

PE13-007

HYUNDAI-KIA

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ATTACHMENT A

COMSUMER COMPLAINTS

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
1/24/2012 08:38:22 AM	HMA90456	Vandermey-092112	Dick	General	General	General	SENT REIMBURSEMENT LETTER SCANNED AND ATTACHED		4620081	NCA Settlement	NCA
1/19/2012 02:49:27 PM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 1-27-12.		4620081	NCA HCR	NCA
1/17/2012 08:46:52 AM	HMA90493	Warden	Cindy	General	General	General	REVIEWED FOR PARTIAL APPROVAL.		4620081	NCA Settlement	NCA
1/17/2012 08:37:06 AM	HMA90456	Vandermey-092112	Dick	General	General	General	APPROVED PARTIAL REIMBURSEMENT OF \$161.68 FOR CAMPAIGN RELATED RENTAL CHARGES, NO REIMBURSEMENT OF \$47.96 FOR PHYSICAL DAMAGE WAIVER		4620081	NCA Settlement	NCA
1/17/2012 08:35:51 AM	HMA90456	Vandermey-092112	Dick	Inbound	Customer	Fax	RECEIVED PROOF OF OWNERSHIP, SCANNED AND ATTACHED		4620081	NCA Settlement	NCA
1/10/2012 03:48:08 PM	HMA90456	Vandermey-092112	Dick	Outbound	Customer	Telephone	LEFT MESSAGE FOR HER TO FAX COPY OF OWNERSHIP		4620081	NCA Settlement	NCA
12/14/2011 03:25:07 PM	HMA90456	Vandermey-092112	Dick	General	General	General	SENT CURE LETTER		4620081	NCA Settlement	NCA
12/8/2011 08:13:10 AM	HMA90456	Vandermey-092112	Dick	General	General	General	CURE: UNABLE TO PROCESS, NEED PROOF OF OWNERSHIP		4620081	NCA Settlement	NCA
							PLEASE CHECK CUSTOMER ELLIGIBILITY FOR SETTLEMENT. CUSTOMER SUBMITTED RECEIPTS FOR CORROSION RELATED REPAIRS. CUSTOMER ALSO INCLUDED PROOF				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
12/6/2011 03:29:44 PM	HMA90609	O'Neill-121211	Alison	Inbound	Customer	Letter	OF OWNERSHIP AND PROOF OF PAYMENT. CUSTOMER IS SEEKING REIMBURSEMENT FOR REPAIRS AS WELL AS REIMBURSEMENT FOR RENTAL CAR EXPENSE. SCANNED AND ATTACHED ALL PAPERWORK TO FILE.		4620081	NCA Settlement	NCA
11/21/2011 06:13:35 AM	PDODGE	Dodge-033012	Paul	Inbound	Customer	Telephone	CUSTOMER STATES: 1. HAS HAD CORROSION CAMPAIGN COMPLETED AND WOULD LIKE TO BE REIMBURSED FOR VEHICLE RENTAL WHILE REPAIRS WERE BEING COMPLETED. -- WRITER ADVISED TRANSFER CUSTOMER TO BECKY WITH THE CORROSION TEAM FOR ADDITIONAL ASSISTANCE.		4620081	CC Team4	Call Center
							CUSTOMER STATED: 1. CALLING TO FIND OUT IF CUSTOMER CAN BE REIMBURSED FOR THE RENTAL VEHICLE 2. GOT CUSTOMERS VEHICLE BACK OVER THE WEEKEND WRITER ADVISED CUSTOMER THAT CUSTOMER WILL NEED TO SEND IN DOCUMENTATION INTO THE				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
11/21/2011 06:11:16 AM	RTODD	Todd-033012	Rebecca	Inbound	Customer	Telephone	SETTLEMENT CENTER FOR REIMBURSEMENT. ADVISED CUSTOMER THAT EVERYTHING GOES THROUGH THE MAIL WITH THE SETTLEMENT CENTER. ADVISED THE CUSTOMER THAT THE CUSTOMER WILL NEED TO WAIT FOR A DECISION FROM THE SETTLEMENT CENTER. PROVIDED ADDRESS TO THE CUSTOMER FOR THE CORROSION CENTER. CASE CLOSED	✓	4620081	CC Training Team	Call Center
11/17/2011 09:37:38 AM	EAGUIRRE	Aguirre-033012	Edgar	Inbound	Customer	Telephone	CUSTOMER STATED: 1. DEALERSHIP WOULD BE REPAIRING CORROSION PROBLEM AS GOOD WILL 2. DEALERSHIP DID NOT HAVE A LOANER TO PROVIDE 3. IS RENTING A VEHICLE THROUGH HERTZ AT \$53 A DAY 4. DEALERSHIP SAID WOULD PAY FOR RENTAL IF HCCC WOULD AUTHORIZE IT. WRITER INFORMED CUSTOMER BECAUSE THERE IS NO CAMPAIGN OPEN FOR CORROSION ON		4620081	CC Training Team	Call Center

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							VEHICLE AND BECAUSE A LOANER VEHICLE IS NOT A PROVISION OF WARRANTY THE COST OF THE RENTAL WOULD BE OUT OF POCKET. BUT HCCC COULD LOOK INTO POSSIBLE REIMBURSEMENT BUT WAS NOT GUARANTEED. CASE CLOSED				
11/14/2011 12:06:45 PM	JMETZ	Metz-033012	Jessica	Outbound	Dealer	Telephone	STEVE SERVICE DIRECTOR AT MA034 STATED: 1. THE CUSTOMER HAS NOT BEEN INTO DEALERSHIP SINCE MARCH-2010. 2. WOULD BE MORE THEN HAPPY TO WORK WITH CUSTOMER ON THIS MATTER. 3. WOULD NEED CUSTOMER TO MAKE A APPOINTMENT ON THIS. 4. WOULD LIKE TO INSPECT THE VEHICLE. WRITER THANKED STEVE SERVICE DIRECTOR FOR THERE TIME. CASE AS IS.	✓	4620081	CC Training Team	Call Center
							CUSTOMER STATED: 1. CUSTOMER RIGHT WHEEL IS RUSTED OFF. 2. WOULD LIKE HYUNDAI TO FIX THERE PROBLEM ON THIS VEHICLE. 3. IS WILLING TO WORK WITH DEALERSHIP				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
11/14/2011 12:06:42 PM	JMETZ	Metz-033012	Jessica	Inbound	Customer	Telephone	MA034 TO GET THIS RESOLVED. WRITER INFORMED CUSTOMER THAT CUSTOMER IS GOING TO NEED TO HAVE THE VEHICLE TOWED TO MA034 TO HAVE SERVICE DIRECTOR STEVE LOOK AND INSPECT VEHICLE URGED CUSTOMER TO CALL HCCC BACK IF THIS DOES NOT GET WORKED OUT FOR CUSTOMER. CASE CLOSED.	✓	4620081	CC Training Team	Call Center
11/14/2011 12:01:35 PM	BESPANOL	Espanol-033012	Bonnie	Inbound	Customer	Telephone	CUSTOMER STATED: 1. THE RIGHT REAR SUBFRAME IS ROTTED AND BROKE 2. WAS ADVISED TO CALL US WRITER TRANSFERRED TO A CORROSION SPECIALIST CM/JM FOR ASSISTANCE WITH ISSUE.		4620081	CC Training Team	Call Center

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6/13/2013

ATTACHMENT A

COMSUMER COMPLAINTS

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
<div style="background-color: black; width: 100%; height: 100%;"></div>	<p>Case Number: 5049673</p> <p>Type: CA</p> <p>Opened: 10/11/2012 06:35:47 AM</p> <p>Closed: 10/11/2012 07:39:24 AM</p> <p>Status: Closed</p>	<p>CUST HAS REAR CORROSION AND FEELS THIS ISSUE SHOULD BE PAID IN FULL BY HYUNDAI.</p>	<p>INFORMED CUST THAT HYUNDAI IS OFFERING 25% AND RENTAL COVERAGE AS A GOODWILL GESTURE. CUST IS NOT HAPPY WITH RESPONSE. CASE CLOSED.</p>
<p>City: NEW DURHAM</p> <p>ZIP: [REDACTED]</p> <p>State: NH</p> <p>IQS : VDS :</p> <p>CSI : SSI :</p> <p>Contact Language : ENGLISH</p>	<p>Sub Status: Closed</p> <p>Creator Last Name: Bracht</p> <p>Creator First Name: Ruth</p> <p>Owner Last Name: Ortega</p> <p>Owner First Name: Susana</p>	<p>Contact Reason</p> <p>* Sentiment: Complaint</p> <p>* Category: Product</p> <p>* Sub-Category: Technical Assistance</p> <p>System: Chassis Wheels & Tires</p> <p>Component: Other</p> <p>Symptom: Rust Corrosion</p>	<p>Resolution</p> <p>* Resolution: Provided Information</p> <p>* Remedy: N/A</p> <p>* Resolution Satisfaction: Neutral</p>
<p>Dealer</p> <p>* Servicing Dealer: SOMERSWORTH HYUNDAI, LLC</p> <p>Service District: Eastern District C</p>	<p>NH015</p> <p>Sales District: Eastern District 1</p>		<p>Transfer</p> <p>Trans. To:</p> <p>Trans. Team:</p> <p>Trans. Dealer:</p> <p>Trans. Type: Standard</p> <p>Trans. Reason: Case Handling</p>
<p>Vehicle</p> <p>VIN: 5NPEU46F76H003339</p> <p>Model: Sonata (NF) V-6</p> <p>* Mileage: 140,000</p> <p>Blue Link Equipped : No</p>	<p>Model Year: 2006</p> <p>Short Model: 25462F65</p> <p>Date of First Use: 7/2/2005</p>	<p>Engine: F</p> <p>Accessory: 03</p> <p>Production Date: 5/15/2005</p> <p>Case in Arbitration : No</p>	<p>Check Request Pending Approval : 0</p> <p>eMail notification when case is closed:</p>

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/11/2012 07:38:47 AM	SORTEGA	Ortega	Susana	Outbound	Customer	Telephone	WRITER CONTACTED CUST TO UPDATE ON CASE. INFORMED CUST THAT 25% OFF AND RENTAL COVERAGE IS WHAT HYUNDAI HAS TO OFFER AS A GOODWILL GESTURE. CUST STATES: 1. THIS WILL NOT BE THE LAST TIME YOU HEAR FROM ME. 2. I'M GOING TO GO AFTER HYUNDAI. 3. I WILL BE TAKING PICTURES AND POSTING THEM EVERYWHERE. 4. I WILL PUBLICLY ANNOUNCE THIS. 5. IT'S PATHETIC 6. IT'S REALLY UNSAFE TO PUT MY NAME 7. THERE IS A FEDERAL INVESTIGATION ON THIS, ON YOUR VEHICLES. 8. I AM NOT DONE WITH THIS. INFORMED CUST THAT HYUNDAI IS OFFERING 25% AND RENTAL COVERAGE AS A GOODWILL GESTURE. CUST IS NOT HAPPY WITH RESPONSE. CASE CLOSED.	✓	5049673	HCCC Tier2 Team1	HCCC
							KEN SERVICE MANAGER (NH015) STATES: 1. I AM FULLY AWARE OF THAT . 2. I DID REVIEW IT WITH				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/11/2012 07:14:36 AM	SORTEGA	Ortega	Susana	Outbound	Dealer	Telephone	MY DPSM AND OFFERED 25% OFF AS GOODWILL GESTURE. 3. ALSO FOR A RENTAL VEHICLE. 4. I DID SOME BALING FOR 5. THEY HAVE NOT BEEN A LOYAL CUST TO ME. 6. HE IS NOT WILLING TO GO FORWARD WITH THAT. 7. THEY HAVE NOT VISITED ME. 8. I DID LET THEM KNOW. 9. IF SHE DECLINES THAT ANY WORK TO BE DONE, SHE NEEDS TO PICK UP HER VEHICLE. 10. MY BIGGEST CONCERN, SHE HAS A INSPECTION, WHO EVER DID IT, DIDN'T INSPECT IT RIGHT. 11. IT SHOULD HAVE BEEN CAUGHT WHEN THE VEHICLE WAS INSPECTED. 12. SHE IS RESPONSIBLE FOR HER OWN TOW. 13. WHATEVER SHE DECIDES, SHE NEEDS TO LET US KNOW. WRITER THANKED KEN FOR HIS TIME AND ASSISTANCE.	<input checked="" type="checkbox"/>	5049673	HCCC Tier2 Team1	HCCC
							CUST STATES: 1. I HAVE A REAR CORROSION ON MY CAR. 2. THE DPSM CAME OUT AND INSPECTED THE VEHICLE. 3.				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
10/11/2012 07:06:36 AM	SORTEGA	Ortega	Susana	Inbound	Customer	Telephone	THE DPSM SAID THEY WOULD COVER 25% 4. I WANT HYUNDAI TO COVER IT ALL. 5. A CAR SHOULD NOT FALL APART AFTER 6 YEARS. 6. 978-406-6002 7. REAR SUSPENSION CARRIAGE? 8. THEY CALLED THE DISTRICT GUY AND HE OFFERED ME 25%. 9. THEY OFFERED TO PAY FOR THE RENTAL FOR \$25 PER DAY. 10. IT'S A HUGE PIECE OF METAL THAT SHOULDN'T HAVE CORRODED. 11. FOR BUYING A CAR THAT'S 6YRS OLD, THAT SHOULDN'T HAPPEN. 12. I WOULD LIKE MY CAR TO LAST A COUPLE MORE YEARS. 13. I FEEL LIKE HYUNDAI IS NOT BACKING UP. 14. THAT TO ME IS ABSOLUTELY RIDICULOUS. 15. MY STEP FATHER HAS CALLED THEM TOO. 16. THIS IS 100% NOTHING I DID. 17. THEY ARE ONLY BACKING ME UP 25% 18. IF I GET INTO AN ACCIDENT, THERE WOULD BE A HUGE LAWSUIT AGAINST HYUNDAI. 19. THIS IS A HUGE SAFETY FACTOR. 20. I WILL NEVER BUY	✓	5049673	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>ANOTHER HYUNDAI AGAIN. 21. I BUY IT CERTIFIED AT THE DEALER. 22. I HAD A LOT OF LIFE AHEAD OF ME. 23. THEY CAN OFFER 25%,50% PERCENT OFF 24. I DON'T HAVE ALL MY WORK DONE AT THE DEALERSHIP. 25. I WILL SUE HYUNDAI 110% IF I GET INTO AN ACCIDENT. 26. IT'S NOT MY FAULT THAT THIS HAPPENED TO MY CAR. 27. IT'S GOING COST ME \$1,250 TO GET THIS FIXED. 28. IF IT PASS INSPECTION BEFORE, THAT DOESN'T GUARANTEE ANYTHING. 29. HOW DOES THIS BECOME A RECALL? 30. I ASKED THE DEALER TO CALL THIS GUY BACK, AND THEY DIDN'T WANT TO CALL HIM. 31. THEY TOLD ME ABSOLUTELY, THAT I CAN'T DRIVE MY CAR. 32. PEOPLE CAN DIE IN THIS CAR OR GET KILLED. 33. CAN YOU CALL THIS GUY AND SEE WHAT CAN BE DONE? WRITER INFORMED CUST THAT DEALERSHIP WILL BE</p>				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							CONTACTED FOR FURTHER ASSISTANCE.				
10/11/2012 06:45:31 AM	RBRACHT	Bracht	Ruth	Inbound	Customer	Telephone	CUST STS 1 REAR SUSPENSION CORROSION CAUSING A FAILURE. 2 STACEY SEV.MGR. @6036925220 CONSULTED WITH DPSM AND OFFERED CUST TO PAY 25% OF TOTAL REPAIR. 3 CUST WANT THE WHOLE THING PAID FOR. WRITER UPDATED THE CUST INFORMATION, DOCUMENTED THE CONCERNS AND TRANSFERRED TIER2.	✓	5049673	HCCC Tier1 Team1	HCCC

