



Hyundai Motor America
10550 Talbert Avenue
P.O. Box 20839
Fountain Valley, CA 92728-9937

MOTOR VEHICLE RECALL

Dear 2012 Veloster Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2012 Hyundai Veloster vehicles equipped with a panoramic sunroof that were produced during the period beginning on November 1, 2011 through April 17, 2012.

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

What is the problem?

- An investigation by Hyundai has determined that the panoramic sunroof glass in certain Hyundai Veloster vehicles may have been damaged during an automated assembly procedure at its factory. This damage may result in subsequent fracture of the panoramic sunroof glass.

The above condition may cause driver distraction if the panoramic sunroof glass panel were to break while the vehicle is in motion. Additionally, broken safety glass inside the vehicle may pose a risk of minor cutting injury to vehicle occupants.

What should you do?

- Call your Hyundai dealer to schedule an appointment so the dealer may inspect, and if necessary, replace the panoramic sunroof assembly. This procedure will be performed at no charge to you. The actual time required to perform the procedure will take approximately 1 hour, however your vehicle may be needed longer depending on the dealer's work load; therefore, we recommend scheduling a service appointment to minimize inconvenience.

To help facilitate the process, you can schedule an online appointment. Please visit hyundaiusa.com, click on "Find a Dealer" and input your zip code. When your preferred dealer appears, click on "Schedule Service" under their address.

- If you already have a log-on and password for online scheduling, enter them here, click on “Log In”, then click on “Repair”. Select “Campaign” and in the “Repair Service” box, enter the code: CAMP108 and click on “OK”. Follow the instructions on the next screens to schedule your appointment.
- If you do not have a log-on and password, complete the information under “new customer” and click on “Repair”. Select “Campaign” and in the “Repair Service” box, enter the code: CAMP108 and click on “OK”. Follow the instructions on the next screens to schedule your appointment.

If your preferred dealer does not have a link to schedule service online, please contact them via phone to schedule an appointment.

If you have an active Blue Link Essentials subscription, you can also use the Blue Link feature, Service Link, to schedule your appointment. Simply press the Blue Link button and when prompted for a command, say “Service Link”. An agent will work with you to schedule your appointment. To ensure you are scheduled accurately, provide the campaign code, CAMP108, when prompted for appointment type.

What will Hyundai do?

- The Hyundai dealer will inspect, and if necessary, replace the panoramic sunroof assembly in your vehicle. This procedure will be performed at no charge to you. When you make an appointment, please confirm the dealer’s schedule to determine how much time will be required to perform the work so you may plan appropriately.

What if you have other questions?

- If you have any difficulty having this repair performed, we recommend that you call the Hyundai Customer Assistance Center at 1-800-633-5151. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We urge your prompt attention to this important safety matter.

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