

IMPORTANT SAFETY RECALL

Anti-Lock Brake System (ABS) Module

This notice applies to your 2013 Hyundai Santa Fe Sport vehicle, VIN: 5XYZUDLB00

This is an important Safety Recall.

- We are currently preparing the remedy. We will notify you when the remedy is available.
- Due to fire risk, you are strongly advised to park your vehicle outside and away from structures until the recall remedy is completed.
- To stay up-to-date about this Safety Recall or for more information, you can visit:
www.hyundaiusa.com/campaign251



493824

Dear [REDACTED],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain 2012 – 2015 model year Accent, certain 2012 – 2015 model year Azera, certain 2011 – 2015 model year Elantra, certain 2013 – 2014 model year Elantra Coupe, certain 2014 – 2015 model year Equus, certain 2011 – 2015 model year Genesis Coupe, certain 2013 – 2015 model year Santa Fe, certain 2013 model year Santa Fe Sport, certain 2010 – 2013 model year Tucson, certain 2015 model year Tucson Fuel Cell, certain 2011 – 2015 model year Sonata Hybrid, certain 2012 – 2015 model year Veloster and certain 2010 – 2012 model year Veracruz vehicles. Hyundai is initiating Safety Recall 251 to repair a condition involving the Anti-Lock Brake System ("ABS") on these vehicles in the U.S. Our records indicate that your vehicle is affected by this recall.

The purpose of this letter is to explain what the recall is about and to keep you informed of Hyundai's recall implementation plan. We are currently preparing to implement the safety recall remedy which when available, will be performed at no cost to you. We will send you another notification when the remedy is available.

What is the problem?

The subject vehicles are equipped with Anti-Lock Brake System ("ABS") modules that could leak brake fluid internally and cause an electrical short over time. An electrical short could result in significant overcurrent in the ABS module, increasing the risk of an engine compartment fire while parked or driving.

What should you do in the interim?

Owners are advised to park their vehicles outside and away from structures until the recall remedy is completed.

We appreciate your patience. Hyundai is currently preparing to implement the recall remedy to replace the ABS fuse. You will receive a second notification letter when the remedy is available. In the interim, if you experience a malfunction with the ABS module, such as illumination of the malfunction indicator lamp and/or ABS light, you should seek service at your Hyundai dealer as soon as possible. If you have further questions regarding this recall or notice, you can reach out to Hyundai Motor America by calling 1-855-371-9460. For updated information regarding this recall, please visit:

www.hyundaiusa.com/campaign251

Copy To

Additional information

If you believe that the dealer or Hyundai has failed or is unable to remedy the defect without charge, or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America



Hyundai Motor America
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Recall Number: 23V-651
Hyundai Recall Number: 251



493824

251

FLORENCE, KY



IMPORTANT SAFETY RECALL

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Do you want to learn more about this Safety Recall?

To learn more about this safety recall, including the remedy repair status and other commonly asked questions, please visit:

www.hyundaiusa.com/campaign251

No longer own this vehicle?

You received this notification because U.S. federal regulations require automotive manufacturers to notify last known owners of recalled vehicles based on current owner records. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

From: [REDACTED]
To: "ConsumerAffairs@hmausa.com"
Cc:
Sent: Wednesday February 7 2024 8:51:30AM
Subject: Hyundai Customer Care Case #: [REDACTED]

Hello Hyundai
Please provide an update.

Thanks

PS. Even if it is "We are doing little or nothing or maybe by January 2025 we will have a solution... etc."

----- Original message -----

From: [REDACTED]
Date: 2/5/24 5:16 PM (GMT-05:00)
To: "ConsumerAffairs@hmausa.com" <ConsumerAffairs@hmausa.com>
Subject: RE: Hyundai Customer Care Case #: [REDACTED]

Hello Hyundai
Please provide an update.

Thanks

PS. Even if it is "We are doing little or nothing or maybe by January 2025 we will have a solution... etc."

