



December 7, 2022

Peter Kivett, Chief
Vehicle Defects Division C
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

RE: Recall Query RQ22-003 – Response to Agency Information Request

Dear Mr. Kivett:

Enclosed is Hyundai Motor America's ("HMA" or "Hyundai") response to the Office of Defects Investigation ("ODI") October 7, 2022, Information Request with regard to RQ22-003 to investigate and request certain information about allegations of the front driver and/or passenger-side pyrotechnic-type seat belt pretensioners that may abnormally deploy and rupture, releasing shrapnel during a crash in certain model year ("MY") 2020-2022 Hyundai Motor America vehicles.

I. Freedom of Information Act Protections

Please note that this response contains confidential business information for which HMA requests confidential treatment. HMA has provided all non-confidential attachments and a redacted version of all documents that contain confidential information along with this response and is submitting a request for confidential treatment pursuant to 49 C.F.R. Part 512 in conjunction with this response.

In addition, HMA believes NHTSA's policy is to protect the privacy of individuals under exemption 6 of the Freedom of Information Act, 5 U.S.C. Section 552(b)(6). The names, addresses, and other personal information of owners or other individuals, including HMA personnel, contained in this response or any of its attachments should not be made available to the public. Therefore, HMA asserts that any private information concerning individuals should not be made public.

II. General Objections

The General Objections set forth below are incorporated by reference into HMA's responses to the Information Request. These General Objections are deemed continuing as to each subpart of the Information Request, and are not waived, nor in any way limited, by the specific responses to a subpart, nor should the failure to specifically incorporate the General Objections be construed as a waiver. Moreover, any applicable, good faith objection not raised in this section shall not be interpreted as a waiver.

The information provided in this response reflects HMA's best understanding of the data as of this date. HMA has made a good faith effort to collect the information necessary to respond to the Information Request and reserves the right to amend and/or supplement this response, as appropriate. HMA reserves the right to recapture privileged or otherwise protected or exempted documents that may have been inadvertently produced in response to this Information Request. Any inadvertent production of privileged material is not, and should not be interpreted as, a waiver of any applicable privilege.

In accordance with this request, HMA has conducted reasonable, good faith searches of corporate records available from those departments knowledgeable about the subject matter of this inquiry. However, the definition of "document(s)" in the Information Request is unreasonably broad and ambiguous in the context of the information sought by this Information Request.

HMA's response to this Information Request was based on good faith searches of locations where documents determined to be responsive to the Information Request would normally be found and in consultation with current personnel knowledgeable about the information requested.

III. Specific Responses

- 1. State, by model and model year, the number of subject vehicles, separately by subject and recall 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 (17-character VIN);**
 - b. Make;**
 - c. Model;**
 - d. Model Year;**
 - e. Subject component part number and design version installed as original equipment;**
 - f. Date of manufacture (MM/DD/YYYY);**
 - g. Date warranty coverage commenced (MM/DD/YYYY);**
 - h. Whether the recall was performed or not (yes or no),
If yes, provide the recall number and repair date; and**
 - i. The State in the United States where the vehicle was originally sold or leased, or delivered for sale or lease (postal abbreviation).**

Provide the table in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

Response to Request 1

The information responsive to Request 1 is provided in *Attachment RQ22-003 – Req. 1 – 001, Production Data_Subject Vehicles* and *Attachment RQ22-003 – Req. 1 – 002, Production Data_Recall Vehicles*.

If certain information is not available, such as the state where a Subject Vehicle was originally sold or leased, “NK” (Not Known) is listed in the column for all subsections.

The information provided in this response was obtained from HMA’s Sales and Distribution and Warranty databases. Information responsive to this Request was last gathered in December 2022.

- 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. Reports involving a fire, crash, injury, or fatality;**
 - e. Property damage claims; and**
 - f. Third-party arbitration proceedings, both pending and closed, where Hyundai is or was a party to the arbitration; and**
 - g. Lawsuits, both pending and closed, in which Hyundai is or was a defendant or codefendant.**

For subparts “a” through “g”, 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 “g”, 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 “f” and “g”, 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.

