



HYUNDAI
NEW THINKING.
NEW POSSIBILITIES.

RECEIVED

By Recall Management Division at 11:13 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 through 2014 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 through 2014 Hyundai Sonata vehicles produced beginning on December 11, 2009 through May 29, 2014 are affected.

Component Manufacturer Identification: INFAC North America, Inc.
One INFAC Drive
Campbellsville, Kentucky 42718
270-789-1040

573.6(c)(3)

Approximately 880,000 2011 through 2014 model year Hyundai Sonata vehicles are affected in the United States. Approximately 3,000 2011 through 2014 model year 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 cable connecting the transmission range switch to the vehicle's shift lever pin may become disconnected. Symptoms can include inability to remove the vehicle's transaxle from the Park position, or inability to place the vehicle's transaxle into the Park position, and preventing the vehicle from being started. As a result of the shift cable being disconnected, the shift lever can be moved into the Park position while the vehicle's transaxle remains in the last gear position prior to the cable becoming disconnected. Additionally, the shift position indicator in the instrument cluster will not move as the shift lever is moved.

The inability of the operator to place the transaxle into the Park position may increase the risk of property damage or injury if the vehicle were to roll after parking.

573.6(c)(6)

Hyundai observed an initial increase in warranty claims related to the shift cable in September of 2012 (with a cumulative claim rate of approximately 0.04%). The cumulative claim rate increased to 0.14% as of September of 2013. The cumulative claim rate remained steady over time. A recent review of warranty claim data identified 1,171 claims (and a corresponding cumulative claim rate of 0.13%) related to the Sonata shift cable becoming disconnected from the shift lever. Additionally, seven field reports were identified with related symptoms.

Preliminary analysis indicates the condition is the result of a shift cable "eyelet" with an inner diameter towards the upper end of its specification being mated to a shift lever tab with a diameter towards the lower end of its specification. This can result in a connection between the two components that may be susceptible to separating during use. There are no reports of accidents or injuries as a result of this condition.

Based on the field data analysis, Hyundai determined on July 15, 2014 to conduct a safety recall to verify and if necessary, repair the connection between the shift cable and shift lever.

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 verify and if necessary, repair the connection between the shift cable and shift lever.

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 repair of the connection between the shift cable and shift lever.

(2)(i)(C) Reimbursement is excluded if the pre-notification remedy was not reasonably necessary to correct a condition addressed by repair of the connection between the shift cable and shift lever.

(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 (123);

- (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 repair of the connection between the shift cable and shift lever, 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 repair of the connection between the shift cable and shift lever.

(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.

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

ATTN: Hyundai Customer Connect Center (123)
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.

Hyundai Motor America

(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 123" as the designation for the campaign.

Sincerely,

A handwritten signature in cursive script that reads "Steve Johnson".

Steve Johnson
Director, Engineering and Design Analysis