

Part 573 Safety Recall Report

17V-358

Manufacturer Name : Hyundai Motor America**Submission Date :** MAY 09, 2018**NHTSA Recall No. :** 17V-358**Manufacturer Recall No. :** 163**Manufacturer Information :**

Manufacturer Name : Hyundai Motor America

Address : 10550 Talbert Avenue

Fountain Valley CA 92708

Company phone : 800-633-5151

Population :

Number of potentially involved : 437,400

Estimated percentage with defect : NR

Vehicle Information :

Vehicle 1 : 2013-2017 Hyundai Santa Fe Sport

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Model Year 2013 through 2017 Hyundai Santa Fe Sport vehicles produced at Kia Motor Manufacturing Georgia beginning on June 28, 2012 through June 26, 2016.

Production Dates : JUN 28, 2012 -JUN 26, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2013-2017 Hyundai Santa Fe

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Model Year 2013 through 2017 Hyundai Santa Fe vehicles produced at Hyundai Motor Company beginning on July 17, 2012 through July 02, 2016.

Production Dates : JUL 17, 2012 -JUL 02, 2016

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : The subject vehicles are equipped with a secondary hood latch. The cable between the actuating lever for the secondary hood latch and the secondary latch may become corroded over time and cause the secondary latch to remain in the open position when the hood is closed.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the hood is not securely closed or the primary hood latch is released while

Description of the Safety Risk : driving, the hood may open and obscure the driver's vision, increasing the risk of a crash.

Description of the Cause : Corrosion of secondary latch cable.

Identification of Any Warning that can Occur : Difficulty opening the hood.

Supplier Identification :

Component Manufacturer

Name : Daedong System Co.,Ltd.

Address : 607-2 Namchon-dong
Namdong-gu Incheon FOREIGN STATES 405-100

Country : Korea, Republic of

Chronology :

In 2013, Hyundai began receiving warranty claims from customers in connection with Santa Fe and Santa Fe Sport hood latch release cables. At this time the customers' comments indicate difficulty in releasing the hood latch on their Santa Fe or Santa Fe Sport vehicles, as opposed to safety-related concerns. Parts analysis indicate, under certain environmental conditions, moisture could enter the hood latch release cable sleeve and potentially corrode the hood latch cable, increasing the effort required to release the hood latch. In view of this information, as a part of continuous improvement in the design and manufacturing process, and to better assure customer satisfaction associated with this issue, Hyundai changed the hood latch release cable material and shape. These changes went into production in or about June 2016 for the Santa Fe Sport, and in or about July 2016 for the Santa Fe.

In or about October 2016 Hyundai received a field report in which a customer alleged that the hood on a Model Year 2014 Hyundai Santa Fe Sport opened while driving. The field report stated, among other things, that the hood latch appeared to be stuck in the open position. As of the date of this October 2016 field report, Hyundai's best understanding is that there were no VOQs reported to NHTSA on this issue. Nonetheless, Hyundai proactively opened an investigation into this matter. A Quality Information Report was sent to Hyundai Motor Company, and an investigation of field claims was initiated. Preliminary analysis indicated the majority of claims were for reports of the hood being stuck closed. Other reported symptoms included the hood's secondary latch being inoperative (hood won't close), and three reports of the hood opening while driving (no reports of accidents or injuries). Following a review of the available information, on May 26, 2017 Hyundai decided to conduct a recall for the affected 2013 through 2017 Model Year Santa Fe and Santa Fe Sport vehicles.

Description of Remedy :

Description of Remedy Program : Hyundai Motor America will notify all owners of affected vehicles via first class mail to return to their Hyundai dealers. Dealers will be instructed to replace the secondary latch cable.

Hyundai will provide reimbursement to owners for repairs according to the plan submitted on November 20, 2016.

How Remedy Component Differs from Recalled Component : Revised cable material and dimensions.

Identify How/When Recall Condition was Corrected in Production : Revised cable applied on June 26, 2016 (Santa Fe Sport) and July 02, 2016 (Santa Fe).

Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : JUN 12, 2017 - JUN 12, 2017

Planned Owner Notification Date : JUN 30, 2017 - JUN 30, 2017

* NR - Not Reported