

**PE08040/HYUNDAI-KIA
ATTACHMENT H PART
SALE**

COMPONENT NAME	PART NUMBER	MODEL	MODEL YEAR	PRODUCTION DATES
ARM COMPLETE - TRAILING LH	5510026000	SANTA FE	2001-2003	07/01/2000 - 10/30/2002
ARM COMPLETE - TRAILING LH	5510026600	SANTA FE	2003-2006	01/15/2003 - 02/15/2006
ARM COMPLETE - TRAILING LH	5510026700	SANTA FE	2003	10/30/2002 - 03/03/2003
ARM COMPLETE - TRAILING RH	5510126000	SANTA FE	2001-2003	07/01/2000 - 10/30/2002
ARM COMPLETE - TRAILING RH	5510126600	SANTA FE	2003-2006	01/15/2003 - 02/15/2006
ARM COMPLETE - TRAILING RH	5510126700	SANTA FE	2003	10/30/2002 - 03/03/2003

PART SALES YEAR	PART SALES MONTH											
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2001	3		1		4	1	3	4	4	6	3	10
2002	10	4	8	10	10	10	10	12	14	16	17	15
2003	14	15	15	12	10	18	14	14	18	22	16	18
2004	28	14	17	22	10	19	23	18	11	34	51	29
2005	22	12	23	12	23	15	11	19	30	57	61	98
2006	41	19	32	31	16	11	9	20	20	47	55	26
2007	31	18	20	9	18	7	17	11	13	36	35	20
2008	21	14	26	27	18	21	39					
2003				1		2		2	3	5	3	3
2004	3	11	8	7	14	11	10	18	14	13	18	11
2005	16	23	13	14	10	14	11	20	14	24	19	22
2006	19	23	21	27	17	17	15	30	27	40	27	33
2007	38	20	20	19	29	16	19	14	14	23	36	37
2008	30	17	19	17	5	9	12					
2003					2	2	2	1	5	3	2	6
2004	3	1	4	9	5	5	7	4	6	1	6	4
2005	4	1	3	4	1	3	3	4	4	13	16	16
2006	4	10	8	10	5	2	1	4	6	15	15	11
2007	7	4	6	2	4	6	6	3	8	7	14	6
2008	6	2	5	7	4	2	4					
2001	2	2	3	2	2	1	4	2	8	8	6	6
2002	6	9	6	9	7	7	12	15	7	10	13	17
2003	13	21	16	18	20	16	20	17	13	9	12	17
2004	21	21	10	19	13	14	10	22	16	26	34	34
2005	27	24	20	10	21	10	17	21	21	51	67	71
2006	44	23	26	46	20	15	13	15	18	31	47	26
2007	33	15	17	16	17	8	16	13	18	27	38	15
2008	29	17	23	32	30	21	26					
2003						2	3	2	2	5	4	5
2004	6	5	4	6	7	13	10	12	14	8	14	15
2005	20	15	13	12	15	12	18	19	21	24	26	21
2006	30	26	21	20	21	14	18	26	22	36	36	24
2007	37	30	18	27	26	20	25	25	19	25	34	27
2008	33	18	27	20	14	12	16					
2003			1			3	2	1	2	1	4	3
2004	1	3	1	1	7	2	4	4	2	7	2	6
2005	3	6	3	3	5	3	6	9	4	14	13	14
2006	6	6	8	5	4	2	1	6	3	14	13	4
2007	10	10	6	4	6	7	2	4	2	6	16	8
2008	6	4	5	5	5	1	3					

**PE08040/HYUNDAI-KIA
ATTACHMENT A
CONSUMER
COMPLAINTS**

File Number	City	State	VIN	Make	Model
679110	PITTSBURGH	PA	KM8SC83D51U	HYUNDAI	SANTA FE
775348	SOUTHGATE	KY	KM8SC83D01U	HYUNDAI	SANTA FE
812796	WATERBURY	CT	KM8SC83D61U	HYUNDAI	SANTA FE
826347	STATEN ISLAND	NY	KM8SC73D72U	HYUNDAI	SANTA FE
3126449	FREEPORT	ME	KM8SC83D51U	HYUNDAI	SANTA FE