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: [REDACTED] >
Date: 1/23/24 11:49 AM (GMT-05:00)
To: "ConsumerAffairs@hmausa.com" <ConsumerAffairs@hmausa.com>
Subject: RE: Hyundai Customer Care Case #: [REDACTED]

Please provide an update.
Thanks

So, Any update??

From: [REDACTED]
To: "ConsumerAffairs@hmausa.com"
Cc: [REDACTED]
Sent: Friday January 12 2024 4:12:59PM
Subject: FW: RE: Hyundai Customer Care Case #: [REDACTED]

Hi,
Another 3 weeks: should have a fix by now??

Sent from my Verizon, Samsung Galaxy smartphone

No response from Hyundai
Since 12/23/24,
At 5 months and No solution!!

----- Original message -----

From: [REDACTED] >

Date: 12/23/23 1:17 PM (GMT-05:00)

To: ConsumerAffairs@hmausa.com

Subject: RE: Hyundai Customer Care Case #: [REDACTED]

Ok, ALL that info in your email was in the letter I received from Hyundai a MONTH ago.

After 3+ months a solution should be completed.

So,

1. If my Hyundai ABS becomes an issue in town than Kerry Hyundai will provide a free rental within an hour going to the dealership.
2. If the failed ABS system causes additional damages (being parked) example: fire -then Hyundai will cover the cost of any repairs and \$9,500 for my vehicle.
3. If my Hyundai ABS becomes an issue out of town HyundaiUSA will provide a rental, a local dealership will store my vehicle until fixed, and once fixed HyundaiUSA will have my vehicle shipped to my home in Florence at Hyundai expence. Or Hyundai can buy my vehicle for \$9,500.

Thanks

Keep me informed

From: ConsumerAffairs@hmausa.com

To: [REDACTED]

Cc:

Sent: Saturday December 23 2023 11:51:03AM

Subject: Hyundai Customer Care Case #: [REDACTED]

Dear [REDACTED],

Thank you for contacting Hyundai Customer Care in regard to your campaign concern. We appreciate the opportunity to hear from our customers.

We have reviewed your vehicle information and have determined your vehicle is affected by campaign 251.

Hyundai is initiating safety recall 251 to address a condition involving the Anti-Lock Brake System ("ABS") modules in certain Hyundai vehicles produced for sale in the U.S and Canada. Hyundai is initiating this action to ensure the safety of its vehicles for Hyundai customers.

Owners can continue driving these vehicles, however, Hyundai recommends owners to park their vehicles outside and away from structures until the recall remedy is completed. As soon as a remedy is available, owners will be mailed a notification letter by first-class mail to bring their vehicles in for service. This procedure will be performed at no charge.

We recommend you contact your preferred dealer to see if they can provide a rental vehicle during this time. To locate your nearest dealer, please visit www.hyundaiusa.com/us/en/dealer-locator to schedule your appointment.

If you prefer, you can reach us by calling our toll-free number and referencing case number [REDACTED].

Thank you for being a valued member of our Hyundai Family.

Respectfully,

Hyundai Customer Care

Hyundai Customer Care: (800) 633-5151

Hyundai Bluelink Care: (855) 225-8354

Monday-Friday 6:00 AM-5:00 PM Pacific Time

Saturday 6:30 AM-3:00 PM Pacific Time

Sunday Closed

For open campaign information, please visit: www.hyundaiusa.com/campaignhome

-----Original Message-----

From:

Sent: 12/19/2023 06:55:05 AM

To: ConsumerAffairs@hmausa.com

Subject: CA Portal Case:

Campaign #251

So, this campaign started Sept. 2023,, In three months no solution has been determined, WOW. So, when my SantaFe's ABS light comes on I will go to Kerry Hyundai in Florence, KY to get a free SantaFe rental until the ABS issue is fixed on my 2013 SantaFe.

Sent from my Verizon, Samsung Galaxy smartphone



Florence, KY

CINCINNATI OH 450

National Highway Traffic Safety Administration
ATT: Administrator
1200 New Jersey Ave S. E.
Washington, DC 20590



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