

April 10,2024

INFORMATION REDACTED  
PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C.  
552(B)(6)

Administrator  
NHTSA  
1200 New Jersey Ave., S.E.  
Washington, D.C.

Dear Administrator:

I own a 2014 Hyundai Santa Fe and finally received a letter in December 2023 that there was a problem with the ABS brake module recall number: 23V-651, Hyundai Recall Number: 251.

See the attached article from AP News that was written April, 1, 2024 that gives the date of September 2023 when this problem was acknowledged by Hyundai. It took over 3 months to inform owners! I called Hyundai to see when it would get fixed [case no.: [REDACTED]]. They could not give me a date. It is still not fixed. The attached article and attached letter from Hyundai explains the problem. This problem sounds serious! I refused to drive my car and Hyundai finally, after several calls, provided a car for me to drive.

My concern is 1] why did they wait so long to inform owners and 2} their lack of concern for the drivers. I am appalled regarding the time it took for them to inform owners and their SLOW reaction time to the problem which has yet to be remedied.

I am hoping NHTSA will contact Hyundai and inform them of my concerns again and to hopefully speed up the repair process in the way it should be repaired. Thank you.

Sincerely,

[REDACTED]  
Jackson, MO  
[REDACTED]

Attachments: 2

*[Handwritten mark]*



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

NHTSA Recall Number: 23V-651  
 Hyundai Recall Number: 251

## IMPORTANT SAFETY RECALL

### Anti-Lock Brake System (ABS) Module

This notice applies to your 2014 Hyundai Santa Fe vehicle, VIN: KM8SMDHF8EU [REDACTED]

#### This is an important Safety Recall.

- We are currently preparing the remedy. **We will notify you when the remedy is available.**
- Due to fire risk, you are strongly advised to **park your vehicle outside and away from structures** until the recall remedy is completed.
- To stay up-to-date about this Safety Recall or for more information, you can visit:  
[www.hyundaiusa.com/campaign251](http://www.hyundaiusa.com/campaign251)



617322

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 2012 – 2015 model year Accent, certain 2012 – 2015 model year Azera, certain 2011 – 2015 model year Elantra, certain 2013 – 2014 model year Elantra Coupe, certain 2014 – 2015 model year Equus, certain 2011 – 2015 model year Genesis Coupe, certain 2013 – 2015 model year Santa Fe, certain 2013 model year Santa Fe Sport, certain 2010 – 2013 model year Tucson, certain 2015 model year Tucson Fuel Cell, certain 2011 – 2015 model year Sonata Hybrid, certain 2012 – 2015 model year Veloster and certain 2010 – 2012 model year Veracruz vehicles.** Hyundai is initiating Safety Recall 251 to repair a condition involving the **Anti-Lock Brake System (“ABS”)** on these vehicles in the U.S. Our records indicate that your vehicle is affected by this recall.

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 leak brake fluid internally and cause an electrical short over time. An electrical short could result in significant overcurrent in the ABS module, increasing the risk of an engine compartment fire while parked or driving.

#### What should you do in the interim?

Owners are advised to **park their vehicles outside and away from structures until the recall remedy is completed.**

We appreciate your patience. Hyundai is currently preparing to implement the recall remedy to replace the ABS fuse. You will receive a second notification letter when the remedy is available. In the interim, if you experience a malfunction with the ABS module, such as illumination of the malfunction indicator lamp and/or ABS light, you should seek service at your Hyundai dealer as soon as possible. If you have further questions regarding this recall or notice, you can reach out to Hyundai Motor America by calling **1-855-371-9460**. For updated information regarding this recall, please visit:

[www.hyundaiusa.com/campaign251](http://www.hyundaiusa.com/campaign251)

#### Additional information

If you believe that the dealer 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 [www.safercar.gov](http://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

AP News - 4/1/24

2023

In September, Hyundai and Kia issued a recall of 3.4 million of its vehicles in the United States with an ominous warning: The vehicles should be parked outdoors and away from buildings because they risked catching fire, whether the engines were on or off.

Six months later, most of those autos remain on the road — unrepaired — putting their owners, their families and potentially other people in danger of fires that could spread to garages, houses or other vehicles.

Hyundai and Kia have acknowledged that there's little hope of repairing most of the affected vehicles until June or later, roughly nine months after they announced the recalls. (Hyundai owns part of Kia, though the two companies operate independently.)

The two companies attributed the delays, in part, to the huge number of vehicles involved, among the largest recalls they've ever done. The fires, they say, have occurred when brake fluid leaked onto the circuit boards of antilock braking systems, triggering an electrical short and igniting the fluid.

## **AUTO RECALL**

The companies say they've been unable to obtain enough of the needed parts — fuses that reduce the boards' electrical currents — to fix most of the affected vehicles. Among them are some of their top-selling models for the 2010 through 2017 years, including Hyundai's Santa Fe and Elantra and Kia's Sportage and Forte.

Hyundai and Kia have urged the vehicles' owners to contact the companies or dealers if they see dashboard warning lights or smell something burning. In the meantime, both companies contend that despite the ongoing risks, the cars remain safe to drive.

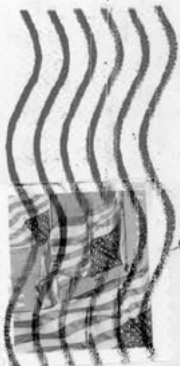
When they announced the recalls in September, the two automakers reported that the defect had caused 56 vehicle fires and "thermal incidents," which include burning, melting and smoking. No injuries or deaths have been reported, either before or since the recalls were announced.

Safety advocates complain, though, that the repairs are taking far longer than fixes from auto recalls normally do. Typically, such repairs begin in 10 weeks or less, though some can take longer if automakers cannot quickly determine the cause, which isn't the case with the Hyundai-Kia problem.

While awaiting repairs, owners of the affected vehicles need to park outside and away from other vehicles to minimize the risks. In the meantime, safety advocates note that if

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1900 New Jersey Avenue S.E.  
Washington, DC 20590

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