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|  HYUNDAI <i>Drive your way™</i> DCS | Model SANTAFE(CM),SANTAFE(CM),VERACRUZ(EN),VERACRUZ(EN) |
| | Group Campaign Bulletins |
| | TSB No. 11-01-052 |
| Subject Recall 103 – 2007/2008 Santa Fe and Veracruz – Clock Spring Replacement – TSB# 11-01-052 | Published 11/3/2011 |
| | Modified 11/3/2011 |

Content

TO: Hyundai Dealership General Managers, Sales Managers,
Service Managers, Parts Managers, and Warranty
Administrators

FROM: Hyundai Motor America

DATE: November 3, 2011

SUBJECT: **Recall 103 – 2007/2008 Santa Fe and Veracruz – Clock Spring Replacement – TSB# 11-01-052**

Hyundai Motor America is conducting a Recall to replace the Clock Spring on certain 2007/2008 Model Year Santa Fe vehicles produced beginning April 19, 2006 through March 20, 2008 and 2007/2008 Model Year Veracruz produced beginning December 26, 2006 through March 21, 2008. Technical Service Bulletin #11-01-052 provides a procedure to conduct this replacement.

IMPORTANT NOTE 1: Dealers were automatically shipped parts (Clock Springs) starting November 2, 2011 for customers' vehicles that have the airbag light illuminated.

In order to identify only those vehicles affected by Recall Campaign 103, it will be necessary to access Hyundai Motor

America's "Warranty Vehicle Information" screen via WEBDCS before starting the repair. The "Warranty Vehicle Information" screen will identify affected vehicles with an open Recall Campaign 103.

A listing of RETAILED VEHICLES is also located on WEBDCS, SERVICE tab, select INFORMATION, and select: **UNCOMPLETED CAMPAIGN VIN LIST - RETAILED.**

TSB #11-01-052 will be available on Hyundai's Website on November 3, 2011. It contains instructions on performing the service and submitting the campaign claim.

Customer notification letters will begin mailing on November 7, 2011 to all affected customers. The customer notification letter advised the customer that:

If the **"AIR BAG" warning lamp remains ON when your vehicle is running**, call your Hyundai dealer to schedule an appointment so the dealer may diagnose and repair the cause for the warning lamp illumination and replace the driver's air bag clock spring contact assembly.

If the **"AIR BAG" warning lamp does NOT REMAIN ON when your vehicle is running**, your driver's air bag will operate properly and we ask that you do not schedule an appointment to have this recall repair performed at this time because sufficient quantities of the necessary parts are not yet available for all vehicles.

It is IMPORTANT TO SUBMIT A CAMPAIGN CLAIM FOR EACH VEHICLE SERVICED so your dealership can be compensated for your work and Hyundai can maintain accurate records of campaign completions.

LEGAL LIABILITY NOTICE: You are required to keep confidential any and all information and documents provided to you by Hyundai Motor

America in the conduct of carrying out work for this recall campaign. Hyundai Motor America dealers may use owner information provided for the campaign only for the purpose of conducting and performing this recall campaign, and for no other purpose.

Hyundai appreciates your cooperation and support. Questions may be directed to your District Parts and Service Manager or Warranty HELPREP line at 1-877-446-2922.

HYUNDAI MOTOR AMERICA