

## IMPORTANT SAFETY RECALL

### Connecting Rod Bearing

#### **This is an important Safety Recall.**

- **The recall remedy is available.** The recall procedure will be performed on your vehicle at **NO CHARGE** to you.
- Failure to complete this recall repair could increase the risk of engine failures resulting in non-crash vehicle fires.
- Please contact your nearest Hyundai dealer to schedule the repair as soon as possible to avoid any inconvenience. To locate your nearest Hyundai dealer and schedule an appointment, please call or visit:

**1-855-371-9460** or [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)

This notice applies to your 2017 Hyundai [Model] vehicle, VIN: XXXXXXXXXXXXXXXXXXXX

Dear <FirstName LastName,>

**Our records indicate you have not taken action for this important safety recall.** Hyundai has decided that a defect, which relates to motor vehicle safety, exists in **certain 2017 model year Sonata Hybrid and 2017 model year Tucson vehicles**. Hyundai is initiating Safety Recall 209 to address a condition involving engine failures resulting in non-crash vehicle fire in these vehicles in the U.S. Our records indicate that your vehicle, with the VIN listed above, is affected by this recall.

#### **What is the problem?**

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 stall the vehicle during operation. 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. A vehicle stall can increase the risk of a crash. If engine oil leaks onto certain engine components running at high operating temperature, it could ignite and start an engine compartment fire.

#### **What will Hyundai do?**

Your Hyundai dealer will perform an engine inspection test to determine the presence of any bearing damage. If the bearing is damaged, the engine will be replaced with a new one, free of charge.

In addition, any vehicle identified that have not receive an enhanced engine control software update containing a new Knock Sensor Detection System (“KSDS”) as part of a product improvement campaign enhancing the engines protection from internal wear will receive the update. The KSDS continuously monitors engine vibrations for unusual patterns potentially indicating an abnormal condition with the engine, such as a damaged connecting rod bearing, that could lead to an engine failure. 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 inspection and software update on your vehicle will take less than 1 hour, however, your vehicle may be needed longer. If the engine needs to be replaced, it will take approximately 8 hours. If the Malfunction Indicator Light is illuminated in your vehicle, you should seek service at your Hyundai dealer as soon as possible. To schedule an appointment with your preferred Hyundai dealer, please **call 1-855-371-9460** or visit:

1. [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)
2. Enter your 17-digit VIN from the top of this letter and click the “Search” button.
3. Click the “Schedule Appointment” button and follow the onscreen prompts.

#### **Additional information**

If you have any questions or 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 without charge, or 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 [www.NHTSA.gov](http://www.NHTSA.gov).

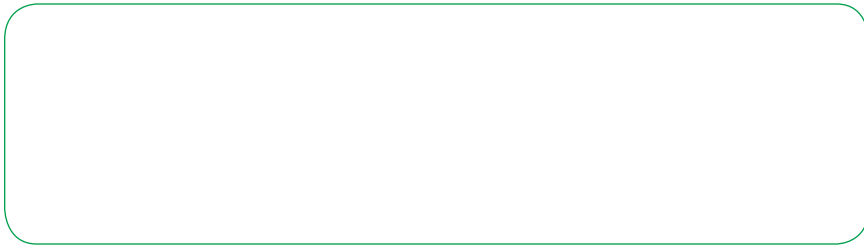
We urge your prompt attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America



Hyundai Motor America  
P.O. Box 2704  
Huntington Beach, CA 92647

NHTSA Recall Number: 21V-727  
Hyundai Recall Number: 209




## IMPORTANT SAFETY RECALL

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.

### Have you previously paid for this repair?

If you have previously paid for a repair that addresses the problem described in this letter, you may be eligible for a reimbursement. To submit for reimbursement:

1. Visit [www.hyundaiusa.com/campaignhome](http://www.hyundaiusa.com/campaignhome)
2. Click this icon in the top right of the webpage: 
3. Click "Contact Us"
4. Click the "Campaign Reimbursement" tile and follow the onscreen directions to submit.

You can also call to obtain additional information at **1-855-371-9460**.

### No longer own this vehicle?

You received this notification because U.S. federal regulations require automotive manufacturers to notify last known owners of recalled vehicles based on current owner records. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.