



**HYUNDAI**  
NEW THINKING.  
NEW POSSIBILITIES.

August 21, 2014

Mr. Scott Yon  
Chief, Vehicle Integrity Division  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

OFFICE OF DEFECTS &  
INVESTIGATIONS  
2014 AUG 26 A 8:36

RE: NVS-212eer, EA14-002

Dear Mr. Yon:

This letter provides a partial response to your above referenced request for information, dated July 25, 2014. Complete responses are provided for Requests 1, 2, 3, 4, 5, 6, and 7. NHTSA has granted an extension until September 5, 2014 to provide a response to Request 8.

Prior to responding to the request, Hyundai objects to NHTSA's boilerplate definition of "Document" as vague, incomprehensible, overly broad and unduly burdensome. Hyundai has made a good faith, reasonable attempt to search for materials responsive to each request in the time frame provided.

Request 1.

State, by model and model year, the number of subject peer vehicles Hyundai has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Hyundai, state the following:

- a. Vehicle identification number (VIN);
- b. Make;
- c. Model;
- d. Model Year;
- e. Date of manufacture;
- f. Date warranty coverage commenced; and
- g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

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

**Hyundai Motor America**  
10550 Talbert Avenue, Fountain Valley, CA, 92708  
TEL: 714-965-3000 FAX: 714-965-3815  
[www.hyundaiusa.com](http://www.hyundaiusa.com)

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## Hyundai Motor America

Response to Request 1.

Model	Model Year			
	2011	2012	2013	2014
Elantra sedan	0	0	0	0
Elantra Coupe	0	0	0	0
Elantra Touring	0	0	-	-
Elantra GT	-	-	13,848	4701
Santa Fe	0	0	5262	9537
Santa Fe Sport	-	-	27,351	21,461
Sonata	4,402	45,852	39,698	16,365
Tucson	8,659	8,108	10,282	5,365

Refer to ATTACHMENT "EA14-002 PRODUCTION DATA.accdb" for requested information.

Source: Hyundai Motor America  
Information as of August 21, 2014

Request 2.

State the number of each of the following, received by Hyundai, or of which Hyundai is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:

- a. Consumer complaints, including those from fleet operators;
- b. Field reports, including dealer field reports;
- c. Reports involving a crash, injury or fatality;
- d. Property damage claims; and
- e. Third-party arbitration proceedings where Hyundai is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which Hyundai is or was a defendant or codefendant.

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

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Hyundai's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

## Hyundai Motor America

### Response to Request 2.

- a. Consumer complaints, including those from fleet operators:

43 consumer contacts.

- b. Field reports, including dealer field reports:

13 Field Reports. Additionally, Hyundai is providing 33 Technical Assistance Line Contacts which may relate to the alleged defect in the subject vehicles.

- c. Reports involving a crash, injury or fatality:

No reports of a crash. Reports of four alleged injuries. No reports of fatalities.

- d. Property damage claims:

None.

- e. Third-party arbitration proceedings where Hyundai is or was a party to the arbitration:

None.

- f. Lawsuits, both pending and closed, in which Hyundai is or was a defendant or Codefendant:

None.

Source: Hyundai Motor America  
Information as of August 19, 2014

### Request 3.

Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

- a. Hyundai's file number or other identifier used;
- b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
- c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- d. Vehicle's VIN;
- e. Vehicle's make, model and model year;
- f. Vehicle's mileage at time of incident;
- g. Incident date;
- h. Report or claim date;
- i. Whether the vehicle was occupied when the incident occurred;
- j. Whether the vehicle was in motion when the incident occurred;

## Hyundai Motor America

- k. Whether a crash is alleged;
- l. Whether property damage is alleged;
- m. Number of alleged injuries, if any; and
- n. Number of alleged fatalities, if any.

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

### Response to Request 3.

Refer to ATTACHMENT "EA14-002 REQUEST NUMBER TWO DATA.accdb" for requested information.

