

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

[NHTSA](#)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10607288-----
Date: Tuesday, August 19, 2014 10:28:06 AM
Attachments: [Limp Mode Incident #2.pdf](#)
[Limp Mode Incident #3.pdf](#)

EQ-10607288-5546

From: [REDACTED]
Sent: Monday, August 18, 2014 3:45 PM
To: EVOQ (NHTSA)
Subject: Re: FW: FW: NHTSA: Follow up to ODI Complaint: ----10607288-----

To whom it may concern,

Please find attached amended report form, and dealer documents Re:
Hyundai Santa Fe - Engine failure report information.

Regards [REDACTED]

On Fri, Aug 8, 2014 at 10:34 AM, <EVOQ@dot.gov> wrote:
Please see the attached copy of your recent complaint and instructions. Please make any necessary
edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of
complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



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[REDACTED]
Plainfield, MA [REDACTED]

[REDACTED]
[REDACTED] mobile

IMPORTANT NOTICE:

The information in this transmission is privileged and confidential, and is intended only for the recipient listed above. If you are neither the intended recipient nor a person responsible for the delivery of this transmission to the intended recipient, you are hereby notified that any unauthorized distribution or

copying of this transmission is prohibited.

Please note because CPC uses voice recognition software there may be occasional grammatical, spelling or syntax errors-please accept our apologies in advance.

If you have received this transmission in error, please notify [REDACTED] immediately at: [REDACTED] Thank you.

CUSTOMER #: [REDACTED]

36352



INVOICE

347 King Street - P.O. Box 1450
Northampton, MA 01060
Phone: (413) 774-3122 - Fax: (413) 774-3902
www.CountryHyundai.com

PLAINFIELD MA

PAGE 1

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5554 PATRICK HAMEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	12	HYUNDAI SANTA FE	5XYZHDAGXC [REDACTED]		40464/40464	T169	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07MAR12 DD			17:00 11JUN14			CASH	11JUN14
R.O. OPENED	READY	OPTIONS: DLR:MA057 ENG:3.5_Liter_DOHC					
11:39 11JUN14	12:59 11JUN14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES CHECK ENGINE LIGHT IS ON A MINIMUM OF A 105.00
 DIAGNOSTIC FEE APPLIES TO ANY NON WARRANTY DIAGNOSIS AND REPAIR
 CAUSE: SCANNED AND CHECKED FOR CODES. FOUND CODE 1627 4WD SIGNAL
 COMMUNICATION ERROR. AND CODE P1295 ETS SYSTEM MALFUNCTION

39110F6F ECM UPGRADE
 498 WN93

(N/C)

FC: C40
 PART#: 39109-3C560
 COUNT: 0
 CLAIM TYPE: WAR
 AUTH CODE:

40464 TECH PERFORMED TSB 12-FL-004 FOR DTC LOGIC IMPROVEMENTS.
 VERIFIED OPERATION BY DOING ROAD TEST. RE-SCANNED AND NO CODES PRESENT
 AT TIME. VEHICLE IS PERFORMING AS DESIGNED AT THIS TIME

HYUNDAI



HYUNDAI
GENUINE PARTS

*If you are happy let your neighbor know. If you are unhappy
 call our service representative at once.*

Our Goal: "No unhappy customers"

"THANK YOU"

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISCELLANEOUS CHGS.	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



VIN	5XYZHDAGXCG [REDACTED]		
Maker	Hyundai Motor Company	Vehicle	SANTAFE(CM)
Model Year	2012	Engine Type	G 3.5 DOHC
System	Engine/Engine Control	Date Time	06/11/2014 12:03:50
Software Version	N-H-01-16-1.16.13	Content Version	N-H-01-16-1.16.13
ECU Upgrade Version	N-H-01-16-1.16.13	VCI Version	2.11

State: Fault Code Found

System	Code	Description	State
ENGINE - Engine Control		No Error Code Found.	
AT - Automatic Transaxle		No Error Code Found.	
ABSESC - ABS/ESC	C1627	4WD CAN Signal or Communication Error	
AIRBAG - Airbag(Event ...		No Error Code Found.	
AIRCON - Air Conditioner		Communication Fail / Check whether system is install...	
EPS - Power Steering		Communication Fail / Check whether system is install...	
4WD - 4WD Control		No Error Code Found.	
TPMS - Tire Pressure M...		No Error Code Found.	
IMMO - Immobilizer		-- DTC is not supported for this system --	
SMK - Power Distributio...		Communication Fail / Check whether system is install...	
SMK - Smart Key Unit		Communication Fail / Check whether system is install...	
SMK - Smart Key Code ...		-- DTC is not supported for this system --	
BCM - Body Control Mo...		-- DTC is not supported for this system --	
CODE - Transmitter Cod...		-- DTC is not supported for this system --	

Selected System :

Retry Code Searching All Erase

Print Close

CUSTOMER #:



36617

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HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 5554 PATRICK HAMEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	12	HYUNDAI SANTA FE	5XYZHDAGXCC [REDACTED]		41032/41032	T937	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
7MAR12 DD			17:00 26JUN14			CASH	27JUN14
R.O. OPENED		READY	OPTIONS: DLR:MA057 ENG:3.5_Liter_DOHC				
5:27 26JUN14	15:16 27JUN14						
LINE OPCODE TECH TYPE HOURS			LIST	NET	TOTAL		

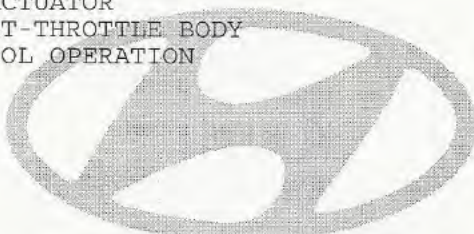
CUSTOMER HAD VEHICLE TOWED IN FOR CHECK ENGINE LIGHT ON AND VEHICLE HAS GONE INTO LIMP MODE

CAUSE: SCANNED AND FOUND CODES P2106 (LIMP HOME MODE) FORCE LIMITED POWER; P2110 (LIMP HOME MODE) FORCED LIMITED RPM; P0638 THROTTLE ACTUATOR CONTROL RANGE/PERFORMANCE (BANK 1) INTERNAL FAILURE IN THROTTLE BODY

- 35100R00 BODY ASSY-THROTTLE AND/OR GASKET
500 WN93
- 1 35100-3C700 ETC-ACTUATOR
- 1 35101-3C000 GASKET-THROTTLE BODY
- 35100RQ0 DIAGNOSTIC TOOL OPERATION
500 WN93

(N/C)
(N/C)
(N/C)
(N/C)

FC: C15
PART#: 35100-3C700
COUNT: 1
CLAIM TYPE: WAR
AUTH CODE:



41032 CALLED TECH LINE FOR ADDITIONAL HELP WITH DIAGNOSIS. TECH LINE INFORMED US TO REPLACED THE THROTTLE BODY AND GASKET. RECEIVED CASE NUMBER 6694144. REMOVED AND REPLACED THROTTLE BODY. ROAD TESTED TO VERIFY OPERATION. OPERATION VERIFIED. NO CODES HAVE RETURNED. VEHICLE IS PERFORMING AS DESIGNED AT THIS TIME

PERFORM MULTI-POINT INSPECTION
CAUSE: PERFORMED MULTI POINT INSPECTION
MPI PERFORM MULTI-POINT INSPECTION
500 IPSN

(N/C)

** PROVIDE GOODWILL RENTAL
CAUSE: F
SUBLET SUBLET
92 WN93

(N/C)

FC: WAR PART#: WAR COUNT: 0

 HYUNDAI GENUINE PARTS	<p><i>If you are happy let your neighbor know. If you are unhappy call our service representative at once. Our Goal: "No unhappy customers"</i></p> <p>"THANK YOU"</p>	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISCELLANEOUS CHGS.	
		TOTAL CHARGES	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

ORDER #: [REDACTED]

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AINFIELD, MA

PAGE 2

NAME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5554 PATRICK HAMEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	12	HYUNDAI SANTA FE	5XYZHDAGXC[REDACTED]	[REDACTED]	41032/41032	T937

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N	RATE	PAYMENT	INV. DATE
07MAR12 DD			17:00 26JUN14			CASH	27JUN14

