



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

NHTSA Recall Number: 19V-721
Hyundai Recall Number: 185

IMPORTANT SAFETY RECALL

2020 Elantra
Lower Ball Joint Fasteners

This is an important Safety Recall.

- Please contact your nearest Hyundai dealer to schedule the repair as soon as possible.
- This repair will be performed at **NO CHARGE** to you.
- To locate your nearest Hyundai dealer and schedule your appointment please visit:
www.HyundaiUSA.com/Campaign185

This notice applies to your Hyundai, VIN: XXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

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 2020 Hyundai Elantra vehicles produced between September 4, 2019 through September 10, 2019 by Hyundai Motor Manufacturing Alabama ("HMMMA") in the U.S. Our records indicate that your vehicle is affected.

What is the problem?

The fasteners securing the ball joints to the lower control arms in the subject vehicles may have been insufficiently tightened during assembly, increasing the risk of ball joint detachment from the lower control arm while driving. A detached lower ball joint while driving could increase the risk of a crash.

What will Hyundai do?

Your Hyundai dealer will inspect and tighten the ball joint fasteners, if necessary. This procedure will be performed at **NO CHARGE** to you.

What should you do?

Please contact your nearest Hyundai dealer to schedule the recall repair as soon as possible.

The actual time required to perform the installation will take less than one hour, however your vehicle may be needed longer, therefore we recommend scheduling a service appointment to minimize inconvenience.

If you have other questions

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. 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 <https://www.safercar.gov>.

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

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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

No longer own this vehicle?

Changes to your name, address, or if you no longer own this vehicle — Update your information and return this form using the postage-paid envelope enclosed.

Information Change Card

VEHICLE
IDENTIFICATION
NUMBER

Name and address has changed (print new information below)

LAST NAME

FIRST NAME

M.I.

MAILING ADDRESS

STREET

APT. NO.

TELEPHONE NUMBER

CITY

STATE

ZIP

E-MAIL ADDRESS

I no longer own this automobile as of ____/____/____
DATE

It was:

- ☐ SOLD (Print name and address of new owner above, if known).
- ☐ EXPORTED
- ☐ STOLEN
- ☐ DESTROYED
- ☐ I have NEVER owned this Hyundai

☐ The Vehicle Identification Number on this card is incorrect.
The VIN of my Hyundai is