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HYUNDAI-KIA

6/13/2013

ATTACHMENT A

COMSUMER COMPLAINTS

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
[REDACTED]	Case Number: 5197323 Type: CA Opened: 12/26/2012 02:13:53 PM Closed: 1/7/2013 03:21:20 PM Status: Closed	CAMPAIGN INQUIRY. SUSPENSION CORREDED IN 2006 SONATA, BROKE.	WRITER ADVISED CUSTOMER THAT SINCE GENUINE PARTS WERE NOT USED AND VEHICLE IS OUT OF WARRANTY, ASSISTANCE CANNOT BE OFFERED. WRITER ADVISED CUSTOMER OF CAMPAIGN 092.
City: OSWEGO ZIP: [REDACTED] State:: NY IQS : VDS : CSI : SSI :	Sub Status: Closed Creator Last Name: Kuehneman Creator First Name: Douglas Owner Last Name: Benedict Owner First Name: Daniel	Contact Reason * Sentiment: Inquiry/Suggestion * Category: Campaign * Sub-Category: Info/Eligibility System: Chassis Wheels & Tires Component: Front Bushing & Stabilizer Bar Symptom: Rust Corrosion	Resolution * Resolution: Documented Concern * Remedy: N/A * Resolution Satisfaction: Neutral
Contact Language : ENGLISH			Transfer
Dealer			Trans. To:
* Servicing Dealer: FUCCILLO HYUNDAI OF WATERTOWN	NY062		Trans. Team:
Service District: Eastern District 8	Sales District: Eastern District C		Trans. Dealer:
Vehicle			Trans. Type: Standard
VIN: 5NPEU46F86H002846 Model: Sonata (NF) V-6 * Mileage: 110,000	Model Year: 2006 Short Model: 25452F65 Date of First Use: 7/14/2005	Engine: F Accessory: 05 Production Date: 5/28/2005	Trans. Reason:
Blue Link Equipped : No		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
1/7/2013 03:19:10 PM	DBENEDICT	Benedict	Daniel	Outbound	Customer	Email	WRITER ADVISED CUSTOMER THAT SINCE GENUINE PARTS WERE NOT USED AND VEHICLE IS OUT OF WARRANTY, ASSISTANCE CANNOT BE OFFERED. WRITER ADVISED CUSTOMER OF CAMPAIGN 092.	✓	5197323	HCCC Tier2 Team1	HCCC
1/7/2013 03:19:08 PM	DBENEDICT	Benedict	Daniel	General	General	General	WRITER ATTACHED INBOUND AND OUTBOUND EMAILS.	✓	5197323	HCCC Tier2 Team1	HCCC
1/7/2013 02:37:08 PM	DBENEDICT	Benedict	Daniel	Inbound	Customer	Email	CUSTOMER STATES: 1. WE HAD THE TOWED TO THE NEAREST GARAGE WHICH WAS STEVE'S AUTOBODY AND MECHANICAL REPAIR IN MEXICO, NY. 2. THE NEAREST DEALERSHIP IS ABOUT 40 MILES AWAY. 3. MILEAGE ON THE VEHICLE IS 110,000. 4. I MUST SAY THAT I, ALONG WITH THE REPAIR SHOP BELIEVE THAT THIS IS BECOMING A COMMON CONCERN WITH THESE FAIRLY NEW VEHICLES AND IS UNUSUAL FOR THEM TO RUST OUT AT SUCH A YOUNG AGE MAKING IT A SAFETY CONCERN. 5. WE	✓	5197323	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							DID THIS REPAIR WITH GOOD USED PARTS WHICH WERE HALF THE COST OF NEW.				
12/26/2012 02:43:59 PM	DKUEHNEMAN	Kuehneman	Douglas	General	General	General	ATTACHED INBOUND AND OUTBOUND EMAILS, CLOSED CASE.	✓	5197323	HCCC Tier2 Team1	HCCC
12/26/2012 02:42:06 PM	DKUEHNEMAN	Kuehneman	Douglas	Outbound	Customer	Email	WRITER ASKED FOR FURTHER INFORMATION.	✓	5197323	HCCC Tier2 Team1	HCCC
							CUST STATES: 1. WE OWN A 2006 HYUNDAI SONATA GLS IN EXCELLENT CONDITION. 2. LAST WEEK, THE REAR TIRE TURNED SIDE WAYS (AT ~ 20 MPH) AND PULLED THE CAR OFF THE ROAD (UNEXPECTEDLY). 3. WE HAD IT TOWED TO A REPAIR SHOP ON A FLATBED TO FIND OUT THAT THE STABILIZER BAR HAD ROTTED FROM THE REAR CROSS MEMBER. 4. AFTER MORE INVESTIGATION BY THE REPAIR SHOP, THEY NOTICED THAT THE CROSS MEMBER HAD ROTTED ON BOTH SIDES TO THE POINT OF FAILURE. 5. THEY HAD TO REPLACE THE CROSSMEMBER ALONG WITH BOTH STABILIZER				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
12/26/2012 02:33:36 PM	DKUEHNEMAN	Kuehneman	Douglas	Inbound	Customer	Email	BARS. 6. I HAVE NOTICED MANY COMPLAINTS ONLINE ABOUT HIS SAME OCCURRENCE AND THE SAME REPAIR SHOP HAD A SECOND HYUNDAI IN THE LOT WAITING FOR PARTS FOR THE SAME REASON. 7. AS YOU ARE PROBABLY AWARE, THIS IS A SIGNIFICANT SAFETY CONCERN KNOWING THAT WHEN IT FAILS THE CAR PULLS STRICTLY TO ONE DIRECTION. 8. LUCKILY FOR US, IT PULLED TO THE PASSENGER SIDE (OFF THE ROAD) RATHER THAN INTO ONCOMING TRAFFIC, AND WE WERE ONLY GOING ~20 MPH JUST LEAVING OUR DRIVEWAY. 9. WE HAD THIS REPLACED WITH USED PARTS THAT WERE INSPECTED TO NOT HAVE BEEN ROTTED YET. (THE FIRST REPLACEMENT CROSS MEMBER WE RECEIVED HAD THE SAME ROTTING, IN THE SAME AREA). 10. WHAT IS HYUNDAI DOING TO FIX THIS ISSUE AND RE-IMBURSE OWNERS FOR THIS SAFETY CONCERN. 11. WE	✓	5197323	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							WERE GUIDED BY THE REPAIR SHOP TO CONTACT YOU FIRST BEFORE SEEKING ANY ADDITIONAL REPRESENTATION.				

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ATTACHMENT A

COMSUMER COMPLAINTS

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
[REDACTED]	<p>Case Number: 5096663</p> <p>Type: CA</p> <p>Opened: 11/9/2012 01:16:46 PM</p> <p>Closed: 1/15/2013 10:09:49 AM</p> <p>Status: Closed</p>	<p>REAR LOWER CONTROL ARM AND SUBFRAME CORROSION REPAIR COMPLAINT FOR 2006 SONATA.</p>	<p>NO FURTHER ASSISTANCE IS AVAILABLE FOR CORROSION REPAIRS OF VEH. REGIONAL WARRANTY MGR PROVIDED APPROVAL FOR PART OF THE REPAIR OF VEH ADVISING NO FURTHER ASSISTANCE WOULD BE AVAILABLE. APPROVAL WAS RECEIVED FROM REGIONAL WARR MGR DUE TO DLR CURRENTLY NOT HAVING A DRAM LISTED</p>
<p>City: HASTINGS</p> <p>ZIP: [REDACTED]</p> <p>State:: NY</p> <p>IQS : VDS :</p> <p>CSI : SSI :</p> <p>Contact Language : ENGLISH</p>	<p>Sub Status: Closed</p> <p>Creator Last Name: Pierce</p> <p>Creator First Name: Andrew</p> <p>Owner Last Name: DiRuscio</p> <p>Owner First Name: Lyn</p>	<p>Contact Reason</p> <p>* Sentiment: Complaint</p> <p>* Category: Campaign</p> <p>* Sub-Category: 089 Sonata/XG Subframe</p> <p>System: Chassis Wheels & Tires</p> <p>Component: Other</p> <p>Symptom: Rust Corrosion</p>	<p>Resolution</p> <p>* Resolution: Documented Concern</p> <p>* Remedy: N/A</p> <p>* Resolution Satisfaction: Neutral</p>
Dealer			Transfer
<p>* Servicing Dealer: BURDICK HYUNDAI</p> <p>Service District: Eastern District 8</p>	<p>NY076</p> <p>Sales District: Eastern District C</p>		<p>Trans. To:</p> <p>Trans. Team:</p> <p>Trans. Dealer:</p> <p>Trans. Type: Standard</p> <p>Trans. Reason:</p>
Vehicle			
<p>VIN: KMHET46C16A119096</p> <p>Model: Sonata (NF)</p> <p>* Mileage: 137,655</p> <p>Blue Link Equipped : No</p>	<p>Model Year: 2006</p> <p>Short Model: 25412F45</p> <p>Date of First Use: 10/30/2005</p>	<p>Engine: C</p> <p>Accessory: 01</p> <p>Production Date: 7/11/2005</p> <p>Case in Arbitration : No</p>	<p>Check Request Pending Approval : 0</p> <p>eMail notification when case is closed:</p>

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
1/15/2013 10:07:17 AM	LDIRUSCIO	DiRuscio	Lyn	General	General	General	**ANY TIER TWO** IF CUST CALLS PLEASE ADVISE PICTURES WERE ATTACHED TO HIS CASE AS WELL AS CONTACT WITH DLR WAS COMPLETED TO VERIFY CURRENT STATUS OF VEH AND REPAIRS. PLEASE ADVISE CUST APPROVAL THAT WAS RECEIVED FROM THE AREA REGIONAL WARR MANAGER TO COVER PART OF THE REPAIRS OF CORROSION IS THE ONLY ASSISTANCE THAT CAN BE OFFERED AT THIS TIME. PLEASE ADVISE CUST NO FURTHER ASSISTANCE IS AVAILABLE. CASE CLOSED.	✓	5096663	HCCC Tier2 Team1	HCCC
1/15/2013 09:58:28 AM	LDIRUSCIO	DiRuscio	Lyn	Outbound	Customer	Telephone	WRITER CALLED CUST TO ADVISE PICTURES WERE RECEIVED AND VERIFY INFORMATION OF PART OF REPAIRS BEING COVERED WITH NO FURTHER ASSISTANCE WAS PROVIDED TO HIM. THE FOLLOWING MESSAGE WAS LEFT: 1. CM LEAVING MESSAGE: CM/LD 2. MESSAGE LEFT FOR: CRAIG	✓	5096663	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>CLEMENS. 3. HCCC CONTACT NUMBER AND CASE NUMBER LEFT: 1-800-633- 5151 AND 5096663 4. ANY CM CAN PROVIDE APPROVAL AND NO FURTHER ASSISTANCE BEING AVAILABLE FOR REPAIRS DETAILS.</p>				
							<p>WRITER CALLED DLR NY076 TO GATHER DETAILS OF VEH LOCATION STATUS AND REPAIRS. WRITER PROVIDED SVC MGR BILL FROM DLR NY076 CASE NUMBER 5096663 AND HCCC CONTACT NUMBER OF 1-800- 633-5151 FOR FURTHER ASSISTANCE THAT MAY BE NEEDED. WRITER ADVISED BILL CUST WILL BE CONTACTED TO ADVISE THE APPROVAL OF PART OF THE REPAIR BEING COVERED THAT WAS OBTAINED WILL BE THE ONLY ASSISTANCE THAT WILL BE AVAILABLE. BALANCE OF INVOICE IN THE AMOUNT OF \$500.00 WILL BE THE RESPONSIBILITY OF CUST. WRITER THANKED BILL</p>				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
09:45:24 AM							FOR HIS TIME. SVC MGR BILL FROM DLR NY076 STATED HIS LOCATION STILL DOES NOT HAVE A DPSM. BILL STATED HE CONTACTED THE REGIONAL WARRANTY MGR TIM RASNOR WHO APPROVED TO COVER PART OF THE REPAIRS NEEDED FOR VEH WHILE ADVISING THERE WOULD BE NO OTHER ASSISTANCE AVAILABLE. BILL STATED THIS VEH DOES NOT AND WILL NOT BE INCLUDED FOR ANY TYPE OF CORROSION CAMPAIGN. BILL STATED THE CUST GAVE APPROVAL FOR REPAIRS TO BE COMPLETED THIS MORNING AGREEING TO PAY BALANCE OF INVOICE. THE REAR SUBFRAME, REAR LOWER ARMS, AND BOLTS ALL HAD TO BE REPLACED. THE AMOUNT OF INVOICE CUST AGREED TO PAY IS \$500.00. BILL STATED THIS IS THE SECOND TIME IN EIGHT YEARS HE HAS NOT HAD A DPSM AND THE LAST TIME WAS FOR SIX MONTHS.	✓	5096663	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
1/14/2013 04:17:23 PM	LDIRUSCIO	DiRuscio	Lyn	General	General	General	CONTACT COULD NOT BE MADE WITH CUST TODAY DUE TO HIGH CALL VOLUME. WRITER WILL CONTACT CUST TO ADVISE NO FURTHER ASSISTANCE IS AVAILABLE NEXT AVAILABLE TIME.	✓	5096663	HCCC Tier2 Team1	HCCC
1/14/2013 08:43:16 AM	TMILLER	Miller-021113	Tiffany	General	General	General	WRITER ATTACHED INBOUND EMAIL AND CORROSION PICTURE ATTACHMENTS. TRANSFER TO CM/LD CUST DOES NOT WANT TO BE CONTACTED BY EMAIL.	✓	5096663	HCCC Tier2 Team1	HCCC
1/14/2013 07:14:32 AM	TMILLER	Miller-021113	Tiffany	Inbound	Customer	Email	CUST STATES: 1. ATTACHED ARE THE PICTURES REQUESTED PERTAINING TO CASE #5096663	✓	5096663	HCCC Tier2 Team1	HCCC
12/7/2012 11:46:00 AM	AVALADEZ	Valadez	Antonio	Inbound	Customer	Telephone	CUST STATED: 1.SENT 2 EMAILS OF THE PICTURES. 2.WRENCHHEAD2698@YAHOO.COM 3.ROUGH ESTIMATE ON WHEN IT WILL BE ATTACHED? 4.TUESDAY AT 1057 AND 1050 AM 5.ILL SEND THEM AGAIN. WRITER LET CUST KNOW THAT PICTURES HAVE NOT BEEN ATTACHED TO CASE. WRITER LET CUST KNOW THAT WE DO HAVE ALOT OF EMAILS COMING SO IT MAY TAKE A COUPLE DAYS FOR PICTUREST	✓	5096663	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							TO BE ATTACHED. WRITER LET CUST KNOW (PER CM/LD) THAT CUST WILL BE CONTACTED BY CM/LD ONCE PICTURES ARE ATTACHED.				
11/27/2012 07:26:49 AM	IWOODGATE	Woodgate	Ian	Inbound	Customer	Telephone	CUST STATES: 1. I WANT TO KNOW THE STATUS OF MY CASE. 2. I SENT IN CORROSION PICTURES ABOUT A WEEK AGO. 3. LET ME MAKE SURE I SENT THEM. 4. WHAT'S THE EMAIL ADDRESS AGAIN? WRITER INFORMED CUST OF STATUS OF CASE. PROVIDED CUST WITH HCCC EMAIL ADDRESS.	✓	5096663	HCCC Tier2 Team1	HCCC
11/20/2012 06:45:21 PM	GEGG	Egg-041013	George	General	General	General	WRITER ATTACHED INBOUND FAX.	✓	5096663	HCCC Tier2 Team1	HCCC
11/20/2012 02:54:26 PM	LDIRUSCIO	DiRuscio	Lyn	General	General	General	**ATTN EMAIL AND FAX TEAM** CUST TO EMAIL PICTURES OF REPAIR NEEDED. CUST WILL FAX ESTIMATE AND CURRENT VEH REGISTRATION.	✓	5096663	HCCC Tier2 Team1	HCCC
							CUST STATES: 1. I AM CALLING FOR A UPDATE ON MY CASE. 2. WHILE DRIVING THE VEH TODAY CONTROL OF THE VEH WAS LOST. 3. CONTROL ARM WAS FOUND TO BE CORRODED FROM THE INSIDE				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
11/20/2012 02:17:58 PM	LDIRUSCIO	DiRuscio	Lyn	Inbound	Customer	Telephone	<p>OUT. 4. TECHNICIAN ADVISED CORROSION IS SO EXCESSIVE THAT THEY HAVE NEVER SEEN CORROSION SO BAD. 5. 315-529-0535 IS THE BEST NUMBER TO REACH ME AT. 6. I WOULD LIKE TO SEND THE PICTURES IN FOR MY CASE. 7. I WILL SEND THE ESTIMATE ALONG WITH MY REGISTRATION SHOWING VEH IS REGISTERED IN NY. 8. I DO NOT WANT TO BE CONTACTED BY EMAIL. 9. I WILL WAIT FOR A CALL FOR CONFIRMATION OF DOCUMENTS BEING RECEIVED. 10. VEH IS CURRENTLY AT THE DLR IN NEED OF \$2000.00 DOLLARS WORTH OF CORROSION REPAIRS. WRITER PROVIDED CUST CASE NOTE INFORMATION. WRITER ADVISED CUST CONTACT WILL BE MADE WITH HIM ONCE DOCUMENTS AND PICTURES HAVE BEEN ATTACHED TO CASE. WRITER PROVIDED CONSUMERAFFAIRS@HMAUSA.COM EMAIL ADDRESS AND FAX NUMBER</p>	✓	5096663	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							602-588-2599 TO SUBMIT ITEMS. WRITER ADVISED CUST ATTACHMENT TO CASE TAKES APPROXIMATELY 24 HOURS FROM THE TIME DOCUMENTS ARE RECEIVED. WRITER ADVISED CUST TO INCLUDE CASE NUMBER 5096663 WITH EACH DOCUMENT AND PICTURE BEING SENT IN. CASE CLOSED PENDING DOCUMENTATION.				
11/20/2012 09:19:59 AM	NPERRY	Perry	Nia	Outbound	Customer	Telephone	WRITER LEFT MESSAGE ADVISED CUST OF THE SITUATION. WRITER REFERRED THE CUST TO THE DEALERSHIP FOR FURTHER ASSISTANCE. CASE CLOSED.	✓	5096663	PCCC Team1	PCCC
11/20/2012 09:10:28 AM	NPERRY	Perry	Nia	Outbound	Dealer	Telephone	SERVICE MANAGER BILL FROM NY076 STATED: 1. CORAD REAR END 2. WE DONT HAVE A DPSM AT THIS POINT IN TIME. 3. WE ONLY HAVE A REGIONAL WARRANTY MANAGER RIGHT NOW 4. ITS THE REAR SUBFRAME. WRITER ADVISED BILL OF THE CUST CONCERN. CASE DOCUMENTED. CASE PENDING	✓	5096663	PCCC Team1	PCCC
							CUST SON DENIS				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
11/20/2012 08:59:46 AM	NPERRY	Perry	Nia	Inbound	Customer	Telephone	STATED: 1. ANDREW TOLD US TO GET A ESTIMATE ON THE 2. 3,000 FOR THE ESTIMATE. 3. I GO THE ESTIMATE FROM NY076 4. 315-849-9271 DEALERSHIP ZAK WRITER ADVISED CUST THAT SHE NOTE THE CASE. WRITER ADVISED CUST THAT SHE WILL CONTACT THE DEALERSHIP AND GET BACK TO HIM ABOUT HIS CONCERN.	✓	5096663	PCCC Team1	PCCC
11/9/2012 01:18:43 PM	APIERCE	Pierce	Andrew	Inbound	Customer	Telephone	CUSTOMER STATES: 1. REAR SUBFRAME CORRODED. 2. CUSTOMER WAS DRIVING VEHICLE, LOST CONTROL. 3. NO INJURY OR ACCIDENT. 4. HAS VEHICLE IN DEALER RIGHT NOW, WAITING ON ESTIMATE. 5. ASKED ABOUT TAKING PICTURES OF DAMAGE. WRITER DOCUMENTED CUSTOMER CONCERN, INSTRUCTED CUSTOMER TO CALL BACK WHEN ESTIMATE WAS RECEIVED.	✓	5096663	HCCC Tier2 Team1	HCCC

CUSTOMER: [REDACTED]

VIN#: KMHET46C16A [REDACTED]

CASE: 5096663

5096663

To Whom It May Concern:

