



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 20, 2020

Mr. Cole Stutz  
Hyundai Motor America  
10550 Talbert Avenue  
Fountain Valley, CA 92708

NEF-150JK  
20V-705

**Subject:** Charging System Failure Caused By Oil Leak

Dear Mr. Stutz:

This letter serves to acknowledge Hyundai Motor America's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

HYUNDAI/VERACRUZ/2007-2012

**Mfr's Report Date:** November 13, 2020

**NHTSA Campaign Number:** 20V-705

**Components:**

ENGINE AND ENGINE COOLING:ENGINE:OIL/LUBRICATION:SEALS

**Potential Number of Units Affected:** 60,097

**Problem Description:**

Hyundai Motor America (Hyundai) is recalling certain 2007-2012 Veracruz vehicles that were previously recalled under recall number 14V-415. Oil may leak from the front cylinder bank cover gasket, potentially dripping onto the alternator and causing the charging system to become inoperative.

**Consequence:**

An inoperative charging system can result in an engine stall, increasing the risk of a crash.

**Remedy:**

Hyundai will notify owners, and dealers will inspect the valve cover gasket and repair it as necessary, free of charge. The recall is expected to begin January 8, 2021. Owners may contact Hyundai customer service at 1-855-371-9460. Hyundai's number for this recall is 197.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement