



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 28, 2019

Mr. Wayne Gates  
Hyundai Motor America  
10550 Talbert Ave  
Fountain Valley, CA 92708

NEF-150JK  
19V-204

**Subject:** Ignition Timing may Damage Engine

Dear Mr. Gates:

This letter serves to acknowledge Hyundai Motor America's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
HYUNDAI/VELOSTER/2013

**Mfr's Report Date:** March 14, 2019

**NHTSA Campaign Number:** 19V-204

**Components:**  
ELECTRICAL SYSTEM: SOFTWARE  
ENGINE

**Potential Number of Units Affected:** 16,487

**Problem Description:**

Hyundai Motor America (Hyundai) is recalling certain 2013 Veloster vehicles that are equipped with 1.6 liter turbo engines. The engine management software may cause premature ignition (pre-ignition) of the air/fuel mixture in the engine. The resulting excessive cylinder pressure may damage the engine.

**Consequence:**

Engine damage can increase the risk of a fire or cause an engine stall, increasing the risk of a crash.

**Remedy:**

Hyundai will notify owners, and dealers will update the engine management software, free of charge. The recall is expected to begin May 13, 2019. Owners may contact Hyundai customer service at 1-855-371-9460. Hyundai's number for this recall is 182.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please explain why the 2012 model Veloster should not be included in the recall population.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Kareem Habib  
Acting Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement