



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

NHTSA Campaign Number: 16V-843

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, XXXXXXXXXXXXXXXXXXXX

Dear Hyundai Entourage 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 2007 and 2008 Hyundai Entourage vehicles produced beginning on May 19, 2015 through March 14, 2016. Our records indicate that you own or lease the vehicle identified by the VIN on this notice.

What is the problem?

- The hood release in your vehicle consists of two latches, a primary and secondary latch. The secondary latch is a safety feature designed to prevent the hood from opening if the primary latch is not fully engaged. Over time, corrosion may interfere with the operation of the secondary latch. If the primary hood latch is released, the secondary hood latch may not hold the hood closed as designed while the vehicle is in motion. If this condition occurs, the hood may open while driving and obscure the driver's vision, increasing the risk of a crash.

What will Hyundai do?

- Your Hyundai dealer will inspect, repair, or replace the secondary latch. This procedure will be performed at no charge to you.
 - For vehicles originally sold or ever registered in "salt belt" states, Hyundai dealers will replace the secondary hood latch with a revised service part. The "salt belt" states include: Alaska, Connecticut, Delaware, Illinois, Indiana, Iowa, Kansas, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Nebraska, New Hampshire, New Jersey, New York, North Dakota, Ohio, Pennsylvania, Rhode Island, South Dakota, Utah, Vermont, West Virginia, Wisconsin, and the District of Columbia.
 - For vehicles not originally sold in or not ever registered in "salt belt" states, Hyundai dealers will inspect the secondary hood latch and replace with a revised service part if there is corrosion. If there is no corrosion, the dealer will clean and lubricate the secondary hood latch.

Hyundai will use vehicular records to determine if your vehicle was originally sold or ever registered in a "salt belt" state, but please notify your dealer if you already know your vehicle was ever registered in a "salt belt" state. The actual time required to perform the procedure should be approximately 1 hour, however your vehicle may be needed longer; therefore, we recommend scheduling a service appointment to minimize inconvenience.

What should you do?

This is an important Safety Recall

- Schedule a service appointment with your local Hyundai dealer.
- In the interim, we recommend that you check to ensure the hood is fully closed and securely latched before driving your vehicle.
- For more information regarding this Recall Campaign, including a link to make a service appointment, please visit:

www.HyundaiUSA.com/Campaign154

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 2007 and 2008 Hyundai Entourage vehicles produced 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 154.

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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