

Dealer Q&A: 2007-2012 Veracruz Valve Cover Oil Leak Campaign 121 – 08/01/14

Summary

Hyundai Motor America is conducting a safety recall to repair a valve cover engine oil leak on approximately 61,000 2007 through 2012 model year Hyundai Veracruz vehicles produced beginning on December 26, 2006 through July 24, 2012.

Hyundai informed the National Highway Traffic Safety Administration on July 8, 2014 and is initiating this action to ensure the safety and quality of vehicles and the continued satisfaction of its customers.

Q: What is the issue?

A: Engine oil can leak from the front cylinder bank's valve cover gasket. If a sufficient amount of oil drips onto the alternator, the alternator can be damaged resulting in the charging system becoming inoperative. The charging system warning lamp in the cluster will then illuminate. The vehicle will run on battery power until the battery voltage drops below the Engine Control Module's minimum operational voltage. If this occurs, the engine will shut off and not restart.

Q: What will be done during the recall service at the dealer?

A: The dealer will inspect and repair or replace the alternator and repair the front valve cover gasket oil leak. This procedure will be performed at no charge.

Q: Should customers have their Veracruz vehicles inspected at their local dealer to make sure they are safe?

A: If the charging system warning lamp in the instrument cluster turns off after the vehicle is started, the charging system is functioning properly. Customers will receive written notification of the recall by first class mail. Customers can contact their dealer or call the Hyundai Customer Connect Center at 1-800-633-5151 for additional information.

Q: How long will it take for the recall service?

A: Hyundai estimates the time needed to perform the actual repair should be less than 1 hour.

Q: When will owners be notified?

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A: Owners will be mailed notification letters beginning in the third quarter of 2014.