



Hyundai Recall Campaign – Salt Belt States

Announced by the National Highway Traffic Safety Administration (NHTSA)

Hyundai Motor America will be launching voluntary safety recall campaigns on the vehicles listed below. CAMPAIGN MAILINGS TO CUSTOMERS WILL BEGIN IN MAY.

As with all Hyundai Motor America voluntary campaigns, this provides your dealership an opportunity to reconnect or further build your relationship with these Hyundai owners. Please make every effort to ensure this campaign is a positive service experience for your customers.

The Campaign repairs cannot begin until dealerships receive the Technical Service Bulletin for each, the required Special Service Tools and rust-proofing material supplies. This communication is being sent to provide early general information for your personnel to answer any customer questions. A full information package will be sent to your dealership as soon as possible. Please do not pre-order quantities of the sub frame or other component assemblies. Your PDC has stock to fill your regular Stock Order on an as needed basis.

SALT BELT STATES ONLY

Salt Belt States: Connecticut; Delaware; Illinois; Indiana; Iowa; Maine; Maryland; Massachusetts; Michigan; Minnesota; Missouri; New Hampshire; New Jersey; New York; Ohio; Pennsylvania; Rhode Island; Vermont; West Virginia; Wisconsin and the District of Columbia

Vehicles Involved:

Sonata (EF) 1999 – 2004 models through production date of Nov 20, 2003
(estimated UIO: 2004=25,589; 2003=41,613; 2002=40,361; 2001=22,924; 2000=23,059; 1999=11,282)

XG300 & XG 350 2001 – 2004 models through production date of Nov 20, 2003

Technical Issue:

Owners operating vehicles in the **Salt Belt States Only** will receive a letter advising them to return to their local authorized Hyundai dealership service department to have the Engine Cradle / Sub-frame inspected for salt induced corrosion. **The campaign will INSPECT the engine cradle / sub-frame and treat it with a rust-proofing material to arrest corrosion. A small percent of cars will require component replacements. Please do not pre-order large**

quantities of sub frame assemblies for stock. Your PDC has stock to ship in regular Stock Orders.

Vehicles Involved:

Santa Fe (SM) 2001 – 2003 models through production date of Jan 27, 2003

Technical Issue:

Owners operating vehicles registered in the **Salt Belt States Only** will receive a letter advising them to return to their local authorized Hyundai dealership service department to have the Rear Suspension Trailing Arm inspected for salt induced corrosion and treated with rust-proofing material. A small percentage of vehicles will require component replacements.

Vehicles Involved:

Elantra (XD) 2001 – 2003 models up to production date of Jan 13, 2003

Tiburon (GK) 2003 models up to production date of Jan 13, 2003

Technical Issue:

Owners operating vehicles registered in the **Salt Belt States Only** will receive a letter advising them to return to their local authorized Hyundai dealership service department to have the Front Suspension Lower Control Arm inspected for salt induced corrosion and treated with rust-proofing material. A small percentage of vehicles will require component replacements.

DEALERSHIP PERSONNEL ACTIONS

Your dealership will be receiving a full package of information on these Recall Campaigns in the coming weeks. Prior to that information arriving, some customers may contact your Service Departments with questions or to schedule the inspection. **Here are some common questions you may get from customers before they receive their campaign notice letter from Hyundai.**

Q) Is my Hyundai involved in a campaign?

A) Please provide the full 17 digit Vehicle Identification Number from your car and we can check the Hyundai website to see if your Hyundai has any incomplete campaigns. What is your VIN? (from an insurance card or registration card)

Q) Is there a charge to have the campaign completed?

A) There is no charge for the campaign work. The instructions from Hyundai have not yet been received.

***Best Practice:* If you like, we could put you on a list to call back once we get those instructions and then we can schedule an appointment to complete the campaign on your Hyundai. Can I have your email and contact phone number for our list?**

Q) When will I get a Recall Notice Letter from Hyundai?

A) Hyundai will begin mailing customer notice letters at the end of May, 2009.

Q) Can I wait to have this campaign inspection completed?

A) SALT BELT STATES ONLY:

This condition does not pose an imminent risk of danger. The corrosion is progressive and occurs over time and is most frequently found during routine maintenance and inspection while still in the early stages.

If allowed to progress, the corrosion gives warning signals alerting the driver like noises, steering pull, and tire misalignment. If you are hearing noises or experiencing changes in vehicle ride, we can perform a simple inspection but we cannot perform the actual recall repair until all instructions are received from Hyundai Motor America.

BEST PRACTICE: We can schedule an appointment to make an initial inspection of your car and if your Hyundai is ready for a scheduled oil change or other service, we can perform that service at the same time for your convenience.

Q) What parts are replaced in the campaign?

A) SALT BELT STATES ONLY: These campaigns require our trained technicians to inspect the car per Hyundai's Technical Service Bulletin, install rust-proofing material to specific components and to determine if any parts need replacing.

Q) Do you know how long the inspection will take?

A) As soon as we get the Campaign procedure bulletin from Hyundai we can give you an accurate estimate of the time we'll need to complete the campaign. At this time, here are some initial estimates for your planning purposes.

- These campaigns require an inspection and application of rust-proofing to your Hyundai that will take a minimum of 1 hour. Should added repairs be needed, we would inform you at that time.

Q) Your customer wants to contact Hyundai Motor America

A) Refer your customers to Hyundai's National Consumer Affairs department toll-free phone number 1-800-633-5151 or they can email Hyundai at consumeraffairs@hmausa.com . For regular mail:

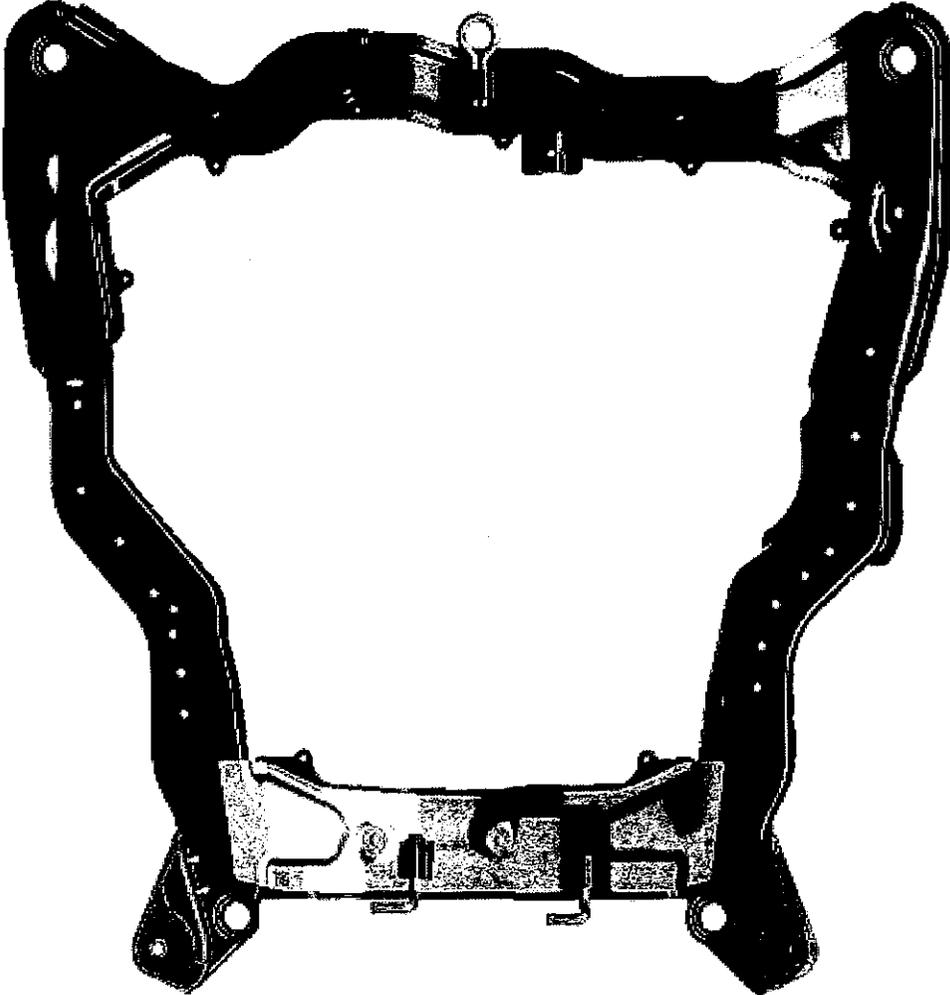
ATTN: Consumer Affairs Department (Campaigns)

Hyundai Motor America

P.O. Box 20850

Fountain Valley, CA 92728-0850

Engine Cradle Sub-Frame Assembly



**Example of
Perforation
Corrosion**

