



# HYUNDAI

## Field Product Observation Report

Sent to National on 04/30/2004 01:54:55 PM by Steve Stroda.  
 Document created by Steve Stroda on 04/30/2004 01:51:46 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> door handle	<b>UPC:</b>
<b>Originator:</b> Steve Stroda	<b>Report #:</b> 4-3
<b>Dealer Code:</b> TX103	<b>Contact Person:</b> Otis Parks
<b>VIN:</b> KMHWF25H12A	<b>Mileage:</b> 26818
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*
<b>Production Date:</b>	<b>Category:</b> 17 Latch*
<b>Part Name:</b> door handle	<b>Part Number:</b> 82620-3d010
<b>Customer Complaint:</b> customer says their hand was scratched when contacting interior door handle	
<b>Dealer Observations:</b> chrome is peeling	
<b>Corrective Action:</b> Replace door handle	
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Comment:</b>	



# HYUNDAI



## Field Product Observation Report

Sent to National on 03/12/2003 07:26:50 PM by Kelly Kawaguchi.  
 Document created by Kelly Kawaguchi on 03/12/2003 07:01:31 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> Door handle peeling			<b>UPC:</b>
<b>Originator:</b> Kelly Kawaguchi	<b>Report #:</b>	<b>Date:</b> 03/12/2003	
<b>Dealer Code:</b> co032		<b>Contact Person:</b> terry t	
<b>VIN:</b> kmhw25h22a		<b>Mileage:</b> 7349	
<b>Model:</b> Sonata*		<b>Model Year:</b> 2002*	
<b>Production Date:</b>		<b>Category:</b> 17 Latch*	
<b>Part Name:</b> interior door handle		<b>Part Number:</b> 82620-3d010	
<b>Customer Complaint:</b> chrome is peeling off of interior door handle			
<b>Dealer Observations:</b> Chrome peeling at seem on interior door handle. Replaced door handle to resolve			
<b>Corrective Action:</b>			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>			


**HYUNDAI**  
**Field Product Observation Report**

Sent to National on 01/22/2003 07:36:17 PM by Steve Heiss.  
 Document created by Steve Heiss on 01/22/2003 07:29:05 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> Peeling chrome on Sonata front interior door handles	<b>UPC:</b>
<b>Originator:</b> Steve Heiss	<b>Report #:</b>
<b>Dealer Code:</b> KY001	<b>Date:</b> 01/22/2003
<b>VIN:</b> KMHWF25H32A [REDACTED]	<b>Contact Person:</b> Brian King
<b>Model:</b> Sonata*	<b>Mileage:</b> 8294
<b>Production Date:</b> 04/09/02	<b>Model Year:</b> 2002*
<b>Part Name:</b> front interior door handle	<b>Category:</b> 17 Latch*
<b>Part Number:</b> 82610-3D010, 82620-3D010	
<b>Customer Complaint:</b> Cusotmer complaint that the chrome is peeling on the front interior door hadles creating a very sharp edge.	
<b>Dealer Observations:</b> The dealer verified the cusotmer complaint	
<b>Corrective Action:</b> Both right and left front door handles were replaced.	
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Were Photos Taken?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Parts Sent?</b> <input type="radio"/> Yes <input type="radio"/> No	
<b>Comment:</b>	  MVC-001S.JPG MVC-002S.JPG



# Field Product Observation Report

Sent to National on 05/27/2004 08:29:04 PM by Steve Stroda.  
 Document created by Steve Stroda on 05/27/2004 08:26:39 PM.

<b>To:</b> <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> door handle	<b>UPC:</b>
<b>Originator:</b> Steve Stroda	<b>Report #:</b> 5-2
<b>Dealer Code:</b> TX086	<b>Date:</b> 05/27/2004
<b>VIN:</b> KMHWF25H32A [REDACTED]	<b>Contact Person:</b> Pat Hall
<b>Model:</b> Sonata*	<b>Mileage:</b> 34621
<b>Production Date:</b>	<b>Model Year:</b> 2002*
<b>Part Name:</b> inside door handle	<b>Category:</b> 17 Latch*
<b>Part Number:</b> 82620-3d010	
<b>Customer Complaint:</b> Chrome is peeling from interior door handle	
<b>Dealer Observations:</b> chrome peeling	
<b>Corrective Action:</b> Replace handle	
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Comment:</b>	



# HYUNDAI

## Field Product Observation Report

Sent to National on 03/31/2004 09:12:28 AM by Jack Pearson.  
 Document created by Jack Pearson on 03/31/2004 08:58:51 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
<b>Subject:</b> 2002 - SONATA - INSIDE DOOR HANDLES		<b>UPC:</b>
<b>Originator:</b> Jack Pearson	<b>Report #:</b> MAR #3	<b>Date:</b> 03/31/2004
<b>Dealer Code:</b> FL112 - WALLACE	<b>Contact Person:</b> C. ROBERT/ SM	
<b>VIN:</b> KMHWF25H42A [REDACTED]	<b>Mileage:</b> 19213	
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*	
<b>Production Date:</b> 3/11/02	<b>Category:</b> 17 Latch*	
<b>Part Name:</b> INSIDE DOOR HANDLE	<b>Part Number:</b>	
<b>Customer Complaint:</b> HANDLES PEELING & CUTTING CUSTOMERS HANDS		
<b>Dealer Observations:</b> DEALER FOUND 3 DOOR HANDLE , CHROME PEELING , INSPECTED BY DPSM		
<b>Corrective Action:</b> REPLACED 3 HANDLES		
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Comment:</b> IN WARRANTY BINS		



# HYUNDAI

## Field Product Observation Report

Sent to National on 04/07/2003 10:27:39 AM by James Magretto.  
 Document created by James Magretto on 04/07/2003 10:23:02 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> chrome inside door handles			<b>UPC:</b>
<b>Originator:</b> James Magretto	<b>Report #:</b> Apr #1	<b>Date:</b> 04/07/2003	
<b>Dealer Code:</b> NY088	<b>Contact Person:</b> Matt Paterno		
<b>VIN:</b> KMHWF25H52A [REDACTED]	<b>Mileage:</b> 12769		
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*		
<b>Production Date:</b> 03/12/02	<b>Category:</b> 17 Latch*		
<b>Part Name:</b> handle assy	<b>Part Number:</b> 82610-3D010 / 82620-3D010		
<b>Customer Complaint:</b> Customer states all inside door handles are stripping.			
<b>Dealer Observations:</b> Found chrome plating peeling off.			
<b>Corrective Action:</b> Replace all four inside door handles.			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Parts Sent?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Comment:</b> Customer had placed duct tape around one handle to protect hand from sharp edge.			



