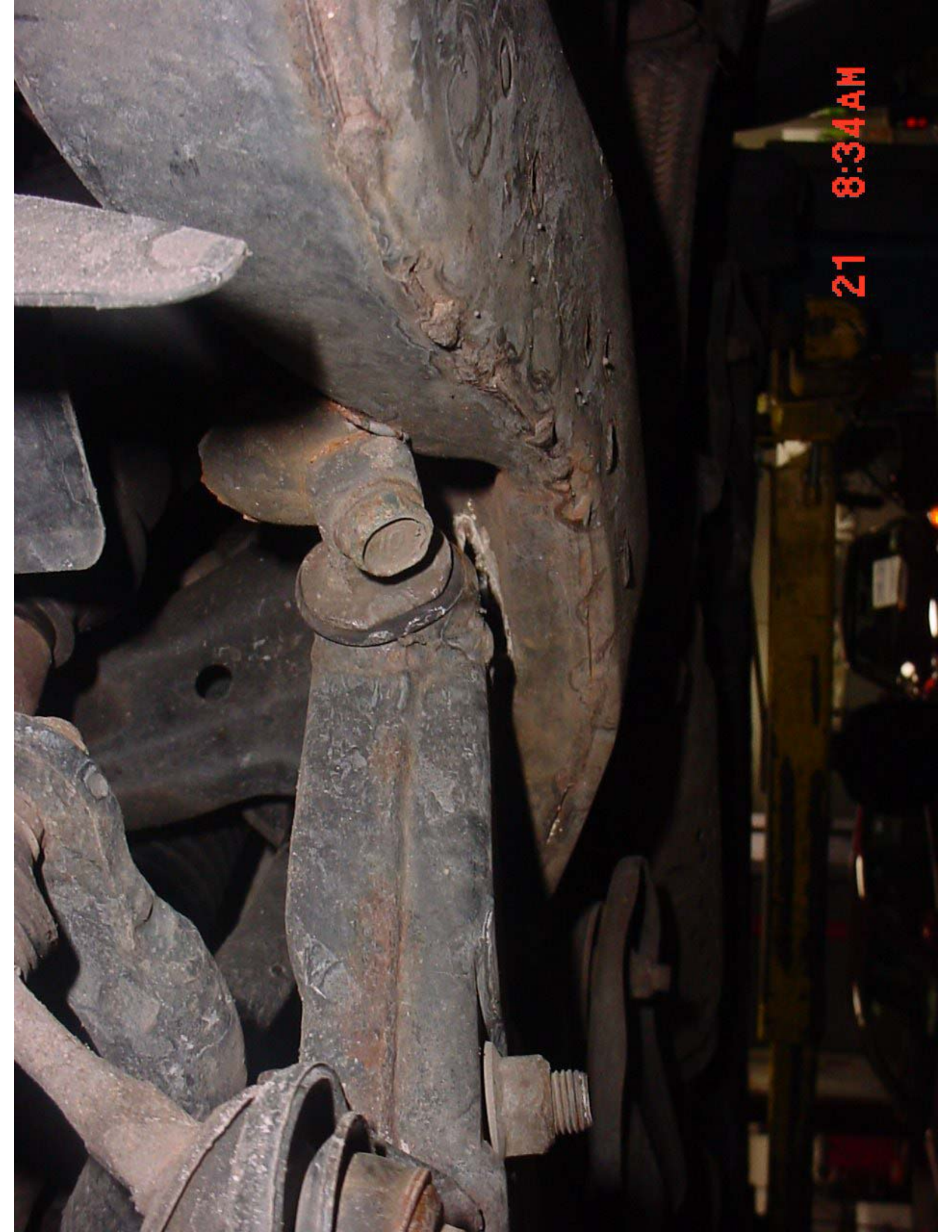
 **HYUNDAI**
Field Product Observation Report

Sent to National on 02/21/2006 04:06:02 PM by Jon D Hoffman.
Document created by Jon D Hoffman on 02/21/2006 03:57:07 PM.

To: <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
Subject: Subframe Rusted	UPC:
Originator: Jon D Hoffman	Report #:
Dealer Code: NY064	Date: 02/21/2006
VIN: KMHWF35V5YA [REDACTED]	Contact Person: Steve Tellini
Model: Sonata*	Mileage: 55,000
Production Date: 10/07/1999	Model Year: 2000*
Part Name:	Category: 02 Suspension system*
Part Number:	
Customer Complaint: Was driving and something broke on right front wheel	
Dealer Observations: Tech found subframe rusted and right front control arm mounting bolts pulled out of subframe	
Corrective Action: DPSM auth dealer to replace subframe and right front control arm as a goodwill gesture to customer	
Did this action resolve condition? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Condition verified by personal inspection of company employee? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Were Photos Taken? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Parts Inspected? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Parts Sent? <input type="radio"/> Yes <input checked="" type="radio"/> No	
Comment:	<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;"> VIN Plate.JPG</div> <div style="text-align: center;"> Control Arm & Subframe - 1.JPG</div> <div style="text-align: center;"> Control Arm & Subframe - 2.JPG</div> <div style="text-align: center;"> Control Arm & Subframe - 3.JPG</div> </div> <div style="display: flex; justify-content: space-around; align-items: flex-start; margin-top: 10px;"> <div style="text-align: center;"> Control Arm & Subframe - 4.JPG</div> <div style="text-align: center;"> Control Arm & Subframe - 5.JPG</div> </div>



21 8:35 AM



21 8:34 AM





21 8:36 AM



FTS Report

Created by Richard Palahunik on 03/29/2006 01:55:19 PM.