In regards to case number 5096663. Provided in this fax is a copy of the estimate provided to me by my Hyundai Dealer. On 11/14/2012, while my wife was driving this car she suddenly lost control of the vehicle almost resulting in a serious accident. Thankfully she was able to avoid collision with a number of other vehicles on the road at that time. I recieved a phone call from my wife in tears over what had just happened. I asked her what happened she said she just suddenly heard a loud noise and then lost control over the car. When I showed up to the scene the first thing I noticed was that the rear drivers side wheel was definatly not in its normal position. We then called and had the car towed to our serving Hyndai dealer. A day or so later we were called and informed of what the failure was. It appears that the rear crossmember had corroded so bad to the point that the rear left trailing arm mount actually rotted off allowing the crossmember to come free on the right and shift completely out of alignment. The only thing holding the right side onto the car was the strut. We understand that NY weather effects corrosion on vehicles since we have lived here all of our lives. However this is unacceptable. The amount of corrosion in relationship to the rest of the vehicle shows there is without a doubt a defect in craftsmanship and/or materials. We are just thankful this did not result in a fatality or injury and Hyundai should be as well. Provided through email are pictures of the entire vehicle and its condition, point of failure, and underside of the car as well to compare the corroded area with. We would like to have Hyundai stand by us and provide the neccessary repairs to make this vehicle safe for us to drive again so we can continue to do business with you in the future. We thank you for your time and we look forward to your response.

#5096663

Burdick Cars Inc.

8560 Brewerton Road
Cicero, NY 13039
Phone (315)652-3764
R4340135

BURDICK HYUNDAI

d.b.a. BURDICK CARS INC.
5885 East Circle Dr., Cicero, NY 13039
Phone (315) 452-7000
R7083481



CELL: 315-529-031

CUSTOMER NO. 37314	ADVISOR ZACH	TAG NO. 690	INVOICE DATE 11/19/12	INVOICE NO. HYCP161918
LABOR RATE 92.00	MILEAGE 133,916	COLOR GRAY/NA/	STOCK NO.	
YEAR/MAKE/MODEL 06/HYUNDAI/SONATA/			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. K M H E T 4 6 C 1 6 A			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.		P.O. NO.	R.O. DATE 11/08/12	
BUSINESS PHONE		COMMENTS		

MO: 133916

LABOR & PARTS

VEHICLE TOWED IN. CHECK DRIVER'S REAR WHEEL. REAR SUB-FRAME ROTTED THROUGH WHERE LOWER CONTROL ARM IS ATTACHED. LEFT REAR WHEEL READY TO FALL OFF. RECOMMEND REPLACING REAR SUBFRAME, REAR CONTROL ARMS AND BOLTS. AFTER REPLACING PARTS, WOULD NEED 4 WHEEL ALIGNMENT. EST. PARTS AND LABOR, \$2941.95 + TAX. ALL PARTS MUST BE ORDERED.

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

*****	TOTAL LABOR	0.00
*****	TOTAL PARTS	0.00
*****	TOTAL SUBLET	0.00
*****	TOTAL G.D.G.	0.00
*****	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
*****	TOTAL TAX	0.00
	TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

**N.Y. STATE
REPAIR SHOP #
R4340135
R-7083481**

**DISCLAIMER
OF WARRANTIES**

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

All factory replacement parts are warranted for 12 months or 12,000 miles whichever comes first. All other parts installed are warranted for 30 days or 3,000 miles unless otherwise specified, parts & labor.

ALL PARTS INSTALLED ARE NEW OR FACTORY REMANUFACTURED UNLESS OTHERWISE SPECIFIED.

THANK YOU!
5096663

Agent: Tiffany Miller

Department Name: H -Additional Review

-----Original Message-----

From: [REDACTED]

Sent: Jan 12, 2013 7:50:25 AM

Subject: CASE #5096663

To: "consumeraffairs@hmausa.com"

<consumeraffairs@hmausa.com>

Sent: Tuesday, December 4, 2012 10:50 AM

Subject: CASE #5096663

To whom it may concern:

Attached are the pictures requested pertaining to case #5096663. Thank You









PE13-007

HYUNDAI-KIA

6/13/2013

ATTACHMENT A

COMSUMER COMPLAINTS

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
[REDACTED]	<p>Case Number: 4961724</p> <p>Type: CA</p> <p>Opened: 8/11/2012 12:33:11 PM</p> <p>Closed: 8/11/2012 12:48:18 PM</p> <p>Status: Closed</p>	<p>COMPLAINT ON 2006 SONATA REAR SUBSTATION RUSTED OUT.</p>	<p>TOLD CUSTOMER THAT OVER WARRANTY AND HYUNDAI WOULD NOT BE ABLE TO HONOR AND HELP WITH PAYMENT.</p>
<p>City: MAYVILLE</p> <p>ZIP: [REDACTED]</p> <p>State: NY</p> <p>IQS : VDS :</p> <p>CSI : SSI :</p> <p>Contact Language : ENGLISH</p>	<p>Sub Status: Closed</p> <p>Creator Last Name: Menke</p> <p>Creator First Name: Teresa</p> <p>Owner Last Name: Menke</p> <p>Owner First Name: Teresa</p>	<p>Contact Reason</p> <p>*Sentiment:</p> <p>*Category: Product</p> <p>*Sub-Category: No Code</p> <p>System: Body</p> <p>Component: Other</p> <p>Symptom: Rust Corrosion</p>	<p>Resolution</p> <p>* Resolution: Provided Information</p> <p>* Remedy: N/A</p> <p>* Resolution Satisfaction: Negative</p>
Dealer	<p>* Servicing Dealer: SHULTS HYUNDAI NY102</p> <p>Service District: Eastern District 8</p> <p>Sales District: Eastern District C</p>		<p>Transfer</p> <p>Trans. To:</p> <p>Trans. Team:</p> <p>Trans. Dealer:</p> <p>Trans. Type: Standard</p> <p>Trans. Reason:</p>
Vehicle	<p>VIN: KMHET46C86A112677</p> <p>Model: Sonata (NF)</p> <p>*Mileage: 160,000</p> <p>Blue Link Equipped : No</p>	<p>Model Year: 2006</p> <p>Short Model: 25412F45</p> <p>Date of First Use: 10/2/2005</p> <p>Production Date: 6/27/2005</p> <p>Case in Arbitration : No</p>	<p>Check Request Pending Approval : 0</p> <p>eMail notification when case is closed:</p>

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
8/11/2012 12:40:36 PM	TMENKE	Menke	Teresa	Inbound	Customer	Telephone	CUSTOMER STATES: 1. REAR SUBTRAIN RUSTED OUT. 2. OVER 3,000 TO REPAIR. 3. WONDERING IF HYUNDAI IS GOING TO HELP ON WITH BILL. 4. UNSAFE TO DRIVE. 5. WILL HAVE TO TELL OTHERS THAT HYUNDAI DOES NOT STAND BEHIND THEIR VEHICLES. 6. WILL HAVE TO GO BUY A FORD FUSION. 7. WILL NOT BUY ANOTHER HYUNDAI. WRITER: TOLD CUSTOMER THAT OVER WARRANTY AND HYUNDAI WOULD NOT BE ABLE TO HONOR AND HELP WITH PAYMENT. CASE CLOSED		4961724	HCCC Tier2 Team1	HCCC

PE13-007

HYUNDAI-KIA

6/13/2013

ATTACHMENT A

COMSUMER COMPLAINTS

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
[REDACTED]	<p>Case Number: 5201810</p> <p>Type: CA</p> <p>Opened: 12/28/2012 10:25:44 AM</p> <p>Closed: 12/28/2012 11:31:40 AM</p> <p>Status: Closed</p>	<p>CUSTOMER CALLED IN WITH A VEHICLE COMPLAINT REGARDING THE REAR FRAME OF THEIR 2006 SONATA.</p>	<p>CASE CLOSED</p>
<p>City: FORESTPORT</p> <p>ZIP: [REDACTED]</p> <p>State: NY</p> <p>IQS : VDS :</p> <p>CSI : SSI :</p> <p>Contact Language : ENGLISH</p>	<p>Sub Status: Closed</p> <p>Creator Last Name: Weeks-052113</p> <p>Creator First Name: Natalia</p> <p>Owner Last Name: Pelayo-051513</p> <p>Owner First Name: Ricardo</p>	<p>Contact Reason</p> <p>* Sentiment: Complaint</p> <p>* Category: Product</p> <p>* Sub-Category: Design/Feature</p> <p>System: Body</p> <p>Component: Rear compartment</p> <p>Symptom: Rust Corrosion</p>	<p>Resolution</p> <p>* Resolution: Provided Information</p> <p>* Remedy: N/A</p> <p>* Resolution Satisfaction: Neutral</p> <p>Transfer</p> <p>Trans. To:</p> <p>Trans. Team:</p> <p>Trans. Dealer:</p> <p>Trans. Type: Standard</p> <p>Trans. Reason: Case Handling</p> <p>Check Request Pending Approval : 0</p> <p>eMail notification when case is closed:</p>
Dealer			
<p>* Servicing Dealer: CARBONE HYUNDAI</p> <p>Service District: Eastern District 8</p>	<p>NY093</p> <p>Sales District: Eastern District D</p>		
Vehicle			
<p>VIN: KMHEU46C76A108083</p> <p>Model: Sonata (NF)</p> <p>* Mileage: 135,000</p> <p>Blue Link Equipped : No</p>	<p>Model Year: 2006</p> <p>Short Model: 25432F45</p> <p>Date of First Use: 8/8/2005</p>	<p>Engine: C</p> <p>Accessory: 02</p> <p>Production Date: 6/18/2005</p> <p>Case in Arbitration : No</p>	