3157762	PITTSBURGH	PA	KM8SB82BX1U	HYUNDAI	SANTA FE
3167033	BERNARDSVILLE	NJ	KM8SC83D61U	HYUNDAI	SANTA FE
3254429	NORTH BILLERICA	MA	KM8SC73D62U	HYUNDAI	SANTA FE

3263627	DEPPSORD	NJ	KM8SC83D61U	HYUNDAI	SANTA FE
3287470	POUGHKEEPSIE	NY	KM8SC83D11U	HYUNDAI	SANTA FE

3289276	NORTH RIDGEVILLE	OH	KM8SC83D71U	HYUNDAI	SANTA FE
3312306	BLACKSTONE	MA	KM8SC83DX1U	HYUNDAI	SANTA FE
3313560	BROOKLYN	NY	KM8SC83D61U	HYUNDAI	SANTA FE

3316621	NEW BRITAIN	CT	KM8SC83D51U	HYUNDAI	SANTA FE
3351480	PITTSBURGH	PA	KM8SB12B02U	HYUNDAI	SANTA FE

Model Year	Mileage	Production Date
2001	125000	10/05/2000
2001	103000	08/25/2000
2001	87123	08/12/2000
2002	56600	12/27/2001
2001	124000	8/30/2000

2001	60000	10/26/2000
2001	75000	10/4/2000
2002	95000	8/22/2001

2001	79000	10/10/2000
2001	100214	10/2/2000

2001	102000	10/11/2000
2001	106000	9/30/2000
2001	38562	10/12/2000

2001	71794	10/12/2000
2002	79818	11/29/2001

Note

7/2/02 (JGLYN/CMS) CUST STATES:

1. CUST CLAIMS SHE HAS HAD A PROBLEM WITH THE GAS SENDING UNIT SINCE NOVEMBER.
2. WHEN THE DEALER FIRST TRIED TO FIX IT, CUST LEFT THE DEALER AND GAS POURED OUT OF HER CAR.
3. SHE TOOK VEH BACK TODAY AND THEY TOLD HER THEY DON'T KNOW WHAT'S WRONG SO THEY CALLED THE TECHLINE BUT DON'T EXPECT A CALLBACK FOR 2 TO 3 DAYS.
4. THE DEALER NEVER TESTED THE PROBLEM BEFORE AND NOW THEY MADE HER LEAVE THE VEH AND DID NOT DO ANYTHING.

8/27/03(MFURS/CMS) CUST STATES:

1. HAS BEEN TRYING TO GET AN APPT. WITH THE FACTORY REP FOR THE PAST 2 MONTHS NOW, BUT THE DLR HAS NEVER CALLED TO TELL HER WHEN HE WILL BE THERE
2. FEELS THERE IS A MAJOR COMMUNICATION BARRIER AT THE DLR
3. EXTERIOR MOLDING ON THE PASSANGER SIDE DOOR IS COMING OFF AND HANGING THERE -- WRITER ADVSD CUST THAT ALL COMMENTS WILL BE NOTED IN FILE AND CUST INFO WAS UPDATED WITH NEW OWNER INFO. WRITER ADVSD CUST THAT WRITER DOES NOT HAVE THE SCEDULES OF THE FACTORY REPS, ONLY A SVC MNGR WOULD HAVE THAT INFO. WRITER

02/13/04(BBALL/CMS)CUST STATES:

1. HAS TAKEN VEH TO DEALER 3 TIMES FOR VEH MAKING A HUMMING NOISE IN THE DRIVR SIDE OF VEH AT 40-50 MPH.
2. DEALER HAS MADE SOME REPAIRS, INCLUDING REPLACING SWAY BAR.
3. NOW THEY SAY THAT BRAKES ARE 80% WORN AND THAT IS CAUSING THE NOISE.