* Required Fields

Submitted by Richard Palahunik on 03/29/2006 11:27:13 AM. Finalized by Richard Palahunik on 03/29/2006 11:27:13 AM.

This case was opened for 1 day.

Dealer Code	Model*	Year*	Mileage*	VIN*	Route to
WV002	Sonata	2000	78214	KMHWF25S6YA [REDACTED]	FTS
Prod. Date	Priority*	CA Case #	Tech. Case #	Assistance Type	FTS Name*
06/19/1999	Medium	NA	NA	FPOR	Richard Palahunik
Part Name	Part Number	P.C. Code#	S.C. Code#	TREAD Cat.*	
CROSSMEMBER COMPL	62405 38101	B003	CH04	16 Structure	

Target Date:	Comment:
03/29/2006	<p>This is a durability issue that is beginning to present itself.</p> <p>The dealer attempted to get / locate a used frame section, the ones he did locate had damage in the inner section of the frame where the control arms bolt in.</p> <p>The cage nuts were damaged / stripped out while attempting to remove / replace / exchange the lower control arms.</p> <p>Ultimately the dealer had to install a new frame assembly.</p>

Subject*:

2000 SONATA - FRAME OXIDATION / RUST THROUGH OF RIGHT REAR CROSSMEMBER.

Condition*:

Customer was advised of a large amount of rust on the engine cradle. This was observed during a state inspection.

Vehicle History*:

WV002 81976A 081976 00 G 5/27/2004 57,537 18826R0B 6/02/2004 A
WV002 81976B 081976 00 W 5/27/2004 57,537 27301R00 6/02/2004 A
WV002 81976C 081976 00 W 5/27/2004 57,537 91000A00 5/27/2004 A
WV002 77528A 077528 01 G 12/01/2003 49,959 18826R0B 12/11/2003 A
WV002 77528A 077528 00 G 12/01/2003 49,959 18826R0B R
WV002 77504A 077504 02 W 11/28/2003 49,773 27501R00 12/10/2003 A
WV002 77504A 077504 01 W 11/28/2003 49,773 27501R00 12/10/2003 A
WV002 77504A 077504 00 W 11/28/2003 49,773 27501R00 12/02/2003 A
WV002 74162A 074162 00 G 7/29/2003 43,987 93410RZZ R
WV002 73310A 073310 00 W 6/27/2003 44,170 39181R00 7/11/2003 A
WV002 73310B 073310 01 R 6/27/2003 44,170 21B00051 R
WV002 73310B 073310 00 R 6/27/2003 44,170 21B00051 R
WV002 73310C 073310 01 W 6/27/2003 44,170 88906R00 7/28/2003 A
WV002 73310C 073310 00 W 6/27/2003 44,170 88906R00 R
WV002 72516B 072516 00 W 5/30/2003 43,685 93410R0A 6/10/2003 A
WV002 72516C 072516 01 W 5/30/2003 43,685 88906R00 6/11/2003 A
WV002 72516C 072516 00 W 5/30/2003 43,685 88906R00 R
WV002 72516D 072516 00 W 5/30/2003 43,685 52710R00 6/10/2003 A
WV002 74162A 074162 01 G 5/30/2003 43,685 93410RZZ 8/15/2003 A
WV002 064397 064397 00 R 6/27/2002 33,543 21B005R0 7/01/2002 A
WV002 164397 064397 01 W 6/27/2002 33,543 51712R0B 7/02/2002 A
WV002 164397 064397 00 W 6/27/2002 33,543 51712R0B R
WV002 059378 059378 00 B 10/02/2001 22,884 37110R00 10/02/2001 A
WV002 057168 057168 00 W 5/29/2001 17,398 39466R00 6/01/2001 A

Root Cause Analysis*:

Lack of protective coating on metal.

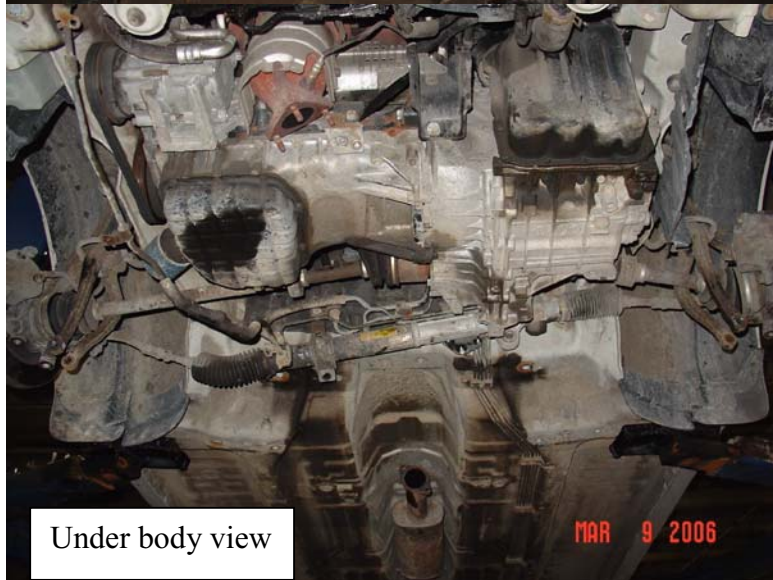
Corrective Action*:

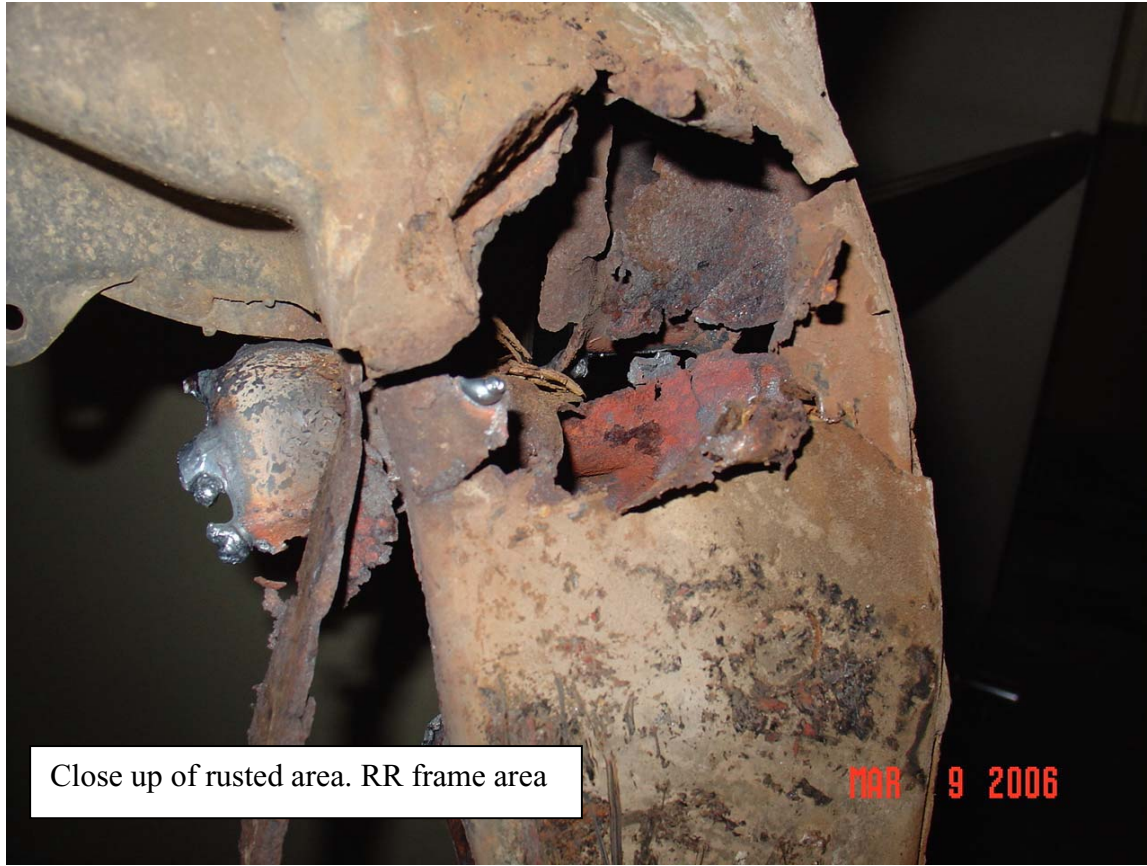
Replace complete crossmember assembly.

Reason(s) vehicle was not previously repaired:

NA

Picture(s) and Attachment(s):





Close up of rusted area. RR frame area





Sonata frame 018.jpg Sonata frame 004.jpg Sonata frame 005.jpg

Did this action resolve condition?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Condition verified by personal inspection of company employee?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Were Photos Taken?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Parts Inspected?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Parts Sent?	<input type="radio"/> Yes <input checked="" type="radio"/> No


HYUNDAI
Field Product Observation Report

Sent to National on 08/04/2006 10:22:40 AM by John Hobson.
 Document created by John Hobson on 08/04/2006 10:17:03 AM.




To: FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
Subject: Engine Cradle	UPC:
Originator: John Hobson	Report #: 080106
Dealer Code: IL049	Contact Person: BOB GERLACK
VIN: KMHWF34V3YA [REDACTED]	Mileage: 71076
Model: Sonata*	Model Year: 2000*
Production Date: 09/13/1999	Category: 16 Structure*
Part Name: Cradle	Part Number: 62405-38101
Customer Complaint: Technician notes rust to cradle when replacing ATM	
Dealer Observations: Cradle has two areas od rust	
Corrective Action: Replace cradle	
Did this action resolve condition? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Condition verified by personal inspection of company employee? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Were Photos Taken? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Parts Inspected? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Parts Sent? <input type="radio"/> Yes <input checked="" type="radio"/> No	
Comment:	  Sonata Rust 001.jpg Sonata Rust 002.jpg






HYUNDAI
Field Product Observation Report

Sent to National on 08/31/2006 09:27:01 AM by Michael Stahl.
 Document created by Michael Stahl on 08/31/2006 09:15:52 AM.

To: FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
Subject: rusted crossmember	UPC:
Originator: Michael Stahl	Report #: 46
Dealer Code: MA021	Date: 08/31/2006
VIN: KMHWF35V6YA [REDACTED]	Contact Person: David Froment
Model: Sonata*	Mileage: 87,023
Production Date:	Model Year: 2000*
Part Name: crossmember ass'y	Category: 16 Structure*
Part Number: 6240538101	
Customer Complaint: creaking noise from suspension going around corners	
Dealer Observations: found badly rusted crossmember frame	
Corrective Action: replaced frame	
Did this action resolve condition? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Condition verified by personal inspection of company employee? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Were Photos Taken? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Parts Inspected? <input type="radio"/> Yes <input checked="" type="radio"/> No	
Parts Sent? <input type="radio"/> Yes <input checked="" type="radio"/> No	
Comment:	  
rusted crossmember 006.jpg Vehicles delivered to MA043 007.jpg Vehicles delivered to MA043 008.jpg	





HYUNDAI
Part Name: [unreadable]
Part No: [unreadable]
Part Description: [unreadable]
Part Location: [unreadable]
Part Quantity: [unreadable]
Part Unit Price: [unreadable]
Part Total Price: [unreadable]





Field Product Observation Report

Sent to National on 01/10/2007 11:02:08 PM by Michael Stahl.
 Document created by Michael Stahl on 01/10/2007 10:35:30 PM.

To: FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
Subject: Rusted frame		UPC:
Originator: Michael Stahl	Report #: 59	Date: 01/10/2007
Dealer Code: MA034	Contact Person: Michael Stahl	
VIN: KMHWF35V0YA [REDACTED]	Mileage: 73612	
Model: Sonata*	Model Year: 2000*	
Production Date: 6/29/2000	Category: 16 Structure*	
Part Name: CROSSMEMBER ASSY	Part Number: 62405-38101	
Customer Complaint: VEHICLE FAILED SAFTEY INSPECTION		
Dealer Observations: FOUND SCROSSMEMBER ASSY RUSTED THROUGH		
Corrective Action: REPLACED CROSSMEMBER ASSY		
Did this action resolve condition? <input checked="" type="radio"/> Yes <input type="radio"/> No		
Condition verified by personal inspection of company employee? <input type="radio"/> Yes <input checked="" type="radio"/> No		
Were Photos Taken? <input type="radio"/> Yes <input checked="" type="radio"/> No		
Parts Inspected? <input type="radio"/> Yes <input checked="" type="radio"/> No		
Parts Sent? <input type="radio"/> Yes <input checked="" type="radio"/> No		
Comment:		



Field Product Observation Report


Sent to National on 01/10/2007 11:18:54 PM by Michael Stahl.
 Document created by Michael Stahl on 01/10/2007 11:02:37 PM.

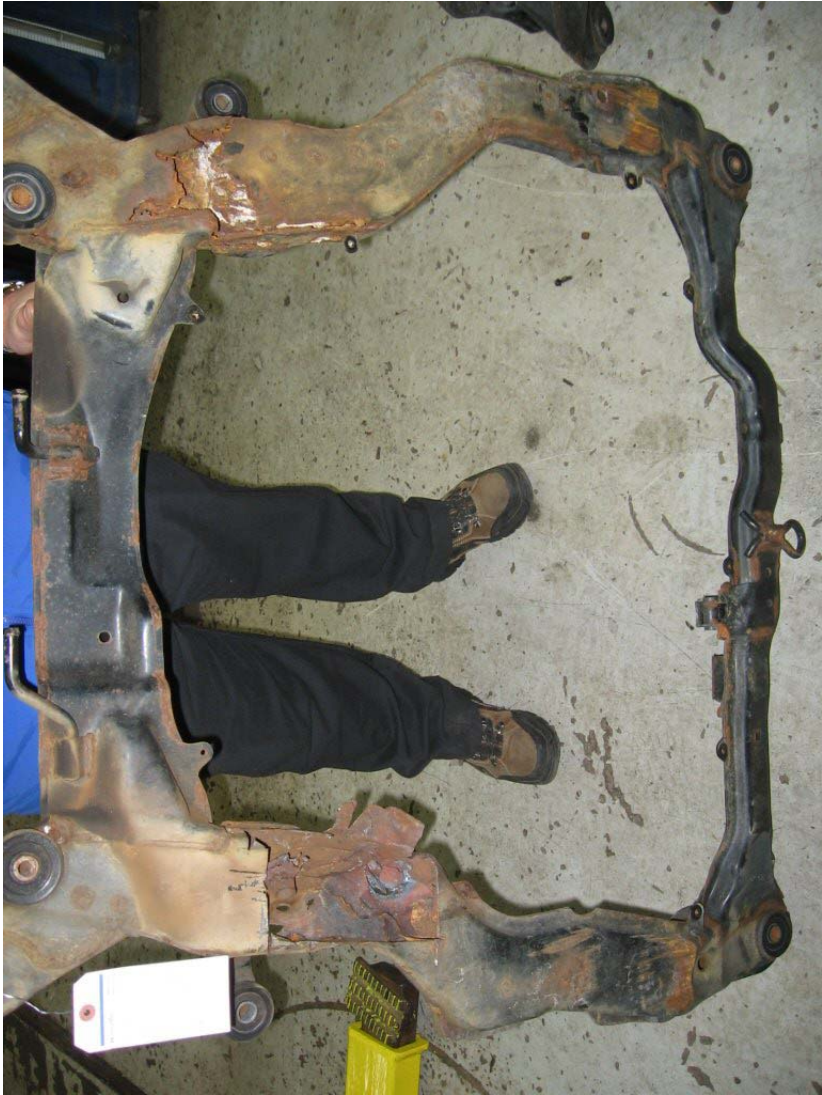
To: FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
Subject: RUSTED CROSSMEMBER		UPC:
Originator: Michael Stahl	Report #: 60	Date: 01/10/2007
Dealer Code: MA034	Contact Person: MICHAEL STAHL	
VIN: KMHWF35V4YA [REDACTED]	Mileage: 102070	
Model: Sonata*	Model Year: 2000*	
Production Date: 07/04/2000	Category: 16 Structure*	
Part Name: 62405-38101	Part Number: 62405-38101	
Customer Complaint: NOISE FROM FRONT END GOING OVER BUMPS AND IN TURNS		
Dealer Observations: FOUND CROSSMEMBER ASSY RUSTED THROUGH		
Corrective Action: REPLACED CROSSMEMBER ASSY		
Did this action resolve condition? <input checked="" type="radio"/> Yes <input type="radio"/> No		
Condition verified by personal inspection of company employee? <input type="radio"/> Yes <input checked="" type="radio"/> No		
Were Photos Taken? <input type="radio"/> Yes <input checked="" type="radio"/> No		
Parts Inspected? <input checked="" type="radio"/> Yes <input type="radio"/> No		
Parts Sent? <input type="radio"/> Yes <input checked="" type="radio"/> No		
Comment:		


HYUNDAI
Field Product Observation Report

Sent to National on by Michael Stahl.