Source: Hyundai Motor America  
Information as of August 20, 2014

### Request 4.

Produce copies of all documents related to each item within the scope of Request No. 2 that alleges a crash, injury, or fatality occurred. (Also include all documents related to any incident in which Hyundai conducted a field assessment of the incident vehicle, including all photographs.) Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Hyundai used for organizing the documents. Describe in detail the search methods and search criteria used by Hyundai to identify the items in response to Request No. 2.

### Response to Request 4.

Refer to ATTACHMENT A for requested Hyundai report information. Three Consumer Contact files alleging injury are provided, and all Field Report Files are provided. Each file is identified with VIN.

The items were identified by searching the text in all listed categories (2a – 2f) for keywords "pano\*" or "sunroof," and manually reviewing each case for responsiveness.

Source: Hyundai Motor America  
Information as of August 20, 2014

### Request 5.

State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Hyundai to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and

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warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

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

- a. Hyundai's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Whether the vehicle was occupied when the incident occurred;
- k. Whether the vehicle was in motion when the incident occurred;
- l. Concern stated by customer; and
- m. Comment, if any, by dealer technician relating to claim and or repair.

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

Response to Request 5.

Claim information:

Model	Model Year			
	2011	2012	2013	2014
Elantra sedan	-	-	-	-
Elantra Coupe	-	-	-	-
Elantra Touring	-	-	-	-
Elantra GT	-	-	26	0
Santa Fe	-	-	1	1
Santa Fe Sport	-	-	97	5
Sonata	5	80	47	3
Tucson	10	13	11	2

See ATTACHMENT "EA14-002 WARRANTY DATA.accdb" for additional requested information.

Source: Hyundai Motor America  
Information as of August 19, 2014

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### Request 6.

Describe in detail the search methods and search criteria used by Hyundai to identify the claims in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used.

### Response to Request 6.

The claims were identified by searching for all warranty claims where the Panoramic Sunroof Assembly or its components were replaced that potentially relate to the alleged defect.

See ATTACHMENT "PEA14-002 WARRANTY CODES.xlsx" for a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the claims provided in response to Request No. 5.

Source: Hyundai Motor America  
Information as of August 20, 2014

### Request 7.

For each model, model year and panoramic sunroof system design manufactured on the subject peer vehicles, identify the part number, supplier name and a complete street address, contact name, and telephone number.

### Response to Request 7.

Refer to file "EA14-002 Response to Request 7.pdf" for requested information.

### Request 8.

For each panoramic sunroof system utilized in the subject peer vehicles, provide the following information:

- a. Marketing or Common item name;
- b. Movable or Fixed glass panel system;
- c. Single or multiple panel design (state no. of panels);
- d. Type of movable glass panel deployment design (i.e., Slide-in-Roof; Tilted and Slide over roof; Titled, Slide and Stacked (for sectioned design), etc.);
- e. Sunshade type (manual or automatic, 1 or 2-piece);
- f. Location of glass panel(s) (i.e., "over 1st-row occupants", "over 2nd-row occupants", etc.);
- g. Size of panel(s) (length x width in centimeters);
- h. Thickness of glass panel(s) (millimeters);
- i. Weight of glass panel(s) (kilograms);

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- j. Type of glass used as classified in ANSI/SAE Z26.1 (i.e. laminated, tempered, tempered-laminated, etc.);
- k. Certified to ANSI/SAE Z26.1, Item 3/4 Glazing Material Standard (specify all applicable Table 1 Tests);
- l. Provide any impact test results per ANSI/SAE Z26.1 Test No. 6-14 or per other standards if available;
- m. ANSI/SAE Z26.1 certification marking (i.e. AS1, AS2, etc.) if any;
- n. Explain the reasons for selecting the type, thickness and other relevant aspects of the glass used in the subject component in comparison with other types, thickness, and other relevant aspects of glass, which were considered or which could have been used;
- o. Engineering drawings of the panoramic sunroof system, including a depiction and/or description of how it is assembled in the subject vehicle.

Response to Request 8.

Extension granted until September 5, 2014 to provide a response to this request.

