

[REDACTED]
[REDACTED]
Omaha, Nebraska [REDACTED]

September 12, 2022

**National Safety Transportation Board
490 L'Enfant Plaza
Washington, D. C. 20024**

Gentlemen:

I am writing to see if there is a national safety recall on the under shield, or gravel shield, for a 2020 Hyundai Sonata.

On Friday, July 8, I took my 2020 Hyundai Sonata (leased new) to a Hyundai dealership to have an oil change prior to going on vacation.

On Monday, July 11, I took my vacation trip to Scottsbluff, Nebraska, and was traveling on Interstate 80 at 75 miles per hour, and approximately 10 miles east of North Platte, Nebraska, (approximately 300 miles from Omaha) we heard a grinding noise coming from the automobile. I stopped immediately and looked under the car and saw that the auto was dragging a black type of object so we drove the next 10 miles very slowly until we reached North Platte. There is no Hyundai Dealer in North Platte, so I took it to a Toyota dealer and I pulled into the garage for assistance.

After inspection, the Toyota representative advised that the under shield had come loose and had been dragging which was the source of the noise we heard. I told him we were on vacation and asked if he could pin it up or tape in place so we could continue our journey and he advised that there was no

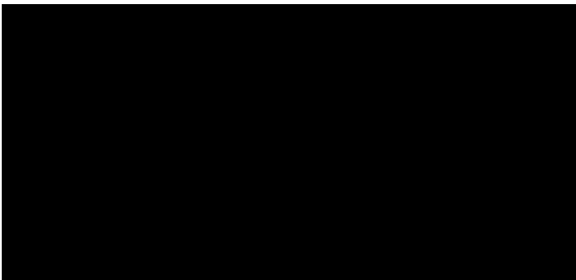
way to pin it up temporarily as the front end of the shield was worn off. He advised that the only thing he could do in this instance would be to break off a portion of the shield far enough back so it does not drag while driving as the shield is already ruined, and I asked him to do so in order to continue our vacation.

The vehicle had less than 13,000 miles at the time of this occurrence, as I usually drive less than 10,000 per year.

Upon my return to Omaha I took the car to the Hyundai dealership to have the shield replaced and was advised that the shield is not covered by the Hyundai new car warranty and it would cost \$515 to replace the shield and it is not covered by a Hyundai recall.

I would appreciate any information as to whether or not there has been a recall for this item or if you have heard similar complaints of the under shield on the 2020 Hyundai Sonata coming loose while traveling.

Thank you for your consideration.



OMAHA, NEBRASKA

OMAHA NE 680

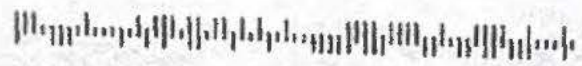
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NATIONAL SAFETY TRANSPORTATION
BOARD
490 L'ENFANT PLAZA
SW WASHINGTON, D.C. 20024

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National Transportation Safety Board

Office of the Managing Director

Washington, DC 20594



October 12, 2022

[REDACTED]
[REDACTED]
Omaha, NE [REDACTED]

Dear [REDACTED]:

This is in reply to your recent letter to the National Transportation Safety Board (NTSB) regarding your problem with the under, or gravel, shield on your 2020 Hyundai Sonata. I am sorry you have had this difficulty.

To provide you some background, the NTSB is an independent federal agency charged by Congress with investigating every civil aviation accident in the United States and significant accidents in the other modes of transportation—railroad, highway and transit, marine, pipeline, and commercial space. We determine the probable cause of the accidents that we investigate, and issue safety recommendations aimed at preventing future accidents. In addition, we coordinate the resources of the federal government and other organizations to assist victims and their family members affected by major transportation disasters. We derive this authority from Title 49 *United States Code* Chapter 11. We do not regulate the motor vehicle, or any other transportation industry, and we have no authority to enforce regulations.

The regulation of motor vehicle safety equipment, the investigation of potential vehicle defects, and the supervision of recalls are the responsibility of another federal agency, the National Highway Traffic Safety Administration (NHTSA). As a courtesy, we have forwarded your letter to that agency. If you wish to contact NHTSA directly to determine whether there has been a recall of your vehicle for problems similar to yours, you can do so at <https://www.nhtsa.gov/report-a-safety-problem#index>, or by writing to NHTSA at the following address:

**NHTSA Headquarters
1200 New Jersey Ave. SE
Washington, DC 20590**

I wish you the best.

Sincerely

A handwritten signature in black ink, appearing to read "Shavonne L. Austin". The signature is fluid and cursive, with the first name being more prominent.

Shavonne L. Austin
Chief
Executive Secretariat

cc w/Enclosure:
NHTSA
Executive Secretariat