

Part 573 Safety Recall Report

20V-705

Manufacturer Name : Hyundai Motor America

Submission Date : JUN 18, 2021

NHTSA Recall No. : 20V-705

Manufacturer Recall No. : 197



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 : 60,097

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2007-2012 Hyundai Veracruz

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : The subject vehicles include model year 2007-2012 Hyundai Veracruz vehicles built between December 26, 2006 and July 24, 2012 by Hyundai Motor Company ("HMC") for sale in the U.S. market.

Production Dates : DEC 26, 2006 - JUL 24, 2012

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The subject vehicles were involved in Recall 121, a safety recall issued in November 2014, addressing a condition with engines potentially leaking oil from the front cylinder bank's valve cover onto the alternator. In a small number of cases, the remedy implementation in the previous campaign may not have been sufficient in preventing oil leaking from the valve cover's gasket. A sufficient amount of oil could damage the alternator resulting in illumination of the charging system warning lamp and disablement of the charging system.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the vehicle is continually driven without recharging the battery, the engine will eventually shut off increasing the risk of a crash.

Description of the Cause : Oil contamination could lead to low or no alternator output.

Identification of Any Warning that can Occur : The battery warning light will illuminate when the alternator loses output. As the alternator voltage decreases the airbag warning and/or check engine light may also illuminate. If the vehicle is continually driven, the vehicle will eventually shift to a "limp home" mode limiting vehicle acceleration and speed.

The customer may also experience certain drivability concerns, such as engine surging or hesitation, during any of the aforementioned symptoms. If the vehicle is continually operated with these warnings present the engine will eventually stall.

Involved Components :

Component Name 1 : Gasket - Rocker Cover

Component Description : Valve cover gasket seal

Component Part Number : 22453-3C120-QQH

Component Name 2 : Generator Assembly

Component Description : Alternator

Component Part Number : 37300-3C120-RMA

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On September 15, 2020, HMA received an inquiry from NHTSA's ODI into complaints received by the agency involving repeat claims for vehicles that had received the remedy prescribed in recall 14V-415. The remedy involved inspection and replacement of the engine's front cylinder valve cover gasket to prevent oil leaking onto the alternator. HMA began analyzing field information to confirm the allegations of repeat occurrence after remedy.

On October 13, 2020, HMA met with ODI to present the results of their investigation into the allegations. HMA determined that although recall 14V-415 had achieved 83% completion, approximately 1% of repairs resulted in a repeat occurrence at an average of 2.3 years after the remedy was applied. In addition to the low incident rate, HMA was not able to identify a trend indicating a problem related to the manufacture or design of the remedy, leading to the conclusion that the limited number of repeat occurrences may have been caused by

improper application of the remedy at the dealer. HMA also presented the results of a replication study which concluded that the onset of a vehicle stall was progressive and events leading up to a vehicle stall, such as illumination of the battery malfunction indicator light, would sufficiently alert the vehicle operator to a malfunction of the battery charging system. Based on the results of their investigation, HMA recommended initiating a notification-based campaign that would extend the warranty coverage and allow all claims involving repeat repairs of the recall condition to be reimbursed for all existing owners.

On October 15, 2020, ODI informed HMA that it felt a safety recall was appropriate to address customer concerns. After further discussions with ODI, HMA convened its North American Safety Decision Authority on November 9, 2020 and decided to conduct a second recall of vehicles affected by Recall 14V-415 in the U.S. market.

To date, there are no related crashes or injuries/fatalities.

Description of Remedy :

Description of Remedy Program : The remedy will include new dealer instructions on performing the repair. Based on an inspection, vehicles with leaking valve cover gaskets will receive an enhanced remedy with very specific details on site cleanliness and RTV sealant application in the area where oil leaks occur. The remedy procedure will be performed at no charge. Hyundai will provide reimbursement to owners for repairs according to the plan submitted on May 16, 2018.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Dealers and owners will be notified in late July 2021.

Planned Dealer Notification Date : JUL 30, 2021 - JUL 30, 2021

Planned Owner Notification Date : JUL 30, 2021 - JUL 30, 2021

* NR - Not Reported