



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

NHTSA Campaign Number: 14V-245

# IMPORTANT SAFETY RECALL

This notice applies to your vehicle, XXXXXXXXXXXXXXXXXXXX

Dear Hyundai Tucson 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 2011 through 2014 model year Hyundai Tucsons produced beginning on January 03, 2011 through December 23, 2013. Our records indicate that your vehicle falls within this production date range.

**What is the problem?**

- An investigation by Hyundai has determined the bolts securing the driver’s front airbag module to the steering wheel may not have been properly torqued (tightened) during assembly at the factory on some 2011–2014 Tucson vehicles. If the driver’s front airbag module were to come detached from the steering wheel, the airbag may not properly deploy in a collision increasing the risk of injury to the driver.

**What will Hyundai do?**

- Your Hyundai dealer will verify the correct torque on the bolts securing the driver’s front airbag module to the steering wheel. This procedure will be performed at no charge to you.

The actual time required to perform the procedure should be less than 1 hour, however your vehicle may be needed longer depending on the dealer’s schedule; therefore, we recommend scheduling a service appointment to minimize inconvenience.

**What should you do?**

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

[www.HyundaiUSA.com/Campaign118](http://www.HyundaiUSA.com/Campaign118)

- 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 four 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 “Airbag Module Bolt Recall Campaign.”
    - b. In the “Repair Service” box, type “CAMP118” 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](http://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 “Airbag Module Bolt Recall Campaign.”
      - iii. In the “Repair Service” box, type “CAMP118” 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 “I’m new here” - Model / Year / Trim / Driving Conditions (if applicable).
      - ii. Click on “Repair” and select “Airbag Module Bolt Recall Campaign.”
      - iii. In the “Repair Service” box, type “CAMP118” 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.
  4. If you have a Blue Link equipped vehicle and an active Blue Link 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, CAMP118, when prompted for appointment type.

**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 1-800-633-5151. 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>.

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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