

October 18, 2021

National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

Dear Administrator,

In late September 2021 I received the safety recall notice 203, in the mail for my Hyundai Kona with vehicle number KM8K2CAA7L[REDACTED]. I immediately made an appointment online to have the recall repair completed. Even though I made the appointment for 9/21/2021, Towne Hyundai of Denville NJ confirmed the appointment for a much later date of 10/25/2021. My vehicle had not been driven much after purchase and had only 10,800 miles when I noticed a large amount of water under my vehicle. Upon looking in the engine compartment, I noticed a fair amount of water coming out of one of the hoses. I also noticed I had coolant levels registering low which concerned me. I contacted Towne Hyundai of Denville NJ and spoke to a receptionist who stated I should bring my vehicle in earlier than the recall date of 10/25/2021 and they would look at that issue as well as perform the repair on the recall.

My vehicle was in the shop on 10/9/2021 and I was assigned an advisor by the name of Lynne. I brought the vehicle in around 9:30 am on that Saturday and roughly an hour and a half to two hours later Lynne called to say my vehicle was ready for pickup and that it "passed their test". I asked if they repaired anything and Lynne said "no as long as the vehicle did not fail their test then the recall was completed and closed out". I also asked if they installed a sensor that would let me know when the engine would fail and she said "no they do not have something like that". I feel this is completely unsatisfactory given the recall is due to faulty piston oil rings. Knowing my vehicle can stall at any given time while I am driving and cause me to have an accident does not sit well with me. The recall notice clearly states that replacing the piston oil rings can prevent damage to the engine as well as protect me from harm and others.

I am unsure of where to go from here or who I should contact next. Any help you can provide me is greatly appreciated.

Regards,

[REDACTED]
[REDACTED]
Wharton N. [REDACTED]
[REDACTED]

Message of the day: LABOR RATE IS OFFICIALLY \$137.00 as of 1/2/2020.

TOWNE HYUNDAI AND GENESIS OF DENVER

SCHEDULING

Dashboard

Workbook

Customers

Tour

Make New Appointment

APPOINTMENT

Confirmation

Congratulations! The appointment has been successfully updated.
[Click here](#) () to go back and edit the appointment.



2020 HYUNDAI KONA

LAST MILEAGE
27

COLOR
Black

LIC

WINE
KM8K2CAA7

APPOINTMENT DETAILS
12:30 PM - Friday Oct 22, 2021

ADVISOR
Ronnie Williams

TRANSPORTATION
Drop Off

BMS NOTES

SERVICES REQUESTED

NU 2.0L ATKINSON ENGINE INS.(21-01-054H)

MINUTES

60

Total

60

Hyundai Corp.

800-633-5151

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	10/09/21	Status	Pre-Invoice
R/O Close Date	10/09/21	Mileage In	10791
Mileage In	10791	Mileage Out	10791
Service Advisor / Tag #	STRELEC, LYNN/1930		
Vehicle Identification Number	KM8K2CAA7LU		
Delivery Date	01/01/20	In-Service Date	01/01/20
Color	ULTRA BLAC	License Number	

WHARTON, NJ

Year	Make	Model	Body	Color	License Number
2020	HYUNDAI	KONA	SEL AUTO AWD	ULTRA BLAC	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - RECALL: PERFORM RECALL AS PER SERVICE BULLETIN CUSTOMER STATES 203 -NU 2.0L ATKINSON ENGINE INS. (21-01-054H) Caused by CUSTOMER REQUESTED THE NU ATKINSON RECALL TO BE PERFORMED. Corrected by (11D110R0) Tech: C. MELENDEZ (998) RECALL PERFORMED PER SERVICE BULLETIN AND IT PASSED WITH NO ISSUES	Warranty
#2 - DIAG: PERFORM INITIAL DIAGNOSTIC CUSTOMER STATES VEHICLE LEAKS COOLANT WHEN AC AND DEFROSTER ARE ON. RESERVOIR IS DOWN TO LOW. PLEASE CHECK AND ADVISE. Caused by CUSTOMER STATES COOLANT LEAKING WHEN AC AND DEFROSTER ARE ON. CHECKED VEHICLE FOR LEAKS AND THE ONLY THING LEAKING IS WATER FROM THE AC DRAIN WHICH IS NORMAL. REFILLED THE COOLANT Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Recall Number: 21V-301
Hyundai Recall Number: 203



