

TO: Hyundai Dealership General Managers, Sales Managers,
Service Managers, Parts Managers, and Warranty
Administrators
FROM: Hyundai Motor America
DATE: November 4, 2014
SUBJECT: **Recall Campaign 121: 2007 - 2012 Veracruz Valve Cover
Oil Leak (TSB# 14-01-044)**

Hyundai Motor America is conducting Recall Campaign 121 to inspect for a valve cover oil leak on certain 2007 - 2012 Veracruz model vehicles.

Technical Service Bulletin #14-01-044 (Recall 121) provides the details of the recall and the service procedure to replace the valve cover gasket and inspect the alternator for oil contamination (and replace if necessary).

In order to identify only those vehicles affected by Recall Campaign 121, 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 121.

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

TSB #14-01-044 will be available on Hyundai's Service Website on November 4, 2014. It contains instructions on performing the service and submitting the recall claim.

An initial shipment of Cylinder Head Gaskets (LH) and Alternators began shipping on November 4, 2014 to dealers in their weekly parts shipment. Additional parts can be ordered following the standard parts ordering procedure.

Final Customer Notification Letters will be mailed on November 10, 2014.

It is IMPORTANT TO SUBMIT A RECALL 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