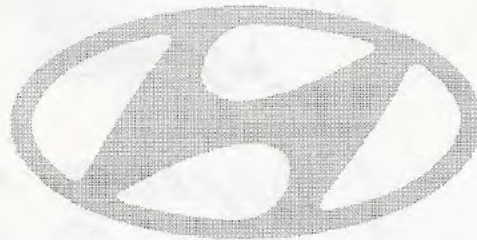
R.O. OPENED	READY	OPTIONS:
15:27 26JUN14	15:16 27JUN14	DLR:MA057 ENG:3.5_Liter_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CLAIM TYPE: WAR
AUTH CODE: WAR

SUBL ENTERPRISE RENTAL PO#8069
WN93

(N/C)



HYUNDAI



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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISCELLANEOUS CHGS.	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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Warranty Information:

Model	Op Code	Operation	Op Time	Causal P/N	Nature	Cause
SANTA FE (CM)	39152F0F	ECM UPGRADE	0.3	(See NOTE)	NO	C40

NOTE: Use the applicable ECM P/N listed in the ROM ID Information Table

Warranty Information

*** NOTE**

In event of AUTO MODE update failure

- You must attempt MANUAL MODE. Use the ECM P/N from the vehicle's ECM label if it is not clear from the ROM ID Table as to the correct ECM P/N to use for your vehicle.
- Replacing an ECM without carefully documenting that a MANUAL MODE update attempt was made, will result in charge back of your warranty claim.

***NOTE**

Verify the ECM ROM ID before updating the vehicle's software. Refer to the table below.

Model	ECM P/N	T/M	IMMO	ROM ID	
				Previous	New
CM 3.5L MP	39109-3C560	AT	NO	CMAN35*S2**AB5A*	CMAN35*S2**AB6JZ
				CMAN35*S2**AB5B*	
				CMAN35*S2**AB5B*	
CM 3.5L MP	39109-3C561	AT	NO	CMAN35*S2**AB5B*	CMAN35*S2**AB5L*
				CMAN35*S2**AB5D*	
				CMAN35*S2**AB5F*	
				CMAN35*S2**AB5H*	
CM 3.5L MP	39109-3C562	AT	NO	CMAN35*S2**AB5G*	CMAN35*S2**AC1C*
				CMAN35*S2**AC1A*	
				CMAN35*S2**AC1B*	
CM 3.5L MP	39109-3C562	AT	NO	CMAN35*S2**AC4A*	CMAN35*S2**AC4B*

ROM ID INFORMATION TABLE

*** NOTE**

IMMO = YES: Push Button Start
 IMMO = NO: Key Start

***NOTE**

GENERAL PRECAUTIONS:

2012 Hyundai Truck Santa Fe AWD V6-3.5L

Vehicle > Technical Service Bulletins > All Technical Service Bulletins > Engine Controls - ML ON/DTC's
P0638/P1295/P2106

NUMBER 12-FL-004

MODEL Santa FE (CM)

GROUP Fuel System

DATE April 2012

SUBJECT: ECM UPDATE - ML ON DTC P0638

GDS Hyundai
Official Diagnostic System **ECU Update**

Description:

This bulletin provides information related to the ECM software update of some 3.5L vehicles that may experience check engine light on with the following DTC.

*P0638: Throttle Actuator Control Range/Performance (Bank1)

In addition the following DTC related to a limp home condition may have occurred:

*P1295: ETS System Malfunction - Power management mode engaged

*P2106: Throttle Actuator Control System - Limited Performance mode

Applicable Vehicles:

* 10-12MY SANTA FE (CM) 3.5L vehicles

GDS information:

EVENT #	DESCRIPTION
264 (or later compatible event)*	*CM 3.5 P0638 DTC LOGIC IMPROVEMENT *

(* the latest event that shows up in the Engine Auto Mode event list for the particular vehicle/engine)

GDS information

***NOTE:**

IMPORTANT REPAIR STEPS:

Be sure to perform steps 10-12 ECM reset and ETC initialization (10 secs Ign OFF/10 secs Ign ON/10 secs Ign OFF) after ECM Update.