Howell, Rosa (NHTSA)

From: McHenry, Stephen (NHTSA)
Sent: Wednesday, February 12, 2014 11:18 AM
To: Howell, Rosa (NHTSA)
Subject: to file: PE13-033 Hyundai Genesis HECU contamination issue
Attachments: PE13-033 Technical Assistance Line.xlsx

Rosa,

Could you please enter this entire e-mail (the chain of e-mails back and forth) into both repositories as well as the attached Excel file which will need redaction.

Thank you,
Steve

From: Babcock, Robert [mailto:rbabcock@hatci.com]
Sent: Wednesday, January 29, 2014 4:42 PM
To: McHenry, Stephen (NHTSA)
Subject: RE: PE13-033 Hyundai Genesis HECU contamination issue

Stephen,

Please find attached the Tech Line information that I promised. Further, I have confirmed that the "PRODUCT DATE" refers to the HECU production date, not the production date of the vehicle. Unfortunately, there is no cross-reference of which HECU unit was in which vehicle as it was not recorded.

Best regards,
Bob

ROBERT BABCOCK
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From: Babcock, Robert
Sent: Tuesday, January 28, 2014 1:44 PM
To: 'Stephen.McHenry@dot.gov'
Subject: RE: PE13-033 Hyundai Genesis HECU contamination issue

Stephen,

Regarding your earlier questions, I have responded below in red type. I will call shortly to discuss. Thanks.

Best regards,
Bob

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From: Stephen.McHenry@dot.gov [mailto:Stephen.McHenry@dot.gov]
Sent: Tuesday, January 28, 2014 10:45 AM
To: Babcock, Robert
Subject: RE: PE13-033 Hyundai Genesis HECU contamination issue
Importance: High

Thank you very much

From: Babcock, Robert [mailto:rbabcock@hatci.com]
Sent: Tuesday, January 28, 2014 10:43 AM
To: McHenry, Stephen (NHTSA)
Cc: Quandt, Jeff (NHTSA)
Subject: RE: PE13-033 Hyundai Genesis HECU contamination issue

Stephen,

I will send this to Hyundai Motor America in California immediately. They deal with the customers directly through their Consumer's Affairs Department. They put together the information in the response, and they also have all of the original records. I will ask them to review your questions and respond ASAP. Thanks.

Best regards,
Bob

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From: Stephen.McHenry@dot.gov [mailto:Stephen.McHenry@dot.gov]
Sent: Tuesday, January 28, 2014 10:38 AM
To: Babcock, Robert
Cc: Jeff.Quandt@dot.gov
Subject: PE13-033 Hyundai Genesis HECU contamination issue
Importance: High

Mr. Babcock:

I have a few questions regarding PE13-033 I am hoping you can clarify for me:

I cannot find any copies of reports from when dealers call in for techline assistance (in Hyundai's response to PE10-023 these are labeled as "Technical Assistance Case Center Reports"). I see references in the warranty claims to technicians calling in to the techline for advice but I do not have copies of the communications. Are there copies of these reports you can submit or are they in the submission and I missed them?

We will provide all Techline case information referenced in the warranty claims. I am hopeful that we can respond by the end of the day tomorrow or Thursday at the latest.

1. Regarding Hyundai's field investigations:
   a. Response 14-4 shows 4 HECU units experiencing corrosion or corrosion and gel adhesion: the PRODUCT DATE for all 4 are before the April 30, 2008 start date for vehicle production given in the 573 for the recall. There are no vins to identify where

the field components came from. Is the PRODUCT DATE the date the HECU was built or the date the vehicle was built? Are vin numbers available for the units?

I believe this references the HECU build date, but this will need to be confirmed with HMC in Korea tonight. I will let you know tomorrow. My understanding is that the HECU units can be associated with specific VINs. However, I will confirm this, information as well. My hope is that they can also be provided by tomorrow or Thursday at the latest.

b. Response 14-5 shows apparently that the only test done to determine how the corrosion would affect braking effectiveness is done using a model year 2008 vehicle, based on the vin number, build date 5-5-2008: Are MY 2008 models affected by the brake contamination also?

There were no 2008 MY Genesis sold in the US. The start of production for the US was April 30, 2008, but there were some vehicles produced earlier for the Korean domestic market; so this was likely a Korean market unit – I will verify overnight. Hyundai recalled all Genesis models to the earliest production vehicle in the US.

2. Is there any physical/platform/production reason why Equus would not be included in the recall other than that the rates are lower?

The first US market Equus was produced over 2 years after the first US market Genesis was sold. The corrosion develops over time and has affected primarily earlier production vehicles. This, combined with the low claim rate, leads Hyundai to believe the current Service Campaign will adequately address these vehicles.

Thank you for your help,

Stephen

Stephen McHenry
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