



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



June 28, 2021

[REDACTED]
Wentzville, MO [REDACTED]

NEF-109 ela
Ref. No. 11419615

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2011 Hyundai Veracruz 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 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 NHTSA. We understand your concerns with the delay for Recall 20V-705. Please note that recall remedy availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. We appreciate your diligence and encourage you to continue to follow up with Hyundai and your dealer on the status of the remedy availability for Recall 20V-705.

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
Correspondence Research Division
Office of Defects Investigation
Enforcement