



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



July 13, 2022

NEF-109 tgd
Ref. No. 11468941

Dear [REDACTED]:

Thank you for the email about your model year (MY) 2013 Hyundai Santa Fe vehicle. Your email 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 the check engine light recently came on in your MY 2013 Hyundai Santa Fe vehicle, which you purchased in May 2022. You indicate that you are the second owner of the vehicle. Also, the previous owner had the engine replaced under a recall in February 2022. Hyundai and a local dealer advised that you must pay to have the check engine light diagnosed; however, you feel the problem is related to the recall.

We located a recall for the MY 2013 Hyundai Santa Fe that involves an engine replacement (NHTSA Safety Recall Campaign No. 17V-226). 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 the engine recall. We understand your frustration; however, we do not have any evidence of reports indicating that Hyundai's corrective action is inadequate or does not work. Furthermore, NHTSA cannot guarantee that a dealer will successfully perform a recall remedy on your vehicle.

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 https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

NHTSA does not participate in private tort litigation nor do we have any authority to enforce the terms of settlements from lawsuits. We encourage you to continue to work with Hyundai and the local 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. 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