



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



September 14, 2020

[REDACTED]
Benton, AR [REDACTED]

NEF-109 ela
Ref. No. 11349485

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2007 Hyundai Entourage vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair motor 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 us. We reviewed our database to identify whether a safety defect trend exists with various electrical problems after receiving the remedy for NHTSA Safety Recall No. 20V-061 (Hyundai's recall number 188). More specifically we looked into intermittent problems with: door locks that lock and unlock, headlights and/or dashboard lights that flicker on/off, and burning smells in MY 2007 Hyundai Entourage vehicles. At this time, our records did not identify enough evidence to open a safety defect investigation or to initiate a recall. 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. We recommend that you contact Hyundai and continue to work with your local dealer to resolve this matter.

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