



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

NHTSA Campaign Number: 16V-190

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, XXXXXXXXXXXXXXXXXXXX

Dear Hyundai Sonata Owner:

This notice is sent to you in accordance with 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 Hyundai Sonata vehicles produced at Hyundai Motor Manufacturing Alabama beginning on December 11, 2009 through October 31, 2010. Our records indicate that your vehicle falls within this production date range.

What is the problem?

- The subject vehicles are equipped with electronic power steering (EPS). If the EPS electronic control unit senses a discrepancy in the system’s torque sensing circuitry, an indicator lamp is illuminated in the instrument cluster and steering assist is no longer provided. Steering control can be maintained; however, the vehicle will revert to a manual steering mode requiring greater driver effort, particularly at low speeds. This could increase the risk of a crash.

What will Hyundai do?

- Your Hyundai dealer will replace the EPS control unit. 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/Campaign143

- 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.

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 1-855-371-9460. 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 Hyundai Sonata vehicles produced at Hyundai Motor Manufacturing Alabama beginning on December 11, 2009 through October 31, 2010 who paid to have the recall condition remedied prior to receiving this recall notification letter. To obtain information about reimbursement from Hyundai, please visit the website referenced above. Or you can call the Hyundai Customer Care Center at 1-855-671-3059. Ask about reimbursement information for campaign 143.

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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