



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



April 14, 2021

NEF-109 tgd
Ref. No. 11406596

Green Bay, WI

Dear

Thank you for the letter about your model year (MY) 2012 Hyundai Santa Fe vehicle. Your letter was received by 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 vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, 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. You indicate that your MY 2012 Kia Santa Fe experienced the safety defect identified in NHTSA Safety Recall Campaign No. 20V-746, prior to receiving the notification from Hyundai. As you know, this recall addresses severe engine damage that may cause certain MY 2012 Hyundai Santa Fe vehicles to stall.

The recall letter you received from Hyundai while you were traveling on vacation was an interim notification to alert you of the defect and let you know the final remedy was not available at this time. Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. You will soon receive the final notice for Recall 20V-746. We encourage you to contact Hyundai and your dealer for more information about filing a reimbursement claim. In addition, the recall notification will provide instructions on how to file a claim. Certain restrictions apply, including the need to submit certain documents to the manufacturer.

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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc. on our website.

Sincerely,

Randy Reid, Chief
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Office of Defects Investigation
Enforcement