Document created by Michael Stahl on 02/14/2007 10:24:05 PM.

To: Randy Craley; Roger LaFleur; Sharon Waxmundsky <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
Subject: RUSTED CROSSMEMBER		UPC:
Originator: Michael Stahl	Report #: 62	Date: 02/14/2007
Dealer Code: MA034	Contact Person: MICHAEL STAHL	
VIN: KMHWF35V3YA [REDACTED]	Mileage: 86311	
Model: Sonata*	Model Year: 2000*	
Production Date:	Category: 16 Structure*	
Part Name: CROSSMEMBER	Part Number: 62405-38101	
Customer Complaint: FRONT END DROPPED DOWN		
Dealer Observations: FRONT CROSSMEMBER RUSTED THROUGH		
Corrective Action: REPLACED CROSSMEMBER		
Did this action resolve condition? <input checked="" type="radio"/> Yes <input type="radio"/> No		
Condition verified by personal inspection of company employee? <input type="radio"/> Yes <input checked="" type="radio"/> No		
Were Photos Taken? <input checked="" type="radio"/> Yes <input type="radio"/> No		
Parts Inspected? <input type="radio"/> Yes <input checked="" type="radio"/> No		
Parts Sent? <input type="radio"/> Yes <input checked="" type="radio"/> No		
Comment:	 crossmember 137004.JPG	





FTS Report

Created by Roger LaFleur on 02/14/2007 11:30:57 AM.

* Required Fields

Submitted by Roger LaFleur on 02/14/2007 11:40:03 AM. Finalized by Roger LaFleur on 02/14/2007 11:40:03 AM.

This case was opened for 1 day.

Dealer Code	Model*	Year*	Mileage*	VIN*	Route to
MA051	Sonata	2000	96794	KMHWF35VXYA [REDACTED]	FTS
Prod. Date	Priority*	CA Case #	Tech. Case #	Assistance Type	FTS Name*
12/14/1999	High			FPOR	Roger LaFleur
Part Name	Part Number	P.C. Code#	S.C. Code#	TREAD Cat.*	
				02 Suspension system	

Target Date:	Comment:
02/14/2007	

Subject*:

Sub frame rusted through.

Condition*:

Customer complaint of play in steering wheel.

Technician test drove vehicle and right front wheel folded under car and sub frame broke during test drive.

Vehicle History*:

WPC008 RLAFLEUR1 Hyundai Motor America 2/14/2007
 RLAFLEUR Claim Inquiry By Vin,R/O,Claim 08:35:06

VIN : KMHWF35VXYA [REDACTED] Sonata (EF) V-6 2000 Total Claims: 18
 Dealer: Cla [REDACTED] R/O No:

A Delr	Claim#	R/O	No	VR	C/T	R/O	Date	Mileage	OP Code	Paid Date	Sts
MA024	05706A	205706	00	E	9/15/2004	68,826	39110R00			9/16/2004	A
MA024	05706B	205706	00	J	9/15/2004	68,826	82403R0F			9/16/2004	A
MA024	04136B	204136	00	D	8/23/2004	68,167	45000R00			1/05/2005	A
MA024	03248B	203248	00	J	8/10/2004	67,829	83405R0R			8/12/2004	A
MA024	97960A	197960	00	J	5/25/2004	65,153	28164R00			5/27/2004	A
MA045	51816A	051816	00	J	4/01/2004	62,426	27301R00			4/02/2004	A
MA045	50087A	050087	00	R	12/04/2003	56,204	31B043R0			12/04/2003	A
MA045	50047A	050047	00	W	12/03/2003	56,203	82401R00			12/03/2003	A
MA045	48311B	048311	00	W	8/25/2003	51,102	39214R00			8/25/2003	A
MA045	47742A	047742	00	W	7/24/2003	50,444	27501R00			7/24/2003	A
MA045	43205B	043205	00	R	8/15/2002	38,102	21B005R0			8/16/2002	A
MA024	48452B	148452	00	R	5/20/2002	35,926	10B052R0			5/21/2002	A
MA024	45521A	145521	00	W	4/08/2002	34,506	52710R00			4/09/2002	A
MA024	36403A	136403	00	R	11/19/2001	30,227	01B063R0			11/21/2001	A
MA024	07138A	107138	00	W	9/27/2000	11,282	27420R00			10/06/2000	A
MA024	07138B	107138	00	W	9/27/2000	11,282	27301R00			10/05/2000	A
MA024	07138C	107138	00	W	9/27/2000	11,282	27430R00			10/06/2000	A
MA040	64080A	064080	00	W	5/17/2000	5,990	91400RTT			8/08/2000	A

Root Cause Analysis*:

Sub frame rusted through causing the lower control arm mounting points to separate.

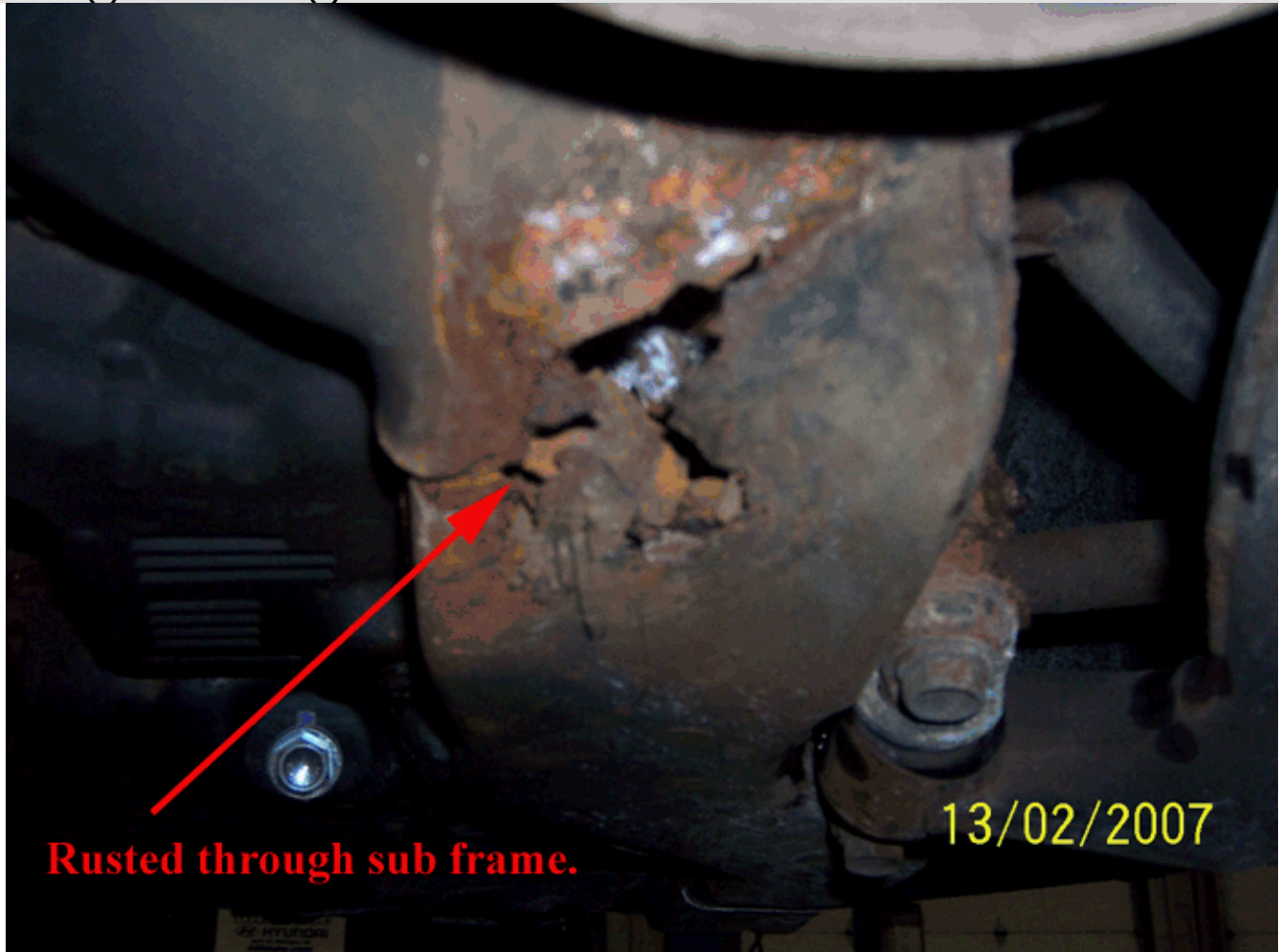
Corrective Action*:

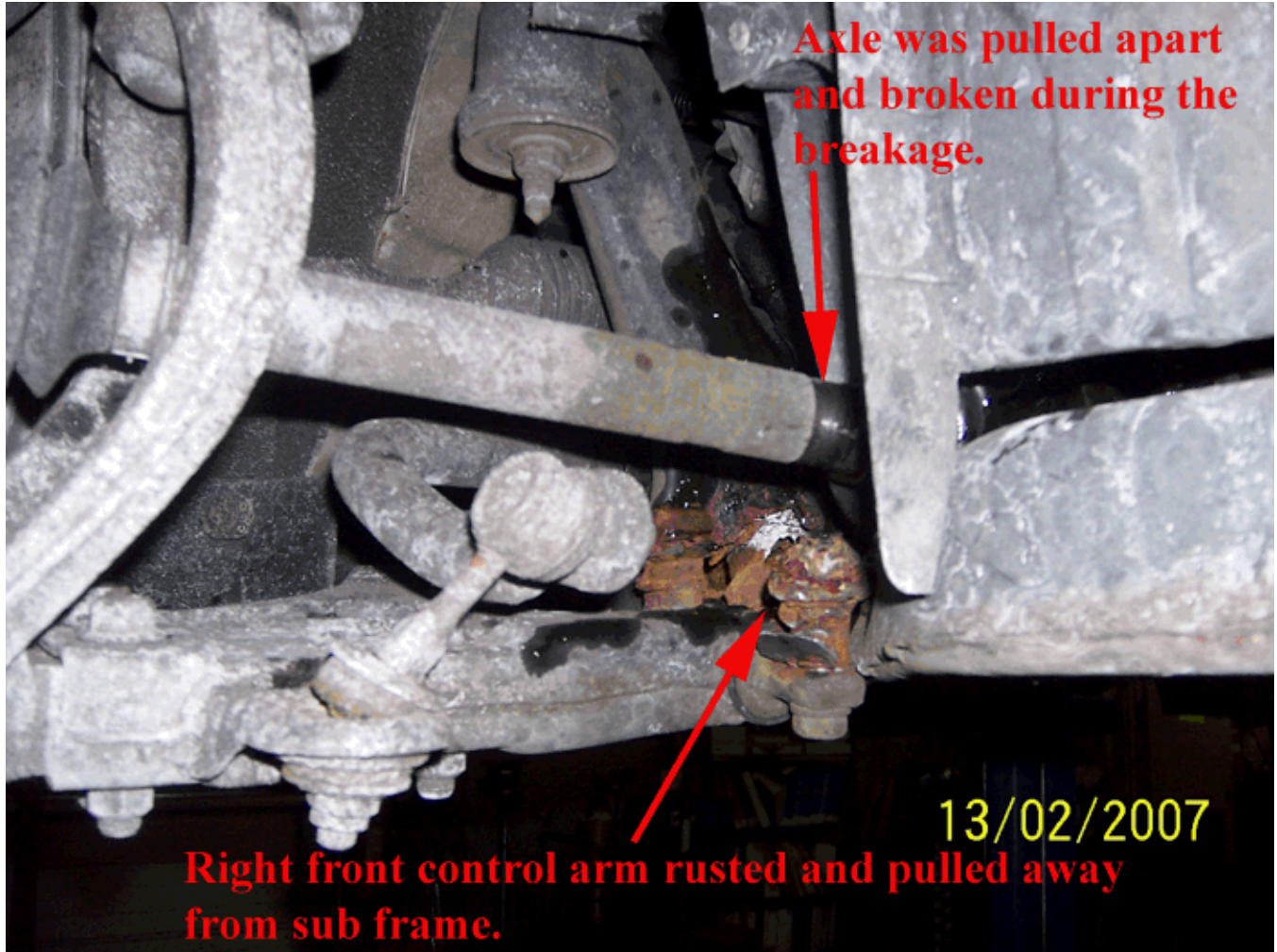
Replace sub frame, lower control arms, axles and right side spindle and strut.

Reason(s) vehicle was not previously repaired:

This is the first repair.

Picture(s) and Attachment(s):





Axle was pulled apart and broken during the breakage.

13/02/2007

Right front control arm rusted and pulled away from sub frame.



000_1401.jpg sonata front end.doc

Did this action resolve condition? <input checked="" type="radio"/> Yes <input type="radio"/> No
Condition verified by personal inspection of company employee? <input type="radio"/> Yes <input type="radio"/> No
Were Photos Taken? <input checked="" type="radio"/> Yes <input type="radio"/> No
Parts Inspected? <input checked="" type="radio"/> Yes <input type="radio"/> No
Parts Sent? <input type="radio"/> Yes <input checked="" type="radio"/> No

Bill Dube

HYUNDAI

www.billdube.com
 220 Main Street - Rt. 38, Wilmington, MA 01887
 Tel. 978.657.7774 Fax 978.657.7668

N/A

RECOMMENDED SERVICES

LABOR OP	LABOR OP DESCRIPTION	MO/MI	TOTAL	LABOR OP	LABOR OP DESCRIPTION	MO/MI	TOTAL
01HYZ097	97500 MILE SERVICE	MI					

SERVICE HISTORY

HISTORY DATE	HISTORY REF. #	HIST. MILES	ASM	TECHNICIAN	TYPE	HIST. LABOR OP	HIST. LABOR OP DESCRIPTION
04/01/04	51816	62426	117	104	W	10HYZ	DRIVEABILITY
03/17/04	51551	61402	117	104	C	11HYZ07	TIMING BELT
				104	C	10HYZ	DRIVEABILITY
				104	C	10HYZ01	DRIVEABILITY CONCERN
12/04/03	50087	56204	105	107	W	10HYZ13	DRIVEABILITY RECALL
12/03/03	50047	56203	117	107	W	10HYZ	DRIVEABILITY

SALESPERSON NO.

S E R V I C E

STATE REG# 226

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> #FOR APPROVAL <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE VIN KMHWF35VXYA	VEHICLE DESCRIPTION 00/HYUNDAI/SONATA/4DR GLS V6 A/T LE	PRODUCTION DATE	STOCK #	PLATE #	VEHICLE # 68168
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	WOBURN, MA	CONTROL # 2780	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	DLR MFG # 02/13/07
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO		EXTERIOR COLOR WHITE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	HAT #
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	CELL: [REDACTED]	TURBO <input type="checkbox"/> MISC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P.S. <input type="checkbox"/> TRANS <input type="checkbox"/>	MILEAGE 96,794	ADVISOR NO. 117	ADVISOR BOB COTE	

LABOR RATE: **85.00**

WARRANTY - I UNDERSTAND THAT I HAVE THE RIGHT TO KNOW BEFORE AUTHORIZING ANY REPAIRS WHAT THE REPAIRS TO MY CAR WILL BE AND WHAT THEIR COST WILL BE. YOU NEED NOT OBTAIN APPROVAL FROM ME FOR REPAIRS OR INFORM ME PRIOR TO PERFORMING REPAIRS WHAT THE REPAIRS ARE OR THEIR COST IF THE TOTAL AMOUNT FOR REPAIRS DOES NOT EXCEED \$ _____

JOB	COMMENTS : DROP OFF	LABOR INSTRUCTIONS	PRELIMINARY ESTIMATE		
			PARTS	LABOR	TOTAL
1	C 10HYZ DRIVEABILITY CUST STATES PLAY IN FRONT END				
2	C 11HYZ07 TIMING BELT CUSTOMER REQUESTS TIMING BELT REPLACEMENT				
3	90K				

5/15/08

TRUE CALLED

PARTS & LABOR REPAIR TO DO

\$ _____

\$ _____



FTS Report

Created by Tony Barbere on 02/15/2007 09:09:50 PM.

