



September 3, 2013

Mr. Jeffrey Quandt
Chief, Vehicle Control Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

OFFICE OF DEFECTS &
INVESTIGATIONS
2013 SEP 11 P 4:04

RE: NVS-213hkb, PE13-025

Dear Mr. Quandt:

On behalf of Hyundai Motor Company (Hyundai), Hyundai America Technical Center, Inc. (HATCI) hereby submits this letter responding to the above referenced request. As requested in Derek Rinehardt's August 20, 2013 email to this office, Hyundai is responding to questions 1 through 7 noted in the IR letter.

Prior to responding to the request, Hyundai objects to NHTSA's boilerplate definition of "Document" as vague, incomprehensible, overly broad and unduly burdensome. Hyundai has made a good faith, reasonable attempt to search for materials responsive to each request in the time frame provided.

Request 1.

State the number of subject vehicles Hyundai has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Hyundai, state the following:

- a. Vehicle identification number (VIN);
- b. Make;
- c. Model;
- d. Model Year;
- e. Subject component part number and design version installed as original equipment;
- f. Date of manufacture;
- g. Date warranty coverage commenced; and
- h. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

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HATCI is an authorized representative of both Hyundai Motor Company and Kia Motors Corporation; which are separate and distinct automotive manufacturers.

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Provide the table in Microsoft Access 2007, or a compatible format, entitled “PE13-025 PRODUCTION DATA.” See Enclosure, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

Response to Request 1.

Model	AWD/FWD	Production Quantity
SANTA FE SPORT 2.0L	AWD	10235
	FWD	16200
SANTA FE SPORT 2.4L	AWD	14028
	FWD	26077
SANTA FE 3.3L	AWD	2858
	FWD	4290

See ATTACHMENT “PE13-025 PRODUCTION DATA.accdb” for requested information.

Source: Hyundai Motor America
Information as of August 06, 2013

Request 2.

State the number of each of the following, received by Hyundai, or of which Hyundai is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:

- a. Consumer complaints, including those from fleet operators;
- b. Field reports, including dealer field reports;
- c. Reports involving a crash, injury or fatality;
- d. Property damage claims; and
- e. Third-party arbitration proceedings where Hyundai is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which Hyundai is or was a defendant or codefendant.

For subparts “a” through “f,” state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items “c” through “f,” provide a summary description of the alleged problem and causal and contributing factors and Hyundai’s assessment of the problem, with a summary of the significant underlying facts and evidence. For items “e” and “f,” identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

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Response to Request 2.

- a. Consumer complaints, including those from fleet operators;
Seven
- b. Field reports, including dealer field reports;
Fouteen
- c. Reports involving an injury, or fatality;
None
- d. Property damage claims;
None
- e. Third-party arbitration proceedings where Hyundai is or was a party to the arbitration;
None
- f. Lawsuits, both pending and closed, in which Hyundai is or was a defendant or codefendant.
None

Source: Hyundai Motor America
Information as of August 7, 2013

Request 3.

Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

- a. Hyundai's file number or other identifier used;
- b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
- c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- d. Vehicle's VIN;
- e. Vehicle's make, model and model year;

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- f. Vehicle's mileage at time of incident;
- g. Alleged front axle failure (i.e. right of left);
- h. Incident date;
- i. Report or claim date;
- j. Whether a crash is alleged;
- k. Whether property damage is alleged;
- l. Number of alleged injuries, if any; and
- m. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2007, or a compatible format, entitled "PE13-025 REQUEST NUMBER TWO DATA." See Enclosure, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

Response to Request 3.

See ATTACHMENT "REQUEST NUMBER TWO DATA.accdb" for requested information.

Source: Hyundai Motor America
Information as of August 7, 2013

Request 4.

Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Hyundai used for organizing the documents.

Response to Request 4.

See Attachment A for requested Hyundai report information. Files identified with VIN and category.

Source: Hyundai Motor America
Information as of August 7, 2013

Request 5.

State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Hyundai to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

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Separately, for each such claim, state the following information:

- a. Hyundai’s claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Alleged front axle failure (i.e. right of left);
- e. Repair date;
- f. Vehicle mileage at time of repair;
- g. Repairing dealer’s or facility’s name, telephone number, city and state or ZIP code;
- h. Labor operation number;
- i. Problem code;
- j. Replacement part number(s) and description(s);
- k. Concern stated by customer; and
- l. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2007, or a compatible format, entitled “PE13-025 WARRANTY DATA.” See Enclosure, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

Response to Request 5.

Model	AWD/FWD	Warranty Claims
SANTA FE SPORT 2.0L	AWD	0
	FWD	0
SANTA FE SPORT 2.4L	AWD	0
	FWD	60
SANTA FE 3.3L	AWD	0
	FWD	0

See Attachment “PE13-025 WARRANTY DATA.accdb” for additional requested information.

Source: Hyundai Motor America
Information as of August 07, 2013

Request 6.

Describe in detail the search criteria used by Hyundai to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Hyundai on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended

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warranty coverage option(s) that Hyundai offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

Response to Request 6.

The claims were identified by searching for warranty claims containing information for the left and right side axle assemblies (P/Ns 49500/49501-*****).

See Attachment B for a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the claims provided in response to Request No. 5.

For the original purchaser, the Hyundai New Vehicle Powertrain Warranty period is limited to 120 months from the date of original retail delivery or date of first use, or 100,000 miles, whichever occurs first. For subsequent owners, the Hyundai Vehicle Powertrain Warranty period is limited to 60 months from the date of original retail delivery or date of first use, or 60,000 miles, whichever occurs first.

As all subject vehicles are 2013 model year vehicles for which the Hyundai New Vehicle Powertrain Warranty is in effect, no extended warranty information is applicable.

Source: Hyundai Motor America
Information as of August 7, 2013

Request 7.

Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Hyundai has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Hyundai is planning to issue within the next 120 days.

Response to Request 7.

See Attachment C for a draft TSB related to recall 13V-355.

Source: Hyundai Motor America
Information as of August 20, 2013

Hyundai-Kia America Technical Center, Inc.

Sincerely,



Robert Babcock
Director, Certification and Compliance Affairs
Hyundai-Kia America Technical Center, Inc.

Attachments:

Two CDs, each containing:

PE13-025 PRODUCTION DATA accdb
PE13-025 REQUEST NUMBER TWO DATA. accdb;
PE13-025 WARRANTY DATA.accdb
Attachment A - Response to Request 4
Attachment B - Response to Request 6
Attachment C - Response to Request 7