



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



January 5, 2022

[REDACTED]
Wharton, NJ [REDACTED]

NEF-109 ela
Ref. No. 11439490

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2020 Hyundai Kona 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 are aware of NHTSA Safety Recall Campaign No. 21V-301, that addresses a problem with the engine, which may have been assembled with excessively hardened piston rings that can chip and cause damage to the engine in certain MY 2019 through 2021 Hyundai Kona vehicles. The remedy for this recall is to inspect the engine for evidence of piston ring damage and replace damaged engines. As an added level of protection, the remedy for Recall 21V-301 also includes an enhanced engine control software update containing a new Piston Noise Sensing System ("PNSS") program to continuously monitor engine vibrations for unusual patterns potentially indicating an abnormal condition with the engine which could lead to an engine failure. The PNSS is currently under development and will be applied when available.

Please note that recalls are very specific with regard to vehicle build dates, affected vehicle identification numbers (VIN), remedy procedures, and defective components. We know that under Recall 21V-301, not all of the affected vehicles had indicators of damage to the engine that would require an engine replacement. 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.

We encourage you to continue to work with Hyundai and your dealer to follow up on the availability of the PNSS update for your vehicle. 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