

National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D.C.
20590

[REDACTED]
[REDACTED]
Springville, TN
[REDACTED]

Dear National Highway Traffic Safety Administration:

I have a complicated situation but will attempt to keep the facts clear and concise. I have enclosed the appropriate paperwork to assist with understanding the course of events.

Unfortunately, in November of 2023, I had what I would have termed as a small accident. However, it turned out to be worse than I thought, and my 2017 Hyundai Santa Fe car was totaled. I had to get a car and at the local Nissan Paris dealer I saw one that looked fine that looked fine. The car was a 2016 Santa Fe with 136,000 miles on it. Our nearest Hyundai dealer is in Clarksville, TN which is 1 hour and 15 minutes away. We have previously owned 2 new Hyundai Santa Fes. So, I bought the car for \$10,607, plus all the other charges, on November 20, 2023. I purchased the extended warranty for \$3398.05. (My son and daughter were with me). We left after signing all the necessary papers and paying cash for the car. We asked specifically if the car had been recalled and there was a paper addressing the recalls and it stated there was only one that was not corrected, and it was the latch on the hood.

Long story short, I bought the 1986 Hyundai Santa Fe from Nissan in Paris TN and did all the things necessary to get the car in order. I had been planning a trip to my sons in Chicago, for a month, and planned to leave Tennessee on 12/19/2023. And so, I did leave in my trusty Hyundai. The car was loaded with gifts, goodies, money, food, and jewelry, etc. I have lots of friends and family in Chicago. It **never occurred to me** that I would have nothing but an enjoyable 7-hour drive in my newly purchased Santa Fe.

As I approached Effingham, Illinois, I planned to get off to take a break. About 20 minutes outside of Effingham, on I 57, the car suddenly started jerking and the oil light went. I immediately pulled over and all the lights on the dashboard came on and the car jerked to a stop. I had no idea what was occurring. Then I saw white smoke coming out from the front of the hood. I called 911 and they were able to pinpoint where I was and said help was on the way. I remained in the car, as I was processing what was happening. Then I saw black smoke coming out from the front hood and I began to realize that this car might start on fire. However, it was extremely dangerous to get out on I 57 due to fast, heavy traffic and many trucks in the right lane. Then, black smoke started to come into the car, and that was what scared me more than the traffic on I 57. So, I took the opportunity to get out of the car as flames were beginning to get higher and I ran. I ran on the shoulder behind the car until I felt far enough away to be safe, as I could see it might blow up. Things were already shooting off the car I could hear the fire trucks coming and by then the car was completely burning. The first truck with 2 firefighters were not able to extinguish the fire, so another truck and 2 more firefighters came as well as 2 Illinois State Troopers. It took some time, but eventually, they managed to put out the fire. The car and all its contents were

RB

completely burned with not one thing salvageable. Even the firefighters remarked how lucky I was to get out alive. I thanked God for not taking me like this.

I was stranded in Effingham so I called my son and he said he would come and get me. He lives in Oswego IL which is 3 hours away. The State Troopers were kind enough to take me to the local Culvers to wait. My son eventually came for me and took me home which was over another 3 hours. I was in shock.

Since then, I have looked up Hyundai Santa Fe recalls and found that the 2016-2019 Hyundai Santa Fe recalls included this exact defect. They were recalled by VIN Number, which seems like a version of pick and choose which ones to recall. Obviously, this car was overlooked.

To say I continue to be in a state of shock would be an understatement. I am still processing what I consider to be a near death experience. Having been a Nurse for over 30 years I know these things.

We went back to the Nissan dealer and to say they were rude would be an understatement. They said that this is our responsibility, and we bought the car as is. I did lose my cool, which is unusual for me, but this is a horrendous situation. One from which I will not ever recover. Hyundai's lack of concern for safety of their cars as well as owners is reflected in the way they managed this serious defect. I do intend to report this to my Congressman David Kustoff as well as anyone in the press who will listen.

I am a very put together [REDACTED] year-old widow who was married 54 years and buried my husband last year. While he took care of the cars, I am perfectly capable of doing the same. How many others have been affected by this lack of appropriate responsibility for the poor workmanship and handling of these defective cars? I am the lucky one who managed to escape. Are there others who did not? Since I was not burned to death, does this not count? Obviously, the recall by VIN number is an insufficient system of being responsible for people's lives. I believe Hyundai is accountable not only for my horrible experience, but they need to revamp their recall system.

