



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



February 18, 2022

[REDACTED]
[REDACTED]
Thomaston, GA
[REDACTED]

NEF-109 ela
Ref. No. 11449242

Thank you for the letter about your granddaughter's model year (MY) 2012 Hyundai Sonata vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). 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. ODI has received reports similar to yours and is reviewing all available data concerning allegations of engine failures in the MY 2012 Sonata, among other Hyundai vehicles. On December 22, 2021, ODI opened an investigation, Engineering Analysis (EA) 21-003, to further analyze vehicle engine failures in MY 2011 through MY 2016 Hyundai and Kia vehicles. To date our investigation continues and no determinations have been reached.

NHTSA does not participate in private tort litigation, nor do we have any authority to enforce the terms of settlements from lawsuits. 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 Georgia 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.

While researching your problem, we identified two recalls that remain unrepaired on your vehicle: NHTSA Safety Recall Campaign Numbers 17V-617 and 18V-137 (report enclosed). We encourage you to contact Hyundai and your local dealer to schedule an appointment to have these recalls performed as soon as possible.

We entered your information into our database. It will be included with other reports for our investigation. 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 monitor our website at www.nhtsa.gov for future updates to our investigation.

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 black ink that reads "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

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

Enclosure



Recalls Results by VIN - Vehicle Identification Number

Print

VIN: 5NPEB4AC6C [REDACTED]

Year: 2012 Make: Hyundai Model: SONATA

Number of Open Recalls: 2

NHTSA Recall Number: [18V137000](#)

Recall Date: February 27, 2018

Manufacturer Recall Number: 174

SUMMARY:

HYUNDAI MOTOR AMERICA (HYUNDAI) IS RECALLING CERTAIN 2011-13 SONTA & 2011-12 SONATA HYBRID VEHICLES. IN THE EVENT OF A CRASH, THE AIRBAG CONTROL UNIT(ACU) MAY SHORT CIRCUIT, PREVENTING THE FRONTAL AIR BAGS, SEAT BELT PRETENSIONERS, AND SIDE AIRBAGS FROM DEPLOYING.

SAFETY RISK:

IF THE FRONTAL AIR BAGS, SEAT BELT PRETENSIONERS, AND SIDE AIR BAGS ARE DISABLED, THERE IS AN INCREASED RISK OF INJURY TO THE VEHICLE OCCUPANTS IN THE EVENT OF A VEHICLE CRASH THAT NECESSITATES DEPLOYMENT OF THESE SAFETY SYSTEMS.

REMEDY:

HYUNDAI WILL NOTIFY OWNERS, AND DEALERS WILL INSTALL AN AIRBAG CONTROL UNIT WIRING FILTER KIT, FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN SEPTEMBER 28, 2018. OWNERS MAY CONTACT HYUNDAI CUSTOMER SERVICE AT 1-855 671-3059. HYUNDAI'S NUMBER FOR THIS RECALL IS 174.

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: Feb 1, 2022

NHTSA Recall Number: [17V617000](#)

Recall Date: October 4, 2017

Manufacturer Recall Number: 169

SUMMARY:

HYUNDAI MOTOR AMERICA (HYUNDAI) IS RECALLING CERTAIN 2011-2014 SONATA AND 2011-2015 SONATA HYBRID VEHICLES PREVIOUSLY REPAIRED UNDER RECALL CAMPAIGN 17V-152. THE SEAT BELT LINKAGES FOR BOTH FRONT SEAT BELTS MAY DETACH FROM THE SEAT BELT ANCHOR PRETENSIONERS.

SAFETY RISK:

IF THE SEAT BELT LINKAGE DETACHES FROM THE SEAT BELT ANCHORAGE, IT CAN NOT PROPERLY RESTRAIN THE OCCUPANT IN THE EVENT OF A CRASH, INCREASING THE RISK OF INJURY.

REMEDY:

HYUNDAI WILL NOTIFY OWNERS, AND DEALERS WILL AGAIN VERIFY THE CONNECTION BETWEEN THE SEAT BELT LINKAGE AND THE PRETENSIONER AND ADDITIONALLY INSTALL A WARNING LABEL TO PREVENT FUTURE SEAT BELT LINKAGE DETACHMENT, FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN IN OCTOBER 2017. OWNERS MAY CONTACT HYUNDAI CUSTOMER SERVICE AT 1-855-371-9460. HYUNDAI'S NUMBER FOR THIS RECALL IS 169.

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: Feb 1, 2022

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information
based on a vehicle's make, model, and model year and not tied to any particular VIN. A
search by vehicle make, model, and model year gives you access to information about
technical service bulletins, NHTSA investigations, and owner complaints, as well as safety
recalls on aftermarket equipment that is often not linked to a particular VIN or even to your
vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model
year, please go to the [Safety Issues & Recalls](#) section and follow the instructions there.

Recall information for this manufacturer is only available going back to October 19, 1996. If
your vehicle was manufactured before this date, please contact the manufacturer for
possible additional recall information.

Enter another VIN here:



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