



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

DEC 18 2012

1200 New Jersey Avenue, SE
Washington, DC 20590

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Robert Babcock, Director
Certification and Compliance Affairs
Hyundai-Kia America Technical Center, Inc.
6800 Geddes Road
Superior Township, MI 48198

NVS-212mjl
EA12-008

Dear Mr. Babcock:

As you know, the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has upgraded the Preliminary Evaluation (PE12-012) to an Engineering Analysis (EA12-008). The agency is investigating the potential improper deployment of the side curtain air bags in model year (MY) 2012 Hyundai Elantra vehicles. As part of the investigation, this letter requests certain information from Hyundai-Kia.

As you are already aware, on May 7, 2012, this office received a Vehicle Owner's Questionnaire report (VOQ reference number 10457696) on a MY 2012 Hyundai Elantra vehicle that alleged an improper deployment of the driver-side curtain air bag that deployed as a result of a crash. On May 23, 2012, ODI and Hyundai-Kia conducted an inspection of the Elantra vehicle, which indicated that a metal bracket (stiffener) originally glued to the headliner had detached and was forced downward by the deploying side curtain air bag. The metal bracket caused a laceration injury to the driver's ear and other possible injuries.

On October 10, 2012, ODI staff and Mr. Steve Johnson of Hyundai Motor America, discussed via telephone, the nature and types of information we would be seeking in this information request. It was discussed that the types of information sought would include detailed information that relate to the manufacturing and quality control processes, quality control records, and any modifications or differences in the headliner and side curtain air bag assemblies, which are available at Hyundai-Kia and/or at each supplier of the headliner and the side curtain air bag assemblies in the subject vehicles. In addition, Mr. Johnson agreed to provide assistance in obtaining sample parts of the headliner and stiffener if needed by ODI. We are not requesting assistance on this at this time but we are planning to do so in the near future.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** All MY 2011 through 2013 Hyundai Elantra vehicles manufactured in Korea for sale or lease in the United States.

- **Other Hyundai vehicles:** Hyundai models that utilize headliner stiffeners but of designs not identical to those installed in the subject vehicles (as identified by Hyundai-Kia in its response to ODI's PE12-012 information request): MY 2009-2012 Elantra Touring, MY 2007-2013 Veracruz with optional sunroof, MY 2010-2013 Tucson with optional sunroof, MY 2012-2013 Accent with optional sunroof, and MY 2012-2013 Azera with optional sunroof.
- **Field incident vehicle:** MY 2012 Hyundai Elantra cited in the VOQ number 10457696.
- **Subject component:** Headliner assembly including the metal brackets or stiffeners attached to the headliner and located along the longitudinal direction of the vehicle and adjacent to either side curtain air bag assembly.
- **Hyundai-Kia:** Hyundai-Kia America Technical Center, Hyundai Motor Company and Hyundai Motor America, all of their past and present officers and employees, whether assigned to their principal offices or any of their field or other locations, including all of their divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Hyundai-Kia (including all business units and persons previously referred to), who are or, in or after 2006, were involved in any way with any of the following related to the alleged defect in the subject vehicles:
 - a. Design, engineering, analysis, modification or production (e.g., quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
 - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** Any detachment, separation, looseness or displacement of the metal bracket or stiffener from the headliner assembly associated with a side curtain air bag deployment.
- **Alleged condition:** Any detachment, separation, looseness or displacement of the metal bracket or stiffener from the headliner assembly associated with a side curtain air bag deployment.
- **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages,

notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Hyundai-Kia, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document, which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document, shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Hyundai-Kia or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Hyundai-Kia has previously provided a document to ODI, Hyundai-Kia may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Hyundai-Kia's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and model year, the number of the subject vehicles and the other Hyundai vehicles that Hyundai-Kia has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Hyundai-Kia, state the following:
 - a. Vehicle identification number (VIN);
 - b. Make;
 - c. Model;
 - d. Model Year;
 - e. Date of manufacture;
 - f. Date warranty coverage commenced;
 - g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease); and
 - h. Headliner substrate type/material (see Request No. 10 for background information for this item).