Sincerely,



Steve Johnson  
Director, Engineering and Design Analysis

Attachments:

Two CDs, each containing:

EA14-002 PRODUCTION DATA.accdb  
EA14-002 REQUEST NUMBER TWO DATA.accdb  
ATTACHMENT A file folder  
EA14-002 WARRANTY DATA.accdb  
EA14-002 WARRANTY CODES.xlsx  
EA14-002 Response to Request 7.pdf

EA14-002

HYUNDAI

8/21/2014

REQUEST 7



# EA14-002 – Panoramic Sunroof Supplier Information

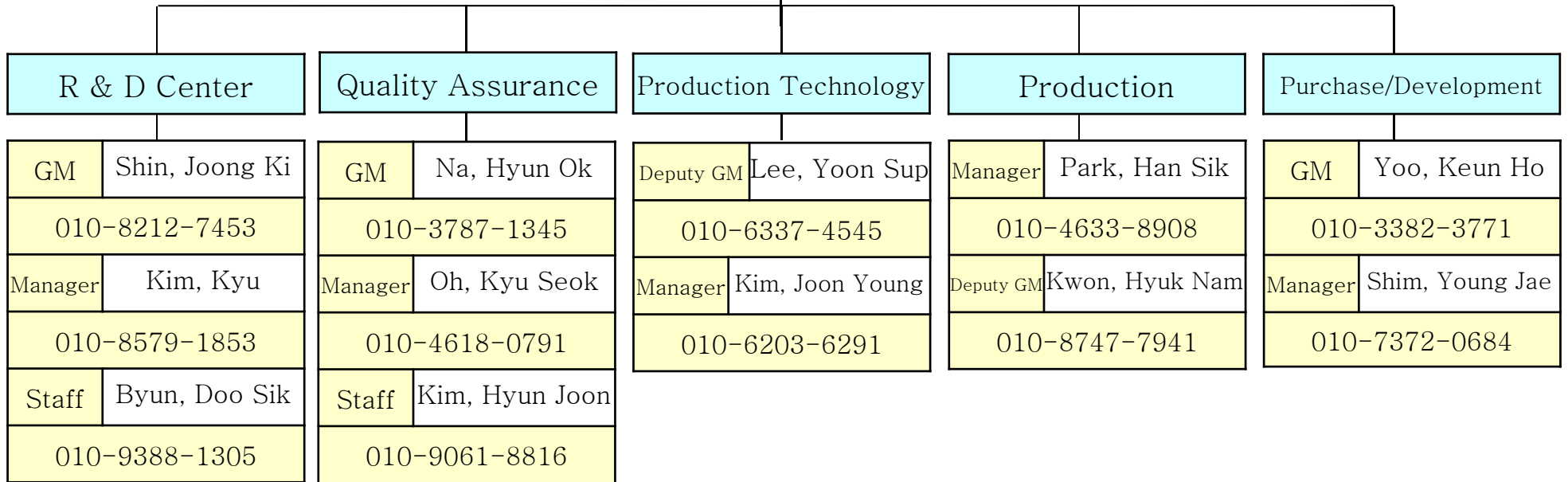
PLATFORM		GLASS SUPPLIER	SUNROOF COMPONENT	ASSEMBLY SUPPLIER	MANUFACTURING PLANT
Santa Fe Sport (AN)	FRT	Corp: GUARDIAN Add: Guardian Industries Corp. 1000 Glasshouse Road Jefferson Hills, PA 15025, USA Floreffé Plant	Corp: SEJIN Add: 1010, Hyomun-Dong, Buk-Gu, Ulsan, KOREA	Corp: Webasto DongHee Add: 6, Cheoyongsanup-ro, Onsan-eup, Ulju-gun, Ulsan, KOREA	KIA MOTORS Manufacturing GEORGIA, INC. 7777 KIA Parkway West Point, GA 31833
	MOV				
	RR				
Sonata (YF)	FRT	Corp: GUARDIAN Add: Guardian Industries Corp. 1000 Glasshouse Road Jefferson Hills, PA 15025, USA Floreffé Plant	Corp: SEJIN Add: 1010, Hyomun-Dong, Buk-Gu, Ulsan, KOREA		Hyundai Motor Manufacturing Alabama, LLC 700 Hyundai Boulevard, Montgomery, AL 36105
	MOV				
	RR				
Tucson (LM)	FRT	Corp: GUARDIAN Add: Guardian Industries Corp. 1000 Glasshouse Road Jefferson Hills, PA 15025, USA Floreffé Plant	Corp: SEJIN Add: 1010, Hyomun-Dong, Buk-Gu, Ulsan, KOREA		Hyundai Motor Group 700, Yangjung-Dong, Buk-Ku Ulsan, 683-791, Korea
	MOV				
	RR				
		Corp : Saint Gobain Add : SAINT-GOBAIN GLASS FRANCE LES MIROIRS 18 AVENUE D'ALSACE F-92096 LA DEFENSE CODEX FRANCE	Corp : SEKURIT Add : 55 Soryong-dong, Gunsan, Joellabuk-do, 573-400, Korea		

# EA14-002 – Panoramic Sunroof Supplier Information

PLATFORM		GLASS SUPPLIER	SUNROOF COMPONENT	ASSEMBLY SUPPLIER	MANUFACTURING PLANT
Elantra GT (GD)	MOV	Corp : Saint Gobain Add : SAINT-GOBAIN GLASS FRANCE LES MIROIRS 18 AVENUE D'ALSACE F-92096 LA DEFENSE CODEX FRANCE	Corp : SEKURIT Add : 55 Soryong-dong, Gunsan, Joellabuk-do, 573-400, Korea	Corp: Inalfa Roof Systems Korea Ltd. 17, Madogonhdan 4-ro, Mado- Myeon, Hwaseong-si, Gyeonggi- do 445-861, Republic of Korea	Hyundai Motor Group 700, Yangjung-Dong, Buk-Ku Ulsan, 683-791, Korea
	RR				
Santa Fe (NC)	FRT	Corp : Saint Gobain Add : SAINT-GOBAIN GLASS FRANCE LES MIROIRS 18 AVENUE D'ALSACE F-92096 LA DEFENSE CODEX FRANCE	Corp : SEKURIT Add : 55 Soryong-dong, Gunsan, Joellabuk-do, 573-400, Korea	Corp: Webasto DongHee Add: 6, Cheoyongsanup-ro, Onsan-eup, Ulju-gun, Ulsan, KOREA	Hyundai Motor Group 700, Yangjung-Dong, Buk-Ku Ulsan, 683-791, Korea
	MOV				
	RR				

