



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

NHTSA Campaign Number: 14V-434

# IMPORTANT SAFETY RECALL

This notice applies to your vehicle, XXXXXXXXXXXXXXXXXXXX

Dear Hyundai Sonata 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 2011 through 2014 Hyundai Sonata vehicles produced beginning on December 11, 2009 through May 29, 2014. Our records indicate that your vehicle falls within this production date range.

### What is the problem?

- An investigation by Hyundai has determined the cable connecting the transmission range switch to the vehicle’s shift lever pin may become disconnected. Symptoms can include:
  - Inability to remove the vehicle’s transaxle from the Park position (The indicator in the instrument cluster displays “P” regardless of the shift lever position). This means the vehicle cannot be moved.
  - Inability to place the vehicle’s transaxle into the Park position, preventing the vehicle from being started. The shift lever can be moved into the Park position while the vehicle’s transaxle remains in another gear position. Additionally, the shift position indicator in the instrument cluster will not read “P” when the shift lever is moved into the “P” position.

The inability of the operator to place the transaxle into the Park position may increase the risk of property damage or injury if the vehicle were to roll after parking.

Customers should verify the gear position indicator in the instrument cluster shows “P” when the shift lever is moved to the “P” position. Additionally, the parking brake should always be firmly applied before exiting the vehicle.

### What will Hyundai do?

- Your Hyundai dealer will install a clip on the shift lever pin to ensure a secure connection between the pin and the cable. 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/Campaign123](http://www.HyundaiUSA.com/Campaign123)

- Input your 17 digit Vehicle Identification Number to verify that your vehicle qualifies for 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.
- Schedule an appointment with your preferred dealer to have the work performed. 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 the arrow next to "Choose individual services and repairs"
    - b. Under the "Recommended" tab, you will see the open manufacturer campaign displayed and pre-selected for your service appointment.
    - c. Select "Next" and "Book It" in order to complete your service 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".
    - a. If you are a returning customer you can use the "Find Me" option as follows:
      - i. Input your phone number and click "Find Me". Once your vehicle is displayed, click "Yes."
      - ii. Click on the arrow next to "Choose individual services and repairs."
      - iii. Under the "Recommended" tab, you will see the open manufacturer campaign displayed and pre-selected for your service appointment.
      - iv. Select "Next" and "Book It" in order to complete your service appointment.
    - b. If you are new to the dealership you can use the "I'm New Here" option as follows:
      - i. Complete the information under "new customer"- Model / Year / Trim / Driving Conditions (if applicable).

- ii. Select "Next" in order to view service selections and select the arrow next to "Choose individual services and repairs."
  - iii. Select "Campaign" under the "Repairs" tab.
  - iv. In the "Campaign Repair Service" input "CAMP123" and click on "Add to Cart."
  - v. Follow the additional instructions to complete scheduling your service appointment.
3. 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, CAMP123, when prompted for appointment type.

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 reimbursing owners of Model Year 2011 through 2014 Hyundai Sonata vehicles produced beginning on December 11, 2009 through May 29, 2014 who paid to have the recall condition remedied after July 17, 2013 and prior to receiving this recall notification letter. To obtain information about reimbursement from Hyundai, please call the Hyundai Customer Connect Center at 1-855-671-3059. Ask about reimbursement information for campaign 123.

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.

Hyundai Motor America