

# 573 Defect Information Report for Recall 175

## Attachment A

### **Chronology of events leading up to the defect decision:**

- In May 2017, Hyundai Motor America (“HMA”) received a field report indicating a 2016 Hyundai Sonata Plug-In Hybrid vehicle with a “no-start” condition and illumination of the hybrid system warning light. HMA began monitoring the field for additional claims. By June 2017, HMA received a number of technical assistance calls from dealers reporting additional incidents of vehicle no-starts and one incident alleging the vehicle “lost power” while driving. HMA issued a QIR to Hyundai Motor Company (“HMC”) to begin investigating potential causes of the alleged condition.
- In October 2017, HMC’s initial study of the alleged condition generated a presumption that, if the VPD were to activate while driving in EV mode and the electric motor were to become inoperative, the hybrid powertrain would default to the gasoline engine as a fail-safe, similar to other Hyundai hybrid powertrain vehicles. Based on this information, Hyundai decided to address claims in the field and began preparing a revised component.
- In December 2017, HMA issued a Technical Service Bulletin (“TSB”) addressing the subject defect condition. HMA subsequently continued monitoring new claims and continued its study into the failure mode effects of a plug-in hybrid powertrain.
- In January 2018, HMA received updated information from HMC indicating that, in certain conditions while driving in EV mode, the vehicle might not default to the gasoline engine for motive power due to differences in the system architecture of plug-in hybrid powertrain to a conventional hybrid powertrain. Based on this new information, HMC decided to verify and study the condition and, in February 2018, replicated an inadvertent activation of the VPD switch by an overcharged battery resulting in a vehicle stall while driving in EV mode. HMC notified all markets of its findings and began investigating the appropriate field action for each market.
- On March 8, 2018, HMA convened its Technical Committee with a recommendation to conduct a safety recall.
- As of the date of this filing, Hyundai is unaware of any accidents or injuries alleging the subject defect condition.