



HYUNDAI
Field Product Observation Report

Sent to National on 06/11/2004 11:41:38 AM by Rodney Helgeson.
 Document created by Rodney Helgeson on 06/11/2004 11:23:28 AM.

To: FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
Subject: INNER DOOR HANDLE	UPC:
Originator: Rodney Helgeson	Report #:
Dealer Code: IN023	Contact Person: JIM
VIN: KMHWF25H73A [REDACTED]	Mileage: 8466
Model: Sonata*	Model Year: 2003*
Production Date: 02/24/03	Category: 17 Latch*
Part Name: Handle	Part Number: 82610-3D010
Customer Complaint: Left front door handle has chrome peeling off	
Dealer Observations: chrome is peeling from underneath handle lever	
Corrective Action: replace left front inner door handle	
Did this action resolve condition? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Condition verified by personal inspection of company employee? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Were Photos Taken? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Parts Inspected? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Parts Sent? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Comment:	 MVC-425S.JPG



HYUNDAI

Field Product Observation Report

Sent to National on 02/18/2004 11:03:40 PM by Mike Bullen.
 Document created by Mike Bullen on 02/18/2004 11:00:59 PM.

To: FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
Subject: Door Handles			UPC:
Originator: Mike Bullen	Report #: 4 Feb 04	Date: 02/18/2004	
Dealer Code: Ut011	Contact Person: Russ Eardley		
VIN: KMHWF25H93A [REDACTED]	Mileage: 13,878		
Model: Sonata*	Model Year: 2003*		
Production Date: 11/20/02	Category: 17 Latch*		
Part Name: Inside Door handles	Part Number:		
Customer Complaint: Customer states the chrome is [peeling on the inside door handles.			
Dealer Observations: Same as above			
Corrective Action: Replace door handles			
Did this action resolve condition? <input checked="" type="radio"/> Yes <input type="radio"/> No			
Condition verified by personal inspection of company employee? <input type="radio"/> Yes <input checked="" type="radio"/> No			
Were Photos Taken? <input type="radio"/> Yes <input checked="" type="radio"/> No			
Parts Inspected? <input type="radio"/> Yes <input checked="" type="radio"/> No			
Parts Sent? <input type="radio"/> Yes <input checked="" type="radio"/> No			
Comment:			



FSE Report

Created by Mark Konenkamp on 06/15/2005 09:28:39 PM.

* Required Fields

Submitted by Mark Konenkamp on 06/15/2005 06:46:21 PM. Finalized by Mark Konenkamp on 06/15/2005 06:46:21 PM.

This case was opened for 1 day.

Dealer Code*	Model*	Year*	VIN*	Mileage*	Prod. Date	Route to
FL064	Sonata	2003	KMHWF25S03A [REDACTED]	31,877	11/22/2002	FTS

Severity Code*	Priority*	CA Case #	Tech. Case #	Assistance Type	FSE Name*
1	Low			FPOR	Mark Konenkamp

Part Name	Part Number	P.C. Code#*	Diag Code#*	TREAD Cat.*
Handle Assembly	82610-3d010	0000	0000	17 Latch

Target Date:	Comment:
06/15/2005	

Subject*:

2003 Sonata Door Handle Chrome Peeling

Condition*:

Chrome peeling from driver's door handle.

Vehicle History*:

WBC032 MKONENKA1	Hyundai Motor America	6/15/2005			
MKONENKA	Warranty Vehicle Information	18:35:50			
-----< VEHICLE CLAIM HISTORY >-----					
Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
FL064	29358A	229358	5/12/2005	31,877	FRONT DOOR INSIDE HANDLE ASS'Y
FL064	29358B	229358	5/12/2005	31,877	FRONT DOOR INSIDE HANDLE ASS'Y
FL064	29358C	229358	5/12/2005	31,877	RECEIVER DRIER REPLACEMENT (03-
FL064	58769A	158769	1/27/2003	7	PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis*:

Chrome not properly bonded to plastic handle.