# Field Product Observation Report

Sent to National on 04/01/2003 11:20:30 AM by Howard Cyr.  
 Document created by Howard Cyr on 04/01/2003 10:20:49 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
<b>Subject:</b> Chrome cracking and peeling off of door handles		<b>UPC:</b>
<b>Originator:</b> Howard Cyr	<b>Report #:</b>	<b>Date:</b> 04/01/2003
<b>Dealer Code:</b> AZ019, Larry Miller Hyundai	<b>Contact Person:</b> Rick Kingslinger, Svc Mgr	
<b>VIN:</b> KMHWF25H82A [REDACTED]	<b>Mileage:</b> 10853	
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*	
<b>Production Date:</b> 04/08/2002	<b>Category:</b> 17 Latch*	
<b>Part Name:</b> FRONT DOOR INSIDE HANDLE	<b>Part Number:</b> 82620-3D010	
<b>Customer Complaint:</b> Chrome peeling off of the handle leaving a rough texture.		
<b>Dealer Observations:</b> Same. Chrome handle has a crack in finish		
<b>Corrective Action:</b> R&R handle		
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Comment:</b>	Additional units same condition	
	KMHWF35H52A710559	7,963 MILES
	KMHWF35H02A713837	10,705 MILES
	KMHWF35H52A714840	9.092 MILES
		07/06/2002 PROD
		07/11/2002 PROD
		07/13/2002 PROD


**HYUNDAI**  
**Field Product Observation Report**

Sent to National on 02/10/2003 02:44:20 PM by Scott Snyder.  
 Document created by Scott Snyder on 02/10/2003 02:39:30 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> INTERIOR		<b>UPC:</b>	
<b>Originator:</b> Scott Snyder	<b>Report #:</b>	<b>Date:</b> 02/10/2003	
<b>Dealer Code:</b> CA168 NV015	<b>Contact Person:</b> KENNY BRADSHAW TOM MOORE		
<b>VIN:</b> KMHWF25H92A KMHWF25S92A		<b>Mileage:</b> 4663 6079	
<b>Model:</b> Sonata*		<b>Model Year:</b> 2002*	
<b>Production Date:</b>		<b>Category:</b> 17 Latch*	
<b>Part Name:</b> FRONT INSIDE DOOR HANDLE		<b>Part Number:</b> 82620-3D010	
<b>Customer Complaint:</b> CUSTOMER STATES CHROME PEELING FROM INSIDE DOOR HANDLE			
<b>Dealer Observations:</b> CHROME PEELING ALONG SEAM ON TOP OF HANDLE			
<b>Corrective Action:</b> REPLACE INSIDE DOOR HANDLE			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>			





# HYUNDAI

## Field Product Observation Report

Sent to National on 01/29/2003 03:17:17 PM by Ed Geiser.  
 Document created by Ed Geiser on 01/29/2003 02:37:23 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
<b>Subject:</b> Inner door handles		<b>UPC:</b>
<b>Originator:</b> Ed Geiser	<b>Report #:</b> 01-04-03	<b>Date:</b> 01/29/2003
<b>Dealer Code:</b> OH018	<b>Contact Person:</b> Bob Brautigam	
<b>VIN:</b> KMHWF25HX2A [REDACTED]	<b>Mileage:</b> 009901	
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*	
<b>Production Date:</b> 03-15-03	<b>Category:</b> 17 Latch*	
<b>Part Name:</b> L.F. Inner door Handle R.F. Inner Door Handle L.R. Inner Door Handle R.R. Inner door Handle	<b>Part Number:</b> 82610-3D010 82620-3D010 82610-3D010 82620-3D010	
<b>Customer Complaint:</b> Cut hand when opening drivers door from inside		
<b>Dealer Observations:</b> Chrome peeling off back of handle		
<b>Corrective Action:</b> Replaced all door handles as upon closer inspection found all the handles had this condition.		
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input type="radio"/> No		
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Parts Sent?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Comment:</b> A copy of this report along with the parts will be mailed to Rod Helgeson		



# HYUNDAI

## Field Product Observation Report

Sent to National on 02/19/2003 11:51:24 AM by Edd Martin.  
 Document created by Edd Martin on 02/19/2003 11:31:55 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> 2002 Sonata Inside Door Handle	<b>UPC:</b>
<b>Originator:</b> Edd Martin	<b>Report #:</b> ejm62
<b>Dealer Code:</b> AR018	<b>Date:</b> 02/19/2003
<b>VIN:</b> KMHWF25HX2A [REDACTED]	<b>Contact Person:</b> BILL OLIVER
<b>Model:</b> Sonata*	<b>Mileage:</b> 5,255
<b>Production Date:</b> 04/08/02	<b>Model Year:</b> 2002*
<b>Part Name:</b> "HANDLE ASS'Y.- DR I/S LH"	<b>Category:</b> 17 Latch*
<b>Part Number:</b> 82610-3D010	
<b>Customer Complaint:</b> "THE LEFT FRONT INSIDE DOOR HANDLE HAS THE CHROME PLATING PEELING OFF. IT CUTS MY HAND WHEN I OPEN THE DOOR".	
<b>Dealer Observations:</b> THE LF INNER DOOR HANDLE HAS A SPLIT IN THE CHROME PLATING @ THE TOP-CENTER OF THE HANDLE. (IT'S 1/2 INCH LONG.)	
<b>Corrective Action:</b> REMOVE & REPLACE THE DOOR HANDLE.	
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Comment:</b> PARTS ARE AVAILABLE. CONTACT DPSM. (REF. DLR. R.O. # 27876.)	



# HYUNDAI

## Field Product Observation Report

Sent to National on 04/23/2003 01:42:37 PM by Steve Heiss.  
 Document created by Steve Heiss on 04/23/2003 01:37:14 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> 02 Sonata inner door handle chrome peeling	<b>UPC:</b>
<b>Originator:</b> Steve Heiss	<b>Report #:</b>
<b>Dealer Code:</b> KY001	<b>Date:</b> 04/23/2003
<b>VIN:</b> KMHWF25S12A [REDACTED]	<b>Contact Person:</b> Brian King
<b>Model:</b> Sonata*	<b>Mileage:</b> 16,093
<b>Production Date:</b> 05/11/02	<b>Model Year:</b> 2002*
<b>Part Name:</b> Fornt door inside handle ass'y	<b>Category:</b> 17 Latch*
<b>Part Number:</b> 82620-3D010	
<b>Customer Complaint:</b> Customer complaint that the front passenger inner door handle has chrome peeling off thar creates sharp edges. The customer is concerned that the passengers risk cutting their hands when opening the door.	
<b>Dealer Observations:</b> The peeling of the chrome was verified by the dealership.	
<b>Corrective Action:</b> The right front inne door handle was replaced.	
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Comment:</b>	



# HYUNDAI


## Field Product Observation Report

Sent to National on 11/14/2003 03:46:54 AM by Mike Bullen.  
 Document created by Mike Bullen on 11/14/2003 03:44:54 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> DOOR HANDLE			<b>UPC:</b>
<b>Originator:</b> Mike Bullen	<b>Report #:</b> 4 NOV 03	<b>Date:</b> 11/14/2003	
<b>Dealer Code:</b> UT010		<b>Contact Person:</b> TREVOR CORBRIDGE	
<b>VIN:</b> KMHWF25S22A [REDACTED]		<b>Mileage:</b> 21,648	
<b>Model:</b> Sonata*		<b>Model Year:</b> 2002*	
<b>Production Date:</b> 2/20/02		<b>Category:</b> 17 Latch*	
<b>Part Name:</b> INSIDE DOOR HANDLE		<b>Part Number:</b>	
<b>Customer Complaint:</b> CUSTOMER STATES THAT THE CHROME IS PEELING OFF OF THE INSIDE DOOR HANDLE.			
<b>Dealer Observations:</b> SAME AS ABOVE			
<b>Corrective Action:</b> REPLACE DOOR HANDLE.			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>			


**HYUNDAI**  
**Field Product Observation Report**

Sent to National on 01/22/2003 07:46:35 PM by Steve Heiss.  
 Document created by Steve Heiss on 01/22/2003 07:42:07 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
<b>Subject:</b> Chrome cracking on front interior door handles of 02 Sonata		<b>UPC:</b>
<b>Originator:</b> Steve Heiss	<b>Report #:</b>	<b>Date:</b> 01/22/2003
<b>Dealer Code:</b> KY001	<b>Contact Person:</b> Brian King	
<b>VIN:</b> KMHWF25S32A [REDACTED]	<b>Mileage:</b> 4676	
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*	
<b>Production Date:</b> 05/14/02	<b>Category:</b> 17 Latch*	
<b>Part Name:</b> left and right front interior door handles	<b>Part Number:</b> 82620-3D010, 82610-3D010	
<b>Customer Complaint:</b> Customer complaint that the chrome had cracked on both front interior door handles creating very sharp edges.		
<b>Dealer Observations:</b> The dealership service personnel verified the complaint.		
<b>Corrective Action:</b> Both front door handles were replaced.		
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Were Photos Taken?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Comment:</b>	 MVC-004S.JPG	

