



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



October 1, 2025

[REDACTED]
Jersey City, NJ [REDACTED]

NEF-109 rrr
Ref. No. 11659228

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2016 Hyundai Santa Fe vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. You can review complaints, safety recalls, manufacturers' service bulletins, etc. on our website at www.nhtsa.gov/recalls. We entered your information into NHTSA's 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.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

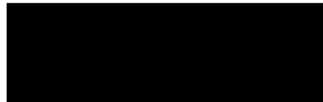
Please note that the service campaign and warranty extension you reference were initiated by Hyundai. The issuance of a service campaign or warranty extension by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic 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 and warranty extensions 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 campaigns and warranty enhancement programs. Thus, the manufacturer remains responsible for all aspects of such programs, including the nature and scope of the repair, the vehicles and model years at issue, and all associated campaign timing and owner notifications.

We encourage you to continue to work with Hyundai and your dealer to explore the potential for an amicable resolution to your problem. You can ask your dealership for a meeting with a Hyundai district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the New Jersey Attorney General's Office regarding your rights under State law. NHTSA does not participate in private tort litigation, nor do we have any authority to enforce the terms of settlements from lawsuits.

In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are two ways to contact the FTC: by toll free telephone at 877-FTC-Help; and by using the internet complaint form at ftc.gov/complaint. 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.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. I hope you find this information helpful.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement