



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



October 5, 2021

NEF-109 ela
Ref. No. 11433821

[REDACTED]
[REDACTED]
Tuckerton, NJ [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2008 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 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. Please note that recalls are very specific with regard to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. We know that under Recall 13V-556, the affected Entourage vehicles were sold in, or were currently registered in, certain states. According to your VIN, your Entourage was not sold in or registered in any of the affected states at the time the recall was released. Therefore, your vehicle is not eligible for a free remedy under the Recall 13V-556. Furthermore, vehicles that were sold in or registered in Virginia are not included in Recall 13V-556 due to the low volume of complaints.

However, we entered your information into NHTSA's database, where 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 www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

While researching your problem, we identified two recalls (NHTSA Safety Recall Campaigns No. 16V-843 and 20V-061, report enclosed) that remain unrepaired on your vehicle. Recall No. 16V-843 addresses a problem with the secondary hood latch, which may bind and remain in the unlatched position when the hood is closed. Recall No. 20V-061 addresses a problem with the anti-lock braking system control module, which may develop a short-circuit even while the vehicle is turned off. We encourage you to contact Hyundai and your local dealer to schedule an appointment to have these recalls performed as soon as possible.

We encourage you to continue to work with Hyundai and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Hyundai district manager regarding your problem. You could consider contacting your local Consumer Protection Agency or the New Jersey Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. 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.

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

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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

Enclosure

Recalls Results by [Redacted] - Vehicle Identification Number

Print

VIN: KNDMC2338

Year: 2008 Make

Number of Open

Model: ENTOURAGE

NHTSA Recall Number
Manufacturer Recall

[Redacted]
[Redacted]

Recall Date: November 16, 2016

SUMMARY:

HYUNDAI MOTOR AMERICA (HYUNDAI) IS RECALLING CERTAIN MODEL YEAR 2007-2008 ENTOURAGE VEHICLES MANUFACTURED FEBRUARY 16, 2006, TO JUNE 30, 2008. IN THE AFFECTED VEHICLES, THE SECONDARY HOOD LATCH MAY CORRODE AND BIND AND REMAIN IN THE UNLATCHED POSITION WHEN THE HOOD IS CLOSED.

SAFETY RISK:

IF THE PRIMARY LATCH IS INADVERTENTLY RELEASED AND THE SECONDARY LATCH IS NOT ENGAGED, THE HOOD COULD UNEXPECTEDLY OPEN WHILE DRIVING, INCREASING THE RISK OF A VEHICLE CRASH.

REMEDY:

HYUNDAI WILL NOTIFY ALL OF THE OWNERS. FOR VEHICLES ORIGINALLY SOLD, OR EVER REGISTERED, IN ALASKA, CONNECTICUT, DELAWARE, ILLINOIS, INDIANA, IOWA, KANSAS, KENTUCKY, MAINE, MARYLAND, MASSACHUSETTS, MICHIGAN, MINNESOTA, MISSOURI, NEBRASKA, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, NORTH DAKOTA, OHIO, PENNSYLVANIA, RHODE ISLAND, SOUTH DAKOTA, UTAH, VERMONT, WEST VIRGINIA, WISCONSIN, AND THE DISTRICT OF COLUMBIA, DEALERS WILL REPLACE THE SECONDARY LATCH. FOR VEHICLES IN ANY OTHER STATE, DEALERS WILL INSPECT AND EITHER LUBRICATE OR REPLACE THE SECONDARY LATCH, AS NECESSARY, FREE OF CHARGE. HYUNDAI'S NUMBER FOR THIS RECALL IS 154.

RECALL STATUS: **Recall INCOMPLETE**

MANUFACTURER NOTES:

OWNERS MAY ALSO CONTACT THE NAT'L HIGHWAY TRAFFIC SAFETY ADMIN VEHICLE SAFETY HOTLINE AT 1-888-327-4236(TTY 1-800-424-9153), OR GO TO WWW.SAFERCAR.GOV

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an [online complaint with NHTSA](#).

THIS RECALL DATA LAST REFRESHED: Sep 28, 2021

NHTSA Recall Number: 20V061000
Manufacturer Recall Number: 188

Recall Date: February 4, 2020

SUMMARY:

HYUNDAI MOTOR AMERICA (HYUNDAI) IS RECALLING CERTAIN 2007-2010 ELANTRA AND 2009-2011 ELANTRA TOURING VEHICLES. ON FEBRUARY 21, 2020 HYUNDAI EXPANDED THE RECALL TO INCLUDE 46,425 MODEL YEAR 2007-2008 ENTOURAGE AND 2007 SANTAFE VEHICLES. MOISTURE MAY ENTER THE ANTI-LOCK BRAKE (ABS) MODULE AND

SAFETY RISK:

THE SUBJECT VEHICLES ARE EQUIPPED WITH AN ANTI-LOCK BRAKE SYSTEM ("ABS") MODULE THAT REMAINS ENERGIZED WHEN THE VEHICLE IS TURNED OFF. IF MOISTURE ENTERS THE ELECTRICAL CIRCUIT OF THE ABS MODULE A SHORT CIRCUIT COULD GRADUALLY DEVELOP. A SPECIFIC CAUSALITY ALLOWING MOISTURE TO ENTER THE ABS MODULE ELECTRICAL CIRCUIT HAS NOT YET BEEN

IDENTIFIED; HOWEVER, BECAUSE THE ABS MODULE IS CONTINUALLY POWERED, AN ELECTRICAL SHORT COULD DEVELOP EVEN WHILE THE VEHICLE IS TURNED OFF.

REMEDY:

HYUNDAI WILL NOTIFY OWNERS, AND DEALERS WILL INSTALL A RELAY IN THE VEHICLE'S MAIN JUNCTION BOX TO PREVENT THE RISK OF AN ABS SHORT-CIRCUIT WHILE THE CAR IS TURNED OFF, FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN APRIL 3, 2020. OWNERS MAY CONTACT HYUNDAI CUSTOMER SERVICE AT 1-855-371-9460. HYUNDAI'S NUMBER FOR THIS RECALL IS 188.

RECALL STATUS: **Recall INCOMPLETE**

MANUFACTURER NOTES:

OWNERS MAY ALSO CONTACT THE NAT'L HIGHWAY TRAFFIC SAFETY ADMIN VEHICLE SAFETY HOTLINE AT 1-888-327-4236(TTY 1-800-424-9153),OR GO TO WWW.SAFERCAR.GOV

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an [online complaint with NHTSA](#).

THIS RECALL DATA LAST REFRESHED: Sep 28, 2021

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offer based on a vehicle's make, model, and model year and search by vehicle make, model, and model year gives y technical service bulletins, NHTSA investigations, and o recalls on aftermarket equipment that is often not linked vehicle's manufacturer.

nal safety information o any particular VIN. A to information about complaints, as well as safety particular VIN or even to your

To search NHTSA's safety information based on your v year, please go to the [Safety Issues & Recalls](#) section a

ke, model, and model he instructions there.

Recall information for this manufacturer is only availabl your vehicle was manufactured before this date, please possible additional recall information.

k to October 19, 1996. If e manufacturer for

Enter another VIN here:

Please select the brand of this vehicle

Hyundai

Kia

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