



U.S. Department  
of Transportation

**National Highway  
Traffic Safety**

**REGISTERED MAIL**

**RETURN RECEIPT REQUESTED**

**APR 12 2019**

1200 New Jersey Avenue SE.  
Washington, DC 20590

Wayne Gates, Director  
Engineering and Design Analysis  
Hyundai Motors America  
10550 Talbert Avenue  
Fountain Valley, CA 92708

NEF-103ndo  
PE19-003

Dear Mr. Gates:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE19-003) to evaluate alleged non-crash vehicle fires on model year (MY) 2011-2014 Hyundai Sonata and Santa Fe vehicles (subject vehicles) that were manufactured by Hyundai Motors America (Hyundai), and to request certain information.

ODI has granted a defect petition (DP18-003) from the Center for Auto Safety requesting ODI's investigation of non-crash fires on the subject vehicles. This office has received 160 Vehicle Owner Questionnaire (VOQ) reports of non-crash fires for the subject vehicles. An electronic image of each of the reports has been e-mailed to your office. A list of the reference numbers of the reports is shown at the end of this letter.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** All MY 2011-2014 Hyundai Sonata and MY 2011-2014 Hyundai Santa Fe, and all other Hyundai vehicles equipped with Theta II, Lambda II, Gamma and Nu engines, manufactured for sale or lease in the United States, including, but not limited to, the District of Columbia, and current U.S. territories and possessions.
- **Alleged defect A:** Non-crash fires that originated, may have originated, or were alleged to have originated in the engine compartment, which were caused by, may have been caused by, or were alleged to have been caused by engine failures (including but not limited to, engine seizures and/or Hyundai customers that may have reported engine issues, such as engine knock, noise, sputtering, or stalling prior to the fires).
- **Alleged defect B:** Non-crash fires that originated, may have originated, or were alleged to have originated in the engine compartment, which were not caused by, or may not have been caused by, engine failures (e.g., Hyundai customers did not report experiencing any engine issues, such as engine knock, noise, sputtering or stalling prior to the fires).

- **Alleged defect C:** Non-crash fires that originated, may have originated, or were alleged to have originated anywhere in or on the vehicle, but which do not fall within Alleged Defect A or B above (e.g., those not within the engine compartment).
- **Alleged defect D:** Non-crash fires with an unknown origin or location of fire.
- **Hyundai:** Hyundai Motors America, all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Hyundai (including all business units and persons previously referred to), who are or, in or after January 1, 2008, were involved in any way with any of the following related to any of the alleged defects in the subject vehicles:
  - a. Design, engineering, analysis, modification or production (e.g. quality control);
  - b. Testing, assessment or evaluation;
  - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
  - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Document:** “Document(s)” is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), text messages, faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other

things similar to any of the foregoing, however denominated by Hyundai, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Hyundai or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Hyundai has previously provided a document to ODI, Hyundai may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Hyundai's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model, model year, and engine type, the number of the 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. Engine (by type, displacement and company engine code);
  - f. Whether the vehicle is covered by Recall(s) 15V-568, 17V-226, 18V-934, and/or 19V-063 and/or the Knock Sensor Detection System (KSDS) campaign, and if so, specifically identify the recall(s) and/or campaign;

- g. Remedy/repair date(s) of vehicle for each the above-mentioned recall(s) and/or KSDS campaign;
- h. Date of manufacture;
- i. Date warranty coverage commenced; and
- j. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA."

2. State, by model, model year, and alleged defect category (i.e., A, B, C and D), the number of each of the following, received by Hyundai, or of which Hyundai is otherwise aware, which relate to, or may relate to, any of the alleged defects in the subject vehicles<sup>1</sup>:
  - a. Consumer complaints, including those from fleet operators;
  - b. Field reports, including dealer field reports;
  - c. Reports involving a fire, crash, injury or fatality;
  - d. Property damage claims;
  - 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.

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. Alleged defect category (i.e., A, B, C or D);
  - b. Hyundai's file number or other identifier used;
  - c. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);

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<sup>1</sup> For the subject vehicles equipped with Lambda II, Gamma and Nu engines, which relate to allegations of engine stalling and/or seizures that did not result in engine compartment fires, separately provide all the requested information in questions 2 through 4 of this letter.

- d. Vehicle owner or fleet name (and fleet contact person), street address, email address and telephone number;
- e. Vehicle's VIN;
- f. Vehicle's make, model and model year;
- g. Vehicle's mileage at time of incident;
- h. Incident date;
- i. Report or claim date;
- j. Whether property damage is alleged;
- k. Number of alleged injuries, if any;
- l. Number of alleged fatalities, if any, and;
- m. For property damage claims, the amount paid and, expressed as a percentage, the ratio of the amount paid to the amount claimed in the original demand.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

4. Produce copies of all documents related to each item within the scope of Request No. 2 including, but not limited to, investigators' reports examining the origin, cause and course of any fire. Investigators' reports include any reports or assessments provided to Hyundai by any other party, such as expert or investigator reports prepared by or on behalf of any plaintiff or claimant, including any insurer or subrogee of same. Organize the documents separately by the alleged defect category (i.e., A, B, C and D) and field data category (i.e., consumer complaints, field reports, etc.) and describe the method Hyundai used for organizing the documents. Describe in detail the search methods and search criteria used by Hyundai to identify the items in response to Request No. 2.
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 that relate to, or may relate to, the alleged defects 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.

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

- a. Hyundai's claim number;
- b. Vehicle owner or fleet name (and fleet contact person), street address, email address and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number(s);
- h. Problem code(s);
- i. Diagnostic trouble code(s);
- j. Replacement part number(s) and description(s);

- k. Whether there was a claim for a towing expense on or near the date of the repairs to the subject components;
- l. Concern stated by customer;
- m. Cause as stated on the repair order;
- n. Correction as stated on the repair order; and
- o. Additional comments, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA."

6. Describe in detail the search methods and search criteria used by Hyundai to identify the claims in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used.
7. Provide a list of all labor operations, labor operation descriptions, problem codes and problem code descriptions applicable to the alleged defects in the subject vehicles.
8. State, by model 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 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.
9. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defects 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. This request applies irrespective of the form in which such material was transmitted and expressly includes materials issued in electronic formats, including but not limited to, electronic communications, videos, recordings, photographs, images, and other electronically stored information. Also include the latest draft copy of any communication that Hyundai is planning to issue within the next 120 days.
10. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defects in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Hyundai. For each such action, provide the following information:
  - a. Action title or identifier;
  - b. The actual or planned start date;
  - c. The actual or expected end date;
  - d. Brief summary of the subject and objective of the action;
  - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
  - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

11. Describe all modifications or changes made by, or on behalf of, Hyundai in the design, material composition, manufacture, quality control, supply, or installation of the components, from the start of production to date, which relate to, or may relate to, Alleged Defect A, B or C in the subject vehicles and either directly or indirectly reduce or mitigate the risk of fire or thermal events. For each such modification or change, provide the following information:
  - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
  - b. A detailed description of the modification or change;
  - c. The reason(s) for the modification or change;
  - d. The part number(s) (service and engineering) of the original component;
  - e. The part number(s) (service and engineering) of the modified component;
  - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
  - g. When the modified component was made available as a service component; and
  - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Hyundai is aware of which may be incorporated into vehicle production within the next 120 days.

12. Furnish Hyundai's assessment of the alleged defects in the subject vehicles, including:
  - a. The root cause and all contributory factor(s);
  - b. The failure mechanism(s);
  - c. The failure mode(s);
  - d. The risk to motor vehicle safety that it poses;
  - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
  - f. The VOQ reports referenced in this inquiry.

### **Legal Authority for This Request**

This letter is being sent to Hyundai pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information.

