INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

[redacted]
Monrovia, MD [redacted]

NEF-109 mjg
Ref. No. 11309232

Dear [redacted]:

Thank you for the letter about your model year (MY) 2009 Hyundai Accent vehicle. I am pleased to respond.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's roadways. 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 appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. While researching your problem, we located a Hyundai Warranty Extension Program (Bulletin No. 17-BE-002) that may be of interest to you (enclosed). The warranty coverage for the front passenger occupant classification system (OCS) sensor mat for MY 2006 through 2011MY Hyundai Accent Vehicles has been extended to 15 years/unlimited mileage, starting from the date of original retail delivery or date of first use. We recommend that you contact Hyundai or your local dealer for more information and your eligibility for a repair under the warranty extension program.

Please note that manufacturers may issue a warranty extension program to address a known problem and to restore customer satisfaction. However, the issuance of a warranty extension program does not necessarily reflect the existence of a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Nevertheless, we continuously monitor manufacturer warranty extensions to identify any such campaigns and programs that may involve safety issues. However, NHTSA does not otherwise regulate repairs, owner mailings, expenses, or reimbursement requests associated with such campaigns.

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

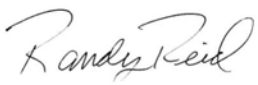
investigation and recall process is on our website at:
https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

You may consider contacting your local Consumer Protection Agency or the Maryland Attorney General's Office 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 warranty, reimbursement 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.

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

Sincerely,



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

Enclosure

HYUNDAI NEW THINKING. NEW POSSIBILITIES. **Technical Service Bulletin**	GROUP **BODY ELECTRICAL**	NUMBER **17-BE-002**
	DATE **MARCH 2017**	MODEL(S) **Accent (MC)**
SUBJECT:	2006-2011 ACCENT (MC) OCCUPANT CLASSIFICATION (OCS) SENSOR MAT WARRANTY EXTENSION (TXX6)	

Description: The warranty coverage for the front passenger Occupant Classification System (OCS) sensor mat for 2006-2011MY Accent Vehicles has been extended to 15 years/unlimited mileage, starting from the date of original retail delivery or date of first use.

The sensor mat is intended to detect child seats and small stature occupants who could be harmed by deployment of the passenger front airbag. If the sensor mat is not functioning properly and a crash of sufficient severity occurs, the front passenger airbag will deploy even if the passenger seat is occupied by a child or person of small stature. Additionally, the airbag warning light in the instrument cluster will illuminate and **DTC(s) B1447, and/or B1448** may be stored. If the airbag warning light is illuminated and one or more of the above DTCs are stored, follow the diagnostic procedures outlined in this bulletin and replace the OCS mat using the service procedures in this bulletin if replacement conditions are met.