



HYUNDAI
NEW THINKING.
NEW POSSIBILITIES.

RECEIVED

By Recall Management Division at 11:12 am, Jul 30, 2014

July 30, 2014

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

RE: Amended Defect Information Report

Dear Ms. Lewis:

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, Hyundai Motor America (HMA) is submitting information concerning a recall regarding Model Year 2011 Hyundai Sonata vehicles. Specific information as required by Section 573.6 is as follows:

573.6(c)(1)

Manufacturer - Hyundai Motor Manufacturing Alabama (HMMA)

Distributor - Hyundai Motor America

Distributor - Hyundai de Puerto Rico

573.6(c)(2)

Model Year 2011 Hyundai Sonata vehicles produced beginning on December 11, 2009 through September 1, 2010 are affected.

Component Manufacturer Identification: Hwa Seung R&A Co., Ltd
147-1 Gyo-dong, Yangsan,
Gyeongnam, 626-210, Korea
82-55-370-3331

573.6(c)(3)

Approximately 133,000 model year 2011 Hyundai Sonata vehicles are affected in the United States. Approximately 75 model year 2011 Hyundai Sonata vehicles are affected in Puerto Rico.

573.6(c)(4)

All of the vehicles identified above in 573.6(c)(2) are potentially affected.

573.6(c)(5)

The two brake lines connecting the brake system's master cylinder to the Hydraulic Electronic Control Unit (HECU) may develop a leak over time due to an insufficient seal between the inner brake hose and metal brake line fitting. Two symptoms can result from this condition:

1. As the brake fluid leaks, there may be a gradual depletion of fluid in the brake fluid reservoir over time resulting in customer complaints of a brake fluid leak. If the leak continues unnoticed, the brake warning lamp in the instrument cluster will illuminate.
2. A fluid leak between the hose's inner and outer layers may restrict brake fluid flow between the master cylinder and the circuit's brake caliper(s). This may be accompanied by illumination of the Electronic Stability Control warning lamp in the instrument cluster.

Either of these conditions can affect the operation of the vehicle's braking system, increasing the risk of a crash.

573.6(c)(6)

Hyundai Motor America began to notice an increase in claims relating to the subject brake lines in January of 2014. The first field report alerting the company to brake fluid seepage was received in February of 2014. The claims indicated that brake fluid could seep from the brake hose crimped fitting, and that owners were responding either to visually seeing brake fluid or to the illumination of either the brake warning lamp or the Electronic Stability Control warning lamp. Should the brake fluid continue to leak over time, the brake fluid reservoir could potentially become depleted and impair the performance of the brake system. Hyundai has not received any reports of collisions associated with this condition, and owners appear to respond to vehicle inputs prior to the impairment of the braking system.

Investigation revealed that the brake hose vendor implemented a product revision to include grooves in the area where the metal brake line is inserted into and crimped onto the rubber hose. These components were applied to production vehicles on September 01, 2010 at HMMA. At the time of the component revision, there were no warranty claims or Field Reports related to either brake line.

A recent review of warranty claim data identified 415 warranty claims (and a corresponding claim rate of 0.27%) for the two brake lines connecting the brake system's master cylinder to the HECU for vehicles produced prior to September 2010. The average claim mileage is approximately 40,000 miles. Additionally, eight field reports were identified with related symptoms.

Based on the field data analysis and vendor information, Hyundai determined on July 12, 2014 to conduct a safety recall to replace the subject brake hoses with the revised service parts on vehicles in the field. There are no reports of accidents or injuries as a result of either condition. .

573.6(c)(8)

Hyundai Motor America will notify all owners of the Hyundai vehicles described in 573.6(c)(2) above to return their vehicles to their Hyundai dealers, who will replace the subject brake hoses with a revised service part.

Hyundai anticipates that owners will begin to be notified by mail during the third quarter of 2014 after NHTSA has approved the owner notification letter.

In accordance with the requirements of Part 573.13, Hyundai will provide for reimbursement to vehicle owners eligible for pre-notification remedies as follows:

573.13(c)(1) Reimbursement Period Beginning Date:

(iii) July 17, 2013, which is one year prior to the date of the original Part 573 notice to NHTSA.

573.13(c)(2) Reimbursement Period Ending Date:

(i) Ten calendar days after the last owner notification has been mailed. This date will be determined based upon the actual final owner notification date and NHTSA will be provided with that date when it becomes available.

573.13(d) Reimbursement Conditions:

(1) Reimbursement is excluded for costs incurred within the period during which Hyundai's original or extended warranty (where Hyundai provided written notice of the terms of the extended warranty to owners) would have provided for a free repair of the condition addressed by the recall, without any payment by the consumer, unless a franchised dealer or authorized representative of Hyundai denied warranty coverage or the repair made under warranty did not remedy the problem addressed by the recall.

(2)(i)(A) Reimbursement is excluded if the pre-notification remedy was not of the same type as the recall remedy.

(2)(i)(B) Reimbursement is excluded if the pre-notification remedy did not involve replacement of the brake lines connecting the master cylinder to the HECU.

(2)(i)(C) Reimbursement is excluded if the pre-notification remedy was not reasonably necessary to correct a condition addressed by replacement of the brake lines connecting the master cylinder to the HECU.

(2)(ii) It is not required that the pre-notification remedy be identical to the remedy elected by Hyundai as described in this Part 573 notice to NHTSA.

(4) Reimbursement is excluded if the claimant does not submit adequate documentation to Hyundai at an address or location designated pursuant to § 573.13(f). The plan requires that the following documentation be submitted:

(i) Name and mailing address of the claimant;

(Hyundai also requests that claimants provide telephone numbers at their option.)

(ii) Identification of the product that was recalled:

Make, model, model year, vehicle identification number, and a copy of the current vehicle registration

(iii) Identification of the recall (122);

(iv) Identification of the owner or purchaser of the recalled motor vehicle at the time that the pre-notification remedy was obtained;

(v) A receipt for the pre-notification remedy, which may be an original or copy:

(A) If the reimbursement sought is for a repair, Hyundai requires that the receipt indicate that the repair addressed a condition related to replacement of the brake lines connecting the master cylinder to the HECU, and state the total amount paid for the repair of that condition. Itemization of a receipt of the amount for labor, other costs and taxes, may not be required unless it is unclear on the face of the receipt that the repair for which reimbursement is sought addressed only the pre-notification remedy concerning a condition related to replacement of the brake lines connecting the master cylinder to the HECU.

(Hyundai also requests that the name, address and telephone number of the repair facility be provided on the receipt, and that the receipt be marked "Paid in Full" or that a cancelled check or credit card receipt be provided.)

(vii) If the pre-notification remedy was obtained at a time when the vehicle or equipment could have been repaired or replaced at no charge under a Hyundai original or extended warranty program, documentation indicating that Hyundai's dealer or authorized facility either refused to remedy the problem addressed by the recall under the warranty or that the warranty repair did not correct the problem addressed by the recall.

573.13(e) Amount of Costs to Be Reimbursed:

(1)(i) The amount of reimbursement shall not be less than the lesser of:

(A) The amount paid by the owner for the remedy, or

(B) The cost of the associated labor at local labor rates, miscellaneous fees such as disposal of waste, and taxes.

(1)(ii) Any associated costs, including, but not limited to, taxes or disposal of wastes, may not be limited.

Hyundai Motor America

573.13(f) Address and Authorized Facility for Reimbursement Claim Submittal

ATTN: Hyundai Customer Connect Center (122)
Hyundai Motor America
PO Box 20850
Fountain Valley, CA 92728-0850

573.13(g) Hyundai Response to Request for Reimbursement

(1) Hyundai shall act upon a claim for reimbursement within 60 days of its receipt. If Hyundai denies the claim, Hyundai must send a notice to the claimant within 60 days of receipt of the claim that includes a clear, concise statement of the reasons for the denial.

(2) If a claim for reimbursement is incomplete when originally submitted, Hyundai shall advise the claimant within 60 days of receipt of the claim of the documentation that is needed and offer an opportunity to resubmit the claim with complete documentation.

573.13(h) Reimbursement Form

Reimbursement shall be in the form of a debit card.

573.13(i) Reimbursement Plan Availability to the Public

This reimbursement plan is available to the public upon request.

573.6(c)(10)

The Technical Service Bulletin describing the service procedure will be forwarded when available.

A copy of the dealer communication will be forwarded when available.

573.6(c)(11)

A draft of the owner notification letter will be forwarded when available

573.6(c)(12)

Hyundai has assigned "Campaign 122" as the designation for the campaign.

Sincerely,



Steve Johnson
Director, Engineering and Design Analysis