



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 12-027
Date Opened: 10/02/2012
Investigator: Emily Reichard
Approver: Frank Borris
Subject: Panoramic Sunroof Breakage
Date Closed: 02/21/2013
Reviewer: Scott Yon

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Hyundai Motor Company
Products: 2012 Hyundai Veloster
Population: 19,600

Problem Description: The panoramic sunroof may spontaneously break while the vehicle is either parked or in motion.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	26	23	34**
Crashes/Fires:	0	0	0
Injury Incidents:	4	5	8**
Number of Injuries:	5	6	10**
Fatality Incidents:	0	0	0
Other*:	0	46	46

*Description of Other: Warranty claims alleging sunroof fracture (shatter) and/or replacement.

** Total eliminates duplicates received by ODI and manufacturer.

ACTION / SUMMARY INFORMATION

Action: This Preliminary Evaluation (PE) is closed. See Safety Recalls 12V-568 and 13V-051.

Summary:

The Office of Defects Investigation (ODI) opened PE12-027 on October 2, 2012 to investigate allegations of spontaneous sunroof shatter on model year (MY) 2012 Hyundai Veloster vehicles. The MY2012 platform was the first to introduce the panoramic sunroof option. ODI received 26 consumer complaints of sunroof shatter, 15 occurring while the vehicle was being driven. The injury incidents noted were due to complainants who alleged minor cuts or abrasions from fallen glass. Sunroof glass shattering while operating the vehicle poses a risk of personal injury or a vehicle crash.

In response to ODI's information request (IR), Hyundai provided 23 consumer complaints related to the alleged problem and 46 warranty claims for sunroof shatter and/or replacement.

On December 6, 2012 Hyundai notified ODI that it would conduct a safety recall on model year 2012 Veloster vehicles equipped with panoramic sunroofs manufactured from November 1, 2011 through April 17, 2012. The panoramic sunroof assembly may have weakened during installation at the factory. An intermittent malfunction of a limit switch for the panoramic sunroof assembly's unloading station robot may have occurred, allowing forced contact between the mechanism and the sunroof glass. This contact could have caused damage to the sunroof glass, and lead to subsequent shattering of the glass in the field. The loading station robot was repaired in April 2012. The initial point in time for the malfunction of the station robot was not clearly defined through technical reasoning, therefore ODI challenged the proposed production scope for the safety recall. On February 14, 2013 Hyundai responded that they will conduct safety recall 13V-051 which expands the covered vehicles to those produced from the start of MY2012

production (July 4, 2011) through April 17, 2012.

This investigation is closed on the basis of Hyundai's announcement of safety recalls 12V-568 and 13V-051.

The reports cited above can be reviewed online at www-odi.nhtsa.dot.gov/complaints under the following identification (ODI) numbers: 10462857, 10463570, 10465757, 10468816, 10468854, 10469144, 10471972, 10472742, 10473062, 10473640, 10477212, 10478075, 10478735, 10479487, 10479931, 10482027, 10482056, 10482561, 10482760, 10482933, 10483765, 10483770, 10484048, 10485802, 10487399, 10490171