Sincerely,

[REDACTED]

[REDACTED]

Springville, TN [REDACTED]

[REDACTED]

ILLINOIS STATE POLICE TOW REPORT

SUMMARY	Reason for towing: VEHICLE FIRE		Tow # [REDACTED]		CAD/CFS # [REDACTED]			
	Date: 12/19/2023	Time: 12:12 PM	Crash #		Light Pole #			
	Field Report #		VIO Case #		County: FAYETTE			
	Location: I-57 MP 140.2							
	Tow Service Name: FOREMAN'S TOWING/REPAIR			Address: 1615 S BANKER				
	City: EFFINGHAM		State: IL	Zip: 62401	Phone # (217) 342-5404			
	Is the Tow Service Address the Same as the Towed To Address? ☒ Yes ☐ No			Towed To Address: 1615 S BANKER				
	City: EFFINGHAM		State: IL	Zip: 62401	Phone # (217) 342-5404			
	If Recovered ☐ NCIC ☐ LEADS ☐ Other		Stolen from (City)	Case No.	Date Stolen	Date Recovered		
	Recovering Officers Last Name		First Name	Middle Name	Recovering Officer ID#	No. Of Apprehension	Date Owner Notified	
VEHICLE	Registration Number		Registration Year	Registration State	VIN/HIN/PIN	Vehicle Color		
	[REDACTED]		2024	TN	5XYZDLBXGG3 [REDACTED]	BLACK		
	Vehicle Year		Vehicle Make	Vehicle Model	Body/Hull Style	Misc Identifiers		
	2016		HYUNDAI	SFE	SUV	☐ Hybrid ☐ Electric		
	Owner by Registration Last Name		First Name	Middle Name	Address			
	[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]			
	City: SPRINGVILLE		State: TN	Zip: [REDACTED]	Phone # [REDACTED]			
	*IS THE LICENSE NUMBER REGISTERED TO THE SUBJECT VEHICLE? ☒ Yes ☐ No							
	Year Mfr.	Make	Model	VIN/HIN/PIN	VIN Altered	VIN Missing		
					☐	☐		
Owner by VIN Last Name		First Name	Middle Name	Address				
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]				
City:		State:	Zip:	Phone #				
DRIVER	Driver: Owner? ☒ Yes ☐ No		Drivers Last Name		First Name	Middle Name	Date of Birth	
	[REDACTED]		[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	
	DLN: [REDACTED]		DL State: IL	Address: [REDACTED]				
City: SPRINGVILLE		State: TN	Zip: [REDACTED]	Phone # [REDACTED]				
INVENTORY	Vehicle Eligible for Release ☒ Yes ☐ No ☐ Proof of Ownership		DUI Hold ☐ 12 Hours ☐ 24 Hours ☐ 48 Hours		Other Hold			
	Vehicle Condition TOTALED		Owner Present ☒ Yes ☐ No		Running Condition ☐ Yes ☒ No ☐ Unk		Doors Locked ☐ Yes ☒ No	
	Keys in Vehicle ☒ Yes ☐ No		Spare Tire ☐ Yes ☐ No ☒ Unk		Odometer Broken Unknown		Mileage	
	Description of Damaged Area(s)		Area Damage ☒ Yes ☐ No					
	VEHICLE FULLY BURNT							
	Inventory/List of Personal Effects							
	MISC BURNT PERSONAL ITEMS							
RELEASE	Signature of Vehicle Owner or Agent			Date Released		Signature of Tow-In Operator		
	X [REDACTED]					X [REDACTED]		
	Tow Release							
Officer Name			Officer ID		Troop			
D MCVAIGH			7442		09			

OWNER COPY



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Recall Number: 22V-056
Hyundai Recall Number: 218



51948

IMPORTANT SAFETY RECALL

2016 – 2019 Santa Fe/XL/Sport and 2014 – 2015 Tucson
Anti-Lock Brake System (ABS) Module

This is an important Safety Recall.

