

PE13-025

HYUNDAI-KIA

9/3/2013

ATTACHMENT A

B PAGE 88

C PAGE 92

PE13-025

HYUNDAI-KIA

9/3/2013

ATTACHMENT A



FSE Report

Created by Kranz, Kerry on 03/08/2013.

Finalized by Kranz, Kerry on 03/08/2013.

* Required Fields

FSE Number	FS2013030000103	CA Case #*	X999999
Dealer Code*	[AR029] CRAIN HYUNDAI NORTH LITTLE ROC	Tech. Case #*	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	IQS
Year	2013	FSE Name*	Kranz, Kerry
VIN*	5XYZT3LB2DG [REDACTED]	Part Name	JOINT ASSY-CV RH
Mileage	6,631	Part Number	495012W600
Prod. Date	09/11/2012	Engine Code	2.4L I4 Theta
Customer Complaint*	Powertrain & under vehicle (seperation)	Symptom Code	[S1360] DRIVETRAIN - AXLE SHAFT
Severity Code	10 - Loss of primary function performance	Diag Code#	
Priority	High	TREAD Cat.	Power train
Target Date		Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject*	2013 [AN] Santa Fe Sport - Separated right side axle		

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

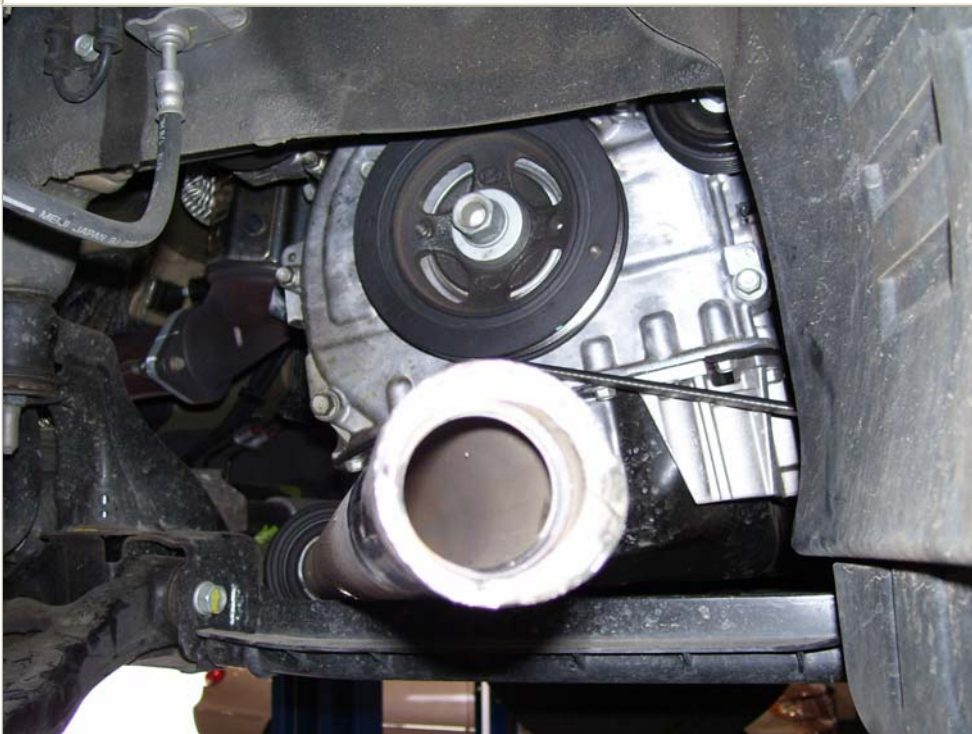
Customer states came to a stop went to accelerate and heard a loud bang and vehicle would not move. Vehicle was on a flat surface. Customer had to push vehicle off to the side of the road.

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
AR029	707841	707841	20130304	6685	[49500R0R] SHAFT ASSY-FRONT DRIVE (RH)

Root Cause Analysis

Found right side axle broken. No other damage was done.





Label is blank





Attachment : [20130308090011311_HMA03320.jpg](#) , [20130308090011311_HMA03320.jpg](#) ,
[20130308090011327_HMA03320.jpg](#) , [20130308090011327_HMA03320.jpg](#) ,
[20130308090011342_HMA03320.jpg](#)

Corrective Action	
	Replaced axle and test drove vehicle with no other concerns.
Reason(s) vehicle was not previously repaired	
	N/A

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:

Hu, Chris(CHu@hmausa.com); Kranz, Kerry(KKranz@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); Mull, David(DMull@hmausa.com); Pizarro, Randy(RPizarro@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Schoenfelder, Ken(kschoenf@hmausa.com); Stepanovich, Robert(rstepano@hmausa.com); Vu, Thai(tvu@hmausa.com);

Cases

<p>Customer</p> <p>Last Name: [REDACTED]</p> <p>First Name: [REDACTED]</p> <p>Phone: [REDACTED]</p> <p>Email: [REDACTED]</p> <p>Address: [REDACTED]</p> <p>City: BRADFORD</p> <p>ZIP: [REDACTED]</p> <p>State: PA</p> <p>IQS : ✓ VDS :</p> <p>CSI : SSI :</p> <p>Contact Language : ENGLISH</p>	<p>Case Information</p> <p>Case Number: 5290877</p> <p>Type: CA</p> <p>Opened: 2/5/2013 09:00:01 AM</p> <p>Closed: 2/21/2013 11:33:02 AM</p> <p>Status: Closed</p> <p>Sub Status: Closed</p> <p>Creator Last Name: Garber</p> <p>Creator First Name: Paul</p> <p>Owner Last Name: Garber</p> <p>Owner First Name: Paul</p>	<p>* Contact Reason Summary</p> <p>PG (ERCA) THE WRITER IS OPENING THIS CASE BASED UPON THE VOR REPORT. THIS IS A LOW MILEAGE VEHICLE WITH THE RIGHT FRONT AXLE BROKEN. ETA FOR THE PART IS 2/25/13.</p> <p>Contact Reason</p> <p>* Sentiment: Inquiry/Suggestion</p> <p>* Category: Product</p> <p>* Sub-Category: Operation</p> <p>System: Chassis Wheels & Tires</p> <p>Component: Other</p> <p>Symptom: Other</p>	<p>* Resolution Summary</p> <p>PART UPGRADED TO MANUAL ALLOCATION. THE VEHICLE IS REPAIRED. HCR FOR REIMBURSEMENT OF ONE MONTHLY VEHICLE PAYMENT.</p> <p>Resolution</p> <p>* Resolution: Assist Monthly Pmt</p> <p>* Remedy: Repaired</p> <p>* Resolution Satisfaction: Positive</p> <p>Transfer</p> <p>Trans. To:</p> <p>Trans. Team:</p> <p>Trans. Dealer:</p> <p>Trans. Type: Priority</p> <p>Trans. Reason: Case Handling</p> <p>Check Request Pending Approval : 0</p> <p>eMail notification when case is closed:</p>
<p>Dealer</p> <p>* Servicing Dealer: SHULTS HYUNDAI NY102 Active</p> <p>Service District: Eastern District 8 Sales District: Eastern District C</p>			
<p>Vehicle</p> <p>VIN: 5XYZT3LB2DC [REDACTED]</p> <p>Model: Santa Fe Sport(AN)</p> <p>* Mileage: 1,370</p> <p>Blue Link Equipped : ✓</p>		<p>Model Year: 2013</p> <p>Short Model: 63402F45</p> <p>Date of First Use: 11/5/2012</p> <p>Engine: B</p> <p>Accessory: 01</p> <p>Production Date: 9/18/2012</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
3/4/2013 05:42:08 AM	HMA90429	Garber	Paul	Inbound	Customer	Telephone	PG (ERCA) THE WRITER CONTACTED THE CUSTOMER TO CONFIRM THAT SHE RECEIVED THE GOODWILL REIMBURSEMENT. THE CUSTOMER STATED THAT THE CHECK WAS RECEIVED AND SHE IS VERY APPRECIATIVE.	✓	5290877	Region Eastern	Region
2/21/2013 11:30:58 AM	HMA90429	Garber	Paul	Inbound	Customer	Telephone	PG (ERCA) THE WRITER CALLED AND SPOKE WITH MR. [REDACTED]. THE WRITER INFORMED THE CUSTOMER THAT THE GOODWILL REIMBURSEMENT WILL BE MAILED TOMORROW, 2/22/13 FROM CALIFORNIA. THE CUSTOMER THANKED THE WRITER. CLOSING CASE	✓	5290877	Region Eastern	Region
2/14/2013 02:35:24 PM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 2/22/2013	✓	5290877	NCA HCR	NCA
2/8/2013 08:13:01 AM	HMA00764	Perkins	Mike	Inbound	Customer	Telephone	HCR REQUEST APPROVED.	✓	5290877	Region Eastern	Region
2/8/2013 06:56:44 AM	HMA90429	Garber	Paul	Inbound	Customer	Telephone	PG (ERCA) COPY OF THE REPAIR ORDER RECEIVED AND ATTACHED IN ADDITION TO THE HCR DOCUMENTS.	✓	5290877	Region Eastern	Region
							PG (ERCA) CUSTOMER HCR DOCUMENTS RECEIVED AND ATTACHED. HMA HAS MADE AN OFFER OF REIMBURSEMENT FOR ONE MONTHLY VEHICLE PAYMENT IN THE				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
2/7/2013 10:50:17 AM	HMA90429	Garber	Paul	Inbound	Customer	Telephone	AMOUNT OF \$476.07. THE VEHICLE IS FINANCED BY OCEAN AREA FEDERAL CREDIT UNION WHICH IS THE SAME INSTITUTION WHERE THE CUSTOMER HAS HER SAVINGS ACCOUNT. THE MONTHLY STATEMENT IS ATTACHED.	✓	5290877	Region Eastern	Region
2/6/2013 11:00:03 AM	HMA90429	Garber	Paul	Inbound	Customer	Telephone	PG (ERCA) CASE REVIEWED WITH ERCA MANAGER. THE GOODWILL OFFER OF ONE MONTHLY VEHICLE PAYMENT WILL STAND. THE WRITER LEFT A VOICE MESSAGE REQUESTING THAT THE CUSTOMER CALL.	✓	5290877	Region Eastern	Region
2/5/2013 12:16:17 PM	HMA90429	Garber	Paul	Inbound	Customer	Telephone	PG (ERCA) THE WRITER CHECKED DEPOT INVENTORY WHICH SHOWS 3 AXLES ON HAND ALTHOUGH THE DEALER ORDER WENT INTO BACKORDER STATUS. THE PARTS MANAGER CALLED MOBIS AND FOUND THAT THESE PARTS ARE ON MANUAL ALLOCATION. MOBIS HAS AGREED TO SHIP AN AXLE TO NY102. THE PARTS MANAGER WILL NOTIFY THE WRITER WHEN THE PART ARRIVES.	✓	5290877	Region Eastern	Region
							PG (ERCA) THE				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
2/5/2013 09:53:55 AM	HMA90429	Garber	Paul	Inbound	Customer	Telephone	DEALERSHIP REPORTED THIS VEHICLE ON THE VOR REPORT. ON 1/23/13 THE VEHICLE WAS TOWED TO THE SHOP WITH THE PASSENGER SIDE FRONT AXLE BROKEN. THE SERVICE ADVISOR STATES THAT THE AXLE IS BROKEN AT THE WHEEL END AND SEPARATED FROM THE CV JOINT AS IF A WELD HAD FAILED. THE WRITER WILL CONTACT THE APPROPRIATE MOBIS ANALYST TO DETERMINE WHETHER THE ORDER CAN BE EXPEDITED. THE PART NUMBER IS 495012W600; ORDER NUMBER 0124. THE PART WAS ORDERED 1/24/13 AND THE ETA IS 2/25/13. THE WRITER CALLED THE CUSTOMER WHO IS NOT UPSET AS SHE IS IN ALTERNATE TRANSPORTATION. THE WRITER INDICATED THAT HE WILL TRY TO EXPEDITE THE PART ORDER AND ALSO THAT HMA WOULD CONSIDER GOODWILL OF SOME TYPE FOR HER INCONVENIENCE. THE WRITER FINDS THAT THE VEHICLE IS FINANCED AND WILL CONSIDER A GOODWILL REIMBURSEMENT		5290877	Region Eastern	Region

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							FOR ONE VEHICLE PAYMENT IF THERE IS A SIGNIFICANT DELAY IN OBTAINING THE PART.				