 **HYUNDAI**  
Field Product Observation Report

Sent to National on 02/20/2003 04:28:22 PM by Eric Nelson.  
Document created by Eric Nelson on 02/20/2003 03:04:35 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> Inside Door Handles Peeling Chrome			<b>UPC:</b>
<b>Originator:</b> Eric Nelson	<b>Report #:</b>	<b>Date:</b> 02/20/2003	
<b>Dealer Code:</b> ARO20	<b>Contact Person:</b> Eric Nelson		
<b>VIN:</b> KMHWF25S42A [REDACTED]	<b>Mileage:</b> 6,478		
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*		
<b>Production Date:</b>	<b>Category:</b> 17 Latch*		
<b>Part Name:</b> HANDLE ASSY DOOR	<b>Part Number:</b> 82610-3D010		

**Customer Complaint:**

Door handle chrome peeling off

**Dealer Observations:**

- The chrome is peeling on the inside door handle. See photos below.
- Other Vehicles
 

KMHWF25H12A	P/D 7/18/2002	15,031 MILES
KMHWF35H72A	3/9/2002	18,734
KMHWF25H12A	2/7/2002	19,290



**Corrective Action:**

Replaced the Handle P/N 82610-3D010

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
<b>Comment:</b> This has been report on QAEFB-B-030201 but the concern appears to be increase at the individual Dealers. All 4 cases listed above from 1 Dealer that sells an average of 65 vehicles a month.	



# HYUNDAI

## Field Product Observation Report

Sent to National on 10/10/2003 04:37:05 AM by Mike Bullen.  
 Document created by Mike Bullen on 10/10/2003 04:33:53 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> INSIDE DOOR HANDLE			<b>UPC:</b>
<b>Originator:</b> Mike Bullen	<b>Report #:</b> 9 OCT 03	<b>Date:</b> 10/10/2003	
<b>Dealer Code:</b> UT007	<b>Contact Person:</b> RANDY MILLS		
<b>VIN:</b> KMHWF25S52A [REDACTED]	<b>Mileage:</b> 17,513		
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*		
<b>Production Date:</b> 3/28/02	<b>Category:</b> 17 Latch*		
<b>Part Name:</b> INSIDE DOOR HANDLE	<b>Part Number:</b>		
<b>Customer Complaint:</b> CUSTOMER STATES THAT THE CHROME IS PEELING OFF OF THE INSIDE DOOR HANDLE.			
<b>Dealer Observations:</b> SAME AS ABOVE			
<b>Corrective Action:</b> REPLACE DOOR HANDLE			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>			





# HYUNDAI

## Field Product Observation Report

Sent to National on 09/24/2003 08:11:37 PM by Barbara Lenderman.  
 Document created by Barbara Lenderman on 09/24/2003 08:06:43 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> Door handles peeling	<b>UPC:</b>
<b>Originator:</b> Barbara Lenderman	<b>Report #:</b>
<b>Dealer Code:</b> TX043	<b>Date:</b> 09/24/2003
<b>VIN:</b> KMHWF25S52A [REDACTED]	<b>Contact Person:</b> James Roll
<b>Model:</b> Sonata*	<b>Mileage:</b> 27,122
<b>Production Date:</b> 04/02/2002	<b>Model Year:</b> 2002*
<b>Part Name:</b> door handle	<b>Category:</b> 99 Other*
<b>Part Number:</b> 82620-3D010	
<b>Customer Complaint:</b> Door handles peeling	
<b>Dealer Observations:</b> Chrome on door handles peeling	
<b>Corrective Action:</b> Replaced door handles	
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Comment:</b>	



# HYUNDAI


## Field Product Observation Report

Sent to National on 08/01/2003 11:20:15 AM by Jon D Hoffman.  
 Document created by Jon D Hoffman on 05/15/2003 08:47:35 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
<b>Subject:</b> Door Handle Chrome (25)		<b>UPC:</b>
<b>Originator:</b> Jon D Hoffman	<b>Report #:</b> 25	<b>Date:</b> 05/15/2003
<b>Dealer Code:</b> NJ040	<b>Contact Person:</b> Steve Pippetti	
<b>VIN:</b> KMHWF25S52A [REDACTED]	<b>Mileage:</b> 10,184	
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*	
<b>Production Date:</b> 4/4/02	<b>Category:</b> 17 Latch*	
<b>Part Name:</b> HANDLE ASSY-DR I/S RH	<b>Part Number:</b> 826203D010	
<b>Customer Complaint:</b> Both front inner door handles peeling		
<b>Dealer Observations:</b> Verified customer concern		
<b>Corrective Action:</b> Replace both front door handles		
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Comment:</b>		

 **HYUNDAI**  
Field Product Observation Report

Sent to National on 12/18/2002 07:44:08 PM by Scott Snyder.  
Document created by Scott Snyder on 12/18/2002 07:28:35 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> BODY- INTERIOR			<b>UPC:</b>
<b>Originator:</b> Scott Snyder	<b>Report #:</b>	<b>Date:</b> 12/18/2002	
<b>Dealer Code:</b> NV015	<b>Contact Person:</b> TOM MOORE		
<b>VIN:</b> KMHWF25S72A KMHWF35H12A KMHWF25S82A KMHWF25S72A KMHWF25S52A KMHWF25S82A KMHWF35H42A KMHWF25S72A KMHWF35H92A		<b>Mileage:</b> 10000 7337 6152 17700 3397 6801 1318 3833 1617	
<b>Model:</b> Elantra*		<b>Model Year:</b> 2002*	
<b>Production Date:</b>		<b>Category:</b> 17 Latch*	
<b>Part Name:</b> DOOR HANDLE		<b>Part Number:</b>	
<b>Customer Complaint:</b> CUST STATES CHROME PLATING ON BOTH FRONT DOOR HANDLES PEELING OFF, CREATING SHARP EDGES THAT MAY HAVE CUT FINGERS			
<b>Dealer Observations:</b> CHROME PEELING AT TOP SEAM WHERE CHROME PLATING IS JOINED BETWEEN THE INSIDE AND THE OUTSIDE OF THE HANDLE			
<b>Corrective Action:</b> REPLACE THE DOOR HANDLE			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Were Photos Taken?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>			
PARTS HELD AT DLR PENDING HMA REQUEST FOR RETURN Mvc-284f.jpg			





# HYUNDAI

## Field Product Observation Report

Sent to National on 12/12/2002 10:22:26 PM by John Ketwig.  
 Document created by John Ketwig on 12/12/2002 10:18:40 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> Chrome plating separating from inside door handle			<b>UPC:</b>
<b>Originator:</b> John Ketwig	<b>Report #:</b> 1202006	<b>Date:</b> 12/12/2002	
<b>Dealer Code:</b> NY085		<b>Contact Person:</b> Michael Savalli	
<b>VIN:</b> KMHWF25S82A [REDACTED]		<b>Mileage:</b> 6176	
<b>Model:</b> Sonata*		<b>Model Year:</b> 2002*	
<b>Production Date:</b>		<b>Category:</b> 17 Latch*	
<b>Part Name:</b> R/F inner door handle		<b>Part Number:</b> 82620-3D010	
<b>Customer Complaint:</b> Chrome plating separating from inside door handle, sharp edge on plating could injure fingers			
<b>Dealer Observations:</b> Chrome plating separating from inside door handle			
<b>Corrective Action:</b> Replace inside door handle			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>			