4/15/04 (SRAMO/CMS) CUST STATES:

1. DO I HAVE RENTAL COVERAGE.
- WRITER ADVISED CUSTOMER THAT ALL COMMENTS & CONCERNS WILL BE NOTED IN FILE. WRITER UPDATED MILEAGE AND PROVIDED FILE#. WRITER INFORMED CUST THAT HPP RENTAL COVERAGE IS \$25 (4) DAYS. WRITER INFORMED CUST THAT COVERAGE WOULD BE DETERMINED WHEN VEH IS DIAGNOSED AT THE DLRSHP.
-

"10/4/2007"CUST STATES:□

1. DRIVING DOWN COUNTRY ROAD□
 2. LOWER SLING ARM CONTROL ARM WENT OUT □
 3. CUST CHECKED OTHER REAR CONTROL ARM AND FOUND THAT OTHER SIDE WAS EXPERIENCING THE SAME RUST FROM INSIDE OUT□
- DLR CHAD ME008 STATED:□
1. THIS PART IS STEEL AND ABOUT 6 INCHES□
 2. THIS IS NOT A PROBLEM DLR HAS EXPERIENCED BEFORE□
- WRITER SUGGESTED THAT CUST TAKE VEH TO DLR FOR DIAGNOSTIC BUT CUST HAS STARTED REPAIR. THE VEH IS OUT OF WARRANTY AND CUST IS MECHANIC AND HAS DONE EVERYTHING SINCE VEH HAS GONE OUT OF WARRANTY. CUST WILL TAKE PARTS INTO DLR FOR DLR TO SEE AFTER CUST DOES REPAIRS. WRITER THANKED CUST AND PROVIDED CUST NAME CASE AND EXT FOR FUTURE COMMUNICATION. CASE CLOSED.

"10/9/2007"CUST STATES:□

1. WANTS TO FIND OUT IF WE'VE GOT ANYTHING FROM THE DLR□
- WRITER INFORMED CUST THAT WE HAVE TALKED TO THE DLR BUT AS OF YET WE HAVE NO

11/13/2007*cust stated:□

1. The rear lower control arm rusted through and the veh was taken to a different dealership.□
2. The cust stated that the lower control arm on the other side was already rusting through and needs replacing. □

3. The cust wanted to know if Hyundai could compensate for the cost of the replacement parts.□

---The writer told the cust that Hyundai would reimburse for work that was done at a Hyundai dealership but not at another dealership. There are no recalls on the parts that broke and they are not covered because of rust through. The cust wanted a supervisor to call back and the writer told her that a supervisor call could be made within the next 24 business hrs. The cust agreed and gave the ph #s 412-344-6000 ext 263 office or 412-561-7978 home(QADAMS/CVG/LCM) WRITER APPROVED A 24 HOUR SUPERVISOR CALL BACK.□

--11/14/2007*LCM CALLED CUST ON WORK NUMBER PROVIDED ON CASE, WRITER SPOKE WITH CUST AND CUST STATES: □

1. TOOK VEH INTO ROHRICH CADILLAC. □
2. HAD PROBLEM WITH LOWER CONTROL ARM ON THE DRIVER'S SIDE RUSTED THROUGH. □

11/28/2007*Cust states:□

1. Would like to make a complaint□
2. Right rear lower control arm is rusted through and it is not covered under warr□
3. Feels like it should be covered□

--Writer updated cust info. Writer informed cust that rust is only covered if it is from the inside out and it is covered for 5/100 so cust is over on the warr. Cust understands. Writer thanked cust for calling HCA. Case closed.