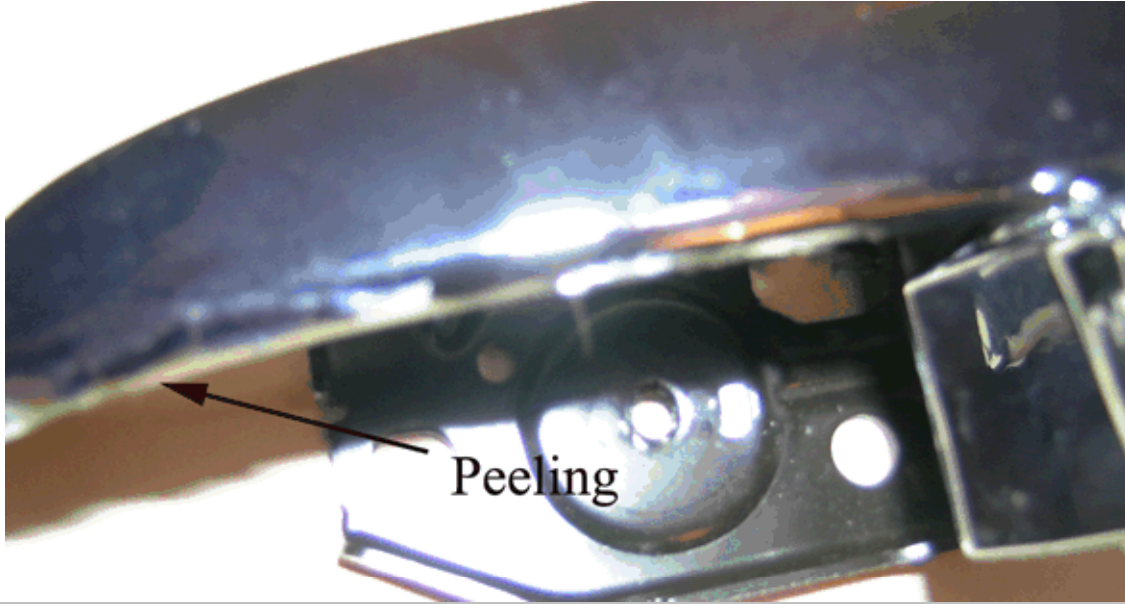
Corrective Action*:

Replace door handle.

Reason(s) vehicle was not previously repaired:

Repaired the first time.

Picture(s) and Attachment(s):



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



HYUNDAI

Field Product Observation Report

Sent to National on 03/08/2004 11:57:41 AM by Jeff Westlund.
 Document created by Jeff Westlund on 03/08/2004 11:55:33 AM.

To: FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
Subject: door handle 03 Sonata	UPC:
Originator: Jeff Westlund	Report #:
Dealer Code: VA001	Date: 03/08/2004
VIN: KMHWF25S33A [REDACTED]	Contact Person:
Model: Sonata*	Mileage: 18053
Production Date:	Model Year: 2003*
Part Name:	Category: 99 Other*
Part Number:	
Customer Complaint: customer states they cut htier hand on the inside door handle	
Dealer Observations: dealer noted rough area where the chrome finish was peeling off the handle	
Corrective Action: dealer replaced door handle	
Did this action resolve condition? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Condition verified by personal inspection of company employee? <input type="radio"/> Yes <input checked="" type="radio"/> No	
Were Photos Taken? <input type="radio"/> Yes <input checked="" type="radio"/> No	
Parts Inspected? <input type="radio"/> Yes <input checked="" type="radio"/> No	
Parts Sent? <input type="radio"/> Yes <input checked="" type="radio"/> No	
Comment:	



HYUNDAI

Field Product Observation Report

Sent to National on 02/04/2004 04:40:44 PM by Jon D Hoffman.
 Document created by Jon D Hoffman on 02/04/2004 04:36:36 PM.

To: FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
Subject: Inside Door Handle Chrome Peeling			UPC:
Originator: Jon D Hoffman	Report #:	Date: 02/04/2004	
Dealer Code: NJ011	Contact Person: Rick Schreck		
VIN: KMHWF25S83A [REDACTED]	Mileage: 11072		
Model: Sonata*	Model Year: 2003*		
Production Date: 10/12/02	Category: 17 Latch*		
Part Name: HANDLE ASSY-DR I/S LH	Part Number: 826103D010		
Customer Complaint: Chrome is peeling from both inside door handles			
Dealer Observations: Dealer confirmed condition			
Corrective Action: Replace both door handles			
Did this action resolve condition? <input checked="" type="radio"/> Yes <input type="radio"/> No			
Condition verified by personal inspection of company employee? <input type="radio"/> Yes <input checked="" type="radio"/> No			
Were Photos Taken? <input type="radio"/> Yes <input checked="" type="radio"/> No			
Parts Inspected? <input checked="" type="radio"/> Yes <input type="radio"/> No			
Parts Sent? <input type="radio"/> Yes <input checked="" type="radio"/> No			
Comment:			



HYUNDAI

Field Product Observation Report

Sent to National on 12/09/2004 08:02:38 PM by Jeff Phillips.
 Document created by Jeff Phillips on 12/09/2004 07:56:22 PM.

To: <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
Subject: Inner chrome door handles peeling	UPC:
Originator: Jeff Phillips	Report #:
Dealer Code: TX100	Date: 12/09/2004
VIN: KMHWF25S93A [REDACTED]	Contact Person: Gilbert Carbajal
Model: Sonata*	Mileage: 27617
Production Date:	Model Year: 2003*
Part Name: Door handles	Category: 17 Latch*
Part Number: 82620-3d010, 82620-3d010	
Customer Complaint: Customer states left and right inner door handles are peeling again.	
Dealer Observations: First time replaced was on 1/31/2004 and now on 12/8/2004. The peeling occurs at the seam moving upward. The chrome is very sharp.	
Corrective Action: Replace the inner door handles again.	
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 type="radio"/> Yes <input checked="" type="radio"/> No	
Parts Inspected? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Parts Sent? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Comment: DPSM has the parts and is going to forward them to the western region.	



Field Product Observation Report

Sent to National on 05/27/2004 08:26:28 PM by Steve Stroda.
 Document created by Steve Stroda on 05/27/2004 08:23:19 PM.

To: <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
Subject: door handle	UPC:
Originator: Steve Stroda	Report #: 5-1
Dealer Code: TX086	Date: 05/27/2004
VIN: KMHWF25SO3A [REDACTED]	Contact Person: Pat Hall
Model: Sonata*	Mileage: 19731
Production Date:	Model Year: 2003*
Part Name: handle	Category: 17 Latch*
Part Number: 82620-3d010	
Customer Complaint: chrome is peeling from inside handle	
Dealer Observations: chrome peeling	
Corrective Action: replace	
Did this action resolve condition? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Condition verified by personal inspection of company employee? <input type="radio"/> Yes <input checked="" type="radio"/> No	
Were Photos Taken? <input type="radio"/> Yes <input checked="" type="radio"/> No	
Parts Inspected? <input type="radio"/> Yes <input checked="" type="radio"/> No	
Parts Sent? <input type="radio"/> Yes <input checked="" type="radio"/> No	
Comment:	



HYUNDAI

Field Product Observation Report

Sent to National on 11/17/2003 12:34:49 AM by Mike Bullen.
 Document created by Mike Bullen on 11/17/2003 12:32:26 AM.

To: FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
Subject: INSIDE DOOR HANDLE			UPC:
Originator: Mike Bullen	Report #: 7 NOV 03	Date: 11/17/2003	
Dealer Code: UT010		Contact Person: TREVOR CORBRIDGE	
VIN: KMHWF25SX3A [REDACTED]		Mileage: 22,853	
Model: Sonata*		Model Year: 2003*	
Production Date: 11/28/02		Category: 17 Latch*	
Part Name: INSIDE DOOR HANDLE		Part Number:	
Customer Complaint: CUSTOMER STATES THAT THE CHROME IS PEELING OFF OF THE INSIDE DOOR HANDLE			
Dealer Observations: SAME AS ABOVE			
Corrective Action: REPLACE THE DOOR HANDLE			
Did this action resolve condition? <input checked="" type="radio"/> Yes <input type="radio"/> No			
Condition verified by personal inspection of company employee? <input type="radio"/> Yes <input checked="" type="radio"/> No			
Were Photos Taken? <input type="radio"/> Yes <input checked="" type="radio"/> No			
Parts Inspected? <input type="radio"/> Yes <input checked="" type="radio"/> No			
Parts Sent? <input type="radio"/> Yes <input checked="" type="radio"/> No			
Comment:			



FSE Report

Created by Brian Cattelino on 09/05/2007 07:57:15 PM.

* Required Fields

Submitted by Brian Cattelino on 09/11/2007. Finalized by Brian Cattelino on 09/11/2007 07:03:07 PM.

This case was opened for 1 day.

Dealer Code*	Model*	Year*	VIN*	Mileage*	Prod. Date	Route to
AZ019	Sonata (EF)	2003	KMHWF35H03A [REDACTED]	90,080	05/09/2003	FTS

Severity Code*	Priority*	CA Case #	Tech. Case #	Assistance Type	FSE Name*
10	High	None	None	VDS	Brian Cattelino

Part Name	Part Number	P.C. Code#*	Diag Code#*	TREAD Cat.*
HANDLE ASSY-DR I/S RH	82620-3D010	IN05		17 Latch

Target Date:	Comment:
09/05/2007	

Subject*:

2003 EF SONATA - CHROME PEELING ON RIGHT INTERIOR DOOR RELEASE HANDLE

Condition*:

- CHROME PEELING ON RIGHT INTERIOR DOOR RELEASE HANDLE

Vehicle History*:

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
AZ019	37202A	437202	1/05/2005	34,942	BOOT KIT-FRONT AXLE DIFFERENTIAL
AZ019	92520B	392520	2/12/2004	12,747	ANTENNA ASSY
NY086	25975A	025975	10/14/2003	1,575	EMBLEM-SYMBOL MARK
NY086	22221A	022221	7/25/2003	5	PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis*:

- UNDER INVESTIGATION

Corrective Action*:

- REPLACE THE RELEASE HANDLE

Reason(s) vehicle was not previously repaired:

- N/A

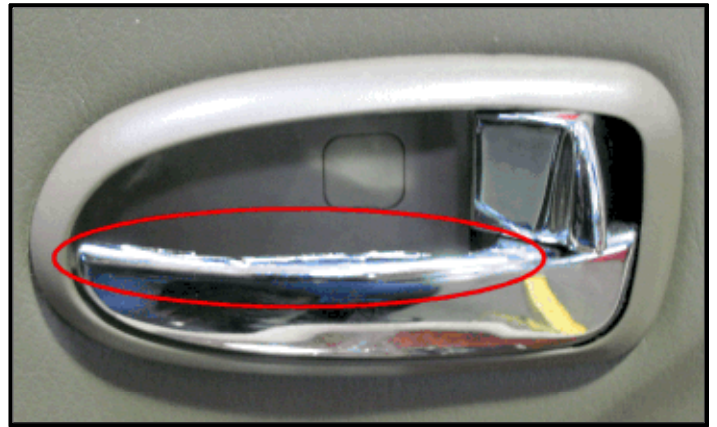
Picture(s) and Attachment(s):

--	--

- PICTURE TO THE RIGHT SHOWS AN OVERVIEW



- PICTURE TO THE RIGHT SHOWS A CLOSE-UP OF THE RIGHT FRONT DOOR RELEASE HANDLE



Did this action resolve condition? Yes No

Condition verified by personal inspection of company employee? Yes No

Were Photos Taken? Yes No

Parts Inspected? Yes No

Parts Sent? Yes No



HYUNDAI


Field Product Observation Report

Sent to National on 10/17/2003 01:07:06 PM by Maura Dowd.
 Document created by Maura Dowd on 10/17/2003 01:03:16 PM.

To: FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
Subject: Trim	UPC:
Originator: Maura Dowd	Report #: Oct3
Dealer Code: MD010	Date: 10/17/2003
VIN: kmhwf35h33a [REDACTED]	Contact Person: Bill Martin, Service Manager
Model: Sonata*	Mileage: 4500
Production Date:	Model Year: 2003*
Part Name: inside door handle	Category: 99 Other*
Part Number:	
Customer Complaint: Customer states their finger gets cut when opening door	
Dealer Observations: The chrome on the inside door handle is peeling.	
Corrective Action: Replaced inside door handle	
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 type="radio"/> Yes <input checked="" type="radio"/> No	
Parts Inspected? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Parts Sent? <input type="radio"/> Yes <input checked="" type="radio"/> No	
Comment:	


HYUNDAI
Field Product Observation Report

Sent to National on 05/17/2005 02:11:24 PM by Jason Perrino.
 Document created by Jason Perrino on 05/17/2005 01:48:47 PM.

To: Harrison Aye <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
Subject: Chrome lifting from door handle	UPC:
Originator: Jason Perrino	Report #:
Dealer Code: TX090	Date: 05/17/2005
VIN: KMHWF35H73A [REDACTED]	Contact Person: Jason Harris
Model: Sonata*	Mileage: 36,907
Production Date: 9/10/2002	Model Year: 2003*
Part Name: Door handle assembly	Category: 99 Other*
Part Number: 82610-3D010	
Customer Complaint: Customer complained that the chrome on the inside left door handle is coming off.	
Dealer Observations: Dealer verified that the chrome on the door handle was lifting.	
Corrective Action: Replaced the left inside door handle.	
Did this action resolve condition? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Condition verified by personal inspection of company employee? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Were Photos Taken? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Parts Inspected? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Parts Sent? <input type="radio"/> Yes <input checked="" type="radio"/> No	
Comment:	 Photo_051705_001.jpg

5/17/05



 **HYUNDAI**
Field Product Observation Report

Sent to National on 04/16/2004 10:49:17 AM by Simon Kim.
Document created by Simon Kim on 04/16/2004 10:17:12 AM.