FSE Report

Created by LaFleur, Roger on 02/08/2013.

Finalized by LaFleur, Roger on 02/08/2013.

* Required Fields

FSE Number	FS2013020000106	CA Case # *	5290877, 5273682
Dealer Code *	[NY102] SHULTS HYUNDAI	Tech. Case # *	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	FPOR
Year	2013	FSE Name *	LaFleur, Roger
VIN *	5XYZT3LB2D [REDACTED]	Part Name	
Mileage	1,370	Part Number	
Prod. Date	09/18/2012	Engine Code	2.4L I4 Theta
Customer Complaint *	A/T abnormal transmission noises	Symptom Code	[S0300] ATM - NOISE
Severity Code	10 - Loss of primary function performance	Diag Code#	
Priority	High	TREAD Cat.	Power train
Target Date		Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2013 [AN] Santa Fe Sport Axle shaft		

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 Customer heard a loud banging sound while driving at highway speed and then the vehicle would not move anymore.

Vehicle was towed to the dealer and the dealer found the vehicle would not move in drive or reverse.

Dealer found that the right front axle became detached from the outer CV joint.

It appears that the weld did not penetrate the metal.

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description

NY102	966290	966290	20121105	37	[MONLABEL]
-------	--------	--------	----------	----	------------

Root Cause Analysis

Right front axle shaft separated from the outer CV axle.

Right front axle became detached from the outer CV joint.



The weld on the end of the axle shaft appears to have poor penetration of the

metal.



Corrective Action	Dealer repalced the right front axle and the vehicle is operating as designed at this time.
Reason(s) vehicle was not previously repaired	This was the first repair attempt
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:

Dawkins, Craig(CDawkins@hmausa.com); LaFleur, Roger(RLaFleur@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); Pizarro, Randy(RPizarro@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Schoenfelder, Ken(kschoenf@hmausa.com); Stepanovich, Robert(rstepano@hmausa.com); Vu, Thai(tvu@hmausa.com);



FSE Report

Created by Scheufler, Todd on 01/31/2013.

Finalized by Scheufler, Todd on 01/31/2013.

* Required Fields

FSE Number	FS2013010000469	CA Case # *	X999999
Dealer Code *	[IL080] Gerald Hyundai	Tech. Case # *	5275762
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	IQS
Year	2013	FSE Name *	Scheufler, Todd
VIN *	5XYZT3LB6DG [REDACTED]	Part Name	JOINT ASSY-CV RH
Mileage	2,664	Part Number	495012W600
Prod. Date	09/14/2012	Engine Code	2.4L I4 Theta
Customer Complaint *	Powertrain & under vehicle (seperation)	Symptom Code	[S1360] DRIVETRAIN - AXLE SHAFT
Severity Code	10 - Loss of primary function performance	Diag Code#	
Priority	Medium	TREAD Cat.	Power train
Target Date	01/31/2013	Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2013 [AN] Santa Fe Sport		

Additional VIN List

VIN No	Model Code	Model Year	Prod.Date	Mileage

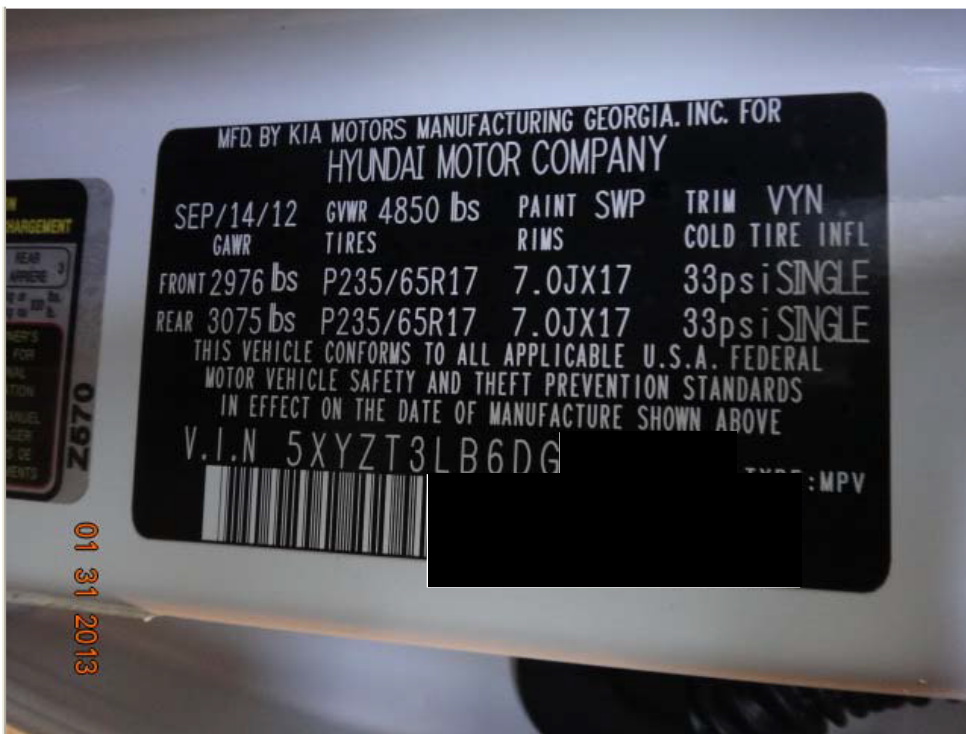
Previous FSE Report

FSE No	VIN No	Model Code	Model Year	Dealer	FSE

Condition

Customer states that the vehicle will not hold in park

- VIN plate



- Mileage



- Outside of vehicle and RO

[Redacted]				R/O Open Date	R/O Number		
[Redacted]				1/29/13	6031324		
[Redacted]				Time Received	Time Promised		
[Redacted]				18:09	1/29 17:00		
[Redacted]				Current Mileage	Mileage Out		
[Redacted]				2664			
[Redacted]				Key Tag #	752		
[Redacted]				Body	SPORT FWD 2.4		
[Redacted]				Engine Code			
[Redacted]				Service Advisor	JOHN KAINZ		
2013	HYUNDAI	SANTA FE	SPORT FWD 2.4	Delivery Date	In Service Date		
Vehicle Identification Number		Color	License Number	1/09/13	1/09/13		
5XYZT3LB6D		FROST WHIT	[Redacted]				
64226							
QUALITY GUARD MAINT 62468 or 1/09/17 Ded 0							
#1 - TOW: VEHICLE TOWED INTO SHOP					W		
45501 22600							
#2 - Customer Reports:					W		
THERE WAS A GRINDING NOISE WHEN BACKING OUT OF DRIVEWAY THE CAR WOULD NOT GO FORWARD OR BACKWARD AND HAD TO USE EMERGENCY BRAKE TO STOP VEHICLE					W		
					W		
					W		
#3 - RENTAL: RENTAL CAR					W		
64642					W		
CO#	RO#	Date	Miles	Service Writer	Tech	Time	Total
6030918		1/18/13	2467	ADAM VANDIVER			.00
M C/S THERE HAS BEEN A PUDDLE OF FLUID LEAKING							834
PACKAGE A: ENVIRONMENTAL PAINT PROTECTION, INTERIOR							269 2.50
							999 .00

01 31 2013

CASE# 577 5762

Attachment : [20130131221227627_HMA02930_DSC04344.JPG](#) , [20130131221227643_HMA02930_DSC04326.JPG](#) , [20130131221227658_HMA02930_DSC04327.JPG](#) , [20130131221227674_HMA02930_DSC04328.JPG](#) , [20130131221227674_HMA02930_DSC04329.JPG](#)

Vehicle History

PDI

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
IL080	028433	028433	20121107	10	[MONLABEL]

Root Cause Analysis

Right side axle broke

- No damage on vehicle



- Picture of axle. No signs of damage



- Inside of outer boot



- End of axle shaft



- Another view of shaft



Attachment : [20130131221704471_HMA02930_DSC04342.JPG](#) , [20130131221704486_HMA02930_DSC04333.JPG](#) ,
[20130131221704486_HMA02930_DSC04334.JPG](#) , [20130131221704518_HMA02930_DSC04335.JPG](#) ,
[20130131221704533_HMA02930_DSC04336.JPG](#) , [20130131221704549_HMA02930_DSC04337.JPG](#) ,
[20130131221704549_HMA02930_DSC04338.JPG](#) , [20130131221704565_HMA02930_DSC04339.JPG](#) ,
[20130131221704580_HMA02930_DSC04340.JPG](#) , [20130131221704580_HMA02930_DSC04341.JPG](#)

Corrective Action

Replaced right front axle

- Part number



- Part receipt below

Attachment : [20130131221923960_HMA02930_DSC04347.JPG](#) , [20130131221942867_HMA02930_IL080_axle_FSE_PartRtrn_dlr_visit.pdf](#)

Reason(s) vehicle was not previously repaired First visit

- Part sent to DL

Did this action resolve condition?	YES
Condition verified by personal inspection of company employee?	YES
Were Photos Taken?	YES
Parts Inspected?	YES
Parts Sent?	YES

Following people were notified via e-mail:

Hu, Chris(CHu@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); Pizarro, Randy (RPizarro@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Scheufler, Todd(TScheufler@hmausa.com); Stechman, Ed(ESTechman@hmausa.com); Stepanovich, Robert(rstepano@hmausa.com); Vu, Thai(tvu@hmausa.com);



FSE Report

Created by Kranz, Kerry on 02/21/2013.

Finalized by Kranz, Kerry on 02/22/2013.

* Required Fields

FSE Number	FS2013020000302	CA Case # *	X999999
Dealer Code *	[OK015] AUTOMAX HYUNDAI	Tech. Case # *	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	IQS
Year	2013	FSE Name *	Kranz, Kerry
VIN *	5XYZU3LB0DG [REDACTED]	Part Name	JOINT ASSY-CV RH
Mileage	1,801	Part Number	495012W600
Prod. Date	08/28/2012	Engine Code	2.4L I4 Theta
Customer Complaint *	Powertrain & under vehicle (seperation)	Symptom Code	[S1360] DRIVETRAIN - AXLE SHAFT
Severity Code	10 - Loss of primary function performance	Diag Code#	
Priority	High	TREAD Cat.	Power train
Target Date		Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2013 [AN] Santa Fe Sport - Seperated right side axle		

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

Customer states came to a stop went to accelerate and heard a loud bang and vehicle would not move. Vehicle was on a flat surface. Customer had to push vehicle off to the side of the road.

Vehicle History

n/a

Root Cause Analysis	

Found right side axle broken. No other damage was done.