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
12/28/2012 11:25:50 AM	RPELAYO	Pelayo-051513	Ricardo	Inbound	Customer	Telephone	CUST STATES: 1. VEHICLE HAS CORROSION IN THE REAR OF THE BODY 2. I CAN'T EVEN DRIVE IT 3. VEHICLE IS JUST PARKED AT MY HOUSE 4. CALLED DEALER AND ADVISED THEM ABOUT MY CONCERN 5. TOLD ME RIGHT AWAY THERE IS NOTHING THEY CAN DO FOR ME 6. WON'T PASS NY INSPECTION 7. SO NOW I AM CALLING HCCC 8. NEED ASSISTANCE WRITER: REVIEWED RECALL CAMPAIGN HISTORY TAB. VEHICLE IS NOT AFFECTED BY ANY TYPE OF CORROSION CAMPAIGN. REFEREED CUST TO THE DEALER TO HAVE THE VEHICLE INSPECTED. CASE CLOSED	✓	5201810	HCCC Tier2 Team1	HCCC
							CUSTOMER'S GRAND DAUGHTER TANYA STS: 1. I'M CALLING FOR MY DAD HE HAS A 2006 SONATA. 2. THE REAR FRAME HAS RUSTED AND BROKE. 3. MY GRAND FATHER PURCHASED THE VEHICLE AND				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
12/28/2012 10:40:21 AM	NWEEKS	Weeks-052113	Natalia	Inbound	Customer	Telephone	GAVE IT TO MY FATHER. 4. CARBONE HYUNDAI SAID ONCE THE FRAME ON THE VEHICLE IS FIXED IT IS AGAINST STATE LAW. 5. ITS NOT DRIVABLE, IT IS IN MY FRONT YARD. 6. CARBONE HYUNDAI SAID IT WOULD NEVER PASS STATE INSPECTION. WRITER ADVISED THE CUSTOMER THERE WERE NO CURRENT CAMPAIGNS ON THEIR 2006 SONATA. WRITER TRANSFERRED THE CASE TO A CASE MANAGER.	✓	5201810	HCCC Tier2 Team1	HCCC

PE13-007

HYUNDAI-KIA

6/13/2013

ATTACHMENT A

COMSUMER COMPLAINTS

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
[REDACTED]	<p>Case Number: 5135692</p> <p>Type: CA</p> <p>Opened: 11/29/2012 09:02:18 AM</p> <p>Closed: 11/29/2012 09:49:13 AM</p> <p>Status: Closed</p>	<p>VEHICLE PARTS COMPLAINT FOR 2006 SONATA SUB FRAME CRACK</p>	<p>WRITER UPDATED CUST INFORMATION AND PROVIDED A CASE NUMBER. WRITER STS THE VEHICLE DOES NOT HAVE NO RECALL/CAMPAIGN OPEN. WRITER STS THE VEHICLE NEED TO BE LOOK AT HYUNDAI DLRSP TO GET IT INSPECTED. WRITER STS WE ARE NOT GOING TO PAY FOR YOUR BILL. WRITER PROVIDED JOURNAL OF OFFENSES</p>
<p>City: JEANNETTE</p> <p>ZIP: [REDACTED]</p> <p>State: PA</p> <p>IQS : VDS :</p> <p>CSI : SSI :</p> <p>Contact Language : ENGLISH</p>	<p>Sub Status: Closed</p> <p>Creator Last Name: Roman</p> <p>Creator First Name: Ramiro</p> <p>Owner Last Name: Roman</p> <p>Owner First Name: Ramiro</p>	<p>Contact Reason</p> <p>* Sentiment: Complaint</p> <p>* Category: Product</p> <p>* Sub-Category: Design/Feature</p> <p>System:</p> <p>Component:</p> <p>Symptom:</p>	<p>Resolution</p> <p>* Resolution: Referred to Dealer</p> <p>* Remedy: N/A</p> <p>* Resolution Satisfaction: Neutral</p>
Dealer			
<p>* Servicing Dealer: HYUNDAI OF GREENSBURG</p> <p>Service District: National</p>	<p>PA052</p> <p>Sales District: Eastern District B</p>	<p>Transfer</p> <p>Trans. To:</p> <p>Trans. Team:</p> <p>Trans. Dealer:</p> <p>Trans. Type: Standard</p> <p>Trans. Reason:</p>	
Vehicle			
<p>VIN: KMHEU46C76A108424</p> <p>Model: Sonata (NF)</p> <p>* Mileage: 159,801</p> <p>Blue Link Equipped : No</p>	<p>Model Year: 2006</p> <p>Short Model: 25432F45</p> <p>Date of First Use: 8/25/2005</p>	<p>Engine: C</p> <p>Accessory: 01</p> <p>Production Date: 6/20/2005</p> <p>Case in Arbitration : No</p>	<p>Check Request Pending Approval : 0</p> <p>eMail notification when case is closed:</p>

Notes

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
11/29/2012 09:44:06 AM	NVADNAIS	Vadnais	Neil	Inbound	Customer	Telephone	CUSTOMER STATES: 1. I JUST SPOKE WITH SOMEONE THERE, THEY SAID THEY COULDN'T HELP ME. 2. THEY TOLD ME TO TALK TO THE SERVICE MANAGER. 3. I WAS DRIVING, AND I FELT THE BACK END SWAY A LITTLE BIT. 4. I TOOK IT TO AN INDEPENDENT SHOP. 5. THEY SAID THE REAR SUBFRAME IS CRACKED. 6. CAN'T YOU GUYS PAY FOR IT? 7. THAT SHOULD HAVE LASTED LONGER THAN THAT. WRITER ADVISED THAT VEHICLE IS WELL BEYOND SUBSEQUENT OWNER WARRANTY, AND NO COVERAGE WOULD BE PROVIDED.	✓	5135692	HCCC Tier2 Team1	HCCC
							CUST STS: 1. I HAVE 2006 SONATA GLS. 2. I BOUGHT THE CAR USED. 3. I WANT TO MAKE A VEHICLE COMPLAINT. 4. I'M NOT HAPPY ABOUT THIS. 5. I HAVE 159,801 MILES ON IT. 6. I FELT THE REAR END SLIP ON SOMETHING. 7. FEW DAYS LATER I				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
11/29/2012 09:08:51 AM	RROMAN	Roman	Ramiro	Inbound	Customer	Telephone	NOTICE IT AGAIN. 8. I CHECK THE TIRE PRESSURE. 9. IT WAS STEERING WELL. 10. SO ESC LIGHT CAME ON. 11. AND IF YOU SHUT OFF THE CAR LIGHT CAME BACK ON. 12. THE ESC LIGHT COMES ON AND STAY ON. 13. I TOOK IT IN THE SHOP TO GET IT CHECK OUT. 14. I HEARD A BIG CRACK AND A NOISE. 15. IT WAS HAD TO CONTROL MY CAR. 16. I WAS GOING AT LEAST 35-45 MILES. 17. AND I WAS ALL OVER THE ROAD. 18. I TOOK IT TO GET CHECK AT MY GARAGE 19. AND HE PUT IT ON THE RACK. 20. AND HE SAID THE FRAME IS CRACK. 21. BOTH SIDES ON THE REAR SUB FRAME ARE CRACK. 22. THAT HOLD THE TIRE. 23. BOTH SIDES CRACK RIGHT NOW. 24. AND WHAT HE PUT ON MY BILL SAYS BOTH SIDE BROKEN NOT DRIVABLE 25. RIGHT REAR TOTALED. 26. I REPORT THIS NHTSA AT WASHINGTON, DC. 27. IF I WOULD OF GONE FAST I WOULD OF	✓	5135692	HCCC Tier1 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							<p>GOTTEN HURT. 28. SO WHO'S GOING TO PAY FOR MY BILL. 29. PAY FOR MY BILL. 30. THAT SHOULDN'T RUST IN 7 YEARS. 31. THAT'S A MAJOR FRAME PART. WRITER UPDATED CUST INFORMATION AND PROVIDED A CASE NUMBER. WRITER STS THE VEHICLE DOES NOT HAVE NO RECALL/CAMPAIGN OPEN. WRITER STS THE VEHICLE NEED TO BE LOOK AT HYUNDAI DLRSP TO GET IT INSPECTED. WRITER STS WE ARE NOT GOING TO PAY FOR YOUR BILL. WRITER PROVIDED HYUNDAI OF GREENSBURG DLRSP PHONE NUMBER 724-834-7028. WRITER ADVISED TO CUST THE VEHICLE IS OUT OF WARRANTY DOES NOT HAVE WARRANTY WITH HYUNDAI. CASE CLOSED.</p>				