# HYUNDAI

## Field Product Observation Report

Sent to National on 05/11/2003 08:41:56 AM by John Ketwig.  
 Document created by John Ketwig on 05/11/2003 08:37:55 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
<b>Subject:</b> Chrome peeling from inside door handle		<b>UPC:</b>
<b>Originator:</b> John Ketwig	<b>Report #:</b> 0503005	<b>Date:</b> 05/11/2003
<b>Dealer Code:</b> PA032	<b>Contact Person:</b> Doc Maurice	
<b>VIN:</b> KMHWF25S82A [REDACTED]	<b>Mileage:</b> 3237	
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*	
<b>Production Date:</b>	<b>Category:</b> 17 Latch*	
<b>Part Name:</b> Handle Assy, Door, Inside R/H	<b>Part Number:</b> 82620-3D010	
<b>Customer Complaint:</b> Chrome plating is peeling up from handle, uncomfortable edge		
<b>Dealer Observations:</b> Chrome plating is peeling from handle		
<b>Corrective Action:</b> Replace handle		
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Parts Sent?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Comment:</b>		



# HYUNDAI

## Field Product Observation Report

Sent to National on 02/07/2003 04:24:20 PM by Ed Geiser.  
 Document created by Ed Geiser on 02/07/2003 04:18:44 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> Door Handles			<b>UPC:</b>
<b>Originator:</b> Ed Geiser	<b>Report #:</b> FPOR020103	<b>Date:</b> 02/07/2003	
<b>Dealer Code:</b> OH018	<b>Contact Person:</b> Bob Brautigam		
<b>VIN:</b> KMHWF25S92A [REDACTED]	<b>Mileage:</b> 3,356		
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*		
<b>Production Date:</b> 05-28-02	<b>Category:</b> 17 Latch*		
<b>Part Name:</b> Door Handle Door Handle	<b>Part Number:</b> 82620-3D010 82620-3D010		
<b>Customer Complaint:</b> Chrome coming off door handles			
<b>Dealer Observations:</b> Poor adhesion of chrome to door handles			
<b>Corrective Action:</b> Replaced door handles			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Sent?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Comment:</b> Rod Bob Brautigam will be shipping these door handles with a not referencing this FPOR			



# HYUNDAI

## Field Product Observation Report

Sent to National on 04/23/2003 01:49:25 PM by Steve Heiss.  
 Document created by Steve Heiss on 04/23/2003 01:42:41 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> 02 Sonata inner passenger door handle has peeling chrome	<b>UPC:</b>
<b>Originator:</b> Steve Heiss	<b>Report #:</b>
<b>Dealer Code:</b> KY001	<b>Date:</b> 04/23/2003
<b>VIN:</b> KMHWF25SX2A [REDACTED]	<b>Contact Person:</b> Brian King
<b>Model:</b> Sonata*	<b>Mileage:</b> 15,707
<b>Production Date:</b> 04/03/03	<b>Model Year:</b> 2002*
<b>Part Name:</b> Front door inside handle ass'y	<b>Category:</b> 17 Latch*
<b>Part Number:</b> 82620-3D010	
<b>Customer Complaint:</b> Customer complaint about sharp edge on the front passenger inner door handle created by peeling chrome.	
<b>Dealer Observations:</b> Dealer personnel verified the peeling chrome on inner handle	
<b>Corrective Action:</b> Passenger inner door handle replaced	
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input type="radio"/> No	
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Comment:</b>	





# HYUNDAI

## Field Product Observation Report

Sent to National on 10/10/2003 04:40:11 AM by Mike Bullen.  
 Document created by Mike Bullen on 10/10/2003 04:37:42 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
<b>Subject:</b> INSIDE DOOR HANDLE		<b>UPC:</b>
<b>Originator:</b> Mike Bullen	<b>Report #:</b> 10 OCT 03	<b>Date:</b> 10/10/2003
<b>Dealer Code:</b> UT007	<b>Contact Person:</b> RANDY MILLS	
<b>VIN:</b> KMHWF25SX2A [REDACTED]	<b>Mileage:</b> 16,085	
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*	
<b>Production Date:</b> 4/6/02	<b>Category:</b> 17 Latch*	
<b>Part Name:</b> INSIDE DOOR HANDLE	<b>Part Number:</b>	
<b>Customer Complaint:</b> CUSTOMER STATES THAT THE CHROME IS PEELING OFF OF THE INSIDE DOOR HANDLE.		
<b>Dealer Observations:</b> SAME AS ABOVE		
<b>Corrective Action:</b> REPLACE DOOR HANDLE.		
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Comment:</b>		



# HYUNDAI

## Field Product Observation Report

Sent to National on 11/06/2003 02:50:42 AM by Mike Bullen.  
 Document created by Mike Bullen on 11/06/2003 02:48:19 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> INSIDE DOOR HANDLE			<b>UPC:</b>
<b>Originator:</b> Mike Bullen	<b>Report #:</b> 1 NOV 03	<b>Date:</b> 11/06/2003	
<b>Dealer Code:</b> UT011		<b>Contact Person:</b> RUSS EARDLEY	
<b>VIN:</b> KMHWF35H02A640324		<b>Mileage:</b> 43,985	
<b>Model:</b> Sonata*		<b>Model Year:</b> 2002*	
<b>Production Date:</b> 3/6/02		<b>Category:</b> 17 Latch*	
<b>Part Name:</b> INSIDE DOOR HANDLE		<b>Part Number:</b>	
<b>Customer Complaint:</b> CUSTOMER STATES THE CHROME IS PEELING ON THE FRONT INSIDE DOOR HANDLES			
<b>Dealer Observations:</b> SAME AS ABOVE			
<b>Corrective Action:</b> REPLACE DOOR HANDLES			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b> THIS IS THE SECOND REPLACEMENT FOR THIS ISSUE.			



# HYUNDAI

## Field Product Observation Report

Sent to National on 03/02/2004 08:19:26 AM by Barbara Lenderman.  
 Document created by Barbara Lenderman on 03/02/2004 08:16:30 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> Peeling Handles			<b>UPC:</b>
<b>Originator:</b> Barbara Lenderman	<b>Report #:</b>	<b>Date:</b> 03/02/2004	
<b>Dealer Code:</b> tx097		<b>Contact Person:</b> Jim Lanningham	
<b>VIN:</b> KMHWF35H02A [REDACTED]		<b>Mileage:</b> 24513	
<b>Model:</b> Sonata*		<b>Model Year:</b> 2002*	
<b>Production Date:</b> 4/23/2002		<b>Category:</b> 17 Latch*	
<b>Part Name:</b> Front door handle		<b>Part Number:</b> 826103D010	
<b>Customer Complaint:</b> The chrome is peeling from the door handle			
<b>Dealer Observations:</b> The chrome is peeling at the curve of the handle. The chrome leaves a jagged edge where the chrome is loose			
<b>Corrective Action:</b> Replace the door handle			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input type="radio"/> Yes <input type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>			



# HYUNDAI

## Field Product Observation Report

Sent to National on 02/24/2004 05:42:58 PM by Jeff Hampton.  
 Document created by Jeff Hampton on 02/24/2004 05:39:10 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> Interior door handles chrome covering peeling	<b>UPC:</b>
<b>Originator:</b> Jeff Hampton	<b>Report #:</b>
<b>Dealer Code:</b> MO030	<b>Date:</b> 02/24/2004
<b>VIN:</b> KMHWF35H02A [REDACTED]	<b>Contact Person:</b> Craig Wheeler - Service Mgr
<b>Model:</b> Sonata*	<b>Mileage:</b> 30847
<b>Production Date:</b>	<b>Model Year:</b> 2002*
<b>Part Name:</b> Handle assy	<b>Category:</b> 17 Latch*
<b>Part Number:</b> 82620-3d010	
<b>Customer Complaint:</b> Both interior front door handles chrome peeling.	
<b>Dealer Observations:</b> Door handle chrome covering peeling	
<b>Corrective Action:</b> Replaced inner door handles	
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Comment:</b> DPSM has received numerous dealer comments regarding this issues and customers who have been cut by the peeling chrome.	



# HYUNDAI

## Field Product Observation Report

Sent to National on 12/12/2002 10:18:31 PM by John Ketwig.  
 Document created by John Ketwig on 12/12/2002 10:14:00 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> chrome peeling from inside door handle			<b>UPC:</b>
<b>Originator:</b> John Ketwig	<b>Report #:</b> 1202005	<b>Date:</b> 12/12/2002	
<b>Dealer Code:</b> NY085		<b>Contact Person:</b> Michael Savalli	
<b>VIN:</b> KMHWF35H02A [REDACTED]		<b>Mileage:</b> 10957	
<b>Model:</b> Sonata*		<b>Model Year:</b> 2002*	
<b>Production Date:</b>		<b>Category:</b> 17 Latch*	
<b>Part Name:</b> L/F inner Door Handle		<b>Part Number:</b> 82610-3D010	
<b>Customer Complaint:</b> Chrome plating separating from inner door handle, sharp edge of plating could cause cut fingers			
<b>Dealer Observations:</b> Plating separating from inner door handle			
<b>Corrective Action:</b> Replace inner door handle			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>			



# HYUNDAI

## Field Product Observation Report

Sent to National on 07/27/2004 05:31:05 PM by Maura Dowd.  
 Document created by Maura Dowd on 07/27/2004 05:28:30 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> Trim	<b>UPC:</b>
<b>Originator:</b> Maura Dowd	<b>Report #:</b> July3
<b>Dealer Code:</b> DE003	<b>Date:</b> 07/27/2004
<b>VIN:</b> KMHWF35H02A [REDACTED]	<b>Contact Person:</b> Joe Gugliotti
<b>Model:</b> Sonata*	<b>Mileage:</b> 25120
<b>Production Date:</b>	<b>Model Year:</b> 2002*
<b>Part Name:</b> Inside door handle	<b>Category:</b> 99 Other*
<b>Part Number:</b> 82610-3D010	
<b>Customer Complaint:</b> Customer states the chrome on the inside door handle is peeling	
<b>Dealer Observations:</b> The chrome is peeling. The peeling chrome is sharp.	
<b>Corrective Action:</b> Replace door handle.	
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Comment:</b>	



**HYUNDAI**  
**Field Product Observation Report**

Sent to National on 11/14/2003 03:52:30 AM by Mike Bullen.  
 Document created by Mike Bullen on 11/14/2003 03:50:22 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
<b>Subject:</b> INSIDE DOOR HANDLE		<b>UPC:</b>
<b>Originator:</b> Mike Bullen	<b>Report #:</b> 6 NOV 03	<b>Date:</b> 11/14/2003
<b>Dealer Code:</b> UT002	<b>Contact Person:</b> TODD SNOW	
<b>VIN:</b> KMHWF35H12A [REDACTED]	<b>Mileage:</b> 29,092	
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*	
<b>Production Date:</b> 3/4/02	<b>Category:</b> 17 Latch*	
<b>Part Name:</b> INSIDE DOOR HANDLE	<b>Part Number:</b>	
<b>Customer Complaint:</b> CUSTOMER STATES THAT THE CHROME IS PEELING OFF OF THE INSIDE DOOR HANDLE.		
<b>Dealer Observations:</b> SAME AS ABOVE		
<b>Corrective Action:</b> REPLACE THE DOOR HANDLE		
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Comment:</b>		


**HYUNDAI**  
**Field Product Observation Report**

Sent to National on 06/12/2004 08:48:40 AM by Jeffery Vandenberg.  
 Document created by Jeffery Vandenberg on 06/12/2004 08:40:34 AM.

<b>To:</b> Rodney Helgeson <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
<b>Subject:</b> DOOR HANDLES CHROME PEELING		<b>UPC:</b>
<b>Originator:</b> Jeffery Vandenberg	<b>Report #:</b>	<b>Date:</b> 06/12/2004
<b>Dealer Code:</b> MN007	<b>Contact Person:</b> RON JOHNSON	
<b>VIN:</b> KMHWF35H12A [REDACTED]	<b>Mileage:</b> 26,914	
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*	
<b>Production Date:</b> 04/08/2002	<b>Category:</b> 17 Latch*	
<b>Part Name:</b> DOOR HANDLE	<b>Part Number:</b> 86210-3D010	
<b>Customer Complaint:</b> CHROME PEELING ON INTERIOR DOOR HANDLE.		
<b>Dealer Observations:</b> CHROME PEELING OFF HANDLE.		
<b>Corrective Action:</b> REPLACE HANDLE.		
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Were Photos Taken?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Comment:</b>	 MVC-023S.JPG	





10 12:29 PM



# HYUNDAI

## Field Product Observation Report

Sent to National on 05/01/2003 11:21:15 PM by John Lorenz.  
 Document created by John Lorenz on 05/01/2003 11:16:22 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> 02 Sonata Door handle			<b>UPC:</b>
<b>Originator:</b> John Lorenz	<b>Report #:</b>	<b>Date:</b> 05/01/2003	
<b>Dealer Code:</b> NJ007	<b>Contact Person:</b> Wayne Jackson		
<b>VIN:</b> KMHWF35H12A [REDACTED]	<b>Mileage:</b> 14,410		
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*		
<b>Production Date:</b> 4/9/02	<b>Category:</b> 99 Other*		
<b>Part Name:</b> I/S R/H door handle	<b>Part Number:</b> 82620-3D010		
<b>Customer Complaint:</b> C/S chrome peeling on handle			
<b>Dealer Observations:</b> Tech states s/a			
<b>Corrective Action:</b> Replaced door handle			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>			





# Field Product Observation Report

Sent to National on 06/28/2004 09:43:21 AM by Leslie A Wood.  
 Document created by Leslie A Wood on 06/28/2004 09:39:56 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> Peeling chrome door handle	<b>UPC:</b>
<b>Originator:</b> Leslie A Wood	<b>Report #:</b>
<b>Dealer Code:</b> IL018	<b>Date:</b> 06/28/2004
<b>VIN:</b> KMHWF35H22A [REDACTED]	<b>Contact Person:</b> John Lovell
<b>Model:</b> Sonata*	<b>Mileage:</b> 29905
<b>Production Date:</b> 03/09/2002	<b>Model Year:</b> 2002*
<b>Part Name:</b> Door handle assembly	<b>Category:</b> 17 Latch*
<b>Part Number:</b> 82610-3d010	
<b>Customer Complaint:</b> Interior chrome door handle is peeling	
<b>Dealer Observations:</b> Confirmed the above	
<b>Corrective Action:</b> replace interior door handle	
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Comment:</b>	


**HYUNDAI**  
**Field Product Observation Report**

Sent to National on 12/17/2003 07:15:25 PM by Tom Rhodes.  
 Document created by Tom Rhodes on 12/17/2003 07:11:08 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> Interior Door Handles	<b>UPC:</b>
<b>Originator:</b> Tom Rhodes	<b>Report #:</b>
<b>Dealer Code:</b> NC035	<b>Date:</b> 12/17/2003
<b>VIN:</b> KMHWF35H32A [REDACTED]	<b>Contact Person:</b> Robert Ford
<b>Model:</b> Sonata*	<b>Mileage:</b> 28447
<b>Production Date:</b> MARCH 6, 2002	<b>Model Year:</b> 2003*
<b>Part Name:</b> Intrerior Door Handle	<b>Category:</b> 17 Latch*
<b>Part Number:</b>	
<b>Customer Complaint:</b> The Door handle is so sharp it is cutting their fingers when the open the door from inside the car.	
<b>Dealer Observations:</b> The chrome on the interior door handle has delaminated, exposing a sharp edge.	
<b>Corrective Action:</b> Replace affected door handles	
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Were Photos Taken?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Comment:</b>	  MVC-005S.JPG MVC-004S.JPG





DEC 17 2003



# HYUNDAI

## Field Product Observation Report

Sent to National on 07/28/2004 12:50:03 PM by Maura Dowd.  
 Document created by Maura Dowd on 07/28/2004 12:45:43 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> Trim	<b>UPC:</b>
<b>Originator:</b> Maura Dowd	<b>Report #:</b> July4
<b>Dealer Code:</b> PA061	<b>Date:</b> 07/28/2004
<b>VIN:</b> KMHWF35H32A [REDACTED]	<b>Contact Person:</b> Paul Evans
<b>Model:</b> Sonata*	<b>Mileage:</b> 11001
<b>Production Date:</b>	<b>Model Year:</b> 2002*
<b>Part Name:</b> Inside door handle	<b>Category:</b> 99 Other*
<b>Part Number:</b> 82610-3D010	
<b>Customer Complaint:</b> The chrome is peeling from the door handle.	
<b>Dealer Observations:</b> The chrome is peeling from the inside door handle.	
<b>Corrective Action:</b> Replace the door handle.	
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Comment:</b> DPSM inspected the replaced part. The peeling chrome is sharp.	



# Field Product Observation Report

Sent to National on 11/14/2003 03:44:19 AM by Mike Bullen.  
 Document created by Mike Bullen on 11/14/2003 03:42:11 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> DOOR HANDLE			<b>UPC:</b>
<b>Originator:</b> Mike Bullen	<b>Report #:</b> 3 NOV 03	<b>Date:</b> 11/14/2003	
<b>Dealer Code:</b> UT002	<b>Contact Person:</b> TODD SNOW		
<b>VIN:</b> KMHWF35H42A [REDACTED]	<b>Mileage:</b> 15,395		
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*		
<b>Production Date:</b> 3/22/02	<b>Category:</b> 17 Latch*		
<b>Part Name:</b> FRONT INSIDE DOOR HANDLE	<b>Part Number:</b>		
<b>Customer Complaint:</b> CUSTOMER STATES THAT THE CHROME IS PEELING OFF OF THE INSIDE DOOR HANDLE			
<b>Dealer Observations:</b> SAME AS ABOVE			
<b>Corrective Action:</b> REPLACE DOOR HANDLE			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>			





# HYUNDAI

## Field Product Observation Report

Sent to National on 10/09/2003 01:32:31 AM by Mike Bullen.  
 Document created by Mike Bullen on 10/09/2003 01:29:56 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> Inside Door Handle	<b>UPC:</b>
<b>Originator:</b> Mike Bullen	<b>Report #:</b> 4 Oct 04
<b>Dealer Code:</b> Ut004	<b>Date:</b> 10/09/2003
<b>VIN:</b> KMHWF35H42A [REDACTED]	<b>Contact Person:</b> Shawn Miller
<b>Model:</b> Sonata*	<b>Mileage:</b> 23,358
<b>Production Date:</b> 5/14/02	<b>Model Year:</b> 2002*
<b>Part Name:</b> FRONT INSIDE DOOR HANDLE	<b>Category:</b> 17 Latch*
<b>Part Number:</b>	
<b>Customer Complaint:</b> CUSTOMER STATES THE CHROME IS PEELING OFF OF THE HANDLE	
<b>Dealer Observations:</b> SAME AS ABOVE	
<b>Corrective Action:</b> REPLACE BOTH DOOR HANDLES. ( SECOND TIME)	
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Comment:</b>	




## Field Product Observation Report

Sent to National on 11/14/2003 04:11:17 PM by Barbara Lenderman.  
 Document created by Barbara Lenderman on 11/14/2003 04:08:20 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> Door handles			<b>UPC:</b>
<b>Originator:</b> Barbara Lenderman	<b>Report #:</b>	<b>Date:</b> 11/14/2003	
<b>Dealer Code:</b> TX088	<b>Contact Person:</b> Mike Carlson		
<b>VIN:</b> KMHWF35H42A [REDACTED]	<b>Mileage:</b> 22,934		
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*		
<b>Production Date:</b> 5/24/2002	<b>Category:</b> 17 Latch*		
<b>Part Name:</b> Door handle	<b>Part Number:</b> 826103D010		
<b>Customer Complaint:</b> Door handles are cracked			
<b>Dealer Observations:</b> The door handles are cracked at the edge. There is a sharp edge where the chrome is cracking			
<b>Corrective Action:</b> Replaced door handles			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>			


**HYUNDAI**  
**Field Product Observation Report**

Sent to National on 01/22/2003 07:42:03 PM by Steve Heiss.  
 Document created by Steve Heiss on 01/22/2003 07:36:23 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
<b>Subject:</b> Chrome peeling on the front interior door handle of 02 Sonata		<b>UPC:</b>
<b>Originator:</b> Steve Heiss	<b>Report #:</b>	<b>Date:</b> 01/22/2003
<b>Dealer Code:</b> KY001	<b>Contact Person:</b> Brian King	
<b>VIN:</b> KMHWF35H52A [REDACTED]	<b>Mileage:</b> 28639	
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*	
<b>Production Date:</b> 06/15/01	<b>Category:</b> 17 Latch*	
<b>Part Name:</b> Front interior door handle	<b>Part Number:</b> 82610-3D010	
<b>Customer Complaint:</b> Customer complaint that the chrome had split on the left front interior door handle creating a very sharp edge.		
<b>Dealer Observations:</b> The dealer verified the complaint.		
<b>Corrective Action:</b> The interior door handle was replaced		
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Were Photos Taken?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Comment:</b>	 MVC-003S.JPG	



# HYUNDAI



## Field Product Observation Report

Sent to National on 01/03/2003 08:09:06 AM by Scott Snyder.  
 Document created by Scott Snyder on 01/03/2003 08:05:14 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> Interior Trim			<b>UPC:</b>
<b>Originator:</b> Scott Snyder	<b>Report #:</b>	<b>Date:</b> 01/03/2003	
<b>Dealer Code:</b> NV019	<b>Contact Person:</b> MARK CLECKNER		
<b>VIN:</b> KMHWF35H62A [REDACTED] KMHWF35H92A [REDACTED]	<b>Mileage:</b> 344 8012		
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*		
<b>Production Date:</b>	<b>Category:</b> 17 Latch*		
<b>Part Name:</b> RF INNER DOOR HANDLE ASM	<b>Part Number:</b> 82620-3D010		
<b>Customer Complaint:</b> CUST STATES INNER DOOR HAQNDLE CHROME PEELING			
<b>Dealer Observations:</b> CHROME PEELING FROM LACK OF ADHESION			
<b>Corrective Action:</b> REPLACE DOOR HANDLE ASM			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>			


