



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

February 4, 2014

[REDACTED]
Wheaton, MD [REDACTED]

NVS-216 nlm
Ref. No. 10550200

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2008 Hyundai Sonata vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

This letter responds to your report that we received on November 19, 2013, and your report from October 17, 2013, where you indicate your son encountered problems in your MY 2008 Hyundai Sonata. You indicate your son was attempting to park the vehicle and was unable to shift into reverse or park. Later on his return home he noticed that the cruise control was disengaging when he pressed the brake pedal. He immediately drove to a repair facility that diagnosed the problem and replaced the brake light switch. You searched the Internet and found a recall for this problem, but the recall does not include your MY 2008 Hyundai Sonata. You believe your vehicle should be included in the recall and the repair cost be reimbursed to you. In addition, you want to know the status of a rear cross member recall for your vehicle and if blower/fan has been recalled.

In September 2013, Hyundai expanded the recall (NHTSA Safety Recall Campaign N. 13V-113, enclosed) to include MY 2007 through MY 2010 Hyundai Sonata vehicles. The recall addresses a problem with the stop lamp switch that may cause the brake light, cruise control, push button start, and transmission to malfunction. Your vehicle is now included in this recall. Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle

equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim.

Your vehicle is also included in the cross member recall (NHTSA Safety Recall Campaign No. 13V-354, enclosed). The recall was initiated in August 9, 2013, and addresses a problem with rear cross member corroding resulting in the detachment of one of the rear control arms. The recall includes MY 2006 through MY 2010 Hyundai Sonata vehicles sold or currently registered in salt belt States. In November 2013, Hyundai sent owners an interim notification informing them of the remedy implementation plan and a second notice is forthcoming.

Please note that it is not unusual for manufacturers to not have an adequate inventory of recall parts or a finalized recall remedy shortly after a recall is announced. The recall remedy and parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. Also some manufacturers limit volume of the recall parts they automatically deliver to dealers. Due to the volume of vehicles involved in a recall manufactures may conduct the recall in phases. Also manufacturers may limit recall part distribution and ordering to avoid waste by dealerships for parts they did not order or do not need. We recommend that you contact Hyundai or your local dealer for further information on the recalls.

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to the blower fan in MY 2008 Hyundai Sonata vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the auto safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained on our website.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement



April 9, 2013

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

RE: Amended Defect Information Report

Dear Ms. Lewis:

In response to your office's request to provide supplier information, Hyundai is providing this information for section 573.6(c)(2). Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Hyundai America Technical Center is submitting information concerning a recall that is being voluntarily initiated. Specific information as required by Section 573.6 is as follows:

573.6(c)(1)

Manufacturer – Hyundai Motor Company
Manufacturer – Hyundai Motor Manufacturing Alabama
Distributor – Hyundai Motor America
Distributor - Hyundai de Puerto Rico

573.6(c)(2)

Certain model year 2007 through 2011 Hyundai vehicles as follows:

	Accent	Elantra	Genesis Coupe	Santa Fe	Sonata	Tucson	Veracruz
Model Year	2007-2009	2007-2010	2010-2011	2007-2011	2011	2007-2009	2008-2009
Production Dates	December 01, 2006 through February 28, 2009	May 01, 2007 through October 31, 2010	December 01, 2008 through August 31, 2010	April 01, 2007 through July 31, 2011	December 01, 2009 through January 31, 2011	May 01, 2007 through February 28, 2009	December 01, 2007 through February 28, 2009
Approximate Production Quantities (US)	120,490	328,122	21,775	320,660	220,000	33,317	8,351
Approximate Production Quantities (Puerto Rico)	2,794	2,574	593	358	500	290	0

Hyundai-Kia America Technical Center Inc.
6800 Geddes Road, Superior Township, MI 48198
TEL: 734-337-9499 FAX: 734-483-5919
www.hatci.com

HATCI is an authorized representative of both Hyundai Motor Company and Kia Motors Corporation; which are separate and distinct automotive manufacturers.

Hyundai-Kia America Technical Center, Inc.

Component Manufacturer: INFAC CO., LTD.
613, Bon Ri, Daesowon Myun,
Chungju Si, Chungbuk, Korea 380-871
+82 10 3180 5216

573.6(c)(3)

See information provided in 573.6(c)(2) above.

573.6(c)(4)

All of the vehicles identified above in 573.6(c)(2) are potentially affected.

573.5(c)(5)

The stop lamp switch on vehicles in the subject recall population may experience intermittent switch point contact. This condition could potentially result in intermittent operation of the push-button start feature, intermittent ability to remove the vehicle's shifter from the Park position, illumination of the "ESC" (Electronic Stability Control) indicator lamp in the instrument cluster, intermittent interference with operation of the cruise control feature, or intermittent operation of the stop lamps. Intermittent operation of the stop lamps could increase the risk of a crash.

The subject vehicles were built after the population of vehicles that were the subject of a prior recall, Recall No. 09V122. To date, almost 80% of the 09V122 subject vehicles have had the stop lamp switch replaced. Since that recall was initiated, the component manufacturer has implemented a number of production refinements to the part. These include:

1. Contact material and surface finish revised (silver/tin/copper with flat contact surface to silver/copper with knurled contact surface) to reduce the potential for carbonization of the electrical contacts within the stop lamp switch - February, 2009.
2. Addition of a rib to the housing of the stop lamp switch to reduce the potential for deformation of the housing when the electrical connector is plugged onto the stop lamp switch during assembly - March, 2010.
3. Addition of a stopper to the external terminals to reduce the potential for movement of the terminals when the electrical connector is plugged into the stop lamp switch during assembly - July, 2011.

Hyundai has determined that certain vehicles built prior to the incorporation of these refinements may experience intermittent switch point contact. Hyundai is recalling those vehicles.

573.6(c)(6)

On November 1, 2012, Transport Canada notified Hyundai regarding nine (9) complaints for vehicles outside of the production range of Hyundai's 2009 Canadian recall number R0057 to replace the stop lamp switch. Transport Canada opened an investigation requesting additional information on January 10, 2013. Shortly thereafter, after speaking with Transport Canada, ODI requested that Hyundai

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review the VOQs in the NHTSA database. In discussions with ODI, Hyundai indicated that any action taken in Canada would involve a corollary action in the United States.

Following an analysis of the customer data provided by Transport Canada, NHTSA and Hyundai's internal data, Hyundai has decided to conduct a voluntary safety recall on the subject vehicles to replace the stop lamp switch with one incorporating the most recent production refinements.

573.6(c)(8)

Hyundai Motor America and Hyundai de Puerto Rico will notify all owners of the Hyundai vehicles described in 573.6(c)(2) above to return their vehicles to their Hyundai dealer to have the stop lamp switch assembly replaced.

Hyundai intends to begin mailing notifications by June, 2013, after a sufficient quantity of replacement stop lamp switch assemblies become available.

In accordance with the requirements of Part 573.13, Hyundai will provide for reimbursement to vehicle owners eligible for pre-notification remedies as follows:

573.13(c)(1) Reimbursement Period Beginning Date:

- (iii) March 29, 2012, which is one year prior to the date of this Part 573 notice to NHTSA.

573.13(c)(2) Reimbursement Period Ending Date:

- (i) Ten calendar days after the last owner notification has been mailed. This date will be determined based upon the actual final owner notification date and NHTSA will be provided with that date when it becomes available.

573.13(d) Reimbursement Conditions:

(1) 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.

(2)(i)(A) Reimbursement is excluded if the pre-notification remedy was not of the same type (replacement of the stop lamp switch) as the recall remedy.

(2)(i)(B) Reimbursement is excluded if the pre-notification remedy did not address replacement of the stop lamp switch.

(2)(i)(C) Reimbursement is excluded if the pre-notification remedy was not reasonably necessary to correct a condition addressed by replacement of the stop lamp switch.

(2)(ii) 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.

Hyundai-Kia America Technical Center, Inc.

(4) 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:

(i) Name and mailing address of the claimant;

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

(ii) Identification of the product that was recalled:

Make, model, model year, vehicle identification number, and a copy of the current vehicle registration

(iii) Identification of the recall (110);

(iv) Identification of the owner or purchaser of the recalled motor vehicle at the time that the pre-notification remedy was obtained;

(v) 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 a condition related to the stop lamp switch, and state the total amount paid for the repair of that condition. 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 concerning a condition related to the stop lamp switch.

(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 stop lamp switch.

(Hyundai also requests that the name, address and telephone number of the repair facility or seller of the replacement stop lamp switch 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.)

(vii) 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.

573.13(e) Amount of Costs to Be Reimbursed:

(1)(i) 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.

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

573.13(f) Address and Authorized Facility for Reimbursement Claim Submittal

ATTN: Hyundai Customer Connect Center (110)
Hyundai Motor America
PO Box 20850
Fountain Valley, CA 92728-0850

573.13(g) 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.