PE13-007

HYUNDAI-KIA

6/13/2013

ATTACHMENT B

RESPONSE TO REQUEST 6

ATTACHMENT B
HYUNDAI'S RESPONSE TO PE13-007
WARRANTY DATA RELATED CODES

Nature Codes

N29 ABNORMAL NOISE (RATTLE,SQUEALING,WHINE,CRASH,DRONE)
N31 PULLS
N56 RUST, CORROSION
N86 FALLING OFF, SAGGED

Cause Codes

C05 RUSTY, CORRODED
C06 BROKEN, SPLIT, TORN
C10 WEAKENED

Operation Codes

55400R00 COMPLETE-REAR CROSSMEMBER
55100R0B ARM ASSY-REAR UPPER (BOTH SIDES)
55100R00 ARM ASSY-REAR UPPER (LH)
55100R0R ARM ASSY-REAR UPPER (RH)
55201R0B ARM ASSY-REAR LOWER (BOTH SIDES)
55201R00 ARM ASSY-REAR LOWER (LH)
55201R0R ARM ASSY-REAR LOWER (RH)

PE13-007

HYUNDAI-KIA

6/13/2013

ATTACHMENT C

RESPONSE TO REQUEST 9

9. NFA RR Cross-member EO lists

► Design Change Lists

EO No.	Engineering Order (EO)	Applied Date	Reason for EO
H3K50572	Compound environment corrosion acceleration evaluation method (CCT) cycle addition (ADDED NOTE FOR CCT TEST) * CCT : Complex Corrosion Test	06.11.`05	Field Condition Reproducibility Reinforcement
H3K70873	① Cam guide configuration change(Oval → Semi-elliptical) (CHANGED THE SHAPE OF THE CAM GUIDE : ELLIPSE → HALF MOON TYPE) ② Part No. change (55410-3K700/710 → 3K701/711) (CHANGED PART NUMBER : 55410-3K700/710 → 3K701/711)	10.01.`07	Welding Area Optimization
H3K80462	(DELETED UBC ON THE REAR LOWER CONTROL ARM BRACKET & APPLIED ANTI-CORROSION PANEL) * UBC : Under Body Coating	04.15.`09	Anti-corrosion Solution for Optimized Application
H3K90117	: Ar (80%) : CO2 (20%) → Ar (70%) : CO2 (30%) (CHANGED WELDING GAS MIXTURE RATIO)	05.07.`09	Welding Quality Optimization

9. NFA RR Cross-member EO lists

► Part Number Change Lists

EO No.	PART Number	Applied Period	Reason for EO
H3K40253	55410-3k700 55410-3k710	Job#1 ~ `07.09.30	Released (from Job#1, before P/NO changed)
H3K70873	55410-3k701 55410-3k711	`07.10.01 ~ `09.04.14	-Changed the shape of Cam Guide -The reason of P/NO change is compatibility
H3K80462	55410-3k702 55410-3k712	`09.04.15 ~ END of Production	-Under Body Coating removed - The reason of P/NO change is for appearance change

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HYUNDAI-KIA

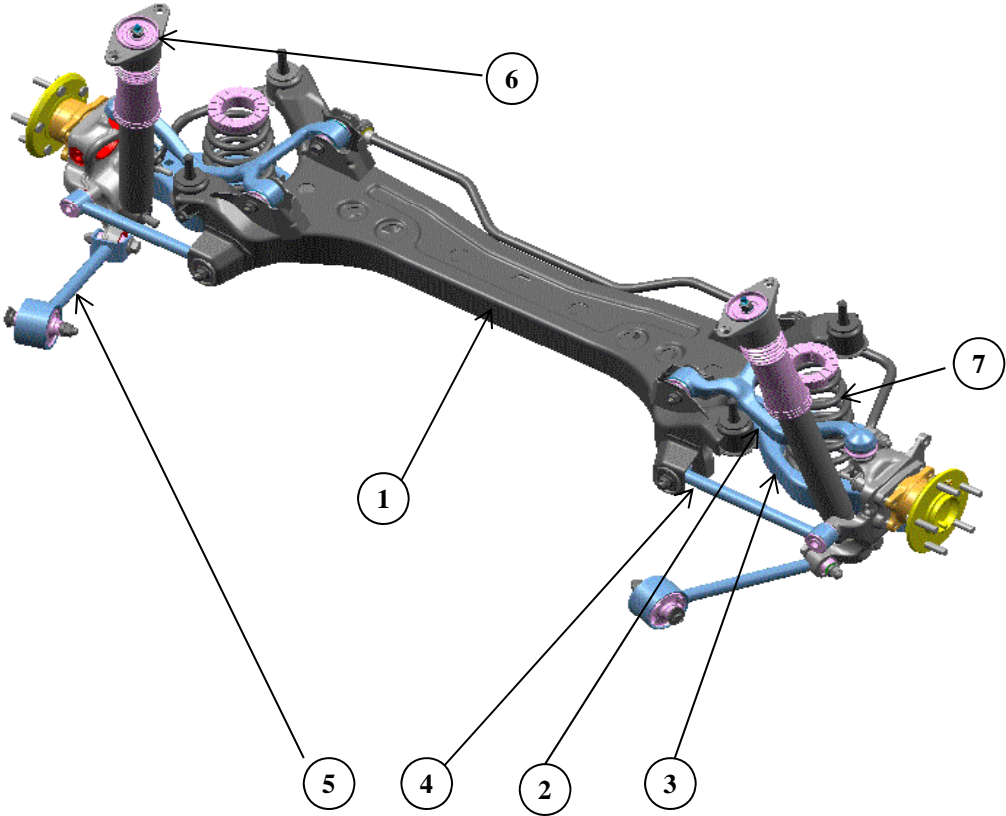
6/13/2013

ATTACHMENT D

RESPONSE TO REQUEST

10A

REQUEST 10a



NO	P/NO	PART NAME	Q'ty
1	55400-3K702 55400 3K712	RR CROSS MEMBER ASSY (SINGLE/DUAL MUFFLER)	1
2	55110-3K000 55120-3K000	ARM ASSY R UPR,LH ARM ASSY R UPR,RH	1 1
3	55210-3K701 55220-3K701	ARM COMPL-RR, LWR,LH ARM COMPL-RR, LWR,LH	1 1
4	55250-0A000	ARM ASSY-RR ASSIT	2
5	55270-0A000	ARM ASSY-RR TRAILING ARM ASSY	2
6	55305-3KXXX 55306-3K000	S/ABS COMPL-RR,LH/RH	1 1
7	55350-3KXXX	SPRING-RR	2

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ATTACHMENT E

RESPONSE TO REQUEST

10B

REQUEST 10b:

NO	P/NO	PART NAME	Purpose
1	55400-3K702 55400 3K712	RR CROSS MEMBER ASSY (SINGLE/DUAL MUFFLER)	- Fixed body and arms
2	55110-3K000 55120-3K000	RR UPR ARM ASSY, LH RR UPR ARM ASSY, RH	- Sustain the axle (CAMBER CONTROL)
3	55210-3K701 55220-3K701	ARM COMPL-RR LWR, LH ARM COMPL-RR LWR, RH	- Sustain the axle (CAMBER CONTROL)
4	55250-0A000	ARM ASSY-RR ASSIST	- Sustain the axle (TOE CONTROL)
5	55270-0A000	ARM ASSY-RR TRAILING	- Sustain the axle (FORE/AFT DIRECTION CONTROL)
6	55305-3KXXX 55306-3K000	S/ABS COMPL-RR, LH/RH	- Damping Control
7	55350-3KXXX	SPRING-RR	- Sustain the vehicle's unsprung weight

