

RECALL 016G ATTACHMENT A

CHRONOLOGY OF EVENTS LEADING UP TO DEFECT DECISION

September – December 2022

- ❖ On September 2, 2022, HMA received a warranty claim indicating a stall/hesitation condition involving a model year 2022 Genesis GV70 vehicle. NASO's Data Analysis team began monitoring the U.S. market for similar incidents beginning October 13, 2022.
- ❖ On November 4, 2022, a warranty part returns request was initiated to support analysis into suspected causes. After confirmation of similar incidents in the U.S. market, DA decided to escalate the investigation to the Data Review Committee on November 7, 2022, for further evaluation.
- ❖ On December 19, 2022, the DRC confirmed DA's findings and decided to escalate the investigation to the Technical Review Committee for study into root cause and potential field action. NASO's TRC began review of U.S. market field data and continued the collection of warranty part returns for analysis.

January – May 2023

- ❖ NASO's TRC began review of U.S. market field data and continued the collection of warranty part returns for analysis. By May 2023, five (5) fuel pumps were recovered from incident vehicles and forwarded to HMC for evaluation and testing. During this time, NASO regularly reported its findings to the NHTSA's Office of Defects Investigation during its monthly review of Hyundai's top safety investigations from January through May 2023.

June – August 2023

- ❖ On June 26, 2023, HMC informed NASO that it had successfully replicated the condition affecting drivability on three (3) of the five fuel pumps received. According to HMC, dimensional tolerance study through CT scans revealed potential interference between the impeller and its housing causing impeller impediment. HMC confirmed its findings with the supplier and learned of a suspect production lot of fuel pump assemblies that were produced with insufficient impeller material potentially affecting vehicles produced from June 2021 through December 2021.
- ❖ During this time, NASO updated ODI on the status of its investigation during its monthly safety reviews in June, July, and August 2023.
- ❖ Based on HMC's findings and an increase in reports received during the latter months of this time period, on September 1, 2023, NASO convened its North America Safety Decision Authority and decided to conduct a safety recall of all affected vehicles in the U.S. and Canadian markets.
- ❖ As of the date of this filing, Hyundai is aware of 879 unique incidents received from July 1, 2021 through August 22, 2023 related to the subject defect condition in the U.S. Additionally, there are no confirmed crashes, fires, or injuries related to this condition.