

Dealer Q&A: 2001-2006 Santa Fe Front Coil Springs Campaign 124 – 08/01/14

Summary:

Hyundai Motor America is conducting a safety recall in the United States for certain 2001-2006 model year Santa Fe vehicles registered and operated in the 20 “Salt Belt” states and the District of Columbia. Approximately 225,000 2001-2006 model year Santa Fes are affected.

During winter months, large quantities of salt are used to de-ice roads in the 20 “Salt Belt” states (Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, Wisconsin and the District of Columbia). Road salt and water can contact portions of the front coil springs, leading to corrosion of the coil spring’s steel and a possible fracture of the spring. A fractured coil spring can potentially contact and puncture the tire, resulting in varying conditions similar to a tire puncture arising from road debris.

Hyundai informed the National Highway Traffic Safety Administration on July 17, 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: During winter months, large quantities of salt are used to de-ice roads in the affected states. Repeated exposure to water-borne road salt can result in gradual and progressive corrosion of the front coil springs and a possible fracture of the spring. A fractured coil spring can potentially contact and puncture the tire, resulting in varying conditions similar to a tire puncture arising from road debris.

Q: What is done during the recall service at the dealer?

A: Hyundai plans to inspect and if necessary, replace the coil springs. A bracket will also be installed to prevent the coil spring from contacting the tire. This procedure will be performed at no charge.

Q: If the customer doesn’t live in a salt belt state and wants their Santa Fe inspected, will Hyundai conduct the same procedure on my vehicle?

A: Yes, upon request.

Q: Should customers have their Santa Fe vehicles inspected at their local dealer to make sure the cars are safe?

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A: 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: 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.

Q: When will owners be notified?

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