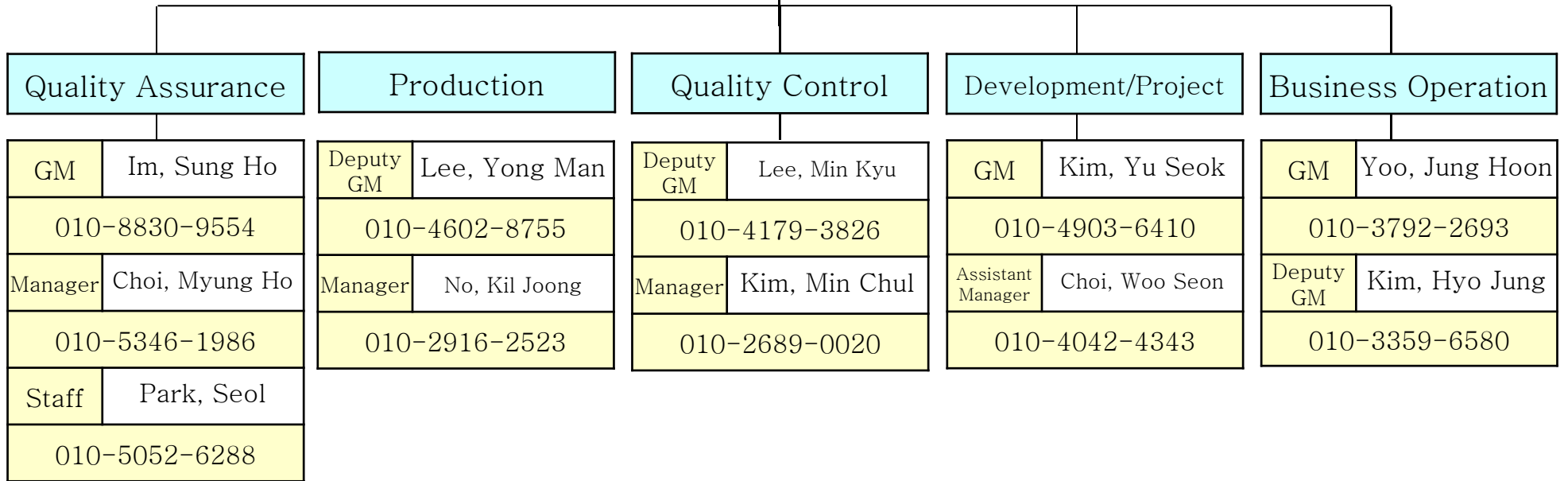
# Inalfa Korea

Quality Executive
Managing Director Yoo, Kwang Jin
010-8719-4390

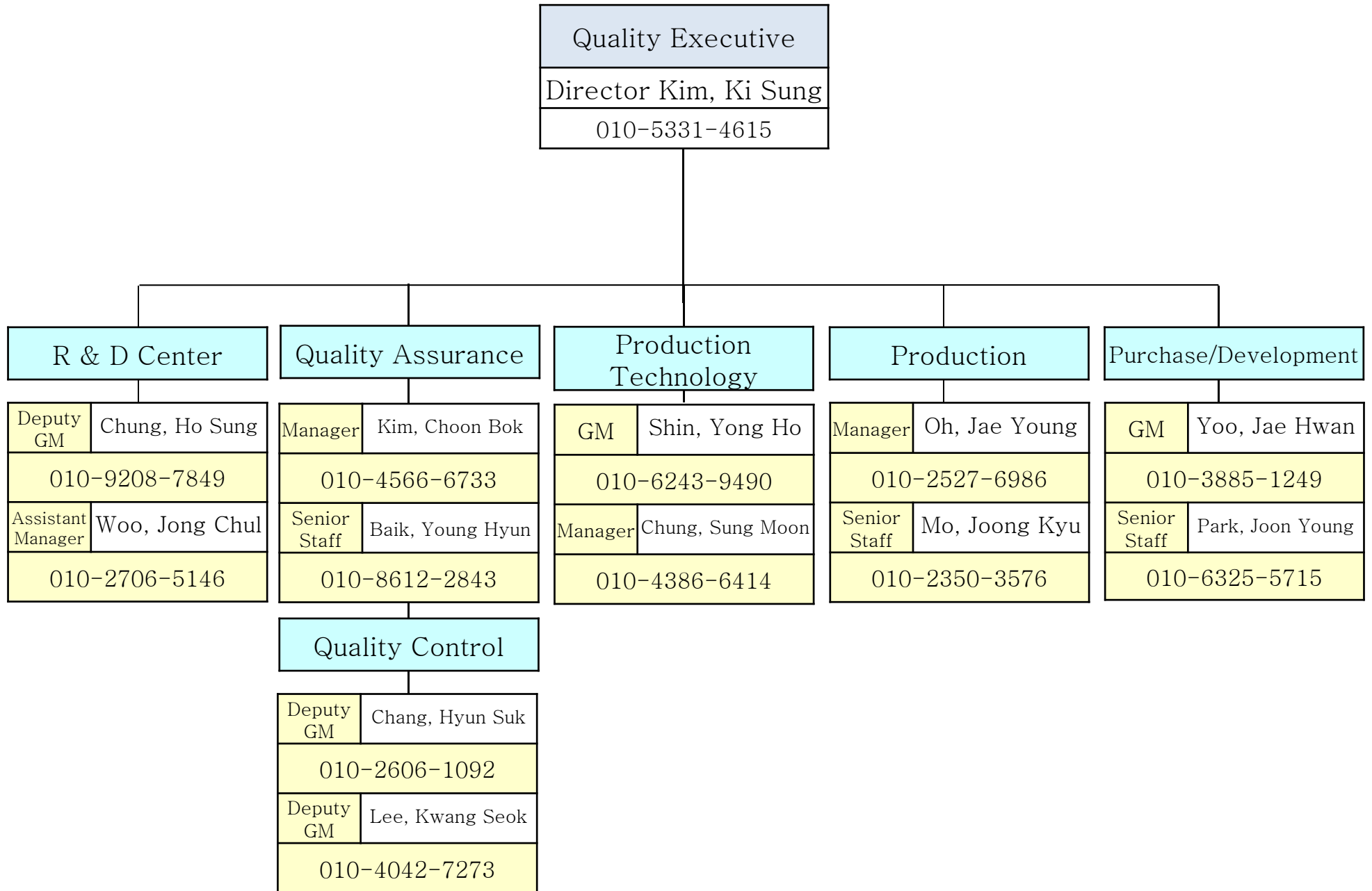


# Hankuk Sekurit Ltd.

Quality Executive
VP Im, Yeon Hyuk
010-8951-0193



# Webasto Donghee (Ltd.)



# Korea Auto Glass

● Personnel : 10 + Quality GM

