

January 30, 2020

[REDACTED]
Camden, AR

NEF-109 mjpg
Ref. No. 11228219

Dear [REDACTED]

Thank you for your letter concerning your model year (MY) 2012 Hyundai Tucson vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond.

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.

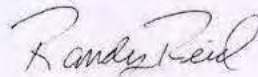
Reports received from motorists are a very important source of information for NHTSA. Your MY 2012 Hyundai Tucson is affected by NHTSA Safety Recall Campaign No. 19V-063. The recall addresses a problem with an engine oil leak at the seal between the oil pan and engine block in certain MY 2011 through MY 2013 Hyundai Tucson vehicles. If left unrepaired and operated over time, the oil leak could eventually lead to engine damage which may stall at high speeds. In extreme cases, the oil leak may cause a vehicle fire.

We entered your vehicle identification number (VIN) into our VIN Look-Up Tool, which searches for open recalls through a direct link to the manufacturer's database. We enclosed a report that shows Recall 19V-063 remains open on your vehicle. According to Hyundai, the remedy for Recall 19V-063 is available and dealers are currently repairing the affected vehicles. We recommend that you contact Hyundai or your local dealer to schedule an appointment to have the recall completed as soon as possible.

We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

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,

A handwritten signature in cursive script that reads "Randy Reid".


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

Enclosure

Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

km8ju3ac4c[REDACTED]

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Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

Learn More 

2012

Hyundai TUCSON



VIN [REDACTED]

Recall data refreshed on Jan 22, 2020

1 Unrepaired Recalls associated with this VIN

Feb 28, 2019

Manufacturer Recall Number: 181

NHTSA Recall Number: 19V063

Recall Status: Recall incomplete

Summary

HYUNDAI MOTOR AMERICA IS RECALLING CERTAIN 2011-13 TUCSON VEHICLES EQUIPPED WITH 2.4L ENGINES. THE ENGINE OIL PAN MAY LEAK, AND, IF NOT ADDRESSED, THE LOSS OF OIL MAY RESULT IN ENGINE DAMAGE. SAU PLANT IN THE REPUBLIC OF KOREA.

Safety Risk

THE SUBJECT VEHICLES MAY HAVE AN ENGINE OIL LEAK FROM THE SEAL BETWEEN THE OIL PAN AND ENGINE BLOCK WHICH, IF LEFT UNREPAIRED AND OPERATED OVER TIME COULD EVENTUALLY LEAD TO ENGINE DAMAGE. A DAMAGED ENGINE COULD LEAD TO HIGH SPEED STALL AND IN LIMITED CASES, A VEHICLE FIRE.

Remedy

HYUNDAI WILL NOTIFY OWNERS, AND DEALERS WILL INSTALL AN UPDATED OIL PRESSURE SWITCH AND INSPECT THE OIL PAN AND REPLACE IT IF NECESSARY, FREE OF CHARGE. OWNERS MAY CONTACT HYUNDAI CUSTOMER SERVICE AT 1-855-971-9469. HYUNDAI'S NUMBER FOR THIS RECALL IS 181.

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: