

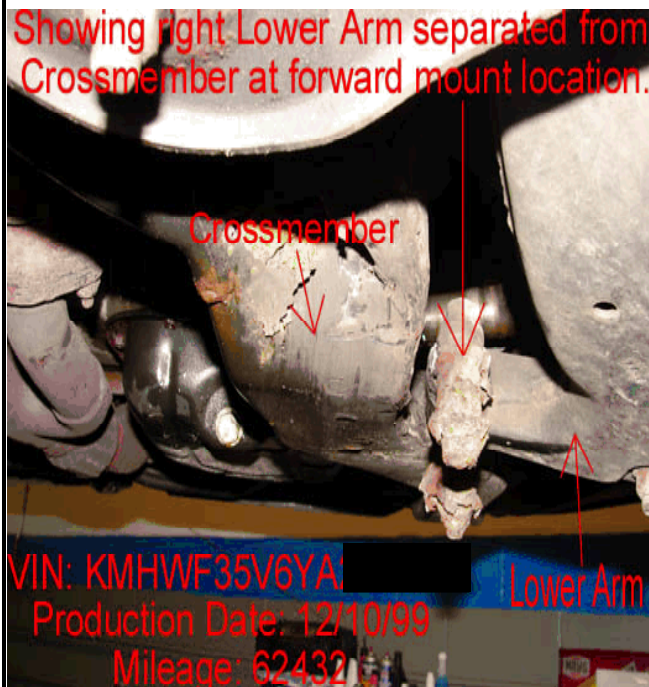
- Customer states right front lower arm assembly separated from crossmember assembly.

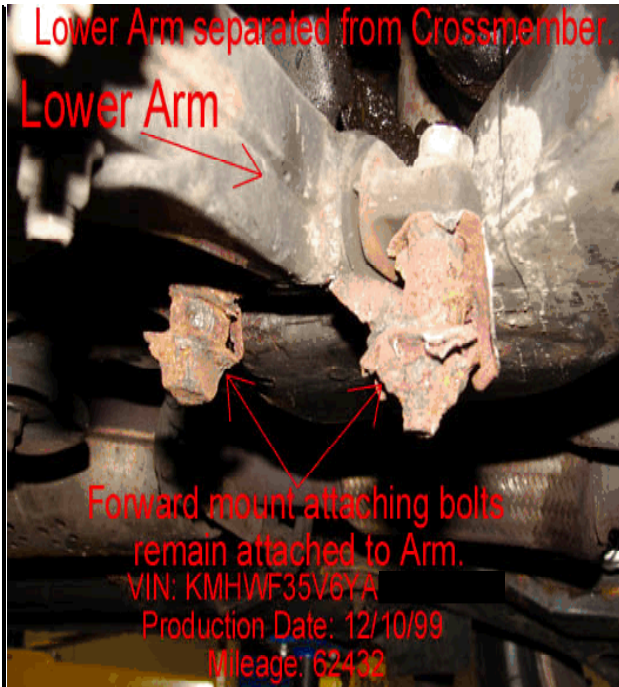
**Analysis:**

Date: 12/12/2006

Report Number :

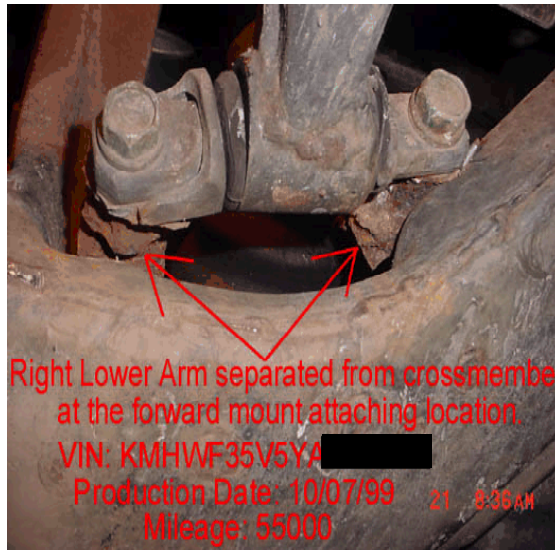
- Inspection of the crossmember assembly P/N (62405-38101) revealed the area around the right side lower arm assembly forward attaching location was corroded.
- Right front lower arm was separated from the crossmember assembly at the forward mount attaching location.
- Found right front lower arm forward mount bushing bolts remain attached to the arm.
- Root cause of the right front lower arm P/N (54501-38010) forward attaching location separating from the crossmember assembly appears to be as a result of corrosion to the crossmember assembly. See attached photographs.





## ADDITIONAL VEHICLES WITH SIMILAR CONDITION

VIN	Production Date	Mileage	Condition
KMHWF35V6YA	12/10/99	62432	Right front Lower Arm separated from the Crossmember Assembly at the forward mount attaching location.
KMHWF35V9YA	10/05/99	54370	
KMHWF35V5YA	10/07/99	55000	
KMHWF35V0YA	9/13/99	104134	
KMHWF35V9YA	10/20/99	90561	
KMHWF35V8YA	8/13/99	103533	
KMHWF35V9YA	7/27/99	93719	
KMHWF35V1YA	8/25/99	89234	



- Current warranty / goodwill data does not include current incident vehicles. Data may not accurately quantify condition.