Axle part number:
49501-2W600

Build Date : 08-23-12





Attachment : [20130222091941585_HMA03320_20130221_152822.jpg](#) , [20130222092032135_HMA03320_Picture 192.jpg](#) , [20130222092032150_HMA03320_Picture 18.jpg](#) , [20130222092032150_HMA03320_Picture 191.jpg](#) , [20130222094005367_HMA03320_20130221_152811.jpg](#) , [20130222094005367_HMA03320_20130221_152816.jpg](#)

Corrective Action

Replaced axle and test drove vehicle with no other concerns.

Reason(s) vehicle was not previously repaired

N/A

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:

Hu, Chris(CHu@hmausa.com); Kranz, Kerry(KKranz@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); Mull, David(DMull@hmausa.com); Pizarro, Randy(RPizarro@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Schoenfelder, Ken(kschoenf@hmausa.com); Vu, Thai(tvu@hmausa.com);

Stepanovich, Robert(rstepano@hmausa.com);



FSE Report

Created by Brandt, Rolf on 03/08/2013.

Finalized by Brandt, Rolf on 03/08/2013.

* Required Fields

FSE Number	FS2013030000122	CA Case # *	X999999
Dealer Code *	[CA320] DUBLIN HYUNDAI	Tech. Case # *	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	VDS
Year	2013	FSE Name *	Brandt, Rolf
VIN *	5XYZU3LB0DG [REDACTED]	Part Name	JOINT ASSY-CV RH
Mileage	7,824	Part Number	495012W600
Prod. Date	08/29/2012	Engine Code	2.4L I4 Theta
Customer Complaint *	Powertrain & under vehicle (seperation)	Symptom Code	[S1360] DRIVETRAIN - AXLE SHAFT
Severity Code	10 - Loss of primary function performance	Diag Code#	
Priority	High	TREAD Cat.	Power train
Target Date		Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2013 [AN] SANTA FE SPORT - SPEARATED FRONT DRIVE AXLE		

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 Customer concern of the vehicle will not move

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
CA320	32858C	032858	20130121	5851	[CCARB013]
CA320	32858B	032858	20130121	5851	[20CG04R0]
CA320	32858A	032858	20130121	5851	[P15PROG1]

Root Cause Analysis

--	--

- The picture to the right shows the right axle separated from the drive hub.



- The picture to the right shows a view of the CV joint at the right front hub.



- The picture to the right shows

the label on the axle shaft.



Attachment : [2013030819255599_HMA02432.jpg](#) , [2013030819255599_HMA02432.jpg](#) , [2013030819255599_HMA02432.jpg](#) , [2013030819255599_HMA02432.jpg](#) , [20130308192555115_HMA02432.jpg](#) , [20130308192555115_HMA02432.jpg](#) , [20130308192555131_HMA02432.jpg](#)

Corrective Action	Replace axle
Reason(s) vehicle was not previously repaired	First repair

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:

Baldassarre, Paul(pbaldassarre@hmausa.com); Bompiani, Tim(TBompiani@hmausa.com); Bonneau, Lorraine(lbonneau@hmausa.com); Brandt, Rolf (RBrandt@hmausa.com); Cattelino, Brian(BCattelino@hmausa.com); Harvey, Carolyn(CHarvey@hmausa.com); Hoyt, Chip (choyt@hmausa.com); Hu, Chris(CHu@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); Lynch, Jeffrey(JLynch@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); Pizarro, Randy(RPizarro@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Smith, Suzann(SSmith@hmausa.com); Snyder, Jason(JSnyder@hmausa.com); Stepanovich, Robert(rstepano@hmausa.com); Tiberio, Vincent(VTiberio@hmausa.com); Vu, Thai(tvu@hmausa.com);



FSE Report

Created by Anderson III, Art on 04/05/2013.

Finalized by Anderson III, Art on 04/05/2013.

*** Required Fields**

FSE Number	FS2013040000079	CA Case # *	5398817, 5507742, 5506963
Dealer Code *	[VA006] FAIRFAX HYUNDAI	Tech. Case # *	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	IQS
Year	2013	FSE Name *	Anderson III, Art
VIN *	5XYZU3LB0DG [REDACTED]	Part Name	JOINT ASSY-CV RH
Mileage	6,162	Part Number	495012W600
Prod. Date	09/13/2012	Engine Code	2.4L I4 Theta
Customer Complaint *	Powertrain & under vehicle (abnormal noise)	Symptom Code	[S1360] DRIVETRAIN - AXLE SHAFT
Severity Code	10 - Loss of primary function performance	Diag Code#	
Priority	Medium	TREAD Cat.	Power train
Target Date		Days Open	1 Day
Latest Incident Date	03/29/2013		
Comment			
Subject *	2013 [AN] Santa Fe Sport 2.4L RIGHT SIDE AXLE		

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 Customer sates vehicle will not move.

Customer states there was a loud noise and the vehicle stopped moving.

- Picture shows condition of axle.



Attachment : [20130405112323814_HMA03094.jpg](#) , [20130405112323829_HMA03094.jpg](#) , [20130405112323829_HMA03094.jpg](#)

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
VA006	87052B	387052	20130314	6162	[P15PROG1]
VA006	87052A	387052	20130314	6162	[49500ROR] SHAFT ASSY-FRONT DRIVE (RH)

Root Cause Analysis Axle separated

Corrective Action Replace axle

Reason(s) vehicle was not previously repaired

Did this action resolve condition? YES

Condition verified by personal inspection of company YES

employee?	
Were Photos Taken?	YES
Parts Inspected?	NO
Parts Sent?	NO

Following people were notified via e-mail:

Anderson III, Art(AAndersonIII@hmausa.com); Hu, Chris(CHu@hmausa.com); Konenkamp, Mark(mkonekamp@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); Pizarro, Randy(RPizarro@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Stepanovich, Robert(rstepano@hmausa.com); Vu, Thai(tvu@hmausa.com);

Cases

Customer		Case Information		* Contact Reason Summary	* Resolution Summary
Last Nam	[REDACTED]	Case Number:	5812703	2013 SANTA FE SPORT AXLE BROKE WITH ONLY 4000 MILES ON VEHICLE	CANNOT BE DETERMINED
First Nam	[REDACTED]	Type:	CA		
Phon	[REDACTED]	Opened:	6/13/2013 10:36:56 AM		
Ema	[REDACTED]	Closed:	6/13/2013 12:18:07 PM		
Address	[REDACTED]	Status:	Closed		
City:	CHICAGO	Sub Status:	Closed	Contact Reason	Resolution
ZIP:	[REDACTED]	Creator Last Name:	Sturmer	* Sentiment: Complaint	* Resolution: Provided Information
State::	IL	Creator First Name:	Tiffany	* Category: Product	* Remedy: N/A
IQS :	✓	Owner Last Name:	Crawford	* Sub-Category: Model Information	* Resolution Satisfaction: Neutral
CSI :		Owner First Name:	Allyn	System: Chassis Wheels & Tires	Transfer
Contact Language :	ENGLISH			Component: Axle Bearings & Stabilizer	Trans. To:
Dealer				Symptom: Inoperative	Trans. Team:
* Servicing Dealer:	CRESTMONT HYUNDAI		OH058 Active		Trans. Dealer:
Service District:	Central District 5	Sales District:	Central District 5		Trans. Type: Standard
Vehicle					Trans. Reason: Case Handling
VIN:	5XYZU3LB0DG [REDACTED]	Model Year:	2013	Engine:	B
Model:	Santa Fe Sport(AN)	Short Model:	63402F45	Accessory:	02
* Mileage:	4,000	Date of First Use:	2/5/2013	Production Date:	1/23/2013
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
6/13/2013 11:51:14 AM	ACRAWFORD1	Crawford	Allyn	Outbound	Dealer	Telephone	DEALER STATED THAT PART WILL BE IN TOMORROW. DEALER STATED THAT WE CANT DETERMINE THE ISSUE IT CAN BE MANY THINGS, WE JUST REPLACE IT FOR THEM.	✓	5812703	HCCC Tier2 Team1	HCCC
6/13/2013 10:56:51 AM	TSTURMER	Sturmer	Tiffany	Inbound	Customer	Telephone	CUST STS: 1. ON TUESDAY I WAS DRIVING AND MY AXLE BROKE. 2. THE GUY AT THE DEALER SAID THIS IS THE THIRD TIME HE HAS SEEN THIS. 3. WANT TO KNOW WHY THERE HAS NOT BEEN A RECALL ON THIS? 4. ALSO WANT TO KNOW IF THEY ARE GOING TO REPLACE IT WITH THE SAME PART THAT WAS IN IT BEFORE. 5. IF THEY ARE THEN I WILL BE CALLING BACK WITH MORE THAN A COMPLAINT. WRITER ADVISED CUSTOMER THAT I WILL BE DOCUMENTING HIS COMPLAINT. THAT THIS IS SOMETHING HYUNDAI TAKES VERY SERIOUSLY. WRITER TRANSFERRED CASE TO T2 FOR FURTHER ASSISTANCE. WRITER PROVIDED CASE NUMBER.	✓	5812703	HCCC Tier2 Team1	HCCC
							CUST STATED: 1. DRIVING DOWN THE STREET AND AXLE BRAKES. 2. HAD VEHICLE TOWED IN TO				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
6/13/2013 10:54:11 AM	ACRAWFORD1	Crawford	Allyn	Inbound	Customer	Telephone	DEALER. 3. DEALER SAID THIS IS THE 3RD TIME THIS HAPPENED. 4. IF THIS IS A DEFECTED PART THEN THERE IS SOMETHING WRONG. 5. IF A AXLE FALLS OFF FOR NO REASON THERE IS A PROBLEM. 6. REPLACING THE SAME DEFECTED PART GIVES ME NO SENCE OF ASSURANCE. WRITER ADVISED CUST THAT WRITER WILL CONTACT DEALER FOR FURTHER INFORMATION. WRITER PROVIDED CUST WITH CASE NUMBER.	✓	5812703	HCCC Tier2 Team1	HCCC



FSE Report

Created by Waibel, Zachary on 03/05/2013.

Finalized by Waibel, Zachary on 03/05/2013.

* Required Fields

FSE Number	FS2013030000045	CA Case # *	X999999
Dealer Code *	[OH066] TAYLOR HYUNDAI	Tech. Case # *	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	IQS
Year	2013	FSE Name *	Waibel, Zachary
VIN *	5XYZU3LB1DG [REDACTED]	Part Name	JOINT ASSY-CV RH
Mileage	5,801	Part Number	495012W600
Prod. Date	09/05/2012	Engine Code	2.4L I4 Theta
Customer Complaint *	Powertrain & under vehicle (seperation)	Symptom Code	[S1360] DRIVETRAIN - AXLE SHAFT
Severity Code	10 - Loss of primary function performance	Diag Code#	
Priority	Medium	TREAD Cat.	Power train
Target Date	02/21/2013	Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2013 [AN] Santa Fe Sport AXLE SHAFT		

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

Customer states vehicle will not move in drive or reverse

- Customer backed out of driveway, placed vehicle into drive, and accelerated at light to moderate throttle while turning right. Customer heard a pop sound before the vehicle reached 10 mph and the vehicle coasted to a stop and would not move.

