



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



April 19, 2022

NEF-109 ela  
Ref. No. 11458602

[REDACTED]  
Rio Rancho, NM [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2012 Hyundai Veracruz 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 NHTSA Safety Recall Campaign No. 20V-705, and that you experienced difficulties obtaining a repair for your vehicle.

We entered your vehicle identification number (VIN) into our VIN Look-Up Tool, and it appears you have since received the repair—there are no open recalls on your vehicle. In any event, we understand your frustration with any delay you may have experienced and appreciate your diligence in this matter. We encourage you to check NHTSA's website at least twice per year for new safety recalls by entering your VIN into our Look-Up Tool ([www.nhtsa.gov/recalls](http://www.nhtsa.gov/recalls)).

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