



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



April 4, 2022

Fort Mill, SC

NEF-109 ela
Ref. No. 11452733

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2017 Hyundai Tucson 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. You state that your vehicle was affected by the defect identified in NHTSA Safety Recall Campaign No. 21V-727, and that you are experiencing difficulties obtaining a repair for the recall at your local dealership.

We encourage you to contact Hyundai to request assistance with your problem. You may also ask your dealership for a meeting with a Hyundai district manager regarding your problem.

While researching your problem, we located another recall that is applicable to your vehicle, NHTSA Safety Recall Campaign No. 20V-543 (enclosed), which addresses a problem with the anti-lock brake hydraulic electronic control unit which can malfunction internally and cause an electrical short over time, which can increase the risk of fire. Hyundai recommends that you park the vehicle outside and away from structures until this repair is completed. We encourage you to contact Hyundai and your dealer to schedule an appointment for this recall repair as soon as possible.

Please be advised that Chapter 301 of Title 49 of the United States Code (U.S.C.) does not require manufacturers to reimburse owners for additional expenses associated with a safety recall as a result of the defect. Nor does the statute authorize the Federal government to reimburse vehicle owners for any additional expenses associated with safety recalls or to assist vehicle owners in obtaining reimbursements for additional expenses associated with an alleged defect. We have entered your information into our 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

Enclosure



Recalls Results by VIN - Vehicle Identification Number

Print

VIN: KM8J33A46H

Year: 2017 Make: Model: TUCSON

Number of Open Recalls: 2

NHTSA Recall Number: [20V543000](#)

Recall Date: September 4, 2020

Manufacturer Recall Number: 195

SUMMARY:

HYUNDAI MOTOR AMERICA (HYUNDAI) IS RECALLING CERTAIN 2016-2021 TUCSON VEHICLES. THE ANTI-LOCK BRAKE HYDRAULIC ELECTRONIC CONTROL UNIT (HECU) COULD CORRODE INTERNALLY AND CAUSE AN ELECTRICAL SHORT, POSSIBLY RESULTING IN AN ENGINE COMPARTMENT FIRE.

SAFETY RISK:

THE SUBJECT VEHICLES ARE EQUIPPED WITH ANTI-LOCK BRAKE SYSTEM ("ABS") MODULES THAT COULD MALFUNCTION INTERNALLY AND CAUSE AN ELECTRICAL SHORT OVER TIME, AN ELECTRICAL SHORT COULD RESULT IN SIGNIFICANT OVERCURRENT IN THE ABS MODULE, INCREASING THE RISK OF AN ENGINE COMPARTMENT FIRE.

REMEDY:

CUSTOMERS CAN CONTINUE DRIVING THESE VEHICLES; HOWEVER HYUNDAI RECOMMENDS PARKING THESE VEHICLES OUTSIDE AND AWAY FROM STRUCTURES UNTIL THE RECALL REMEDY IS COMPLETED. HYUNDAI PLANS TO NOTIFY OWNERS TO BRING THEIR VEHICLES TO THE NEAREST HYUNDAI DEALERSHIP FOR REPLACEMENT OF THE ABS MODULE FUSE. FOR MODEL YEAR 2019-2021 AFFECTED VEHICLES, THE ELECTRONIC STABILITY CONTROL ("ESC") SOFTWARE WILL REQUIRE AN UPDATE FOR USE WITH THE NEW FUSE. THE REMEDY PROCEDURE WILL BE PERFORMED AT NO CHARGE. HYUNDAI WILL PROVIDE REIMBURSEMENT TO OWNERS FOR REPAIRS ACCORDING TO THE PLAN SUBMITTED TO NHTSA ON MAY 16, 2018.

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 24, 2022

NHTSA Recall Number: [21V727000](#)

Recall Date: September 17, 2021

Manufacturer Recall Number: 209

SUMMARY:

HYUNDAI IS CONDUCTING A SAFETY RECALL IN THE UNITED STATES AND CANADA TO ADDRESS A CONDITION OF ENGINE FAILURES RESULTING IN NON-CRASH VEHICLE FIRES FOR CERTAIN MODEL YEAR 2017 SONATA HYBRID AND TUCSON VEHICLES. HYUNDAI IS INITIATING THIS ACTION TO ENSURE THE SAFETY OF ITS VEHICLES FOR HYUNDAI CUSTOMERS.

SAFETY RISK:

THE ENGINES IN THE SUBJECT VEHICLES MAY HAVE BEEN PRODUCED WITH CONDITIONS THAT CAN CAUSE PREMATURE WEAR OF THE CONNECTING ROD BEARINGS. A WORN CONNECTING ROD BEARING COULD RESULT IN ABNORMAL

NOISE FROM THE ENGINE AND/OR ILLUMINATION OF THE OIL PRESSURE WARNING LIGHT. IF THE VEHICLE IS CONTINUALLY OPERATED WITH A WORN CONNECTING ROD BEARING, THE ENGINE COULD BECOME DAMAGED AND EVENTUALLY STALL THE VEHICLE DURING OPERATION. IN LIMITED INSTANCES, A DAMAGED CONNECTING ROD COULD PUNCTURE THE ENGINE BLOCK AND CAUSE ENGINE OIL TO LEAK, WHICH, IN THE PRESENCE OF HOT SURFACES IN THE ENGINE COMPARTMENT, COULD INCREASE THE RISK OF A FIRE. A VEHICLE STALL AT HIGHWAY SPEEDS CAN INCREASE THE RISK OF A CRASH. IF ENGINE OIL LEAKS ONTO CERTAIN ENGINE COMPONENTS RUNNING AT HIGH OPERATING TEMPERATURE, IT COULD IGNITE AND START AN ENGINE COMPARTMENT FIRE.

REMEDY:

HYUNDAI MOTOR AMERICA WILL NOTIFY OWNERS OF AFFECTED VEHICLES TO RETURN THEIR VEHICLES TO THEIR HYUNDAI DEALERS FOR AN ENGINE INSPECTION TEST TO DETERMINE THE PRESENCE OF ANY BEARING DAMAGE. IF THE BEARING IS DAMAGED, THE ENGINE WILL BE REPLACED WITH A NEW ONE. IN ADDITION TO THE REMEDY, ALL AFFECTED VEHICLES WILL RECEIVE AN ENHANCED ENGINE CONTROL SOFTWARE UPDATE CONTAINING A NEW KNOCK SENSOR DETECTION SYSTEM ("KSDS") AS PART OF A PRODUCT IMPROVEMENT CAMPAIGN ENHANCING THE ENGINE'S PROTECTION FROM INTERNAL WEAR. THE KSDS CONTINUOUSLY MONITORS ENGINE VIBRATIONS FOR UNUSUAL PATTERNS POTENTIALLY INDICATING AN ABNORMAL CONDITION WITH THE ENGINE, SUCH AS A DAMAGED CONNECTING ROD BEARING, THAT COULD LEAD TO ENGINE FAILURE. THE REMEDY PROCEDURE WILL BE PERFORMED AT NO CHARGE. HYUNDAI WILL PROVIDE REIMBURSEMENT TO OWNERS FOR REPAIRS ACCORDING TO THE PLAN SUBMITTED TO NHTSA ON MAY 16, 2018.

RECALL STATUS: Recall **INCOMPLETE**

MANUFACTURER NOTES:

OWNERS MAY ALSO CONTACT THE NAT'L HIGHWAY TRAFFIC SAFETY ADMINISTRATION VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9150 OR 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 24, 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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