

From: [Ambrose, Ann-Marie L](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11573862
Date: Friday, March 1, 2024 7:28:19 PM
Attachments: [REDACTED]

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From: [REDACTED]
Sent: Thursday, February 29, 2024 12:29 PM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - ODI # 11573862

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Please see attached documents for above referenced ODI 11573862.

Sent from my iPhone

Thank you

Ann-Marie Ambrose
Quality Analyst
ASRC Federal Holding Company
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asrcfederal.com | Purpose Driven. Enduring Commitment.

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2017 HYUNDAI TUCSON

VIN# KM8J33A44HU

[Look Up A Different Vehicle](#)

 At least 1 open Safety Recall or Service Campaign. For your safety schedule an appointment as soon as possible.

Open Campaigns

Closed Campaigns

Refresh Date : Sep 22, 2023

Campaign#	:	Recall 209
NHTSA RECALL #	:	21V727000
Campaign Description	:	HYUNDAI IS CONDUCTING A SAFETY RECALL IN THE UNITED STATES AND CANADA TO ADDRESS A CONDITION OF ENGINE FAILURES RESULTING IN NON-CRASH VEHICLE FIRES FOR CERTAIN MODEL YEAR 2017 SONATA HYBRID AND TUCSON VEHICLES. HYUNDAI IS INITIATING THIS ACTION TO ENSURE THE SAFETY OF ITS VEHICLES FOR HYUNDAI CUSTOMERS.
Safety Risk	:	THE ENGINES IN THE SUBJECT VEHICLES MAY HAVE BEEN PRODUCED WITH CONDITIONSTHAT CAN CAUSE PREMATURE WEAR OF THE CONNECTING ROD BEARINGS. A WORN CONNECTING ROD BEARING COULD RESULT IN ABNORMAL NOISE FROM THE ENGINE AND/OR ILLUMINATION OF THE OIL PRESSURE WARNING LIGHT. IF THE VEHICLE IS CONTINUALLY OEPERATED WITH A WORN CONNECTING ROD BEARING, THE ENGINE COULD BECOME DAMAGED AND EVENTUALLY STALL THE VEHICLE DURING OPERATION. IN LIMITED INSTANCES, A DAMAGED CONNECTING ROD COULD PUNCTURE THE ENGINE BLOCK AND CAUSE ENGINE OIL TO LEAK, WHICH, IN THE PRESENCE OF HOT SURFACES IN THE ENGINE COMPARTMENT, COULD INCREASE THE RISK OF A FIRE. A VEHICLE STALL AT HIGHWAY SPEEDS CAN INCREASE THE RISK OF A CRASH. IF ENGINE OIL LEAKS ONTO CERTAIN ENGINE COMPONENTS RUNNING AT HIGH OPERATING TEMPERATURE, IT COULD IGNITE AN START AN ENGINE COMPARTMENT FIRE.
Remedy	:	HYUNDAI MOTOR AMERICA WILL NOTIFY OWNERS OF AFFECTED VEHICLES TO RETURN THEIR VEHICLES TO THEIR HYUNDAI DEALERS FOR AN ENGINE INSPECTION TEST TO DETERMINE THE PRESENCE OF ANY BEARING DAMAGE. IF THE BEARING IS DAMAGED, THE ENGINE WILL BE REPLACED WITH A NEW ONE. IN ADDITION TO THE REMEDY, ALL AFFECTED VEHICLES WILL RECEIVE AN ENHANCED ENGINE CONTROL SOFTWARE UPDATE CONTAINING A NEW KNOCK SENSOR DETECTION SYSTEM ("KSDS") AS PART OF A PRODUCT IMPROVEMENT CAMAPIGN ENHANCING THE ENGINE'S PROTECTION FROM INTERNAL WEAR.THE KSDS CONTINUOUSLY MONITORS ENGINE VIBRATIONS FOR UNUSUAL PATTERNS POTENTIALLY INDICATING AN ABNORMAL CONDITION WITH THE ENGINE,SUCH AS A DAMAGEDCONNECTING ROD BEARING, THAT COULD LEAD TO ENGINE FAILURE. THE REMEDY PROCEDURE WILL BE PERFORMED AT NO CHARGE. HYUNDAI WILL PROVIDE REIMBURSEMENT TO OWNERS FOR REPAIRS ACCORDING TO THE PLAN SUBMITTED TO NHTSA ON MAY 16,2018.
Status	:	Recall Incomplete
Campaign Date	:	Sep 17, 2021

