



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

NHTSA Campaign Number: 14V-415

**INTERIM NOTICE**  
We are currently preparing the remedy. We will notify you again when the remedy is ready.

# IMPORTANT SAFETY RECALL (INTERIM NOTICE)

This notice applies to your vehicle, XXXXXXXXXXXXXXXXXXXX

Dear Hyundai Veracruz 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 2007 through 2012 Hyundai Veracruz vehicles produced from December 26, 2006 through July 24, 2012. Our records indicate that your vehicle falls within this production date range.

The purpose of this letter is to explain what the recall is about and to keep you informed of Hyundai's implementation plan. We are currently making preparations to implement the Safety Recall remedy. We will send you another notification when the remedy is available.

### What is the problem?

- An investigation by Hyundai has determined engine oil can leak from the front cylinder bank's valve cover gasket in the area where the timing cover is mated to the cylinder head. 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, increasing the risk of a crash.

### What should you do in the interim?

- We appreciate your patience while we prepare the remedy. In the meantime, if the charging system warning light in the instrument cluster remains illuminated, please make an appointment with your authorized Hyundai dealer as soon as possible to have the charging system in your vehicle inspected and repaired.



Charging system warning light

You will receive a second owner notification letter when the remedy is available.

For updated information regarding this Recall Campaign, please visit:

[www.HyundaiUSA.com/Campaign121](http://www.HyundaiUSA.com/Campaign121)

**What if you have other questions?**

- If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-671-3059.

If you believe that the dealer or Hyundai has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

**What if you have previously paid for repairs to your vehicle for this condition?**

- If you have previously paid for repairs to your vehicle for this condition prior to receiving this letter, we will provide you instructions for reimbursement consideration in the second owner letter once the remedy preparations are completed.

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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