Provide the table in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA."

2. State the number of each of the following, received by Hyundai-Kia, or of which Hyundai-Kia is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles and/or the alleged condition in the other Hyundai vehicles:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - d. Property damage claims;
 - e. Third-party arbitration proceedings where Hyundai-Kia is or was a party to the arbitration; and
 - f. Lawsuits, both pending and closed, in which Hyundai-Kia is or was a defendant or codefendant.

For subparts "a" through "f," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Hyundai-Kia's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f," identify the

parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - a. Hyundai-Kia's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model and model year;
 - f. Vehicle's mileage at time of incident;
 - g. Incident date;
 - h. Report or claim date;
 - i. Whether a crash is alleged;
 - j. Whether property damage is alleged;
 - k. Number of alleged injuries, if any; and
 - l. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Hyundai-Kia used for organizing the documents.
5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Hyundai-Kia to date that relate to, or may relate to, the alleged defect in the subject vehicles and/or the alleged condition in the other Hyundai vehicles, including all claims for repairs of the subject components that relate to, or may relate to, a detachment, separation or looseness of the stiffener in the headliner assembly not associated with a side curtain air bag deployment (e.g., owner reporting a rattling sound from headliner): warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin (TSB) or customer satisfaction campaign. Also, state, by model and model year, a total count for all claims that relate to repairs related to any TSBs involving the subject components.

Separately, for each such claim, state the following information:

- a. Hyundai-Kia's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. Vehicle's VIN;
- d. Vehicle's make, model and model year;
- e. Repair date;
- f. Vehicle mileage at time of repair;

- g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- h. Labor operation number;
- i. Problem code;
- j. Whether or not the repair is related to a TSB (and if so, identify the TSB number);
- k. Replacement part number(s) and description(s);
- l. Concern stated by customer; and
- m. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA."

6. Describe in detail the search criteria used by Hyundai-Kia to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide lists of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles and/or the alleged condition in the other Hyundai vehicles. State, by model and model year, the terms of the new vehicle warranty coverage offered by Hyundai-Kia on the subject vehicles and other Hyundai vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Hyundai-Kia offered for the subject vehicles and other Hyundai vehicles, and state by model and model year, the number of vehicles that are covered under each such extended warranty.
7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles and/or the alleged condition in the other Hyundai vehicles, that Hyundai-Kia has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Hyundai-Kia is planning to issue within the next 120 days.

Summarize and provide a brief chronology of all actions taken by Hyundai-Kia leading to each technical service bulletin that has been issued relating to the alleged defect in the subject vehicles and/or the alleged condition in the other Hyundai vehicles. Provide copies of all documents, organized in chronological order, related to the development of these bulletins.

8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles and/or the alleged condition in the other Hyundai vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Hyundai-Kia. This includes, but is not limited to, any and all actions by the subject component manufacturer relating to the alleged defect. For each such action, provide the following information:
 - a. Action title or identifier;
 - b. The actual or planned start date;

- c. The actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action. If an action is not complete, provide a detailed schedule for the work to be done, tentative findings and/or conclusions, and provide an update within 10 days of completion of the action.

9. Describe all modifications or changes made by or on behalf of Hyundai-Kia (e.g., by a supplier) in the design, material composition, manufacture, assembly, quality control, supply, or installation of the subject components in the subject vehicles, from the start of production to the end of production of the subject vehicles, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
 - a. The date, or approximate date, on which the modification or change was incorporated into vehicle production;
 - b. A detailed description of the modification or change;
 - c. The reason(s) for the modification or change;
 - d. The part number(s) (engineering and service) of the original component;
 - e. The part number(s) (engineering and service) of the modified component;
 - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - g. When the modified component was made available as a service component; and
 - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Hyundai-Kia is aware of which may be incorporated into vehicle production within the next 120 days.

10. ODI has identified headliner materials that appear to have different textures and toughness. The headliner from the field incident vehicle has a headliner substrate (or the outer layer material of the side facing the roof of the vehicle) identifiable by gray color. The second headliner is from a MY 2012 Elantra and its substrate material is identifiable by tan color. NHTSA's New Car Assessment Program conducted a side pole impact test of this vehicle on November 15, 2011, at MGA Research Corporation.

State, by model year, production time period and headliner substrate type /material, the number of the subject vehicles that Hyundai-Kia has manufactured for sale in the United States. Describe in detail the differences between the two headliner substrate materials described above, as well as any other types of substrate materials used in the subject components (headliner assemblies) in the subject vehicles. This includes, but is not limited to, the material properties and specifications of all substrate materials used, including

information on their strength and resistance to delamination. Explain why different types of substrate materials were used in the subject components for the subject vehicles, how they can be distinguished from one another, specify all adhesives used and whether the same adhesives and hot glues are used for all different types of substrates, and whether any testing was conducted to evaluate the adhesion between the headliner and stiffener, and if any testing was conducted, provide the results of the testing.

11. Produce copies of all documents, including all photographs, videos and notes, which relate to the inspection of the field incident vehicle conducted by Hyundai-Kia on or about May 23, 2012, in Longview, Texas.
12. Produce copies of all specifications, requirements, and guidelines that relate to the design and assembly of the subject components in the subject vehicles.
13. Produce copies of all documents related to the development, validation, testing, and analysis of the subject components in the subject vehicles that have been conducted by or on behalf of Hyundai-Kia.
14. Produce copies of all documents related to all side crash tests of the subject vehicles that have been conducted by or on behalf of Hyundai-Kia.
15. Separately, describe in detail the process used to attach the metal stiffener to the headliner substrate in the subject vehicles including, but not limited to, the following information:
 - a. Type, description, specification, manufacturer, and photographs of the tool used to apply the adhesive to the stiffener;
 - b. Process for applying the spray adhesive on one side of the stiffener, and whether the process is conducted by a human operator or a robotic device;
 - c. Type, description, specification, manufacturer, and photographs of the assembly fixture used to hold the headliner for the purposes of affixing the stiffener;
 - d. Process for attaching the stiffener to the headliner, including how much time elapses after force application, and how much force is specified for pressing together the two components; and
 - e. Process for handling and storing the spray adhesive materials, including all procedures specified by the adhesive supplier.

In addition, produce copies of all documents related to this request.

16. Separately, describe in detail the process used to apply the hot glue to the ends of the stiffener and headliner substrate in the subject vehicles including, but not limited to, the following information:
 - a. Type, description, specification, manufacturer, and photographs of the tool used to apply the hot glue to the stiffener;
 - b. Process for applying the hot glue to the stiffener, and whether the process is conducted by a human operator or a robotic device; and
 - c. Process for handling and storing the hot glue materials, including all procedures specified by the adhesive supplier.

In addition, produce copies of all documents related to this request.

17. Separately, describe in detail each type of quality control check, inspection, test, or analysis performed during the manufacture and assembly of the subject components for the subject vehicles, and specifically with respect to the adhesion of the stiffener to the headliner substrate, the application of adhesive to the stiffener, and the application of the hot glue material to the headliner. For each check, test, inspection, etc., describe the types of information or data collected and the frequency they are collected at. Explain the pass-fail criteria for each check, test, inspection, etc.

In addition, produce copies of all documents related to this request.

18. Produce copies of all documents, including all data collected, which relate to the quality control records for the manufacture and assembly of the subject components for the day the headliner assembly installed in the field incident vehicle was manufactured. Provide the same quality control information for the headliner assemblies manufactured during the following time periods: one week before, one month before, four months before, one week after, one month after, and four months after the date the headliner assembly in the field incident vehicle was manufactured. Provide one full day's record for each time period specified.
19. Separately, describe in detail the process for receiving, handling and inspecting the subject components to be installed in the subject vehicles. Provide the number of shipments of the subject components that Hyundai's subject vehicle assembly plant(s) received and the number of headliner assemblies contained in each shipment for the day the field incident vehicle was built. Provide a typical number of shipments per day and a typical number of headliner assemblies in each shipment at around the time period in which the field incident vehicle was built. Provide the normal and expected time duration between the assembly of the headliner at the supplier and the arrival at the vehicle assembly plant.
20. For the following, provide the date and time, or approximate time:
 - a. The headliner assembly in the field incident vehicle was manufactured/assembled;
 - b. The same headliner was received by Hyundai's vehicle assembly plant; and
 - c. The same headliner was installed in the field incident vehicle.