- We are currently preparing the remedy. We will notify you when the remedy is ready.
- For updated information, you can visit:

www.HyundaiUSA.com/Campaign218

This notice applies to your Hyundai, VIN: 5XYZT3LB8H[REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain 2016 – 2019 Santa Fe/XL/Sport and 2014 – 2015 Tucson vehicles. Your vehicle, with the VIN shown above is among the impacted vehicles. Hyundai is initiating a safety recall to repair a condition involving the ABS modules in these vehicles in the U.S. and Canada.

The purpose of this letter is to explain what the recall is about and to keep you informed of Hyundai's recall implementation plan. We are currently preparing to implement the safety recall remedy which when available, will be performed at no cost to you. We will send you another notification when the remedy is available.

What is the problem?

The subject vehicles are equipped with Anti-Lock Brake System ("ABS") modules that could malfunction internally and cause an electrical short. An electrical short could result in an engine compartment fire while parked or driving.

What should you do in the interim?

We appreciate your patience. Hyundai is currently preparing to implement the recall remedy. You will receive a second notification letter when the remedy is available. For updated information regarding this recall, please visit:

www.HyundaiUSA.com/Campaign218

If you have other questions

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer and/or Hyundai has failed or is unable to remedy the defect without charge, or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.safercar.gov>.

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America

Importante Retiro del Mercado por Motivos de Seguridad — Si tiene preguntas llama 1-800-633-5151 y oprima "8"

VIN: 5XYZDLBXGG [REDACTED]

Year: 2016 Make: Hyundai Model: SANTA FE SPORT

Number of Open Recalls: 1

NHTSA Recall Number: 17V358000

Recall Date: June 5, 2017

Manufacturer Recall Number: 163

SUMMARY:

HYUNDAI MOTOR AMERICA (HYUNDAI) IS RECALLING CERTAIN 2013-2017 SANTA FE AND SANTA FE SPORT VEHICLES. IN THE AFFECTED VEHICLES, THE SECONDARY HOOD LATCH ACTUATING CABLE MAY CORRODE AND BIND, CAUSING THE SECONDARY HOOD LATCH TO REMAIN IN THE UNLATCHED POSITION WHEN THE HOOD IS CLOSED.

SAFETY RISK:

IF THE HOOD IS NOT SECURELY CLOSED OR THE PRIMARY LATCH IS INADVERTENTLY RELEASED AND THE SECONDARY LATCH IS NOT ENGAGED, THE HOOD COULD UNEXPECTEDLY OPEN WHILE DRIVING, INCREASING THE RISK OF A VEHICLE CRASH.

REMEDY:

ALL OWNERS OF THE SUBJECT VEHICLES WILL BE NOTIFIED BY FIRST CLASS MAIL WITH INSTRUCTIONS TO BRING THEIR VEHICLES TO A HYUNDAI DEALER. DEALERS WILL REPLACE THE SECONDARY HOOD LATCH CABLE. ADDITIONAL INFORMATION CAN BE FOUND AT WWW.HYUNDAIUSA.COM/RECALL. OR OWNERS MAY CONTACT HYUNDAI CUSTOMER CARE AT 1-855-371-9460. HYUNDAI'S NUMBER FOR THIS RECALL IS 163.

RECALL STATUS: Recall INCOMPLETE

MANUFACTURER NOTES:

OWNERS MAY ALSO CONTACT THE NAT'L HIGHWAY TRAFFIC SAFETY ADMIN VEHICLE SAFETY HOTLINE AT 1-888-327-4236(TTY 1-800-424-9153), OR GO TO WWW.SAFERCAR.GOV

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an [online complaint with NHTSA](#).

THIS RECALL DATA LAST REFRESHED: Nov 18, 2023

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues & Recalls](#) section and follow the instructions there.

Recall information for this manufacturer is only available going back to October 19, 1996. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

*Given to us
at purchase*

WE OWE

[REDACTED] NEW _____ USED X
[REDACTED] YEAR 16 MAKE Hyundai
Springville STATE TN ZIP [REDACTED] MODEL Santa Fe COLOR Black
HOME PHONE [REDACTED] WORK PHONE _____ SERIAL (VIN) NUMBER 5XY7TDL [REDACTED]

QTY.	NAME OF ITEM	PART	LABOR

I hereby accept this WE-OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE OF ISSUANCE, and that I must make an ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT before the above work can be performed.

