



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



August 25, 2022



NEF-109 ela
Ref. No. 11454689

Dear 

Thank you for the follow up letter about your model year (MY) 2012 Hyundai Sonata vehicle. Your letter was forwarded to 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. 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 appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We have received reports similar to yours and are reviewing all available data concerning allegations of engine failures in the MY 2012 Hyundai 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 vehicles. To date, our investigation continues, and no determinations have been reached. We encourage you to monitor our website at www.nhtsa.gov for future updates to our investigation.

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 Alabama 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.

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