

[REDACTED]
Hattiesburg, MS [REDACTED]

September 25, 2024

U.S. Department of Transportation
National Highway Transportation Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue, W Building
Washington, D.C. 20590

Dear Sir/Madam:

I am contacting you because I think there exists a design defect on the 2023 Hyundai Santa Fe Hybrid which gives rise to safety concerns. My experience did not put my safety at risk because I was lucky in regard to the timing and location of the incident. However, I can foresee circumstances in which this design flaw could put my safety (and that of other Santa Fe owners) at risk.

On August 28, 2024, a warning light came on in my 2023 Hyundai Santa Fe. The car was towed to the dealership where the service department diagnosed that all the fluid had leaked from the inverter radiator due to a hole made by a small rock. It is my contention that the 2023 Santa Fe has a design problem, of which Hyundai has already been made aware by numerous other customers who have encountered the same issue. An extremely small rock would not be able to irreparably damage the radiator if the car had been properly designed. The grill design allows for debris to enter the engine compartment and damage the aluminum radiator and delicate tubing for which Hyundai did not design any protection. I can see from online chat groups that Hyundai is aware of this design problem but has not yet issued a recall to correct the situation.

I would appreciate your Office investigating this issue to determine if it does, in fact, constitute a safety hazard. If it does, it seems prudent to require Hyundai to issue a recall and provide a remedy for the defect.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

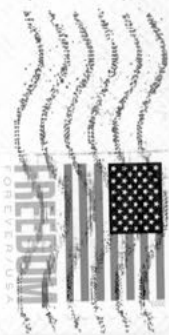
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Hatfield, MS

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