



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

NHTSA Recall Number: 20V-705
Hyundai Recall Number: 197

IMPORTANT SAFETY RECALL (INTERIM NOTICE)

2007 – 2012 Veracruz
Oil Leak on Alternator

This is an important Safety Recall.

- We are currently preparing the remedy. **We will notify you when the remedy is ready.**
- For updated information, you can visit:

www.HyundaiUSA.com/Campaign197

This notice applies to your Hyundai, VIN:

Dear

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 your vehicle, with the VIN shown above. Hyundai is conducting a safety recall in the United States to address a condition of engine oil leaking onto the alternator in vehicles involved in Recall 121 (NHTSA number 14V-415), a safety recall addressing a similar condition, issued in November 2014 in certain model 2007–2012 Veracruz vehicles built by Hyundai Motor Company (“HMC”) for sale in the U.S. market.

The purpose of this letter is to explain what the recall is about and to keep you informed of Hyundai’s recall implementation plan. We are currently making preparations to implement the safety recall remedy which when available, will be performed at no cost to you. We will send you another notification when the remedy is available.

What is the problem?

The subject vehicles were involved in Recall 121, a safety recall addressing a condition with engines potentially leaking oil from the front cylinder bank’s valve cover onto the alternator. In certain cases, the remedy implementation in the previous campaign may not have been sufficient in preventing oil leaking from the valve cover’s gasket. A sufficient amount of oil could damage the alternator resulting in illumination of the charging system warning lamp and disablement of the charging system. If the vehicle is continually driven with a disabled charging system, the engine can shut off, increasing the risk of a crash.

What should you do in the interim?

We appreciate your patience. Hyundai is currently making preparations to implement the recall remedy. You will receive a second notification letter when the remedy is available. If the Malfunction Indicator Light is illuminated in your vehicle, you should seek service at your Hyundai dealer as soon as possible. For updated information regarding this recall, please visit:

www.HyundaiUSA.com/Campaign197

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 online at:

<https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/update-vehicle-ownership.html>

You can easily connect to this web page by using your cell phone to point your camera (or QR code reader app) at the code below. Then select the link which will be displayed on your phone.