### **Civil Penalties**

Hyundai's failure to respond promptly and fully to this letter could subject Hyundai to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) The Vehicle Safety Act,

as amended, 49 U.S.C. § 30165(a)(3), provides for civil penalties of up to \$21,000 per violation per day, with a maximum of \$105,000,000 for a related series of daily violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. Effective November 27, 2018, the maximum penalty for each violation has increased to \$21,780, with \$108,895,910 as the maximum penalty for a related series of violations. 83 Fed. Reg. 60732, 60735 (Nov. 27, 2018). This includes failing to respond completely, accurately, and in a timely manner to ODI information requests.

If Hyundai cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Hyundai does not submit one or more requested documents or items of information in response to this information request, Hyundai must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

### **Confidential Business Information**

**All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office.** In addition, do not submit any business confidential information in the body of the letter submitted to this office. Please refer to PE19-003 in Hyundai's response to this letter and in any confidentiality request submitted to the Office of Chief Counsel.

If Hyundai claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Hyundai must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-326, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Hyundai is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy containing only the portions for which no claim of confidential treatment is made and from which those portions for which confidential treatment is claimed has been redacted.** See 49 C.F.R. § 512.5. Please remember that the phrase "ENTIRE PAGE CONFIDENTIAL BUSINESS INFORMATION" or "CONTAINS CONFIDENTIAL BUSINESS INFORMATION" (as appropriate) must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 49 CFR 512.6. If you submit a request for confidentiality for all or part of your response to this IR, that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the requirements in NHTSA's Confidential Business Information Rule regarding submissions in electronic formats. See 49 CFR 512.6(c).



If you have any questions regarding submission of a request for confidential treatment, contact Daniel Rabinovitz, Trial Attorney, Office of Chief Counsel at [daniel.rabinovitz@dot.gov](mailto:daniel.rabinovitz@dot.gov) or (202) 366-8534.

### **Due Date**

Hyundai's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by **May 31, 2019**. Hyundai's response must include all non-confidential attachments and a redacted version of all documents that contain confidential information. If Hyundai finds that it is unable to provide all of the information requested within the time allotted, Hyundai must request an extension from me at (202) 366-2315 no later than five business days before the response due date. If Hyundai is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Hyundai then has available, even if an extension has been granted.

Please send email notification to Nathan Ong at [Nathan.Ong@Dot.Gov](mailto:Nathan.Ong@Dot.Gov) and to [ODI\\_IRresponse@dot.gov](mailto:ODI_IRresponse@dot.gov) when Hyundai sends its response to this office and indicate whether there is confidential information as part of Hyundai's response.

If you have any technical questions concerning this matter, please call Nathan Ong of my staff at (202) 366-1661.

Sincerely,



Paul Simmons, Chief  
Vehicle Defect Division C  
Office of Defects Investigation

160 VOQ numbers:

11190333, 10436180, 10476823, 10748982, 10861488, 10905594, 10949004, 10981324, 10984546, 10993939, 11170112, 11014194, 11021322, 11044183, 11065937, 11161289, 11080980, 11155446, 11104590, 11105401, 11111915, 11113354, 11150942, 11150343, 11139181, 11140657, 11140752, 11142268, 11141534, 10346874, 10386128, 10424306, 10453009, 11187260, 10465924, 10482868, 10503081, 10534292, 10546705, 10547548, 10553823, 10555125, 10558870, 11184400, 11184011, 10560485, 10610098, 11183838, 10640908, 11183412, 10650571, 10693248, 10777612, 10779962, 10780668, 10785478, 10787131, 11181677, 10787681, 10806151, 10807125, 10809023, 10818639, 11176681, 10821034, 10824796, 10838002, 10838571, 10852467, 10852782, 10883323, 10884112, 10895904, 10903380, 10920235, 10926855, 10930342, 10957216, 11171819, 10957996, 10959452, 10968643, 10968692, 10970853, 10971800, 10972006, 10980295, 10990665, 10991246, 10991729, 10993156, 10993381, 11006558, 11010849, 11011280, 11012907,

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11130638, 11130821, 11130902, 11131691, 11131686, 11139611, 11140750, 11140546,  
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