



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

NHTSA Campaign Number: 13V-556

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, XXXXXXXXXXXXXXXXXXXX

Dear Hyundai Entourage 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 2007 through 2008 model year Hyundai Entourages. This recall affects such vehicles originally sold in, or currently registered in and operated in Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin, and the District of Columbia (the Salt Belt).

What is the problem?

- During winter months, large quantities of salt are used to de-ice roads in the Salt Belt states, noted above. Road salt and water can enter portions of the front lower control arms leading to corrosion of the control arm steel. As the corrosion progresses, it may lead to thinning or perforation of the control arm steel. In advanced cases, a perforated lower control arm may fracture between its ball joint attachment and the forward and rearward pivot attachments to the chassis. This could affect the driver's control over the tire and wheel assembly, which may increase the risk of a vehicle crash.

What will Hyundai do?

- The front lower control arms will be inspected for corrosion damage. The dealer will measure the thickness of the steel in the front lower control arms. Front lower control arms that do not require replacement will be treated with rust-proofing material to arrest the corrosion process. If specified levels of corrosion damage have occurred, the front lower control arms will be replaced with a new crossmember assembly with rust-proofing material applied. This procedure will be performed at no charge to you. It is always suggested that customers contact their local Hyundai dealer to schedule a service appointment. The dealer can advise you on the time needed for the repair.

What should you do?

- For more information regarding this recall campaign, including a link to make a service appointment, please visit:

www.HyundaiUSA.com/Campaign115

- Input your 17 digit Vehicle Identification Number to verify that your vehicle is affected by this recall campaign. Input your zip code and a list of the five closest dealers will appear. Click on "Schedule Service" for your preferred dealer.
- There are three options to make an appointment to have this campaign completed on your vehicle:
 1. If you have a MyHyundai account, please log into your account, select the "Service" tab, and schedule service for your vehicle.

- a. Click on "Repair" and select "Front lower control arm recall campaign"
 - b. In the "Repair Service" box, type "CAMP115" and click on "OK"
 - c. Follow additional instructions to complete scheduling your appointment
2. If you do not have a MyHyundai account, 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.
- a. If you have a user name and password for online scheduling with your preferred dealer:
 - i. Enter your user name and password, click on "Log In"
 - ii. Then click on "Repair" and select "Front lower control arm Recall Campaign"
 - iii. In the "Repair Service" box, type "CAMP115" and click on "OK"
 - iv. Follow the additional instructions to complete scheduling your appointment
 - b. If you do not have a user name and password for online scheduling:
 - i. Complete the information under "new customer" - Model / Year / Trim / Driving Conditions (if applicable)
 - ii. Click on "Repair" and select "Front lower control arms Campaign"
 - iii. In the "Repair Service" box, type "CAMP115" and click on "OK"
 - iv. Follow the additional instructions to complete scheduling your appointment
3. If your preferred dealer does not have a link to schedule service online or you are unable to make an appointment online, call your Hyundai dealer to schedule an appointment.

What if you have other questions?

- If you have any difficulty having this repair performed, we recommend that you call the Hyundai Customer Care Center at 1-855-671-3059. 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>.

Reimbursement Notification

- Hyundai has a program for reimbursement of owners of 2007 through 2008 model year Hyundai Entourages who paid to have the front lower control arms replaced after November 06, 2012 and prior to receiving this recall notification letter.
- To obtain information about reimbursement from Hyundai, please call the Hyundai Customer Care Center at 1-855-671-3059. Ask about reimbursement information for campaign 115.

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.

We urge your prompt attention to this important safety matter.

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