

Part 573 Safety Recall Report

20V-447

Manufacturer Name : Hyundai Motor America

Submission Date : JUL 30, 2020

NHTSA Recall No. : 20V-447

Manufacturer Recall No. : 004G



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 : 2

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2020 Genesis G70

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : The subject vehicles include two (2) model year 2020 Genesis G70 vehicles produced on October 30, 2019 by Hyundai Motor Company ("HMC") for sale in the U.S. market.

Production Dates : OCT 30, 2019 - OCT 30, 2019

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : Due to a machine calibration issue occurring during manufacturing, an insufficient number of balls was inserted into the rack and ball/nut assemblies located on the R-MDPS steering rack. In this condition, the balls can become fatigued over time and fracture. If a ball fractures and comes apart, the fragments can become stuck in the steering rack making it difficult to steer the vehicle. Difficulty in steering the vehicle can increase the risk of a crash.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Difficulty in steering the vehicle can increase the risk of a crash.

Description of the Cause : Calibration issue with the insertion equipment used to install the balls into the rack/ball nut assemblies.

Identification of Any Warning that can Occur : Customers may hear noise when steering the vehicle.

Involved Components :

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : MOBIS

Address : 203, Teheran-ro

Gangnam-gu Seoul, Republic of Korea FOREIGN STATES 135-977

Country : Korea, Republic of

Chronology :

June 1, 2020 – July 9, 2020:

On June 1, 2020 HMC received a report related to a Genesis G70 vehicle in the Korean market that indicated a condition causing increased steering effort by the vehicle operator. The incident part was inspected and shipped to the supplier for further analysis. HMC also requested the supplier to check production records for past manufacture problems potentially connected to the incident.

July 10, 2020 – July 15, 2020:

HMC received information from the supplier confirming a brief calibration issue of the insertion equipment used to install the balls into the rack/ball nut assemblies of the R-MDPS on March 1, 2019. A review of Tier 2 supplier records identified a suspect lot of rack and ball/nut assemblies manufactured on March 1, 2019. On that same day, the machine that inserts the balls into the rack and ball/nut assembly was recalibrated and corrected. The final delivery date of units from the suspect lot supplied by the Tier 2 supplier to the Tier 1 supplier was September 20, 2019. The affected steering racks were installed in the subject vehicles on October 30, 2019.

July 16, 2020 – July 24, 2020:

HMC informed HMA of their findings on July 16, 2020. HMA traced both affected vehicles to dealer lots for inspection and confirmation of the condition.

July 29, 2020:

Based on the inspection results, HMA convened its North American Safety Decision Authority and decided to notify the agency of a safety recall campaign to repair both affected vehicles.

Description of Remedy :

Description of Remedy Program : Hyundai replaced the R-MDPS steering rack in both affected vehicles. The remedy procedure was performed at no charge to the customer. Hyundai provides reimbursement to owners for repairs in accordance with the plan submitted to NHTSA on May 16, 2018.

How Remedy Component Differs from Recalled Component : The remedy steering rack was manufactured with rack and ball/nut assemblies containing the correct number of balls.

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

Recall Schedule :

Description of Recall Schedule : Hyundai has recovered and repaired both affected vehicles. A separate owner notification is not necessary for this campaign.

Planned Dealer Notification Date : SEP 25, 2020 - SEP 25, 2020

Planned Owner Notification Date : SEP 25, 2020 - SEP 25, 2020

* NR - Not Reported