Explain whether the time duration between the headliner assembly and headliner installation was shorter, longer or normal when compared to the normal or expected time duration.

21. Provide in miles the distance between the subject component supplier facility and Hyundai's subject vehicle assembly plant.
22. Produce copies of all documents that relate to the manufacture/assembly of the field incident vehicle, including all build history records.

23. Separately, describe in detail the factory procedure for installing the headliner assemblies in the subject vehicles during vehicle assembly. In addition, produce copies of all documents related to this request, including instructions, drawing, pictographs, and videos used by assembly workers.
24. Separately, describe in detail each type of quality control check, inspection, test, or analysis performed during the installation of the subject components in the subject vehicles. For each check, test, inspection, etc., describe the types of information collected and the frequency they are collected at. Explain the pass-fail criteria for each check, inspection, test, or analysis.

In addition, produce copies of all documents related to this request.

25. Produce copies of all documents, including all data collected, which relate to the quality control records for the installation of the subject components for the day the headliner assembly was installed in the field incident vehicle. Provide the same quality control information for the headliner assemblies installed during the following time periods: one month before and one month after the date the headliner assembly was installed in the field incident vehicle. Provide one full day's record for each time period specified.
26. Separately, describe in detail the repair procedure that would be used by a service technician for the purposes of removing and installing a headliner assembly in the subject vehicles, including the time period (time allowance) the procedure is expected to take.
27. Separately, describe in detail the process for assembling side curtain air bags to be installed in the subject vehicles, including but not limited to, the process for rolling up the air bag and the orientation (roll direction) of the air bag for the left and right side curtain air bags.

In addition, produce copies of all documents related to this request.

28. Separately, describe in detail each type of quality control check, inspection, test, or analysis performed during the manufacture and assembly of side curtain air bags for the subject vehicles. Specifically provide information with respect to whether or not the left side and right side curtain air bags are interchangeable, whether or not they can be physically interchanged, and if not, what prevents that from occurring, and whether any evidence or damage that may be present on a deployed side curtain air bag assembly that may have been misassembled.

For each check, test, inspection, etc., describe the types of information or data collected and the frequency they are collected at. Explain the pass-fail criteria for each check, test, inspection, etc.

In addition, produce copies of all documents related to this request.

29. Produce copies of all documents, including all data collected, which relate to the quality control records for the manufacture and assembly of the side curtain air bags for the day the

side curtain airbags installed in the field incident vehicle were manufactured. Provide the same quality control information for the side curtain air bags manufactured during the following time periods: one week before, one month before, four months before, one week after, one month after, and four months after the date the side curtain air bags in the field incident vehicle were manufactured. Provide one full day's record for each time period specified.

30. Separately, describe in detail the factory procedure for installing the side curtain air bag assemblies in the subject vehicles during vehicle assembly. Produce copies of all documents related to this request, including instructions, drawing, pictographs, and videos used by assembly workers.
31. Separately, describe in detail each type of quality control check, inspection, test, or analysis performed during the installation of the side curtain air bags in the subject vehicles. For each check, test, inspection, etc., describe the types of information collected and how often they are collected. Explain the pass-fail criteria for each check, test, inspection, etc.

In addition, produce copies of all documents related to this request.

32. Produce copies of all documents, including all data collected, which relate to the quality control records for the installation of the side curtain air bags for the day the side curtain air bags were installed in the field incident vehicle. Provide the same quality control information for the side curtain air bags installed during the following time periods: one month before and one month after the date the side curtain air bags were installed in the field incident vehicle. Provide one full day's record for each time period specified.
33. Separately, describe in detail the repair procedure that would be used by a service technician for the purposes of removing and installing a side curtain air bag assembly in the subject vehicles, including the time period (time allowance) the procedure is expected to take.
34. State whether any other design of the subject component for the subject vehicles was ever considered or used by Hyundai-Kia. If so, describe the other design(s) considered or used and the differences between the subject component design and the other designs. Identify the subject vehicles that used another subject component design by model, model year and the period of vehicle production. Also, identify the suppliers of the other subject component designs.
35. Separately, state, by model and model year, all part numbers of the subject components that have been installed on the subject vehicles as assembled by Hyundai-Kia, and the service part numbers of the subject components Hyundai-Kia designates for installation on the subject vehicles. State, by sales month, sales year and part number, the total number of subject components sold as service parts by Hyundai-Kia. Identify any kits that Hyundai-Kia has released or developed for use in service repairs to the subject components or assembly.

For each subject component part number, provide the supplier's name, address, and point of contact used by Hyundai-Kia (name, title and telephone number). Also, identify by model

and model year, any other vehicles of which Hyundai-Kia is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

36. Separately, describe the function of the headliner stiffeners installed in the subject vehicles and other Hyundai vehicles. For the subject vehicles and each model of the other Hyundai vehicles, provide photographs and drawings of the subject components that depict the configurations and dimensions of the various headliners and stiffeners. Provide, by model and model year, the name, address, and point of contact (name, title and telephone number) of each supplier of the subject components in the other Hyundai vehicles.
37. Separately, for the subject vehicles and each model of the other Hyundai vehicles, provide photographs and drawings of the side curtain air bag assemblies in these vehicles. Provide, by model and model year, the name, address, and point of contact (name, title and telephone number) of each supplier of the side curtain air bags installed in the subject vehicles and other Hyundai vehicles.
38. Furnish Hyundai-Kia's assessment of the alleged defect in the subject vehicles, including:
 - a. The causal or contributory factor(s);
 - b. The failure mechanism(s);
 - c. The failure mode(s);
 - d. The risk to motor vehicle safety that it poses; and
 - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
 - f. The incident reported in the VOQ report referenced in this inquiry.

This letter is being sent to Hyundai-Kia pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Hyundai-Kia's failure to respond promptly and fully to this letter could subject Hyundai-Kia to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) 49 U.S.C. § 30165(a)(3) provides for civil penalties of up to \$6,000 per day, with a maximum of \$17,350,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. See 49 CFR 578.6. This includes failing to respond to ODI information requests.

If Hyundai-Kia cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Hyundai-Kia does not submit one or more requested documents or items of information in response to this information request, Hyundai-Kia must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

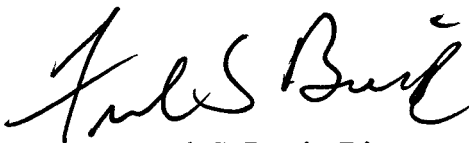
Hyundai-Kia's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by February 5, 2013. **All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office.** In addition do not submit any business confidential information in the body of the letter submitted to this office. Please refer to EA12-008 in Hyundai-Kia's response to this letter. If Hyundai-Kia finds that it is unable to provide all of the information requested within the time allotted, Hyundai-Kia must request an extension from Scott Yon at (202) 366-0139 no later than five business days before the response due date. If Hyundai-Kia is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Hyundai-Kia then has available, even if an extension has been granted.

If Hyundai-Kia claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Hyundai-Kia must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512 to the Office of Chief Counsel (NCC-110), National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Hyundai-Kia is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.** Please remember that the word "CONFIDENTIAL" must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 5 U.S.C. § 512.6.

Please send e-mail notification to Michael Lee (Michael.Lee@dot.gov) and to ODI_IRresponse@dot.gov when Hyundai-Kia sends its response to this office and indicate whether there is confidential information as part of Hyundai-Kia's response.

If you have any technical questions concerning this matter, please call Michael Lee of my staff at (202) 366-5236.

Sincerely,



Frank S. Borris, Director
Office of Defects Investigation
Office of Enforcement