



July 15, 2022

Stephen A. Ridella, Ph. D  
Office Director  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S.E.  
Washington, D.C. 20590

RE: EA21-003 – Response to Agency Information Request

Dear Dr. Ridella:

Hyundai Motor America (“HMA” or “Hyundai”) hereby submits information responsive to the April 25, 2022 Information Request regarding EA21-003 issued by the Office of Defects Investigation (“ODI”) concerning reports of engine fires in certain model year (“MY”) 2013 Hyundai Elantra vehicles and in certain other previously recalled vehicles distributed by HMA.

On June 6, 2022, HMA provided responses to Requests 1, 10, 11, and 18. Pursuant to the extension granted by NHTSA, HMA provided information responsive to Requests 2-4, 6-9, 12-13, 15, 17 and 19, and a partial response to Request 5, on July 6, 2022. Pursuant to the additional extension granted by NHTSA, HMA is now providing the remainder of its response to Request 5, and its response to Requests 14 and 16.

In the course of preparing today’s submission, HMA identified a handful of additional reports responsive to Requests 3, 4 and 7. These additional reports also impacted HMA’s response to Request 9. HMA accordingly is providing updated versions of the responses to those Requests.

**Responses to Requests 5 (Partial), 14 and 16**

- 5. Produce copies of all documents related to each item within the scope of Request No. 2 and No. 3. Organize the documents, using Hyundai’s file number in Request No. 4, separately by 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 and No. 3.**

**For this request, provide the information separately for subject scope vehicles and subject recall vehicles.**

Response to Request 5

In its July 6, 2022 response, Hyundai provided SUFS reports and Techline reports. Hyundai is now providing the remaining documents response to this Request. The documents supplied in response to Request 5 are provided in *Attachment EA21003\_Req. 5*. The documents consist of customer complaint documents and legal claim documents; these document types can be identified by the custodian field in the load file.

Please note that some documents responsive to this Request are considered by Hyundai to be privileged. A privilege log is provided with this response as *Attachment EA21-003 – Req. 5 – 002, Privilege Log*.

As explained in Hyundai's July 6, 2022 response, the information provided in this response was obtained from HMA's Stand Up For Safety, Consumer Affairs, Legal, and Service Quality Information databases, including Techline. These databases were searched using previously identified incident VIN data; the VIN data is based on continuous monitoring of all new alleged non-crash engine fire reports received by HMA's Legal Department, which are then individually reviewed to gather all data entries associated with each VIN. The entries were then manually reviewed by a member of the Safety Engineering team for responsiveness. Information responsive to this Request was also gathered by the Hyundai Legal Department. Members of the Legal Department searched the Legal database using relevant category codes, including: product liability, subrogation and warranty matters; all fire codes F100-F109; and cases opened between April 12, 2019 and May 20, 2022. The records that had been categorized with those codes were then manually reviewed to determine responsiveness.

Information responsive to this Request was last gathered in July, 2022.

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**14. Furnish Hyundai's assessment of the alleged defects in the subject scope 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; and**

**f. The VOQ reports referenced in this inquiry.**

Response to Request 14

**a. The causal or contributory factor(s).**

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**b. Failure mechanism(s) and c. Failure mode(s).**

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**d. Risk to motor vehicle safety.**

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**e. Warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring.**

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**f. The VOQ reports referenced in this inquiry.**

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The information provided in this response was obtained from the collective analysis of the field data used in Hyundai’s responses to Requests 2-9, as well as certain information gathered from external sources such as VOQs and Carfax vehicle histories. Information responsive to this Request was last gathered in July, 2022.

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**16. By vehicles model and model year, provide counts to answer each item below relating to Knock Sensor Detection Software (KSDS):**

- a. Statistical projections of percentage of “false negatives” and “false positives” that KSDS provides.**
- b. Engine failure/engine fire incidents after KSDS installation, with DTC P1326 found.**
- c. Engine failure/engine fire incidents after KSDS installation, but no DTCs were triggered.**

Response to Request 16

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- a. Statistical projections of percentage of “false negatives” and “false positives” that KSDS provides.**

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**b. Engine failure/engine fire incidents after KSDS installation, with DTC P1326 found.**

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**c. Engine failure/engine fire incidents after KSDS installation, but no DTCs were triggered.**

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**d. Engine failure/engine fire incidents after KSDS installation, but DTCs not were checked or were unable to be checked due to condition of vehicle.**

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The information provided in this response was obtained from HMA's internal warranty database and, where available, stored scantool diagnostic data. Information responsive to this Request was last gathered in July, 2022.

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**Updated Responses to Requests 3, 4, 7 and 9**

As noted above, Hyundai identified a handful of additional reports responsive to Requests 3, 4 and 7 in the course of preparing today's submission. Specifically, Hyundai identified two customer complaints (involving the same incident) and one warranty claim for a single subject recall vehicle. The additional warranty claim identified for Request 7 impacted the list of labor operations codes provided in Hyundai's response to Request 9. Accordingly, Hyundai is providing updated versions of the following attachments previously submitted in connection with Requests 3, 4, 7 and 9:

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- *Attachment EA21-003 – Req. 3 - 001, Request 3 Data (Amended)*
- *Attachment EA21-003 – Req. 4 – 001, Request Number Two Data (Amended)*
- *Attachment EA21-003 – Req. 7 – 001, Warranty Data Recall Vehicles (Amended)*
- *Attachment EA21-003 – Req. 9 – 001, Operation Codes (Amended)*

Updated information is highlighted in yellow in each of the amended attachments.

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Please let us know if there are any questions concerning this submission.

Sincerely,



North America Safety Office  
Hyundai Motor North America

On behalf of Brian Latouf  
Chief Safety Officer  
Hyundai Motor North America