Attachment : [20130305104017701_HMA03345_IMG_1119.JPG](#) , [20130305104017701_HMA03345_IMG_1120.JPG](#) , [20130305104024762_HMA03345_IMG_1121.JPG](#)

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
OH066	432087	432087	20130220	5801	[49500R0R] SHAFT ASSY-FRONT DRIVE

					(RH)
OH066	424489	424489	20121221	5303	[P15PROG1]
OH066	24489A	424489	20121221	5303	[20CG04R0]

Root Cause Analysis

- Right axle shaft separated near outer joint



- View of axle tube end



- Grease still present in outer joint boot



- Axle tag with build information



Attachment : [20130305104050274_HMA03345_IMG_1122.JPG](#) , [20130305104050274_HMA03345_IMG_1123.JPG](#) ,
[20130305104114114_HMA03345_IMG_1124.JPG](#) , [20130305104114129_HMA03345_IMG_1125.JPG](#) ,
[20130305104114129_HMA03345_IMG_1126.JPG](#) , [2013030510412181_HMA03345_IMG_1127.JPG](#) ,
[2013030510413417_HMA03345_IMG_1134.JPG](#)

Corrective Action

<ul style="list-style-type: none"> Replaced right axle shaft 	
Reason(s) vehicle was not previously repaired	
<ul style="list-style-type: none"> First repair attempt 	

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:

Chapin, Doug (dchapin@hmausa.com); Helgeson, Rodney(RHelgeson@hmausa.com); Hu, Chris(CHu@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); Pizarro, Randy(RPizarro@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Schoenfelder, Ken(kschoenf@hmausa.com); Stepanovich, Robert(rstepano@hmausa.com); Vu, Thai(tvu@hmausa.com); Waibel, Zachary(ZWaibel@hmausa.com);



FSE Report

Created by Waibel, Zachary on 03/05/2013.

Finalized by Waibel, Zachary on 03/05/2013.

* Required Fields

FSE Number	FS2013030000046	CA Case # *	X999999
Dealer Code *	[OH060] GREAT LAKES HYUNDAI	Tech. Case # *	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	IQS
Year	2013	FSE Name *	Waibel, Zachary
VIN *	5XYZU3LB1DG [REDACTED]	Part Name	JOINT ASSY-CV RH
Mileage	5,674	Part Number	495012W600
Prod. Date	09/15/2012	Engine Code	2.4L I4 Theta
Customer Complaint *	Powertrain & under vehicle (seperation)	Symptom Code	[S1360] DRIVETRAIN - AXLE SHAFT
Severity Code	10 - Loss of primary function performance	Diag Code#	
Priority	Medium	TREAD Cat.	Power train
Target Date	03/01/2013	Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2013 [AN] Santa Fe Sport AXLE SHAFT		

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

Customer states vehicle will not move in drive or reverse

- Customer was accelerating from a stop sign at moderate throttle going straight when he heard a pop, the vehicle coasted to a stop, and it would not move.

Attachment : [20130305105413778_HMA03345_IMG950938.jpg](#) , [20130305105413778_HMA03345_IMG951224.jpg](#) , [2013030510542011_HMA03345_IMG954394.jpg](#)

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
OH035	213558	213558	20130116	3808	[P15PROG1]

Root Cause Analysis

- Right axle shaft separated near outer joint



- View of axle tube end



- Axle build tag unreadable



Attachment : [20130305105440447_HMA03345_IMG952333.jpg](#) , [2013030510544656_HMA03345_IMG952372.jpg](#) , [20130305105607364_HMA03345_IMG955407.jpg](#) , [20130305105624394_HMA03345_IMG_8871.jpg](#)

Corrective Action	
<ul style="list-style-type: none"> • Replaced right axle shaft 	
Reason(s) vehicle was not previously repaired	
<ul style="list-style-type: none"> • First repair attempt 	

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

Following people were notified via e-mail:

Chapin, Doug (dchapin@hmausa.com); Helgeson, Rodney(RHelgeson@hmausa.com); Hu, Chris(CHu@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); Pizarro, Randy(RPizarro@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Schoenfelder, Ken(kschoenf@hmausa.com); Stepanovich, Robert(rstepano@hmausa.com); Vu, Thai(tvuu@hmausa.com); Waibel, Zachary(ZWaibel@hmausa.com);



FSE Report

Created by Waibel, Zachary on 03/05/2013.

Finalized by Waibel, Zachary on 03/05/2013.

* Required Fields

FSE Number	FS2013030000047	CA Case # *	5355346
Dealer Code *	[OH027] DENNIS HYUNDAI	Tech. Case # *	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	IQS
Year	2013	FSE Name *	Waibel, Zachary
VIN *	5XYZU3LB2DG [REDACTED]	Part Name	JOINT ASSY-CV RH
Mileage	2,705	Part Number	495012W600
Prod. Date	09/07/2012	Engine Code	2.4L I4 Theta
Customer Complaint *	Powertrain & under vehicle (seperation)	Symptom Code	[S1360] DRIVETRAIN - AXLE SHAFT
Severity Code	10 - Loss of primary function performance	Diag Code#	
Priority	Medium	TREAD Cat.	Power train
Target Date	03/01/2013	Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2013 [AN] Santa Fe Sport AXLE SHAFT		

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

Customer states vehicle will not move in drive or reverse

- Customer was stopped at a traffic light. When the light turned green, the customer accelerated at moderate throttle, turning slightly to the left. The customer heard a pop while the vehicle was travelling at approximately 10 mph and the vehicle coasted to a stop and would not move.

Attachment : [20130305110908355_HMA03345_100_1190.jpg](#) , [2013030511091158_HMA03345_100_1191.jpg](#) , [2013030511091542_HMA03345_100_1192.jpg](#) , [20130305110917292_HMA03345_100_1195.jpg](#)

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
OH027	131410	131410	20121130	689	[P15PROG1]

OH027	127800	127800	20121004	9	[20CG04R0]
OH027	127134	127134	20120924	7	[82191NTT]

Root Cause Analysis

- Right axle seperated near outer joint
- Axle build tag is unreadable



Attachment : [20130305111705255_HMA03345_100_1189.jpg](#)

Corrective Action

- Replaced right axle shaft

Reason(s) vehicle was not previously repaired

- First repair attempt

Did this action resolve condition?

Condition verified by personal inspection of company employee?

Were Photos Taken?

Parts Inspected?

Parts Sent?

Following people were notified via e-mail:

Helgeson, Rodney(RHelgeson@hmausa.com); Hu, Chris(CHu@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); Pizarro, Randy(RPizarro@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Schoenfelder, Ken(kschoenf@hmausa.com); Stepanovich, Robert(rstepano@hmausa.com); Vandenberg, Jeff (jvandenberg@hmausa.com); Vu, T hai(tvu@hmausa.com); Waibel, Zachary(ZWaibel@hmausa.com);

Cases

<p>Customer</p> <p>Last Name: [REDACTED]</p> <p>First Name: [REDACTED]</p> <p>Phone: [REDACTED]</p> <p>Email: [REDACTED]</p> <p>Address: [REDACTED]</p> <p>City: CLEVELAND</p> <p>ZIP: [REDACTED]</p> <p>State: OH</p> <p>IQS : </p> <p>CSI :</p> <p>VDS :</p> <p>SSI :</p> <p>Contact Language : ENGLISH</p>	<p>Case Information</p> <p>Case Number: 5677964</p> <p>Type: CA</p> <p>Opened: 4/21/2013 12:52:49 PM</p> <p>Closed: 4/21/2013 01:18:53 PM</p> <p>Status: Closed</p> <p>Sub Status: Closed</p> <p>Creator Last Name: Blair</p> <p>Creator First Name: Sheri</p> <p>Owner Last Name: Johnson</p> <p>Owner First Name: Cassandra</p>	<p>* Contact Reason Summary</p> <p>VEHICLE SERVICE COMPLAINT/PERFORMANCE- AXLE DETACHED.</p> <p>Contact Reason</p> <p>* Sentiment: Complaint</p> <p>* Category: Product</p> <p>* Sub-Category: Operation</p> <p>System: Chassis Wheels & Tires</p> <p>Component: Axle Bearings & Stabilizer</p> <p>Symptom: Inoperative</p>	<p>* Resolution Summary</p> <p>DOCUMENTED CONCERN.</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:</p> <p>Check Request Pending Approval : 0</p> <p>eMail notification when case is closed:</p>
<p>Dealer</p> <p>* Servicing Dealer: GANLEY WESTSIDE HYUNDAI OH044 Active</p> <p>Service District: Central District 5</p> <p>Sales District: Central District 5</p>			
<p>Vehicle</p> <p>VIN: 5XYZU3LB2DC [REDACTED]</p> <p>Model: Santa Fe Sport(AN)</p> <p>* Mileage: 1,500</p> <p>Blue Link Equipped : </p> <p>Model Year: 2013</p> <p>Short Model: 63402F45</p> <p>Date of First Use: 1/30/2013</p> <p>Engine: B</p> <p>Accessory: 02</p> <p>Production Date: 1/10/2013</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
4/24/2013 10:41:56 AM	DMATTHEWS	Matthews	Daishawna	Inbound	Customer	Telephone	CUSTOMER STATES: 1. HE CALLED ON SUNDAY ABOUT A CONCERN WITH HIS VEHICLE 2. THE AXLE BROKE OFF THE CAR 3. HE AND HIS WIFE WERE ON THE FREEWAY WHEN THEY HEARD A LOUD CLUNKING SOUND 4. THE GUYS AT THE DEALERSHIP SAID THIS WAS A RARE PROBLEM 5. "THE BOYS AT GANLEY SAID THEY ARE GOING TO SEND IT TO THE HYUNDAI ENGINEERS TO LOOK AT IT." 6. "I WANT A CALL BACK ABOUT THIS TO KNOW WHAT HAPPENED TO THE AXLE." 7. HE WOULD LIKE TO KNOW IF THIS WAS A DESIGN FLAW OR A MANUFACTURER ISSUE 8. WOULD LIKE A CALL FROM THE CASE MANAGER FOR AN UPDATE IF SHE GETS ONE WRITER DOCUMENTED CUSTOMER CONCERN. ADVISED WILL FORWARD HIS REQUEST TO THE CASE MANAGER.	✓	5677964	HCCC Tier2 Team1	HCCC
							CUST STATES: 1. RSA WAS EXCELLENT. 2. SERVICE MANAGER AT DEALERSHIP (OH044) SAID THE AXLE WASN'T IN FAR ENOUGH FOR A LOCKING TO TAKE PLACE. 3. AS THEY WERE				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
4/21/2013 01:17:31 PM	MJOHNSON	Johnson	Cassandra	Inbound	Customer	Telephone	PULLING OUT INTO TRAFFIC, HE HEARD A LOUD CLUNK, AND HE LOST ALL POWER AND THE AXLE HAVE COME OFF. 4. HE DOESN'T FEEL COMFORTABLE ENOUGH TO GET INTO THE VEHICLE. 5. VEHICLE IS STILL AT THE DEALERSHIP (OH044) 6. HE WANTS A FULL INSPECTION OF THE VEHICLE. 7. THERE'S NO NEED TO CALL THE DEALERSHIP (OH044). 8. HE JUST WANTED CONCERN DOCUMENTED. WRITER OFFERED TO CALL DEALERSHIP (OH044) OH HIS BEHALF. WRITER ADVISED CUSTOMER CONCERN WILL BE DOCUMENTED. CASE CLOSED.	✓	5677964	HCCC Tier2 Team1	HCCC
4/21/2013 01:00:36 PM	SBLAIR	Blair	Sheri	Inbound	Customer	Telephone	CUST STS: 1.CALLING TO CHECK IF THIS CAR HAS ANY RECALLS. 2.AS I WAS PULLING OUT OF THE PARKING LOT ABOUT TO JUMP ON THE FREEWAY I HEARD A LOUD CLUNK NOISE AND THE CAR WOULD NOT MOVE AT ALL. 3.I CALLED ROADSIDE ASSISTANCE AND THEY TOOK THE CAR TO THE DEALER. 4.IT'S BEEN UPSETTING TO ME AND ESPECIALLY MY WIFE WHAT	✓	5677964	HCCC Tier1 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							COULD HAVE HAPPENED IF WE WERE TO GO ON THE FREEWAY AT 60 MPH NOT BEING ABLE TO MANEUVER THE VEHICLE. WRITER INFORMED CUST THAT THERE ARE NO RECALLS ON THIS VEHICLE. TRANSFERED CUST TO TIER 2 AGENT.				