3/27/2008*CUST STATED:□

1. VEH HAS RUSTED PART ON REAR OF VEH DRIVERS SIDE□
2. CUST CALLED DLR MA051 DLR STATED TO CUST THAT PART WARRANTY HAS EXPIRED ON PART□
3. CUST DOES NOT THINK THIS IS FAIR AND PART SHOULD HAVE LASTED LIFE OF VEH□
4. CUST WONDERED WHY KNOW ONE HAS NOTICED THIS RUST BEFORE CUST HAD TIRES REPLACED A WEEK AGO AND TIRE SHOP DID NOT NOTICE THIS RUSTED PART□

----WRITER----□

APOLOGIZED TO CUST FOR THIS CONCERN THANKED CUST FOR CALLING UPDATED CUST INFORMATION ADVISED CUST THAT PERFORATION WARRANTY IS 5/100 AND CUST IS OUT OF WARRANTY BY 2 yrs GAVE CUST CASE # NAME AND EXT # ENDED CALL CLOSED CASE

3/28/2008*Recieved a copy of a BBB complaint on behalf of the customer sent via email to John Kristianson. customer states the driver side rear suspension arm is completely rotted and broken, customer feels should be covered by warranty. BBB is requesting a response within 10 working days regarding the customer's

4/8/2008'REC'D CUST. LTR WILL FORWARD TO CALL CENTER FOR PROPER CODING AND HANDLING ON 4/10/084/15/2008'Correspondence:□

---LCM received letter and forward to Adutson for handling4/17/2008'CORRESPONDENCE:□

CUST LETTER STATES:□

1. ON MONDAY (02/18/08) CUST WAS DRIVING TO WORK WHEN ALL OF THE SUDDEN CUST COULD NOT KEEP VEH ON ROAD□
2. CUST LEFT REAR SUSPENSION, TRAILING ARM (WITHOUT ABS) BROKE□
3. IT WAS CRACKED AND ERODED□
4. CUST WAS TOLD THAT NORMALLY IT WOULD TAKE 20 YEARS FOR THIS PART TO DO WHAT IT DID.□
5. CUST WOULD LIKE TO BE REIMBURSED FOR REPAIR COST, LOST WAGES AND TOWING□
6. ALL TOTALING TO \$1,174.704/17/2008'CORRESPONDENCE:□

WRITER STATES:□

WILL NEED A LETTER SENT TO CUST AS CUST HAS NO PHONE# ON FILE TO BE CONTACTED WITH.□

---THANK YOU---CASE CLOSED---4/25/2008'LCM sent letter TO cust.5/8/2008'CUST STATED:□

1. CUST HAS RETURNED CALL AS PER INSTRUCTIONS ON LETTER FROM HMA□
2. CUST HAS HAD THE REAR SUSPENSION TRAILING ARM WITH OUT ABS BROKE OFF ON 02/18/08□
3. CUST HAS TAKEN VEH TO RON TODD AUTOMOTIVE ON 03/04/08 FOR REPAIR TOTALING

5/7/2008'CUST STATES:□

1. THE SUBFRAME ON CUST SANTE FE ROTTED OUT. HAD VEH TOWED TO LOCAL GARAGE, BECAUSE RSA HAS EXPIRED.□
2. IO&O HAS SEEN THIS BEFORE, AND CUST WAS SURPRISED TO FIND THAT THERE IS NO RECALL FOR THIS.□
3. USED GENUINE HYUNDAI PARTS FROM LOCAL DLR TO REPAIR, AND CUST WOULD LIKE REIMBURSEMENT.□
4. COST IS OVER 2000.00 DOLLARS.□

□

---WRITER GATHERED CUST INFO, AND INFORMED CUST THAT IF CUST CAN FAX IN RECEIPTS, WRITER WILL ATTEMPT REIMBURSEMENT. CUST UNDERSTANDS, END CALL.□

□

--CASE CLOSED PENDING FAX--5/8/2008'WRITER RECEIVED A FAX AND ATTACHED, SEE ATTACHMENT TAB. WRITER REOPENED THE CASE AND TRANSFERRED IT TO CM.5/9/2008'Open to Region (Goodwill):□

