

TO: Hyundai Dealership General Managers, Sales Managers,
Service Managers, Parts Managers, and Warranty
Administrators
FROM: Hyundai Motor America
DATE: June 9, 2014
SUBJECT: **Customer Notification 704 - 2014 Owner's Handbook
(TSB#14-01-022)**

Hyundai Motor America is conducting a Hyundai Owner's Handbook (warranty materials) Customer Notification Campaign 704 on certain 2014 HMC built vehicles produced from 12/15/2013 - 02/15/2014 (All vehicles) and 12/15/2013 - 4/28/2014 for EQUUS Vehicles.

1. Hyundai has determined that there was a printing error in the 2014 Hyundai Owner's Handbook on certain HMC built vehicles.
2. Hyundai would appreciate your assistance in placing a new Owner's Handbook in the glove box of the Dealer Stock vehicles listed for your dealership.

A listing of VEHICLES is located on WEBDCS, SERVICE tab, select INFORMATION, and select UNCOMPLETED CAMPAIGN VIN LISTING - DEALER STOCK.

3. TSB #14-01-022 will be available on Hyundai's Service Website on June 9, 2014. It contains instructions regarding this Customer notification and the process for submitting a claim once you have destroyed the old Handbook and replaced it with the new Handbook with a print date of 05/08/2014.
4. During the week of June 9, 2014, customers will be sent letters and replacement Hyundai Owner's Handbooks.
5. This is not a Recall Campaign. However, for tracking purposes, the VINS have been loaded into a campaign database. Since materials are being mailed to retail customers, the campaign will show complete for those customers. However, if any retail customer letters are returned by the UPS Post Office as "non-deliverable", the complete flag will be removed. As a result, an incomplete "704" campaign number will appear in the Warranty Vehicle Information Screen on WEBDCS.

It is IMPORTANT TO SUBMIT A CAMPAIGN CLAIM FOR EACH VEHICLE SERVICED so your dealership can be compensated for your work and Hyundai can maintain accurate records of this customer notification.

LEGAL LIABILITY NOTICE: Hyundai Motor America dealers may use owner information provided for the campaign only for the purpose of conducting and performing this recall campaign, and for no

other purpose, including marketing to affected owners. You may not disclose any such information to others.

Hyundai appreciates your cooperation and support. Questions may be directed to your District Parts and Service Manager or Warranty HELPREP line at 1-877-446-2922.

HYUNDAI MOTOR AMERICA