Campaign#	:	Service Campaign 966
Campaign Description	:	CAMP 966 - ENGINE MONITORING LOGIC - VARIOUS MODELS
Status	:	Incomplete
Campaign Date	:	Mar 30, 2021

[Schedule Appointment](#)[Reimbursement](#)

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Please read,

Thank you for helping us with this matter. My wife drives the 2017 Hyundai Tucson. This year in June 2023 our vehicle check engine light came on for knock sensor. Soon after the vehicle started having acceleration issues, then the oil pressure warning light would come on and off. The vehicle oil level was checked, and we learned the vehicle oil level was low. The vehicle was through burning oil. The vehicle had burned through a quart of oil with no explanation. Our VIN # for our vehicle indicates there is an active recall Campaign #209 for Rod bearing issues with our specific model and VIN. Our specific vehicle and VIN when entered into Hyundai's website reflects active recall. We took the vehicle into Red Mccombs Hyundai Northwest to have our vehicle evaluated. Red Mccombs submitted a PA to Hyundai for engine replacement. They denied coverage stating vehicle is no longer under warranty but made no mention of active recall. We got Hyundai Consumer Affairs involved and had same result with denial stating vehicle is no longer under warranty. We then brought up recall #209 explaining we are having all the same issues they list on their website for this active recall. Dealer refused to look at rod bearings stating we would have to pay for them to inspect rod bearings. Hyundai consumer affairs had us take it to another Hyundai service dept for a second opinion. As Hyundai consumer affairs requested, we drove vehicle to principle Hyundai of boerne. While driving my vehicle from Red Mccombs Hyundai Northwest to Principle Hyundai of Boerne it failed on the highway. The vehicle was making a loud knocking noise and would not accelerate past 50 mph. Check engine light was on again. We managed to bring the vehicle into Principle Hyundai of Boerne and they evaluated the vehicle. The service advisor immediately agreed to hearing the knocking noise. After evaluating the vehicle, the technician agreed the Rod bearings are near failure and its only a matter of time before they fail. The service advisor spoke with my wife and said the rod bearings are failing and only a matter of time before they fail. They submitted a PA to Hyundai to request engine replacement and again it was denied by Hyundai. Our Hyundai Consumer affairs Rep recommended we contact BBB Auto line and we did and again we were denied stating no warranty but making no mention of recall. Our vehicle is experiencing everything listed on Hydunais website for this recall campaign #209. Knock sensor issues, oil pressure warning light, unexplained oil loss, knocking noise and even the service technicians state rod bearings are near failure. This is a safety concern for our family being our two toddlers are driven by my wife in this vehicle. The purpose of the recall is to correct the problem before it actually fails and endangers our family. We have taken very good care of this vehicle doing every oil change on time and always using full synthetic motor oil. We have also completed the proper servicing for the vehicle as needed. This is a very well cared for vehicle. This is a bad product from the manufacturer, and they are refusing to help. We are reaching out to you as a last attempt to get help before seeking legal assistance. If you have any questions, please feel free to contact me at [REDACTED]

Respectfully,

[REDACTED]

Principle Hyundai of Boerne Service Rep Cory Kim (210)741-9016
New service advisor at principle Hyundai Javier Camacho

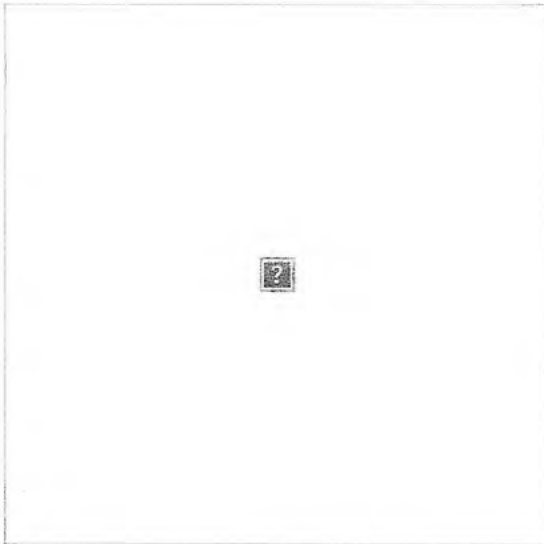
From: Cory Kim cory.kim@principleauto.com
Subject: Re: invoice
Date: Dec 19, 2023 at 3:50:18 PM
To: [REDACTED]

On Tue, Dec 19, 2023 at 3:28 PM Cory Kim <cory.kim@principleauto.com> wrote:

--

Cory Kim

Assistant Service Manager
Principle Hyundai Boerne



2023 Hyundai Nexo

Call 833.257.4666

cory.kim@principleauto.com

principlehyundaiboerne.com



CONFIDENTIALITY STATEMENT

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--

Cory Kim



cory.kim@principleauto.com

principlehyundaiboerne.com



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12/19/23, 3:30 PM

PA Request | WebDCS

PA Review

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PA Information

RO #		PA #	
RO Open Date	10/6/2023	Mileage	93210
VIN	KARJ33A48HL	Model	TUCSON (TL) 2.0L
Current Owner		Repair Group	208 - ENGINE GROUP
DTC Code		DTC Code	
DTC Code		Case Number	

Maintenance Review

Based on an inspection of the engine condition, HMA has a reasonable basis to suspect oil maintenance neglect.

Yes No

PA Detail

Customer Concern: DCT RESULT PASS BUT FOUND AUDIBLE COH ROD KNOCK CYLINDER 3

PA Request Reason: DCT RESULT PASS BUT FOUND AUDIBLE COH ROD KNOCK CYLINDER 3

Remark from PMA CTR: THIS PRIOR APPROVAL REQUEST WAS REVIEWED AND BASED ON THE INFORMATION PROVIDED, HMA IS DECLINING TO PROVIDE ASSISTANCE DUE TO THE MALFUNCTION BEING OUT OF WARRANTY CAUSED BY THE TIME IN SERVICE AND ABUSE OF THE VEHICLE. NO GOODWILL ASSISTANCE IS BEING OFFERED AT THIS TIME. THANK YOU.

Claim Type: WARRANTY

HMA %

Estimate: \$7,500.00

Requesting Rental: Y

Status: **UNLABELED** Labor Hours: **6.1**

History: **MARVA KARO** 11/10/2023

RIVERA, RIGO (SERVICE MANAGER) 11/10/2023

THIS PRIOR APPROVAL REQUEST WAS REVIEWED AND BASED ON THE INFORMATION PROVIDED, JMA IS DECLINING TO PROVIDE ASSISTANCE DUE TO THE MALFUNCTION BEING OUT OF WARRANTY CAUSED BY THE TIME IN SERVICE AND MILEAGE OF THE VEHICLE. NO GOODWILL ASSISTANCE IS BEING OFFERED AT THIS TIME. THANK YOU.
BCT RESULT PASS BUT FOUND AUDIBLE CON ROD KNOCK CYLINDER 3

Engine Diagnosis Worksheet

Success: The Engine Diagnosis Worksheet has been saved.

Attachments (SELECT the Applicable Files to Include)

SELECT	Upload By	Type	Attachment Name	Category
☒	VJW010/335440KAR	Video/mp4	10262023154033.mp4	Vid Verified by STUI
☒	STUI	Image/jpg	10262023110152.jpg	Part
☒	STUI	Image/jpg	10262023105305.jpg	Part
☒	STUI	Image/jpg	10262023105700.jpg	Mileage Related
☒	STUI	Image/jpg	10262023105846.jpg	RO Related
☒	STUI	Image/jpg	10262023105549.jpg	Part

PWA CTR. ATTACHMENTS

SELECT	Upload By	Type	Attachment Name	Category
☐	User	APPLICATION PDF	CARFAX REPORT - KM3J33A44H0	

Print