1. The Subframe of a Sante fe has rotted out. Cust replaced at an IO&O, and now would like to be reimbursed. Expects full compensation, as cust feels Subframe should never have rusted out.□
2. Veh has not been diagnosed by a Hyundai.□
3. The veh was taken to IO&O, and this is the only time that this has happened. 4/21/08 @100,238.□
4. There is no rental reimbursement.□

5/9/2008'Cust States:□

1. Would like to know why the rear-right suspension is rusted out.□
2. The part should not have rusted out,□
3. Though the part is out of warranty, problem in part should have been more than prevelant. □

--Writer stated that in this case when it comes down to warrant, the veh is out, □
writer contacting dlr to obtain information on the matter.□

--See Dlr notes.--□

--Writer reinforced the dlr's statements on the matter of out of warranty problems with veh.□

---Solved and closed.---5/9/2008'--Writer contacting dlr on the matter of the rusted out suspension.□

SM from Dlr OH055 States:□

1. The rust is not going to be covered, the conditions of the area cause rust. Nothing more can be done by dlr.□

--Writer thanked dlr on the matter. and return5/19/2008'Cust States:□

1. is VERY upset with vehicle.□

2. Feels the dlr had replaced cust's defective part with a junkyard part.□

--Writer stated that this is an independent business issue at this point. and cust can seek the assistance from higher athorities that were not Hyundai.□

6/9/2008'CUST STATES:□

1. THE REAR CONTROL ARM RUSTED AND CORRODED, AND THE TIRE ALMOST FELL OFF THE VEH.□

2. IS LOOKING FOR ASSISTANCE THROUGH HYUNDAI WITH THIS PROBLEM.□

3. KNOWS THIS SHOULD NOT HAPPEN.□

4. HAS VEH IN THE CUST GARAGE NOT TOGETHER AT THIS MOMENT.□

5. DOESN'T KNOW IF HYUNDAI WOULD RATHER HAVE CUST TAKE VEH TO DLR.□

6. WOULD RATHER JUST LIKE TO GET THE PART AND INSTALL THIS ON THE CUST OWN.□

---WRITER VERIFIED/UPDATED CUST FILE. WRITER APOLOGIZED FOR CUST CONCERN. WRITER ADVISED CUST THAT WRITER WILL NEED TO ESCALATE THE FILE WITHIN HYUNDAI TO THE APPROPRIATE PERSONNEL WHO HAS THE AUTHORITY TO HELP THE CUST PERSONALLY WITH THIS ISSUE. WRITER PROVIDED A 3-4 BUSINESS DAY TIME FRAME FOR FURTHER CORRESPONDENCE. CUST UNDERSTOOD AND THANKED WRITER. CUST WILL WAIT FOR FURTHER CONTACT FROM REGION.□

WRITER OPENING FILE TO REGION FOR CONCERN.6/9/2008'***OPEN TO REGION NOTES***□

1. WRITER SUBMITTING FILE TO REGION BECAUSE THE VEH HAS A CONCERN WITH THE REAR CONTROL ARM RUSTING AND CORRODING THROUGH AND THE WHEEL ALMOST FELL OFF VEH. CUST IS JUST LOOKING FOR ASSISTANCE TO GET THIS REPLACED.□

6/10/2008'CUST STATED:□

1. NEEDED TO KNOW WARRANTY ON LOWER ARM CRANK□

---WRITER VERIFIED INFORMATION AND CUST STATES THAT NEEDED TO KNOW COVERAGE ON PART AND WRITER CONTACT DLR AND WAS GIVEN WRONG PART NUMBER SO CUST TO CALL DLRSHIP ON BREAK AND GET CORRECT PART# TO MAKE SURE PART IS COVERED UNDER WARRANTY.□

---CASE CLOSED PENDING CALL BACK---6/10/2008'Customer states:□

1. Would like to speak with CE/CVG□

--Writer advised CE/CVG is currently not available. Customer advised has part numbers for rusted control arms. Part numbers are 5510026000 and 5510126000. Writer advised CE/CVG will contact cust for an update. Customer requested to be contacted on cell phone 718-344-2171. Writer advised CE/CVG may have cust take veh to Hyundai dlr to inspect rust to see if rust can be repaired under warranty. Customer understood.6/11/2008'CUST STATES□

