



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



December 3, 2021

[REDACTED]  
[REDACTED]  
Avoca, IA [REDACTED]

NEF-109 ela  
Ref. No. 11440200

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2011 Hyundai Veracruz vehicle. The Office of the Attorney General for the State of Iowa forwarded your letter to the National Highway Traffic Safety Administration (NHTSA). 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. You indicate that your MY 2011 Hyundai Veracruz experienced the safety defect identified in NHTSA Safety Recall Campaign No. 20V-705 prior to receiving the recall notification. You paid to repair the vehicle prior to receiving the recall notification and have submitted a request for reimbursement.

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. Your request for a reimbursement does not fall under our jurisdiction. We encourage you to continue working with Hyundai or your dealer if you require further assistance.

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, 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