



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

November 4, 2011

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Mr. Rafael Arzuaga  
Service Manager  
Hyundai de Puerto Rico  
(Sojitz de Puerto Rico Corporation)  
101 Avenue Conquistadores Catano  
PR 00962

NVS-215jin

Dear Mr. Arzuaga:

The Office of Defects Investigation has identified three Hyundai PR recalls with an inadequate number of vehicles being returned for remedy. As such, Hyundai is requested, pursuant to 49 U.S.C. 30165, 30166, and 30119, to renotify owners involved in the following safety recalls:

**10V-457** (48% completion rate) This recall involves 60 MY 2011 Sonata passenger cars. Owner notification began on October 11, 2010. In Hyundai's fourth reporting quarter, Hyundai reports that of the 60 vehicles involved, 31 have not been remedied.

**10V-007** (21% completion rate) This recall involves 80 MY 2006 through 2009 Azera passenger cars. Owner notification began on February 8, 2010. In Hyundai's sixth reporting quarter, Hyundai reports that of the 80 vehicles involved, 63 have not been remedied.

**09V-280** (20.4% completion rate) This recall involves 3,011 MY 2005 through 2007 Accent, Azera, Elantra, Sonata, and Tucson passenger cars. Owner notification began on September 2, 2009. In Hyundai's sixth reporting quarter, Hyundai reports that of the 3,011 vehicles involved, 2,396 have not been remedied.

Hyundai should conduct the owner renotification in accordance with the guidelines listed below.

- Before conducting each owner renotification, Hyundai should obtain an updated owner list, for each recall campaign, based on current state motor vehicle registration records.
- Hyundai's proposed owner renotification letter for each recall must meet the requirements of 49 CFR Part 577.10, "Follow-up Notification," and must be submitted to NHTSA for review before owner renotification begins. Part 577.10(e)(1) specifically requires that the renotification letter be identified as a ". . . follow-up to an earlier communication."
- In addition to the six quarterly status reports required under 49 CFR Part 573.6, "Quarterly Reports," Hyundai is requested to file three additional quarterly status reports for each recall.
- Furnish, individually for each recall, a proposed schedule for conducting the owner renotification that includes the following information:
  - a. the date on which the search of current state motor vehicle registration records will be initiated in order to update the original owner list;
  - b. the approximate date on which the revised owner list will be available to initiate owner renotification;
  - c. the approximate date on which the owner renotification will begin; and
  - d. the approximate date on which the owner renotification will be completed (if the owner renotification is to be staggered, give the beginning and ending owner renotification date for each segment).

Hyundai's renotification schedules and a draft of each proposed owner renotification letter must be submitted to this office by December 1, 2011.

If you have any questions concerning this matter, please contact Josh Neff at (202) 366-0698, [Joshua.Neff@dot.gov](mailto:Joshua.Neff@dot.gov) or Kelly Schuler at (202) 366-5227, [Kelly.Schuler@dot.gov](mailto:Kelly.Schuler@dot.gov) or by fax at (202) 366-7882.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Willard". The signature is fluid and cursive, with a large loop at the end.

Ric Willard  
Acting Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement