

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

PE12-027

HYUNDAI-KIA

12-4-2012

**ATTACHMENT A
CONSUMER COMPLAINT
AND FIELD REPORT FILES,
Field Reports**



FSE Report

Created by Porter, Mike on 05/25/2012.

Submitted by Porter, Mike on 05/25/2012.

Finalized by Porter, Mike on 05/25/2012.

* Required Fields

FSE Number	FS2012050000017	CA Case # *	X999999
Dealer Code *	[FL097] BRANDON HYUNDAI	Tech. Case # *	X999999
Model	[FS] Veloster	Assistance Type	[F] IQS
Year	2012	FSE Name *	Michael Porter
VIN *	KMHTC6AD1CU [REDACTED]	Part Name	Panoramic Glass
Mileage	8,902	Part Number	.
Prod. Date	11/18/2011	Engine Code	1.6L I4 Gamma
Customer Complaint *		Symptom Code	
Severity Code	[B] 7 - Reduced primary function performance	Diag Code#	
Priority	[A] High	TREAD Cat.	[C013] Visibility
Target Date	05/25/2012	Days Open	1 Day
Comment			
Subject *	2012 FS Panoramic glass separated		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage

Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE

Condition

Driving, glass separated

Vehicle History

-----< VEHICLE CLAIM HISTORY >-----
 Dealer Claim Repair Repair Operation
 Code Number Order Date Mileage Description

 FL081 208786 208786 1/30/2012 5 PRE-DELIVERY INSPECTION/SERVICE

VIN#: KMHTC6AD1CU [REDACTED] CSI Veloster (FS) 2012 Wty Strt DT: 2/03/2012
 Transmission : Manual
 Selling Dealer: FL081 COURTESY HYUNDAI

Root Cause Analysis

No visitable damage to vehicle or glass
 Unable to determine cause from inspection

Corrective Action

Replace rear Panoramic glass

Reason(s) vehicle was not previously repaired	
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Did this action resolve condition?	YES
Condition verified by personal inspection of company employee?	YES
Were Photos Taken?	YES
Parts Inspected?	YES
Parts Sent?	NO

Following people were notified via e-mail:



FSE Report

Created by LaFleur, Roger on 03/20/2012.
 Submitted by LaFleur, Roger on 03/20/2012.
 Finalized by LaFleur, Roger on 03/20/2012.

* Required Fields

FSE Number FS2012030000359
Dealer Code* [CT007] M. J. SULLIVAN HYUNDAI
Model [FS] Veloster
Year 2012
VIN* KMHTC6AD1CU [REDACTED]
Mileage 489
Prod. Date 12/19/2011
Customer Complaint*
Severity Code [A] 10 - Loss of primary function performance
Priority [A] High
Target Date 03/20/2012
Comment
Subject* 2012 FS Sunroof

CA Case #* X999999
Tech. Case #* X999999
Assistance Type [E] FPOR
FSE Name* Roger LaFleur
Part Name
Part Number 0000
Engine Code 1.6L I4 Gamma
Symptom Code
Diag Code#
TREAD Cat. [C016] Structure
Days Open 0 Day

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
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Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
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Condition

Customer concern is customer driving at highway speed when the sunroof just shattered. No impact from a rock or road debris.

Vehicle History

WBC032 HMA02633 Hyundai Motor America 3/20/2012
 RLAFLEUR Warranty Vehicle Information 05:42:29
 -----< VEHICLE CLAIM HISTORY >-----
 Dealer Claim Repair Repair Repair Operation
 Code Number Order Date Mileage Description

 CT007 654243 654243 2/10/2012 1 PRE-DELIVERY INSPECTION/SERVICE
 VIN#: KMHTC6AD1CU [REDACTED] CSI Veloster (FS) 2012 Wty Strt DT: 2/18/2012
 Orig Owner: KUTROLLI, GARIP DMV Trnsfr DT:
 Transmission : Automatic
 Selling Dealer: CT007 M. J. SULLIVAN HYUNDAI

Root Cause Analysis

Under investigation at this time.
 This is the second sunroof found in this condition by FSE.

Corrective Action

Dealer will replace the sunroof and check the adjustment.

Reason(s) vehicle was not previously repaired

Did this action resolve condition?	YES
Condition verified by personal inspection of company employee?	NO
Were Photos Taken?	YES
Parts Inspected?	NO
Parts Sent?	NO

Following people were notified via e-mail:



FSE Report

Created by LaFleur, Roger on 02/28/2012.
 Submitted by LaFleur, Roger on 02/28/2012.
 Finalized by LaFleur, Roger on 02/28/2012.

*** Required Fields**

FSE Number	FS2012020000187	CA Case # *	X999999
Dealer Code *	[CT029] KEY HYUNDAI OF MANCHESTER	Tech. Case # *	X999999
Model	[FS] Veloster	Assistance Type	[E] FPOR
Year	2012	FSE Name *	Roger LaFleur
VIN *	KMHTC6AD2CU [REDACTED]	Part Name	
Mileage	216	Part Number	0000
Prod. Date	12/13/2011	Engine Code	1.6L I4 Gamma
Customer Complaint *		Symptom Code	
Severity Code	[A] 10 - Loss of primary function performance	Diag Code#	
Priority	[A] High	TREAD Cat.	[C016] Structure
Target Date	02/28/2012	Days Open	0 Day
Comment			
Subject *	2012 FS Sunroof Glass		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
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Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
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Condition

Customer concern is the sun roof glass shattered while driving with the sun roof closed and sun shade open.
 Customer said they found more cases like this on social media.
 Customer said nothing hit the sun roof glass.

Vehicle History

WBC032 HMA02633 Hyundai Motor America 2/28/2012
 RLAFLEUR Warranty Vehicle Information 13:03:57
 -----< VEHICLE CLAIM HISTORY >-----
 Dealer Claim Repair Repair Operation
 Code Number Order Date Mileage Description

 CT029 32813A 232813 2/15/2012 3 PRE-DELIVERY INSPECTION/SERVICE
 VIN#: KMHTC6AD2CU [REDACTED] CSI IQS Veloster (FS) 2012 Wty Strt DT: 2/20/201
 Orig Owner: RILEY, BRIAN DMV Trnsfr DT:
 Transmission : Automatic
 Selling Dealer: CT029 KEY HYUNDAI OF MANCHESTER

Root Cause Analysis

Under investigation at this time.

Corrective Action

Dealer is replacing the sun roof and checking adjustment.

Reason(s) vehicle was not

previously repaired

Did this action resolve condition? YES

Condition verified by personal inspection of company employee? NO

Were Photos Taken? YES

Parts Inspected? YES

Parts Sent? NO

Following people were notified via e-mail:



FSE Report

Created by Brandt, Rolf on 04/19/2012.
 Submitted by Brandt, Rolf on 04/19/2012.
 Finalized by Brandt, Rolf on 04/19/2012.

*** Required Fields**

FSE Number	FS2012040000267	CA Case # *	X999999
Dealer Code *	[CA337] HANFORD HYUNDAI	Tech. Case # *	X999999
Model	[FS] Veloster	Assistance Type	[F] IQS
Year	2012	FSE Name *	Rolf Brandt
VIN *	KMHTC6AD2CU [REDACTED]	Part Name	Sunroof
Mileage	11	Part Number	0
Prod. Date	04/01/2037	Engine Code	1.6L I4 Gamma
Customer Complaint *		Symptom Code	
Severity Code	[A] 10 - Loss of primary function performance	Diag Code#	
Priority	[A] High	TREAD Cat.	[C013] Visibility
Target Date	04/19/2012	Days Open	0 Day
Comment			
Subject *	2012 FS VELOSTER - SUNROOF SHATTERED		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
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Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
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Condition

Vehicle was parked on dealer property and the sunroof shattered.

Attachment : [2110C300D8F83681882579BC00501332-YF CH384900.pdf](#) , [2110C300D8F83681882579BC00501332-CM CG131143 CAN.jpg](#) , [2110C300D8F83681882579BC00501332-CM CG131143 Odom.jpg](#) , [2110C300D8F83681882579BC00501332-CM CG131143 VIN.jpg](#) , [1A593EA7F94DD6C2882579E50074B6D5-IMG_0491.JPG](#)

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
CA337	PDI418	004281	04/17/2012	4	PRE-DELIVERY INSPECTION/SERVICE

Root Cause Analysis

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- The picture to the right shows the sunroof of the incident vehicle.



Corrective Action

Dealer will replace the sunroof.

Reason(s) vehicle was not previously repaired

Did this action resolve condition? YES

Condition verified by personal inspection of company employee? NO

Were Photos Taken? YES

Parts Inspected? NO

Parts Sent? NO

Following people were notified via e-mail:

Lorraine Bonneau(ZZZ);

Mary Le(mle@hmausa.com);

Omar Rivera(ORivera@hmausa.com);

Paul Baldassarre(pbaldassarre@hmausa.com);

Randy Pizarro(RPizarro@hmausa.com);

Ryan Morrison(RMorrison@hmausa.com);

Brett Helmreich(JongHyunKim@hisna.com);

Brian Cattelino(BBensen@hmausa.com);

Jason Snyder(JSnyder@hmausa.com);

Joshua Vedder(JVedder@hmausa.com);

Kevin Voss(kvoss@hmausa.com);



FSE Report

Created by Cattelino, Brian on 01/31/2012.
 Submitted by Cattelino, Brian on 01/31/2012.
 Finalized by Cattelino, Brian on 01/31/2012.

*** Required Fields**

FSE Number	FS2012010000111	CA Case # *	X999999
Dealer Code *	[AZ028] HORNE HYUNDAI	Tech. Case # *	X999999
Model	[FS] Veloster	Assistance Type	[F] IQS
Year	2012	FSE Name *	Brian Cattelino
VIN *	KMHTC6AD3CU [REDACTED]	Part Name	GLASS ASSY-PANORAMAROOF MOVING
Mileage	2,909	Part Number	81630-2V000
Prod. Date	07/22/2011	Engine Code	1.6L I4 Gamma
Customer Complaint *		Symptom Code	
Severity Code	[B] 7 - Reduced primary function performance	Diag Code#	
Priority	[A] High	TREAD Cat.	[C013] Visibility
Target Date	01/31/2012	Days Open	0 Day
Comment			
Subject *	2012 FS VELOSTER - SUNROOF GLASS IN PIECES		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
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Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
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Condition

SUNROOF GLASS IN PIECES

Attachment : [230B82AFA85B6F8F88257997000BA358-sunroof pic 1.JPG](#) , [230B82AFA85B6F8F88257997000BA358-sunroof pic 2.JPG](#) , [230B82AFA85B6F8F88257997000BA358-sunroof pic 3.JPG](#) , [230B82AFA85B6F8F88257997000BA358-sunroof pic 4.JPG](#) , [230B82AFA85B6F8F88257997000BA358-sunroof pic 5.JPG](#)

Vehicle History

Dealer Name	Dealer C	Mileag	Repair Date	Repair Date I	Operation Description	Clain
HORNE HYUNDAI	AZ028	2,820	1/28/2012	1/28/2012	FS ECU UPDATE P0191	A
HORNE HYUNDAI	AZ028	7	10/7/2011	10/7/2011	PRE-DELIVERY INSPECTION/SERVIC	A
HMA PORT HUENEM	HU523	0	9/30/2011	9/30/2011	FS XM ID CAPTURE (11-051)	A
HMA PORT HUENEM	HU523	0	9/29/2011	9/29/2011	FS TMU SW UPDATE (11-054)	A
HMA PORT HUENEM	HU523	0	9/29/2011	9/29/2011	FS REAR SPOILER LAMP INSPECT (A
HMA PORT HUENEM	HU523	0	9/14/2011	9/14/2011	FS AVN SOFTWARE UPGRADE (11-05	A
HMA PORT HUENEM	HU523	0	10/4/2011	10/4/2011	FS TMU INSPECTION (11-059)	A

Root Cause Analysis

- Picture shows the Sunroof Glass in pieces. No evidence of anything causing this condition

**Corrective Action**

Replaced the Sunroof Glass

Reason(s) vehicle was not previously repaired

Did this action resolve condition? YES

Condition verified by personal inspection of company employee? NO

Were Photos Taken? YES

Parts Inspected? YES

Parts Sent? NO

Following people were notified via e-mail:

Jason Snyder(JSnyder@hmausa.com);

Joshua Vedder(JVedder@hmausa.com);

Mary Le(mle@hmausa.com);

Omar Rivera(ORivera@hmausa.com);

Randy Pizarro(RPizarro@hmausa.com);

Rolf Brandt(RStegemann@hmausa.com);

Brett Helmreich(JongHyunKim@hisna.com);

Ryan Morrison(RMorrison@hmausa.com);



FSE Report

Created by Stegemann, Rolf on 07/17/2012.
 Submitted by Stegemann, Rolf on 07/17/2012.
 Finalized by Stegemann, Rolf on 07/17/2012.

* Required Fields

FSE Number	FS2012070000139	CA Case # *	X999999
Dealer Code *	[TX111] HUMBLE HYUNDAI	Tech. Case # *	X999999
Model	[FS] Veloster	Assistance Type	[F] IQS
Year	2012	FSE Name *	Rolf Stegemann
VIN *	KMHTC6ADXCU [REDACTED]	Part Name	SUNROOF GLASS
Mileage	1,887	Part Number	-
Prod. Date	03/28/2012	Engine Code	1.6L I4 Gamma
Customer Complaint *		Symptom Code	
Severity Code	[A] 10 - Loss of primary function performance	Diag Code#	
Priority	[C] Low	TREAD Cat.	[C013] Visibility
Target Date	07/17/2012	Days Open	0 Day
Comment			
Subject *	2012 FS VELOSTER - SEPARATED SUNROOF GLASS		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage
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Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE
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Condition

SEPARATED SUNROOF GLASS

Vehicle History

NONE RELATED - JUST SOLD UNIT

Root Cause Analysis

- SUNROOF GLASS SEPARATION



SUNROOF GLASS SEPARATION



Corrective Action

REPLACED SUNROOF GLASS

Reason(s) vehicle was not previously repaired

Did this action resolve condition? YES

Condition verified by personal inspection of company employee? NO

Were Photos Taken? YES

Parts Inspected? NO

Parts Sent? NO

Following people were notified via e-mail:

PE12-027

HYUNDAI-KIA

12-4-2012

ATTACHMENT A
CONSUMER COMPLAINT
AND FIELD REPORT FILES,
CONSUMER AFFAIRS

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
7/31/2012 10:33:07 AM	HMA90463	Martinez	Marisa	Outbound	Customer	Telephone	WRITER LEFT VM FOR CUST ADVISING CHECK WOULD BE MAILED ON 8.03.12. CLOSING FILE.	✓	4802134	Tier3 Eastern	Tier3
7/25/2012 02:51:37 PM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 8/3/12		4802134	NCA HCR	NCA
7/20/2012 02:30:16 PM	HMA90467	Lopez	Darla	General	General	General	HCR REVIEWED - SENT FOR PROCESSING	✓	4802134	NCA Research	NCA
7/18/2012 04:15:05 PM	HMA90463	Martinez	Marisa	Outbound	Customer	Telephone	WRITER CALLED CUST, ADVISED AGREEMENT WAS RECEIVED, CHECK WILL BE PROCESSED AND SHOULD BE RECEIVED IN APPROXIMATELY 4 WEEKS. CUST THANKED.	✓	4802134	Tier3 Eastern	Tier3
7/18/2012 04:12:15 PM	HMA90463	Martinez	Marisa	General	General	General	CUST IS BEING REIMBURSED \$229.02 FOR RENTAL EXPENSES.	✓	4802134	Tier3 Eastern	Tier3
7/18/2012 04:11:48 PM	HMA90463	Martinez	Marisa	Inbound	Customer	Fax	CUST SENT COPY OF SIGNED AND NOTARIZED AGREEMENT.	✓	4802134	Tier3 Eastern	Tier3
7/16/2012 11:26:33 AM	HMA90463	Martinez	Marisa	Outbound	Customer	Letter	SETTLEMENT LETTER AND AGREEMENT SENT TO CUST. CLOSING FILE PENDING RECEIPT FROM CUST.	✓	4802134	Tier3 Eastern	Tier3
7/12/2012							CUST CALLED BACK. WRITER ADVISED WE WOULD SEND A SETTLEMENT LETTER TO BE SIGNED AND NOTARIZED FOR RENTAL				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
03:26:00 PM	HMA90463	Martinez	Marisa	Inbound	Customer	Telephone	REIMBURSEMENT OF \$229.02. ONCE THE SIGNED LETTER IS RETURNED, THE REIMBURSEMENT WILL BE PROCESSED. CUST WAS APPRECIATIVE OF THE OFFER.	✓	4802134	Tier3 Eastern	Tier3
7/12/2012 03:19:50 PM	HMA90463	Martinez	Marisa	Outbound	Customer	Telephone	WRITER LEFT VM FOR CUST ASKING FOR A CALL BACK. PROVIDED CONTACT INFORMATION.	✓	4802134	Tier3 Eastern	Tier3
7/6/2012 09:14:28 AM	HMA90463	Martinez	Marisa	General	General	General	WRITER ADVISED APPROPRIATE DEPARTMENT THAT THE ONLY EXPENSE WAS FOR THE RENTAL, \$292.02.	✓	4802134	Tier3 Eastern	Tier3
7/6/2012 09:05:32 AM	HMA90463	Martinez	Marisa	Inbound	Customer	Telephone	CUST CALLED BACK, WRITER STATED WE WERE TRYING TO CONFIRM EXPENSES AS IT APPEARED THERE WAS A CHARGE FOR A \$500 DEDUCTIBLE. CUST SAID THERE WAS A LOT OF CONFUSION BETWEEN INSURANCE AND BODY SHOP AS TO THE TYPE OF REPAIR NEEDED - GLASS OR BODY REPAIR. CUST STATES THAT IN THE END SHE DID NOT PAY FOR ANY DEDUCTIBLE, JUST THE RENTAL \$292.02. WRITER ADVISED WE WERE REVIEWING	✓	4802134	Tier3 Eastern	Tier3

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							THE DOCUMENTS AND WANTED TO MAKE SURE WE HAD ALL THE CORRECT INFORMATION. WRITER ADVISED WE WILL REVIEW AND GET BACK TO HER IN A WEEK OR SO. CUST UNDERSTOOD.				
7/2/2012 02:57:57 PM	HMA90463	Martinez	Marisa	Outbound	Customer	Telephone	WRITER LEFT VM FOR CUST ASKING FOR A CALL BACK REGARDING VEH CONCERNS. PROVIDED CONTACT INFORMATION.	✓	4802134	Tier3 Eastern	Tier3
7/2/2012 02:57:22 PM	HMA90463	Martinez	Marisa	General	General	General	INVOLVED DEPT WANTS CONFIRMATION OF EXPENSES PAID BY CUST OTHER THAN PARTIAL RENTAL COSTS.	✓	4802134	Tier3 Eastern	Tier3
6/27/2012 04:52:39 PM	HMA90463	Martinez	Marisa	General	General	General	SENT EMAIL TO APPROPRIATE DEPT ASKING FOR AN UPDATE ON THE FILE.	✓	4802134	Tier3 Eastern	Tier3
6/4/2012 03:29:29 PM	HMA90463	Martinez	Marisa	General	General	General	WRITER RECD CUST RESPONSE TO PIR DOC REQ PACKAGE THIS DATE AND FORWARDED TO APPROPRIATE DEPT FOR REVIEW THIS DATE.	✓	4802134	Tier3 Eastern	Tier3
6/4/2012 03:23:24 PM	HMA90692	Neves	Elizabeth	Inbound	Customer	Letter	RECD PIR PACKAGE FORWARD TO TIER 3 EASTERN QUEUE FOR HANDLING.		4802134	Tier3 Research	Tier3
							CUST STATES: 1. HAS OPEN CLAIM				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
5/29/2012 02:42:52 PM	KSIMMONS	Simmons	Katie	Inbound	Customer	Telephone	WITH HMA. 2. HAS QUESTIONS REGARDING DOCUMENTATION REQUESTED. 3. DOES NOT HAVE PHOTOS OF ALL ANGLES OF VEHICLE. 4. INSURANCE COMPANY HAS COVERED MOST OF COSTS RELATING TO INCIDENT. WRITER ADVISED CUST TO SEND IN AS MUCH OF THE DOCUMENTATION REQUESTED AS SHE CAN PROVIDE ALONG WITH A LETTER EXPLAINING ANYTHING THAT IS MISSING. IF CUST IS HAPPY WITH THE COVERAGE PROVIDED FROM HER INSURANCE COMPANY AND DOES NOT WISH TO PURSUE HER CLAIM WITH HMA, CUST DOES NOT HAVE TO RESPOND TO DOCUMENT REQUEST PACKAGE.	✓	4802134	HCCC Tier2 Team1	HCCC
5/9/2012 11:58:31 AM	HMA90463	Martinez	Marisa	Outbound	Customer	Letter	LETTER RETURNED FOR WRONG ADDRESS. PIR PACKET RESENT TO: 39 VALLEY AVE. NEWBURGH, NY 12550 FED EX 4179 6743 7444	✓	4802134	Tier3 Eastern	Tier3
5/9/2012 11:57:26	HMA90692	Neves	Elizabeth	Inbound	Customer	Letter	CUSTOMER LETTER RETURNED- FWD		4802134	Tier3 Research	Tier3

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
AM							TO MMARTINEZ FOR HANDLING				
4/20/2012 02:37:18 PM	HMA90463	Martinez	Marisa	General	General	General	WRITER SENT CUST PIR DOC REQ PACKAGE THIS DATE TO: 39 VALLEY AVE. NEWBURGH, NY 12550		4802134	Tier3 Eastern	Tier3
4/18/2012 05:53:50 PM	JFRANCIS	Francis	John	General	General	General	TRANSFER TO RESEARCH FOR PIR	✓	4802134	HCCC Tier2 Team3	HCCC
							1. DATE(S) OF THE ACCIDENT OR INCIDENT: 4/18 2. LOCATION WHERE THE ACCIDENT OR INCIDENT OCCURRED, INCLUDING THE CITY AND STATE: ON THRU WAY NEAR EXIT 15A SOUTH BOUND 3. DETAILS OF HOW THE ACCIDENT OR INCIDENT OCCURRED: INSTANTANEOUSLY SHATTERED 4. IF ACCIDENT, APPROXIMATE SPEED THE CUSTOMER WAS TRAVELING BEFORE IMPACT: 70 5. IF ACCIDENT, POINT OF IMPACT AND DESCRIPTION OF DAMAGE TO VEHICLE: N/A 6. IF ACCIDENT, NUMBER OF OCCUPANTS IN VEHICLE AND HOW MANY WERE WEARING SEAT BELTS: 3 PEOPLE INCLUDING DRIVER 7. INJURIES RELATED TO THE				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
4/18/2012 05:26:43 PM	RZILLIOUX	Zillioux	Ryan	Inbound	Customer	Telephone	<p>ACCIDENT OR INCIDENT: N/A 8. WAS POLICE REPORT FILED? IF YES, WHAT IS THE REPORT #? NO, POLICE SAID NO REPORT NEEDED</p> <p>9. HAS INSURANCE CARRIER BEEN NOTIFIED? IF YES, YES - NAME OF INSURANCE CARRIER: GIECO - NAME OF CLAIMS ADJUSTER: DOESN'T KNOW - PHONE NUMBER: 18005102291 - CLAIM NUMBER: 0430741090101014</p> <p>10. HAS THE VEHICLE BEEN REPAIRED? NO 11. ADDRESS AND PHONE NUMBER WHERE VEHICLE IS CURRENTLY LOCATED: 9 WHEAPON AVE FISHKILL NY 12524 STORED AT FRIENDS HOUSE TO AVOID GETTING RAINED ON 12. DETAILS OF WHAT THE CUSTOMER IS SEEKING: HAS GLASS COVERAGE/SCRATCHES IN PAINT 13: PROVIDE THE MAILING ADDRESS WHERE THE CUSTOMER WISHES TO HAVE THE DOCUMENT REQUEST PACKET SENT: (39 VALLEY AVE, NEWBURGH, NY, 12550.) DEALER SAID IT</p>	✓	4802134	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							WAS INSURANCE ISSUE. DID NOT OFFER RENTAL CAR. ASSUMED IT WAS A ROCK, CUST SAID IT WASN'T. WRITER DOCUMENTED CONCERNS AND EXPLAINED PIR PROCESS.				
4/18/2012 04:39:22 PM	DLEYVA	Leyva-081712	Darien	Inbound	Customer	Telephone	CUST STATES: 1. DRIVING ON FREEWAY THE SUNROOF "SHATTERED" 2.WANTS TO KNOW WHAT SHE NEEDS TO DO TO ASSES THIS ISSUE. 3. THE GLASS CAUSED DAMAGE TO THE REST OF THE VEHICLE. WRITER TRANSFERED		4802134	HCCC Tier1 Team1	HCCC

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
8/14/2012 10:53:29 AM	HMA02739	Carway	Dianna	General	General	General	RECEIVED A COPY OF THE REPLACEMENT CK MADE PAYABLE TO SPORT DURST HYU. RTD TO FOLDER AND SENT THE FINAL RO TO ISG TO P/UP VEHICLE.	✓	4819454	Region Southern	Region
8/2/2012 11:11:51 AM	HMA02255	Thompson	Tamiko	General	General	General	REVIEWED AND APPROVED		4819454	NCA HCR	NCA
8/2/2012 08:03:56 AM	HMA02739	Carway	Dianna	General	General	General	ONE AND ONLY RO IS IN FILE. THIS IS THE RO TO USE/SEND TO ISG.	✓	4819454	Region Southern	Region
8/2/2012 08:01:36 AM	HMA02739	Carway	Dianna	General	General	General	REPLACEMENT PACKAGE FORWARDED TO NATL.	✓	4819454	Region Southern	Region
7/31/2012 01:33:19 PM	YYANG	Yang	Yer	General	General	General	LEFT MSG FOR KEITH @ NC030 FOR COPY OF RO RE: SUNROOF		4819454	Region Southern	Region
7/25/2012 02:55:35 PM	HMA00401	Hall	Ben	General	General	General	THE SRCAM APPROVED THE CHECK REQUEST	✓	4819454	Region Southern	Region
5/30/2012 10:10:34 AM	HMA00401	Hall	Ben	General	General	General	THE SRCAM TRANSFERRED THE CASE TO THE SRCA ANALYST TO complete the replacement package.	✓	4819454	Region Southern	Region
5/30/2012 10:08:21 AM	HMA00401	Hall	Ben	General	General	General	THE SRCAM AGREED TO OFFER A REPLACEMENT VEHICLE TO THE CUSTOMER DUE TO THE PROBLEM WITH THE SUNROOF.	✓	4819454	Region Southern	Region
5/23/2012 10:04:13 AM	HMA02502	Marienfeld	Dee	Inbound	Customer	Telephone	DPSM IS WORKING WITH SVM AND DEALER NC030 TO ASSIST WITH LOCATING AN ELANTRA FOR THE CUSTOMER.		4819454	Region Southern	Region
5/22/2012 04:01:15 PM	DSERMENO	Sermeno	David	Inbound	Customer	Telephone	CALLER STATES: 1. WAS TOLD THAT DISTRICT MANAGER WOULD CALL THEM HAS YET TO RECEIVE CALL. 2. RENTAL CAR COMPANY HURTZ BILLED CUST CREDIT CARD AND NOT DEALERSHIP. 3. WOULD LIKE ISSUE STRAIGHTENED	✓	4819454	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							OUT. WRITER ADVISED CUST WILL LEAVE MESSAGE FOR AGENT WORKING ON CASE.				
5/22/2012 10:32:42 AM	MHORTON	Horton	Matthew	Inbound	Customer	Telephone	CUST STATES: 1. HAVEN'T HEARD FROM DISTRICT MANAGER AND HAVE BEEN WAITING TO HEAR FROM THEM ABOUT THE CAR. 2. JUST WANTING TO KNOW WHAT IS GOING ON. 3. SHE DOESN'T REALLY WANT THE CAR ANYMORE BECAUSE SHE'S AFRAID THE SUNROOF IS GOING TO BREAK AGAIN. 4. BEEN TALKING WITH STEVENSON HYUNDAI (NC015) ABOUT WORKING ON GETTING A DIFFERENT VELOSTER. 5. BEST WAY FOR MANAGER TO REACH IS BY CELL 757-268-1288 6. WOULD LIKE DISTRICT MANAGER TO CALL. WRITER ADVISED CUST THAT PART IS EXPECTED ON WEDNESDAY NEXT WEEK AND SHOULD BE COMPLETED BY END OF THE WEEK OF JUNE 4TH.	✓	4819454	HCCC Tier2 Team2	HCCC
5/22/2012 10:21:14 AM	BSTEVENS	Stevens	Brett	Inbound	Customer	Telephone	CUST STATES 1. WOULD LIKE TO SPEAK WITH MATHEW WRITER TRANSFERED CASE	✓	4819454	HCCC Tier2 Team1	HCCC
5/22/2012 07:48:05 AM	MHORTON	Horton	Matthew	Outbound	Customer	Telephone	WRITER ATTEMPTED TO CONTACT CUST BUT WAS UNAVAILABLE LEFT MESSAGE TO GIVE CALL BACK. WILL ATTEMPT TO CONTACT CUST AT A LATER TIME.	✓	4819454	HCCC Tier2 Team2	HCCC
5/22/2012							CUST STATES: 1. CAN I TALK TO CM/MH? 2. NUMBER FOR CALL BACK IS			HCCC	

