

Pre-notification Recall Remedy Reimbursement Plan

Hyundai Campaign 089 (NHTSA Recall Number 09V-124)

Campaign:

089 (NHTSA Recall Number 09V-124)

Vehicles:

1999 - 2004 Sonatas and 2001 – 2004 XG300 and XG350 vehicles that were produced through November 20, 2003.

Service Description:

Repair or replacement of the front subframe to repair corrosion damage.

Reimbursement Period Beginning Date:

April 14, 2008

Reimbursement Period Ending Date:

To be determined - Ten calendar days after the last owner notification has been mailed.

Reimbursement Conditions:

- Reimbursement is excluded for costs incurred within the period during which Hyundai's original or extended warranty (where Hyundai provided written notice of the terms of the extended warranty to owners) would have provided for a free repair of the condition addressed by the recall, without any payment by the consumer, unless a franchised dealer or authorized representative of Hyundai denied warranty coverage or the repair made under warranty did not remedy the problem addressed by the recall.
- Reimbursement is excluded if the pre-notification remedy was not of the same type (repair or replacement of the front subframe to repair corrosion damage) as the recall remedy.
- Reimbursement is excluded if the pre-notification remedy did not address front subframe corrosion damage.
- Reimbursement is excluded if the pre-notification remedy was not reasonably necessary to repair front subframe corrosion damage.
- It is not required that the pre-notification remedy be identical to the remedy elected by Hyundai as described in this Part 573 notice to NHTSA.
- Reimbursement is excluded if the claimant does not submit adequate documentation to Hyundai at an address or location designated pursuant to § 573.13(f). The plan requires that the following documentation be submitted:

Required Documentation:

- Name and mailing address of the claimant;

(Hyundai also requests that claimants provide telephone numbers at their option.)

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- Identification of the product that was recalled:
 - Make, model, model year, vehicle identification number, and a copy of the current vehicle registration
- Identification of the recall (**089**);
- Identification of the owner or purchaser of the recalled motor vehicle at the time that the pre-notification remedy was obtained;
- A receipt for the pre-notification remedy, which may be an original or copy:
 - (A) If the reimbursement sought is **for a repair**, Hyundai requires that the receipt indicate that the repair addressed front subframe corrosion damage. Itemization of a receipt of the amount for parts, labor, other costs and taxes, may not be required unless it is unclear on the face of the receipt that the repair for which reimbursement is sought addressed only the pre-notification remedy relating to front subframe corrosion damage.
 - (B) If the reimbursement sought is **for the replacement of a vehicle part**, Hyundai requires that the receipt identify the item and state the total amount paid to replace the front subframe to repair corrosion damage.
 - (Hyundai also requests that the name, address and telephone number of the repair facility or seller of the replacement front subframe be provided on the receipt, and that the receipt be marked "Paid in Full" or that a cancelled check or credit card receipt be provided.)*
- If the pre-notification remedy was obtained at a time when the vehicle or equipment could have been repaired or replaced at no charge under a Hyundai original or extended warranty program, documentation indicating that Hyundai's dealer or authorized facility either refused to remedy the problem addressed by the recall under the warranty or that the warranty repair did not correct the problem addressed by the recall.

Amount of Costs to Be Reimbursed:

The amount of reimbursement shall not be less than the lesser of:

- (A) The amount paid by the owner for the remedy, or
- (B) The cost of parts for the remedy, plus associated labor at local labor rates, miscellaneous fees such as disposal of waste, and taxes. Costs for parts may be limited to Hyundai's list retail price for authorized parts.

Any associated costs, including, but not limited to, taxes or disposal of wastes, may not be limited.

Address and Authorized Facility for Reimbursement Claim Submittal:

ATTN: Consumer Affairs Department (**089**)
Hyundai Motor America
PO Box 20850
Fountain Valley, CA 92728-0850

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Hyundai Response to Request for Reimbursement:

(1) Hyundai shall act upon a claim for reimbursement within 60 days of its receipt. If Hyundai denies the claim, Hyundai must send a notice to the claimant within 60 days of receipt of the claim that includes a clear, concise statement of the reasons for the denial.

(2) If a claim for reimbursement is incomplete when originally submitted, Hyundai shall advise the claimant within 60 days of receipt of the claim of the documentation that is needed and offer an opportunity to resubmit the claim with complete documentation.

Reimbursement Form:

Reimbursement shall be in the form of a check.

Reimbursement Plan Availability to the Public:

This reimbursement plan is available to the public upon request.