[REDACTED]

DATE 11/20

APPROVED [Signature] MANAGER

BUYERS GUIDE

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

Vehicle Make

Model

Year

Vehicle Identification Number (VIN)

WARRANTIES FOR THIS VEHICLE:



AS IS - NO DEALER WARRANTY

THE DEALER DOES NOT PROVIDE A WARRANTY FOR ANY REPAIRS AFTER SALE.



DEALER WARRANTY



FULL WARRANTY.



LIMITED WARRANTY. The dealer will pay ____% of the labor and ____% of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty, and for any documents that explain warranty coverage, exclusions, and the dealer's repair obligations. *Implied warranties* under your state's laws may give you additional rights.

SYSTEMS COVERED:

DURATION:

NON-DEALER WARRANTIES FOR THIS VEHICLE:



MANUFACTURER'S WARRANTY STILL APPLIES. The manufacturer's original warranty has not expired on some components of the vehicle.



MANUFACTURER'S USED VEHICLE WARRANTY APPLIES.



OTHER USED VEHICLE WARRANTY APPLIES.

Ask the dealer for a copy of the warranty document and an explanation of warranty coverage, exclusions, and repair obligations.



SERVICE CONTRACT. A service contract on this vehicle is available for an extra charge. Ask for details about coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of your purchase of this vehicle, *implied warranties* under your state's laws may give you additional rights.

ASK THE DEALER IF YOUR MECHANIC CAN INSPECT THE VEHICLE ON OR OFF THE LOT.

OBTAIN A VEHICLE HISTORY REPORT AND CHECK FOR OPEN SAFETY RECALLS. For information on how to obtain a vehicle history report, visit ftc.gov/usedcars. To check for open safety recalls, visit safercar.gov. You will need the vehicle identification number (VIN) shown above to make the best use of the resources on these sites.

SEE OTHER SIDE for important additional information, including a list of major defects that may occur in used motor vehicles.

Si el concesionario gestiona la venta en español, pídale una copia de la Guía del Comprador en español.

CUSTOMER COPY

"Where You Come First"

VEHICLE INVOICE

NISSAN OF PARIS, LLC

1490 MINERAL WELLS AVE P.O. BOX 1149 • PARIS, TN. 38242 • (731) 642-0601

DATE: 11/20/23

SOLD TO:

ADDRESS:

CITY AND STATE:

SPRINGVILLE, TN

WHITE - FILE COPY, YELLOW - ACCOUNTING COPY, PINK - TITLE COPY

DEAL NUMBER	INVOICE NUMBER	STOCK NO.	CUSTOMER NO.
47410			N/A
			SALE
SELL			10,507.00
LIST OF DEALER INSTALLED OR DELETED ACCESSORIES			
N/A			
N/A			
N/A			
TOTAL LIST PRICE			
MEMO			
10,507.00			
Less Discount			
MEMO			
DESCRIPTION	ACCT. NO.	COST	KEY
Selling Price			C
			C
			C
CONTROL NUMBER			T
DESCRIPTION			ACCT. NO.
City & County Business Tax			323-01
			43.40
State Sales Tax			324-00
			1,111.00
Local Sales Tax			324-00
			88.00
License & Title			305-00
			15.54
TOTAL CASH PRICE			11,865.00
Finance Charge			MEMO
Admin Fee			MEMO
			489.00
			MEMO
			MEMO
Service Contracts			MEMO
GAP			MEMO
TOTAL TIME PRICE			15,752.00
Amount Financed			205-00
Rebates			22150
Accounts Receivables - Vehicle			210-00
Trade In Allowance			MEMO
Total of Payments			MEMO
PAY OFF BALANCE OWING FINANCE COMPANY ON TRADE IN			303-00