Quality Assurance Department	
GM Kim, Sun Deok	
010-3664-9548	

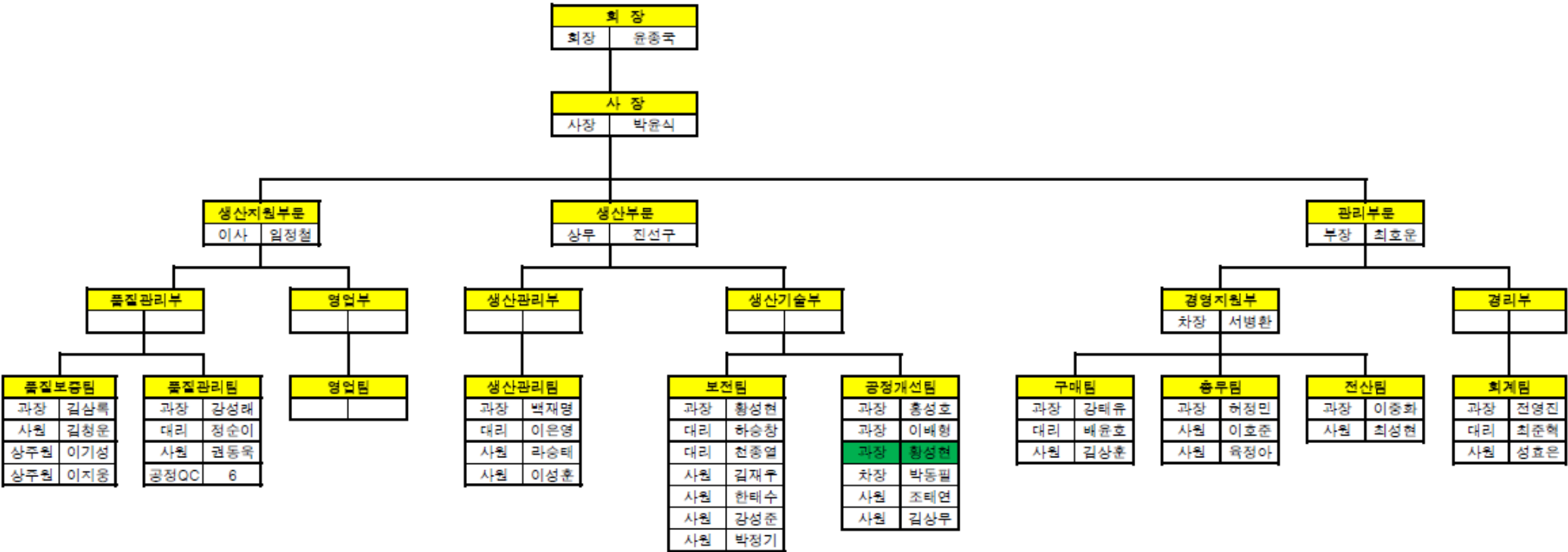
Quality Assurance Section	
Deputy GM	Kim, Jong Kyu
010-2287-0136	
Staff	Staff Kim, Sang Won
010-6237-5424	
Asan	Section head Kang, Keun Myung
010-5327-4590	
Ulsan	Staff Cho, Myung Jae
010-3758-5215	

Quality Management Section	
Manager	Kwon, Kwang Min
010-5376-0361	
Validation	Staff Chang, Min Sun
010-5789-7327	
Outside order	Staff Kim, Kyung Min
010-7588-6755	

Quality Control Section	
Manager	Lee, Yong Jung
010-2647-2280	
Regular Test	Staff Kim, Dae Yeon
010-4569-4263	
Lab	Section head Dong Ho Lee
010-2048-9445	

# ■ 세진

◆ (주)세진글라스 조직도



※ 연락처

부서	직급	성명	연락처	H.P	이메일
품질보증팀	과장	김삼복	052-283-7372	010-2597-0362	<a href="mailto:20010213@sejin-c.co.kr">20010213@sejin-c.co.kr</a>
품질보증팀	사원	김청운	052-283-7366	010-9192-1297	<a href="mailto:cwoon@sejin-c.co.kr">cwoon@sejin-c.co.kr</a>
품질관리팀	과장	강성래	052-283-7380	010-4262-6341	<a href="mailto:sul25@sejin-c.co.kr">sul25@sejin-c.co.kr</a>
품질관리팀	대리	정순이	052-283-7341	010-5099-9942	<a href="mailto:sonie9942@sejin-c.co.kr">sonie9942@sejin-c.co.kr</a>
품질관리팀	사원	권동욱	052-283-7373	010-4548-0409	<a href="mailto:kwondw@sejin-c.co.kr">kwondw@sejin-c.co.kr</a>

# Saejin Glass (Ltd.) organization chart (translation)

Chairman Yoon, Jong Kook

President Park, Yoon Sik

Production support parts  
Director Im, Jung Chul

Production Section  
Managing Director Jin, Seon Koo

Control Section  
GM Choi, Ho Woon

Quality Control Dept.      Operation Dept.      Production Control Dept.      Production Technology Dept.      MGMT. Support  
Dept.      Finance Dept.                                                        Deputy GM Suh, Byung  
Hwan

QA Team	QC Team	Operation Team	Production Control Team	Retention Team	Enhanced Process Team	Purchase Team	General Affairs
Team Computing Team	Accounting Team						
Mgr. Kim, Sam Rok	Mgr. Kang, Sung Rae		Manager Paik, Jae Myung		<b>Mgr. Hwang, Sung Hyun</b>	Manager Hong, Sung Ho	Mgr. Kang, Tae
Yu Mgr. Huh, Jung Min	Mgr. Lee, Joong Hwa	Mgr. Jeon, Young Jin					
Staff Kim, Chung Woon	Asst. Mgr. Jung, Suni		Asst. Mgr. Lee, Eun Young		Asst. Mgr. Ha, Seung Chang	Manager Lee, Bae Hyung	Asst.Mgr.Bae,
Yunho Staff Lee, Ho Joon	Staff Choi, Sung Hyun	A.Mgr.Choi, Jun Hyuk					
Assigned, Lee, Ki Sung	Staff Kwon, Dong Wuk		Staff Lee, Sung Hoon		Asst. Mgr. Chun, Jong Yeol	<b>Mgr. Hwang, Sung Hyun</b>	Staff Kim, Sang
Hoon Staff Yook, Jung Ah							
Assigned Lee, Ji Woong	Process QC 6				Staff Kim, Jae Woo	Deputy GM Park, Dong Pil	
					Staff Han, Tae Soo	Staff Cho, Tae Yeon	
					Staff Kang, Sung Joon	Staff Kim, Sang Moo	
					Staff Park, Jung Ki		

\* Contacts

Department	Level	Name	Contact	H.P.	Email
QA Team	Mgr.	Kim, Sam Rok	(*Below)	(*Below)	(*Below)
QA Team	Staff	Kim, Chung Woon			
QC Team	Mgr.	Kang, Sung Rae			
QC Team	Asst. Mgr.	Chung, Soon Yi			
QC Team	Staff	Kwon, Dong Wook			