



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



March 14, 2022

Aliguippa, PA

NEF-109 ela
Ref. No. 11449246

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 us. You indicate that your MY 2020 Hyundai Kona is experiencing excessive oil consumption and engine noise. You feel this problem is related to NHTSA Safety Recall Campaign No. 21V-301. As you know, this recall addresses a problem with the heat treatment of the piston oil rings. The rings may chip and damage the cylinder bore. A damaged bore could create accelerated oil consumption, which may then cause abnormal engine noise.

According to Hyundai, Recall 21V-301 was completed on August 28, 2021. Please note that Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contains a defect relating to motor vehicle safety or fails to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge, **one time**. Therefore, Hyundai has met its obligation to complete Recall 21V-301. We understand your frustration; however, NHTSA cannot guarantee that a dealer will successfully perform a recall remedy on your vehicle. We encourage you to contact Hyundai and continue to work with your local dealer if you require further assistance with this matter.

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.

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