## WARRANTY / GOODWILL CLAIM DATA ANALYSIS

### Labor Operation (62410R00) 2000 EF Sonata

Total Number of Claims	73
With Parts	73
Total Cost	\$ 107,139
Average Cost Per Claim	\$ 1,468
Nature Codes:	%
N29 (Abnormal Noise)	51
N56 (Rust, Corrosion)	10

<b>Cause Codes:</b>	<b>%</b>
<b>C06 (Broken, Split, Torn)</b>	<b>48</b>
<b>C05 (Rusty, Corroded)</b>	<b>23</b>
<b>Mileage Range:</b>	<b>%</b>
<b>0 – 25</b>	<b>0</b>
<b>26 – 6,000</b>	<b>0</b>
<b>6,001 – 12,000</b>	<b>7</b>
<b>12,001 – 18,000</b>	<b>5</b>
<b>18,001 – 24,000</b>	<b>0</b>
<b>24,001 – 30,000</b>	<b>3</b>
<b>30,001 – 36,000</b>	<b>3</b>
<b>36,001 – 48,000</b>	<b>7</b>
<b>48,000 – Over</b>	<b>72</b>
<b>In Service:</b>	<b>%</b>
<b>0 – (PDS)</b>	<b>0</b>
<b>1 – 90</b>	<b>0</b>
<b>91 – 180</b>	<b>0</b>
<b>181 – 270</b>	<b>0</b>
<b>271 – 365</b>	<b>5</b>
<b>366 – 730</b>	<b>0</b>
<b>731 – 1,096</b>	<b>8</b>
<b>1,097 – Over</b>	<b>87</b>

- Crossmember Assembly Part Number Identification by vehicle production date:  
62405-38101 for vehicles produced from 4/14/99 - 8/14/00.  
62405-38600 for vehicles produced from 8/14/00 - 3/06/03.

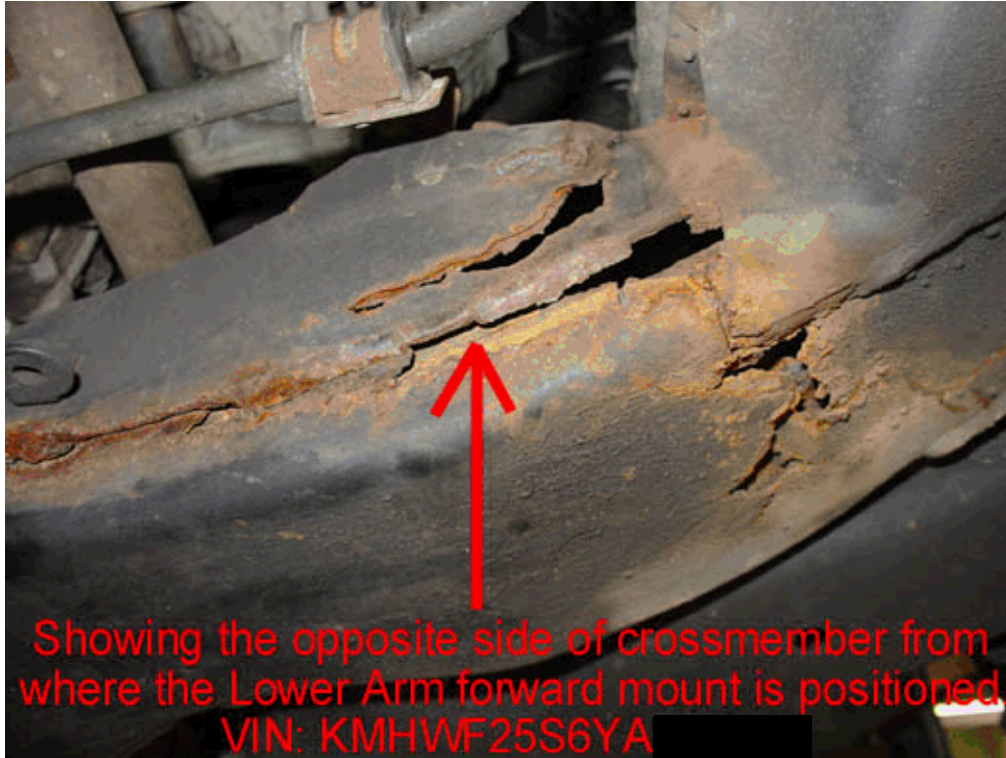
- Inspection of vehicle KMHWF25S6YA [REDACTED], Production Date: 3/18/00, Delivery Date: 10/05/00, Mileage: 135429 shows corrosion of the crossmember assembly around the Lower Arm forward mount rear positioned attaching bolt. See attached photographs below.



- Lower Arm forward mount front bolt location shows no external evidence of crossmember corrosion. See attached photograph.



- Photograph below shows the opposite side of the crossmember from where the Lower Arm forward mount position is located.



**Corrective Action:**

Date: 12/12/2006

Report Number :

- Replace crossmember assembly P/N (62405-38101) and Right Front Lower Control Arm P/N (54501-38010).











**Comments and Recommendations:**

- HMC should investigate the Front Suspension Crossmember Assembly corrosion condition resulting in the Right Front Lower Control Arm separation.
- Customers who experience this condition may perceive an image of poor quality and durability.
- Similar condition was reported on the 1999 EF model QIR (QAEF-C-061201).

**Attachments:**

Date: 12/12/2006

Report Number :

-  EF 2000 Crossmember Corrosion 185820 01.jpg
-  EF 2000 Crossmember Corrosion 185820 03.jpg
-  EF 2000 Crossmember Corrosion 185820 02.jpg
-  EF 2000 Crossmember Corrosion 208349 01.jpg
-  EF 2000 Crossmember Corrosion 208349 02.jpg
-  EF 2000 Crossmember Corrosion Illustration 01.jpg
-  EF 2000 Crossmember Corrosion 208349 03.jpg
-  EF 2000 Crossmember Corrosion Issue 01.jpg
-  Copy of 2000 EF Crossmember.xls
-  EF 2000 CROSSMEMBER CORROSION 01.doc