YEAR	MAKE	VEHICLE IDENTIFICATION NUMBER
2016	HYUNDAI	5XYZTDLB6E
NEW OR USED	MODEL	SAL
USED	SANTA FE SPORT	
Mileage	COLOR	BER
139,361	BLACK	
TRADE-IN DESCRIPTION		
YEAR	MAKE	MODEL
N/A	N/A	N/A
VEHICLE IDENTIFICATION NUMBER		
STOCK NUMBER		
MILEAGE		
TRADE-IN DESCRIPTION		
YEAR	MAKE	MODEL
N/A	N/A	N/A
VEHICLE IDENTIFICATION NUMBER		
STOCK NUMBER		
MILEAGE		
LIENHOLDER		
N/A		
N/A		
N/A		
NISSAN OF PARIS, LLC. DISCLAIMER OF WARRANTY		
ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S. THE SELLER, NISSAN OF PARIS, LLC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NISSAN OF PARIS, LLC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY. ANY EXCEPTIONS TO THE ABOVE DISCLAIMER MUST BE NOTED ON THE VEHICLE BUYERS ORDER. THE BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER, NISSAN OF PARIS, LLC., ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. ANY CASE BROUGHT AGAINST NISSAN OF PARIS, LLC. MUST BE FILED IN HENRY COUNTY, TN.		
BUYER		
CO-BUYER		
MANAGER		



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Recall Number: 22V-056
Hyundai Recall Number: 218



61948

IMPORTANT SAFETY RECALL

2016–2019 Santa Fe/XL/Sport and 2014–2015 Tucson
Anti-Lock Brake System (ABS) Module

This is an important Safety Recall.

- We are currently preparing the remedy. We will notify you when the remedy is ready.
- For updated information, you can visit:

www.HyundaiUSA.com/Campaign218

This notice applies to your Hyundai, VIN: 5XYZT3LB8[REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain 2016–2019 Santa Fe/XL/Sport and 2014–2015 Tucson vehicles. Your vehicle, with the VIN shown above is among the impacted vehicles. Hyundai is initiating a safety recall to repair a condition involving the ABS modules in these vehicles in the U.S. and Canada.

The purpose of this letter is to explain what the recall is about and to keep you informed of Hyundai's recall implementation plan. We are currently preparing to implement the safety recall remedy which when available, will be performed at no cost to you. We will send you another notification when the remedy is available.

What is the problem?

The subject vehicles are equipped with Anti-Lock Brake System ("ABS") modules that could malfunction internally and cause an electrical short. An electrical short could result in an engine compartment fire while parked or driving.

What should you do in the interim?

We appreciate your patience. Hyundai is currently preparing to implement the recall remedy. You will receive a second notification letter when the remedy is available. For updated information regarding this recall, please visit:

www.HyundaiUSA.com/Campaign218

If you have other questions

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer and/or Hyundai has failed or is unable to remedy the defect without charge, or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.safercar.gov>.

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America

Importante Retiro del Mercado por Motivos de Seguridad — Si tiene preguntas llame 1-800-633-5151 y oprima "8"

1/2/24
TNER



Retail



RDC 99



20590

U.S. POSTAGE PAID
FCM LETTER
MURRAY, KY 42071
JAN 08, 2024

\$5.49

R2305K134673-22

Administrator

NATIONAL Highway Traffic Administration
1200 New Jersey Avenue S.E.
Washington, D.C.

20590

Department of Transportation

To: W41-306

Building: DOT

Mainstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered

Sender:

DOT

1/17/2024 8:32:04 AM



9589071052700704082644



Antilock/traction
control/electronic limited slip:
Control unit/module

Recall date	Recall no.
2022-02-02	22V056000

Hyundai Motor America (Hyundai) is recalling certain 2016-2018 Santa Fe, 2017-2018 Santa Fe Sport, 2019 Santa Fe XL, and 2014-2015 Tucson vehicles. The Anti-Lock Brake System (ABS) module could malfunction and cause an electrical short, which could result in an engine compartment fire.

Hide details ^

Recall consequence

An engine compartment fire while parked or driving can increase the risk of injury.

Recall action

Owners are advised to park outside and away from structures until the recall repair is complete. Dealers will replace the ABS multi-fuse, as necessary, free of charge. Owner notification letters were mailed May 31, 2022. Owners may contact Hyundai customer service at 1-855-371-9460. Hyundai's number for this recall is 218.