FSE Report

Created by Kranz, Kerry on 02/12/2013.

Finalized by Kranz, Kerry on 02/12/2013.

* Required Fields

FSE Number	FS2013020000167	CA Case #*	X999999
Dealer Code*	[AR029] CRAIN HYUNDAI NORTH LITTLE ROC	Tech. Case #*	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	IQS
Year	2013	FSE Name*	Kranz, Kerry
VIN*	5XYZU3LB3DG [REDACTED]	Part Name	
Mileage	2,389	Part Number	
Prod. Date	09/07/2012	Engine Code	2.4L I4 Theta
Customer Complaint*	Powertrain & under vehicle (seperation)	Symptom Code	[S1360] DRIVETRAIN - AXLE SHAFT
Severity Code	10 - Loss of primary function performance	Diag Code#	
Priority	High	TREAD Cat.	Power train
Target Date		Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject*	2013 [AN] Santa Fe Sport - Seperated right side axle		

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

Customer states went to accelerate and heard a loud bang and vehicle would not move.

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
AR029	05563B	705563	20121117	1299	[20CG04R0]
AR029	05563A	705563	20121117	1299	[P15PROG1]

Root Cause Analysis

--	--

Found axle broken. no signs of impact.



Attachment : [20130212185447249_HMA03320_100_0383.jpg](#) , [20130212185447249_HMA03320_100_0382.jpg](#)

Corrective Action

Replaced Axle.

Reason(s) vehicle was not previously repaired	
n/a	

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:

Dawkins, Craig(CDawkins@hmausa.com); Kranz, Kerry(KKranz@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); Morales-Rodriguez, Enrique(E Morales-Rodriguez@hmausa.com); Mull, David(DMull@hmausa.com); Pizarro, Randy(RPizarro@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Schoenfelder, Ken(kschoenf@hmausa.com); Vu, Thai(tvu@hmausa.com);

Stepanovich, Robert(rstepano@hmausa.com);



FSE Report

Created by Choe, YeongJae on 03/12/2013.
 Finalized by Choe, YeongJae on 03/12/2013.

* Required Fields

FSE Number	FS2013030000188	CA Case # *	5353973
Dealer Code *	[IA013] Lujack Hyundai	Tech. Case # *	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	VDS
Year	2013	FSE Name *	Choe, YeongJae
VIN *	5XYZU3LB3DG [REDACTED]	Part Name	JOINT ASSY-CV RH
Mileage	4,968	Part Number	495012W600
Prod. Date	09/13/2012	Engine Code	2.4L I4 Theta
Customer Complaint *	Others	Symptom Code	[S1360] DRIVETRAIN - AXLE SHAFT
Severity Code	10 - Loss of primary function performance	Diag Code#	
Priority	High	TREAD Cat.	Steering system
Target Date		Days Open	1 Day
Latest Incident Date	//		
Comment			
Subject *	2013 [AN] Santa Fe Sport - RH FRONT AXLE		
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

- RH FR axle broke off

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
IA013	705904	705904	20130226	4968	[49505R0R] JOINT KIT-FRONT AXLE DIFFERENTIAL SIDE (RH)
IA013	705029	705029	20130104	3550	[88370R00] COVERING ASSY-FRONT SEAT BACK (LH)

Root Cause Analysis

--	--

RH FR axle broke off
from outer
joint



Broken shaft



Broke piece inside
outer joint

	
Shaft	
LOT number label worn off	



Attachment : [20130312233703408_HMA02289.jpg](#) , [20130312233703408_HMA02289.jpg](#) ,
[20130312233703408_HMA02289.jpg](#) , [20130312233703424_HMA02289.jpg](#) ,
[20130312233703424_HMA02289.jpg](#)

Corrective Action

- Replaced axle

Reason(s) vehicle was not previously repaired

n/a

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:

Choe, YeongJae(YeongJaeChoe@hmausa.com); Helgeson, Rodney(RHelgeson@hmausa.com); Hu, Chris(CHu@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); Pizarro, Randy(RPizarro@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Stepanovich, Robert(rstepano@hmausa.com); Vu, Thai(tvu@hmausa.com);



FSE Report

Created by Waibel, Zachary on 04/15/2013.

Finalized by Waibel, Zachary on 04/15/2013.

* Required Fields

FSE Number	FS2013040000147	CA Case # *	X999999
Dealer Code *	[MI049] FELDMAN HYUNDAI	Tech. Case # *	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	IQS
Year	2013	FSE Name *	Waibel, Zachary
VIN *	5XYZU3LB4DG [REDACTED]	Part Name	JOINT ASSY-CV RH
Mileage	311	Part Number	495012W600
Prod. Date	01/25/2013	Engine Code	2.4L I4 Theta
Customer Complaint *	Powertrain & under vehicle (seperation)	Symptom Code	[S1360] DRIVETRAIN - AXLE SHAFT
Severity Code	10 - Loss of primary function performance	Diag Code#	
Priority	Medium	TREAD Cat.	Power train
Target Date	04/05/2013	Days Open	1 Day
Latest Incident Date	04/05/2013		
Comment			
Subject *	2013 [AN] Santa Fe Sport AXLE SHAFT		

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	Customer states vehicle will not move in drive or reverse
	<ul style="list-style-type: none"> Customer heard a popping noise while driving and vehicle would not move
	Attachment : 201304152037433_HMA03345.jpg , 201304152037433_HMA03345.jpg , 201304152037433_HMA03345.jpg

Vehicle History	
PDI	

Root Cause Analysis	

- Right side axle shaft tube separated near outer joint



- View of outer joint



- Axle build tag information



Attachment : [20130415205630233_HMA03345.jpg](#) , [20130415205630233_HMA03345.jpg](#) , [20130415205630233_HMA03345.jpg](#) , [20130415205630249_HMA03345.jpg](#) , [20130415205630249_HMA03345.jpg](#) , [20130415205630249_HMA03345.jpg](#) , [20130415205630249_HMA03345.jpg](#)

Corrective Action	
<ul style="list-style-type: none"> • Replaced right side axle shaft 	
Reason(s) vehicle was not previously repaired	
<ul style="list-style-type: none"> • First repair attempt 	

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

Following people were notified via e-mail:

Helgeson, Rodney(RHelgeson@hmausa.com); Hu, Chris(CHu@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); Muirhead, Scott(SMuirhead@hmausa.com); Pizarro, Randy(RPizarro@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Schoenfelder, Ken(kschoenf@hmausa.com); Stepanovich, Robert(rstepano@hmausa.com); Vu, Thai(tvu@hmausa.com); Waibel, Zachary(ZWaibel@hmausa.com);

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Nam First Nam Phon Ema Address City: OCEANSIDE ZIP: State:: NY IQS : CSI :	Case Number: 5726038 Type: CA Opened:5/10/2013 08:37:44 AM Closed: 5/13/2013 08:41:41 AM Status: Closed Sub Status: Closed Creator Last Name: Lee-060313 Creator First Name: Denise Owner Last Name: Pina Owner First Name: Daniel	WARRANTY CV JOINTS. FRONT DRIVE AXEL, INQUIRY	CUST IS CONTENT WITH REPAIR. CASE CLOSED
Contact Language : ENGLISH		Contact Reason	Resolution
Dealer		* Sentiment: Complaint * Category: Product * Sub-Category: Operation System: Transmission Component: CV Boots Symptom: Inoperative	* Resolution: Provided Information * Remedy: N/A * Resolution Satisfaction: Neutral
* Servicing Dealer: SOUTH SHORE HYUNDAI Service District: Eastern District 6	NY127 Active Sales District: Eastern District 5	Transfer	
Vehicle			
VIN: 5XYZU3LB5DG Model: Santa Fe Sport(AN) * Mileage: 2,700 Blue Link Equipped :	Model Year: 2013 Short Model: 63402F45 Date of First Use: 11/30/2012	Engine: B Accessory: 03 Production Date: 9/13/2012 Case in Arbitration : No	Trans. To: Trans. Team: Trans. Dealer: Trans. Type: Standard Trans. Reason: Case Handling 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
5/13/2013 08:39:35 AM	DPINA	Pina	Daniel	Outbound	Customer	Telephone	WRITER CALLED THE CUST AT 5168084848 AND THE CUST ADVISED THAT EVERYTHING HAS BEEN TAKEN CARE OF.	✓	5726038	HCCC Tier2 Team1	HCCC
5/13/2013 08:17:55 AM	DPINA	Pina	Daniel	Outbound	Dealer	Telephone	WRITER CALLED SOUTH SHORE HYUNDAI AND SPOKE WITH THE SERVICE RECEPTIONIST. WRITER ASKED FOR A UPDATE TO THE CUST VEH REPAIR. THE RECEPTIONIST ADVISED THAT THE CUST HAS PICK UP THE VEH AS OF TODAY.	✓	5726038	HCCC Tier2 Team1	HCCC
5/10/2013 01:10:07 PM	DPINA	Pina	Daniel	Outbound	Dealer	Telephone	WRITER CALLED SOUTH SHORE HYUNDAI AND SPOKE TO SM ED. WRITER ASKED THE SM IF THE CUST PART HAD COME IN THE SM STATED THAT IT HASN'T AND IT WOULD BE MOST LIKELY ON MONDAY.	✓	5726038	HCCC Tier2 Team1	HCCC
5/10/2013 09:36:20 AM	DPINA	Pina	Daniel	Outbound	Dealer	Telephone	WRITER CALLED THE SOUTH SHORE HYUNDAI AND SPOKE TO ED THE SM. WRITER EXPLAINED THE CUST CONCERN. THE SM STATED THAT 1. THE CUST VEH HAS ONLY BEEN AT THE DEALER FOR A WEEK AND THAT DUE TO A BACK ORDERED PART. 2. THE DPSM HAS BEEN INVOLVED SINCE THE BEGINNING AND AUTHORIZED A	✓	5726038	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							RENTAL. 3. THE DPSM ADVISED THAT THE PART SHOULD ARRIVE BY TODAY 05/10/13. WRITER THANKED THE SM AND ASKED IF HE CAN ADVISE HIS DPSM ABOUT THE ADDED INSURANCE THE CUST ADDED TO HIS RENTAL. THE CUST WANTS HYUNDAI TO PAY FOR IT.				
5/10/2013 09:06:05 AM	DPINA	Pina	Daniel	Inbound	Customer	Telephone	CALLER STATES 1. HIS FRONT AXLE BROKE. 2. HE WAS AT A STOP SIGN AND WHEN HE STARTED TO GO A GRINDING NOISE BEGAN. 3. THE DEALER HAS TAKEN A LONG TIME WITH THE REPAIR. 4. BELIEVES HE'S GOING TO HAVE "PROBLEMS" NOW WITH THE VEH 5. WANTS HYUNDAI TO REIMBURSE HIM FOR THE RENTAL AND THE INSURANCE HE ADDED TO THE RENTAL. 6. "ITS NOT HIS FAULT ITS TAKEN THE DEALER THIS LONG TO GET A PART". WRITER EXPLAINED THAT WE WOULD LIKE TO SPEAK WITH THE SM AND GATHER INFO. WRITER ADVISED THAT HCCC MUST ALLOW THE SERVICE MANAGER/DEALER 48HRS TO UPDATE HCCC AND THEN WE WILL FOLLOW	✓	5726038	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							UP WITH THE CUST AS SOON AS POSSIBLE.				
5/10/2013 08:55:01 AM	DLEE	Lee-060313	Denise	Inbound	Customer	Telephone	CUST STS: 1. THE FRONT AXLE BROKE. 2. THE CAR ONLY HAS 2700 MILES ON IT. 3. IT'S BEEN IN THERE FOR 8 DAYS, AND THEY STILL HAVEN'T GOT IT FIXED. 4. EVERY DAY THEY SAY THE PART IS GOING TO COME IN, BUT IT NEVER DOES. 5. THEY GAVE ME A RENTAL CAR. 6. I'M JUST TIRED OF WAITING. I THINK THEY COULD HAVE FIXED IT BY NOW, AND I'M TIRED OF THEIR EXCUSES. 7. HOW DO I KNOW THERE'S NOTHING ELSE WRONG WITH THIS CAR? 8. I JUST WANT TO GET OUT OF THE CAR. WRITER ADVISED HIM I WILL TRANSFER HIM TO A CASE MANAGER. TRANSFERRED TO CM D/P.	✓	5726038	HCCC Tier1 Team1	HCCC

Cases

Customer		Case Information		* Contact Reason Summary	* Resolution Summary
Last Name:	[REDACTED]	Case Number:	5686138	CUSTOMER FACEBOOK POST ABOUT FRONT AXLE BREAKING	JONES BEL AIR HYUNDI COMPLETED VEHICLE REPAIR. NCC OFFERED TO REIMBURSE 1 MONTH CAR PAYMENT. HCR IS SCHEDULED TO MAIL ON FRI. 5/24/2013.
First Name:	[REDACTED]	Type:	CA		
Phone:	[REDACTED]	Opened:	4/24/2013 03:38:13 PM		
Email:	[REDACTED]	Closed:	5/16/2013 01:45:12 PM		
Address:	[REDACTED]	Status:	Closed		
City:	BALTIMORE	Sub Status:	Closed	Contact Reason	Resolution
ZIP:	[REDACTED]	Creator Last Name:	Choh	* Sentiment: Complaint	* Resolution: Repaired warranty
State:	MD	Creator First Name:	Steven	* Category: Product	* Remedy: Repaired
IQS :	✓	Owner Last Name:	Kim	* Sub-Category: Operation	* Resolution Satisfaction: Positive
CSI :		Owner First Name:	Sunny	System: Transmission	
Contact Language :	ENGLISH			Component: Automatic transmission	Transfer
Dealer				Symptom: Inoperative	Trans. To:
* Servicing Dealer:	BEL AIR HYUNDAI		MD021 Active		Trans. Team:
Service District:	Southern District 1	Sales District:	Southern District 1		Trans. Dealer:
Vehicle					Trans. Type: Standard
VIN:	5XYZU3LB5DG [REDACTED]	Model Year:	2013	Engine:	B
Model:	Santa Fe Sport(AN)	Short Model:	63402F45	Accessory:	04
* Mileage:	31,000	Date of First Use:	11/10/2012	Production Date:	9/17/2012
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
5/16/2013 01:42:35 PM	HMA90815	Kim	Sunny	Outbound	Customer	Telephone	WRITER CALLED CUST AND LEFT A MESSAGE. ADVISED ONE TIME GW HCR IS SCHEDULED TO MAIL ON FRI. 5/24/13 AND TO ALLOW 6-10 BUSINESS DAYS FOR MAILING. CASE CLOSED.	✓	5686138	Tier3 Team1	Tier3
5/16/2013 09:07:02 AM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 5/24/2013		5686138	NCA HCR	NCA
5/13/2013 04:35:36 PM	HMA03356	Schreader	Scott	General	General	General	WRITER REVIEWED AND APPROVED HCR REQUEST.	✓	5686138	NCA Research	NCA
5/13/2013 10:37:27 AM	HMA90815	Kim	Sunny	General	General	General	TRANSFER TO NCC SPVR, SS, FOR HCR APPROVAL. 1 MONTH CAR PAYMENT BASED ON CURRENT LEASE SPECIAL (\$269/MO) PER HYUNDAIUSA.COM. ATTACHED POP & POO.	✓	5686138	Tier3 Team1	Tier3
5/13/2013 09:00:30 AM	HMA90815	Kim	Sunny	Outbound	Dealer	Telephone	WRITER CALLED HERITAGE HYUNDAI TOWSON (MD042) AND SPOKE TO SALES MANAGER, JAMAIL PRITCHETT, TO REQUEST A SALES CONTRACT. REQUESTED IF CUST PURCHASED VEH IN FULL. JAMAIL CONFIRMED CUST PURCHASED VEH IN FULL AND WILL FAX REQUESTED SALES CONTRACT.	✓	5686138	Tier3 Team1	Tier3
5/13/2013 08:52:54 AM	HMA90815	Kim	Sunny	Inbound	Customer	Email	INBOUND CUST EMAIL. PROVIDED HCR DOC. BILL OF SALE PART1, BILL OF SALE PART 2 & VEH	✓	5686138	Tier3 Team1	Tier3

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							REGISTRATION.				
5/13/2013 08:51:36 AM	HMA90815	Kim	Sunny	Outbound	Dealer	Telephone	WRITER CALLED JONES BEL AIR HYUNDAI(MD021) AND SPOKE TO SVC MANAGER, DARYL, WHO STATED: 1. COMPLETED TRANSAXLE REPAIR AND CUST PICKED UP VEH ON SAT. 5/10/13. 2. ADVISED CUST THAT NO ISSUE IS THERE ON THE STEERING WHEEL AND CUSTOMER ACCEPTED.	✓	5686138	Tier3 Team1	Tier3
5/10/2013 09:11:35 AM	HMA90815	Kim	Sunny	Inbound	Customer	Telephone	CUST CALLED AND STATED: MD021 RECEIVED PART AND WILL COMPLETE VEH REPAIR BY END OF TODAY. CUST WILL ACCEPT GW OFFER OF 1 MONTH WORTH OF CAR PAYMENT. WILL SUBMIT HCR DOC VIA EMAIL. WRITER ADVISED OF HCR PROCESS AND REQUESTED HCR DOC. PROVIDED EMAIL ADDRESS. THANKED CUST FOR PATIENCE.	✓	5686138	Tier3 Team1	Tier3
5/3/2013 08:59:34 AM	HMA90815	Kim	Sunny	Inbound	Customer	Telephone	CUST RETURNED WRITER'S CALL. CUST WILL THINK ABOUT GW OFFER OF 1 MONTH CAR PAYMENT ASSIST AS VEH HAS NOT BEEN REPAIRED YET. WRITER OFFERED ONETIME GW OFFER TO ASSIST ONE MONTH CAR PAYMENT BASED ON CURRENT LEASE SPECIAL OF \$269/MO AS	✓	5686138	Tier3 Team1	Tier3

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							CUST PAID OFF VEH. CASE REMAIN AS IS.				
5/2/2013 11:19:29 AM	HMA90815	Kim	Sunny	Outbound	Customer	Telephone	WRITER CALLED CUST AND LEFT A MESSAGE TO REQUEST A RETURN CALL.	✓	5686138	Tier3 Team1	Tier3
5/2/2013 11:12:08 AM	HMA90815	Kim	Sunny	Outbound	Dealer	Telephone	WRITER CALLED JONES BEL AIR HYUNDAI(MD021) AND SPOKE TO SVC MANAGER, DARYL, WHO STATED: 1. PART ARRIVAL ETA ON HYUNDAI SIDE IS 5/8/13. 2. DLRSP SHOULD RECEIVE PART BETWEEN 5/9/13 - 5/10/13. 3. SVC ADVISOR INSPECTED STEERING WHEEL AND CONDITION IS NORMAL. NO ISSUE HAS BEEN FOUND. WRITER INQUIRED ON PART ARRIVAL ETA AND IF DLRSP INSPECTED STEERING WHEEL. CASE REMAIN AS IS.	✓	5686138	Tier3 Team1	Tier3
5/2/2013 11:11:01 AM	HMA90815	Kim	Sunny	Inbound	Customer	Telephone	CUST CALLED AND LEFT A MESSAGE. DLRSP ADVISED PART ARRIVAL ETA TO BE 5/9/13. INQUIRING WHAT HMA CAN DO TO COMPENSATE CUST FOR PART DELAY.	✓	5686138	Tier3 Team1	Tier3
4/25/2013 01:39:14 PM	HMA90815	Kim	Sunny	Outbound	Dealer	Telephone	WRITER CALLED JONES BEL AIR HYUNDAI(MD021) AND SPOKE TO SVC MANAGER, DARYL, WHO STATED JUST FILED XVOR PART ORDER. XVOR CASE# 5688755 ETA: 5/6/2013 PART#	✓	5686138	Tier3 Team1	Tier3

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							495012W600 PART NAME: AXLE ORDER# EMR9441-971				
4/25/2013 10:48:52 AM	HMA90815	Kim	Sunny	Inbound	Customer	Telephone	<p>CUST CALLED AND STATED: 1. THIS IS A BIG SAFETY ISSUE AND DID NOT GET AN IMPRESSION FROM MD021 THAT THEY WILL BE ABLE TO PROVIDE A GOOD RESOLUTION. 2. RECEIVED A CALL FROM MD021 OF PART DELAY STATUS. 3. FEARS OF POSSIBLE FUTURRE COMEBACK OF SAME AXLE FAILURE AFTER REPAIR. 4. PAINT ON STEERING WHEEL (BETWEEN PLASTIC PART OF UPPER CONTROLS AND LEATHER COVERING) SEEMS TO BE PEELING OFF OR SHOWS A INTENSIVE WEAR. CUST ONLY HAD VEH FOR LESS THAN 6 MONTHS. 5. MD021 DID NOT PROVIDE MUCH OF THE EXPLANATION ON STEERING WHEEL CONCERN AND JUST SAID IT SHOULD NOT BE WARRANTABLE REPAIR. WRITER ADVISED THAT REGIONAL OFFICE IS WORKING WITH MD021 TO ASSIST REPAIR AND PART. REASSURED THAT DLRSP WILL REPAIR VEH TO PROVIDE A PERMANENT</p>	✓	5686138	Tier3 Team1	Tier3

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							RESOLUTION. INQUIRED ON DETAILS OF STEERING WHEEL CONCERN. WILL FOLLOW-UP WITH CUST AFTER 2-3 BUSINESS DAYS WITH PART STATUS. CASE CLOSED PENDING STATUS OF PART/REPAIR.				
4/25/2013 10:01:09 AM	HMA90815	Kim	Sunny	Outbound	Internal	Email	EMAIL SENT TO SRCAM, TT, TO CONFIRM DPSM INVOLVEMENT TO ASSIST DLRSP. EMAIL SENT TO NCA, SS, FOR A POSSIBLE PART EXPEDITION.	✓	5686138	Tier3 Team1	Tier3
4/25/2013 09:15:21 AM	HMA90815	Kim	Sunny	Outbound	Customer	Telephone	WRITER CALLED CUST ON CELL AND LEFT A MESSAGE TO REQUEST A RETURN CALL. PROVIDED CONTACT INFORMATION AND CASE#.	✓	5686138	Tier3 Team1	Tier3
4/25/2013 09:14:44 AM	HMA90815	Kim	Sunny	Outbound	Dealer	Telephone	WRITER CALLED JONES BEL AIR HYUNDAI(MD021) AND SPOKE TO SVC MANAGER, DARYL, WHO STATED: 1. RIGHT FRONT AXLE SNAPPED IN TOW WHILE CUST WAS DRIVING. NO OTHER DAMAGE HAS BEEN FOUND. 2. SENT PICTURES TO DPSM AND FSE. 3. PROVIDED LOANER VEH TO CUST. 4. PART IS ON BACK ORDER WITHOUT ETA. DPSM IS AWARE OF PART DELAY STATUS. PART# 495012W600 PART NAME: AXLE	✓	5686138	Tier3 Team1	Tier3

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							ORDER# EMR9441-971 ORDER STATUS: BACK ORDER, NO ETA GIVEN 5. PROVIDED CUST'S CONTACT HOME/CELL NUMBERS. WRITER INQUIRED ON VEH AND PART ORDER STATUS. INQUIRED IF DPSM HAS BEEN ENGAGED.				
4/24/2013 04:02:18 PM	HMA90815	Kim	Sunny	Outbound	Dealer	Telephone	WRITER CALLED HERITAGE HYUNDAI TOWSON (MD042), SELLING DLRSP, AND SPOKE TO SALES MANAGER, JAMAIL, TO REQUEST A CONTACT PHONE NUMBER FOR CUST. JAMAIL WILL CALL WRITER BACK IF DLRSP CAN RELEASE PHONE NUMBER.	✓	5686138	Tier3 Team1	Tier3
4/24/2013 03:40:27 PM	HMA90515	Choh	Steven	General	Exec - Other	General	TRANS TO TIER 3 FOR HANDLING		5686138	NCA Research	NCA
							POST RECEIVED: "Fran Marano Ridgeway 2013 Hyundai Santa Fe Sport FWD ~ DEFECTIVE FRONT AXLE You may want to have yours checked before a serious or possibly fatal incident occurs. I was stopped, but as I prepared to proceed through a traffic signal the axle suddenly snapped in two leaving my vehicle inoperable : (Nervous it will happen again." DM RECEIVED: "Fran Marano Ridgeway Defective Front Axle				

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
4/24/2013 03:39:04 PM	HMA90515	Choh	Steven	Inbound	Customer	Web - Facebook	(Major Concern) Per your request: 2013 Santa Fe Sport FWD Vin #5xyzu3lb5dg [REDACTED] My vehicle is at Jones Hyundai Belair Road Bel Air, Maryland 21014 410-879-6400 In addition, the paint is wearing off the steering wheel near the controls. The techs feel it does not warrant repair. But, I just traded in my 2005 Santa Fe and never had any wearing of paint on the knobs and/or controls. The warranty covers the paint so why wouldn't it be covered? Any assistance is greatly appreciated."		5686138	NCA Research	NCA



FSE Report

Created by Helgeson, Rodney on 05/06/2013.

Finalized by Helgeson, Rodney on 05/10/2013.

* Required Fields

FSE Number	FS2013050000091	CA Case # *	5520943
Dealer Code *	[MN020] Walser Hyundai	Tech. Case # *	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	IQS
Year	2013	FSE Name *	Helgeson, Rodney
VIN *	5XYZU3LB6DG [REDACTED]	Part Name	JOINT ASSY-CV RH
Mileage	7,361	Part Number	495012W600
Prod. Date	09/15/2012	Engine Code	2.4L I4 Theta
Customer Complaint *	Suspension (abnormal noise)	Symptom Code	[S1360] DRIVETRAIN - AXLE SHAFT
Severity Code	10 - Loss of primary function performance	Diag Code#	
Priority	High	TREAD Cat.	Power train
Target Date		Days Open	4 Day
Latest Incident Date	04/15/2013		
Comment	495012W600 ORDER # EMR0415 05/10/2013 Fedex # 890817915001580 05/10/2013 KMMG supplied the part PART # 495012W600 2013 SANTA FE MILES 7,361		
Subject *	2013 [AN] Santa Fe Sport --NOISE FRONT END VEHICLE WILL NOT MOVE		

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 customer states heard a noise in front end, vehicle will not move

Vehicle History

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
MN023	082333	082333	20121214	3361	[P15PROG1]

Root Cause Analysis axle shaft separated

Corrective Action replace axle

Reason(s) vehicle was not previously repaired FRFT

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

Following people were notified via e-mail:

Helgeson, Rodney(RHelgeson@hmausa.com); Hu, Chris(CHu@hmausa.com); Jones, Matt(MJones@hmausa.com); Lam, Hung(HLam@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); McCulloch, Bruce(bmccullo@hmausa.com); McElfresh, Mike(MMcElfresh@hmausa.com); McLaughlin, Lance(LMcLaughlin@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); O`Connor, Jim(JOConner@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Pusi, Keith(KPusi@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Snell, Greg(GSnell@hmausa.com); Stepanovich, Robert(rstepano@hmausa.com); Terrible, Anthony(ATerrible@hmausa.com); Vu, Thai(tvu@hmausa.com); Woolard, James(JWoolard@hmausa.com);

Cases

Customer		Case Information		* Contact Reason Summary		* Resolution Summary	
Last Name	[REDACTED]	Case Number:	5719562	CUST INQUIRY ON WARRANTY COVERAGE FOR COMEBACK CONCERNS.		WRITER ADVISED CUST THAT DEALER WILL HAVE TO DETERMINE THE CONCERN IF DUE TO MANUFACTURER DEFECTS OR THE PREVIOUSLY BROKEN AXLE AND TO PERFORM THE REPAIR UNDER WARRANTY. IF CUST HAS ANY DISPUTES ON THE CONCERN, CUST MAY CONTACT HCCC FOR FURTHER ASSISTANCE. CUST'S CONCERN HAS BEEN:	
First Name	[REDACTED]	Type:	CA	Contact Reason		Resolution	
Phone	[REDACTED]	Opened:	5/8/2013 07:02:56 AM	* Sentiment: Inquiry/Suggestion		* Resolution: Documented Concern	
Email	[REDACTED]	Closed:	5/16/2013 11:18:30 AM	* Category: Warranty Issues		* Remedy: N/A	
Address	[REDACTED]	Status:	Closed	* Sub-Category: Coverage		* Resolution Satisfaction: Neutral	
City:	HILLIARD	Sub Status:	Closed	System:		Transfer	
ZIP:	[REDACTED]	Creator Last Name:	Ng Ruhling	Component:		Trans. To:	
State:	OH	Creator First Name:	Erica	Symptom:		Trans. Team:	
IQS :	☑	Owner Last Name:	Giese			Trans. Dealer:	
CSI :		Owner First Name:	Jim			Trans. Type: Standard	
Contact Language :	ENGLISH					Trans. Reason: Case Handling	
Dealer						Check Request Pending Approval : 0	
* Servicing Dealer: HATFIELD HYUNDAI		OH042 Active				eMail notification when case is closed:	
Service District: Central District 3		Sales District: Central District 3					
Vehicle							
VIN:	5XYZU3LB8D [REDACTED]	Model Year:	2013	Engine:		B	
Model:	Santa Fe Sport(AN)	Short Model:	63402F45	Accessory:		02	
* Mileage:	1,300	Date of First Use:	1/16/2013	Production Date:		1/8/2013	
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
5/16/2013 09:34:27 AM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 5/24/2013	✓	5719562	NCA HCR	NCA
5/13/2013 02:44:00 PM	HMA00753	Giese	Jim	General	General	General	PER DPSM DPSM AUTHORIZED ONE MONTH VEHICLE PAYMENT REIMBURSEMENT TO CUSTOEMR AS A GESTURE OF GOODWILL DUE TO INCONVENIENCE TO CUSTOMER WHEN VEHICLE NEEDED CV AXLE REPLACED. RO, REGISTRATION AND CAR PAYMENT ATTACHED. REIMBURSEMENT OF \$ 275.29 BEING PROCESSED.	✓	5719562	Region Central	Region
5/8/2013 07:06:20 AM	ERUHLING	Ng Ruhling	Erica	Inbound	Customer	Telephone	CUST STS: 1. THE PASSENGER AXLE BROKE INTO HALF RECENTLY. 2. HAD BEEN REPAIRED UNDER WARRANTY AT OH042. 3. CONCERN IS WHAT IF IN FUTURE, THERE IS OTHER COMPONENTS OF THE VEHICLE BROKE DUE TO THE AXLE. 4. RECENTLY CHANGED CONTACT NUMBER. IT IS NOW [REDACTED]. WRITER ADVISED CUST THAT DEALER WILL HAVE TO DETERMINE THE CONCERN IF DUE TO MANUFACTURER DEFECTS OR THE PREVIOUSLY BROKEN AXLE AND TO PERFORM	✓	5719562	HCCC Tier2 Team1	HCCC

Date Created	Created By	Creator Last Name	Creator First Name	Note Type	Contact	Method	Note	Done	Case Number	Team	Department
							THE REPAIR UNDER WARRANTY. IF CUST HAS ANY DISPUTES ON THE CONCERN, CUST MAY CONTACT HCCC FOR FURTHER ASSISTANCE. CUST'S CONCERN HAS BEEN DOCUMENTED AND CASE NUMBER PROVIDED TO CUST. CASE CLOSED.				



FSE Report

Created by Waibel, Zachary on 05/09/2013.

Finalized by Waibel, Zachary on 05/09/2013.

* Required Fields

FSE Number	FS2013050000147	CA Case # *	5719562
Dealer Code *	[OH042] HATFIELD HYUNDAI	Tech. Case # *	X999999
Model	[AN] Santa Fe Sport 2013-20xx MY SWB	Assistance Type	IQS
Year	2013	FSE Name *	Waibel, Zachary
VIN *	5XYZU3LB8DG [REDACTED]	Part Name	JOINT ASSY-CV RH
Mileage	1,271	Part Number	495012W600
Prod. Date	01/08/2013	Engine Code	2.4L I4 Theta
Customer Complaint *	Powertrain & under vehicle (seperation)	Symptom Code	[S1360] DRIVETRAIN - AXLE SHAFT
Severity Code	10 - Loss of primary function performance	Diag Code#	
Priority	Medium	TREAD Cat.	Power train
Target Date	05/07/2013	Days Open	1 Day
Latest Incident Date	05/02/2013		
Comment			
Subject *	2013 [AN] Santa Fe Sport AXLE SHAFT		

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 Customer states vehicle will not move in drive or reverse

- Customer was at a stop light, tried to pull away, heard a loud band, and the vehicle would not move

Vehicle History					
Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
OH042	89104A	289104	20130410	1271	[49500R0R] SHAFT ASSY-FRONT DRIVE (RH)

Root Cause Analysis	

- Passenger CV shaft snapped near outer joint



- View of axle tube end



- View of joint end



- Date tag on axle was not readable



Attachment : [20130509151641385_HMA03345.jpg](#) , [20130509151641385_HMA03345.jpg](#) ,
[20130509151641401_HMA03345.jpg](#) , [20130509151641401_HMA03345.jpg](#) ,
[20130509151641401_HMA03345.jpg](#) , [20130509151641401_HMA03345.jpg](#) ,
[20130509151641401_HMA03345.jpg](#)

Corrective Action

<ul style="list-style-type: none"> Replaced passenger side axle shaft 	
Reason(s) vehicle was not previously repaired	
<ul style="list-style-type: none"> First repair attempt 	

Did this action resolve condition?	YES
Condition verified by personal inspection of company employee?	YES
Were Photos Taken?	YES
Parts Inspected?	YES
Parts Sent?	YES

