



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

March 13, 2018

[REDACTED]
[REDACTED]
Oklahoma City, OK [REDACTED]

NEF-109 nam
Ref. No. 11016569

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2012 Hyundai Sonata. Your correspondence was forwarded to the National Highway Traffic Safety Administration (NHTSA) Office of Defects Investigation. 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 vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We are aware of the recall you reference (NHTSA Safety Recall Campaign No. 17V-152) which addresses a problem with seat belt linkages for both front seat belts that may detach from the seat belt anchor pretensioners in certain MY 2011 through MY 2014 Hyundai Sonata vehicles. Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a federal motor vehicle safety standard to remedy the defect or noncompliance without charge. However, the January 21, 2017, repair order you provided does not indicate whether you paid to repair the seat belt links or if the defect was remedied by Recall 17V-152.

We entered your vehicle information number (VIN) into our VIN Look-Up Tool, which searches for open recalls through a direct link to the manufacturer's database. Our search identified a new recall for your vehicle that addresses the seat belt linkage problem (Recall 17V-617, enclosed). Regardless if you already paid for this repair or if a remedy was performed under Recall 17V-152, we recommend that you contact Hyundai or your dealer to schedule an appointment immediately. Under Recall 17V-617, the dealer will verify the connection between the seat belt linkage and the anchor pretensioner's cable connector for both front seatbelts. In addition, a warning label will be affixed to the anchor pretensioner.

★★★★★
NHTSA
www.nhtsa.gov

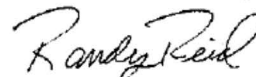
NHTSA is aware of Hyundai's Extended Warranty Campaigns (Article No. TXX7 steering coupler and No. TXXA air bag clock spring) for certain MY 2011 through MY 2013 Sonata vehicles. However, the issuance of an extended warranty does not necessarily mean that a vehicle has safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. A manufacturer may extend a warranty on specific vehicle component(s) to address a known problem or to restore customer satisfaction. Therefore, NHTSA does not have authority to require Hyundai to reimburse owners for repairs they paid for prior to the announcement of an extended warranty campaign. We recommend that you continue to pursue your reimbursement requests through Hyundai or your dealer.

If you have not done so, you may consider contacting your local Consumer Protection Agency or the Oklahoma Office of the Attorney General regarding your problem and rights under the state laws. You may also ask your dealership for a meeting with a Hyundai district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

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 Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,



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

Enclosure

recommended technologies and other safety issues.

[Learn More](#)

2012 Hyundai SONATA



VIN: 5NPEB4AC7CH

Recall data refreshed on Mar
13, 2018

1 Recalls associated with this VIN

Oct 04, 2017

Manufacturer Recall Number 169

NHTSA Recall Number 17V617000

Recall Status Recall Incomplete

Summary

HYUNDAI MOTOR AMERICA (HYUNDAI) IS RECALLING CERTAIN 2011-2014 SONATA AND 2011-2015 SONATA HYBRID VEHICLES PREVIOUSLY REPAIRED UNDER RECALL CAMPAIGN 17V-152. THE SEAT BELT LINKAGES FOR BOTH FRONT SEAT BELTS MAY DETACH FROM THE SEAT BELT ANCHOR PRETENSIONERS.

Safety Risk

IF THE SEAT BELT LINKAGE DETACHES FROM THE SEAT BELT ANCHORAGE, IT CAN NOT PROPERLY RESTRAIN THE OCCUPANT IN THE EVENT OF A CRASH, INCREASING THE RISK OF INJURY.

Remedy

HYUNDAI WILL NOTIFY OWNERS, AND DEALERS WILL AGAIN VERIFY THE CONNECTION BETWEEN THE SEAT BELT LINKAGE AND THE PRETENSIONER AND ADDITIONALLY INSTALL A WARNING LABEL TO

PREVENT FUTURE SEAT BELT LINKAGE DETACHMENT, FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN IN OCTOBER 2017. OWNERS MAY CONTACT HYUNDAI CUSTOMER SERVICE AT 1-855-371-9460. HYUNDAI'S NUMBER FOR THIS RECALL IS 169.

Manufacturer's Notes

OWNERS MAY ALSO CONTACT THE NAT'L HIGHWAY TRAFFIC SAFETY ADMIN VEHICLE SAFETY HOTLINE AT 1-888-327-4236(TTY 1-800-424-9153), OR GO TO WWW.SAFERCAR.GOV

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.