



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



March 1, 2023

[REDACTED]
Uniontown, PA [REDACTED]

NEF-109 tgd
Ref. No. 11503134

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2015 Hyundai Tucson 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. Hyundai issued a service campaign to enhance the knock sensor software to detect abnormal engine bearing noise before potentially severe engine damage. Please note that the issuance of a service campaign by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. NHTSA continuously monitors manufacturer service campaigns to identify any such campaigns and programs that may involve safety issues for which a recall is necessary. However, NHTSA does not otherwise regulate a manufacturer's service campaign. Thus, the manufacturer remains responsible for all aspects of a service campaign including the nature and scope of the repair and the vehicle make, model and years at issue.

We encourage you to continue to work with Hyundai and your 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. You could consider contacting your local Consumer Protection Agency or the Pennsylvania Attorney General's Office regarding your problem and rights under state law. However, 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 https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

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.

In addition, while researching your problem, we entered your vehicle identification number (VIN) into our VIN Look Up Tool and found that currently your MY 2015 Hyundai Tucson is affected by NHTSA Safety Recall Campaign No. 22V-056. This recall addresses a problem with certain MY 2014 through MY 2015 Tucson vehicles where the Anti-Lock Brake System (ABS) module could malfunction and cause an electrical short, which could result in an engine compartment fire. We recommend that you contact Hyundai and your dealer to have the recall remedy performed as soon as possible.

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
Consumer Engagement Division
Office of Defects Investigation
Enforcement