**HYUNDAI**  
**Field Product Observation Report**

Sent to National on 04/04/2003 12:16:30 PM by Bob Ritter.  
 Document created by Bob Ritter on 04/04/2003 12:08:17 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> chrome peeling inside door handles	<b>UPC:</b>
<b>Originator:</b> Bob Ritter	<b>Report #:</b>
<b>Dealer Code:</b> md022	<b>Date:</b> 04/04/2003
<b>VIN:</b> kmhwf35h72a [REDACTED]	<b>Contact Person:</b> tom miller
<b>Model:</b> Sonata*	<b>Mileage:</b> 12934
<b>Production Date:</b> n/a	<b>Model Year:</b> 2002*
<b>Part Name:</b> handle assy.	<b>Category:</b> 17 Latch*
<b>Part Number:</b> 82610-3d010 , 82620-3d010	
<b>Customer Complaint:</b> sharpe edge on handle of door - inside	
<b>Dealer Observations:</b> chrome was peeling creating a sharpe edge	
<b>Corrective Action:</b> replace handles front and rear - inside	
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Were Photos Taken?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Comment:</b>	  MVC-116F.JPG MVC-117F.JPG









**HYUNDAI**  
**Field Product Observation Report**

Sent to National on 01/22/2003 07:50:37 PM by Steve Heiss.  
 Document created by Steve Heiss on 01/22/2003 07:46:40 PM.

<b>To:</b> FPOR <-- optional		Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> Front interior door handles 02 Sonata		<b>UPC:</b>	
<b>Originator:</b> Steve Heiss	<b>Report #:</b>	<b>Date:</b> 01/22/2003	
<b>Dealer Code:</b> KY001	<b>Contact Person:</b> Brian King		
<b>VIN:</b> KMHWF35H72A [REDACTED]	<b>Mileage:</b> 6789		
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*		
<b>Production Date:</b> 04/16/02	<b>Category:</b> 17 Latch*		
<b>Part Name:</b> Front interior door handle	<b>Part Number:</b> 82610-3D010, 82620-3D010		
<b>Customer Complaint:</b>			
Customer complaint that the chrome on both front interior door handles had cracked creating very sharp edges.			
<b>Dealer Observations:</b>			
The dealership confirmed the customer complaint			
<b>Corrective Action:</b>			
Both door handles were replaced.			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Were Photos Taken?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>	 MVC-005S.JPG		





# HYUNDAI

## Field Product Observation Report

Sent to National on 01/20/2004 07:45:32 PM by Tom Rhodes.  
 Document created by Tom Rhodes on 01/20/2004 07:42:27 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> Sonata Door Handle			<b>UPC:</b>
<b>Originator:</b> Tom Rhodes	<b>Report #:</b>	<b>Date:</b> 01/20/2004	
<b>Dealer Code:</b> TN008		<b>Contact Person:</b> Kevin Frazier	
<b>VIN:</b> KMHWF35H72A [REDACTED]		<b>Mileage:</b> 27774	
<b>Model:</b> Sonata*		<b>Model Year:</b> 2002*	
<b>Production Date:</b> 7/20/2002		<b>Category:</b> 17 Latch*	
<b>Part Name:</b> Interior Door Handle		<b>Part Number:</b>	
<b>Customer Complaint:</b> The Drivers Door Handle has a sharp edge on it.			
<b>Dealer Observations:</b> The chrome on the interior door release handle is peeling away from the base of the handle.			
<b>Corrective Action:</b> Replace the handle			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>			



# HYUNDAI

## Field Product Observation Report

Sent to National on 07/09/2003 09:47:51 PM by John Ketwig.  
 Document created by John Ketwig on 07/09/2003 09:43:38 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> Chrome plate peeling from inside door handles	<b>UPC:</b>
<b>Originator:</b> John Ketwig	<b>Report #:</b> 0703004
<b>Dealer Code:</b> PA024	<b>Date:</b> 07/09/2003
<b>VIN:</b> KMHWF35H72A [REDACTED]	<b>Contact Person:</b> Steve Luccese
<b>Model:</b> Sonata*	<b>Mileage:</b> 7816
<b>Production Date:</b>	<b>Model Year:</b> 2002*
<b>Part Name:</b> Handle Assy, Inside	<b>Category:</b> 17 Latch*
<b>Part Number:</b> 82620-3D010	
<b>Customer Complaint:</b> Chrome peeling from inside door handles, uncomfortable edge	
<b>Dealer Observations:</b> Chrome plating is peeling from both front inside door handles.	
<b>Corrective Action:</b> Replace both inside door handles.	
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Parts Sent?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Comment:</b>	



# HYUNDAI

## Field Product Observation Report

Sent to National on 04/24/2003 02:30:48 PM by Gene Diehl.  
 Document created by Gene Diehl on 04/24/2003 02:26:07 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
<b>Subject:</b> DOOR HANDLE ASSEMBLY - 2002 SONATA		<b>UPC:</b>
<b>Originator:</b> Gene Diehl	<b>Report #:</b> APR0304	<b>Date:</b> 04/24/2003
<b>Dealer Code:</b> NJ020	<b>Contact Person:</b> Greg Mahon	
<b>VIN:</b> KMHWF35H72A [REDACTED]	<b>Mileage:</b> 8,925	
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*	
<b>Production Date:</b> 5/18/02	<b>Category:</b> 17 Latch*	
<b>Part Name:</b> Handle Assy	<b>Part Number:</b> 82620-3D010	
<b>Customer Complaint:</b> Customer states the inside door handle is peeling		
<b>Dealer Observations:</b> Tech found the plastic chrome is seperating		
<b>Corrective Action:</b> Replace the door handle		
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Comment:</b>		



# HYUNDAI

## Field Product Observation Report

Sent to National on 12/09/2003 08:27:33 AM by Lorrie MacNail.  
 Document created by Lorrie MacNail on 12/09/2003 08:23:05 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> Chrome Plating Peeling on handles 151	<b>UPC:</b>
<b>Originator:</b> Lorrie MacNail	<b>Report #:</b> 151
<b>Dealer Code:</b> AR018	<b>Date:</b> 12/09/2003
<b>VIN:</b> kmhwf35h72a [REDACTED]	<b>Contact Person:</b> Rick Taylor
<b>Model:</b> Sonata*	<b>Mileage:</b> 18648
<b>Production Date:</b> 04 16 2002	<b>Model Year:</b> 2002*
<b>Part Name:</b> inside door handle	<b>Category:</b> 17 Latch*
<b>Part Number:</b> 826103d010	
<b>Customer Complaint:</b> Plating peeling off inside handles leaving sharp edges	
<b>Dealer Observations:</b> plating peeling off leaving very sharp edges	
<b>Corrective Action:</b> replacement of handle	
<b>Did this action resolve condition?</b> <input type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input type="radio"/> No	
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input type="radio"/> No	
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Comment:</b> several vehicle observed with this condition	



# Field Product Observation Report

Sent to National on 12/28/2005 09:04:17 AM by Bob Ritter.  
 Document created by Bob Ritter on 12/28/2005 09:00:22 AM.

<b>To:</b> FPOR's <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> inside door handle			<b>UPC:</b>
<b>Originator:</b> Bob Ritter	<b>Report #:</b>	<b>Date:</b> 12/28/2005	
<b>Dealer Code:</b> PA030		<b>Contact Person:</b> phil digiseppie	
<b>VIN:</b> KMHWF35H72A [REDACTED]		<b>Mileage:</b> 44883	
<b>Model:</b> Sonata*		<b>Model Year:</b> 2002*	
<b>Production Date:</b>		<b>Category:</b> 99 Other*	
<b>Part Name:</b> inside handle		<b>Part Number:</b> 826103d010	
<b>Customer Complaint:</b> chrome peeling on handle			
<b>Dealer Observations:</b> dealer verified concern			
<b>Corrective Action:</b> replace handle			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>			



# HYUNDAI

## Field Product Observation Report

Sent to National on 04/16/2003 10:54:28 AM by Steve Heiss.  
 Document created by Steve Heiss on 04/16/2003 10:50:41 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> 02 Sonata front inner door handle chrome peeling	<b>UPC:</b>
<b>Originator:</b> Steve Heiss	<b>Report #:</b>
<b>Dealer Code:</b> KY001	<b>Date:</b> 04/16/2003
<b>VIN:</b> KMHWF35H82A [REDACTED]	<b>Contact Person:</b> Brian King
<b>Model:</b> Sonata*	<b>Mileage:</b> 25351
<b>Production Date:</b> 05/22/02	<b>Model Year:</b> 2002*
<b>Part Name:</b> RH front inside door handle	<b>Category:</b> 17 Latch*
<b>Part Number:</b> 82620-3D010	
<b>Customer Complaint:</b> Customer complaint that the driver's inner door handle has a very sharp edge	
<b>Dealer Observations:</b> The chrome is peeling away from the plastic handle creating a sharp edge.	
<b>Corrective Action:</b> The inner handle was replaced.	
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Comment:</b>	



# HYUNDAI



## Field Product Observation Report

Sent to National on 11/14/2003 03:49:53 AM by Mike Bullen.  
 Document created by Mike Bullen on 11/14/2003 03:47:38 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
<b>Subject:</b> DOOR HANDLE			<b>UPC:</b>
<b>Originator:</b> Mike Bullen	<b>Report #:</b> 5 NOV 03	<b>Date:</b> 11/14/2003	
<b>Dealer Code:</b> UT010		<b>Contact Person:</b> TREVOR CORBRIDGE	
<b>VIN:</b> KMHWF35H82A [REDACTED]		<b>Mileage:</b> 24,593	
<b>Model:</b> Sonata*		<b>Model Year:</b> 2002*	
<b>Production Date:</b> 3/28/02		<b>Category:</b> 17 Latch*	
<b>Part Name:</b> INSIDE DOOR HANDLE		<b>Part Number:</b>	
<b>Customer Complaint:</b> CUSTOMER STATES THAT THE CHROME IS PEELING OFF OF THE INSIDE DOOR HANDLE.			
<b>Dealer Observations:</b> SAME AS ABOVE			
<b>Corrective Action:</b> REPLACE THE DOOR HANDLE.			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Inspected?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>			


**HYUNDAI**  
**Field Product Observation Report**

Sent to National on 03/25/2003 09:39:34 AM by Don Whattoff.  
 Document created by Don Whattoff on 03/25/2003 09:21:40 AM.

<b>To:</b> FPOR <-- optional		Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
<b>Subject:</b> Inside Door Handle/Chrome Peeling		<b>UPC:</b> 820	
<b>Originator:</b> Don Whattoff	<b>Report #:</b>	<b>Date:</b> 03/25/2003	
<b>Dealer Code:</b> KS003		<b>Contact Person:</b> Jennifer Snodgrass	
<b>VIN:</b> KMHWF35H82A [REDACTED]		<b>Mileage:</b> 10669	
<b>Model:</b> Sonata*		<b>Model Year:</b> 2002*	
<b>Production Date:</b> 03/29/02		<b>Category:</b> 17 Latch*	
<b>Part Name:</b> Door Handle		<b>Part Number:</b> 82610-3D010	
<b>Customer Complaint:</b>			
Driver's inside door handle edge is sharp			
<b>Dealer Observations:</b>			
Chrome peeling			
<b>Corrective Action:</b>			
Replace door handle.			
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Were Photos Taken?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No			
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No			
<b>Comment:</b>			
 			
PHOTO MVC-012F.JPG MVC-014F.JPG			









# HYUNDAI

## Field Product Observation Report

Sent to National on 02/04/2003 10:48:15 AM by Jon D Hoffman.  
 Document created by Jon D Hoffman on 02/03/2003 09:17:13 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
<b>Subject:</b> Door Handle Chrome		<b>UPC:</b>
<b>Originator:</b> Jon D Hoffman	<b>Report #:</b> 4	<b>Date:</b> 02/03/2003
<b>Dealer Code:</b> NJ041	<b>Contact Person:</b> Gregg Lozowski	
<b>VIN:</b> KMHWF35H92A [REDACTED]	<b>Mileage:</b> 9146	
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*	
<b>Production Date:</b> 2/27/02	<b>Category:</b> 17 Latch*	
<b>Part Name:</b> Door Handle Assembly	<b>Part Number:</b> 82610-3D010	
<b>Customer Complaint:</b> Left front door handle chrome peeling		
<b>Dealer Observations:</b> Technician verified peeling condition		
<b>Corrective Action:</b> Replace door handle		
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Comment:</b> The peeling of the chrome can result in an extremely sharp edge.		



# HYUNDAI

## Field Product Observation Report

Sent to National on 02/26/2003 10:04:21 PM by Jeff Phillips.  
 Document created by Jeff Phillips on 02/25/2003 04:10:59 PM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
<b>Subject:</b> Door handle peeling, Sonata		<b>UPC:</b>
<b>Originator:</b> Jeff Phillips	<b>Report #:</b>	<b>Date:</b> 02/25/2003
<b>Dealer Code:</b> TX100	<b>Contact Person:</b> Gilbert Carbajal	
<b>VIN:</b> KMHWF35H92A [REDACTED]	<b>Mileage:</b> 6123	
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*	
<b>Production Date:</b> 6-5-2002	<b>Category:</b> 17 Latch*	
<b>Part Name:</b> Assy door handle	<b>Part Number:</b> 82620-3D010 and 82610-3D010	
<b>Customer Complaint:</b> Customer states right front door chrome handle peeling.		
<b>Dealer Observations:</b> Door chrome handle peeling at the seam		
<b>Corrective Action:</b> replace the door handle with a new one that was ordered from the PDC.		
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Condition verified by personal inspection of company employee?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Comment:</b> TX100 in El Paso, TX has seen this concern on several Sonata vehicles. The chrome is peeling on the seam on the lower portion of the handle. Dealer has notified DPSM of this concern. The chrome does not fall off but peels back where it becomes sharp to the touch.		



# HYUNDAI

## Field Product Observation Report

Sent to National on 07/25/2003 04:19:51 PM by Jon D Hoffman.  
 Document created by Jon D Hoffman on 06/16/2003 10:28:58 AM.

<b>To:</b> FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).		
<b>Subject:</b> Door Handle Chrome (38)		<b>UPC:</b>
<b>Originator:</b> Jon D Hoffman	<b>Report #:</b> 38	<b>Date:</b> 06/16/2003
<b>Dealer Code:</b> NJ039	<b>Contact Person:</b> Steve Marriott	
<b>VIN:</b> KMHWF35H92A [REDACTED]	<b>Mileage:</b> 10,300	
<b>Model:</b> Sonata*	<b>Model Year:</b> 2002*	
<b>Production Date:</b> 5/20/02	<b>Category:</b> 17 Latch*	
<b>Part Name:</b> HANDLE ASSY-DR I/S LH	<b>Part Number:</b> 826103D010	
<b>Customer Complaint:</b> Driver's side door handle sharp inside		
<b>Dealer Observations:</b> Verified customer complaint		
<b>Corrective Action:</b> Replace interior door handle		
<b>Did this action resolve condition?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Condition verified by personal inspection of company employee?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Were Photos Taken?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Parts Inspected?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No		
<b>Parts Sent?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Comment:</b>		