

IMPORTANT SAFETY RECALL (INTERIM NOTICE)

2012 Santa Fe, 2011 – 2013 & 2016 Sonata Hybrid, 2015 – 2016 Veloster
Connecting Rod Bearing

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/Campaign198

This notice applies to your Hyundai, VIN: XXXXXXXXXXXXXXXXX

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 your vehicle, with the VIN shown above. Hyundai is conducting a safety recall in the United States to address a condition of engine failures resulting in non-crash vehicle fires in certain model year 2012 Santa Fe, 2011 – 2013, 2016 Sonata Hybrid, and 2015 – 2016 Veloster vehicles.

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?

An engine compartment fire can occur while driving for many reasons and depending on the severity of the fire, the identification of the cause can be untraceable. The engines in the subject vehicles may have been produced with conditions that can cause premature wear of the connecting rod bearings. A worn connecting rod bearing could result in abnormal knocking noise from the engine and/or illumination of the oil pressure warning light. If the vehicle is continually operated with a worn connecting rod bearing, the engine could become damaged and eventually stall the vehicle during operation, increasing the risk of a crash. In certain instances, a damaged connecting rod could puncture the engine block and cause engine oil to leak, which, in the presence of hot surfaces in the engine compartment, could increase the risk of a fire.

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/Campaign198

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.

Hyundai Motor America



Hyundai Motor America
P.O. Box 20839
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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.

