



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



November 14, 2022

NEF-109 ela  
Ref. No. 11489948

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

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2020 Hyundai Sonata vehicle. The National Transportation Safety Board (NTSB) forwarded your letter 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. We reviewed our database to identify whether a safety defect trend exists with the underbody shield coming loose in MY 2020 Hyundai Sonata vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, 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 [www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](http://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf). Additionally, you may use our VIN Look-Up Tool ([www.nhtsa.gov/recalls](http://www.nhtsa.gov/recalls)) at any time to see whether your vehicle is included in a recall. We encourage you to contact Hyundai or continue to work with your local dealer if you require further assistance with this matter.

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