573.13(h) Reimbursement Form

Reimbursement shall be in the form of a debit card.

573.13(i) Reimbursement Plan Availability to the Public

This reimbursement plan is available to the public upon request.

573.6(c)(10)

The Technical Service Bulletin containing the service procedure for replacing the stop lamp switch assembly will be provided to NHTSA when available. Other relevant communications will also be forwarded when they are available.

573.6(c)(11)

A draft of the owner notification letter will be provided to NHTSA when available.

573.6(c)(12)

Hyundai has assigned "Campaign 110" as the designation for this campaign.

Sincerely,



Robert Babcock
Director, HATCI Certification and Compliance Affairs



Hyundai Motor America
10550 Talbert Avenue
P.O. Box 20839
Fountain Valley, CA 92728-9937

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, XXXXXXXXXXXXXXXXXXXX

Dear Hyundai Sonata Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect which relates to motor vehicle safety exists in certain 2006 through 2010 model year Hyundai Sonatas. This recall affects such vehicles registered in and operated in Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin, and the District of Columbia (the Salt Belt).

What is the problem?

- During winter months, large quantities of salt are used to de-ice roads in the Salt Belt states, noted above. Road salt and water can enter portions of the rear crossmember leading to corrosion of the crossmember steel. As the corrosion progresses, it may lead to thinning or perforation of the crossmember steel. In advanced cases, crossmember corrosion can result in detachment of one of the inboard control arm mounting points. If the connection between the rear crossmember and a control arm separates, handling of the vehicle may be adversely affected, increasing the risk of a vehicle crash.

What will Hyundai do?

- The rear crossmember will be inspected for corrosion damage. The dealer will measure the thickness of the steel in the rear crossmember. Rear crossmembers that do not require replacement will be treated with rust-proofing material to arrest the corrosion process. If specified levels of corrosion damage have occurred, the rear crossmember will be replaced with a new crossmember assembly with rust-proofing material applied. This procedure will be performed at no charge to you. It is always suggested that customers contact their local Hyundai dealer to schedule a service appointment. The dealer can advise you on the time needed for the repair.

What should you do?

- For more information regarding this Recall Campaign, including a link to make a service appointment, please visit:

www.HyundaiUSA.com/Campaign113

- Input your 17 digit Vehicle Identification Number to verify that your vehicle is affected by this recall campaign. Input your zip code and a list of the five closest dealers will appear. Click on "Schedule Service" for your preferred dealer.
- There are three options to make an appointment to have this campaign completed on your vehicle:
 1. If you have a MyHyundai account, please log into your account, select the "Service" tab, and schedule service for your vehicle.
 - a. Click on "Repair" and select "Rear Crossmember Recall Campaign"
 - b. In the "Repair Service" box, type "CAMP113" and click on "OK"
 - c. Follow additional instructions to complete scheduling your appointment
 2. If you do not have a MyHyundai account, please visit hyundaiusa.com, click on "Find a Dealer" and input your zip code. When your preferred dealer appears, click on "Schedule Service" under their address.
 - a. If you have a user name and password for online scheduling with your preferred dealer:
 - i. Enter your user name and password, click on "Log In"
 - ii. Then click on "Repair" and select "Rear Crossmember Recall Campaign"
 - iii. In the "Repair Service" box, type "CAMP113" and click on "OK"
 - iv. Follow the additional instructions to complete scheduling your appointment
 - b. If you do not have a user name and password for online scheduling:
 - i. Complete the information under "new customer" - Model / Year / Trim / Driving Conditions (if applicable)
 - ii. Click on "Repair" and select "Rear Crossmember Campaign"
 - iii. In the "Repair Service" box, type "CAMP113" and click on "OK"
 - iv. Follow the additional instructions to complete scheduling your appointment

3. If your preferred dealer does not have a link to schedule service online or you are unable to make an appointment online, call your Hyundai dealer to schedule an appointment.

What if you have other questions?

- If you have any difficulty having this repair performed, we recommend that you call the Hyundai Customer Care Center at 1-800-633-5151. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Reimbursement Notification

- Hyundai has a program for reimbursement of owners of 2006 through 2010 model year Hyundai Sonatas who paid to have the rear crossmember replaced after August 9, 2012 and prior to receiving this recall notification letter.
- To obtain information about reimbursement from Hyundai, please call the Hyundai Customer Care Center at 1-800-633-5151. Ask about reimbursement information for campaign 113.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We urge your prompt attention to this important safety matter.

Hyundai Motor America