97523

IMPORTANT SAFETY RECALL

2019 – 2020 Elantra, 2019 – 2021 Kona, 2019 – 2021 Veloster
Nu Engine Piston Oil Ring

This is an important Safety Recall.

- Please contact your nearest Hyundai dealer to schedule the repair as soon as possible.
- This repair will be performed at **NO CHARGE** to you.
- To locate your nearest Hyundai dealer and schedule your appointment please visit:
www.HyundaiUSA.com/Campaign203

This notice applies to your Hyundai, VIN: KM8K2CAA7L [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect which relates to motor vehicle safety exists in your vehicle with the VIN shown above. Hyundai is conducting a safety recall to address a condition involving engine failures resulting in a vehicle stall and/or fire in certain model year 2019 – 2020 Hyundai Elantra, 2019 – 2021 Hyundai Kona, and 2019 – 2021 Hyundai Veloster vehicles equipped with 2.0-liter “Nu” MPI engines and produced for sale in the U.S. and Canada.

What is the problem?

The engines in the subject vehicles may have been assembled using piston oil rings that were produced with inconsistent heat treating by the piston oil ring supplier resulting in excessive oil ring hardness. Excessive hardness can cause chipping of the piston oil ring's outer periphery, which could lead to scuffing of the engine's cylinder bore. A damaged cylinder bore could create accelerated oil consumption, which may then cause abnormal knocking noise from the engine and/or illumination of the oil pressure warning light. Continual operation of the vehicle in this condition could result in a seized connecting rod bearing, which could cause damage to the engine block and stall the vehicle, increasing the risk of a crash. A seized connecting rod could puncture the engine block and cause engine oil to leak onto hot surfaces, increasing the risk of a fire.

What will Hyundai do?

Your Hyundai dealer will inspect the engine to determine the presence of damage on the cylinder bore and piston skirt, and if necessary, will replace the engine. As an added level of protection, all affected vehicles will receive an enhanced engine control software update containing a new Piston Noise Sensing System (“PNSS”) program. The PNSS is currently under development and will be applied when available. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please contact your nearest Hyundai dealer to schedule the recall repair as soon as possible.

If the Malfunction Indicator Light is illuminated in your vehicle, you should seek service at your Hyundai dealer as soon as possible. The actual time required to perform the inspection is expected to take less than one hour, however if your vehicle needs repairs, your vehicle may be needed longer. Therefore, we recommend scheduling a service appointment to minimize inconvenience.

If you have other questions

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer or Hyundai has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.safercar.gov>.

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937



97523

203

WHARTON, NJ



If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reimbursement Notification

If you paid for repairs related to this recall prior to receiving this notification letter, you may submit your reimbursement request electronically or obtain additional information at www.HyundaiUSA.com/Campaign203 or 1-855-371-9460.

No longer own this vehicle?

Changes to your name, address, or if you no longer own this vehicle — Update your information online at:

<https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/update-vehicle-ownership.html>

You can easily connect to this web page by using your cell phone to point your camera (or QR code reader app) at the code below. Then select the link which will be displayed on your phone.



Wharton NJ

W41-306

National Highway Traffic
1200 New Jersey Ave
Washington DC 205

20590-

491

Department of Transportation

To: W41-306
Location Code: DOT
Cost Center: 4 West
Mail Point: NEC, NOA, NIA
External Carrier: PRIORITY
Sender:
Manufacturer:
Purchase Order:
DOT

10/28/2021 10:21:46 AM



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