



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 12, 2014

[REDACTED]
Patchogue, NY [REDACTED]

NVS-216 nam
Ref. No. 10550248

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2013 Hyundai Santa Fe. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has looked into this issue and we are pleased to respond. We regret any inconvenience our delay in responding may have caused you.

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 serious 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, sufficient data must exist to warrant the expenditure of agency resources. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that your MY 2013 Hyundai Santa Fe has a problem with the low beam headlights. The top portion of the front windshield is shaded darker and results in poor visibility at night with the low beam headlights on. The dealer told you the vehicle is operating as designed and has made no effort to assist you with this problem. You believe the reduced visibility is dangerous and request assistance from NHTSA to resolve this problem.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to windshield tint reducing the visibility of the road while driving with the low beam headlights on in MY 2013 Hyundai Santa Fe vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation or a recall. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found 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, we would appreciate it if you would 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 from our web site.

Sincerely yours,



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