



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



September 1, 2021

[REDACTED]  
[REDACTED]  
[REDACTED]  
Matthews, NC [REDACTED]

NEF-109 ela  
Ref. No. 11427981

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 us. 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. Certain restrictions apply, including the need to submit certain documents to the manufacturer, and to have the recall closed by an authorized repair facility. Owners should follow the instructions in the recall notification letter to file a claim; however, final notifications for this recall have not yet been sent, as the recall remedy is not yet available. We recommend that you contact Hyundai or your local dealer when you receive the final notice.

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.gov/files/documents/14895\\_odi\\_defectsrecallspublic\\_110520-v6a-tag.pdf](https://www.nhtsa.gov/sites/nhtsa.gov/files/documents/14895_odi_defectsrecallspublic_110520-v6a-tag.pdf).

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](http://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