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
05:24:44 AM	ALOFTON	Lofton	Ashleigh	Inbound	Customer	Telephone	ROBERT 828-367-1381 WRITER ADVISE CM/MH NOT AVAILABLE. I WILL GIVE HIM A MESSAGE TO CALL BACK.	✓	4819454	Tier2 Team1	HCCC
5/21/2012 01:32:09 PM	HMA02502	Marienfeld	Dee	Inbound	Customer	Telephone	DPSM SPOKE WITH THE SVM AT NC030. HE HAS BEEN COMMUNICATING WITH THE CUSTOMER. SHE IS AWARE THAT THE PART IS SCHEDULED TO ARRIVE NEXT WEDNESDAY AND ONCE THE GLASS IS RECEIVED AND INSTALLED HER VEHICLE WILL HAVE TO GO TO THE PAINT SHOP. WE ARE LOOKING AT 2-3 DAYS IN THE BODY SHOP. IF ALL GOES WELL, CUSTOMER SHOULD BE BACK IN HER VEHICLE BY THE END OF THE WEEK OF JUNE 4TH.	✓	4819454	Region Southern	Region
5/17/2012 01:22:17 PM	MHORTON	Horton	Matthew	Outbound	Customer	Telephone	WRITER CONTACTED CUST AND ADVISED THAT SVC DIRECTOR KIETH PARKS WOULD BE CALLING TO TALK WITH HER REGARDING HER VEHICLE. CUST STATES: 1. RECIEVED CALL FROM KIETH REGARDING VEHICLE AND WHERE IT CURRENTLY STANDS IN FORM OF REPAIR STATUS. 2. STILL DO NOT WANT CAR WITH SUNROOF WOULD LIKE TO HAVE IT EXCHANGED FOR ONE WITH OUT SUNROOF. 3. WOULD LIKE SOMEONE FROM REGION GIVE A CALL. WRITER ADVISED WILL DOCUMENT COMMENTS FOR REGION TO LOOK AT.	✓	4819454	HCCC Tier2 Team2	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
5/17/2012 10:49:17 AM	MHORTON	Horton	Matthew	Inbound	Customer	Telephone	<p>CUST STATES: 1. HAVE BEEN TRYING TO TALK WITH SOMEONE FROM NC030 BUT HAVE NOT BUT NOBODY WANTS TO TALK OUR CALL OR ASSIST. 2. HAVEN'T HEARD FROM ANYONE AT NC030 FOR ALMOST A MONTH ON WHAT IS HAPPENING WITH VEHICLE OR IF VEHICLE IS EVEN STILL THERE. 3. DO NOT LIKE THE DEALERS ATTITUDE IN THEY WAY THEY HAVE BEEN TREATED AND DOSE NOT WANT TO WORK WITH THE DEALER ANY LONGER. 4. WOULD LIKE TO KNOW WHAT IS HAPPENING WITH VEHICLE. 5. WOULD JUST LIKE ANOTHER CAR BECAUSE CANT TRUST THE SUNROOF AND HAVE BEEN WITHOUT VEHICLE FOR A MONTH. 6. FINALLY GOT A RENTAL CAR FROM DEALER LAST WEEK. 7. WOULD LIKE TO HAVE THE CAR TRANSFERRED TO STEVENSON HYUNDAI NC015 AND HAVE THEM WORK ON THE VEHICLE. 8. DO NOT WANT TO HAVE TO GOT TO THE EXTENT OF GETTING AN ATTORNEY INVOLVED. 9. WOULD LIKE SOMEONE TO CALL THEM WITH AN UPDATE ON WHAT IS BEING DONE TO VEHICLE AND TO HELP. WRITER ADVISED CUST THAT REGION OFFICE TRIED TO GET IN CONTACT WITH THEM BUT WAS UNSUCCESSFUL BECAUSE</p>	✓	4819454	HCCC Tier2 Team2	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							NUMBER CALLED WAS DISCONNECTED PROVIDED INFORMATION ON CASE HAS BEEN HANDED TO DPSM TO GET INVOLVED. ADVISED WILL TRY TO FIND OUT ANY INFORMATION POSSIBLE AND WILL GIVE THEM A CALL BACK WITH AN UPDATE IF POSSIBLE. CUST GAVE CELL 757-268-1288 WITH SHE CAN BE REACHED AT IF UNABLE TO REACH ON HOME PHONE.				
5/17/2012 05:45:19 AM	MRIVADENEYRA	Rivadeneyra	Maria	Inbound	Customer	Telephone	CUST STATES 1. CORRECT CALL BACK NUMBER TO BE REACHED IS (8283671381). 2. ITS BEEN ALMOST A MONTH NOW, I NEED TO KNOW WHAT IS GOING ON WITH MY CASE. 3. I KEEP BEING TOLD THE PARTS ARE ORDERED AND THE VEHICLE IS BEING REPAIRED THEN THAT IT HAS NOT BEEN TOUCHED. 4. WIFE NO LONGER WOULD LIKE THE VEHICLE FRIGHTENED THE ISSUE MIGHT OCCUR AGAIN. 5. IS THERE ANY OPTIONS? 6. I CANNOT GET ANY INFORMATION IN REGARDS TO MY CASE. WRITER DOCUMENTED CUST CONCERN AND NOTED THE CORRECT CALL BACK NUMBER.	✓	4819454	HCCC Tier2 Team1	HCCC
5/17/2012 05:42:46 AM	HMA02502	Marienfeld	Dee	Inbound	Customer	Telephone	DPSM ATTEMPTED TO CONTACT CUSTOMER. PHONE NUMBER HAS BEEN DISCONNECTED. MESSAGE SENT TO SVM AT NC030 TO CONTACT CUSTOMER WITH UPDATE.		4819454	Region Southern	Region
							WRITER				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
5/14/2012 09:35:15 AM	HMA90699	Parks- 071012	Keith	Inbound	Customer	Telephone	ATTEMPTED TO CONTACT CUSTOMER AT PHONE # LISTED IN CASE HEADER INFORMATION - RECEIVED MESSAGE PHONE # HAD BEEN DISCONNECTED OR NO LONGER IN SERVICE - WILL TRANSFER FILE TO DPSM FOR FOLLOW-UP AND HANDLING AND TO ASSIST DEALER WITH ANY PARTS ORDER ESCALATION IF NEEDED		4819454	Region Southern	Region
5/12/2012 02:28:49 PM	MTABB	Tabb	Marjorie	General	General	General	ESCALATING TO REGION DUE TO CAR DOWN	✓	4819454	HCCC Tier2 Team2	HCCC
5/8/2012 12:26:25 PM	MSUMNER	Sumner- 090712	Melanie	Inbound	Customer	Telephone	CUST STATES 1. TALKED KEITH AT MILIUM 2. SO UPSET THAT SHE WANTS TO MAKE A TRAIID WITH HER CAR WITH ONE THAT IS WORKING. 3. PART WAS ORDERED, BUT ARRIVED BROKEN 4. HAS A RENTAL CAR 5. NOT HAPPY, CAR SITTING, LOSS OF BLUELINK, XM RADIO ETC. 6. CURRENT MILEAGE LESS THAN 2500 CAN'T UPDATE DUE TO OPEN CASE. END QUOTES WRITER SENDING TO TIER 2	✓	4819454	HCCC Tier1 Team1	HCCC
							*****CAR DOWN – ATTN REGION***** THE CUSTOMER STATED THE FOLLOWING: 1. CURRENT CONCERN WITH THE VEHICLE: WAS DRIVING DOWN THE INTERSTATE 40 AND THERE WAS A LOUD BOOM AND HUSBAND (WHO WAS DRIVING IN A DIFFERENT VEHICLE) LOOKED AT VEHICLE AND NOTICED THAT THE SUNROOF GLASS COMPLETELY				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
5/3/2012 01:32:35 PM	MHORTON	Horton	Matthew	General	General	General	SHATTERED AFTER SHE HAD PULLED OVER (DID NOT HAVE SUN ROOF OPEN). HUSBAND THEN TOOK OVER TO DRIVE THE VEHICLE TO SPORT DURST HYUNDAI IN AND WHILE DRIVING TO THE DEALERSHIP THE GLASS FLEW OFF AND MEDAL PIECE FROM THE SUNROOF WAS HANGING OUT. 2. IF MECHANICAL, WHEN AND HOW OFTEN THE ISSUE OCCURS: FIRS TIME HAS HAPPENED 3. IF MECHANICAL, SPECIFIC SYMPTOMS: N/A 4. CURRENT SERVICING DEALER WHERE VEHICLE IS LOCATED: VEHICLE HAS CURRENTLY BEEN SITTING DEALER NC030 FOR LAST COUPLE OF WEEKS WAITING FOR PART TO COME IN FROM KOREA. 5. SPECIAL COMMENTS, REQUESTS, OR THREATS MADE BY THE CUSTOMER: WOULD LIKE TO WORK OUT SOME SORT OF DEAL TO GET ANOTHER VELOSTER WITHOUT A SUNROOF. LOVES THE CAR BUT DOESN'T WANT A SUNROOF AND HAVE TO GO THROUGH THE EXPERIENCE AGAIN. STATUS OF HCCC ACTIONS: 1. HCCC UNABLE TO REACH SERVICE MANAGER KEITH AT NC030 ON THIRD TRY.	✓	4819454	HCCC Tier2 Team2	HCCC
5/3/2012							WRITER CONTACTED DEALERSHIP NC030 TO SPEAK WITH SVC MGR			HCCC	

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
01:25:53 PM	MHORTON	Horton	Matthew	Outbound	Customer	Email	KEITH AND WAS UNABLE TO REACH FOR THIRD TIME IN TWO DAYS.	✓	4819454	Tier2 Team2	HCCC
5/2/2012 11:38:45 AM	ALAUDAT	Laudat-081012	Alphonso	Inbound	Customer	Telephone	DLR STS: 1. HE IS A NY DLR 2. DOESN'T HAVE RECORDS OF CAR IN SYSTEM		4819454	HCCC Tier2 Team1	HCCC
5/2/2012 11:31:38 AM	MHORTON	Horton	Matthew	General	General	General	*****ANY TIER 2 AGENT**** IF SVC MGR CALLS BACK PLEASE GATHER THE FOLLOWING. NC030 (Insert Service Manager Name), SERVICE MANAGER AT (Insert Dealer Code), STATED: 1. DATES, MILEAGE, DIAGNOSES, AND REPAIR ATTEMPTS FOR CURRENT CONCERN OR ANY PREVIOUS RELATED CONCERNS: 2. SIGNS OF ABUSE, NEGLECT, LACK OF MAINTENANCE, EXTERNAL DAMAGE, OR ANY AFTERMARKET PARTS OR MODIFICATIONS THAT MAY BE RELATED TO THE CONCERN: 3. CONFIRMATION WHETHER OR NOT THE REPAIR IS OR WOULD HAVE BEEN WARRANTABLE: 4. INVOLVEMENT AND DIRECTION PROVIDED BY TECHLINE, THE DPSM, OR FSE: INCLUDE THE FOLLOWING SECTION ONLY IF THE VEHICLE IS DOWN AND AWAITING A PARTS ORDER 5. HOW LONG THE VEHICLE HAS BEEN DOWN: 6. HOW LONG THE PART HAS BEEN ON ORDER: 7. PART #(S): 8. ORDER #: 9. ORDER DATE: 10. ORDER LEVEL (S-Stock, R-Regular, E-Emergency):	✓	4819454	HCCC Tier2 Team2	HCCC
							WRITER LEFT VM				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
5/2/2012 11:23:01 AM	MHORTON	Horton	Matthew	Outbound	Dealer	Telephone	FOR SERVICE MANAGER TO GIVE CALL BACK.	✓	4819454	HCCC Tier2 Team2	HCCC
5/2/2012 11:18:35 AM	MHORTON	Horton	Matthew	Outbound	Customer	Telephone	<p>WRITER CONTACTED CUST ABOUT THE ISSUE THAT HAPPENED WITH THEIR SUNROOF TO GATHER MORE INFORMATION. 1. DEALERSHIP HAS NOT BEEN IN CONTACT WITH ANY UPDATES ON WHAT IS GOING ON. 2. WAS DRIVING DOWN THE INTERSTATE AND THERE WAS A LOUD BOOM AND HUSBAND (WHO WAS DRIVING IN A DIFFERENT VEHICLE) LOOKED AT VEHICLE AND NOTICED THAT THE SUNROOF GLASS COMPLETELY SHATTERED AFTER SHE HAD PULLED OVER. 3. HUSBAND TOOK OVER TO DRIVE THE VEHICLE TO MILLENNIUM HYUNDAI AND WHILE DRIVING TO THE DEALERSHIP THE GLASS FLEW OFF AND MEDAL PIECE FROM THE SUNROOF WAS HANGING OUT. 4. DEALER SAID THIS IS THE SECOND ONE THAT THEY HAVE SEEN THAT THIS SITUATION HAS OCCURRED. 5. AFRAID THAT IT WILL HAPPEN AGAIN AND NOT SURE WANTS THE CAR ANYMORE. 6. WOULD LIKE TO WORK OUT SOME SORT OF DEAL TO GET ANOTHER VELOSTER WITHOUT A SUNROOF. 7. LOVES THE CAR BUT DOESN'T WANT A SUNROOF AND HAVE TO GO THROUGH THE EXPERIENCE AGAIN.</p>	✓	4819454	HCCC Tier2 Team2	HCCC
							1. WAS DRIVING				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
5/2/2012 10:43:00 AM	MHORTON	Horton	Matthew	Inbound	Customer	Email	<p>ON INTERSTATE 40 AROUND DURHAM NC (DID NOT HAVE SUN ROOF OPEN) AND THE SUN ROOF OF MY VELOSTER BROKE AND FLEW OUT OF THE CAR. 2. HAVE BEEN WITHOUT THE CAR FOR OVER A WEEK NOW. 3. IT IS AT DURHAM, NC AT MILLENNIUM AUTOMOTIVE GROUP 4511 DURHAM CHAPEL HILL BLVD. 4. HAVE HAD TO DEPEND ON OTHER PEOPLE TO GET ME WHERE I NEED TO GO. 5. LOST THE USE OF NEW VELOSTER WHICH I ONLY HAD FOR ABOUT ONE MONTH. 6. HAVE ALSO LOST USE OF THE FREE BLUELINK AND FREE SIRIUS RADIO. 7. I THINK HYUNDAI SHOULD REIMBURSE ME FOR THE LOSS OF MY TIME WITHOUT MY CAR. 8. BOUGHT IT TO ENJOY NOT HAVE IT IN THE SHOP FOR OVER TWO WEEKS. 9. MIGHT HAVE IT FIXED BY NEXT WEDNESDAY MAY 2. 10. WHO CAN I TALK TO ABOUT MY LOSS AND COMPENSATION? 11. VERY DISAPPOINTED IN THIS SITUATION 12. PAID CASH FOR THE CAR AND HOPED TO ENJOY IT FOR SEVERAL YEARS 13. PLEASE HELP ME. 14. LIVE 3 1/2 HOURS FROM MY CAR. 15. AT A LOSS AS WHAT I SHOULD DO.</p>	✓	4819454	HCCC Tier2 Team2	HCCC

Cases

Customer		Case Information		* Contact Reason Summary	* Resolution Summary
Last Nam	[REDACTED]	Case Number:	5059083	2012 VELOSTER SUNROOF IMPOLODED WHILE CUSTOMER WAS DRIVING ON HIGHWAY.	PIR PACKET SENT.
First Nam	[REDACTED]	Type:	CA		
Phon	[REDACTED]	Opened:	10/17/2012 03:31:56 PM		
Emai	[REDACTED]	Closed:			
Address	[REDACTED]	Status:	Reopen		
City:	PHOENIX	Sub Status:	Accept		
State::	AZ	Creator Last Name:	Flanders	Contact Reason	Resolution
IQS :	VDS :	Creator First Name:	Ericka	* Sentiment: Complaint	* Resolution: Provided Information
CSI :	SSI :	Owner Last Name:	Craighead	* Category: Product	* Remedy: N/A
		Owner First Name:	Kissany	* Sub-Category: Operation	* Resolution Satisfaction: Neutral
Contact Language : ENGLISH				System: Body	
				Component: Sunroof	
				Symptom: Other	
Dealer					Transfer
* Servicing Dealer:	HYUNDAI OF TEMPE		AZ021		Trans. To:
Service District:	Western District 2	Sales District:	Western District 2		Trans. Team:
					Trans. Dealer:
					Trans. Type: Standard
					Trans. Reason: Case Handling
Vehicle					Check Request Pending Approval : 0
VIN:	KMHTC6AD0CU [REDACTED]	Model Year:	2012	Engine:	D
Model:	Veloster (FS)	Short Model:	F0312F45	Accessory:	03
* Mileage:	3,000	Date of First Use:	3/21/2012	Production Date:	2/14/2012
Blue Link Equipped :	✔			Case in Arbitration :	No
					eMail notification when case is closed:

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
11/13/2012 09:07:59 AM	HMA90466	Craighead	Kissany	Outbound	Customer	Telephone	WRITER CONTACT CUST AND ADV DOCS RECVD. THE DOCS RECVD ARE BEING REVIEWED AND WILL BE GIVEN A DIRECTIVE OF INSPECTION OR DECISION. SINCE THE VEH HAS BEEN REPAIRED MAY REQ FOR COPY OF RO FROM DEALER. CUST STS VEH IS STILL AT DLR. HOW WILL SHE BE CONTACTED. WRITER ADV IF INSPECTION 3RD PARTY WILL CONTACT HER OR IF A DECISION IS MADE WILL REC V BY MAIL OR CALL.		5059083	Tier3 Western	Tier3
11/13/2012 09:05:41 AM	HMA90466	Craighead	Kissany	Inbound	Customer	Telephone	CUST CONTACT WRITER AND LEFT VM. REQ CALL BACK. SKS TO KNOW IF DOCS RECVD AND WHAT IS THE NEXT STEP.		5059083	Tier3 Western	Tier3
11/7/2012 02:36:39 PM	HMA90466	Craighead	Kissany	General	General	General	WRITER RECD CUST RESPONSE TO PIR DOC REQ PACKAGE THIS DATE AND FORWARDED TO APPROPRIATE DEPT FOR REVIEW THIS DATE.		5059083	Tier3 Western	Tier3
11/7/2012 09:34:40 AM	HMA90692	Neves	Elizabeth	Inbound	Customer	Letter	RECD PIR PACKAGE FORWARD TO TIER 3 WESTERN QUEUE FOR HANDLING.	✓	5059083	Tier3 Research	Tier3
							WRITER CONTACT				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/26/2012 02:37:18 PM	HMA90466	Craighead	Kissany	Outbound	Customer	Telephone	<p>CUST. CUST STS HAS QUESTIONS RE CLAIM. HAD SPK W/ SELLING DEALER AND THEY ARE WILLING TO TRADE HER OUT THE VEH TO A NEW ELANTRA BUT SHE IS UPSIDE DOWN. WOULD LIKE TO KNOW IF WRITER AND GIVE HER A VOUCHER FOR THE NEGATIVE BAL. STS DOES NOT WANT TO GO THROUGH THE ISSUE OF RENTING A VEH. ALSO WANTS TO KNOW WHAT THE PACKET IS FOR. WRITER ADV WOULD NOT BE ABLE TO ASST CUST W/ TRADE IN OF VEH AND IF VEH IS TRADED THE CLAIM WOULD BE CLOSED BECAUSE CUST NO LONGER WOULD OWN THE VEH. IF AFTER REVIEW AND A DECISION IS RENDERED TO ASST THE CUST THEN CUST REQ FOR REPLACEMENT/REPURCHASE WOULD BE CONSIDERED. AND THE PIR PACKET REQ INFO FOR POO AND AUTH TO INSPECT THE VEH. CUST STS WILL HAVE A LAWYER FRIEND LOOK OVER IT AND REQ</p>		5059083	Tier3 Western	Tier3

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							TO KNOW WHEN SHE SHOULD RECV IT. WRITER ADV PACKET WAS SENT FOR MAIL YESTERDAY AND SHOULD BE RECV NO LATER THAN MON. 10/29.				
10/26/2012 02:34:00 PM	HMA90466	Craighead	Kissany	Inbound	Customer	Telephone	CUST CONTACT WRITER AND LEFT VM. REQ CALL BACK.		5059083	Tier3 Western	Tier3
10/25/2012 09:44:42 AM	HMA90466	Craighead	Kissany	General	General	General	WRITER SENT CUST PIR DOC REQ PACKAGE THIS DATE TO: 3615 E BRIARWOOD TERRACE, PHOENIX AZ 85048. TRACKING#		5059083	Tier3 Western	Tier3
10/25/2012 09:43:33 AM	HMA90466	Craighead	Kissany	Outbound	Customer	Telephone	WRITER CONTAC CUST FOR PIR INFO. ADV PIR PACKET BEING MAILED VIA FEDEX ANS SHOULD RECV BY MON. PIR PROCESS CAN TAKE 6-8 WKS AND PROCESS DOES NOT START UNTIL REQD DOCS RECVD. CUST REQ OF RENT		5059083	Tier3 Western	Tier3
							1. DATE(S) OF THE ACCIDENT OR INCIDENT: 10/16/2012 2. LOCATION WHERE THE ACCIDENT OR INCIDENT OCCURRED, INCLUDING THE CITY AND STATE: MESA AZ 3. DETAILS OF HOW THE ACCIDENT OR INCIDENT OCCURRED:				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/25/2012 09:28:32 AM	HMA90466	Craighead	Kissany	General	General	General	DRIVING ON HWY AT 60 MPH HEARD A CRASHING EXPLOSION NOISE. CLOSED EYES AND WHEN OPEN EYES REALIZED THE SUNROOF HAD BURST. GLASS CAME DOWN ON FACE, HEAD, AND SHOULDERS. DOWN INTO CLOTHES AND ALL OVER THE VEH. 4. IF ACCIDENT, APPROXIMATE SPEED THE CUSTOMER WAS TRAVELING BEFORE IMPACT: 60 MPH 5. IF ACCIDENT, POINT OF IMPACT AND DESCRIPTION OF DAMAGE TO VEHICLE: SUNROOF BURST 6. IF ACCIDENT, NUMBER OF OCCUPANTS IN VEHICLE AND HOW MANY WERE WEARING SEAT BELTS: 1 SEATBELTED. 7. INJURIES RELATED TO THE ACCIDENT OR INCIDENT: HAD SPLINTERS OF GLASS IN FINGERS, SMALL CUT ON RIGHT FOREARM 8. WAS POLICE REPORT FILED? NO IF YES, WHAT IS THE REPORT #? NO 9. HAS INSURANCE CARRIER BEEN NOTIFIED? NO IF	✓	5059083	Tier3 Western	Tier3

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							YES, - NAME OF INSURANCE CARRIER: FARMERS - NAME OF CLAIMS ADJUSTER: DAVE WEBSTER - PHONE NUMBER: 480-964-6414 - CLAIM NUMBER: NO CLAIM FILED. 10. HAS THE VEHICLE BEEN REPAIRED? YES 11. ADDRESS AND PHONE NUMBER WHERE VEHICLE IS CURRENTLY LOCATED: AZ021 12. DETAILS OF WHAT THE CUSTOMER IS SEEKING: ALERT OTHER CUST OF VEH CONCERN. REPURCHASE OF THE VEH. FEELS THE VEH IS A DANGER TO HER AND HER FAMILY 13: PROVIDE THE MAILING ADDRESS WHERE THE CUSTOMER WISHES TO HAVE THE DOCUMENT REQUEST PACKET SENT: 3615 E BRIARWOOD TERRACE, PHOENIX AZ 85048. .				
10/25/2012 09:13:06 AM	HMA02253	Miller	Felicity	Inbound	Customer	Telephone	WRITER IS GOING TO TRANSFER THE CASE TO NATIONAL TO PROCEED WITH A PIR. WRITER CONTACTED THE CUSTOMER AND ADVISED THAT NATIONAL WILL BE		5059083	Region Western	Region

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							GETTING IN CONTACT W/ THE CUSTOMER. WRITER IS TRANSFERRING THE CASE TO KC.				
10/24/2012 10:13:31 AM	HMA02253	Miller	Felicity	Inbound	Customer	Telephone	WRITER IS AWAITING FOR DIRECTION FROM CA MGR/ LEGAL AND DPSM/ MR.		5059083	Region Western	Region
10/24/2012 09:58:59 AM	HMA02253	Miller	Felicity	Inbound	Customer	Telephone	WRITER SPOKE W/ THE GM MIKE AT AZ021 AND HE IS GOING TO OFFER THE CUSTOMER ONE MORE DAY OF RENTAL AND THAN MAKE IT THE CUSTOMER RESPONSIBILITY AFTER TODAY. CUSTOMER IS REFUSING TO DRIVE HER VEHICLE AND STATES THAT ON THE ENTER-NET THERE HAS BEEN LOTS OF BROKEN MOON-ROOFS' AND SHE DOES NOT FEEL SAFE DRIVING HERS. CUSTOMER WANTS OUT OF HER VEHICLE. CUSTOMER ALSO STATES THAT SHE HAD A FEW MINER CUTS AND STATES KNOW ONE OF THEM IS GETTING INFECTED. WRITER HAS BEEN WORKING W/ THE DPSM/ MR / CA MGR AND LEGAL REGARDING CUSTOMER CASE. HMA WILL COVER ONE MORE DAY		5059083	Region Western	Region

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							OF RENTAL AND THEN IT WILL BE CUSTOMER RESPONSIBILITY TO GET A RENTAL.				
10/22/2012 03:30:27 PM	HMA02253	Miller	Felicity	Inbound	Customer	Telephone	WRITER SPOKE W/ THE SVC MGR ABOUT RESOLVING THE ISSUE AND OFFERING GOODWILL. THE DPSM/ MR IS LOOKING TO IN A RESOLUTION THAT THE SVC MGR DG OFFERED TO ASSIST THE ISSUE W/ THE SUNROOF. AWAITING MORE DIRECTION FROM THE DPSM/ MR. DPSM/ MR IS FOLLOWING UP W/ ENGINEERING . AWAITING A CALL.		5059083	Region Western	Region
10/19/2012 03:52:54 PM	HMA02253	Miller	Felicity	Inbound	Customer	Telephone	WRITER SPOKE W/ THE CUSTOMER AND SHE STATED THAT SHE JUST DOES NOT WANT THE GLASS TO EXPLODE AGAIN. (MOON ROOF EXPLODED) CLAIMS THE NOISE AND THE SAFETY OF HER GRAND CHILD IN THE BACK SEAT. THE SVC MGR HAS THOUGHT OF SOMETHING THAT MIGHT WORK TO KEEP THE GLASS OUT OF THE VEHICLE. HE IS GOING TO TALK TO THE DPSM/ MR BEFORE ADVISING THE CUSTOMER.		5059083	Region Western	Region

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							(PUTTING A CLEAR TINT FILM UNDER THE WINDOW) THIS SHOULD HELP W/ THE NOISE AND THE GLASS FALLING INTO THE VEHICLE.				
10/17/2012 04:39:12 PM	MBIGGIO	Biggio	Michael	General	General	General	ESCALATING CASE TO REGION - CUSTOMER REQUESTING BUY BACK OR TRADE OUT.	✓	5059083	HCCC Tier2 Team3	HCCC
							***NOTES TO REGION - CUSTOMER REQUESTING BUY BACK OR TRADE OUT *** 1. WHAT IS THE CUSTOMER'S CURRENT CONCERN WITH THE VEHICLE? PANORAMIC SUNROOF IMPLoded WHILE CUSTOMER WAS DRIVING ON HIGHWAY 2. WHEN AND HOW OFTEN DOES THE ISSUE OCCUR AND WHAT ARE THE SYMPTOMS? HAS ONLY HAPPENED ONCE 3. WHO IS THE CURRENT SERVICING DEALERSHIP WHERE THE INSPECTION/REPAIR WILL OCCUR? AZ021 HYUNDAI OF TEMPE 4. WHERE IS THE VEHICLE CURRENTLY LOCATED? AT DEALER AZ021 DAN, SERVICE				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/17/2012 04:13:07 PM	EFLANDERS	Flanders	Ericka	General	General	General	MANAGER AT AZ021, STATED: 5. LIST THE DATES, MILEAGE, DIAGNOSES, AND REPAIR ATTEMPTS FOR THE CUSTOMER'S CURRENT CONCERNS OR ANY PREVIOUS RELATED CONCERNS. 10/16/2012 2300 MILES TOWED IN AFTER SUNROOF IMPODED. PART HAS BEEN ORDERED. 6. ARE THERE ANY AFTERMARKET PARTS THAT MAY BE CAUSING THE CONCERN? NO 7. HAS THE DEALERSHIP ALREADY INVOLVED TECHLINE, THE DPSM, OR FSE IN RESOLVING THE CONCERN, AND IF SO, WHAT DID THEY SAY? DPSM AND FSE HAVE ADVISED TO REPLACE SUNROOF WITH NEW PART 8. IF THE CUSTOMER MADE ANY SPECIAL COMMENTS OR THREATS, NOTE THIS INFORMATION IN LINE ITEM 8; OTHERWISE LEAVE BLANK AND END AT LINE ITEM CUSTOMER INDICATED SHE WANTED A NEW	✓	5059083	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							CAR IF THEY COULD NOT "FIX" THE CAR AND WERE ONLY GOING TO PUT NEW PART IN 9. WHAT IS THE CUSTOMER REQUESTING FROM HMA? CUSTOMER WANTS THE VEHICLE "FIXED", DOES NOT WANT A NEW SUNROOF PUT IN IF IT THE SAME EXACT PART AND NOTHING ELSE CHANGED OR SHE WANTS A TRADE OUT WITH A DIFFERENT VEHICLE.				
10/17/2012 04:11:34 PM	EFLANDERS	Flanders	Ericka	Outbound	Customer	Telephone	WRITER CONTACTED CUSTOMER AND ADVISED I SPOKE WITH THE SERVICE MANAGER AT TEMPE HYUNDAI. WRITER ADVISED WOULD BE FORWARDING CASE TO REGIONAL DEPARTMENT. WRITER ADVISED SHE SHOULD EXPECT TO RECEIVE A CALL FROM REGION IN 3-4 BUSINESS DAYS WITH WHO HER CONTACT WITH THEM WILL BE AND THE NEXT STEPS TO TAKE.	✓	5059083	HCCC Tier2 Team1	HCCC
							WRITER CONTACTED DEALER AZ021.				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/17/2012 04:00:21 PM	EFLANDERS	Flanders	Ericka	Outbound	Dealer	Telephone	SPOKE WITH SERVICE MANAGER DAN. DAN STS SPOKE WITH FSE AND DPSM. GOING TO REPLACE THE SUNROOF WITH THE SUNROOF THAT IS PROVIDED BY HMA. WILL NOT BE MAKING ANY CHANGES TO IT UNTIL I AM NOTIFIED TO DO SO. THERE IS NO OTHER AVENUE TO GO. IF THEY COME OUT WITH SOME SORT OF A BULLETIN WILL CALL HER AND MAKE THOSE CHANGES. CAME IN ON 10/16/2012 2300 MILES. NO AFTER MARKET PARTS. SHE INDICATED SHE DID NOT WANT THE CAR. DID GIVE HER A LOANER TO DRIVE AND PART HAS BEEN ORDERED. WRITER THANKED DAN FOR THE INFORMATION.	✓	5059083	HCCC Tier2 Team1	HCCC
							CUST STS 1. TOWED CAR INTO DEALER 2. HAS A VELOSTER 3. MOON ROOF EXPLODED 4. WAS TOLD TO CALL HCCC AND GET CASE NUMBER 5. DRIVING ON HIGHWAY IN MIDDLE LANE AND IT IMPLoded, BURST, MADE THE				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/17/2012 04:00:00 PM	EFLANDERS	Flanders	Ericka	Inbound	Customer	Telephone	<p>LOUDEST NOISE 6. THOUGH SOMEBODY HIT ME 7. GLASS WENT ALL OVER, INSIDE MY CLOTHES AND PURSE 8. HAD TO THROW OUT PURSE 9. HAD TO GO INTO BATHROOM AND CLEAN OUT CLOTHING 10. REALLY THOUGHT I WAS IN AN ACCIDENT 11. HAD THE SHADE OPEN TO GET SUN 12. THANK GOD I DID NOT HAVE MY GRAND DAUGHTER WITH ME 13. HER LITTLE FACE WOULD HAVE BEEN HARMED 14. VERY FRIGHTENING 15. THEY HAVE TO FIX THIS, SOMEBODY IS GOING TO DIE 16. IF IT WAS NIGHT AND IT WAS ON A CURVY ROAD I WOULD BE DEAD 17. DOES NOT JUST WANT NEW GLASS WANTS THE PROBLEM FIXED 18. YOU NEED TO LET PEOPLE KNOW ABOUT THIS 19. WILL NOT PUT GRAND DAUGHTER IN CAR UNTIL I KNOW IT HAS BEEN FIXED 20. AFRAID TO GO IN MY CAR 21. IT IS GOING TO KILL SOMEBODY WRITER ADVISED</p>	✓	5059083	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							WOULD CONTACT THE DEALER FOR MORE CLARIFICATION AND THEN CONTACT HER BACK AT 47805404611				

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	4913584	PRODUCT OPERATION- PANORAMIC SLIDING SUN ROOF WHILE SITTING IN VEHICLE- WITHOUT ANYTHING HITTING IT AND NO UNUSUAL CIRCUMSTANCES OCCURRED- GLASS EXPLODED OUT OF THE SUN ROOF		PROVIDED INFORMATION AND DOCUMENTED CONCERNS	
First Name	[REDACTED]	Type:	CA				
Phone	[REDACTED]	Opened:	7/11/2012 11:42:38 AM				
Email	[REDACTED]	Closed:	7/11/2012 12:01:27 PM				
Address	[REDACTED]	Status:	Closed				
City:	HOPATCONG	Sub Status:	Closed	Contact Reason		Resolution	
ZIP:	[REDACTED]	Creator Last Name:	Spinelli	* Sentiment:		* Resolution: Provided Information	
State:	NJ	Creator First Name:	Danwrene	* Category: Product		* Remedy: N/A	
IQS :	VDS :	Owner Last Name:	Spinelli	* Sub-Category: Operation		* Resolution Satisfaction: Positive	
CSI :	SSI :	Owner First Name:	Danwrene	System: Accessories		Transfer	
Contact Language : ENGLISH				Component: Power sunroof		Trans. To:	
Dealer				Symptom: Other		Trans. Team:	
* Servicing Dealer: TOWNE HYUNDAI		NJ005				Trans. Dealer:	
Service District: Eastern District 5		Sales District: Eastern District 6				Trans. Type: Standard	
Vehicle						Trans. Reason:	
VIN: KMHTC6AD0C [REDACTED]		Model Year: 2012		Engine: D		Check Request Pending Approval : 0	
Model: Veloster (FS)		Short Model: F0302F45		Accessory: 02		eMail notification when case is closed:	
* Mileage: 200		Date of First Use: 6/5/2012		Production Date: 3/30/2012			
Blue Link Equipped : <input checked="" type="checkbox"/>				Case in Arbitration : No			

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
8/29/2012 10:04:38 AM	HMA01861	Perez	Angie	General	General	General	DEMAND LETTER RECEIVED FROM CUSTOMER'S ATTORNEY. THIS MATTER WILL BE HANDLED BY AMBER CASTELLANO.		4913584	NCA Legal	NCA
7/11/2012 11:51:36 AM	DSPINELLI	Spinelli	Danwrene	Inbound	Customer	Telephone	CUST STATE (SPOKE WITH SCOTT GRIFFIN-CLAIMS ADJUSTOR WITH PROGRESSIVE INSURANCE) 1. CLIENT ADVISED THE SLIDING PANORAMIC SUN ROOF GLASS WITHOUT WARNING OR ANY UNUSUAL CIRCUMSTANCES OCCURRING- AND NOTHING HIT THE GLASS PRIOR. 2. GLASS IN THE SUN ROOF EXPLODED OUT FROM THE ROOF WHILE JUST SITTING IN VEHICLE. 3. IS THERE ANY ISSUE THAT HYUNDAI KNOWS ABOUT REGARDING THE GLASS IN THEM 4. ARE THERE ANY CAMPAIGNS OR RECALLS ON THIS PROBLEM 5. HAS ANYONE ELSE THAT IS KNOWN HAD THE SAME ISSUE RECENTLY THAT'S CALLED ABOUT IT WRITER ADVISED THE ADJUSTOR THAT THERE ARE NO KNOWN CAMPAIGNS UNDER THE VEHICLE VIN AND TO MY KNOWLEDGE HAVE NOT HEARD ANYTHING IN REGARDS TO THE GLASS EXPLODING OUT FROM SUN ROOF FROM OTHER CUSTS ON CALLS RECEIVED RECENTLY. EXPLAINED THIS WASN'T A KNOWN HYUNDAI ISSUE WITH THE SUN	✓	4913584	HCCC Tier1 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							ROOF GLASS. PROVIDED CONTACT PO BOX TO HMA CORPORATE TO WRITE TO AND ADVISE OF ISSUE FROM PROGRESSIVE INSURANCE. UPDATED MILEAGE				

