



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



October 3, 2022

NEF-109 ela
Ref. No. 11482399

[REDACTED]
North Babylon, NY [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2016 Hyundai Veloster 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.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. Your MY 2016 Hyundai Veloster was affected by NHTSA Safety Recall Campaign No. 20V-746. You state that your vehicle has experienced engine problems since you had the recall performed, and you request assistance with obtaining reimbursement for your rental vehicle expenses incurred while the vehicle was in service, as well as a vehicle repurchase.

Please note, NHTSA cannot guarantee that a dealer is going to perform a recall successfully. Chapter 301 of Title 49 of the United States Code (U.S.C.) does not require manufacturers to cover additional expenses associated with a safety recall, such as alternate transportation, incurred as a result of the defect. Nor does the statute authorize the Federal government to cover any additional expenses associated with safety recalls or to assist vehicle owners in obtaining reimbursements for additional expenses associated with an alleged defect. As well, your request for Hyundai to repurchase your vehicle does not fall under our jurisdiction. We encourage you to continue to work with Hyundai and your dealer to explore the potential for an amicable resolution to your problem.

However, ODI has received reports similar to yours and is reviewing all available data concerning allegations of engine failures in the MY 2016 Hyundai Veloster, 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 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, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed 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