Response to Request 2

The information responsive to Request 2 is provided in *Attachment RQ22-003 – Req. 2 – 001, Request 2 Incidents*. Please note that an additional incident report from Singapore, which Hyundai has discussed with ODI, and which has been the subject of other reports to NHTSA, is not included in this response because it occurred outside the U.S.

The information provided in this response was obtained from HMA's Consumer Affairs, Legal, and Service Quality Information databases. Information responsive to this Request was last gathered in November 2022.

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), email address and telephone number (please use distinct fields for each data type);**
- d. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);**
- e. Vehicle's 17-character VIN;**
- f. Vehicle's make, model, and model year (please use distinct fields for each data type);**
- g. Vehicle's mileage at time of incident;**
- h. Incident date (MM/DD/YYYY);**
- i. Report or claim date (MM/DD/YYYY);**
- j. Whether a crash is alleged;**
- k. Whether a fire is alleged;**
- l. Whether property damage is alleged;**
- m. Number of alleged injuries, if any; and**
- n. Number of alleged fatalities, if any.**

Provide this information in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

Response to Request 3

The information responsive to Request 3 is provided in *Attachment RQ22-003 – Req. 3 – 001, Request Number Two Data*.

The information provided in this response was obtained from HMA's Consumer Affairs, Legal, and Service Quality Information databases. Information responsive to this Request was last gathered in November 2022.

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- 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. Describe in detail the search methods and search criteria used by Hyundai to identify the items in response to Request No. 2.**

Response to Request 4

The information responsive to Request 4 is provided in *Attachments RQ22-003 – Req. 4 – 001 through 029*. The documents are organized by incident. In addition, certain documents responsive to this Request are considered by Hyundai to be privileged. A privilege log is provided in *Attachment RQ22-003 – Req. 4 – 030, Privilege Log*.

The information provided in this response was obtained from HMA's Consumer Affairs, Legal, and Service Quality Information databases. These databases were searched using previously identified incident VIN data; the VIN data is based on continuous monitoring of all new alleged airbag/seat belt pretensioner abnormal deployment reports received by HMA's North America Safety Office, 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. The records that had been categorized with those codes were then manually reviewed to determine responsiveness.

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Information responsive to this Request was last gathered in November 2022.

- 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.**

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

- a. Hyundai's claim number;**
- b. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);**
- c. Vehicle owner or fleet street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);**
- d. 17-character VIN;**
- e. Repair date (MM/DD/YYYY);**
- f. Vehicle mileage at time of repair;**
- g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code (please use distinct fields for each data type);**
- h. Labor operation number(s);**
- i. Problem code(s);**
- j. Diagnostic trouble code(s);**
- k. Replacement part number(s) and description(s);**
- 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." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

Response to Request 5

Hyundai has not identified any warranty claims or extended warranty claims that relate to, or may relate to, the alleged defect in the subject vehicles.

The information provided in this response was obtained from HMA's Warranty database for general warranty and from Hyundai Capital America ("HCA") for extended warranty information,. Information responsive to this Request was last gathered in November 2022.

- 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, diagnostic trouble codes, part numbers and any other pertinent parameters used.**

Response to Request 6

HMA searched for warranty claims responsive to Request 5 by using previously identified incident VIN data; the VIN data was based on continuous monitoring of all new airbag/pretensioner abnormal deployment reports received by HMA, which were then individually reviewed to gather all warranty data entries associated with each VIN. Hyundai also conducted a search of extended warranty claims using the subject component's associated part numbers for all subject vehicles. Hyundai did not identify any warranty claims that relate to, or may relate to, the alleged defect in the subject scope or recall vehicles using this process.

Information responsive to this Request was last gathered in November 2022.

- 7. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions, diagnostic trouble codes and diagnostic trouble code descriptions applicable to the alleged defect in the subject vehicles. State whether the diagnostic trouble codes are automatically reported to the warranty database electronically or manually entered into the warranty database by a claims administrator.**

Response to Request 7

The operation codes applicable to the alleged defect in the subject vehicles are:

- 88810R00 Front Seat Belt (LH)
- 88810R0R Front Seat Belt (RH)
- 88810RQ0 Diagnostic Tool Operation

- 88810R0B Front Seat Belt (Both Sides)
- 88810RP0 Seat Belt Assy – Front ADD SCAN

These are preset codes that are manually selected by the claims administrator. There are no diagnostic trouble codes specific to the alleged defect.

The information provided in this response was obtained from Hyundai Motor Company (“HMC”)’s Research and Development Department. Information responsive to this Request was last gathered in December 2022.

8. 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 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 8

Generally, new vehicle warranty coverage has not changed for Hyundai/Genesis vehicles since before MY2020 (i.e., before the Subject Vehicles were sold). In addition to Table 1 below, the current Hyundai/Genesis warranty coverage handbooks are provided as *Attachments RQ22-003 – Req. 8 – 001, Hyundai Warranty Brochure* and *RQ22-003 – Req. 8 – 002, Genesis Warranty Brochure*. Although this brochure is current rather than for the model years of the Subject Vehicles, the information included generally applies for the Subject Vehicles. For all new Hyundai/Genesis vehicle purchases, including all Subject Vehicles, HMA/GMA offers a comprehensive warranty package consisting of the following express warranties:

Table 1 –New Vehicle Warranty Coverage for Subject Vehicles (Hyundai/Genesis)				
Coverage	Vehicles	Components Covered*	Terms	
			Months	Mileage
Powertrain	All	*Specific components/systems vary by model. Please see <i>Attachments RQ22-003 – Req. 8 – 001 and RQ22-003 – Req. 8 – 002</i> for detailed information regarding specific components/systems warranty coverage.	120	100,000
New Vehicle Limited			60	60,000
Anti-Perforation			84	Unlimited
Replacement Parts and Accessories			12	12,000
California Emission Control Systems			60 / 84	60,000 / 70,000

Federal Emission Defect Performance			60 / 96	60,000 / 80,000
Hybrid Battery	Hybrid	Hybrid Battery	Lifetime (12-19MY)	
			120 (20MY+)	100,000 (20MY+)
		Hybrid Starter/Generator	120	100,000
		Hybrid Power Control Unit		
		Automatic Transmission		

For more information, please refer to <https://www.hyundaiusa.com/assurance/america-best-warranty.aspx> for information regarding Hyundai products, and <https://www.genesis.com/me/en/warranty.html> for information regarding Genesis products.

HCA offers four (4) levels of Optional Vehicle Service Contracts for any new or certified-preowned (“CPO”) Hyundai/Genesis vehicle:

Table 2 – Optional Vehicle Service Contracts for Subject Vehicles			
Option	Coverage	Terms	
		Minimum	Maximum
CPO & Powertrain	Engine Transmission Drive Axles	12 Mo. / 12,000 Mi.	120 Mo. / 120,000 Mi.
Gold	All Powertrain Climate Control Shocks & Suspension Fuel Systems Electrical Systems	12 Mo. / 12,000 Mi.	120 Mo. / 120,000 Mi.
Platinum	All Gold Steering Systems CV Boots Navigation & Audio	12 Mo. / 12,000 Mi.	120 Mo. / 120,000 Mi.
Term Protection Plus (“TPP”)	Expanded coverage to include Brake Pads, Battery, Headlamps, Wipers, Alignment, Belts, Hoses, Fluids	24 Mo. / 24,000 Mi.	48 Mo. / 60,000 Mi.

Mileage expiration intervals are selected by the customer. For details, please refer to <http://www.hmfusa.com/hpp-overview>.

The number of Subject Vehicles covered by Optional Vehicle Service Contracts is provided in the first sheet of *Attachment RQ22-003 – Req. 8 - 003, Optional Service Contracts*, which HMA is marking as confidential.

The information provided in this response was obtained from HMA's Warranty Department for general warranty and extended warranty information, and from HCA for optional vehicle service contract information. Information responsive to this Request was last gathered in December 2022.