To: <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).	
Subject: SONATA INTERIOR DOOR HANDLE CHROME	UPC:
Originator: Simon Kim	Report #:
Dealer Code: AZ021	Date: 04/16/2004
VIN: KMHWF35H73A [REDACTED]	Contact Person: Gabriel Ratliff (Parts Manager)
Model: Sonata*	Mileage: 11,486
Production Date: 01/20/2003	Model Year: 2003*
Part Name: HANDLE ASSY-DR I/S LH HANDLE ASSY-DR I/S RH	Category: 17 Latch*
	Part Number: 82610-3D010 82620-3D010

Customer Complaint:

Chrome plating of the door handle is peeling off.

Dealer Observations:

The chrome plating was separating and peeling along the upper parting line of the door handle release lever.



Other EF Sonatas were found at this dealership with the same condition:

VIN	Production Date	Odometer
KMHWF25S73A772987	10/21/02	15,928
KMHWF35H62A526571	07/21/01	30,350
KMHWF35H93A772046	10/19/02	13,823

Corrective Action:

Replace affected door handle assembly.

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



HYUNDAI

Field Product Observation Report

Sent to National on 11/10/2003 05:27:24 AM by Mike Bullen.
 Document created by Mike Bullen on 11/10/2003 05:25:16 AM.

To: FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
Subject: INSIDE DOOR HANDLE			UPC:
Originator: Mike Bullen	Report #: 2 NOV 03	Date: 11/10/2003	
Dealer Code: UT002	Contact Person: TODD SNOW		
VIN: KMHWF35H73A [REDACTED]	Mileage: 3988		
Model: Sonata*	Model Year: 2003*		
Production Date: 9/18/02	Category: 99 Other*		
Part Name: INSIDE DOOR HANDLES	Part Number:		
Customer Complaint: CUSTOMER STATES THE CHROME IS PEELING OFF THE INSIDE DOOR HANDLES			
Dealer Observations: SAME AS ABOVE			
Corrective Action: REPLACED BOTH DOOR HANDLES			
Did this action resolve condition? <input checked="" type="radio"/> Yes <input type="radio"/> No			
Condition verified by personal inspection of company employee? <input type="radio"/> Yes <input checked="" type="radio"/> No			
Were Photos Taken? <input type="radio"/> Yes <input checked="" type="radio"/> No			
Parts Inspected? <input type="radio"/> Yes <input checked="" type="radio"/> No			
Parts Sent? <input type="radio"/> Yes <input checked="" type="radio"/> No			
Comment:			



HYUNDAI

Field Product Observation Report

Sent to National on 12/11/2003 09:41:22 PM by John Ketwig.
 Document created by John Ketwig on 12/11/2003 09:36:34 PM.

To: FPOR <-- optional Note: An e-mail copy is always sent to National, in addition to above e-mail recipient(s).			
Subject: Door handle chrome peeling			UPC:
Originator: John Ketwig	Report #: 1203005	Date: 12/11/2003	
Dealer Code: PA051	Contact Person: Jim Mason		
VIN: KMHWF35H93A [REDACTED]	Mileage: 10501		
Model: Sonata*	Model Year: 2003*		
Production Date:	Category: 17 Latch*		
Part Name: Handle assy, Door inside	Part Number: 82620-30010		
Customer Complaint: Chrome plating is peeling from the surface of the door release, causes minor cuts and/or discomfort to fingers when opening door			
Dealer Observations: Chrome finish is peeling from the door release pull, edge of lifted material is sharp			
Corrective Action: Replace door inside handle			
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 type="radio"/> Yes <input checked="" type="radio"/> No			
Parts Inspected? <input checked="" type="radio"/> Yes <input type="radio"/> No			
Parts Sent? <input checked="" type="radio"/> Yes <input type="radio"/> No			
Comment: This is a familiar complaint on earlier models, but rare on a 2003 model			