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	4763651	CUSTOMER SAID THAT SUNROOF JUST EXPLODED. DEALER SAID THAT SUNROOF WILL NOT BE COVERED. CUSTOMER WANTS TO KNOW WHY.		HCCC ADVISED CUSTOMER THAT HMA STANDS BY THE HYUNDAI DEALERSHIPS DECISION BECAUSE THE DEALERSHIPS ARE THE BEST TRAINED AND MOST QUALIFIED TO DETERMINE IF A PART IS DEFECTIVE OR NOT.	
First Name	[REDACTED]	Type:	CA				
Phone	[REDACTED]	Opened:	3/16/2012 12:27:10 PM				
Email	[REDACTED]	Closed:	3/16/2012 12:54:16 PM				
Address	[REDACTED]	Status:	Closed				
City:	NEW LONDON	Sub Status:	Closed				
ZIP:	[REDACTED]	Creator Last Name:	Topham-033012	Contact Reason		Resolution	
State:	CT	Creator First Name:	Jaylene	* Sentiment:		* Resolution: Provided Information	
IQS :	VDS :	Owner Last Name:	Topham-033012	* Category: Warranty Issues		* Remedy: N/A	
CSI : ✓	SSI :	Owner First Name:	Jaylene	* Sub-Category: Coverage		* Resolution Satisfaction: Negative	
Contact Language : ENGLISH				System: Body		Transfer	
Dealer				Component: Sunroof		Trans. To:	
* Servicing Dealer: M. J. SULLIVAN HYUNDAI		CT007		Symptom: Other		Trans. Team:	
Service District: Eastern District A		Sales District: Eastern District 3				Trans. Dealer:	
Vehicle						Trans. Type: Standard	
VIN:	KMHTC6AD1CU [REDACTED]	Model Year:	2012	Engine: D		Trans. Reason:	
Model:	Veloster (FS)	Short Model:	F0312F45	Accessory: 03		Check Request Pending Approval : 0	
* Mileage:	891	Date of First Use:	2/18/2012	Production Date: 12/19/2011		eMail notification when case is closed:	
Blue Link Equipped : ✓				Case in Arbitration : No			

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
5/26/2012 01:22:45 PM	GEGG	Egg	George	Outbound	Customer	Letter	WRITER ADVISED CUSTOMER TO CONTINUE TO WORK WITH THE DEALERSHIP TO RESOLVE THEIR CONCERNS. CASE REMAINS CLOSED.	✓	4763651	HCCC Tier2 Team1	HCCC
5/26/2012 01:22:27 PM	GEGG	Egg	George	General	General	General	WRITER ATTACHED OUTBOUND LETTER.	✓	4763651	HCCC Tier2 Team1	HCCC
4/23/2012 04:24:15 PM	CGILLESPIE	Gillespie-062612	Christopher	Inbound	Customer	General	WRITER ATTACHED CUSTOMER LETTER.	✓	4763651	HCCC Tier1 Team1	HCCC
3/16/2012 12:49:26 PM	JTOPHAM	Topham-033012	Jaylene	Inbound	Customer	Telephone	CUSTOMER STATED: 1. SUNROOF EXPLODED TODAY. 2. TOOK 2 HOURS FOR RSA TO COME. 3. IT WAS RAINING AND VEHICLE GOT SOAKED INSIDE. 4. THE GLASS IS EVERYWHERE IN VEHICLE. 5. RSA TOOK VEHICLE TO HYUNDAI DEALERSHIP. 6. DEALER SAID THAT SUNROOF WILL NOT BE COVERED UNDER WARRANTY. 7. CUSTOMER WANTS TO KNOW WHY. HCCC EXPLAINED THAT THE DEALERSHIP EMPLOYEES ARE THE BEST TRAINED AND MOST QUALIFIED TO DETERMINE WARRANTY REPAIRS AND THAT HMA STANDS BY THE DEALERSHIP. CASE CLOSED	✓	4763651	CC Training Team	Call Center

Cases

Customer		Case Information		*Contact Reason Summary	* Resolution Summary	
Last Name:	[REDACTED]	Case Number:	4942076	SUNROOF BROKE WHILE TRAVELING FROM OK TO CA.	INFORMED CUSTOMER WE REALIZE MUTUAL AGREEMENT ON SOME ISSUES MAY NOT BE POSSIBLE. DIRECTED THE CUSTOMER TO SECTION 4 OF THEIR OWNER'S HANDBOOK FOR INFORMATION ON ALTERNATIVE DISPUTE RESOLUTION.	
First Name:	[REDACTED]	Type:	CA			
Phone:	[REDACTED]	Opened:	7/30/2012 01:49:51 PM			
Email:	[REDACTED]	Closed:	8/23/2012 02:54:08 PM			
Address:	[REDACTED]	Status:	Closed			
City:	SHAWNEE	Sub Status:	Closed			
ZIP:	[REDACTED]	Creator Last Name:	Viljak	Contact Reason	Resolution	
State:	OK	Creator First Name:	Mike	*Sentiment:	* Resolution: Provided Information	
IQS :	VDS :	Owner Last Name:	Hetu	*Category: Product	* Remedy: N/A	
CSI :	SSI :	Owner First Name:	Crystal	*Sub-Category: Operation	* Resolution Satisfaction: Neutral	
Contact Language :	UNKNOWN			System: Body	Transfer	
Dealer				Component: Sunroof	Trans. To:	
*Servicing Dealer:	101 VERMONT HYUNDAI	CA322		Symptom: Other	Trans. Team:	
Service District:	Western District B	Sales District:	Western District B		Trans. Dealer:	
Vehicle					Trans. Type: Standard	
VIN:	KMHTC6AD1CU [REDACTED]	Model Year:	2012	Engine:	D	Trans. Reason:
Model:	Veloster (FS)	Short Model:	F0312F45	Accessory:	02	Check Request Pending Approval : 0
*Mileage:	4,713	Date of First Use:	5/31/2012	Production Date:	3/28/2012	eMail notification when case is closed:
Blue Link Equipped :	✔	Case in Arbitration :	No			

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
8/23/2012 02:34:37 PM	CHETU	Hetu	Crystal	General	General	General	ATTACHED INBOUND AND OUTBOUND EMAIL.CASE CLOSED.	✓	4942076	HCCC Tier2 Team1	HCCC
8/23/2012 01:16:29 PM	CHETU	Hetu	Crystal	Outbound	Customer	Email	WRITER INFORMED CUSTOMER WE REALIZE MUTUAL AGREEMENT ON SOME ISSUES MAY NOT BE POSSIBLE. DIRECTED THE CUSTOMER TO SECTION 4 OF THEIR OWNER'S HANDBOOK FOR INFORMATION ON ALTERNATIVE DISPUTE RESOLUTION.	✓	4942076	HCCC Tier2 Team1	HCCC
8/23/2012 01:15:15 PM	CHETU	Hetu	Crystal	Inbound	Customer	Email	CUSTOMER STATES: 1. CONTACTED HYUNDAI ON JULY 31ST REGARDING 2012 VELOSTER. 2. INCLUDED THE CLAIM FILED WITH NHTSA TO REFRESH OUR MEMORY OF SITUATION. 3. CAR HAS BEEN IN THE SHOP FOR THE LAST 31/2 WEEKS. 4. WITH THE EXTENSIVE DAMAGE DONE TO THE VEHICLE, STRONGLY BELIEVES THAT HYUNDAI SHOULD BUY HER CAR BACK. 5. THOUGH CAR IS BEING REPAIRED, DOES NOT KNOW FOR SURE IF THE SAME ISSUE MAY HAPPEN AGAIN. 6. DOES NOT THINK WILL EVEN ATTEMPT TO USE THE SUNROOF AGAIN OUT OF FEAR IT WILL BREAK. 7. BELIEVES IT WOULD BE A WASTE TO RECEIVE CAR BACK AFTER IT HAS BEEN REPAIRED. 8. REPAIRS HAVE BEEN SO GREAT THAT CAR WILL NOT BE WORTH	✓	4942076	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							NEARLY WHAT PAID FOR IT. 9. WANTED TO SELL IT IN THE NEAR FUTURE AND WOULD HAVE TO TAKE QUITE A LARGE LOSS ON VEHICLE WHICH IS UNACCEPTABLE IN HER OPINION.				
7/30/2012 02:20:20 PM	HMA02037	Viljak	Mike	Inbound	Customer	Telephone	DPSM TO AUTHORIZE REPAIRS. ADVISED BY LEGAL.		4942076	Region Western	Region
7/30/2012 01:51:21 PM	HMA02037	Viljak	Mike	Inbound	Customer	Telephone	WRITER FORWARDING LETTER TO LEGAL TO ADVISE. LETTER ATTACHED.		4942076	Region Western	Region
7/30/2012 01:51:11 PM	HMA02037	Viljak	Mike	Inbound	Customer	Telephone	PER DPSM, 2012 VELOSTER WITH 4,713 HAD THE SUNROOF BREAK. THE CUSTOMER IS TRAVELING FROM OKLAHOMA. THEY ARE GOING TO FAX YOU A LETTER SHORTLY SAYING THEY HAVE NO INJURIES AND WOULD LIKE THEIR VEHICLE REPAIRED. CAN YOU BE SO KIND AS TO SEND THE LETTER TO LEGAL SO THE DEALER CAN GET AUTHORIZATION TO REPAIR THE VEHICLE. THANK YOU!		4942076	Region Western	Region

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
6/27/2012 03:42:55 PM	BWHITE	White-083112	Bryan	Inbound	Customer	Telephone	SPOKE WITH SERVICE MANAGER KATIE LAROU, AND WENT OVER ISSUE WITH CUSTOMERS CAR. SHE IS WILLING TO LOOK AT IT AND SEE IF ITS POSSIBLE TO COVER UNDER GOOD WILL AS GLASS IS NOT WARRANTIED, BUT SHE DOES NOT WANT THE EXPECTATION THAT THIS "WILL" BE COVERED. CALLED CUSTOMER KEVIN AND EXPLAINED THIS, TOLD HIM TO CALL DEALERSHIP AND SETUP APPOINTMENT. EXPLAINED THAT IF THEY CANNOT/WILL NOT COVER TO CALL INSURANCE AND HAVE REPAIRS DONE THROUGH THEM. CASE CLOSED.	✓	4896383	HCCC Tier2 Team1	HCCC
6/27/2012 03:17:02 PM	DPINA	Pina	Daniel	Inbound	Customer	Telephone	CALLER KATIE STATES 1. RETURNING PHONE CALL WRITER TRANSFERRED CALLER TO CM/BW	✓	4896383	HCCC Tier2 Team1	HCCC
6/27/2012 03:11:13 PM	BWHITE	White-083112	Bryan	Inbound	Customer	Telephone	CUSTOMER STATES: 1. GLASS BLEW UP AND OUT ALL AROUND CAR AND CAUGHT IN SUN SHADE. 2. GLASS ALL AROUND VEHICLE 3. NO DAMAGE TO SHADE UNDER GLASS 4. DEALERSHIP WAS CALLED AND WITHOUT LOOKING AT VEHICLE DETERMINED THIS WAS NOT AN ISSUE THAT THEY WERE WILLING TO HELP WITH. WRITER ADVISED WOULD CHECK WITH DEALERSHIP AND SEE WHAT WE CAN DO. WOULD CALL	✓	4896383	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							BACK WITHIN 2 BUSINESS DAYS.				
6/27/2012 02:37:56 PM	APIERCE	Pierce	Andrew	Inbound	Customer	Telephone	CUSTOMER STATES: 1. SUNROOF EXPLODED. 2. WAS NOT TOUCHED OR HIT. 3. DEALERSHIP TOLD HIM THAT THEY HAD NEVER HEARD OF THIS AND WOULD NOT COVER IT. 4. DOES NOT KNOW WHAT TO DO. WRITER TRANSFERRED CASE TO TIER 2 AGENT.	✓	4896383	HCCC Tier1 Team1	HCCC

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED] First Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED] Address: [REDACTED] City: TOMBALL ZIP: [REDACTED] State: TX IQS : VDS : CSI : ✓ SSI :	Case Number: 5024725 Type: CA Opened: 9/24/2012 10:20:29 AM Closed: 9/24/2012 01:09:42 PM Status: Closed Sub Status: Closed Creator Last Name: Nicolas Creator First Name: Johnny Owner Last Name: Nicolas Owner First Name: Johnny	PIR - CUSTOMER CLAIMING SUNROOF EXPLOSION FROM 2012 VELOSTER INJURED HIS WIFE (RINGING IN HER EARS), AND HIMSELF FROM GLASS SHARDS AFTER DEALERSHIP REPAIRED AND DELIVERED VEHICLE IN LESS-THAN-CLEAN CONDITION. Contact Reason * Sentiment: Complaint * Category: Product * Sub-Category: Accident/Injury System: Body Component: Sunroof Symptom: Other	APOLOGIZED FOR CUSTOMER'S EXPERIENCE AT TX060 AND WEISNER HYUNDAI. ASSURED THAT COMMENTS WOULD BE DOCUMENTED AND FORWARDED TO APPROPRIATE PERSONNEL WITHIN HYUNDAI. SENT PIR QUESTIONS AND EXPLAINED PIR PROCESS. Resolution * Resolution: Provided Information * Remedy: N/A * Resolution Satisfaction: Neutral Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Check Request Pending Approval : 0 eMail notification when case is closed:
Contact Language : ENGLISH			
Dealer			
* Servicing Dealer: HUB HYUNDAI TX060 Service District: South Central District 6 Sales District: South Central District D			
Vehicle			
VIN: KMHTC6AD3CU [REDACTED] Model: Veloster (FS) * Mileage: 15,294 Blue Link Equipped : ✓		Model Year: 2012 Short Model: F0322F45 Date of First Use: 10/1/2011	Engine: D Accessory: 03 Production Date: 8/13/2011 Case in Arbitration : No

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
9/24/2012 01:03:16 PM	JNICOLAS	Nicolas	Johnny	General	General	General	WRITER ATTACHED INBOUND AND OUTBOUND E-MAILS. CASE CLOSED PENDING ADDITIONAL INFORMATION FROM CUSTOMER.	✓	5024725	HCCC Tier2 Team1	HCCC
9/24/2012 01:00:50 PM	JNICOLAS	Nicolas	Johnny	Outbound	Customer	Email	WRITER APOLOGIZED FOR CUSTOMER'S EXPERIENCE AT TX060 AND WEISNER HYUNDAI. ASSURED THAT COMMENTS WOULD BE DOCUMENTED AND FORWARDED TO APPROPRIATE PERSONNEL WITHIN HYUNDAI. SENT PIR QUESTIONS AND EXPLAINED PIR PROCESS. ADVISED ONCE RESPONSE IS RECEIVED, PIR PACKET WOULD BE SENT OUT AND WOULD BE DELIVERED WITHIN 7 TO 10 BUSINESS DAYS.	✓	5024725	HCCC Tier2 Team1	HCCC
							CUSTOMER STATES: 1. ON JULY 12, 2012 AT APPROXIMATELY 635AM, MY WIFE WAS DRIVING OUR 2012 HYUNDAI VELOSTER TO WORK. 2. THERE WAS LIGHT RAIN AT THE TIME AND SHE HAD COME TO A POINT IN HER COMMUTE WHERE TRAFFIC HAD BECOME QUITE HEAVY AND STOPPED. 3. SHE WAS HAVING A TELEPHONE CONVERSATION WITH HER MOTHER USING THE BLUE TOOTH HANDS FREE SYSTEM IN THE CAR. 4. SUDDENLY, AND SHOCKINGLY, THE MOON/SUN ROOF GLASS EXPLODED, SENDING				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
9/24/2012							<p>SHATTERING GLASS THROUGHOUT THE VEHICLE AND COVERING MY WIFE IN BITS OF FRAGMENTED GLASS. 5. THIS WAS NOT IN ANY WAY THE RESULT OF A ROAD HAZARD, FALLING HAIL, ROCKS, VANDALISM, OR ANYTHING OTHER THAN YOUR PRODUCT HAVING A DEFECTIVE DESIGN. 6. WE SUMMONED POLICE TO THE SCENE TO ASSIST IN DETERMINING THE CAUSE. 7. THE OFFICER THAT RESPONDED OBJECTIVELY LOOKED FOR ANY POSSIBLE CAUSES IN THE ENVIRONMENT AS WELL AS EXAMINING THE VEHICLE INSIDE AND OUT, RESULTING IN HIS PROFESSIONAL OPINION TO CONCLUDE THAT NOTHING HAD PHYSICALLY TOUCHED OR CONTRIBUTED IN THE EXPLOSION OF THE GLASS. 8. THE OFFICER COMPLETED AN OFFENSE REPORT FOR DOCUMENTATION PURPOSES AND A CASE NUMBER OBTAINED. 9. IN HER WORDS, MY WIFE DESCRIBED THE EVENT AS SOUNDING LIKE A "HAND GRENADE WENT OFF." 10. SHE ADVISED ME THAT SHE HAD SEVERE RINGING IN HER EARS THAT HAS NOT COMPLETELY SUBSIDED NOW THREE WEEKS AFTER THE EXPLOSION. 11. MORE CONCERNING IS THAT SHE IS</p>				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10:29:19							<p>SUFFERING CHEST PAIN AND DIFFICULT BREATHING THAT BEGAN AT THE MOMENT OF THE EVENT AND WE ARE CONSULTING A CARDIOLOGIST TO DETERMINE WHAT IS WRONG. 12. TO ADD TO THIS PROBLEM, WE WERE GIVEN POSSIBLY THE WORST CUSTOMER SERVICE I HAVE EVER EXPERIENCED IN REPAIRING THE VEHICLE. 13. THREE AND A HALF HOURS AFTER ROADSIDE ASSISTANCE WAS TO SEND ANOTHER TRUCK, FINALLY DROVE VEHICLE TO DEALERSHIP. 14. HUB HYUNDAI ON THE NORTHWEST FREEWAY IN HOUSTON RECEIVED THE VEHICLE AT APPROXIMATELY 11:30 AM AND AT APPROXIMATELY 2:30 PM, THE SERVICE WRITER CALLED AND STATED THAT HYUNDAI HAD APPROVED THE REPAIR ON WARRANTY, BUT THE GLASS WOULD BE NEEDED TO BE SHIPPED FROM CHICAGO, IL. 15. THE GLASS WOULD NOT BE IN UNTIL MONDAY, JULY 16. 16. THE SERVICE WRITER ADVISED ME THAT DURING THE WAIT FOR THE GLASS, HE WAS GOING TO "HAVE THE TECHNICIAN GET THE GLASS CLEANED OUT OF THE CAR, AS WELL AS HAVE IT CLEANED AND DRIED." 17. AFTER THE GLASS WAS DELAYED UNTIL</p>				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
AM							TUESDAY, JULY 17, I WAS FINALLY INFORMED THAT THE PART WAS INSTALLED ON WEDNESDAY, BUT THE INSTALLATION WAS INCORRECT AND ADDITIONAL PARTS WERE REQUIRED TO MAKE THE ROOF OPERATE PROPERLY. 18. I WAS CALLED FRIDAY AND AT APPROXIMATELY 2:30 PM AND WAS TOLD THE VEHICLE "NEEDED TO HAVE THE SEATS TAKEN OUT TO CLEAN UP THE GLASS" AND I WOULD NOT BE ABLE TO GET THE CAR UNTIL MONDAY, JULY 23. 19. DURING THE TIME THE VELOSTER WAS IN FOR THE REPAIR, I WAS IN CONTACT WITH THE DEALERSHIP WE PURCHASED THE CAR FROM, WEISNER HYUNDAI, AND INFORMED THEM OF OUR INTENT TO TRADE THE CAR IN FOR A DIFFERENT CAR AND THAT WE WOULD ACCEPT A COMPARABLY EQUIPPED GENESIS COUPE WITH THE STIPULATION THAT HYUNDAI PAY OFF THE CURRENT AMOUNT FINANCED AND WE WOULD PAY COST FOR A 2012 MODEL GENESIS. 20. WE WERE TOLD THAT THERE WOULD BE NO WAY THAT WE WOULD BE ABLE TO RECEIVE FAIR MARKET TRADE-IN VALUE OF \$21,600 OR EVEN THE PAY-OFF OF \$20,139 AND ONLY A BASICALLY	<input checked="" type="checkbox"/>	5024725	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							<p>EQUIPPED GENESIS 3.0 WOULD BE OFFERED AT A SLIGHTLY REDUCED PRICE. 21. ON MONDAY, JULY 23, AT 3:30PM, I WAS CALLED BY A PERSON FROM HUB HYUNDAI WHO ADVISED THAT HE WAS DELIVERING OUR VELOSTER TO MY WORK, WHICH IS A SHORT DISTANCE FROM THE DEALERSHIP. 22. I WENT OUTSIDE TO RECEIVE THE KEYS, I DID NOT INSPECT THE VEHICLE AT THAT MOMENT. 23. WHEN I GOT IN THE VELOSTER AT 4:30 TO LEAVE WORK, I WAS ASTONISHED TO SEE THE STATE IN WHICH THE VEHICLE WAS DELIVERED TO ME. 24. I WAS POKED IN THE ELBOW BY A TINY SHARD OF GLASS IMBEDDED IN THE ARMREST. 25. ANOTHER CHIP SCRATCHED MY FINGER IN THE AREA UNDER THE PARKING BRAKE LEVER. 26. THE VEHICLE WAS DELIVERED DIRTY OUTSIDE AND IN AFTER I WAS GIVEN THE REASON FOR THE DELAY IN RECEIVING THE CAR WAS BECAUSE IT WAS TO BE CLEANED TO ACCEPTABLE STANDARDS. 27. THE CONDITION ON DELIVERY WAS SUBPAR AND I WAS COMPLETELY DISSATISFIED. 28. BECAUSE OF MY TENUOUS RELATIONS WITH THE STAFF AT HUB HYUNDAI, I CHOSE NOT TO BRING THE</p>				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							<p>VELOSTER DIRECTLY TO THEM FOR INSPECTION OF THEIR POOR PERFORMANCE AS I AM CONVINCED THAT IT WOULD NOT HAVE BEEN A PRODUCTIVE ENCOUNTER. 29. I DID, HOWEVER, DECIDE TO BRING THE VELOSTER DIRECTLY TO A U.S. AUTO MAKER DEALERSHIP WHERE I DID RECEIVE THE FAIR MARKET TRADE-IN VALUE FOR THE CAR AND WAS GIVEN A FAIR PRICE ON ANOTHER VEHICLE. 30. FURTHERMORE, MY WIFE IS STILL SUFFERING FROM THE TRAUMATIC EXPERIENCE AS A RESULT OF THE DESIGN PROBLEM CAUSING THE SUNROOF TO EXPLODE. 31. SHE COMPLAINS OF TIGHTNESS IN HER CHEST AND DIFFICULTY BREATHING AT TIMES AS WELL AS RINGING IN HER EARS THAT BEGAN AT THE TIME OF THE INCIDENT. 32. IT BECAME SERIOUS ENOUGH THAT SHE SOUGHT MEDICAL ADVICE AND HER DOCTOR PRESCRIBED ANTI-ANXIETY MEDICATION AND RECOMMENDED THAT SHE SEEK COUNSELING. 33. WE HAVE BEEN COMPLETELY LET DOWN BY HYUNDAI AND I AM COMPLETELY CONFIDENT THAT HYUNDAI HAS KNOWN OR SHOULD HAVE KNOWN ABOUT THIS PROBLEM AND IS REFUSING AS A COMPANY TO</p>				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							RECTIFY OR RECALL THE VEHICLES AFFECTED. 34. MY WIFE AND I HAVE PUT SERIOUS THOUGHT INTO SEEKING LEGAL COUNSEL ON THIS MATTER AND THE MORE RESEARCH I CONDUCT ON THE SUBJECT, THE MORE COMPELLED I FEEL TO ACT. 35. AS OF NOW, ONLY MINOR INJURIES HAVE BEEN REPORTED AS A RESULT OF YOUR PRODUCT'S EXPLODING ROOF GLASS. 36. UNDOUBTEDLY, MY CORRESPONDENCE HEREIN WILL BE IGNORED OR NEGLECTED. I HIGHLY DOUBT THAT HYUNDAI/KIA REALLY CARES ABOUT OUR SITUATION AS LONG AS OUR MONEY IS IN YOUR BANK.				

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name: [REDACTED]		Case Number: 4790929		CUSTOMER STATES SUNROOF EXPLODED ON HER WHILE DRIVING ON THE HIGHWAY.		WRITER ADVISED WILL TRANSFER CALL TO TIER 2 FOR FURTHER ASSISTANCE.	
First Name: [REDACTED]		Type: CA					
Phone: [REDACTED]		Opened: 4/9/2012 02:51:49 PM					
Email: [REDACTED]		Closed: 4/9/2012 03:47:36 PM					
Address: [REDACTED]		Status: Closed					
City: SAINT PETERS		Sub Status: Closed					
ZIP: [REDACTED]		Creator Last Name: Landey		Contact Reason		Resolution	
State: MO		Creator First Name: Ramon		* Sentiment:		* Resolution: Documented Concern	
IQS :		Owner Last Name: Mcghee-062612		* Category: Product		* Remedy: N/A	
VDS :		Owner First Name: Christopher		* Sub-Category: Design/Feature		* Resolution Satisfaction: Neutral	
CSI : ✓				System: Body			
SSI :				Component: Sunroof			
Contact Language : ENGLISH				Symptom: Other		Transfer	
Dealer						Trans. To:	
* Servicing Dealer:						Trans. Team:	
Service District:		Sales District:				Trans. Dealer:	
Vehicle						Trans. Type: Standard	
VIN: KMHTC6AD3CU [REDACTED]		Model Year: 2012		Engine: D		Trans. Reason: Case Handling	
Model: Veloster (FS)		Short Model: F0302F45		Accessory: 03		Check Request Pending Approval : 0	
* Mileage: 11,000		Date of First Use: 10/15/2011		Production Date: 9/5/2011		eMail notification when case is closed:	
Blue Link Equipped : ✓				Case in Arbitration : No			

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
4/14/2012 02:33:22 PM	CMCGHEE	Mcghee- 062612	Christopher	Outbound	Dealer	Telephone	WRITER CALLED THE DEALERSHIP AND WAS TOLD THAT THE SERVICE DEPARTMENT IS CLOSED TODAY.	✓	4790929	HCCC Tier2 Team1	HCCC
4/9/2012 03:35:44 PM	CMCGHEE	Mcghee- 062612	Christopher	Inbound	Customer	Telephone	TRANSFERRED FROM TIER 1 CUSTOMER STATES: 1. THAT SHE WAS ROLLING UP HER WINDOW WHILE DRIVING AND THE SUNROOF EXPLODED. 2. SHE HAD RECEIVED CUTS. 3. SHE HAD TAKEN THE VEHICLE TO THE DEALERSHIP SUNTRUP HYUNDAI MO040 AND HAD LEFT IT THERE. 4. SHE HAD TOLD THE SERVICE MANAGER DON THAT THE SUNROOF HAD EXPLODED AND THE SERVICE MANAGER REPLIED TO HER THAT A ROCK HAD TO HAVE HIT IT. 5. SHE HAS TURNED A CLAIM OVER TO HER INSURANCE COMPANY AND THEY WILL HAVE A CLAIMS ADJUSTER TO INSPECT THE DAMAGE. 6. SHE DOES NOT WANT TO HAVE TO PAY A DEDUCTIBLE AND THINKS THAT THE SUNROOF SHOULD BE COVERED UNDER WARRANTY. WRITER EXPLAINED THAT WE WILL CONTACT THE DEALERSHIP AND UPDATE HER WITHIN 3 BUSINESS DAYS.	✓	4790929	HCCC Tier2 Team1	HCCC
							CUSTOMER STATES: 1. CUSTOMER STATES SUNROOF EXPLODED ON HER WHILE DRIVING ON THE HIGHWAY. 2. DEALER IS GIVING				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
4/9/2012 02:53:05 PM	RLANDEY	Landey	Ramon	Inbound	Customer	Telephone	HER TROUBLE ABOUT REPLACING HER SUNROOF. 3. DEALER BELIVES A ROCK CAUSED THE SUNROOF TO "EXPLODE." 4. CUSTOMER WOULD LIKE FOR US TO CALL A DEALER AND ASSIST HER. WRITER ADVISED WILL TRANSFER CALL TO TIER 2 FOR FURTHE ASSISTANCE. TRANSFER TO TIER 2.	<input checked="" type="checkbox"/>	4790929	HCCC Tier1 Team1	HCCC

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name: [REDACTED]		Case Number: 5042722		BUYBACK 2012 VELOSTER, CUST STS SUNROOF GLASS SHATTER WHILE DRIVING DOWN THE HIGHWAY		RECEIVED CALL FROM THE DEALER CUSTOMER TRADING OUT	
First Name: [REDACTED]		Type: CA					
Phone: [REDACTED]		Opened: 10/5/2012 09:45:34 AM					
Email: [REDACTED]		Closed: 11/12/2012 08:28:24 AM					
Address: [REDACTED]		Status: Closed					
City: AMSTON		Sub Status: Closed		Contact Reason		Resolution	
ZIP: [REDACTED]		Creator Last Name: Gonzalez		* Sentiment: Complaint		* Resolution: Documented Concern	
State: CT		Creator First Name: Elliot		* Category: Product		* Remedy: N/A	
IQS :		Owner Last Name: Mangeri		* Sub-Category: Accident/Injury		* Resolution Satisfaction: Neutral	
VDS :		Owner First Name: Irene		System: Doors & Glass		Transfer	
CSI :				Component: Other		Trans. To:	
Contact Language : ENGLISH				Symptom: Broken		Trans. Team:	
Dealer						Trans. Dealer:	
* Servicing Dealer: HYUNDAI OF WHITE PLAINS		NY119				Trans. Type: Standard	
Service District: Eastern District 5		Sales District: Eastern District 4				Trans. Reason: Case Handling	
Vehicle						Check Request Pending Approval : 0	
VIN: KMHTC6AD3CU [REDACTED]		Model Year: 2012		Engine: D		eMail notification when case is closed:	
Model: Veloster (FS)		Short Model: F0313F45		Accessory: 02			
* Mileage: 4,800		Date of First Use: 5/14/2012		Production Date: 3/19/2012			
Blue Link Equipped :				Case in Arbitration : No			

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
11/12/2012 08:26:34 AM	HMA03335	Mangeri	Irene	Inbound	Customer	Telephone	REGION RECEIVED CALL FROM TANYA AT WILE HYUNDAI IN SEEKING ASSISTANCE FOR THE CUSTOMER TO TRADE OUT OF THE VEHICLE. CUSTOMER IS TRADING OUT OF VELOSTER INTO SONATA. CUSTOMER CONCERNS WAS \$1600 NEG EQUITY AND WANTED FOR HMA TO PAY THAT. ADVISED DEALER CANNOT ASSIST ON TRADE OF THE VEHICLE AS THIS WOULD BE TRADE ASSIST. DEALER UNDERSTOOD CUSTOMER IS COMING IN TODAY TO TRADE OUT. WIRTER DOCUMENTING THE CASE AND CLOSING	✓	5042722	Region Eastern	Region
11/10/2012 09:46:15 AM	TEVANS	Evans Jr	Thomas	General	General	General	WRITER ATTACHED INBOUND EMAIL, NO REPLY AS CASE IS OWNED BY REGION. ACTIVITY SET FOR CASE OWNER AS NOTIFICATION OF EMAIL RECEIVED. CASE REMAINS AS IS.	✓	5042722	HCCC Tier2 Team1	HCCC
11/10/2012							CUSTOMER STATES (TO IRENE): 1- I AM RESENDING MY EMAIL FROM TUESDAY. 2- I HAVE NOT				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
09:44:44 AM	TEVANS	Evans Jr	Thomas	Inbound	Customer	Email	RECEIVED A REPLY. 3- PERHAPS YOU DIDN'T RECEIVE IT. 4- [EMAIL DOCUMENTED IN NOTES ON 11/8/2012 08:03:59 AM]	✓	5042722	HCCC Tier2 Team1	HCCC
11/8/2012 01:23:45 PM	HMA90653	Perez	Abril	General	General	General	FYI SENT TO SUP/BR, CASE IS AT REGION. WRITER WAITING FURTHER DIRECTION.		5042722	Tier3 Executive	Tier3
11/8/2012 01:19:35 PM	HMA90653	Perez	Abril	Inbound	Exec - CEO	Email	WRITER REC CUST EMAIL TO CEO/JK STS SOUNDS LIKE MY ONLY RECOURSE AT THIS TIME IS TO CONTACT AN ATTORNEY UNLESS HYUNDAI CAN GIVE HER IN WRITING THAT SUNROOF WILL NOT EXPLODE AGAIN. WILL CONTACT ATTORNEY AND ALL NEWS MEDIA THAT WILL LISTEN. IN ADDITON WILL CONTACT JOHN KRAFCIK. STS DID NOT LEAVE VEH INTENDING FOR THIS TO HAPPEN AND CAN NO LONGER USE VEH TO MEET FAMILY NEEDS OF SAFETY. STS IS DISAPPOINTED IN THE HANDLING OF HER CASE AND WILL USE ALL MEANS TO LET EVERYONE KNOW THIS. ALREADY ATTACHED.		5042722	Tier3 Executive	Tier3

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
11/8/2012 11:33:00 AM	HMA03335	Mangeri	Irene	Inbound	Customer	Telephone	ATTACHING EMAIL TO CASE. CUSTOMER DISSATISFIED WITH REGION NOT OFFERING REPLACEMENT AT THIS TIME. CUSTOMER HAS STATED SHE WILL EXPRESS CONCERN WITH CEO. WRITER HAS REVIEWED CASE WITH ERCAM/MP	✓	5042722	Region Eastern	Region
11/8/2012 11:16:51 AM	ABATES	Bates	Anson	General	General	General	ATTACHED INBOUND EMAIL AND FOLLOWED DISPATCH PROCEDURES FOR EMAIL ADDRESSING PRESIDENT/CEO.	✓	5042722	HCCC Tier2 Team1	HCCC
							WRITER HAS RESPONDED TO CUSTOMER I REGARDS TO CUSTOMER REQUEST FOR REPLACEMENT OF THE VEHICLE DUE TO THE SHATTER OF SUNROOF. WRITER HAS AVDISED CUSTOMER AT THIS TIME WOULD NOT BE ABLE TO OFFER REPLACEMENT OF THE VEHICLE. IT WAS NOT ABLE TO BE DETERMINED ON WHAT CAUSED THE GLASS TO SHATTER (IE:OUTSIDE DEBRIS OR INFLUENCE) tHE DETERMINATION WAS MADE BY THE DPSM TO				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
11/8/2012 10:46:41	HMA03335	Mangeri	Irene	Inbound	Customer	Telephone	<p>GOODWILL THE REPAIRS TO BE PERFORMED TO THE CUSTOMERS VEHICLE. THIS WAS A ONE TME CONCERN AND REPAIRS HAVE BEEN MADE CUSTOMER STATES SHE STILL HEARS SOME NOISE COMING FROM SUNROOF AREA. Ms. Simkowski, I did receive your e-mail and apologize for the delay in response. I did review the case and information provided. In reviewing the documentation provided by the dealer, repairs were performed to the vehicle and the vehicle was checked over for the removal of all glass. I would suggest however, if you still have a concern with the vehicle please know that you can visit a Hyundai dealer closest to you. I would be more than happy to call the dealer of your choice on your behalf. In regards to your request for a replacement vehicle or assistance with the trade of a vehicle, Hyundai Motor America would not be able to assist at this time. Our obligation to fix the vehicle is</p>	✓	5042722	Region Eastern	Region

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
AM							<p>covered under the New Vehicle Limited Warranty. As noted on the repair invoice the repairs were performed as a goodwill gesture and not covered under warranty. It was not able to be determined as to what caused the glass to shatter. In the circumstance such as this we would of asked that you to contact your insurance company, however we understand the inconvenience that a consumer can experience with doing such. The determination was made by our District Manager to cover the repairs for you as a goodwill gesture in consideration for the vehicle being less than one year old. I can only apologize for the inconvenience that you have experienced with the vehicle. In lieu of this I have, as mentioned sent a request for a \$150 service coupon to be sent to you. If there is something further I can do to assist please let me know. Sincerely Irene Mangeri Consumer Affairs Associate Hyundai Motor America WRITER HAS SUGGESTED TO</p>				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							THE CUSTOMER THAT IS WELCOMED TO VISIT ANY HYUNDAI DEALER OF HER CHOICE TO CHECK VEHICLE. WRITER WOULD BE MORE THAN HAPPY TO CONTACT THE DEALER FOR THE CUSTOMER AS WELL. WRITER HAS OFFERED SERVICE COUPON FOR THE CUSTOMER TO USE AT ANY HYUNDAI DEALER AS GOODWILL. WRITER HAS ATTACHED REPAIR INVOICE INDICATING REPAIRS PERFORMED AS GOODWILL GESTURE				
11/8/2012 08:27:21 AM	DKUEHNEMAN	Kuehneman	Douglas	General	General	General	ATTACHED INBOUND AND OUTBOUND EMAILS, PHOTO. CASE OWNED BY REGION.	✓	5042722	HCCC Tier2 Team1	HCCC
11/8/2012 08:24:07 AM	DKUEHNEMAN	Kuehneman	Douglas	Outbound	Customer	Email	WRITER ASSURED CUST THEIR EMAILS AND CALLS HAVE BEEN DOCUMENTED. WE ARE AWARE OF WHAT THEY WERE ASKING FOR. RESTATED REGION'S PROPOSAL FOR INSPECTION AND REPAIR AT ANY DLR, AND GW COUPON. REMAINING CONCERNS CAN	✓	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							BE REPAIRED, AND VEH CAN BE INSPECTED FOR ANY FUTURE SAFETY CONCERNS.				
							<p>CUST STATES: 1. HI IRENE: UNFORTUNATELY, AS I SUSPECTED, MY NUMEROUS EMAILS HAVE NOT BEEN DOCUMENTED IN MY CASE FILE. 2. IF THEY HAD, YOU WOULD KNOW THAT I AM REQUESTING THAT HYUNDAI TAKE THE VEHICLE BACK FROM ME, OR GIVE ME A CREDIT TO ABSORB THE NEGATIVE EQUITY I'LL REALIZE AT TRADE-IN, AND NOT MERELY REPAIR IT. 3. IT IS TRUE THAT THE SUNROOF WAS REPLACED, IN THE STATE OF NEW YORK (I LIVE IN CONNECTICUT), 4. HOWEVER, THEY NEGLECTED TO REMOVE ALL THE GLASS, WHICH I HEAR RATTLING IN THE ROOF ABOVE MY SEAT. 5. THE BLACK SPOILER, LOCATED AT THE BASE OF THE GLASS ROOF, IS STILL KNICKED UP FROM THE GLASS CHUNKS THAT WENT FLYING FROM MY CAR. 6.</p>				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
08:03:59 AM							SO, NO, THE CAR HAS NOT BEEN REPAIRED TOTALLY. 7. ALSO, I PURCHASED THIS VEHICLE DUE TO HYUNDAI'S SAFETY RECORD AND GREAT GAS MILEAGE ESTIMATES. 8. AS YOU WILL SEE FROM THE PHOTO THAT I ATTACHED, THE BACK SEAT, INCLUDING MY CHILDREN'S CAR SEATS, ARE COVERED IN GLASS. 9. THIS IS A CONSTANT REMINDER THAT I CAN NEVER FEEL SAFE IN THIS CAR AND WILL NOT ALLOW MY CHILDREN TO RIDE IN THE CAR EITHER. 10. THEREFORE, DUE TO THIS DEFECT, THIS CAR IS NOT PRACTICAL FOR ME AND MY FAMILY. 11. I AM MORE THAN HAPPY TO LEASE ANOTHER HYUNDAI PRODUCT, JUST NOT THIS ONE. 12. I WAS COVERED IN GLASS THAT FRIEGHTFUL MORNING WHILE TRAVELING DOWN A MAJOR HIGHWAY. 13. TO THINK OF WHAT COULD'VE HAPPENED IF I HADN'T REACTED THE WAY I DID OR	<input checked="" type="checkbox"/>	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							IF, GOD FORBID, MY CHILDREN WERE IN THE CAR WITH ME THAT MORNING AND LOOKED UP WHILE THE GLASS WAS IMPLoding INSIDE THE CAR STILL BRINGS ME TO TEARS. 14. I'M NOT SURE IF YOU HAVE CHILDREN, BUT IF YOU DO, I HOPE YOU CAN RELATE TO WHAT THIS CAR HAS COME TO MEAN TO ME. 15. I HOPE THAT HYUNDAI WILL STEP UP AND DO THE RIGHT THING.				
11/6/2012 11:15:59 AM	HMA03335	Mangeri	Irene	Inbound	Customer	Telephone	EMAIL SENT TO THE CUSTOMER TO ADDRESS CUSTOMER CONCERNS WITH THE VELOSTER AND ADVISE CUSTOMER IS WELCOMED TO BRING VEHICLE TO ANY AUTH HYUNDAI DEALER FOR SERVICES AND WARRANTY. ALSO OFFERED CUSTOMER \$150 SEVRICE COUPON FOR GOODWILL.	✓	5042722	Region Eastern	Region
11/2/2012 09:52:37 AM	MEHRHARDT	Ehrhardt	Michael	General	General	General	****REGION**** CUSTOMER CONTACTED HCCC REQUESTING FOR INSPECTION TO HAPPEN CLOSER TO HOME. HYUNDAI OF WHITE PLAINS IS A SIX HOUR ROUND	✓	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							TRIP. PLEASE CONTACT KAREN FOR WHAT IS AVAILABLE. PHONE NUMBER 8605934664.				
11/2/2012 09:49:38 AM	MEHRHARDT	Ehrhardt	Michael	Inbound	Customer	Email	CUSTOMER STATES 1. REQUESTING TO SWITCH DEALERS FOR WHERE THE REGIONAL REP INSPECTS HER VEHICLE. 2.SIX HOUR ROUND TRIP. 3.NOT CONVENIENT. 4.JUST WANT THE PROBLEM TO GO AWAY. WRITER ADVISED THAT THE NOTES WERE TO SUBMITTED TO REGION ASKING THEM TO CONTACT HER ON IF MEETING LOCATION CAN BE CHANGED.	✓	5042722	HCCC Tier2 Team1	HCCC
11/1/2012 01:16:03 PM	KSIMMONS	Simmons	Katie	General	General	General	***REGION*** CUSTOMER IS SEEKING CONTACT WITH UPDATE.	✓	5042722	HCCC Tier2 Team1	HCCC
11/1/2012 01:11:34 PM	KSIMMONS	Simmons	Katie	Outbound	Customer	Email	WRITER ADVISED MESSAGE WAS SENT TO REGIONAL REPRESENTATIVE REQUESTING UPDATE. ADVISED THAT EAST COAST REGION IS EXPERIENCING OPERATIONAL DELAYS DUE TO STORM.	✓	5042722	HCCC Tier2 Team1	HCCC
11/1/2012 01:11:02 PM	KSIMMONS	Simmons	Katie	General	General	General	WRITER ATTACHED INBOUND AND OUTBOUND	✓	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
11/1/2012 12:44:35 PM	KSIMMONS	Simmons	Katie	Inbound	Customer	Email	EMAILS. CUST STATES: 1. IT HAS ACTUALLY BEEN 8 DAYS NOW SINCE I CONTACTED HCCC. 2. ON 10/5/12 I CONTACTED THE 800 NUMBER. 3. IF I DO NOT HEAR FROM ANYONE TODAY, I WILL EMAIL AGAIN TOMORROW. 4. THE 800 NUMBER ADVISED THEY CANNOT PROVIDE ANY UPDATES. 5. IT APPEARS "ONE HAND DOES NOT KNOW WHAT THE OTHER IS DOING." 6. HOPE TO RECEIVE UPDATE BY TOMORROW.	✓	5042722	HCCC Tier2 Team1	HCCC
10/31/2012 11:06:05 AM	DGILSTRAP	Gilstrap	Dana	General	General	General	WRITER ATTACHED INBOUND AND OUTBOUND EMAILS. CASE CLOSED. LA/CG	✓	5042722	HCCC Tier2 Team1	HCCC
10/31/2012 11:06:04 AM	DGILSTRAP	Gilstrap	Dana	Outbound	Customer	Email	WRITER INFORMED CUST THAT CASE IS STILL IN POSSESSION OF APPROPRIATE PERSONNEL AND WE DO NOT HAVE AN UPDATE TO HER VELOSTER CONCERN CASE. DEPENDING ON CASES AHEAD OF YOU AND WITH THE RECENT DEVELOPMENTS ON THE EAST COAST, IT MAY BE ANOTHER 3 OR MORE BUSINESS	✓	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							DAYS BEFORE YOUR ARE CONTACTED OR THERE IS AN UPDATE TO YOUR CASE. REFERRED TO CASE. TOLD TO CALL IN ANOTHER FOUR DAYS. REFERRED TO CASE.				
10/31/2012 11:06:02 AM	DGILSTRAP	Gilstrap	Dana	Inbound	Customer	Email	CUST STATES: 1. "AS OF TODAY, OCTOBER 31, 2012, I HAVE NOT HAD ANY CONTACT FROM ANYONE AT HYUNDAI." 2. "WHEN I CONTACT THE 800 NUMBER YOU LISTED BELOW, THEY STATE THAT THEY CAN'T NOT ASSIST ME. PLEASE ADVISE."	✓	5042722	HCCC Tier2 Team1	HCCC
10/31/2012 10:43:25 AM	APANTOJA	Pantoja	Alexander	Inbound	Customer	Telephone	CUSTOMER STATED: 1. IS SEEKING UPDATE REGARDING HER CASE. 2. HAS BEEN MORE THAN 4 BUSINESS DAYS. 3. WANTS A FOLLOW UP. WRITER INFORMED CUSTOMER THAT CASE OWNER WOULD BE NOTIFIED.	✓	5042722	HCCC Tier2 Team1	HCCC
10/25/2012 12:34:42 PM	DGILSTRAP	Gilstrap	Dana	General	General	General	WRITER ATTACHED INBOUND AND OUTBOUND EMAILS. CASE CLOSED. LA/AF	✓	5042722	HCCC Tier2 Team1	HCCC
							WRITER INFORMED CUST WE HAVE				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/25/2012 12:34:39 PM	DGILSTRAP	Gilstrap	Dana	Outbound	Customer	Email	RECEIVED HER EMAIL. REITERATED THAT HER CASE HAS BEEN FORWARDED TO REGION PER OUR PREVIOUS EMAIL. LET HER KNOW CASES MAY TAKE 3 OR MORE BUSINESS DAYS DEPENDING ON ANY CASE AHEAD OF HER. IF YOU HAVE NOT RECEIVED COMMUNICATION ON THE FOURTH BUSINESS DAY TO CALL US AND REFERENCE CASE NUMBER. REFERRED TO CASE.	✓	5042722	HCCC Tier2 Team1	HCCC
							CUST STATES: 1. "THIS IS MY DAILY EMAIL REGARDING MY 2012 HYUNDAI VELOSTER." 2. "I'M EMAILING DAILY BECAUSE, BASED ON THE POOR RESPONSE I'VE RECEIVED FROM THE REGIONAL OFFICE INVOLVED DURING MY INITIAL CONTACT, I'M NOT REALLY EXPECTING A RESPONSE TOMORROW." 3. "IN ADDITION TO THE DAMAGED BACK PANEL NOT BEING REPLACED WHEN THE SUNROOF WAS REPLACED, I ALSO HAVE GLASS RATTLING				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/25/2012 12:34:36 PM	DGILSTRAP	Gilstrap	Dana	Inbound	Customer	Email	<p>AROUND THE ROOF, PARTICULARLY ABOVE THE DRIVER'S SIDE SUN VISOR." 4. "A CONSTANT REMINDER OF THE TRAUMA I SUFFERED ON OCTOBER 4, 2012." 5. "AS I'VE STATED MULTIPLE TIMES, I DO NOT FEEL SAFE IN THIS VEHICLE AND THE FACT THAT I NO LONGER WILL ALLOW MY CHILDREN TO RIDE IN THIS VEHICLE, FOR FEAR OF THE SUNROOF SPONTANEOUSLY IMPLODING AGAIN, IT IS NOT A RELIABLE MODE OF TRANSPORTATION FOR ME AND MY FAMILY." 6. "I WOULD LIKE HYUNDAI TO EITHER 1) TAKE THE CAR BACK AND ALLOW ME TO GO ON WITH MY LIFE; OR 2) GIVE ME CREDIT FOR THE NEGATIVE EQUITY I HAVE IN THIS VEHICLE (SINCE IT IS BRAND NEW!!) WHEN I TRADE IT IN FOR ANOTHER HYUNDAI VEHICLE." 7. "AS I STATED, I DON'T REALLY EXPECT A RESPONSE, BUT WILL STILL WAIT</p>	✓	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							UNTIL TOMORROW TO SEE IF I'M PROVED WRONG." 8. "AT THAT TIME, I WILL BEGIN EXHAUSTING ALL OF MY OTHER RESOURCES TO MAKE SURE EVERYONE KNOWS THE REAL CUSTOMER SERVICE HORRORS OF HYUNDAI."				
10/24/2012 01:15:31 PM	NMICZEK	Miczek	Nicole	Outbound	Customer	Email	WRITER EXPLAINED THAT CASE HAS BEEN SENT TO REGION ON 10/23/12 AND WE WILL CONTACT WHEN AN UPDATE BECOMES AVAILABLE.	✓	5042722	HCCC Tier2 Team1	HCCC
10/24/2012 01:15:00 PM	NMICZEK	Miczek	Nicole	General	General	General	ATTACHED INBOUND AND OUTBOUND EMAILS. CASE OPEN. LA/CG	✓	5042722	HCCC Tier2 Team1	HCCC
10/24/2012 01:12:39 PM	NMICZEK	Miczek	Nicole	Inbound	Customer	Email	CUST STATES: 1. THANK YOU FOR THE QUICK RESPONSE. 2. IT IS REFRESHING AFTER THE HASSLE BEEN GETTING FROM THE CUSTOMER CONNECT LINE. 3. JUST WANTED TO POINT OUT THAT I DO HAVE THE CAR BACK . 4. HYUNDAI OF WHITE PLAINS IS ABOUT 2 1/2 HOURS FROM MY HOME. 5. IF HYUNDAI WILL INDEED STEP UP AND DO THE RIGHT THING I WOULD LIKE TO	✓	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							DEAL WITH A DEALERSHIP CLOSER TO ME.				
10/23/2012 05:51:01 PM	MBIGGIO	Biggio	Michael	General	General	General	ESCALATING CASE TO REGION - BUYBACK 2012 VELOSTER.	✓	5042722	HCCC Tier2 Team3	HCCC
10/23/2012 04:40:05 PM	DJOHNSON1	Johnson	David	Outbound	Customer	Email	WRITER ADVISED EMAIL WAS RECEIVED AND CASE IS UNDER REVIEW.	✓	5042722	HCCC Tier2 Team1	HCCC
10/23/2012 04:10:16 PM	DJOHNSON1	Johnson	David	General	General	General	*****ATTN REGION***** 1. THE CURRENT CONCERN WITH THE VEHICLE: FEELS VEHICLE IS UNSAFE TO DRIVE 2. THE SYMPTOMS RELATED TO THE MECHANICAL CONCERN AND HOW OFTEN/WHEN THE ISSUES OCCUR: SUNROOF BROKE WHILE DRIVING 3. PREVIOUS RELATED REPAIRS, AS APPLICABLE: SUNROOF WAS REPLACED AS GOODWILL 4. THE DEALERSHIP WHERE THE CUSTOMER IS OR WILL HAVE THEIR VEHICLE SERVICED: NY119 HYUNDAI OF WHITE PLAINS 5. WHERE THE VEHICLE IS CURRENTLY LOCATED: WITH CUSTOMER 6. THE CUSTOMER'S EXPECTATION FOR RESOLVING THE CONCERN: A	✓	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							BUYBACK OF THEIR 2012 VELOSTER 7. NOTE ANY SPECIAL COMMENTS OR THREATS THE CUSTOMER MAKES DURING THE CONVERSATION : CUST FEELS VEHICLE IS UNSAFE TO DRIVE 8. # DAYS CAR HAS BEEN AT DEALER 9. # DAYS WAITING FOR A BACKORDERED PART 10. HAS DEALER KEPT OWNER INFORMED OF VEHICLE STATUS 11. IS CUSTOMER IN A RENTAL OR LOANER CAR? 12. WHAT IS THE CUSTOMER REQUESTING FROM HMA? CUSTOMER EXPECTS A BUYBACK OF THEIR VELOSTER.				
							CUST STATES: 1. THIS IS THE EMAIL I HAVE SENT TO THE NY STATE ATTORNEY GENERAL. 2. I AM NOT SURE IF THE ATTORNEY GENERAL'S OFFICE IS AWARE OF A POTENTIAL DEFECT IN THE 2012 HYUNDAI VELOSTER. 3. THE NHTSA IS CURRENTLY				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
04:08:34 PM							INVESTIGATING EXPLODING SUNROOFS ON THIS CAR. 4.I HAD THIS HAPPEN TO ME ON OCTOBER 4, 2012 WHILE DRIVING DOWN I-684 IN BEDFORD, NY. AS I WAS TRAVELING DOWN THE HIGHWAY, AT 65 MPH, 5. I HEARD A LOUD NOISE AND THEN HAD MY SUNROOF SHATTER ALL OVER ME. 6. I WAS ABLE TO PULL TO THE SIDE OF THE ROAD AND CALL FOR HELP. OBVOUSLY, THIS WAS VERY TRAUMATIC, MADE EVEN WORSE WHEN I LOOKED INTO MY BACK SEAT AND SAW MY CHILDREN'S CAR SEATS COVERED IN GLASS. 7. TO THINK OF WHAT COULD'VE HAPPENED TO THEM IF THEY WERE RIDING WITH ME THAT DAY, STILL BRINGS ME TO TEARS. 8. AFTER RESEARCHING THIS ISSUE ON THE INTERNET, I REALIZED THAT THERE ARE AT LEAST 18 OTHER VELOSTER OWNERS THAT THIS HAS HAPPENED TO. 9. ENOUGH TO HAVE THE NHTSA LOOK	✓	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							<p>INTO A POSSIBLE DEFECT WITH THIS CAR. (SAFETY DEFECT ENGINEER: EMILY REICHARD 202-366-4925) 10. HYUNDAI HAS DECIDED TO REPLACE THE SUNROOF, AS A GOODWILL GESTURE, BUT I AM NOT SATISFIED WITH THAT. I DO NOT WANT THE CAR BACK. I DON'T FEEL SAFE IN IT AND WILL NEVER ALLOW MY CHILDREN TO BE IN THE CAR, WHICH DOES NOT MAKE IT A PRACTICAL CAR FOR ME. 11. I DID NOT INTEND TO PURCHASE A CAR THAT I NOW HAVE TO DRIVE AROUND IN TERRIFIED THAT THE SUNROOF WILL EXPLODE WITHOUT WARNING, PUTTING ME AND OTHER DRIVERS, IN HARM'S WAY. NEXT TIME, I MIGHT NOT BE SO LUCKY. 12. I HAVE ASKED HYUNDAI TO TAKE THE CAR BACK AND ALLOW ME TO LEASE ANOTHER HYUNDAI CAR, BUT THEY ARE NOT WILLING TO WORK WITH ME. 13. I AM HOPING YOU CAN LOOK</p>				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							INTO THIS MATTER FOR ME AND ADVISE ME WITH WHAT COURSE OF ACTION I SHOULD TAKE.				
10/23/2012 04:07:28 PM	DJOHNSON1	Johnson	David	General	General	General	WRITER ATTACHED TWO INBOUND AND OUTBOUND EMAIL. CASE CLOSED PENDING DEALER CONTACT	✓	5042722	HCCC Tier2 Team1	HCCC
10/23/2012 08:15:53 AM	NPERRY	Perry	Nia	Inbound	Customer	Telephone	CUST STATED: 1. I WANT A STATUS UPDATE ON THE CASE. 2. I WANTED HYUNDAI TO GIVE ME 2,000 OR 3,000 CREDITED SO I CAN GET A NEW CAR. 3. AND THERE IS STILL A PIECE THAT IN THE SUNROOF THAT WASN'T REPAIR. 4. HYUNDAI WILL NOT GUARANTEE ME THAT THIS WONT HAPPEN AGAIN. 5. I WANT TO TRADE IN THIS CAR BUT HYUNDAI WILL NOT GIVE ME A CREDIT. 6. HOW CAN I GET IN TOUCH WITH THE DPSM. 7. SO YOU TELLING ME THAT YOU DONT HAVE A WAY TO CONTACT THE DPSM? WRITER ADVISED CUST THAT SHE WILL NOTE THE CASE. WRITER PROVIDED STATUS UPDATE TO CUST. WRITER ADVISED CUST THAT WE DO NOT	✓	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							GIVE CREDITS HERE AT THE HCCC. WRITER ADVISED CUST THAT SHE DOESN'T HAVE A CONTACT FOR THE DPSM AND REFERRED CUST BACK TO THE DEALERSHIP. CASE CLOSED .				
10/22/2012 05:41:46 AM	VYOUNG	Young	Vincent	Inbound	Customer	Telephone	CUSTOMER STATED : 1. PICKED UP THE CAR . 2. THE DEALER DID NOT REPLACE THE BLACK PANELING AT THE BASE OF SUNROOF. 3. ITS ALL SCRATCHES FROM WHERE THE GLASS BROKE . 4. SEEMED TO BE MAKING A NOISE LIKE A LEAF FLUTTERING . 5. WANTED TO MENTION THAT THE REPAIRS ARE NOT COMPLETE. WRITER DOCUMENTED THE CUSTOMER CONCERN .	✓	5042722	HCCC Tier2 Team1	HCCC
10/19/2012 06:12:05 AM	JKLEPPER	Klepper	Jennifer	Inbound	Customer	Telephone	CUST STS: 1. CAN I TALK TO CM/SB 2. WANTED TO CLARIFY WITH CM/SB 3. WANTED A GUARANTEE IN WRITING FROM HMA NOT DLRSP 4. WANT IN WRITING THAT SAYS SUNROOF WON'T EXPLODE WRITER DOCUMENTED CUST CONCERN, MADE NO GUARANTEES AND	✓	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							RELAYED MESSAGE TO CM/SB.				
10/19/2012 06:02:22 AM	SBROOKS	Brooks	Stephen	Inbound	Customer	Telephone	CUSTOMER STATED: 1. CALLING TO INFORM THAT VEHICLE WILL BE PICKED UP TODAY 2. STILL FEEL THE VEHICLE IS UNSAFE 3. SPOKE WITH DEALER ON TRADING CAR IN 4. WAS INFORMED VEHICLE HAS NEGATIVE EQUITY 5. WOULD LIKE TO KNOW IF HMA WILL ASSIST WITH THIS SO CAN GET ANOTHER CAR 6. HAVE WRITTEN LETTER TO AG ON HOW HMA DOESN'T STAND BY PRODUCT 7. WOULD LIKE A GUARANTEE THAT THIS ISSUE WILL NOT HAPPEN AGAIN 8.HAVE BEEN WITHOUT MY CAR FOR TWO WEEKS WRITER INFORMED CUSTOMER THAT WILL DOCUMENT THIS IN CASE. CAN'T GIVE GURANTEE THAT ISSUE WILL NOT HAPPEN AGAIN. INFORMED THAT HMA WILL NOT GET INVOLVED WITH MAKING DEAL WITH DEALER ON NEW CAR PURCHASE ADVISED CUSTOMER WORK	✓	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							WITH DEALER CASE CLOSED				
10/16/2012 02:09:22 PM	MEHRHARDT	Ehrhardt	Michael	Outbound	Customer	Telephone	CM M/E CONTACTED CUSTOMER ADVISED CUSTOMER PER TL ADVISEMENT, TO CONTACT BBB ARBITRATION USING CALL TRACK AND THAT SORRY IT IS GOING THIS WAY BUT THAT'S WHY WE PROVIDE THIS TYPE OF ASSISTANCE TO MAKE SURE YOUR VOICE IS HEARD. CUSTOMER STATED THAT NHSTA HAS CONTACTED HER AND IS INVESTIGATING THE CASE	✓	5042722	HCCC Tier2 Team1	HCCC
10/16/2012 11:51:15 AM	TEGLESTON	Egleston	Timothy	Inbound	Customer	Telephone	CUSTOMER STATED: 1. I HAVE A VEHICLE THAT I DO NOT FEEL IS SAFE 2. WHO IS IS THIS "REGION PERSON" MIKE SPOKE OF I WANT TO TALK TO HIM 3. WHO ELSE CAN I SPEAK WITH I DO NOT WANT THIS CAR 4. CALL ME ON 860-319-2263 TILL 4:30PM EST WRITER ADVISED OF CM/ME CASE NOTES DATED 10/16/2012 DID SEE IN NOTES REGION WAS MENTIONED HOWEVER NO NOTES FROM REGION WILL CLARIFY WITH	✓	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/16/2012 11:30:52 AM	MEHRHARDT	Ehrhardt	Michael	Inbound	Customer	Telephone	CM/ME CM M/E CONTACTED CUSTOMER REVIEWED WITH TL IF THERE WOULD BE ANY CONSIDERATION FOR CUSTOMER WHO LOVES HYUNDAI BUT FEELS UNSAFE IN VELOSTER. NO, BUYERS REMORSE. - ADVISED CUSTOMER THAT HYUNDAI IS CORRECTING THE SUNROOF CONCERN AND THAT THERE WOULD BE NO CONSIDERATION TOWARD HELPING HER ADDRESS THE NEGATIVE EQUITY WHEN PURCHASING ANOTHER HYUNDAI. NO FURTHER ACTION REQUIRED CLOSED CASE.	✓	5042722	HCCC Tier2 Team1	HCCC
							CUSTOMER STATES 1.WANTS FOLLOW UP ON CASE. 2.WAS SUPPOSE TO GO TO REGION. 3.WHEN SUNROOF SHATTERED IT WAS ALL OVER CHILD SEATS THANK GOD THEY WEREN'T IN VEHICLE. 4".LOOK ONLINE THIS IS A PROBLEM" 5.LOOKING TO LEASE A DIFFERENT				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/15/2012 08:57:54 AM	MEHRHARDT	Ehrhardt	Michael	Inbound	Customer	Telephone	<p>HYUNDAI, A SAFER ONE. EITHER SANTA FE"ULTRA SAFE" OR AN ELANTRA AND STILL GET GOOD FUEL ECONOMY. 6.LOCAL DEALER WOULD TRADE HER OUT BUT SINCE CAR IS SO NEW SHE WOULD BE UPSIDE DOWN IN VEHICLE. 7.DEALER IS WILE HYUNDAI (CT023) 8.TRYING TO GET A RESOLUTION BEFORE SHE HAS TO PICK UP VEHICLE FROM SERVICE. WRITER STATES CASE STATES THAT THEY ARE REPLACING THE SUNROOF BUT YOU DON'T WANT THE VEHICLE BACK. WHAT IS SHE LOOKING FOR HYUNDAI TO DO? WANTS HYUNDAI'S HELP TO GET INTO ANOTHER HYUNDAI THAT SHE CAN FEEL SAFE IN. MENTIONED THAT THE SANTA FE IS "ULTRA SAFE" AND HOW ECONOMIC THE ELANTRA IS. TOLD CUSTOMER THAT I WOULD UPDATE HER CASE FORWARD IT TO REGION AND SET A FOLLOW UP TO CONTACT HER ON WEDNESDAY WITH OR WITHOUT AN UPDATE.</p>	<input checked="" type="checkbox"/>	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/12/2012 05:55:46 AM	VYOUNG	Young	Vincent	Inbound	Customer	Telephone	CUSTOMER STATED : 1. WANTED AN UPDATE ON THE CASE . WRITER ADVISED HER OF NOTES FORM 10-11 AND 10-09 . CUSTOMER STATED : 1. THAT STEVE WAS SUPPOSE TO SEND TO REGION . 2. THAT THEY ARE GOING TO CALL HER TO PICK UP THE CAR TODAY . 3. THAT SHE DOESN'T EVEN WANT THE CAR BACK . 4. THIS WAS SUPPOSE TO BE DONE YESTERDAY MORNING . WRITER EXPLAINED THAT THE CM WAS NOT IN THIS MORNING . WILL LEAVE A MESSAGE TO FOLLOW UP WITH THE CUSTOMER CASE CLOSED .	✓	5042722	HCCC Tier2 Team1	HCCC
10/11/2012 06:09:16 AM	SBROOKS	Brooks	Stephen	Inbound	Customer	Telephone	CUSTOMER STATED: 1. GOT A CALL FROM DEALERSHIP STATING THAT FSE WILL NOT BE LOOKING AT VEHICLE 2. THEY INFORMED THAT WILL BE REPLACING THE SUNROOF AS A GOODWILL 3. THIS IS NOT ACCEPTABLE 4. I DON'T WANT THIS CAR BACK 5. IT IS UNSAFE WRITER INFORMED	✓	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							CUSTOMER WILL SPEAK WITH SVC MANGER AND SEE WHAT CAN DO TO ASSIST WITH THIS ISSUE				
10/9/2012 08:59:50 AM	SBROOKS	Brooks	Stephen	Inbound	Customer	Telephone	CUSTOMER STATED: 1. CALLED DEALER TO CHECK STATUS OF MY CAR 2. THEY INFORMED ME THAT CAN'T REACH FSE THAT IS SUPPOSE TO COME INSPECT CAR 3. WHAT DO WE DO NOW WRITER INFORMED CUSTOMER THAT FSE WORKS WITH THE DEALERS AND ADVISED TO GIVE THEM A FEW MORE DAYS. ADVISED IF NOT HEAR ANYTHING CONTACT HCCC FOR ASSISTANCE	✓	5042722	HCCC Tier2 Team1	HCCC
10/5/2012 10:31:26 AM	SBROOKS	Brooks	Stephen	Outbound	Dealer	Telephone	WRITER CONTACTED MICK SVC ADVISOR THAT STATED: 1. WE ARE WAITING ON FSE TO LOOK AT VEHICLE 2. WILL CONTACT CUSTOMER WHEN FIND OUT MORE	✓	5042722	HCCC Tier2 Team1	HCCC
10/5/2012 10:25:57 AM	SBROOKS	Brooks	Stephen	Outbound	Customer	Telephone	WRITER CONTACTED CUSTOMER AND INFORMED THAT SPOKE SALES MANGER AT WILE HYUNDAI AND THAT THEY ARE CHECKING WITH HMA REP TO SEE HOW TO ASSIST	✓	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							CUSTOMER				
10/5/2012 10:19:53 AM	SBROOKS	Brooks	Stephen	Outbound	Dealer	Telephone	WRITER CONTACTED SALES MANGER AT SELLING DEALER THAT STATED SVC MANGER IS CONTACTING HMA REP TO SEE WHAT CAN BE DONE TO ASSIST CUSTOMER	✓	5042722	HCCC Tier2 Team1	HCCC
10/5/2012 09:58:24 AM	SBROOKS	Brooks	Stephen	Inbound	Customer	Telephone	CUSTOMER STATED: 1. SUNROOF GLASS SHATTER WHILE DRIVING DOWN THE HIGHWAY 2. BLUE LINK 4 TRY TO RECOGNIZE ME 3. BLUE LINK THEY STS CAN NOT SEND A TOW 4. IM DISSATISFACTION WITH BLUE LINK 5. DISSATISFIED WITH SUNROOF COLLAPSE 6. VEHICLE IS AT HYUNDAI OF WHITE PLAINS NY119 7. NO WANT THE VEHICLE 8. IM AFRAID WILL HAPPEN AGAIN 9. I DO NOT TRUST THIS VEHICLE WRITER INFORMED CUSTOMER TO SEND ALL ORIGINAL RECEIPTS INVOLVED IN HER TRIP INTERRUPTION TO RSA CLAIMS DEPT. AND GAVE MAILING ADDRESS.	✓	5042722	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							INFORMED CUSTOMER WILL CONTACT DEALER AND SEE IF WILL ASSIST WITH FINDING A DIFFERENT VEHICLE				
10/5/2012 09:48:44 AM	EGONZALEZ	Gonzalez	Elliot	Inbound	Customer	Telephone	SUNROOF COLLAPSE CUST STS 1. SUNROOF GLASS SHATTER WHILE DRIVING DOWN THE HIGHWAY 2. DISSATISFIED WITH BLUE LINK TAKE 4 TRY TO RECOGNIZE ME 3. BLUE LINK STS CAN NOT SEND A TOW 4. IM DISSATISFACTION WITH BLUE LINK 5. DISSATISFIED WITH VEHICLE SUNROOF COLLAPSE 6. VEHICLE IS AT HYUNDAI OF WHITE PLAINS NY119 7. NO WANT THE VEHICLE NO MORE 8. IM AFRAID WILL HAPPEN AGAIN 9. I DO NOT TRUST THIS VEHICLE 10. I WANT HYUNDAI, I LIKE TO TAKE THE VEHICLE BACK 11. HYUNDAI TO PAY FOR THE RENTAL AND TOWING TOO 12. WAS LUCKY I WAS NOT INJURE WRITER INFORM WILL TRANSFERRED TO CM FOR FURTHER ASSISTANCE CASE CLOSED		5042722	HCCC Tier1 Team1	HCCC

Mangeri, Irene [HMA]

From: Mangeri, Irene [HMA]
Sent: Thursday, November 08, 2012 2:32 PM
To: [REDACTED]
Subject: RE: Hyundai Customer Connect Case#5042722

Ms. [REDACTED]

I can understand your frustrations and please know that I have reviewed this with my management. Also know that your case is documented with any correspondence received incoming and outgoing. Your case again is 5042722. I apologize that you feel that Hyundai has not lived to their obligation to the vehicle. Please know that your satisfaction is important to us and we handle every case received with the upmost concern. I am sorry we have not been able to satisfy you and will express your dissatisfaction with our management.

Sincerely

Irene Mangeri
Consumer Affairs Associate
Hyundai Motor America
Eastern Region
609-395-7308
609-395-2339 (f)

From: [REDACTED]
Sent: Thursday, November 08, 2012 2:15 PM
To: Mangeri, Irene [HMA]
Subject: Re: Hyundai Customer Connect Case#5042722

Irene: Thank you for your response, however, you and Hyundai fail to realize that you also have an obligation to provide me with a vehicle that is safe for me and my family. Hyundai has failed to live up to their obligation and I am left with a car that is not safe for my family to ride in. What am I supposed to do with it now? God forbid this happens again, with my children in the car, and they have to live with a week of post traumatic stress syndrome like I did. They are too young to be afraid to ride in a car for the rest of their lives. I will be sure to include your emails in my correspondence with Mr. [REDACTED]

Sincerely,
[REDACTED]

From: "Irene Mangeri [HMA]" <imangeri@hmausa.com>
To: [REDACTED]
Sent: Thursday, November 8, 2012 1:46:10 PM
Subject: RE: Hyundai Customer Connect Case#5042722

Ms [REDACTED]

I did receive your e-mail and apologize for the delay in response. I did review the case and information provided. In reviewing the documentation provided by the dealer, repairs were performed to the vehicle and the vehicle was checked over for the removal of all glass. I would suggest however, if you still have a concern with the vehicle please know that you can visit a Hyundai dealer closest to you. I would be more than happy to call the dealer of your choice on your behalf. In regards to your request for a replacement vehicle or assistance with the trade of a vehicle, Hyundai Motor America would not be able to assist at this time.

Our obligation to fix the vehicle is covered under the New Vehicle Limited Warranty. As noted on the repair invoice the repairs were performed as a goodwill gesture and not covered under warranty. It was not able to be determined as to what caused the glass to shatter.

In the circumstance such as this we would of asked that you to contact your insurance company, however we understand the inconvenience that a consumer can experience with doing such. The determination was made by our District Manager to cover the repairs for you as a goodwill gesture in consideration for the vehicle being less than one year old.

I can only apologize for the inconvenience that you have experienced with the vehicle. In lieu of this I have, as mentioned sent a request for a \$150 service coupon to be sent to you. If there is something further I can do to assist please let me know.

Sincerely

Irene Mangeri
Consumer Affairs Associate
Hyundai Motor America
Eastern Region
609-395-7308
609-395-2339 (f)

From: [REDACTED]
Sent: Thursday, November 08, 2012 11:04 AM
To: Mangeri, Irene [HMA]
Cc: ConsumerAffairs [HMA]
Subject: Re: Hyundai Customer Connect Case#5042722

Hi Irene: I am resending my email from Tuesday. I haven't received a response, so perhaps you didn't receive it.

Thank!

From: [REDACTED]
To: "Irene Mangeri [HMA]" <imangeri@hmausa.com>
Cc: ConsumerAffairs@hmausa.com
Sent: Tuesday, November 6, 2012 2:45:29 PM
Subject: Re: Hyundai Customer Connect Case#5042722

Hi Irene: Unfortunately, as I suspected, my numerous emails have not been documented in my case file. If they had, you would know that I am requesting that Hyundai take the vehicle back from me, or give me a credit to absorb the negative equity I'll realize at trade-in, and not merely repair it.

It is true that the sunroof was replaced, in the State of New York (I live in Connecticut), however, they neglected to remove all the glass, which I hear rattling in the roof above my seat (a wonderful reminder of the trauma I suffered on 10/4/12) and the black spoiler, located at the base of the glass roof, is still knicked up from the glass chunks that went flying from my car. So, no, the car has not been repaired totally.

Also, I purchased this vehicle due to Hyundai's safety record and great gas mileage estimates. As you will see from the photo that I attached, the back seat, including my children's car seats, are covered in glass. This is a constant reminder that I can never feel safe in this car and will not allow

my children to ride in the car either. Therefore, due to this defect, this car is not practical for me and my family.

I am more than happy to lease another Hyundai product, just not this one! I was covered in glass that frieghtful morning while traveling down a major highway. To think of what could've happened if I hadn't reacted the way I did or if, god forbid, my children were in the car with me that morning and looked up while the glass was imploding inside the car still brings me to tears. I'm not sure if you have children, but if you do, I hope you can relate to what this car has come to mean to me.

I hope that Hyundai will step up and do the right thing.

Sincerely,

From: "Irene Mangeri [HMA]" <imangeri@hmausa.com>

To: [REDACTED]

Sent: Tuesday, November 6, 2012 2:22:27 PM

Subject: Hyundai Customer Connect Case#5042722

[REDACTED]

Your case has been sent to our regional office for review of concerns with your 2012 Veloster. Our understanding is that you had repairs completed for sunroof concerns on 10/5 at White Plains Hyundai.

If there is still a concern with the vehicle, you are welcomed to bring your vehicle to any authorized Hyundai dealership for services and warranty. If your concerns have been resolved please let us know this as well.

It has been indicated that you are requesting an inspection of the vehicle sunroof after repairs. The concerns can be addressed by the dealer that you choose to visit.

Please let me know if there is something further I can address for you and I would be more than happy to. If the repairs have resolved your concern, I would like to know this in order to document your file.

We appreciate the opportunity to respond to your concerns and apologize for any delays.

In recognizing the dissatisfaction that you experienced we are sending to you a \$150 service coupon to use at any Hyundai dealership to be used for any service, parts or accessories. It will be will be mailed to the address we have on file.

Sincerely,

Irene Mangeri
Consumer Affairs Associate
Hyundai Motor America
Eastern Region
609-395-7308
609-395-2339 (f)

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to carry out your own virus checks on any attachment to this message. We cannot accept liability for any loss or damage caused by software viruses. If you believe that you have received this email in error, please contact the sender immediately and delete the email and all of its attachments.

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	5072785	2012 VELOSTER PANORAMIC SUNROOF SHATTERING.		CUSTOMER WAS INFORMED THAT DEALER WILL TRY TO GET A RENTAL FOR HER HOWEVER THERE IS NO GUARANTEE THEY WILL GET IT. CASE CLOSED	
First Name	[REDACTED]	Type:	CA				
Phone	[REDACTED]	Opened:	10/29/2012 07:00:56 AM				
Email	[REDACTED]	Closed:	10/29/2012 07:51:15 AM				
Address	[REDACTED]	Status:	Closed				
City:	MINERAL WELLS	Sub Status:	Closed				
ZIP:	[REDACTED]	Creator Last Name:	Gonzalez	Contact Reason		Resolution	
State::	WV	Creator First Name:	Elliot	* Sentiment: Inquiry/Suggestion		* Resolution: Provided Information	
IQS :		Owner Last Name:	Jimenez	* Category: Product		* Remedy: N/A	
CSI :	✓	Owner First Name:	Fernando	* Sub-Category: Model Information		* Resolution Satisfaction: Neutral	
Contact Language :	ENGLISH			System: Doors & Glass		Transfer	
Dealer				Component: Other		Trans. To:	
* Servicing Dealer: SUPERIOR HYUNDAI		WV008		Symptom: Broken		Trans. Team:	
Service District: Southern District 4		Sales District: Southern District 4				Trans. Dealer:	
Vehicle						Trans. Type: Standard	
VIN: KMHTC6AD4CU [REDACTED]		Model Year: 2012		Engine: D		Trans. Reason: Case Handling	
Model: Veloster (FS)		Short Model: F0323F45		Accessory: 03		Check Request Pending Approval : 0	
* Mileage: 12,000		Date of First Use: 12/19/2011		Production Date: 9/21/2011		eMail notification when case is closed:	
Blue Link Equipped : ✓				Case in Arbitration : No			

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/29/2012 07:42:19 AM	FJIMENEZ	Jimenez	Fernando	Outbound	Customer	Telephone	WRITER CALLED CUSTOMER AND LEFT A MESSAGE. CUSTOMER WAS INFORMED THAT DEALER WILL TRY TO GET A RENTAL CAR FOR HER HOWEVER THERE IS NO GUARANTEE THEY WILL GET IT.	✓	5072785	HCCC Tier2 Team1	HCCC
10/29/2012 07:36:43 AM	FJIMENEZ	Jimenez	Fernando	Outbound	Dealer	Telephone	WRITER CALLED DEALER (WV008) AND TALKED WITH SERVICE MANAGER (TOM). SERVICE MANAGER STATES: WE DO NOT HAVE ANY LOANER CAR AVAILABLE RIGHT NOW, BUT I WILL CALL DPSM TO SEE IF WE CAN GET A RENTAL CAR FOR CUSTOMER.	✓	5072785	HCCC Tier2 Team1	HCCC
10/29/2012 07:17:23 AM	FJIMENEZ	Jimenez	Fernando	Inbound	Customer	Telephone	CUSTOMER STATES: 1. IT IS RAINING AND DEALER IS 10 MILES FROM. 2. I HAVE TO TAKE THE CAR TO THE DEALER BEFORE NOON. WRITER INFORMED CUSTOMER THAT WILL CALL DEALER TO VERIFY IF THEY HAVE A LOANER CAR THEN WILL BE IN TOUCH WITH HER.	✓	5072785	HCCC Tier2 Team1	HCCC
							BREAKING GLASS CUST STS 2012 VELOSTER 1. PANORAMIC				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/29/2012 07:08:57 AM	EGONZALEZ	Gonzalez	Elliot	Inbound	Customer	Telephone	SUNROOF SHATTERING IS BROKEN, 2. BREAKING ON THE TOP OF MY HEAD, 3. NEED A LOANER DEALER WV008 STS TO CALL YOU. 4. I WILL TAKE THE VEHICLE IN TODAY WRITER ADVISED WILL TRANSFERRED TO CM FOR FURTHER ASSISTANCE CASE CLOSED	✓	5072785	HCCC Tier1 Team1	HCCC

Cases

Customer		Case Information		* Contact Reason Summary	* Resolution Summary
Last Name	[REDACTED]	Case Number:	4918271	CUST SON RJ RINSING 2012 VELOSTER OUTSIDE OF VEHICLE, SUNROOF EXPLODED IN FACE, COMPLAINT, WARRANTY COVERAGE INQUIRY	PIR PACKET SENT.
First Name	[REDACTED]	Type:	CA		
Phone	[REDACTED]	Opened:	7/15/2012 12:58:11 PM		
Email	[REDACTED]	Closed:	7/24/2012 12:58:20 PM		
Address	[REDACTED]	Status:	Closed		
City:	HERCULES	Sub Status:	Closed		
ZIP:	[REDACTED]	Creator Last Name:	Sinclair	Contact Reason	Resolution
State::	CA	Creator First Name:	Michelle	* Sentiment:	* Resolution: Provided Information
IQS :	VDS :	Owner Last Name:	Craighead	* Category: Warranty Issues	* Remedy: N/A
CSI :	SSI :	Owner First Name:	Kissany	* Sub-Category: Coverage	* Resolution Satisfaction: Positive
Contact Language : ENGLISH				System: Body	Transfer
Dealer				Component: Sunroof	Trans. To:
* Servicing Dealer: TEAM HYUNDAI		CA115		Symptom: Other	Trans. Team:
Service District: Western District D		Sales District: Western District D			Trans. Dealer:
Vehicle					Trans. Type: Standard
VIN:	KMHTC6AD4CL [REDACTED]	Model Year:	2012	Engine:	D
Model:	Veloster (FS)	Short Model:	F0312F45	Accessory:	03
* Mileage:	4,000	Date of First Use:	5/23/2012	Production Date:	3/27/2012
Blue Link Equipped :	🚗	Case in Arbitration : No			Check Request Pending Approval : 0
					eMail notification when case is closed:

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
8/6/2012 09:48:58 AM	HMA00105	Bonneau	Lorraine	General	General	General	PER DPSPM/CH; VEHICLE HAS BEEN REPAIRED AND RETURNED TO CUSTOMER. NO FURTHER CONTACT FROM CUSOTMER.		4918271	Region Western	Region
7/19/2012 09:09:29 AM	HMA90466	Craighead	Kissany	General	General	General	WRITER SENT CUST PIR DOC REQ PACKAGE THIS DATE TO: 127 STANLEY COURT HERCULES CA 94547. TRACKING#		4918271	Tier3 Western	Tier3
7/19/2012 08:18:22 AM	HMA90074	Harvey	Carolyn	General	General	General	WRITER CONTACTED NCA/KC TO ADVISE OF CUSTOMER'S CONCERN. CASE TO BE REVIEWED REGARDING PIR HANDLING.		4918271	Region Western	Region
7/19/2012 08:09:06 AM	HMA90074	Harvey	Carolyn	General	General	General	WRITER HAS BEEN IN CONTACT WITH DEALER - DAVE AT CA121 STATING THE SUNROOF EXPLODED WHILE CUSTOMER WAS WASHING VEHICLE. DEALER STATES HAS ORDERED THE REPLACEMENT GLASS FOR THE VEHICLE AND WILL ARRIVE 07/19/2012. DEALER TO REPAIR WHEN PART ARRIVES. (PICTURES PROVIDED) DEALER STATES THE CUSTOMER'S WHEEL/RIM WAS DAMAGED WHEN VEHICLE WAS TOWED TO DEALER BY RSA. (PICTURES PROVIDE) DEALER ADVISED WILL NOT BE ABLE TO GET GET THE WHEEL CONCERN REPAIRED BY THURSDAY WHEN CUSTOMER STATES WILL BE FLYING BACK TO PICK UP HIS VEHICLE. CUSTOMER WAS PROVIDED AN AIRLINE TICKET BY THE DEALER (GOODWILLED BY		4918271	Region Western	Region

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							HMA) TO RETURN HOME (NORTHERN CALIF) AND TO COME BACK TO SOUTHERN CALIF TO PICK UP VEHICLE TO DRIVE BACK. CUSTOMER'S WHEEL ISSUE WILL BE ADDRESSED BY DEALER IN NORTHERN CALIF WHEN CUSTOMER RETURNS.				
7/18/2012 11:21:04 AM	SHICKS	Hicks	Shelly	Inbound	Customer	Telephone	CUST STS 1. DONT WANT CAR ANYMORE 2. WANTS A BUY BACK 3. DOCUMENT FEEL UNSAFE IN VEH 4. WANTS A RENTAL 5. "NO ONE WANTS TO RIDE IN HIS CAR AGAIN" 6. DONT WANT ANOTHER HYUNDAI 7. "FEELS UNSAFE" 8. WANTS TO RETURN THE CAR 9."THIS IS WORST CUSTOMER SERVICE EVER" WRITER ADVISE HCCC UNABLE TO AUTHORIZE TO BUY BACK CAR OR RENTAL CAR UNTIL THIS ISSUE IS RESOLVED	✓	4918271	HCCC Tier2 Team1	HCCC
							*****PIR PACKET REQUIRED***** 1. DATE(S) OF THE ACCIDENT OR INCIDENT: 07/15/12 2. LOCATION WHERE THE ACCIDENT OR INCIDENT OCCURRED, INCLUDING THE CITY AND STATE: CALIFORNIA 3. DETAILS OF HOW THE ACCIDENT OR INCIDENT OCCURRED: VEH SUNROOF GLASS SHATTERED ON HIS FACE WHEN VEH WAS BEING RINSED OFF 4. IF ACCIDENT, APPROXIMATE SPEED THE CUSTOMER WAS TRAVELING				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
7/16/2012 09:15:11 AM	DPINA	Pina	Daniel	General	General	General	BEFORE IMPACT: VEH WAS PARKED 5. IF ACCIDENT, POINT OF IMPACT AND DESCRIPTION OF DAMAGE TO VEHICLE: GLASS CEILING 6. IF ACCIDENT, NUMBER OF OCCUPANTS IN VEHICLE AND HOW MANY WERE WEARING SEAT BELTS: N/A 7. INJURIES RELATED TO THE ACCIDENT OR INCIDENT: THERE'S A CUT ON HIS RIGHT ARM 8. WAS POLICE REPORT FILED? IF YES, WHAT IS THE REPORT #? N/A 9. HAS INSURANCE CARRIER BEEN NOTIFIED? IF YES, N/A - NAME OF INSURANCE CARRIER: - NAME OF CLAIMS ADJUSTER: - PHONE NUMBER: - CLAIM NUMBER: 10. HAS THE VEHICLE BEEN REPAIRED? VEH IS AT THE DEALER IN THE PROCESS OF GETTING REPAIRED 11. ADDRESS AND PHONE NUMBER WHERE VEHICLE IS CURRENTLY LOCATED: VEH IS AT THE DEALER SHIP ROMERO HYUNDAI 909-390- 8484 12. DETAILS OF WHAT THE CUSTOMER IS SEEKING: WANTS HIS VEH SHIPPED TO WHERE HE LIVES 13: PROVIDE THE MAILING ADDRESS WHERE THE CUSTOMER WISHES TO HAVE THE DOCUMENT REQUEST PACKET SENT: 127 STANLEY COURT HERCULES CA 94547	<input checked="" type="checkbox"/>	4918271	HCCC Tier2 Team1	HCCC
							CALLER STATES 1. THIS SUNROOF GLASS SHARED "EXPLODED" 2. WANTS HYUNDAI				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
7/16/2012 09:03:21 AM	DPINA	Pina	Daniel	Inbound	Customer	Telephone	<p>TO SHIP HIS VEH TO WHERE HE LIVES 3. THE DEALER CAN'T SHIP THE VEH THEY WILL ONLY PROVIDED A RENTAL SO I CAN GO HOME 4. I AND MY MOTHER FEEL VERY TRAUMATIZED 5. DON'T FEEL SAFE IN THIS VEH 6. DOESN'T WANT THIS TO HAPPEN AGAIN WITH NEW GLASS HOW CAN HYUNDAI MAKE SURE THIS WON'T HAPPEN 7. WILL HYUNDAI PAY FOR MY GAS WRITER EXPLAINED WE CAN NOT ASSIST WITH CUST REQUEST TO SHIP HIS VEH TO WHERE HE LIVES AND DUE TO WHAT HAPPENED WITH THE SUNROOF WE LIKE TO OPEN A PIR CASE, WRITER ASKED PIR QUESTIONS. WRITER PROVIDED ROADSIDE ASSISTANCE TRIP INTERRUPTION INFO.</p>	✓	4918271	HCCC Tier2 Team1	HCCC
							<p>CUST STATED: 1. WAS WASHING CAR AND MY SUN ROOF EXPLODED IN MY FACE. 2. "IM GLAD I DONT HAVE GLASS IN MY FACE." 3. IM EMOTIONALLY HARMED. JUST BEFORE THE HAPPENED I TOLD MY NIECE AND NEPHEWS TO GO IN THE HOUSE BECAUSE IT WAS TOO HOT OUT FOR THEM. LUCKY THEY WHERE NOT OUTSIDE AND NOT OUTSIDE. GLASS SPREAD ABOUT 6FEET. 4. I NEED A LOANER CAR BUT THEY TOLD ME THAT THERE LOANER CAR PLACE IS CLOSED FOR THE DAY, SO I</p>				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
7/15/2012 03:49:10 PM	NPERRY	Perry	Nia	Inbound	Customer	Telephone	<p>WANTED TO KNOW IF THAT'S TRUE. 5. I GOT A 10 INCH SCARCH ON MY RIM. 6. DEALERSHIP STATED THAT I NEED TO CALL YOU GUYS TO GIVE THEM THE GO AHEAD TO FIX MY RIM. 7. FIRST MY SUN ROOF GLASS EXPLODED AND NOW MY RIMS ARE SCRATCHED WHAT NEXT. 8. "THIS IS MY 3RD CALL TO CUST SERVICE TODAY" 9. CAR IS CURRENTLY AT CA121. 10. I LIKE THIS CAR BUT IM TRAUMATIZED AND I DONT IF I WANT THIS CAR ANYMORE, I JUST BOUGHT IT 2 MONTHS AGO. 11. MY EYES ARE RED AND IF I START BLEEDING IM GOING TO GO THE HOSPITAL. 13. "I DONT NOT HAVE ANY PHYSICAL DAMAGE TO MYSELF." 14. I HAVE TO BE AT A IMPORTANT BUSINESS METTING AND A DOCTOR APPOINTMENT TOMORROW. THIS A BIG INCONTINENCE TO ME. 15. I WILL CALL THE DEALERSHIP IN THE MORNING AND I WILL CALL RSA RIGHT NOW. WRITER STATED THAT SHE UPDATE CASE. REFERRED TO DEALERSHIP FOR LOANER CAR. REFERRED TO RSA FOR SCARTCHED RIMS. THANKED CUST FOR UPDATING ACCOUNT. ASKED CUST WAS HE PHYSICALLY HARMED BY THE EXPLODING GLASS. CASE CLOSED</p>	✓	4918271	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
7/15/2012 01:14:32 PM	MSINCLAIR	Sinclair	Michelle	Inbound	Customer	Telephone	<p>CUST STATES: 1. SON RJ 2. RINSING 2012 VELOSTER OUTSIDE OF VEHICLE 3. NO ONE IN CAR 4. SUN ROOF EXPLODED IN FACE 5. CHILDREN NEARBY ALMOST INJURED 6. CALLED RSA, HAVING VEHICLE TOWED TO NEARBY DEALERSHIP 7. CAR PURCHASED IN NORTHERN CALIFORNIA 8. CUST IN SOUTHERN CALIFORNIA AT TIME OF INCIDENT 9. COMPLAINT OF VEHICLE 10. WARRANTY COVERAGE INQUIRY WRITER: CONFIRMED AND UPDATED CUST INFO, PROVIDED CAMPAIGN INFO ON VEHICLE, PROVIDED DEALERSHIP INFO, PROVIDED PROOF OF OWNERSHIP INFO, PROVIDED WARRANTY INFO SUNROOF AND VEHICLE NEED TO BE INSPECTED BY DEALERSHIP, PROVIDED CASE NUMBER, CASE CLOSED PENDING FURTHER CONTACT.</p>	✓	4918271	HCCC Tier1 Team1	HCCC

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name: [REDACTED]		Case Number: 4912171		***PIR*** CUSTOMER STATES WHILE DRIVING THE SUNROOF BLEW OUT. CUSTOMER STATES RECEIVED CUTS AND INSISTING HYUNDAI TAKE RESPONSIBILITY FOR REPAIRS.		REPURCHASING VEHICLE	
First Name: [REDACTED]		Type: CA					
Phone: [REDACTED]		Opened: 7/10/2012 01:51:24 PM					
Email: [REDACTED]		Closed: 11/1/2012 11:54:07 AM					
Address: [REDACTED]		Status: Closed					
City: MURRIETA		Sub Status: Closed		Contact Reason		Resolution	
ZIP: [REDACTED]		Creator Last Name: Harvey		* Sentiment: Complaint		* Resolution: Repurchased	
State: CA		Creator First Name: Carolyn		* Category: Product		* Remedy: N/A	
IQS :		VDS :		* Sub-Category: Accident/Injury		* Resolution Satisfaction: Neutral	
CSI :		SSI :		System: Body Electrical			
Owner Last Name: Viljak		Owner First Name: Mike		Component: Sunroof		Transfer	
Contact Language : ENGLISH				Symptom: Other		Trans. To:	
Dealer						Trans. Team:	
* Servicing Dealer: HARDIN HYUNDAI		CA293				Trans. Dealer:	
Service District: Western District B		Sales District: Western District B				Trans. Type: Standard	
Vehicle						Trans. Reason: Case Handling	
VIN: KMHTC6AD4CU [REDACTED]		Model Year: 2012		Engine: D		Check Request Pending Approval : 0	
Model: Veloster (FS)		Short Model: F0303F45		Accessory: 03		eMail notification when case is closed:	
* Mileage: 1,467		Date of First Use: 5/26/2012		Production Date: 4/4/2012			
Blue Link Equipped : <input checked="" type="checkbox"/>				Case in Arbitration : No			

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
9/12/2012 10:24:17 AM	HMA02255	Thompson	Tamiko	General	General	General	REVIEWED AND APPROVED		4912171	NCA HCR	NCA
8/31/2012 09:36:01 AM	HMA02037	Viljak	Mike	Inbound	Customer	Telephone	WRITER HAS NOT HEARD BACK FROM CUST SINCE 8/15, CALLED CUST AND LEFT MSG ADVISING STILL NEED CONTRACT IN ORDER TO MOVE FORWARD WITH TRANSACTION.		4912171	Region Western	Region
8/15/2012 02:00:09 PM	HMA02037	Viljak	Mike	Inbound	Customer	Telephone	WRITER GOT CORRECTED OFFICE PHONE # FOR CUST, CALLED AND LEFT MSG FOR CUST TO CALL BACK. CELL STILL HAS FULL VOICE MAIL. CUST CALLED BACK, WRITER ADVISED NEED CONTRACT, WRITER HAS BEEN IN CONTACT WITH HCA. WILL GET NUMBERS FROM THEM.		4912171	Region Western	Region
8/8/2012 03:56:58 PM	HMA90466	Craighead	Kissany	Inbound	Customer	Telephone	SETTLEMENT AGREEMENT AND RELEASE RECVD FROM CUST.		4912171	Tier3 Western	Tier3
8/6/2012 10:39:30 AM	HMA02037	Viljak	Mike	Inbound	Customer	Telephone	WRITER CALLED CUST AT HOME # AND RECORDING STATED MAILBOX IS FULL. WRITER CALLED EVENING # AND RECORDING STATED NUMBER IS NO LONGER IN SERVICE.		4912171	Region Western	Region
8/2/2012 01:44:26 PM	HMA90466	Craighead	Kissany	General	General	General	WRITER CONTACT CUST AND ADV THE REPURCHASE OF VEH WILL COVER THE COST OF THE VEH AND RETURN OF DOWN PAYMENT AND NOTES PAID. CUST VEH WILL BE FIXED AND WILL NEED TO BE PICKED UP. ALSO LOANER VEH CUST IS IN WILL NEED TO BE RETURNED. CUST AGREES TO REPURCHASE AND REQ TO RETURN THE VEH WHEN HER VEH IS FIXED. WRITER ADV CUST		4912171	Tier3 Western	Tier3

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							WILL NEED TO CONTACT HARDIN HYUNDAI TO OK. A RELEASE WILL BE OVERNIGHTED				
8/2/2012 01:38:50 PM	HMA90466	Craighead	Kissany	General	General	General	WRITER RESEARCH CUST REQ W/ REGION.		4912171	Tier3 Western	Tier3
8/2/2012 01:28:37 PM	HMA90466	Craighead	Kissany	Outbound	Customer	Telephone	WRITER CONTACT CUST AND ADV OF HMA GESTURE OF GOODWILL TO REPURCHASE THE VEH. CUST STS WILL ACCEPT OFFER AS LONG AS THEY DO NOT OWE ANYTHING.		4912171	Tier3 Western	Tier3
8/2/2012 01:28:17 PM	HMA90466	Craighead	Kissany	General	General	General	EMIAL DIRECTIVE TO REPURCHASE VEH.		4912171	Tier3 Western	Tier3
7/31/2012 02:35:49 PM	HMA90466	Craighead	Kissany	General	General	General	CUST CONCERN HAS BEEN FORWARDED TO THE REGION FOR REVIEW.		4912171	Tier3 Western	Tier3
7/31/2012 02:25:28 PM	HMA90466	Craighead	Kissany	Inbound	Customer	Telephone	CUST CONTACT WRITER AND STS HAS BEEN TALKING TO FAMILY MEMBERS RE THE INCIDENT. THEY HAVE ADV NOT TO TAKE POSSESSION OF THE VEH, POSS DEFECT W/ THE VEH. DOES NOT FEEL SAFE IN THE VEH. STS FLS IT MAY HAPPEN AGAIN W/ HER AND HER FAMILY IN THE VEH. AN ACCIDENT COULD HAPPEN. WRITER APOL AND ADV WHAT CUST DECISION IS? CUST STS NO LONGER WANTS THE VEH AND SEEKS TO KNOW WHAT STEPS TO TAKE FOR REPURCHASE FROM HMA. WRITER ADV WILL FORWARD CUST REQ AND CALL CUST BACK.		4912171	Tier3 Western	Tier3
7/25/2012 11:41:06 AM	HMA90466	Craighead	Kissany	General	General	General	SETTELEMENT AGREEMENT AND RELEASE OVERNIGHTED THIS DATE. TRACKING#		4912171	Tier3 Western	Tier3
							WRITER CONTACT CUST AND ADV				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
7/25/2012 11:16:21 AM	HMA90466	Craighead	Kissany	Outbound	Customer	Telephone	HMA DECISION OF GOODWILL TO REPAIR AND DETAIL THE VEH. A SETTLEMENT AGREEMENT WILL BE SENT OVERNIGHT VIA FEDEX. IT WILL NEED TO BE SIGNED AND NOTARIZED. CAN EXPEDITE THE PROCESS BY FAXING THE RELEASE. ADV ONCED THE RELEASE IS RECVD THE DEALER WILL BE CONTACTED TO MOVE FORWARD WITH THE REPAIR AND DETAILING. CUST THANKED WRITER.		4912171	Tier3 Western	Tier3
7/25/2012 11:14:55 AM	HMA90466	Craighead	Kissany	General	General	General	RECD RESPONSE FROM APPROPRIATE DEPT SUGGESTING AS A GESTURE OF GOODWILL.		4912171	Tier3 Western	Tier3
7/24/2012 04:31:52 PM	HMA90466	Craighead	Kissany	Inbound	Customer	Telephone	CUST CONTACT WRITER. STS SKS TO KNOW IF FAX WAS RECVD AND WHAT THE NEXT STEP IS. WRITER ADV CUST FAX RECVD AND THE DOCS ARE BEING REVIEWED. AT THIS TIME NO DIRECTIVE RE NEXT STEP. CUST STS WILL CALL BACK FRI.		4912171	Tier3 Western	Tier3
7/23/2012 11:47:27 AM	HMA90466	Craighead	Kissany	General	General	General	WRITER RECD CUST RESPONSE TO PIR DOC REQ PACKAGE THIS DATE AND FORWARDED TO APPROPRIATE DEPT FOR REVIEW THIS DATE.		4912171	Tier3 Western	Tier3
7/19/2012 09:08:01 AM	HMA90466	Craighead	Kissany	Outbound	Customer	Telephone	WRITER CONTACT CUST AND LEFT VM. REQ CALL BACK.		4912171	Tier3 Western	Tier3
7/19/2012 08:39:12 AM	HMA90466	Craighead	Kissany	Outbound	Customer	Telephone	WRITER CONTACT CUST. CUST STS IS GETTING DIFFERENT INFO FROM HMA AND CA327. WAS TOLD BY DLR TO FAX COPY OF		4912171	Tier3 Western	Tier3