Following people were notified via e-mail:

Helgeson, Rodney(RHelgeson@hmausa.com); Hu, Chris(CHu@hmausa.com); Jones, Matt(MJones@hmausa.com); Lam, Hung(HLam@hmausa.com); Lee, Daniel(DanielLee@hmausa.com); McCulloch, Bruce(bmccullo@hmausa.com); McElfresh, Mike(MMcElfresh@hmausa.com); McLaughlin, Lance(LMcLaughlin@hmausa.com); Morales-Rodriguez, Enrique(EMorales-Rodriguez@hmausa.com); O`Connor, Jim(JOConner@hmausa.com); Prasad, Andy(APrasad@hmausa.com); Pusi, Keith(KPusi@hmausa.com); Rivera, Omar(ORivera@hmausa.com); Schoenfelder, Ken(kschoenf@hmausa.com); Snell, Greg(GSnell@hmausa.com); Stepanovich, Robert(rstepano@hmausa.com); Terrible, Anthony(ATerrible@hmausa.com); Vandenberg, Jeff (jvandenberg@hmausa.com); Vu, Thai(tvu@hmausa.com); Waibel, Zachary(ZWaibel@hmausa.com); Woolard, James(JWoolard@hmausa.com);

Cases

Customer	Case Information	* Contact Reason Summary	* Resolution Summary
Last Name [REDACTED]	Case Number: 5665658	car payment reimbursement for the axle breaking on the 2013 Santa Fe	car payment reimbursement for the axle breaking on the 2013 Santa Fe
First Name [REDACTED]	Type: CA		
Phone [REDACTED]	Opened: 4/15/2013 01:20:05 PM		
Email [REDACTED]	Closed: 4/17/2013 12:09:15 PM		
Address [REDACTED]	Status: Closed		
City: TAYLORS	Sub Status: Closed		
ZIP: [REDACTED]	Creator Last Name: Staples		
State:: SC	Creator First Name: Robert		
IQS : ✓ VDS :	Owner Last Name: Staples		
CSI : SSI :	Owner First Name: Robert		
Contact Language : ENGLISH			
Dealer		Contact Reason	Resolution
* Servicing Dealer: DICK SMITH HYUNDAI SC027 Active		* Sentiment: Positive	* Resolution: Assist HMA 100% GW
Service District: Southern District 7	Sales District: Southern District 7	* Category: Service - HMA	* Remedy: Repaired
Vehicle		* Sub-Category: Diagnosis Assist	* Resolution Satisfaction: Positive
VIN: 5XYZU3LBXDG [REDACTED]	Model Year: 2013	System: Chassis Wheels & Tires	Transfer
Model: Santa Fe Sport(AN)	Short Model: 63402F45	Component: Axle Bearings & Stabilizer	Trans. To:
* Mileage: 1,295	Date of First Use: 1/7/2013	Symptom: Cracking	Trans. Team:
Blue Link Equipped : ✓			Trans. Dealer:
			Trans. Type: Standard
			Trans. Reason: Case Handling
			Check Request Pending Approval : 0
			eMail notification when case is closed:
		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
4/17/2013 12:08:56 PM	HMA90822	Staples	Robert	Outbound	Customer	Telephone	LM WITH CHECK MAIL DATE		5665658	Region Southern	Region
4/17/2013 10:07:10 AM	HMA02255	Thompson	Tamiko	General	General	General	CHECK MAILING 4/26/2013		5665658	NCA HCR	NCA
4/17/2013 09:12:25 AM	HMA02506	Turbyfield	Tim	General	General	General	SRCAM approved HCR		5665658	Region Southern	Region
4/15/2013 01:26:53 PM	HMA90822	Staples	Robert	Inbound	DPSM	Email	car payment reimbursement for the axle breaking on the 2013 Santa Fe		5665658	Region Southern	Region

PE13-025

HYUNDAI-KIA

9/3/2013

ATTACHMENT B

PE13-025 – NATURE AND CAUSE CODES

Nature Code	Nature Code Description
N01	HARD STARTING
N03	SURGE,STUMBLE,HESITATE
N13	POOR ACCELERATION
N21	SHUDDERING,VIBRATION
N29	ABNORMAL NOISE(RATTLE,SQUEALING)
N59	BROKEN,CRACK
N71	NO FORWARD MOTION
N94	INOPERATIVE
N99	OTHER

Cause Code	Cause Code Description
C06	BROKEN,SPLIT,TORN
C07	CRACKED
C09	DEFORMED (BENT,TWISTED,etc)
C10	WEAKENED
C11	ABNORMAL WEAR
C31	STICKING,SEIZED
C63	FLAW IN MATERIAL

PE13-025 RESPONSE TO REQUEST 6 - OPERATION CODES

OPERATION CODE	OPERATION CODE DESCRIPTION
49500R0R	SHAFT ASSY-FRONT DRIVE (RH)
49505R0R	JOINT KIT-FRONT AXLE DIFFERENTIAL
49501R0R	JOINT KIT-REAR AXLE DIFFERENTIAL

PE13-025

HYUNDAI-KIA

9/3/2013

ATTACHMENT C

**HYUNDAI**NEW THINKING.
NEW POSSIBILITIES.**Technical Service Bulletin**

GROUP

CHASSIS

NUMBER

13-01-

DATE

AUGUST 2013

MODEL(S)

SANTA FE (AN)

SUBJECT: SANTA FE SPORT (AN) 2.4L 2WD FRONT RIGHT AXLE REPLACEMENT (RECALL 112)

*** IMPORTANT******* DEALER STOCK AND RETAIL VEHICLES *****

As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must also perform all open recalls on used vehicles, demo and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

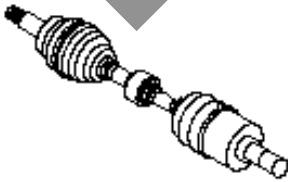
When a vehicle arrives at the service department, access Hyundai Motor America's "Warranty Vehicle Information" screen via WEBDCS to identify open Campaigns.

Description: This bulletin describes the procedure to replace the front right (passenger side) axle shaft assembly on some AN Santa Fe Sport 2.4L 2WD vehicles.

**Applicable Vehicles:**

- 2013 AN Santa Fe Sport, 2.4L 2WD – Produced from July 13, 2012 through March 12, 2013.

Parts Information:

PART IMAGE	PART NUMBER	DESCRIPTION
	49501-2W600QQH	Front right (passenger side) axle assembly

Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

Warranty Information:

Model	Op Code	Operation	Op Time
AN Santa Fe Sport, 2.4L 2WD	31CG07R0	Front right axle replacement	0.8

NOTE: Submit Claim on Campaign Claim Entry Screen

Service Procedure:

1. Lift the vehicle on a hoist, ensure the vehicle ignition is OFF and the transmission set to Park (P).

Remove the front right (passenger side) wheel/tire assembly using a 21mm deep socket.

*** NOTE**

Tightening torque: 65.1~79.5 lb-ft
(88.3~107.9 Nm, 9.0~11.0 kgf.m)



2. Remove the brake line retaining bracket from the strut body using 12mm wrench. Set the bolt aside.

*** NOTE**

Tightening torque: 5.1~7.9 lb-ft
(6.8~10.8 Nm, 0.7~1.1 kgf.m)



3. Remove the ABS / wheel speed sensor using a 10mm socket, and wrench. Move aside out of the way from damage.

*** NOTE**

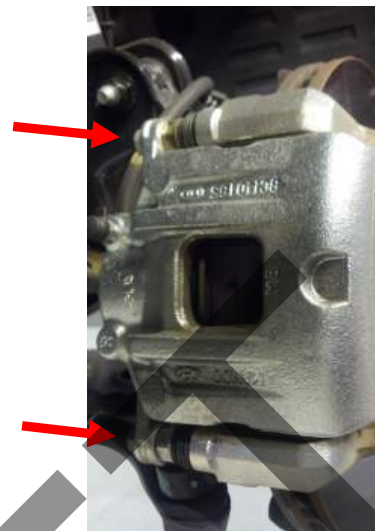
Tightening torque: 5.1~7.9 lb-ft
(6.8~10.8 Nm, 0.7~1.1 kgf.m)



4. Remove the top and bottom caliper slide pin bolts using a 14mm wrench, and set aside.

*** NOTE**

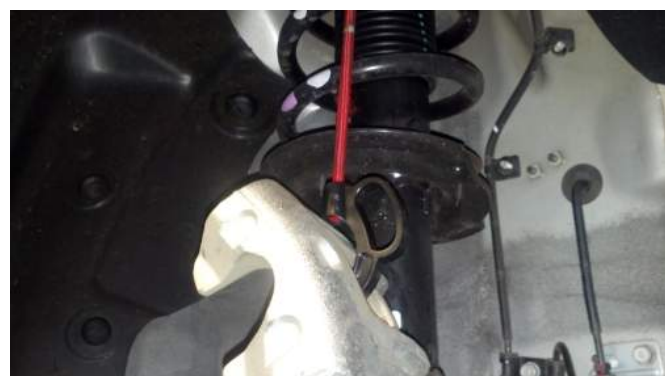
Tightening torque: 15.9~23.1 lb-ft
(21.6~31.4 Nm, 2.2~3.2 kgf.m)



5. Lift caliper upwards and off the brake pads.



6. Suspend the caliper out of the way. DO NOT let the caliper hang from the brake line. Doing so could cause damage, and or failure to the brake line.



7. Remove the brake pads from the caliper bracket and set aside.



8. Remove the axle retaining nut from the axle using a 32mm impact socket and wrench. Discard used axle nut.

*** NOTE**

Tightening torque: 177.2~198.9 lb-ft
(240.3~269.7 Nm, 24.5~27.5 kgf.m)



9. Using a 17mm socket, and 19mm wrench, remove the 2 lower strut bolts, with nuts, and set aside.

*** NOTE**

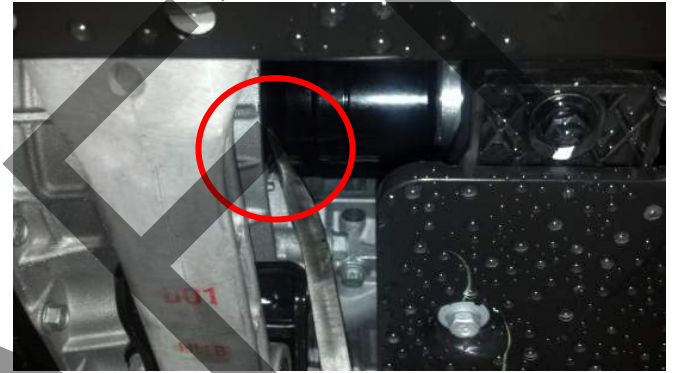
Tightening torque: 101.3~115.7 lb-ft
(137.3~156.9 Nm, 14.0~16.0 kgf.m)



10. Rotate the hub assembly away from the strut and remove axle from the hub. In some cases the axle can be removed with a tug at this point. If the axle does not come out, see step 11, below.



11. If the axle does not come free with a tug as in step 10, utilize a pry bar and gently dislodge the axle from the transmission.



12. Install new axle.

*** IMPORTANT**

Be sure the axle is fully seated into the transmission and that the retaining clip is securely snapped in.



13. With the axle properly installed in the transmission, re-assemble the vehicle by performing the steps in this procedure in reverse order.

*** NOTE**

The front axle nut must be replaced with the new one supplied with the axle. Be sure to stake the nut after tightening down to the proper torque spec using a chisel/punch and hammer.