- 9. 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 9

Documents responsive to Request 9 are provided in *Attachment RQ22-003 – Req. 9 – 001 through 072, Service Documents*. The documents are organized by HMA campaign and then chronologically. Documents responsive to this Request include Technical Service Bulletins, Dealer Best Practice documents, and messages sent to dealers regarding the relevant recalls and campaigns. Where applicable, all current versions of guidance documents such as Technical Service Bulletins and Dealer Best Practices have been provided, in addition to all previous versions identified in the search conducted for this response. HMA notes that most of the documents responsive to this Request have previously been provided to NHTSA via TREAD reporting and Part 573-related reporting.

Information provided in this response was obtained from HMA's Campaign Coordination Department. Information responsive to this Request was last gathered in November 2022.

- 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 defect 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 listed as items "a" through "d." In addition, provide responses in detail to items "e" through "m."**

- a. Action title or identifier;**
- b. The actual or planned start date;**
- c. The actual or expected end date;**
- d. A brief summary of the subject and objective of the action;**
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action;**

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- f. A summary of the findings and/or conclusions resulting from the action;**
- g. A summary of the Design Failure Modes and Effects Analysis (DFMEA) and Product Failure Modes and Effects Analysis (PFMEA). If available, provide a summary of how Hyundai mitigated the design/manufacturing hazard that occurred;**
- h. A summary of the complete Design Validation (DV) and Product Validation (PV) record for this pretensioner application. If available, list the elements of manufacturing variation were explored in validation;**
- i. A summary of regular lot qualification testing done on pre-tensioners (including specific protocol). Provide the history of lot rejection testing conditions, frequency of testing, records of studies of manufactured lots; (e.g., itemize and provide the reasons the lots were rejected over the last 3 years);**
- j. A summary of instances the supplier has been aware, or previously incorporated a pressure relief feature into the pretensioner assembly. If so, explain every instance;**
- k. A summary of the work Hyundai has performed, or is being performed, to investigate the supplier pre-tensioner safety in other applications not being recalled;**
- l. A summary of the quality control plan for verification of an acceptable MGG (micro gas generator) crimp. If any, list the records that have been reviewed/produced, and list the manufacturing issues Hyundai/Supplier's DFMEA and PFMEA indicated as potentially resulting in MGG rupture; and**
- m. For each failed front seatbelt pretensioner assembly examined by Hyundai, provide a description, photos/videos of which part of the assembly failed. Provide a diagnosis or determination of the failed component and root cause.**

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.

Response to Request 10

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The information provided in this response was obtained from HMC's Research and Development Department. Information responsive to this Request was last gathered in December 2022.

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 subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. 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.

Response to Request 11

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The information provided in this response was obtained from HMC's Research and Development Department. Information responsive to this Request was last gathered in December 2022.

- 12. State the number of each of the following that Hyundai has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (*including the cut-off date for sales, if applicable*):**
- a. Subject component; and**
 - b. Any kits that have been released, or developed, by Hyundai for use in service repairs to the subject component/assembly.**

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Hyundai is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

Response to Request 12

The information responsive to Request 12 is provided in *Attachment RQ22-003 – Req. 12 - 001*, which HMA is marking as confidential, and is contained in separate tabs for subparts a and b. Please note that the seat belt pretensioner is part of the seat belt assembly and not a separate component, so the information provided for Req. 12.a is for seat belt assemblies.

The supplier contact information is:

Samsong
Jungdong St, 62-30
Seongsan-gu, Changwon-City

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Gyeongnam Foreign States 51553
Republic of Korea
Contact Name: Loung-Lee Lee
Position: Senior Manager
Email: lee-leeloung@samsong.co.kr

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The information provided in this response was obtained from HMA's Parts Department and from HMC. Information responsive to this Request was last gathered in December 2022.

13. Furnish Hyundai's assessment of the alleged defect in the subject vehicles, including:

- a. The causal or contributory factor(s);**
- b. The failure mechanism(s);**
- c. The failure mode(s);**
- d. The risk to motor vehicle safety that it poses; and**
- 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 reports included with this inquiry.**

Response to Request 13

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The information provided in this response was obtained from HMA's Consumer Affairs, Legal, and Service Quality Information databases.

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December 7, 2022

Please let us know if you have any questions about this submission.

Sincerely,



Cole Stutz
North America Safety Office
Hyundai Motor North America

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