



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

MOTOR VEHICLE RECALL

Dear 2007-2008 Veracruz or Santa Fe Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Hyundai has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2007-2008 Hyundai Veracruz vehicles that were produced during the period beginning on December 26, 2006 through March 21, 2008 and model year 2007-2008 Hyundai Santa Fe vehicles that were produced during the period beginning on April 19, 2006 through March 20, 2008.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

What is the problem?

- The clock spring contact assembly, installed behind the steering wheel, provides the electrical connection between the driver's air bag and the air bag control module that determines when the driver's air bag should deploy during an accident. The clock spring contact assembly in your vehicle may become damaged and experience high electrical resistance through usage over time. High electrical resistance in the driver's air bag clock spring contact assembly may cause the driver's air bag to not deploy in an accident when air bag deployment should occur. Vehicle occupants would be alerted to the problem because the "AIR BAG" warning lamp will illuminate.

The above condition may increase the risk of injury resulting from a crash.

What should you do?

- If the "AIR BAG" warning lamp remains ON when your vehicle is running, call your Hyundai dealer to schedule an appointment so the dealer may diagnose and repair the cause for the warning lamp illumination and replace the driver's air bag clock spring contact assembly. This procedure will be performed at no charge to you. When you make an appointment, please confirm the dealer's schedule to determine how much time will be required to perform the work so you may plan appropriately.

To help facilitate the process, you can schedule an online appointment. Please visit Hyundai.com, click on "Find a Dealer" and input your zip code. When your preferred dealer appears, click on "Schedule Service" under their address.

If you already have a log-on and password for online scheduling, enter them here, click on "Log In", then click on "Repair". Select "Campaign" and in the "Repair Service" box, enter the code: CAMP103 and click on "OK". Follow the instructions on the next screens to schedule your appointment.

If you do not have a log-on and password, complete the information under "new customer" and click on "Repair". Select "Campaign" and in the "Repair Service" box, enter the code: CAMP103 and click on "OK". Follow the instructions on the next screens to schedule your appointment.

If your preferred dealer does not have a link to schedule service online, please contact them via phone to schedule an appointment.

- If the **“AIR BAG” warning lamp does NOT REMAIN ON** when your vehicle is **running**, your driver’s air bag will operate properly and we ask that you do not schedule an appointment to have this recall repair performed at this time because sufficient quantities of the necessary parts are not yet available for all vehicles. Please keep this owner notification letter in your vehicle with other important vehicle documents and if in the future the **“AIR BAG” warning lamp remains ON when your vehicle is running**, call your Hyundai dealer to schedule an appointment so the dealer may diagnose and repair the cause for the **“AIR BAG” warning lamp illumination** and replace the clock spring contact assembly. This procedure will be performed at no charge to you.

What will Hyundai do?

- The Hyundai dealer will replace your vehicle’s driver’s air bag clock spring contact assembly if the **“AIR BAG” warning lamp remains ON when your vehicle is running**. This procedure will be performed at no charge to you. When you make an appointment, please confirm the dealer’s schedule to determine how much time will be required to perform the work so you may plan appropriately.

Hyundai will provide a lifetime warranty for the driver’s air bag clock spring contact assembly for your vehicle.

What if you have other questions?

- If you have any difficulty having this repair performed, we recommend that you contact the Hyundai Customer Connect Center at 1-800-633-5151 or ConsumerAffairs@hmausa.com. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590, or call their toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Reimbursement Notification

- Hyundai has a program for reimbursing owners of 2007-2008 Veracruz vehicles produced during the period beginning on December 26, 2006 through March 21, 2008 and 2007-2008 Santa Fe vehicles produced during the period beginning on April 19, 2006 through March 20, 2008, who paid to have the recall condition remedied after September 8, 2010 and prior to receiving this recall notification letter.

To obtain information about reimbursement from Hyundai, please call the Hyundai Customer Connect Center at 1-800-633-5151. Ask about reimbursement information for campaign 103.

We urge your prompt attention to this important safety matter.

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