



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



March 20, 2022

NEF-109 ela  
Ref. No. 11452741

Chino Valley, AZ

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 understand your dissatisfaction with the service experience you had while attempting to have a recall repair performed on your vehicle. Our research indicates that Recall 21V-727 remains unrepaired on your vehicle. We encourage you to continue working with Hyundai and/or your dealer to have your vehicle repaired as soon as possible.

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