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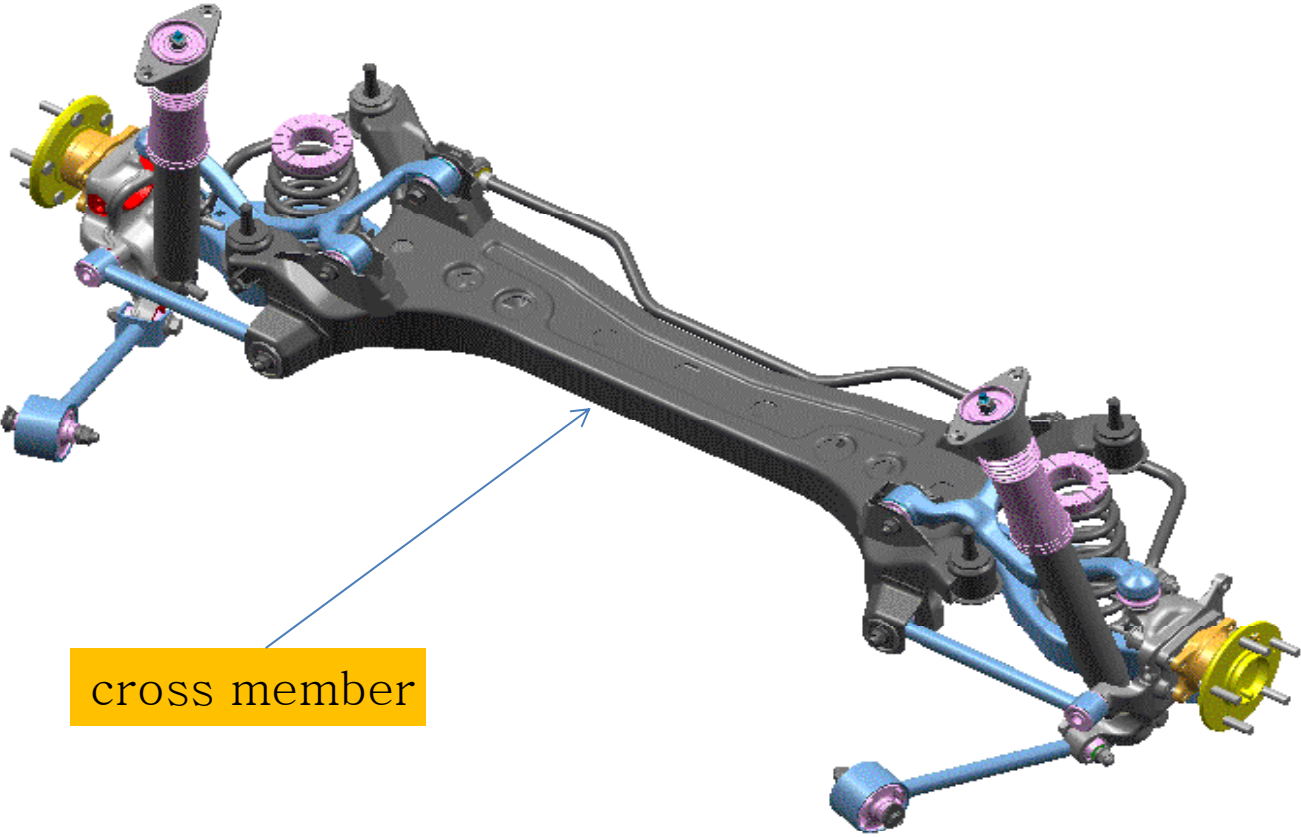
6/13/2013

ATTACHMENT F

RESPONSE TO REQUEST

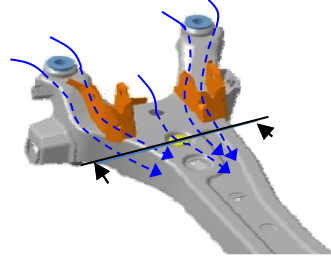
10E AND 10 F

RESPONSE TO REQUESTS 10e and 10f (preliminary).

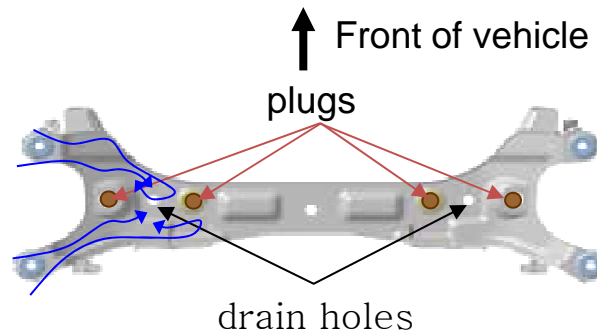


RESPONSE TO REQUESTS 10e and 10f (preliminary):

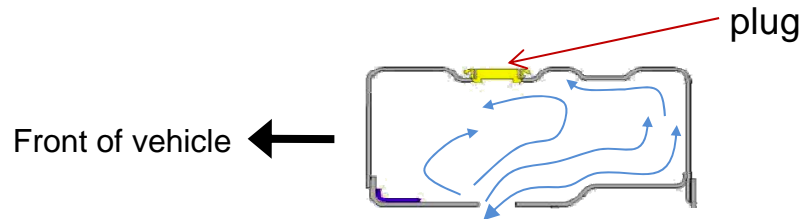
Water & foreign material



Water and foreign material may enter side hole of body mounting and upper hole



Water & foreign material flow and collection point (drain hole 3ea)

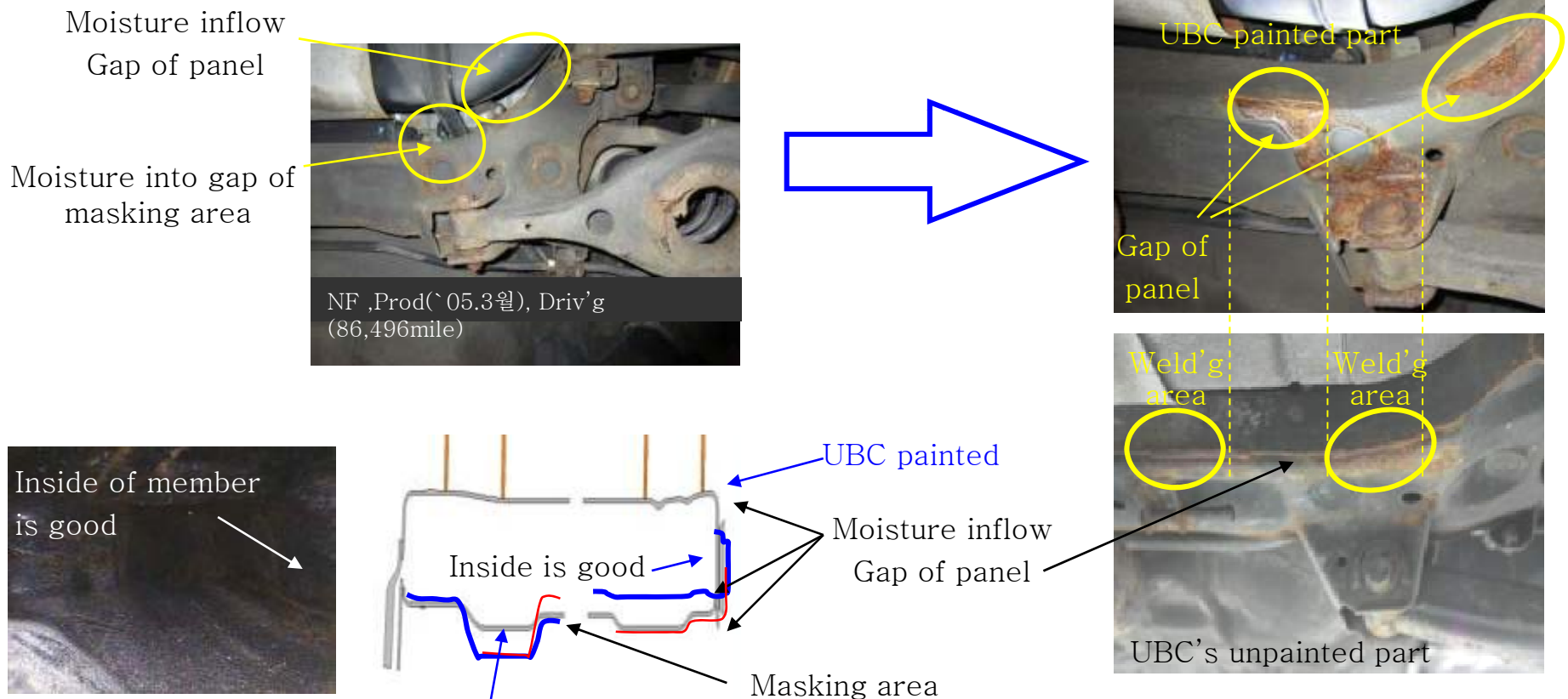


Internal area is humid (plugs upper & lower)

RESPONSE TO REQUESTS 10e and 10f (preliminary):

UBC (Under Body Coating)

- In the case of water intrusion into UBC(Under Body Coating), the percentage of moisture content increase



Moisture inflow and corroded area

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ATTACHMENT H

RESPONSE TO REQUEST

10E AND 11

Supplier Information

NO	P/NO	PART NAME	SUPPLIER	REMARKS
1	55400-3K702 55400 3K712	RR CROSS MEMBER ASSY (SINGLE/DUAL MUFFLER)	<ul style="list-style-type: none"> ▶ DONGHEE Industry.co <ul style="list-style-type: none"> · Manager : Tae Woo, Kim (Quality Assurance Team) · Address : 198-7, Sunchang-Ri, Sujang-Myun, Asan-Si, Gyunggi-Do, ChungNam 336-893 (82-70-7093-6186) ▶ Hwasin USA Co. <ul style="list-style-type: none"> · Manager : Chang Ho, Lee (Quality Assurance Team) · Address : 661 Montgomery Highway, Greenville, AL 36037 (1-334-382-1100) 	<p>05.4~`05.9) DongHee</p> <p>(`05.9~`10.1) Hwashin</p>
2	55110-3K000 55120-3K000	ARM ASSY R UPR,LH ARM ASSY R UPR,RH	<ul style="list-style-type: none"> ▶ Central Corporation. <ul style="list-style-type: none"> · Director : Hyun Sik, Kim (Quality Assurance Team Manager) · Address : 551 Gongdan-ro, Seongsan-gu, Gyeongsangnam-do 	
3	55210-3K701 55220-3K701	ARM COMPL-RR, LWR,LH ARM COMPL-RR, LWR,LH	<ul style="list-style-type: none"> ▶ DONGHEE Industry.co <ul style="list-style-type: none"> · Manager : Tae Woo, Kim (Quality Assurance Team) · Address : 198-7, Sunchang-Ri, Sujang-Myun, Asan-Si, Gyunggi-Do, ChungNam 336-893 (82-70-7093-6186) 	