1. NEED TO SPEAK TO EXT 54333 CASE 3313560□

2. NEED TO FIND OUT IF PARTS ARE COVERED UNDER WARRANTY 5510026000,□

□

WRITER VERIFY INFO AND WILL INFORMED CUST THAT THE PART ARE COVERED UNDER THE

6/13/2008'--CUST STATES

1. HAD REPAIR DONE ON VEH REGARDING RUST ISSUE

2. WOULD LIKE HYUNDAI TO REIMBURSE CUST FOR REPAIR

--WRITER STATES

GAVE EMPATHY, CLARIFIED CUST NAME AND ISSUE, INSTRUCTED CUST THAT WRITER WOULD HAVE TO CONTACT SERVICING DLRSHIP CT020 6/13/2008'--DLRSHIP CT020 SVC MGR EFREM STATES

DIAGNOSIS WAS RIGHT REAR CONTROL ARM RUSTED THROUGH, PART WAS REPLACED

PART NUMBER 5510126000

MILEAGE 71794 05/23/08

TOTAL 929.70

LABOR 290.21

PART 569.79

MISC. 17.50/ SHOP AND HAZARDOUS WASTE DISPOSAL

SALES TA6/13/2008'*****OPEN TO REGION FOR GOODWILL REQUEST*****

1. CUST WOULD LIKE FULL AMOUNT OF REPAIR FOR A RUSTING RIGHT REAR CONTROL ARM REPLACEMENT DONE AT DLRSHIP CT020

2. VEH HAS BEEN TO DLRSHIP CT020 ONCE FOR REPLACEMENT

3. 05/23/08 (71,794) DIAGNOSIS RIGHT REAR CONTROL ARM RUSTED THROUGH, PART WAS REPLACED

TOTAL 929.70

LABOR 290.21

PART 569.79 RIGHT REAR CONTROL ARM PART NUMBER 5510126000

MISC COST. 17.50/ SHOP FEE AND HAZARDOUS WASTE DISPOSAL

SALES TAX 52.50

4. NO RENTAL CAR IS REQUESTED

7/28/2008'CUST STATED:

1. CUST HAS 2002 SANTA FE LOVES IT

2. WHILE CUST STILL HAD WARR ON IT HAD A COMPLETE CHECK ON VEHICLE AND WAS TOLD EVERYTHING WAS FINE AND NOW THE CONTROL ARM RUSTING OUT ON VEHICLE

3. CUST CANT IMAGE THAT THERE WAS NO SIGN OF THIS A YEAR AGO

4. CUST WANT TO KNOW WHAT CAN BE DONE ABOUT CONTROL ARM RUSTING OUT ON VEHICLE

--- WRITER EMPATHIZED WITH CUST AND STATED THAT WRITER WOULD HAVE TO CONTACT DLR PA037 (SEE DLR NOTES) WRITER INFORMED CUST THAT WRITER WOULD SUBMIT TO REGION FOR INVESTIGATION. INFORMED CUST THAT IT WOULD TAKE 3 TO 4 BUSINESS DAYS FOR SOME ON TO CONTACT CUST.

WRITER OFFERED ANY FURTHER ASSISTANCE REQUESTED BY CUST. WRITER UPDATED FILE, OPENED CASE AND PROVIDED NAME, EXT AND CASE NUMBER.

--- WRITER WILL FORWARD CASE TO REGION ---7/28/2008'WRITER CONTACTED , SERVICE ADVISOR MARK SERVICE MANGER RJ WALKER WILL NOT BE IN UNTIL TOMORROW. AT DLRSHIP PA037 , WHO STATED:

1. CONTROL ARM ATTACHED TO SUB FRAME

MILEAGE @ 79818 THE DATE 07/26/08 CONTROL ARM IS RUSTED. REPAIR THE LEFT REAR

BBB