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
7/18/2012 04:08:09 PM	APANTOJA	Pantoja	Alexander	Inbound	Customer	Telephone	CUSTOMER STATED: 1. DOES NOT UNDERSTAND THE SITUATION WITH THE PIR PACKET. 2. WANTS AGENT (KISSANY) TO GET IN CONTACT WITH HER REGARDING THE ISSUE. 3. CONTACT NUMBER IS (310) 528-5829		4912171	HCCC Tier2 Team1	HCCC
7/10/2012 02:12:37 PM	HMA90466	Craighead	Kissany	General	General	General	WRITER SENT CUST PIR DOC REQ PACKAGE THIS DATE TO: 30427 MENDOCINO WAY, MURRIETA CA 92563. TRACKING# 417967448371		4912171	Tier3 Western	Tier3
7/10/2012 02:09:18 PM	HMA90074	Harvey	Carolyn	General	General	General	CASE FORWARDED TO NCA/KC FOR FURTHER PIR HANDLING.		4912171	Region Western	Region
7/10/2012 02:05:22 PM	HMA90074	Harvey	Carolyn	Outbound	Dealer	Telephone	WRITER CALLED CA327 -SM- SANDRA TO ADVISE THE CASE WILL BE HANDLED AS A PIR CASE AND CUSTOMER WILL REC'D A FEDERAL EXPRESS LETTER DELIVERED TO THEM FOR FURTHER HANDLING. DEALER ADVISED WRITER IS WORKING WITH HARDIN AND WILL NOTIFY RICK - SM AT CA 293 TO LEM THEM KNOW OF THE INFORMATION. DEALER CA293 TO PROVIDE A LOANER WHILE PROCESS TAKE PLACES AND VEHICLE WILL BE AT CA293 AWAITING HYUNDAI INSPECTION. SANDRA THANKED WRITER FOR THE WAY HMA IS HANDLING THE MATTER.		4912171	Region Western	Region
							WRITER REVIEWED CASE WITH APPROPRIATE				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
7/10/2012 02:02:59 PM	HMA90074	Harvey	Carolyn	General	General	General	DEPT TO DETERMINE IF CASE WOULD BE A PIR. CASE TO BE PIR AND FORWARDED TO APPROPRIATE DEPT FOR FURTHER HANDLING.		4912171	Region Western	Region
7/10/2012 01:59:58 PM	HMA90074	Harvey	Carolyn	General	General	General	REC'D EMAIL FROM FSE AND SM-CA327. CUSTOMER STATES WHILE DRIVING THE SUNROOF BLEW OUT. CUSTOMER STATES RECEIVED CUTS AND INSISTING HYUNDAI TAKE RESPONSIBILITY FOR REPAIRS. VEHICLE WAS PURCHASED AT CA327, BUT WILL BE WORKING WITH CA293. CA293 TO PROVIDE A LOANER .		4912171	Region Western	Region

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name: [REDACTED] First Name: [REDACTED] Phone: [REDACTED] Email: [REDACTED] Address: [REDACTED] City: FORT WALTON BEACH ZIP: [REDACTED] State: FL IQS : VDS : CSI : SSI :	Case Number: 4990260 Type: CA Opened: 8/30/2012 12:27:17 PM Closed: 8/30/2012 02:17:42 PM Status: Closed Sub Status: Closed Creator Last Name: Bracht Creator First Name: Ruth Owner Last Name: Brooks Owner First Name: Stephen	CUST SUNROOF EXPLODED ON IT'S OWN. Contact Reason * Sentiment: Please select a value * Category: Product * Sub-Category: Technical Assistance System: Doors & Glass Component: Other Symptom: Other	WRITER CONTACTED KEVIN THE SVC ADVISOR AND WAS INFORMED THAT THEY ARE DOING RESEARCH AND WILL LET CUSTOMER KNOW DETAILS Resolution * Resolution: Provided Information * Remedy: N/A * Resolution Satisfaction: Positive Transfer Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Case Handling Check Request Pending Approval : 0 eMail notification when case is closed:
Contact Language : ENGLISH			
Dealer			
* Servicing Dealer: HAMPTON HYUNDAI FL087 Service District: South Central District B Sales District: South Central District 2			
Vehicle			
VIN: KMHTC6AD5CU [REDACTED] Model Year: 2012 Model: Veloster (FS) Short Model: F0323F45 * Mileage: 2,000 Date of First Use: 6/23/2012 Production Date: 4/2/2012			
Blue Link Equipped : <input checked="" type="checkbox"/>		Case in Arbitration : No	

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
8/30/2012 02:16:02 PM	SBROOKS	Brooks	Stephen	Outbound	Dealer	Telephone	WRITER CONTACTED KEVIN THE SVC ADVISOR AND WAS INFORMED THAT THEY ARE DOING RESEARCH AND WILL LET CUSTOMER KNOW DETAILS	✓	4990260	HCCC Tier2 Team1	HCCC
8/30/2012 12:39:09 PM	SBROOKS	Brooks	Stephen	Inbound	Customer	Telephone	CUSTOMERS STATED: 1. WAS IN A MALL SHOPPING MALL 2. CAME OUT TO GET IN CAR AND SUNROOF WAS SHATTERED. 3. SECURITY LOOKED AT CAMERAS AND SAW NO ONE NEAR CAR 4. TOOK TO HAMPTON HYUNDAI TO BE REPAIRED 5. LOOKED ONLINE AND SEE OTHERS THAT HAVE THIS ISSUE WRITER INFORMED CUSTOMER THAT WRITER WILL CONTACT DEALER AND SEE WHAT THEY THINK IS CAUSE	✓	4990260	HCCC Tier2 Team1	HCCC
8/30/2012 12:29:35 PM	RBRACHT	Bracht	Ruth	Inbound	Customer	Telephone	.		4990260	HCCC Tier1 Team1	HCCC

Cases

Customer		Case Information		* Contact Reason Summary	* Resolution Summary
Last Name:	[REDACTED]	Case Number: 4889895		CUST'S SUN ROOF ON VELOSTER 2012 EXPLODED WHILE DRIVING	WRITER DOCUMENTED CUST CONCERN AND ADVISED THAT CUST WILL BE CONTACTED AND WRITER WILL FOLLOW UP WITH CUST. CASE CLOSED PENDING CONTACT WITH DEALER
First Name:	[REDACTED]	Type: CA			
Phone:	[REDACTED]	Opened: 6/22/2012 02:08:42 PM			
Email:	[REDACTED]	Closed: 8/27/2012 01:23:59 PM			
Address:	[REDACTED]	Status: Closed			
City: HATTIESBURG		Sub Status: Closed			
ZIP: [REDACTED]		Creator Last Name: George		Contact Reason	Resolution
State: MS		Creator First Name: Monica		* Sentiment:	* Resolution: Documented Concern
IQS :	VDS :	Owner Last Name: Clark		* Category: Product	* Remedy: N/A
CSI :	SSI :	Owner First Name: Donna		* Sub-Category: Accident/Injury	* Resolution Satisfaction: Neutral
Contact Language : ENGLISH				System: Doors & Glass	Transfer
				Component: Other	Trans. To:
				Symptom: Broken	Trans. Team:
					Trans. Dealer:
					Trans. Type: Standard
					Trans. Reason: Case Handling
					Check Request Pending Approval : 0
					eMail notification when case is closed:
Dealer					
* Servicing Dealer: MACK GRUBBS HYUNDAI		MS025			
Service District: South Central District A		Sales District: South Central District 3			
Vehicle					
VIN: KMHTC6AD5CU [REDACTED]		Model Year: 2012		Engine: D	
Model: Veloster (FS)		Short Model: F0313F45		Accessory: 02	
* Mileage: 1,146		Date of First Use: 6/11/2012		Production Date: 4/2/2012	
Blue Link Equipped : <input checked="" type="checkbox"/>		Case in Arbitration : No			

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
8/23/2012 04:16:53 PM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 8-31-12.		4889895	NCA HCR	NCA
8/13/2012 12:48:56 PM	HMA01354	Clark	Donna	Inbound	Customer	Telephone	DPSM STATES ON 8/10/12 VIA EMAIL - SPOKE TO CUST. IS VERY UNDERSTANDING. NEW PART ETA IS 8/28/12. ALL PARTS ARE IN EXCEPT THE HEADLINER. WE ARE GOING TO INSTALL THE OLD HEADLINER AND RETURN TO THE CUSTOMER UNTIL THE NEW HEADLINER COMES IN. ALSO OFFERED CUST 2 CAR PMTS AND HE ACCEPTED. CUST WILL PICK UP VEHICLE ON 8/13/12.	✓	4889895	Region South Central	Region
8/9/2012 07:34:11 AM	HMA01354	Clark	Donna	Inbound	Customer	Telephone	SENT EMAIL TO DPSM FOR STATUS.		4889895	Region South Central	Region
8/3/2012 01:50:58 PM	HMA01354	Clark	Donna	Inbound	Customer	Telephone	SENT EMAIL TO DPSM ADVISING CUSTOMER WANTS AN UPDATE, PLEASE CALL CUST.	✓	4889895	Region South Central	Region
8/3/2012 01:41:58 PM	RPELAYO	Pelayo	Ricardo	Inbound	Customer	Telephone	CUST STATES: 1. WOULD LIKE AN UPDATE ON CASE 2. STILL WAITING ON PARTS 3. WANT THE TRACKING NUMBER FOR PARTS AS WELL WRITER: DOCUMENTED CONCERN. DPSM IS OFFERING 2 CAR PAYMENTS FOR THE INCONVENIENCE. WILL SET AN ACTIVITY NOTICE FOR REGION REP	✓	4889895	HCCC Tier2 Team1	HCCC
7/27/2012 09:07:34 AM	HMA01354	Clark	Donna	Inbound	Customer	Telephone	DPSM STATES VIA EMAIL - NO UPDATES. HAVE NOT SPOKEN TO CUSTOMER. TRYING TO GET PARTS.	✓	4889895	Region South Central	Region
7/27/2012 07:29:32 AM	HMA01354	Clark	Donna	Inbound	Customer	Telephone	SENT EMAIL TO DPSM FOR UPDATE.		4889895	Region South Central	Region
7/25/2012 05:41:00	HMA01354	Clark	Donna	Inbound	Customer	Telephone	DPSM WILL BE OFFERING CUST 2 CAR PMTS FOR		4889895	Region South	Region

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
AM							THEIR INCONVENIENCE.			Central	
6/22/2012 02:52:23 PM	AMCCOY	McCoy	Ardelia	Inbound	Customer	Telephone	<p>CUST STATES: 1. WERE ON OUR WAY TO AUGUSTA 2. WERE GOING TO STOP AT THE DEALER 3. WE WILL TAKE TO MODERN HYUNDAI 4. WE NEED TO GET BACK ON MONDAY 5. IF SOMEONE CAN DRIVE OUR CAR. 6. IF THERE IS A RENTAL PROVIDED. 7. IF BEING TOWED IS AN OPTION 8. IT WOULD BE BETTER TO TOW 9. I WOULD LIKE TO SIGN OFF ON IT IN HARRISBURG 10. IT S THE HEADLINER IS CLOSED AND IS FLAPPING BECAUSE THE GLASS SUNROOF EXPLODED. 11. THERE ARE LITTLE SCRATCHES ALL OVER FROM THE EXPLOSIONS. 12. GOING TO AUGUSTA FOR THEM TO TEMPORARY COVER IT TAIL WE CAN GET TO MODERN HYUNDAI- SM CHRIS 13. HE DOES NOT'T KNOW THE DIMENSIONS 14. CAN YOU GET THE BALL ROLLING 15. WHERE DO THEY HAVE THIS PIECES OF GLASS TO GET TO CONCORD. 16. 1178 MILES ON VEHICLE AT THIS TIME WRITER DID DOCUMENTED CUST CONCERN, APOLOGIZED AND ADVISED THAT DEALER WILL BE CONTACTED AND WRITE WILL FOLLOW UP WITH CUST.</p>		4889895	HCCC Tier2 Team1	HCCC
							<p>CUST STS: 1. TRAVELING FROM MISSISSIPPI T NORTH CAROLINA 2. SUNROOF</p>				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
6/22/2012 02:16:45 PM	MGEORGE	George	Monica	Inbound	Customer	Telephone	GLASS EXPLODED WHILE DRIVING ON THE I-20 3. SPOKE WITH TAYLOR HYUNDAI IN AUGUSTA WHO IS GOING TO PATCH IT 4. IT'S RAINING REALLY BAD IN NORTH CAROLINA 5. TAKING VEHICLE IN THE MORNING TO MODERN HYUNDAI IN CONCORD, NC 6. NEED TO KNOW WHAT TO DO NEXT 7. NEED TO BE BACK IN MISSISSIPPI ON MONDAY 8. NEEDS TO BE REPAIRED 9. TRYING TO GET THE BALL ROLLING ON THIS CASE WRITER VERIFIED INFORMATION AND TRANSFERRED TO CASE MANAGER FOR FURTHER ASSISTANCE		4889895	HCCC Tier2 Team1	HCCC

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	5038450	VEH WAS DOWN FOR BLOWN OUT MOONROOF, HMA REIMB FOR AMT OF CAR PAYMENT FOR CUSTOMER SATISFACTION.		VEH WAS DOWN FOR BLOWN OUT MOONROOF, HMA REIMB FOR AMT OF CAR PAYMENT FOR CUSTOMER SATISFACTION.	
First Name	[REDACTED]	Type:	CA				
Phone	[REDACTED]	Opened:	10/3/2012 07:57:29 AM				
Email	[REDACTED]	Closed:	10/11/2012 11:45:24 AM				
Address	[REDACTED]	Status:	Closed				
City:	SIMI VALLEY	Sub Status:	Closed	Contact Reason		Resolution	
ZIP:	[REDACTED]	Creator Last Name:	Viljak	* Sentiment: Complaint		* Resolution: Assist Monthly Pmt	
State::	CA	Creator First Name:	Mike	* Category: Product		* Remedy: Repaired	
IQS :	VDS :	Owner Last Name:	Viljak	* Sub-Category: Operation		* Resolution Satisfaction: Positive	
CSI :	SSI :	Owner First Name:	Mike	System: Body		Transfer	
Contact Language :	ENGLISH	Component:	Sunroof	Symptom: Other		Trans. To:	
Dealer						Trans. Team:	
* Servicing Dealer:	LADIN HYUNDAI	CA290				Trans. Dealer:	
Service District:	Western District C	Sales District:	Western District C			Trans. Type: Standard	
Vehicle						Trans. Reason: Case Handling	
VIN:	KMHTC6AD7CU [REDACTED]	Model Year:	2012	Engine: D		Check Request Pending Approval : 0	
Model:	Veloster (FS)	Short Model:	F0302F45	Accessory: 03		eMail notification when case is closed:	
* Mileage:		Date of First Use:	5/28/2012	Production Date: 3/17/2012			
Blue Link Equipped :	✔	Case in Arbitration :	No				

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/11/2012 11:34:12 AM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 10/19/2012		5038450	NCA HCR	NCA
10/4/2012 03:09:33 PM	HMA02037	Viljak	Mike	Inbound	Customer	Telephone	WRITER FORWARDED LETTER TO SVC MGR, HAD CUST SIGN AND RETURN WITH DOCS.		5038450	Region Western	Region
10/3/2012 07:59:15 AM	HMA02037	Viljak	Mike	Inbound	Customer	Telephone	VEH WAS DOWN FOR BLOWN OUT MOONROOF, HMA REIMB FOR AMT OF 2 CAR PAYMENTS FOR CUSTOMER SATISFACTION. VEH WAS DOWN FOR A VERY LONG TIME DUE TO REPAIRS. PART WAS BACKORDERED, THEN CAME IN DAMAGED, AND REORDERED. 81600-2V000-8M panoramic sr assy order # SPL035. WRITER AWAITING DLR TO VERIFY CUSTOMER'S ADDRESS BEFORE SENING LETTER.		5038450	Region Western	Region

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
4/19/2012 01:52:27 PM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 4-27-12.		4733710	NCA HCR	NCA
4/18/2012 07:07:38 AM	HMA00401	Hall	Ben	General	General	General	THE SRCAM APPROVED THE CHECK REQUEST.	✓	4733710	Region Southern	Region
4/17/2012 02:02:21 PM	HMA02502	Marienfeld	Dee	Inbound	Customer	Telephone	DPSM RECEIVED COPY OF CUSTOMER'S TITLE FOR CHECK REQUESTED AND FORWARDED TO SRCA ON 4/16/2012.	✓	4733710	Region Southern	Region
4/13/2012 01:56:11 PM	HMA02502	Marienfeld	Dee	Inbound	Customer	Telephone	DPSM CALLED CUSTOMER WITH UPDATE AND RECEIVED CUSTOMER'S VOICE MAIL. MESSAGE WAS LEFT FOR THE CUSTOMER THAT THE ETA FOR HIS SUNSHADE IS MID NEXT WEEK. DPSM HAS RECEIVED REGISTRATION AND BUYER'S ORDER AND FORWARDED TO SRCA. EMAIL WAS SENT TO CUSTOMER REQUESTING A COPY OF HIS TITLE TO PROCESS CHECK REQUEST FOR \$700.00.		4733710	Region Southern	Region
4/11/2012 03:17:12 PM	HMA02502	Marienfeld	Dee	Inbound	Customer	Telephone	DPSM SPOKE TO CUSTOMER THIS EVENING AND OFFERED CUSTOMER CAR PAYMENT REIMBURSEMENT FOR CUSTOMER'S INCONVINIENCE AND CUSTOMER SATISFACTION.		4733710	Region Southern	Region
3/24/2012 12:43:21 PM	DKUEHNEMAN	Kuehneman	Douglas	General	General	General	CUST VEH REPAIRED. CUST NOT SEEKING ANYTHING FURTHER. CLOSING CASE.	✓	4733710	HCCC Tier2 Team1	HCCC
3/24/2012 12:15:23 PM	JFRANCIS	Francis	John	General	General	General	TRANSFER CASE BACK TO CM-SEE NOTE FROM NCA	✓	4733710	HCCC Tier2 Team3	HCCC
3/20/2012 05:50:17 AM	ABROWN	Brown-033012	Alyssia	General	General	General	FWD BACK TO CM, SEE NOTES FROM NCC.	✓	4733710	CC Team2	Call Center
3/19/2012							FILE TRANSFERRED TO CCC FOR CLARIFICATION.				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
01:25:01 PM	HMA90466	Craighead	Kissany	General	General	General	CUST IS NOT SEEKING ANYTHING FROM HMA AND VEHICLE HAS BEEN FIXED.		4733710	Tier3 Western	Tier3
3/16/2012 11:22:03 AM	JFRANCIS	Francis	John	General	General	General	TRANSFER CASE TO RESEARCH		4733710	HCCC Tier2 Team3	HCCC
3/16/2012 10:26:27 AM	DKUEHNEMAN	Kuehneman	Douglas	General	General	General	TRANSFER TO RESEARCH		4733710	HCCC Tier2 Team1	HCCC
3/15/2012 07:55:57 AM	DKUEHNEMAN	Kuehneman	Douglas	General	General	General	<p>PIR SYNOPSIS FROM EMAIL RESPONSE: Investigation Report: 1. Date(s) of the accident or incident: The incident occurred on Monday, January 30th, 2012. 2. Location where the accident or incident occurred, including the city and state: . It occurred on Interstate 40/85 westbound from Durham, NC at approximately 6:30 PM. 3. Details of how the accident or incident occurred: I was driving in the middle lane of a 3-lane section of the highway running pretty much with the flow of traffic (around 65 mph)when I heard a LOUD POP from over my head in the area of the sunroof, then immediately could hear loud road noise and the interior sunroof cover flapping. I just couldn't believe what I was hearing, so I pulled to the side of the road hoping that the sunroof had just opened on its own (for whatever reason...it IS a brand new car, you know?). After stopping I slid the interior sunroof cover back and glass fell everywhere inside, 4. NA 5. NA 6. NA 7. Injuries related to the accident or incident: Other than a couple of cuts with glass in them on my forehead, there were</p>	✓	4733710	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							no other injuries. 8. Was a police report filed? NO 9. Has insurance carrier been notified? NO 10. Has the vehicle been repaired? YES 11. Address and phone number were vehicle is currently located: DLR NC030. 12. Details of what you are seeking: I'm not sure if I'm actually "seeking" anything special at this point. 13. Provide the mailing address where the customer wishes to have the document: . Bobby (Robert) Morrow, 923 West 5th Ave, Lexington, N.C. 27292				
3/15/2012 07:31:59 AM	DKUEHNEMAN	Kuehneman	Douglas	Outbound	Dealer	Telephone	WRITER SPOKE TO KEITH STRICKLAND, SVC MGR AT NC030. CUST CAR REPAIR IS FINISHED. NOW CAR IS BEING DETAILED. CUST HAS BEEN NOTIFIED BY EMAIL BY DLR. KS WILL LOOK OVER CAR WHEN IT IS DONE BEING DETAILED.	✓	4733710	HCCC Tier2 Team1	HCCC
3/13/2012 04:32:16 PM	MOH	Oh	Myung	General	General	General	TRANSFER BACK TO CM TO FOLLOW UP WHAT NEED TO BE RESEARCH.	✓	4733710	HCCC Tier2 Team2	HCCC
3/10/2012 12:41:13 PM	DKUEHNEMAN	Kuehneman	Douglas	Outbound	Customer	Email	WRITER THANKED CUST FOR RESPONSE, WILL BE RESEARCHED AND CUST WILL BE CONTACTED. ATTACHED EMAILS, TRANSFERRED CASE TO RESEARCH. LA/AS	✓	4733710	HCCC Tier2 Team1	HCCC
3/10/2012 12:29:33 PM	DKUEHNEMAN	Kuehneman	Douglas	Inbound	Customer	Email	CUST RESPONDED TO PIR TEMPLATE INQUIRY.** SEE ATTACHED EMAIL. 1. DISAPPOINTED THAT IT HAS TAKEN SO LONG TO REPAIR. 2. DISAPPOINTED WILL ONLY HAVE HALF TIME LEFT ON XM AND BLUE LINK. 3. WANTS TO	✓	4733710	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							FEEL THEY MADE GOOD DECISION BUYING CAR.				
3/9/2012 01:45:25 PM	DHOLMAN	Holman	Diana	Outbound	Dealer	Telephone	<p>CALLED THE SERVICE MANAGER AT NC030. TALKED TO KEITH STRICKLAND. HE STATED THAT ALL THE PARTS CAME IN AND THEY ARE REPAIRING THE CAR NOW. HE SAID HE EMAILED THE CUSTOMER LAST NIGHT (03/08/2012), AND INFORMED HIM THE CAR SHOULD BE FINISHED ON THURSDAY, 03/15/2012, IF THERE ARE NO UNSEEN DELAYS.</p>	✓	4733710	HCCC Tier2 Team1	HCCC
3/9/2012 12:24:09 PM	DHOLMAN	Holman	Diana	Outbound	Customer	Email	<p>ADVISED CUSTOMER TO PLEASE ANSWER AND RETURN THE QUESTIONS IN THIS EMAIL. ADVISED CUSTOMER OF THE DEALERSHIP RESPONSE TO CAR REPAIR. PIR NEEDS TO BE DONE BY CASE MANAGER THAT GETS REPLY FROM THIS EMAIL.</p>	✓	4733710	HCCC Tier2 Team1	HCCC
							<p>CUSTOMER STATED: 1. DATE (S) OF THE ACCIDENT OR INCIDENT: 2. LOCATION WHERE THE ACCIDENT OR INCIDENT OCCURRED, INCLUDING THE CITY AND STATE: 3. DETAILS OF HOW THE ACCIDENT OR INCIDENT OCCURRED: 4. IF ACCIDENT, APPROXIMATE SPEED THE CUSTOMER WAS TRAVELING BEFORE IMPACT: 5. IF ACCIDENT, POINT OF IMPACT AND DESCRIPTION OF DAMAGE TO VEHICLE: 6. IF ACCIDENT, NUMBER OF OCCUPANTS IN</p>				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
3/9/2012 11:19:18 AM	DHOLMAN	Holman	Diana	Inbound	Customer	Email	VEHICLE AND HOW MANY WERE WEARING SEAT BELTS: 7. INJURIES RELATED TO THE ACCIDENT OR INCIDENT: 8. WAS POLICE REPORT FILED? IF YES, WHAT IS THE REPORT #? 9. HAS INSURANCE CARRIER BEEN NOTIFIED? IF YES, - NAME OF INSURANCE CARRIER: - NAME OF CLAIMS ADJUSTER: - PHONE NUMBER: - CLAIM NUMBER: 10. HAS THE VEHICLE BEEN REPAIRED? 11. ADDRESS AND PHONE NUMBER WHERE VEHICLE IS CURRENTLY LOCATED: 12. DETAILS OF WHAT THE CUSTOMER IS SEEKING: 13: PROVIDE THE MAILING ADDRESS WHERE THE CUSTOMER WISHES TO HAVE THE DOCUMENT REQUEST PACKET SENT: (Type the address here even if it is the same as the address in the contact record.)	✓	4733710	HCCC Tier2 Team1	HCCC
2/21/2012 10:36:46 AM	LHEARVEY	Hearvey-062612	Lee	Outbound	Customer	Email	WRITER ATTACHED OUTBOUND EMAIL APOLOGIZING FOR ANY INCONVENIENCES AND THANKING CUST FOR CONTACTING US. PROVIDED CASE NUMBER. CASE CLOSED. TL/NW	✓	4733710	HCCC Tier2 Team1	HCCC
							CUST STATES: 1. PURCHASED BRAND NEW LOADED 2012 VELOSTER FROM SPORT DURST ON 01/30/12 2. "ABOUT 40 MINUTES OUT I HEARD A LOUD POP IN THE ROOF AREA AND THEN COULD HEAR OUTSIDE ROAD NOISE." 3. "I				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
2/21/2012 10:35:44 AM	LHEARVEY	Hearvey- 062612	Lee	Inbound	Customer	Email	<p>PULLED TO THE SIDE OF THE ROAD AND SLID THE INTERIOR SUNROOF COVER BACK AND SHATTERED GLASS COVERED THE INTERIOR AND ME (CUTTING MY FOREHEAD). 4. THE SUNROOF HAD EXPLODED 5. CALLED DLRSP NC030 AND HEADED BACK. 6. DLRSP TOOK PICTURES OF VEH AND CUST FACE 7. DLRSP NC030 PROVIDED CUST WITH LOANER VEH AND CHIL'S GIFT CARD 8. "A COUPLE DAYS LATER THE SERVICE MGR I THINK HIS NAME IS KEITH CALLED AND SAID HYUNDAI WOULD GUARANTEE MY 100% SATISFACTION AND THAT THE CAR WOULD BE BETTER THAN NEW WHEN I GOT IT BACK." 9. TWO DAYS LATER CUST MOTHER PASSED AWAY (NOT A GOOD WEEK FOR CUST) 10. RECEIVED TWO PHONE CALLS FROM DLR STATING THAT HYUNDAI HAD APPROVED ALL COSTS AND THE PARTS HAVE BEEN ORDERED. 11. ON 02/20/12 ANGELA FROM DLRSP INFORMED CUST THAT DLRSP RECEIVED PARTS BUT WHEN DLRSP UN-CRATED THE PARTS, THE GLASS WAS SHATTERED. THE NEW GLASS HAS BEEN RE-ORDERED AND SHOULD COME QUICKER THIS TIME SINCE IT'S IN STOCK. 12. "AGAIN, THE FOLKS AT THE</p>	✓	4733710	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							<p>DEALERSHIP THOUGH NOT REALLY ON TOP OF WHAT'S GOING ON, NOR KEEPING ME REALLY UP TO DATE, HAVE BEEN VERY 'NICE'... HOWEVER, AFTER OVER 3 WEEKS I'M BEGINNING TO GET A LITTLE NERVOUS ABOUT WHAT CONDITION MY BRAND NEW CAR IS ACTUALLY GOING TO BE IN WHEN I FINALLY DO GET IT BACK... AND WANTED TO BE SURE YOU FOLKS WERE IN THE LOOP." WRITER ATTACHED INBOUND EMAIL</p>				

Cases

Customer		Case Information		* Contact Reason Summary	* Resolution Summary
Last Name	[REDACTED]	Case Number:	5053610	2012 VELOSTER SUNROOF PANORAMIC BREAKING GLASS	WRITER PROVIDED CUSTOMER WITH CONTACT INFORMATION TO ROADSIDE ASSISTANCE. INFORMED CUSTOMER CASE IS OPENED AND WILL DOCUMENT CONCERN. PROVIDED CUSTOMER WITH THE CASE NUMBER.
First Name	[REDACTED]	Type:	CA		
Phone	[REDACTED]	Opened:	10/15/2012 06:16:55 AM		
Email	[REDACTED]	Closed:	10/15/2012 06:28:50 AM		
Address	[REDACTED]	Status:	Closed		
City:	BRUNSWICK	Sub Status:	Closed		
ZIP:	[REDACTED]	Creator Last Name:	Matthews	Contact Reason	Resolution
State::	OH	Creator First Name:	Daishawna	* Sentiment: Inquiry/Suggestion	* Resolution: Documented Concern
IQS :	VDS :	Owner Last Name:	Matthews	* Category: Product	* Remedy: N/A
CSI :	SSI :	Owner First Name:	Daishawna	* Sub-Category: Model Information	* Resolution Satisfaction: Neutral
Contact Language :	ENGLISH			System: Body Electrical	Transfer
Dealer				Component: Sunroof	Trans. To:
* Servicing Dealer:	RICK CASE HYUNDAI		OH051	Symptom: Other	Trans. Team:
Service District:	Central District 5	Sales District:	Central District 5		Trans. Dealer:
Vehicle					Trans. Type: Standard
VIN:	KMHTC6AD9CU [REDACTED]	Model Year:	2012	Engine:	D
Model:	Veloster (FS)	Short Model:	F0323F45	Accessory:	03
* Mileage:	4,500	Date of First Use:	5/12/2012	Production Date:	3/17/2012
Blue Link Equipped :	✓			Case in Arbitration :	No
					Check Request Pending Approval : 0
					eMail notification when case is closed:

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/15/2012 06:23:47 AM	DMATTHEWS	Matthews	Daishawna	Inbound	Customer	Telephone	CUSTOMER (SON ETHAN BROWN) STATES: 1. FINANCED 2012 VELOSTER ABOUT 5 MONTHS AGO 2. HE WAS OVER AT A FRIENDS HOUSE OVER THE WEEKEND ON SATURDAY 3. WHILE THERE HIS SUNROOF EXPLODED 4. IS NOT ABLE TO DRIVE THE VEHICLE BECAUSE OF THE GLASS 5. WANTED TO CALL AND OPEN A CASE AND GET A REFERENCE NUMBER ABOUT THIS 6. READ ABOUT IT ON THE INTERNET THAT THIS HAS BEEN A CONCERN AND THAT IT IS BEING FEDERALLY INVESTIGATED 7. WANTED NUMBER TO ROADSIDE ASSISTANCE SO HE CAN GET THE VEHICLE TOWED TO DEALER WRITER PROVIDED CUSTOMER WITH CONTACT INFORMATION TO ROADSIDE ASSISTANCE. INFORMED CUSTOMER CASE IS OPENED AND WILL DOCUMENT CONCERN. PROVIDED CUSTOMER WITH	✓	5053610	HCCC Tier1 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							THE CASE NUMBER. CASE CLOSED				

Cases

Customer		Case Information		* Contact Reason Summary	* Resolution Summary
Last Name:	[REDACTED]	Case Number:	4909055	WARRANTY, GLASS SUNROOF	ASSURED CALLER CONCERN IS DOCUMENTED.
First Name:	[REDACTED]	Type:	CA		
Phone:	[REDACTED]	Opened:	7/9/2012 07:11:15 AM		
Email:	[REDACTED]	Closed:	7/16/2012 09:09:12 AM		
Address:	[REDACTED]	Status:	Closed		
City:	JERSEY CITY	Sub Status:	Closed	Contact Reason	Resolution
ZIP:	[REDACTED]	Creator Last Name:	Vallejo	* Sentiment:	* Resolution: Documented Concern
State:	NJ	Creator First Name:	Samuel	* Category: Warranty Issues	* Remedy: N/A
IQS :	VDS :	Owner Last Name:	Hester-110212	* Sub-Category: Coverage	* Resolution Satisfaction: Positive
CSI :	SSI :	Owner First Name:	Ronald	System: Doors & Glass	Transfer
Contact Language :	ENGLISH	Component:	Other	Symptom: Cracking	Trans. To:
Dealer		* Servicing Dealer:	HUDSON HYUNDAI NJ046		Trans. Team:
Service District:	Eastern District 5	Sales District:	Eastern District 6		Trans. Dealer:
Vehicle		VIN:	KMHTC6ADXCL [REDACTED]	Engine:	D
Model:	Veloster (FS)	Model Year:	2012	Accessory:	02
* Mileage:	1,800	Short Model:	F0312F45	Production Date:	11/29/2011
Blue Link Equipped :	✔	Date of First Use:	4/3/2012	Case in Arbitration :	No
					Check Request Pending Approval : 0
					eMail notification when case is closed:

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
7/16/2012 09:02:02 AM	RHESTER	Hester-110212	Ronald	Outbound	Dealer	Telephone	WRITER CALLED HUDSON HYUNDAI BERT STATES DEALER WILL GW.	✓	4909055	HCCC Tier2 Team1	HCCC
7/13/2012 10:45:24 AM	RHESTER	Hester-110212	Ronald	Outbound	Dealer	Telephone	WRITER CALLED HUDSON HYUNDAI NJ046 SERVICE MANAGER OFF TO DAY.	✓	4909055	HCCC Tier2 Team1	HCCC
7/11/2012 11:47:22 AM	RHESTER	Hester-110212	Ronald	Outbound	Dealer	Telephone	CALLED HUDSON HYUNDAI NJ046. LEFT VM FOR BERT SERVICE MANAGER CALL #2	✓	4909055	HCCC Tier2 Team1	HCCC
7/10/2012 12:28:26 PM	RHESTER	Hester-110212	Ronald	Outbound	Dealer	Telephone	?????? ANY TIER2 ?????? WRITER CALLED HUDSON HYUNDAI NJ046. LEFT VM FOR BERT SERVICE MANAGER 1. CUST IS WANTING A UPDATE ON CAR. 2. CUST WAS TOLD THEY WOULD GET A CALL BY 5:30 YESTERDAY.	✓	4909055	HCCC Tier2 Team1	HCCC
7/10/2012 11:32:13 AM	RHESTER	Hester-110212	Ronald	Inbound	Customer	Telephone	CUST 1. NOTHING HIT MY CAR. 2. NO PHONE CALL. WRITER WILL CALL DEALER.	✓	4909055	HCCC Tier2 Team1	HCCC
							CUST STATE (WIFE MRS. CALDERONE) 1. CASE WAS OPENED YESTERDAY- CASE 4909055 2. CAR WAS TOOK TO DEALER ON FRIDAY 7/6/2012. 3. DEALER MADE ME FEEL LIKE A LIAR AND I LEFT THE DEALER IN TEARS AND CRYING WITH THE WAY I WAS SPOKE TO. I DIDN'T DO ANYTHING TO THE GLASS THOUGH- THEY SAID I MUST OF HIT SOMETHING ON IT 4. HAVE BEEN TOLD WOULD GET A CALL BACK FROM THEM BY NO LATER THAN 5:30PM- YESTERDAY 7/9/2012 AND NO ONE CALLED. 5. HAVE CALLED 3 TIMES TODAY AND CAN NOT GET THE SERVICE				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
7/10/2012 11:29:25 AM	DSPINELLI	Spinelli	Danwrene	Inbound	Customer	Telephone	MANAGER- BURT GOMEZ @ NJ046- TO RETURN THE CALL. 6. WANT SOME HELP TO GET THEM TO STOP IGNORING ME AND GIVE ME AN UPDATE ON MY VEHICLE- NOT SAYING NOTHING ABOUT WHAT STATUS IS OR HOW LONG WILL HAVE IT. 7. I HAVE NO CAR AND THIS IS NOT FUNNY- THEY CAN'T GIVE ME A LOANER AND RENTAL NOT INCLUDED IN WARRANTY COVERAGE- I DON'T KNOW HOW LONG THEY PLAN TO KEEP IT AT DEALER. 8. REQUESTING THAT WE CALL THE DEALER TO GET UPDATE AND STOP THEM FROM BEING SO RUDE TOWARDS ME. WRITER ADVISED WILL ESCA,LATE TO CASE MANGER. TRANSFERRED TO TIER II. CASE WAS REOPENED.	✓	4909055	HCCC Tier1 Team1	HCCC
7/9/2012 07:23:44 AM	SVALLEJO	Vallejo	Samuel	Inbound	Customer	Telephone	CALLER STATES: 1. SUNROOF GLASS CRACKED 2. VEHICLE AT DLRSP NJ046 WHO SAY SOMETHING MAY HAVE HIT IT 3. CALLER INSISTS NOTHING HIT IT 4. DOES NOT WANT TO HAVE TO SUBMIT CLAIM TO INSURANCE CARRIER 5. WILL CALL HCCC BACK, IF NECESSARY, ONCE DIGITAL PHOTOS ARE TAKEN OF DAMAGED GLASS, & DLRSP NJ046 FURTHER ASSESES GLASS DAMAGE 6. DLRSP NJ046 DOES NOT OFFER LOANER VEHICLE WRITER ADVISED: OBTAINED CURRENT MILEAGE OF 1,800. UPDATED	✓	4909055	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							CUSTOMER INFORMATION IN SYSTEM. APOLOGIZED FOR EXPERIENCE. WENT OVER GLASS WARRANTY. ASSURED CALLER CONCERN IS DOCUMENTED. TOLD CALLER ABOUT MYHYUNDAI.COM. GAVE CALLER CASE NO..				

Cases

Customer		Case Information		* Contact Reason Summary	* Resolution Summary
Last Nam	[REDACTED]	Case Number:	5034729	PIR-PAUL STATES WFE LINDA WAS DRIVING VEH WHEN WFE HIT BUMP ON FWY & SUNROOF SHATTERED WHILE DRIVING	10/12/12(RM)ERCA WRITER CONTACTED CUST AND REVIEWED BUYBACK PROCESS. WRITER THEN SENT CUST E-MAIL WITH REQUEST FOR DOCUMENTS NEEDED FOR IMPLEMENTATION. WRITER THEN FWD FILE TO J/BARCHUK
First Nam	[REDACTED]	Type:	CA		
Phon	[REDACTED]	Opened:	10/1/2012 09:29:37 AM		
Emai	[REDACTED]	Closed:	10/19/2012 08:21:28 AM		
Address	[REDACTED]	Status:	Closed		
City:	ABINGTON	Sub Status:	Closed	Contact Reason	Resolution
ZIP:	[REDACTED]	Creator Last Name:	Hall	* Sentiment: Inquiry/Suggestion	* Resolution: Trade out
State::	MA	Creator First Name:	Patrice	* Category: Product	* Remedy: Repaired
IQS :	VDS :	Owner Last Name:	Barchuk	* Sub-Category: Accident/Injury	* Resolution Satisfaction: Positive
CSI :	SSI :	Owner First Name:	Jon	System: Doors & Glass	Transfer
Contact Language : ENGLISH				Component: Other	Trans. To:
Dealer				Symptom: Other	Trans. Team:
* Servicing Dealer: BERNARDI HYUNDAI		MA059			Trans. Dealer:
Service District: Eastern District B		Sales District: Eastern District 2			Trans. Type: Standard
Vehicle					
VIN:	KMHTC6ADXCL [REDACTED]	Model Year:	2012	Engine:	D
Model:	Veloster (FS)	Short Model:	F0322F45	Accessory:	03
* Mileage:	12,000	Date of First Use:	2/24/2012	Production Date:	1/3/2012
Blue Link Equipped :	✔			Case in Arbitration :	No
				Check Request Pending Approval : 0	
				eMail notification when case is closed:	

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/19/2012 08:20:19 AM	HMA90567	Barchuk	Jon	Inbound	Customer	Telephone	WAITING FOR DEALER TO LOCATE REPLACEMENT VELOSTER JCB 10/19/2012.	✓	5034729	Region Eastern	Region
10/17/2012 09:06:25 AM	HMA00764	Perkins	Mike	Inbound	Customer	Telephone	CASE FILE CREATED AS PART OF PROCESS TO REPLACEMENT CUSTOMER VEHICLE.	✓	5034729	Region Eastern	Region
10/12/2012 06:44:16 AM	HMA02357	McKendrick	Ron	Inbound	Customer	Telephone	10/12/12(RM)ERCA WRITER CONTACTED CUST AND REVIEWED BUYBACK PROCESS. WRITER THEN SENT CUST E-MAIL WITH REQUEST FOR DOCUMENTS NEEDED FOR IMPLEMENTATION. WRITER THEN FW'D FILE TO J/BARCHUK	✓	5034729	Region Eastern	Region
10/11/2012 10:41:28 AM	HMA90463	Martinez	Marisa	Outbound	Dealer	Telephone	WRITER SPOKE WITH SM KEN REGARDING OFFER FOR REPLACEMENT AND THAT CUST HAD BEEN NOTIFIED. CUST HAS ALSO BEEN ADVISED VEH IS SAFE TO DRIVE AND WILL TURN IN RENTAL TO PICK UP VEH. WRITE EXPLAINED ERCC WILL WORK WITH THE CUST AND DLRSP FOR REPLACEMENT AND FOR SETTLEMENT AGREEMENT WITH CUST. WRITER THANKED KEN FOR HIS HELP.	✓	5034729	Tier3 Eastern	Tier3
							WRITER CALLED CUST REGARDING VEH CONCERNS. WRITER ADVISED THAT AFTER REVIEW WE WOULD LIKE TO OFFER A REPLACEMENT OF THE VEH. CUST WAS PLEASED WITH OFFER. CUST STATE HE IS CONCERNED ABOUT FUTURE PROBLEMS,				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/11/2012 10:31:05 AM	HMA90463	Martinez	Marisa	Outbound	Customer	Telephone	MENTIONED HE IS AN ENGINEER. WILL THE NEW VEH HAVE THE SAME ISSUE? WRITER ADVISED THAT CUST HAD MENTIONED THE NHTSA REVIEW, BUT THIS ISSUE IS VERY LIMITED AND WE HAVE SOLD 10S OF THOUSANDS OF THESE VEHS. AS AN ENGINEER, CUST IS AWARE OF CONSTANT IMPROVEMENTS WITH EACH ITERATION OF A PRODUCT. CUST AGREED. WE CANNOT SAY WHAT HAPPENED WITH HIS SUNROOF, BUT OUR EXPECTATION IS THAT THE NEW VEH WOULD OPERATE AS DESIGNED. OF COURSE, WE WOULD WANT TO KNOW IF THE CUST HAD PROBLEMS IN THE FUTURE. WRITER ADVISED THAT SINCE THE VEH HAS BEEN REPAIRED, WE CONSIDER THE VEH OPERATING AS DESIGNED AND IT IS SAFE TO DRIVE. CUST ASKED ABOUT THE RENTAL. WRITER ADVISED THAT HE HAS TO MAKE THAT DETERMINATION - WHETHER TO PICK UP THE VEH, BUT AGAIN, WE FEEL IT'S SAFE. CUST WILL TURN IN RENTAL AND PICK UP HIS VEH. CUST ASKED IF DLRSP WAS AWARE. WRITER WILL CALL DLRSP TO ADVISE ON OUR OFFER. WRITER ADVISED ERCC WILL BE IN TOUCH WITH THE CUST REGARDING REPLACEMENT AND	✓	5034729	Tier3 Eastern	Tier3

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							APPROPRIATE PAPERWORK. CUST WAS VERY APPRECIATIVE.				
10/11/2012 10:29:29 AM	HMA90463	Martinez	Marisa	General	General	General	EMAIL SENT FROM APPROPRIATE DEPT AGREEING REPLACEMENT OF THE VEH IS THE BEST OPTION. EASTERN REGION WILL HANDLE THE REPLACEMENT. WRITER TO CALL CUST AND ADVISE OF OUR OFFER. CUST SHOULD BE REMINDED PER DPSM THAT VEH IS SAFE TO DRIVE.	✓	5034729	Tier3 Eastern	Tier3
10/11/2012 08:36:30 AM	HMA90463	Martinez	Marisa	Outbound	DPSM	Telephone	WRITER SPOKE TO DPSM KC REGARDING INSPECTION. SAYS THERE ARE SCRATCHES ON THE VEH, NOT ALL RELATED TO THE SUNROOF GLASS. STILL HAS GLASS IN VEH, COULD BE A CONTINUED PROBLEM. KC FEELS PERHAPS REPLACEMENT WOULD BE BEST OPTION TO SATISFY THE CUST. WRITER HAD PREVIOUSLY DISCUSSED THAT WITH APPROPRIATE PARTIES, WILL DISCUSS HERE AND WORK WITH REGION ON REPLACEMENT. WRITER THANKED KC FOR ASSISTANCE.	✓	5034729	Tier3 Eastern	Tier3
10/10/2012 09:49:51 AM	HMA90463	Martinez	Marisa	General	General	General	WRITER EMAILED DPSM KC AND APPROPRIATE PARTIES REGARDING FILE AND INSPECTION TOMORROW. DPSM WILL ADVISE ON INSPECTION. WRITER CALLED APPROPRIATE PARTY AND ADVISED OF CUST'S DESIRE TO HAVE AN IRF PAINT THE VEHICLE. IF THIS WOULD BE THE DIRECTION, WE	✓	5034729	Tier3 Eastern	Tier3

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							SHOULD PROBABLY HAVE A SETTLEMENT AGREEMENT SIGNED.				
10/10/2012 09:05:02 AM	HMA90463	Martinez	Marisa	Inbound	Dealer	Telephone	SVC MGR KEN STATES ROOF HAS BEEN REPLACED. CUST WANTS CAR REPAINTED, BUT CONCERN IS PROBLEMS WITH REPAINTING DOWN THE ROAD. DPSM WILL BE THERE TOMORROW AND EXAMINE THE PAINT. KEN THINKS THE VEH CAN BE BUFFED OUT AND ADVISED THE CUST THAT IT WAS BEST TO STAY WITH FACTORY PAINT IF POSSIBLE. KEN SAID THE GLASS COMPLETELY SHATTERED AND THERE ARE TINY SHARDS THAT HE CAN CLEAN UP. CUST WANTS TO HAVE SOMEBODY HE KNOWS PAINT THE VEH. WRITER ADVISED WE CAN'T VALIDATE PAINT FROM A THIRD PARTY. IF THERE ARE PROBLEMS DOWN THE ROAD, CUST WILL HAVE TO HANDLE PAINT ISSUES ON HIS OWN. KEN TOLD THE CUST THAT FACTORY PAINT IS BEST AND TO ALLOW BUFFING OF THE PAINT FIRST. KEN ADVISED THERE WAS A FINE SCRATCH DOWN THE VEH AS IF A TREE BRANCH BRUSHED AGAINST THE VEH PLUS IT LOOKS LIKE THE VEH WAS HIT BY SODA. DPSM KC WILL BE AT THE DLRSP TOMORROW AND WILL INSPECT. WRITER WILL CONTACT DPSM AND	✓	5034729	Tier3 Eastern	Tier3

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							APPROPRIATE PARTIES TO ADVISE OF THE PIR REQUEST AND WE WILL DETERMINE HOW TO MOVE FORWARD FROM THERE.				
10/10/2012 09:02:57 AM	HMA90463	Martinez	Marisa	General	General	General	APPROPRIATE DEPT ADVISED TO REPAIR VEH TO CUST'S SATISFACTION, PROVIDE A CAR PAYMENT OR TWO. IF NECESSARY, REPLACE VEHICLE.	✓	5034729	Tier3 Eastern	Tier3
10/10/2012 08:38:06 AM	HMA90463	Martinez	Marisa	General	General	General	WRITER SENT EMAIL TO APPROPRIATE DEPT ASKING FOR NEXT STEPS.		5034729	Tier3 Eastern	Tier3
10/10/2012 08:34:03 AM	HMA90463	Martinez	Marisa	Outbound	Dealer	Telephone	WRITER CONTACTED DLRSP. SVC MGR KEN WAS SPEAKING TO THE CUST WHEN WRITER CALLED. WRITER ASKED FOR A CALL BACK FROM KEN AND FOR THE RO RELATED TO THE REPAIR TO BE SENT OVER.	✓	5034729	Tier3 Eastern	Tier3
10/9/2012 06:28:34 PM	MMONTANEZ	Montanez	Miguel	General	General	General	TRANSFERRING TO TIER 3 EASTERN FOR HANDLING.	✓	5034729	HCCC Tier2 Team2	HCCC
							PIR 1. DATE (S) OF THE ACCIDENT OR INCIDENT: SEPTEMBER 29TH BETWEEN 12 AND 1 IN THE AFTERNOON 2. LOCATION WHERE THE ACCIDENT OR INCIDENT OCCURRED, INCLUDING THE CITY AND STATE: BEFORE EXIT 8 ON INTERSTATE 93, NEW HAMPSHIRE MANCHESTER 3. DETAILS OF HOW THE ACCIDENT OR INCIDENT OCCURRED: WIFE DRIVING APPROXIMATELY 55 GOING NORTH BOUND AND SMALL BUMP ON				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/9/2012 04:04:33 PM	JOLIVAS	Olivas	Julio	General	General	General	<p>THE ROAD AND GOING OVER THE BUMP AND EVERYTHING EXPLODED ON HER AT HIGHWAY SPEED 4. IF ACCIDENT, APPROXIMATE SPEED THE CUSTOMER WAS TRAVELING BEFORE IMPACT: 55 MPH 5. IF ACCIDENT, POINT OF IMPACT AND DESCRIPTION OF DAMAGE TO VEHICLE: PAINT DAMAGE HOOD, AND THE FRONT OF SUN ROOF 6. IF ACCIDENT, NUMBER OF OCCUPANTS IN VEHICLE AND HOW MANY WERE WEARING SEAT BELTS: 1 AND YES WEARING SEAT BELT 7. INJURIES RELATED TO THE ACCIDENT OR INCIDENT: WIFE GOT CUTS IN HER SCALP MINOR CUTS CUST 8. WAS POLICE REPORT FILED? IF YES, WHAT IS THE REPORT #? NO, JUST A LOG ENTRY 9. HAS INSURANCE CARRIER BEEN NOTIFIED? IF YES, - NAME OF INSURANCE CARRIER: LIBERTY MUTEL INSURANCE - NAME OF CLAIMS ADJUSTER: - PHONE NUMBER: 1-800-446-4426 - CLAIM NUMBER: 024213679 10. HAS THE VEHICLE BEEN REPAIRED? NOT TO CUST SATISFACTION 11. ADDRESS AND PHONE NUMBER WHERE VEHICLE IS CURRENTLY LOCATED: MA059 PHONE NUMBER (508) 408-4530 12. DETAILS OF WHAT THE CUSTOMER IS SEEKING: CUST WOULD LIKE VEH</p>	✓	5034729	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							IN SHOWROOM CONDITION AND GUARANTEE FROM HYUNDAI THIS WILL NOT HAPPENED AGAIN 13: PROVIDE THE MAILING ADDRESS WHERE THE CUSTOMER WISHES TO HAVE THE DOCUMENT REQUEST PACKET SENT: 176 CHAPEL ST ABINGTON MA				
							CUST STATED: 1. THE GLASS EXPLODED AND THE PAINT JOB IS A MESS 2. THE SEATS HAVE TINY PIECES OF GLASS 3. MY CAR IS JUNK ITS IN WORST SHAPE 4. THE CAR IS HORRIBLE I TOOK PICTURES I TOOK SAMPLES 5. IM AT THE POINT WERE IM GOING TO CONTACT THE NATIONAL SAFETY 6. IM NOT SURE I WANT THE CAR BACK 7. I LOVE THE CAR I JUST NEVER EXPECTED WHAT I SEEN TODAY 8. THEY SAID THEY WERE DONE FIXING THE VEH AND I HAD TO TALK TO THE HEAD OF SERVICE TOMORROW 9. THEY SAID THEY CAN BUFF THEY PAINT 10. I DON'T WANT IT BUFF OUT BECAUSE THAT GOING TO 11. THIS NEEDS TO BE RE-PAINT IT AND I DINT WANT IT RE-PAINT AT THE DLRSP 12. THIS EXPLODING PROBLEM ALL OVER THE WEBSITE 13. MY WIFE WAS WAS DRIVING THE VEH IN THE HIGHWAY 14. MY WIFE WAS CUT SHE DID NOT NEED TO GO TO THE HOSPITAL 15. THIS HAPPENED SEPTEMBER 29TH 16. THE GLASS EXPLODED BECAUSE OF THE				

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04:04:31 PM	JOLIVAS	Olivas	Julio	Inbound	Customer	Telephone	MANUFACTURE DEFECT 17. STATE POLICE WAS CALLED WHEN THIS HAPPENED 18. THE CAR LOOKS OLD IT HORRIBLE 19. THIS IS ONT HE ROOF ON THE SPOILER ITS A MESS 20. I WOULD LIKE AT LEST THE WHOLE CAR RE-DONE 21. THE UPHOLSTERY HAS GLASS IN IT AND IF YOU RUN YOUR HAND YOU WILL FEEL IT 22. I WOULD LIKE TO MEET WITH THE REGIONAL MANAGER 23. O YEA I WOULD LIKE TO PROCEED WITH PIR PROCESS 24. THE CAR SUNROOF EXPLODED 25. CALL STATE POLICE AND SEND A TROOPER OUT 26. YUP CONTACT INSURANCE BUT TOLD THEM NOT TO PAY ANYTHING 27. VEH IS STILL AT THE DLRSP NOT GOING TO DRIVE IT 28. I DON'T WANT TO DRIVE THE CAR WRITER EXPLAINED TO CUST WE DO APOLOGIZE AND UNDERSTAND YOUR FRUSTRATION DUE TO CUST WIFE BEING INJURE IN VEH INCIDENT. WRITER EXPLAINED TO CUST PIR PROCESS, CUST WOULD LIKE TO PROCEED WITH PIR PROCESS, WRITER EXPLAINED TO CUST PIR PROCESS AND EXPLAINED TO CUST PLEASE ALLOW PACKET A TIME FRAME OF 7 TO 10 BUSINESS DAYS AND THE PACKET WILL INCLUDE DETAILED	✓	5034729	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							INSTRUCTION, WRITER EXPLAINED TO CUST EACH CLAIM IS REVIEWED INDIVIDUALLY AND CAN TAKE UP TO 6 TO 8 WEEKS DEPENDING ON CASE				
10/5/2012 06:21:05 PM	AFASSINGER	Fassinger	Andrew	General	General	General	CASE ACCEPTED. TRANSFERRED TO CM.	✓	5034729	HCCC Tier2 Team2	HCCC
10/5/2012 06:02:54 PM	HMA90467	Lopez	Darla	General	General	General	WRITER RE-OPENED CASE AND TRANS TO HCCC RESEARCH QUEUE FOR CASE MGMT	✓	5034729	NCA Research	NCA
10/1/2012 09:45:54 AM	BMACKEY	Mackey	Bertram	Inbound	Customer	Telephone	CUST STATES: 1. MY WIFE WAS DRIVING DOWN THE HIGHWAY AND HIT A BUMP AND THE MOONROOF IMPLoded ONTO HER HEAD. 2. I CALLED THE NEW HAMPSHIRE STATE POLICE TO LET THEM KNOW THERE WAS GLASS ALL OVER THE ROAD. WE DIDN'T FILE A POLICE REPORT THOUGH. 3.THE DEALERSHIP TOLD ME TO WORK THROUGH MY INSURANCE COMPANY AND I SAID NO. IT IS NOT AN ACCIDENT OR A ROCK OR ANYTHING. 4. I HAD THIS CAR FOR LESS THAN SIX MONTHS AND SHOULD NOT HAVE TO WORRY ABOUT THE CAR HURTING YOU. 5. THE CAR IS AT THE DEALERSHIP NOW BUT THEY DON'T KNOW HOW LONG THE VEHICLE WILL BE THERE CAUSE THEY HAVE TO INSTALL NEW GLASS. 6. THIS IS A NEW MODEL CAR AND SO MAYBE THIS IS A DEFECT. I DIDN'T WANT TO GO THROUGH THE INSURANCE	✓	5034729	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							COMPANY BECAUSE IT WASN'T IN AN ACCIDENT. WRITER INFORMED CUST WILL DOCUMENT INCIDENT AND CONTACT DEALERSHIP FOR FURTHER INFORMATION.				
10/1/2012 09:31:18 AM	PHALL	Hall	Patrice	Inbound	Customer	Telephone	<p>****THIS CASE IS OWNED BY, & NOTES ARE FROM SYLVESTER DEANER*****</p> <p>OWNER CALLED TO STATE: ON SAT AT 9/29/2012 AT 1300 WFE WAS DRIVING 2012 VELOSTER ABOUT 55MPH ON I-93 WHEN WFE HIT SMALL BUMP IN ROAD 2. THE SUNROOF SHATTERED 3. WFE RECEIVED MINOR INJURIES ON TOP OF HEAD, AND CUTS ON HAND FROM GLASS ON ARMREST 4. WFE REFUSED TREATMENT 5. OWNER CALLED POLICE & FILED REPORT ON SAME DAY 5. OWNER BOUGHT VEH TO DLR DLR DID NOT SERVICE 9/29, SERVICING TODAY (10/1) GIVING & OWNER RENTAL OWNER DID STATE OWNER HAS POSSESSED VEH SINCE 2/2012 WITH NO ISSUES WFE DOES NOT WANT TO DRIVE VEH EVER AGAIN</p> <p>WRITER DOCUMENTED ISSUE & APOLOGIZED FOR WHAT HAPPENED TO WFE WRITER PROVIDED CASE NUMBER FOR FUTURE REFERENCE WRITWER URGED OWNER TO REGISTER VEH AT MYHYUNDAI.COM WRITER TRANSFERRED</p>	✓	5034729	HCCC Tier1 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							CASE TO TIER 2 FOR FURTHER ASSISTANCE CASE CLOSED				

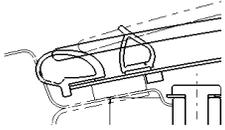
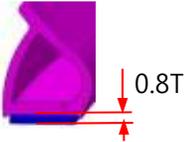
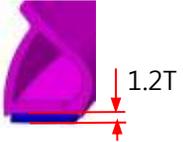
PE12-027

HYUNDAI-KIA

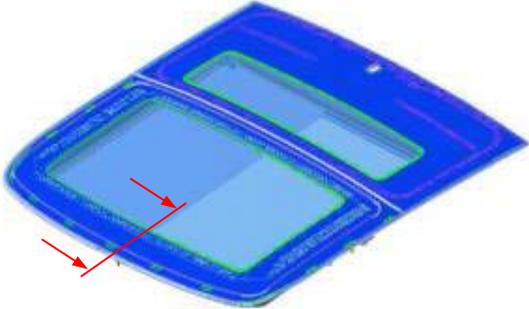
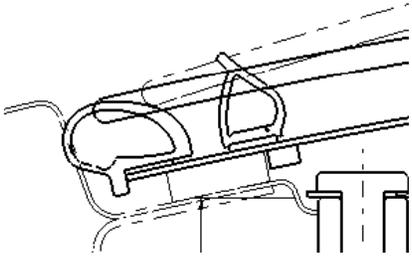
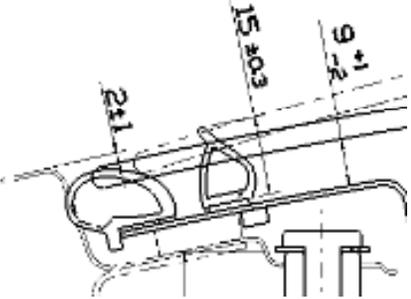
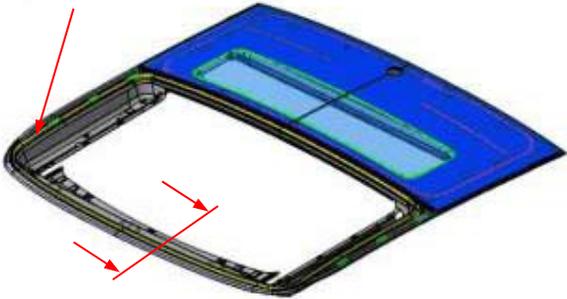
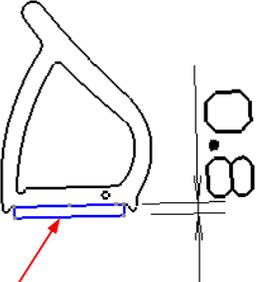
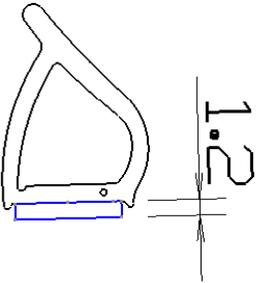
12-4-2012

ATTACHMENT F,
Engineering Order H2VB0389

FS PANORAMA ASSY EO LIST

HMC PART / NO	WDH PART / NO	HMC SUB PART / NO	WDH SUB NO	HMC SUB PART / NO	WDH SUB NO	REASON	BEFORE	AFTER
PANORAMA ASSY (81600-2V000) EO NO H2VB0389 (11.05.24) Production (11.05.30)	KH53-00000	-	-	-	-	IMPROVE THE WIND NOISE		 ADD THE GAP
		FRAME COMPLETE (81610-2V000)	KH53-01000	WEATHER STRIP (81614-2V000)	KH53-02055	IMPROVE THE WIND NOISE		 CHANGE THE THICKNESS

■ Detail

PART	CHANGED POSITION	BEFORE	AFTER
PANORAMA ASSY			 <p data-bbox="1514 781 1923 867">ADD THE TOLERANCE AND IN ORDER TO IMPROVE THE WIND NOISE</p>
WEATHER STRIP	<p data-bbox="407 1000 642 1029">WEATHER STRIP</p> 	 <p data-bbox="1083 1300 1157 1330">TAPE</p>	 <p data-bbox="1503 1390 1913 1451">CHANGE THE THICKNESS OF THE TAPE</p>

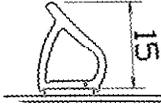
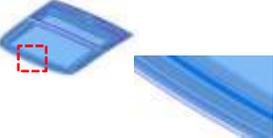
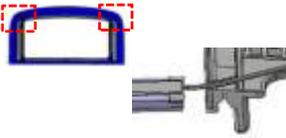
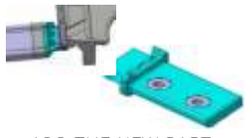
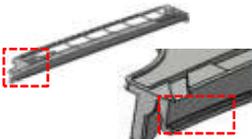
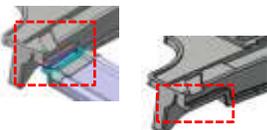
PE12-027

HYUNDAI-KIA

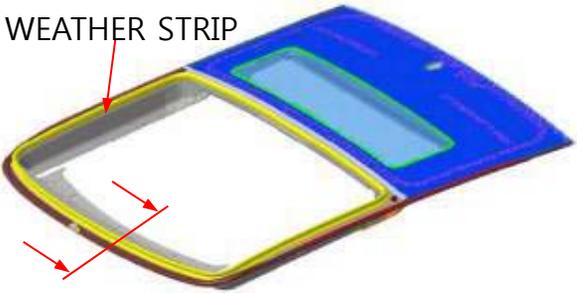
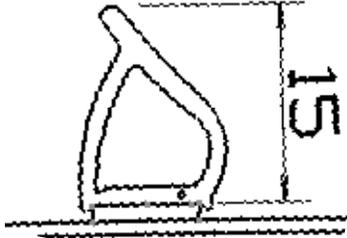
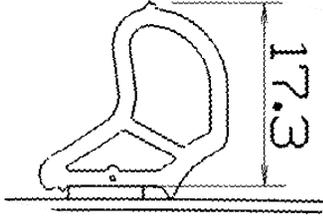
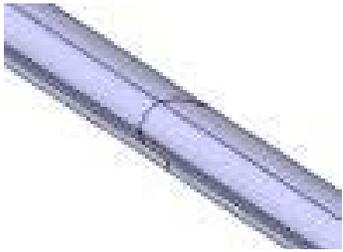
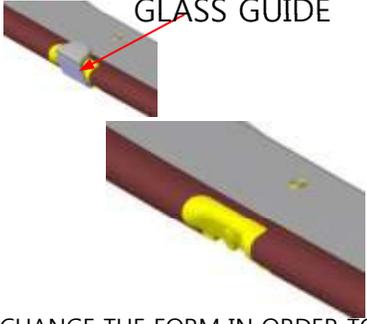
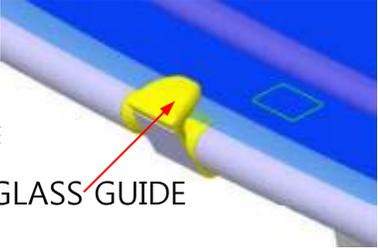
12-4-2012

ATTACHMENT F,
Engineering Order H2VC0129

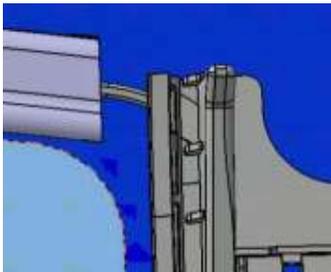
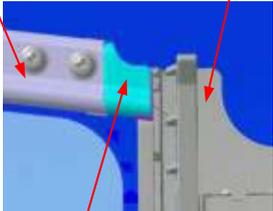
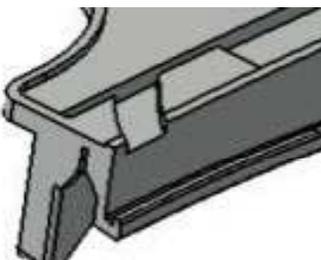
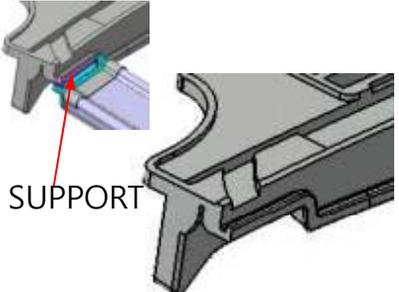
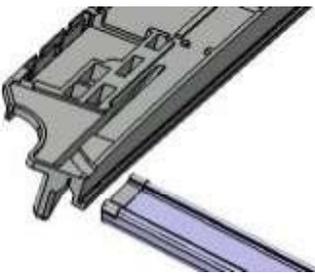
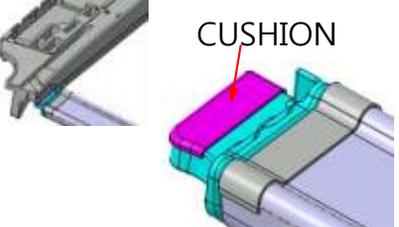
FS PANORAMA ASSY EO LIST