* Required Fields

Submitted by Tony Barbere on 02/15/2007 06:45:03 PM. Finalized by Tony Barbere on 02/15/2007 09:45:03 PM.

This case was opened for 1 day.

Dealer Code	Model*	Year*	Mileage*	VIN*	Route to
NJ005	Sonata	2000	84440	KMHWF35V7YA [REDACTED]	FTS
Prod. Date	Priority*	CA Case #	Tech. Case #	Assistance Type	FTS Name*
09/12/1999	Medium			VDS	Tony Barbere
Part Name	Part Number	P.C. Code#	S.C. Code#	TREAD Cat.*	
CROSSMEMBER COMPL	62405-38101	CH04		99 Other	

Target Date:	Comment:
02/15/2007	

Subject*:

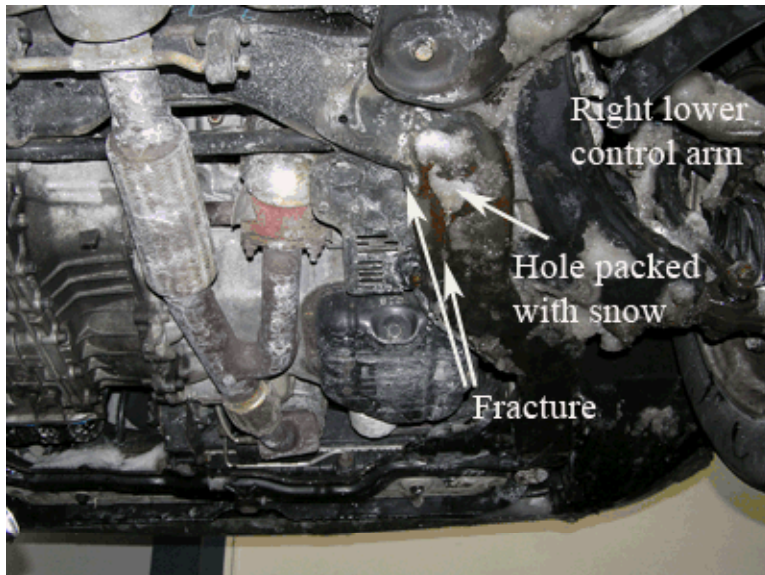
2000 SONATA, SUBFRAME CORROSION

Condition*:

FTS visiting dealer. Customer asked dealer to inspect subframe for corrosion.

Right side of subframe is corroded and exhibits a hole. Snow packing has occurred inside the subframe box via entry of corrosion hole. Corrosion point is near right lower control arm mounting. Snow

See PIC below:





Vehicle History*:

Hyundai Motor America
Warranty Vehicle Information

-----< VEHICLE CLAIM HISTORY >-----					
Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
NJ005	20316A	W20316	7/29/2004	49,163	BEARING-FRONT HUB (LH)
NJ026	33781A	133781	5/06/2004	45,660	MODULE-AIR BAG CONTROL
NJ026	28433A	128433	12/08/2003	39,986	CABLE ASSY-SPARK PLUG NO.2,4,6
NJ003	095663	095663	12/01/2003	39,931	SENSOR ASSY-OXYGEN LH (UP)
NJ003	95663A	95663A	12/01/2003	39,931	ECM REPROGRAMMING/REPLACE (03-0
NJ026	24754A	124754	9/03/2003	35,711	1999 SONATA SOLENOID HARNESS (9
NJ026	10921A	110921	7/30/2002	23,897	AIRBAG WARNING LT (02-01-005)
NJ026	10921B	110921	7/30/2002	23,897	T07-OXY SENSOR REPL/ECM REPR (0

NJ026	05774A	105774	2/15/2002	20,426	RADIO ASSY-ETR
NJ026	98680E	098680	6/04/2001	14,629	'99/00 SONATA V6 MAF CONN W/C
NJ026	94724A	094724	11/30/2000	10,211	SWITCH ASSY-TRANSMISSION RANG
NJ026	91278A	091278	6/05/2000	4,528	WIRING ASSY-ECM
PA034	33524A	333624	11/10/1999	5	PRE-DELIVERY INSPECTION/SERVI

VIN#: KMHWF35V7YA [REDACTED] Sonata (EF) V-6 2000 Wty Strt DT: 1/11/2000

Orig Owner: OH, MYOUNG
Transmission : Automatic
Selling Dealer: NJ026 TERMINATED...HUDSON HYUNDAI

DMV Trnsfr DT:

Root Cause Analysis*:

Corrosion.

Corrective Action*:

FTS advised DPSM of condition.

Reason(s) vehicle was not previously repaired:

Picture(s) and Attachment(s):

Dealer has parts in warranty bin.



PA130023.JPG PA130024.JPG PA130025.JPG

Did this action resolve condition? Yes No

Condition verified by personal inspection of company employee? Yes No

Were Photos Taken? Yes No

Parts Inspected? Yes No

Parts Sent? Yes No