HMC PART / NO	WDH PART / NO	HMC SUB PART / NO	WDH SUB NO	HMC SUB PART / NO	WDH SUB NO	REASON	BEFORE	AFTER
PANORAMA ASSY (81600-2V500) H2VC0129 (12.03.09) Production (11.04.20)	KH53-00100	FRAME COMPLETE (81610-2V500)	KH53-02000	WEATHER STRIP (81614-2V500)	KH53-15000	IMPROVE THE WIND NOISE		 CHANGE THE CROSECTION
				FRONT AOUSTIC SEAL	KH53-01104	IMPROVE THE WIND NOISE	 NOMAL FORM	 ADD THE JOINT FORM
				GLASS GUIDE	KH53-01203	IMPROVE THE WIND NOISE		 GLASS GUIDE ADD THE NEW PART
		MOVABLE GLASS PANEL ASSY (81630-2V500)	KH53-13000	REINFORCEMENT SUPPORT R/L	KH53-13321/621	IMPROVE THE WIND NOISE		 ADD THE NEW PART
				PANEL BASE R/L	KH53-12331/631	IMPROVE THE WIND NOISE		 CHANGED THE FORM
				CUSHION	KH53-13001	IMPROVE THE WIND NOISE		 CUSHION ADD THE NEW PART

■ Detail

PART	CHANGED POSITION	BEFORE	AFTER
WEATHER STRIP	 <p>WEATHER STRIP</p>	 <p>15</p>	 <p>17.3</p> <p>CHANGE THE CROSS SECTION IN ORDER TO IMPROVE THE WIND NOISE</p>
FRONT AOUSTIC SEAL	 <p>FRONT AOUSTIC SEAL</p>		 <p>GLASS GUIDE</p> <p>CHANGE THE FORM IN ORDER TO ASSEMBLE THE GLASS GUIDE</p>
GLASS GUIDE	 <p>GLASS GUIDE</p>		 <p>GLASS GUIDE</p> <p>ADD THE NEW PART IN ORDER TO HOLD THE GLASS</p>

■ Detail

PART	CHANGED POSITION	BEFORE	AFTER
REINFORCEMENT SUPPORT R/L			<p>REINFORCEMENT PANEL BASE</p>  <p>SUPPORT</p> <p>ADD THE SUPPORT IN ORDER TO INCREASE THE STIFFNESS</p>
PANEL BASE R/L		 <p>SUPPORT 초립위한 형상 변경</p>	 <p>SUPPORT</p> <p>추가</p> <p>CHANGE THE FORM IN ORDER TO ASSEMBLE THE SUPPORT</p>
CUSHION			 <p>CUSHION</p> <p>ADD THE CUSHION IN ORDER TO REDUCE NOISE</p>

PE12-027

HYUNDAI-KIA

12-4-2012

ATTACHMENT J

VOQ report files



Complaints - Search Results

2 Record(s) Displayed.

Report Date : November 7, 2012 at 07:29 PM

ODI Numbers Searched : **10462857**

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10462857 **Number of Deaths:** 0
Date Complaint Filed: June 23, 2012 **Date of Incident:** June 21, 2012
VIN : KMHTC6ADXCU...
Component: UNKNOWN OR OTHER

Summary:

THE SUNROOF SHATTERED VIOLENTLY IN AN UPWARDS DIRECTION, SENDING SOME GLASS DOWN INSIDE THE CAR AND THE REST ALL OVER THE EXTERIOR. AFTER GOOGLING I FOUND OUT THERE ARE MANY OTHER VELOSTER OWNERS THAT HAVE HAD IDENTICAL INSTANCES WHERE THEIR SUNROOFS SHATTERED SPONTANEOUSLY.THIS COULD HAVE RESULTED IN SERIOUS INJURY. THE DEALERSHIP SAYS THEY DO NOT KNOW EXACTLY WHAT CAUSES IT, BUT THEY ARE WORKING ON IT WITH HYUNDAI. THEY HAVE ANOTHER SUNROOF ON ORDER, BUT AM WORRIED I MAY HAVE THIS HAPPEN AGAIN DUE TO THEIR MANUFACTURING DEFECT FOR THIS COMPONENT. *TT

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10462857 **Number of Deaths:** 0
Date Complaint Filed: June 23, 2012 **Date of Incident:** June 21, 2012
VIN : KMHTC6ADXCU...
Component: VISIBILITY:SUN ROOF ASSEMBLY

Summary:

THE SUNROOF SHATTERED VIOLENTLY IN AN UPWARDS DIRECTION, SENDING SOME GLASS DOWN INSIDE THE CAR AND THE REST ALL OVER THE EXTERIOR. AFTER GOOGLING I FOUND OUT THERE ARE MANY OTHER VELOSTER OWNERS THAT HAVE HAD IDENTICAL INSTANCES WHERE THEIR SUNROOFS SHATTERED SPONTANEOUSLY.THIS COULD HAVE RESULTED IN SERIOUS INJURY. THE DEALERSHIP SAYS THEY DO NOT KNOW EXACTLY WHAT CAUSES IT, BUT THEY ARE WORKING ON IT WITH HYUNDAI. THEY HAVE ANOTHER SUNROOF ON ORDER, BUT AM WORRIED I MAY HAVE THIS HAPPEN AGAIN DUE TO THEIR MANUFACTURING DEFECT FOR THIS COMPONENT. *TT

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Complaints - Search Results

2 Record(s) Displayed.

Report Date : November 7, 2012 at 07:32 PM

ODI Numbers Searched : **10463570**

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10463570 **Number of Deaths:** 0
Date Complaint Filed: June 29, 2012 **Date of Incident:** June 22, 2012
VIN : KMHTC6ADXCU...
Component: STRUCTURE

Summary:

NEW VEHICLE WAS PARKED ON THE STREET. AT 8:00 AM I WAS INFORMED BY A FELLOW WORKER THAT IT APPEARED MY VEHICLE WAS DAMAGED AND THERE WAS GLASS ALL OVER IT. I FOUND THAT THE SKYLIGHT HAD BURST UPWARD AND OUTWARD. IT WAS ABOUT 80 DEGREES AT THE TIME. THE DAY BEFORE WAS ABOVE 90 DEGREES AND THE VEHICLE WAS PARKED IN SAME LOCATION, WITHOUT INCIDENT. I CALLED DEALER WHO REFERRED ME TO NATIONAL SERVICE. THEY CAME AND TOWED CAR TO ANOTHER DEALER CLOSER TO HOME. DAY 8 AND DEALER CLAIMS TO HAVE REPLACED GLASS, SIDE RAILS AND NOW NEEDS TO REPLACE DEFLECTOR THAT ALL WERE DAMAGED. SAYS SOONEST REPAIR TO COMPLETE JULY 2ND PM. *TR UPDATED 8/14/12 *CN UPDATED 08/15/12

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10463570 **Number of Deaths:** 0
Date Complaint Filed: June 29, 2012 **Date of Incident:** June 22, 2012
VIN : KMHTC6ADXCU...
Component: VISIBILITY

Summary:

NEW VEHICLE WAS PARKED ON THE STREET. AT 8:00 AM I WAS INFORMED BY A FELLOW WORKER THAT IT APPEARED MY VEHICLE WAS DAMAGED AND THERE WAS GLASS ALL OVER IT. I FOUND THAT THE SKYLIGHT HAD BURST UPWARD AND OUTWARD. IT WAS ABOUT 80 DEGREES AT THE TIME. THE DAY BEFORE WAS ABOVE 90 DEGREES AND THE VEHICLE WAS PARKED IN SAME LOCATION, WITHOUT INCIDENT. I CALLED DEALER WHO REFERRED ME TO NATIONAL SERVICE. THEY CAME AND TOWED CAR TO ANOTHER DEALER CLOSER TO HOME. DAY 8 AND DEALER CLAIMS TO HAVE REPLACED GLASS, SIDE RAILS AND NOW NEEDS TO REPLACE DEFLECTOR THAT ALL WERE DAMAGED. SAYS SOONEST REPAIR TO COMPLETE JULY 2ND PM. *TR UPDATED 8/14/12 *CN UPDATED 08/15/12

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Complaints - Search Results

2 Record(s) Displayed.

Report Date : November 7, 2012 at 07:28 PM

ODI Numbers Searched : 10465757

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries :** 1
ODI ID Number : 10465757 **Number of Deaths :** 0
Date Complaint Filed: July 16, 2012 **Date of Incident:** July 15, 2012
VIN : KMHTC6AD4CU...
Component: STRUCTURE:BODY

Summary:

I AM VERY TRAUMATIZED SINCE EARLIER TODAY APPROXIMATELY 11AM THE GLASS SUN ROOF ON MY 2012 VELOSTER EXPLODED WHEN I WAS RINSING THE CAR OFF. THE WEATHER WAS IN THE HIGH 70S OR 80S BUT WHATEVER THE CASE ITS EXTREMELY DANGEROUS AND UNACCEPTABLE SINCE I HAD CHILDREN THAT COULD HAVE HAD BODILY INJURY SINCE THEY WERE PLAYING CLOSE BY. THE EXPLOSION SPREAD SHATTERED GLASS AROUND 6 FEET AROUND THE CAR AND DRIVEWAY AND IT WAS SUCH AN UNFORTUNATE SITUATION! I WOULD NOT WANT THIS TO HAPPEN TO ANY OTHER VELOSTER OWNERS OR FUTURE OWNERS SINCE IT MAKES ME SICK SINCE I LIVE FAR AWAY AND WAS SUPPOSE TO BE HOME BY NOW BUT DUE TO THIS EXPLOSION I HAD TO GET IT TOWED TO A HYUNDAI DEALERSHIP! I SINCERELY HOPE THAT HYUNDAI WILL RESOLVE THIS ISSUE SINCE I WAS INFORMED THAT THIS HAS HAPPENED TO OTHER VELOSTER OWNERS AND SINCE THE CAR HAS ONLY BEEN IN THE US MARKET FOR 8+ MONTHS ITS UTTERLY UNACCEPTABLE THAT ITS HAPPENED TO MULTIPLE OWNERS! WHEN ARRIVING TO THE DEALERSHIP THEY TOLD ME THAT IT IS NO BIG DEAL AND THIS IS REALLY NOT TRUE! IT IS A BIG DEAL SINCE BODILY INJURY DID HAPPEN DURING THE EXPLOSION SINCE I TOOK OFF MY SHIRT AFTER A FRANTIC TRAUMATIC DAY TO TRY AND SLEEP AND I HAVE A SMALL CUT FROM THE SHATTERED GLASS! THIS IS REALLY MAKING ME SO UPSET SINCE ITS MY FIRST TIME AS A HYUNDAI OWNER AND I REGRET HAVING PURCHASED THIS VEHICLE. I NO LONGER FEEL SAFE AND ANXIOUS TO SEE WHAT HYUNDAI WILL DO TO FIX THE PROBLEM! ITS SO WRONG FOR A CAR COMPANY TO NOT CARE ABOUT THE SAFETY OF THE CONSUMER SINCE THE STATEMENT FROM THE SALESMAN AT THE DEALERSHIP WHERE MY CAR WAS TOWED IS COMPLETELY UNACCEPTABLE AND UNTRUE! IT IS NOT NORMAL FOR A CAR TO EXPLODE WHEN RINSING IT OFF AND THERE IS NO WARNING ON THE VEHICLE OR MANUALS THAT WOULD INDICATE CAUTION TO RINSE YOUR CAR IN ANY CLIMATE! READING FORUMS SOME PEOPLE JUST HIT A BUMP IN THE ROAD AND THE SUNROOF SHATTERS! THIS IS A MAJOR FLAW!
 *TR

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries :** 1
ODI ID Number : 10465757 **Number of Deaths :** 0
Date Complaint Filed: July 16, 2012 **Date of Incident:** July 15, 2012
VIN : KMHTC6AD4CU...
Component: VISIBILITY:SUN ROOF ASSEMBLY

Summary:

I AM VERY TRAUMATIZED SINCE EARLIER TODAY APPROXIMATELY 11AM THE GLASS SUN ROOF ON MY 2012 VELOSTER EXPLODED WHEN I WAS RINSING THE CAR OFF. THE WEATHER WAS IN THE HIGH 70S OR 80S BUT WHATEVER THE CASE ITS EXTREMELY DANGEROUS AND UNACCEPTABLE SINCE I HAD CHILDREN THAT COULD HAVE HAD BODILY INJURY SINCE THEY WERE PLAYING CLOSE BY. THE EXPLOSION SPREAD SHATTERED GLASS AROUND 6 FEET AROUND THE CAR AND DRIVEWAY AND IT WAS SUCH AN UNFORTUNATE SITUATION! I WOULD NOT WANT THIS TO HAPPEN TO ANY OTHER VELOSTER OWNERS OR FUTURE OWNERS SINCE IT MAKES ME SICK SINCE I LIVE FAR AWAY AND WAS SUPPOSE TO BE HOME BY NOW BUT DUE TO THIS EXPLOSION I HAD TO GET IT TOWED TO A HYUNDAI DEALERSHIP! I SINCERELY HOPE THAT HYUNDAI WILL RESOLVE THIS ISSUE SINCE I WAS INFORMED THAT THIS HAS HAPPENED TO OTHER VELOSTER OWNERS AND SINCE THE CAR HAS ONLY BEEN IN THE US MARKET FOR 8+ MONTHS ITS UTTERLY UNACCEPTABLE THAT ITS HAPPENED TO MULTIPLE OWNERS! WHEN ARRIVING TO THE DEALERSHIP THEY TOLD ME THAT IT IS NO BIG DEAL AND THIS IS REALLY NOT TRUE! IT IS A BIG DEAL SINCE BODILY INJURY DID HAPPEN DURING THE EXPLOSION SINCE I TOOK OFF MY SHIRT AFTER A FRANTIC TRAUMATIC DAY TO TRY AND SLEEP AND I HAVE A SMALL CUT FROM THE SHATTERED GLASS! THIS IS REALLY MAKING ME SO UPSET SINCE ITS MY FIRST TIME AS A HYUNDAI OWNER AND I REGRET HAVING PURCHASED THIS VEHICLE. I NO LONGER FEEL SAFE AND ANXIOUS TO SEE WHAT HYUNDAI WILL DO TO FIX THE PROBLEM! ITS SO WRONG FOR A CAR COMPANY TO NOT CARE ABOUT THE SAFETY OF THE CONSUMER SINCE THE STATEMENT FROM THE SALESMAN AT THE DEALERSHIP WHERE MY CAR WAS TOWED IS COMPLETELY UNACCEPTABLE AND UNTRUE! IT IS NOT NORMAL FOR A CAR TO EXPLODE WHEN RINSING IT OFF AND THERE IS NO WARNING ON THE VEHICLE OR MANUALS THAT WOULD INDICATE CAUTION TO RINSE YOUR CAR IN ANY CLIMATE! READING FORUMS SOME PEOPLE JUST HIT A BUMP IN THE ROAD AND THE SUNROOF SHATTERS! THIS IS A MAJOR FLAW!
 *TR

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Complaints - Search Results

1 Record(s) Displayed.

Report Date : November 7, 2012 at 07:37 PM

ODI Numbers Searched : **10468816**

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10468816 **Number of Deaths:** 0
Date Complaint Filed: August 1, 2012 **Date of Incident:** July 31, 2012
VIN : KMHTC6AD2CU...
Component: STRUCTURE:BODY

Summary:

WHILE DRIVING DOWN THE INTERSTATE HIGHWAY, SUN ROOF "EXPLODED" LANDING ON ME AND THROUGHOUT THE INTERIOR. SUNROOF WAS IN THE TILT POSITION, TO ALLOW AIR FLOW, BUT NO COMPLETELY OPEN. COOL 65 DEGREE MORNING, SUNNY WHEN OCCURRED. WAS NOT DRIVING UNDER ANY OBJECTS, NOR DID I SEE ANYTHING STRUCK THE CAR OR GLASS. MADE A LOAD NOISE WHEN IT BROKE. INTERIOR OF THE CAR WAS DAMAGED AS LARGE PIECES OF GLASS FELL INSIDE.

*TR ...UPDATED 08-15-12 *BF UPDATED 08/16/2012 *JS

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Complaints - Search Results

1 Record(s) Displayed.

Report Date : November 7, 2012 at 07:35 PM
ODI Numbers Searched : **10468854**

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10468854 **Number of Deaths:** 0
Date Complaint Filed: August 1, 2012 **Date of Incident:** July 27, 2012
VIN : KMHTC6AD7CU...
Component: VISIBILITY/WIPER

Summary:

TL* THE CONTACT OWNS A 2012 HYUNDAI VELOSTER. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 60 MPH, THE SUN ROOF SUDDENLY SHATTERED. THE VEHICLE WAS TAKEN TO THE DEALER FOR A DIAGNOSTIC TEST. THE TECHNICIAN STATED THAT THE SUN ROOF WOULD HAVE TO BE REPLACED BUT THEY WERE UNABLE TO DETERMINE WHAT CAUSED THE SUN ROOF TO SHATTER. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 6,100.

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Complaints - Search Results

2 Record(s) Displayed.

Report Date : November 7, 2012 at 07:27 PM

ODI Numbers Searched : **10469144**

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries:** 1
ODI ID Number : 10469144 **Number of Deaths:** 0
Date Complaint Filed: August 3, 2012 **Date of Incident:** August 3, 2012
VIN : KMHTC6AD1CU...
Component: STRUCTURE:BODY:ROOF AND PILLARS

Summary:

I WAS DRIVING, MAKING A LEFT HAND TURN FROM A STOP LIGHT AND THEN HEARD A VERY LOUD BANG! THE SUNROOF ABOVE ME THEN SHATTERED AND FELL ALL OVER ME, THE CAR, AND OUTSIDE. I PULLED OVER TO INSPECT THE CAUSE AND SEE THE DAMAGE. THERE WASN'T A SIGN OF WHY IT HAPPENED (ROCK OR ANYTHING OF THE SORT), BUT I HAD SHARDS OF GLASS IN THE TOP OF MY HEAD, BACK DOWN THE INSIDE OF MY SHIRT, AND THE GLASS STILL HANGING WAS FLYING OFF. THANKFULLY I HAD SUNGLASSES ON, OR ELSE SOMETHING WOULD HAVE FLOWN INTO MY EYES. ACTUALLY HAVE A SCRATCH FROM THE INCIDENT ON MY NEW PRESCRIPTION SUNGLASSES NOW. I RESEARCHED A POSSIBLE ISSUE OR RECALL AND CAME ACROSS A FEW POSTINGS WITH THE EXACT SAME ISSUE! I HEARD GOOD AND BAD STORIES ON HOW IT WAS RESOLVED, BUT ITS SCARY NONETHELESS. THIS HAPPENED TODAY AND AM SECOND GUESSING A SUNROOF, ALTHOUGH I'VE ALWAYS WANTED ONE. IF THIS IS STARTING TO BECOME A KNOWN ISSUE WITH A NEW MODEL, I HOPE ITS TREATED WITH CAUTION AND SWIFTESS. PLEASE CALL OR EMAIL ME IF YOU HAVE ANY QUESTIONS. *TR UPDATED 08/15/12*LJ

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries:** 1
ODI ID Number : 10469144 **Number of Deaths:** 0
Date Complaint Filed: August 3, 2012 **Date of Incident:** August 3, 2012
VIN : KMHTC6AD1CU...
Component: VISIBILITY:SUN ROOF ASSEMBLY

Summary:

I WAS DRIVING, MAKING A LEFT HAND TURN FROM A STOP LIGHT AND THEN HEARD A VERY LOUD BANG! THE SUNROOF ABOVE ME THEN SHATTERED AND FELL ALL OVER ME, THE CAR, AND OUTSIDE. I PULLED OVER TO INSPECT THE CAUSE AND SEE THE DAMAGE. THERE WASN'T A SIGN OF WHY IT HAPPENED (ROCK OR ANYTHING OF THE SORT), BUT I HAD SHARDS OF GLASS IN THE TOP OF MY HEAD, BACK DOWN THE INSIDE OF MY SHIRT, AND THE GLASS STILL HANGING WAS FLYING OFF. THANKFULLY I HAD SUNGLASSES ON, OR ELSE SOMETHING WOULD HAVE FLOWN INTO MY EYES. ACTUALLY HAVE A SCRATCH FROM THE INCIDENT ON MY NEW PRESCRIPTION SUNGLASSES NOW. I RESEARCHED A POSSIBLE ISSUE OR RECALL AND CAME ACROSS A FEW POSTINGS WITH THE EXACT SAME ISSUE! I HEARD GOOD AND BAD STORIES ON HOW IT WAS RESOLVED, BUT ITS SCARY NONETHELESS. THIS HAPPENED TODAY AND AM SECOND GUESSING A SUNROOF, ALTHOUGH I'VE ALWAYS WANTED ONE. IF THIS IS STARTING TO BECOME A KNOWN ISSUE WITH A NEW MODEL, I HOPE ITS TREATED WITH CAUTION AND SWIFTESS. PLEASE CALL OR EMAIL ME IF YOU HAVE ANY QUESTIONS. *TR UPDATED 08/15/12*LJ

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Complaints - Search Results

1 Record(s) Displayed.

Report Date : November 7, 2012 at 07:34 PM

ODI Numbers Searched : **10471972**

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10471972 **Number of Deaths:** 0
Date Complaint Filed: August 23, 2012 **Date of Incident:** July 28, 2012
VIN : KMHTC6AD1CU...
Component: VISIBILITY/WIPER

Summary:

I WAS DRIVING DOWN THE HIGHWAY AT 3AM AND MY SUNROOF EXPLODED OUT OF NOWHERE. I HAD IT TILTED AT THE TIME, AND GLASS SHATTERED ALL OVER MYSELF AND MY PASSENGER AND OUR PERSONAL ITEMS. I WAS ABLE TO SAFELY EXIT THE HIGHWAY AND CALL EMERGENCY ROADSIDE WHERE AN APPOINTMENT WAS MADE FOR ME TO TAKE IN MY CAR. WE WERE EN ROUTE TO CALIFORNIA AT THE TIME TO RELOCATE, SO WE WERE NOT ABLE TO MAKE IT TO A DEALER UNTIL THE FOLLOWING MONDAY AFTER OUR SATURDAY EVENING ARRIVAL. WHEN WE SPOKE WITH SOMEONE AT THE SERVICE DEPARTMENT, HE IMMEDIATELY DISREGARDED THE SITUATION, SAYING THE GLASS WAS NOT COVERED BY THE WARRANTY. I WOULD NOT ACCEPT THIS RESPONSE, AS MY CAR WAS BARELY 2 MONTHS OLD AND THE EXPERIENCE WAS VERY TRAUMATIC. WHEN I SPOKE TO THE SERVICE MANAGER, HE WAS ABLE TO ARRANGE A RENTAL FOR ME WHICH WAS PAID FOR BY HYUNDAI. ALL REPAIRS ARE ALSO BEING COVERED BY HYUNDAI. CURRENTLY, MY CAR HAS BEEN IN THE SHOP FOR OVER 3 WEEKS. THE GLASS, HEADLINER, QUARTER PANELS, AND ESSENTIALLY THE ENTIRE OUTSIDE OF THE CAR HAD TO BE REPLACED/REPAIRED DUE TO PAINT CHIPS, SCRATCHES, AND OTHER SURFACE DAMAGE SUFFERED DURING THE INCIDENT. I AM CURRENTLY ATTEMPTING TO CONTACT THE DEALER WHERE I PURCHASED THE CAR TO SEE IF THEY WILL BUY THE CAR BACK, AS I AM COMING UP ON A TIME FRAME WHERE THE LEMON LAW WILL BE APPLICABLE TO THE AMOUNT OF TIME I HAVE BEEN WITHOUT MY VEHICLE. AT THIS POINT, ALTHOUGH HYUNDAI IS COVERING MY REPAIRS AND MOST OF MY RENTAL (I WAS ASKED TO COVER THE TAXES), I AM DISSATISFIED WITH THE COMPANY. I PREVIOUSLY OWNED A 2010 GENESIS THAT HAD PROBLEMS, WHICH I TRADED FOR MY VELOSTER. *TR

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Complaints - Search Results

1 Record(s) Displayed.

Report Date : November 7, 2012 at 07:26 PM
ODI Numbers Searched : **10472742**

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10472742 **Number of Deaths:** 0
Date Complaint Filed: August 28, 2012 **Date of Incident:** August 28, 2012
VIN : KMHTC6AD5CU...
Component: VISIBILITY:SUN ROOF ASSEMBLY

Summary:

THE CAR WAS IN THE DRIVEWAY AT NIGHT WHEN THE SUNROOF IMPLoded AND SHATTERED ALL OVER THE SEATS. NOTHING FELL ON THE CAR - IT JUST IMPLoded. AT THIS TIME, A TOW TRUCK IS COMING TO TAKE IT TO THE DEALERSHIP. THE CAR IN ONLY THREE MONTHS OLD. *TR UPDATED 10/02/12*LJ

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Complaints - Search Results

1 Record(s) Displayed.

Report Date : November 7, 2012 at 07:37 PM
ODI Numbers Searched : **10473062**

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10473062 **Number of Deaths:** 0
Date Complaint Filed: August 30, 2012 **Date of Incident:** August 28, 2012
VIN : KMHTC6AD5CU...
Component: STRUCTURE:BODY

Summary:

TL* THE CONTACT OWNS A 2012 HYUNDAI VELOSTER. THE CONTACT STATED THAT WHILE THE VEHICLE WAS PARKED, THE PANORAMIC SUN ROOF EXPLODED AND THE GLASS FRAGMENTS SCATTERED OUTSIDE OF THE VEHICLE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO WAS IN THE PROCESS OF REPLACING THE SUN ROOF. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 2,000.

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Complaints - Search Results

1 Record(s) Displayed.

Report Date : November 7, 2012 at 07:26 PM

ODI Numbers Searched : **10473640**

Make : HYUNDAI

Model : VELOSTER

Year : 2012

Manufacturer : Hyundai Motor Company

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10473640

Number of Deaths: 0

Date Complaint Filed: September 3, 2012

Date of Incident: August 31, 2012

VIN : KMHTC6AD2CU...

Component: VISIBILITY:SUN ROOF ASSEMBLY

Summary:

THE SUNROOF EXPLODED WHILE I WAS DRIVING WITH 2 PASSENGERS. WE HEARD THE EXPLOSION BUT DID NOT REALIZE IT WAS MY CAR UNTIL GLASS LEAKED FROM THE CLOTH PANEL UNDER THE SUNROOF ONTO MY FRIEND IN THE PASSENGER SEAT. WE MOVED THE CAR OFF OF THE ROAD AND CALLED THE POLICE. THE POLICE WENT BACK TO THE SIGHT WHERE THE EXPLOSION HAPPENED AND DID NOT FIND ANY OBJECT THAT WOULD HAVE HIT THE CAR. THE CAR IS LESS THAN 3 MONTHS OLD AND HAS LESS THAN 2500 MILES ON IT. THE DAY OF THE INCIDENT WAS WARM BUT NOT HOT LIKE IT HAS BEEN. *TR UPDATED 10/23/12*LJ UPDATED 10/26/2012 *JS

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Complaints - Search Results

1 Record(s) Displayed.

Report Date : November 7, 2012 at 07:31 PM
ODI Numbers Searched : **10477212**

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10477212 **Number of Deaths:** 0
Date Complaint Filed: September 26, 2012 **Date of Incident:** September 26, 2012
VIN : KMHTC6AD0CU...
Component: VISIBILITY

Summary:

I WAS DRIVING MY CAR DOWN A COUNTRY ROAD. NO CARS IN FRONT OF ME AND NONE COMING TOWARDS ME. MY HUSBAND WAS FOLLOWING BEHIND ME BECAUSE WE HAD JUST PICKED UP CAR FROM HAVING ITS FIRST OIL CHANGE AND TIRE ROTATION. I WAS DOING BETWEEN 45 AND 50MPH. ALL OF A SUDDEN THERE WAS A LOUD BANG LIKE A GUNSHOT AND I HEARD SOMETHING RAINING DOWN ON MY CAR. I LOOKED IN THE MIRROR AND SAW GLASS FLYING EVERYWHERE. I PULLED OVER AND ASKED MY HUSBAND IF SOMETHING HIT THE CAR. HE SAID NO - IT LOOKED LIKE THE GLASS IN THE SUNROOF BLEW STRAIGHT UP LIKE A COKE EXPLODING. THE GLASS ACTUALLY HIT THE FRONT OF HIS CAR. THE GLASS WAS IN MY HAIR, DOWN THE BACK OF MY SHIRT AND PANTS. THE GLASS SCRATCHED ME IN SEVERAL PLACES. *TR

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Complaints - Search Results

1 Record(s) Displayed.

Report Date : November 7, 2012 at 07:25 PM
ODI Numbers Searched : **10478075**

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries:** 2
ODI ID Number : 10478075 **Number of Deaths:** 0
Date Complaint Filed: October 1, 2012 **Date of Incident:** September 30, 2012
VIN : KMHTC6AD5CU...
Component: VISIBILITY:SUN ROOF ASSEMBLY

Summary:

TL* THE CONTACT OWNS A 2012 HYUNDAI VELOSTER. THE CONTACT STATED WHILE DRIVING 45 MPH THERE WAS A LOUD EXPLOSION ON THE ROOF. THE CONTACT REALIZED THAT THE GLASS IN THE SUNROOF WAS BROKEN WHEN IT PENETRATED THE VEHICLE. THE CONTACT SUSTAINED INJURIES TO THE LEFT FOOT AND RIGHT ARM. THE PASSENGER IN THE FRONT SEAT WAS ALSO INJURED ON THE ARMS AND FACE. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE VIN INFORMATION WAS NOT AVAILABLE. THE FAILURE AND CURRENT MILEAGE WAS 8,000. UPDATED 10/12/12*LJ UPDATED 10/17/2012 *JS

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Complaints - Search Results

1 Record(s) Displayed.

Report Date : November 7, 2012 at 07:24 PM
ODI Numbers Searched : **10478735**

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10478735 **Number of Deaths:** 0
Date Complaint Filed: October 5, 2012 **Date of Incident:** October 4, 2012
VIN : KMHTC6AD3CU...
Component: VISIBILITY:SUN ROOF ASSEMBLY

Summary:

I WAS TRAVELING DOWN I-684 IN NEW YORK STATE WHEN MY SUNROOF EXPLODED ALL OVER ME. I WAS TRAVELING AT THE SPEED LIMIT, NO ONE WAS IMMEDIATELY IN FRONT OF ME AND NOTHING WAS IN THE ROAD OR AIRBORNE. IT SOUNDED LIKE A GUNSHOT AND THEN THE ROOF WAS SHATTERING ALL OVER ME. *TR UPDATED 10/16/12*LJ UPDATED 10/23/12*LJ UPDATED 10/26/2012 *JS

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Complaints - Search Results

1 Record(s) Displayed.

Report Date : November 7, 2012 at 07:24 PM

ODI Numbers Searched : **10479487**

Make : HYUNDAI **Model :** VELOSTER **Year :** 2012
Manufacturer : Hyundai Motor Company
Crash : No **Fire :** No **Number of Injuries:** 1
ODI ID Number : 10479487 **Number of Deaths:** 0
Date Complaint Filed: October 9, 2012 **Date of Incident:** September 29, 2012
VIN : KMHTC6ADXCU...
Component: VISIBILITY:SUN ROOF ASSEMBLY

Summary:

ON SEPTEMBER 29, 2012 (APPROXIMATELY 1 PM) MY WIFE WAS DRIVING AT 55MPH ON I 93 NEAR EXIT 8 IN MANCHESTER NEW HAMPSHIRE. SHE DROVE OVER A NORMAL BUMP IN THE ROAD AND WITHOUT WARNING THE SUN ROOF OF MY 2012 HYUNDAI VELOSTER EXPLODED INTO AND OUT OF THE CAR. MY WIFE HAD GLASS EMBED INTO HER SCALP. SHE PROCEEDED TO EXIT 9 AND PULLED OFF THE HIGHWAY WHERE SHE MET ME. INJURIES WERE MINOR AND NO PROFESSIONAL HELP WAS NEEDED. I REMOVED THE GLASS FROM HER SCALP. WE CALLED THE NH STATE POLICE AND NOTIFIED THEM OF THE INCIDENT. WE DID NOT FILE AN OFFICIAL POLICE REPORT AT THAT TIME. THE SUN ROOF GLASS WAS DESTROYED AND COVERED THE INTERIOR AND EXTERIOR. THE PAINT ON THE EXTERIOR HAS MANY SCRATCHES AND DEEP GOUGES, THE INTERIOR HAS GLASS EMBEDDED INTO THE UPHOLSTERY. TODAY (OCT 9, 2012) I WENT TO PICK UP MY CAR AT THE DEALER, THE ROOF HAS BEEN FIXED BUT THE PAINT IS DESTROYED BY THE INCIDENT AND THE INTERIOR HAS GLASS EMBEDDED INTO IT. THE CAR IS A HAZARD TO TRY AND SIT IN. I BRUSHED THE REAR SEAT AND GLASS STUCK INTO MY HAND. THE CAR IS CURRENTLY AT THE DEALER, THIS ISSUE IS STILL IN PROCESS WITH THE DEALERSHIP. MY WIFE REFUSES TO DRIVE THE VEHICLE. I HAVE ASKED FOR A WRITTEN DOCUMENT FROM HYUNDAI SUCH AS AN ENGINEERING REPORT STATING THAT THE PROBLEM HAS BEEN RESEARCHED, RESOLVED AND THAT CORRECTED COMPONENTS ARE BEING INSTALLED IN OUR CAR & NOT JUST ANOTHER PIECE OF DEFECTIVE GLASS INSTALLED THAT WILL SHATTER ON US WHILE DRIVING AT HIGHWAY SPEEDS. I WANT MY NEW CAR PUT BACK TO NEW CONDITION LIKE IT WAS BEFORE THIS INCIDENT. I ALSO FILED A FORMAL COMPLAINT WITH HYUNDAI AFTER THE INCIDENT ON OCTOBER 1, 2012. I CAN SUPPLY YOU WITH THE CASE NUMBER IF NECESSARY. *TR ...UPDATED 10/17/12 *BF UPDATED 10/19/2012 *JS

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