



Hyundai Motor America
10550 Talbert Avenue
P.O. Box 20839
Fountain Valley, CA 92728-9937

NHTSA Campaign Number: 14V-415

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, XXXXXXXXXXXXXXXXXXXX

Dear Hyundai Veracruz 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 through 2012 Hyundai Veracruz vehicles produced from December 26, 2006 through July 24, 2012. Our records indicate that your vehicle falls within this production date range.

What is the problem?

- An investigation by Hyundai has determined engine oil can leak from the front cylinder bank's valve cover gasket in the area where the timing cover is mated to the cylinder head. If a sufficient amount of oil drips onto the alternator, the alternator can be damaged resulting in the charging system becoming inoperative. The charging system warning lamp in the cluster will then illuminate. The vehicle will run on battery power until the battery voltage drops below the Engine Control Module's minimum operational voltage. If this occurs, the engine will shut off and not restart, increasing the risk of a crash.

What will Hyundai do?

- Your Hyundai dealer will inspect and repair or replace the alternator and repair the front valve cover gasket oil leak.

What should you do?

- For more information regarding this Recall Campaign, including a link to make a service appointment, please visit:

www.HyundaiUSA.com/Campaign121

- Input your 17 digit Vehicle Identification Number to verify that your vehicle qualifies for this Recall Campaign. Input your zip code and a list of the five closest dealers will appear. Click on "Schedule Service" for your preferred dealer.
- Schedule an appointment with your preferred dealer to have the work performed. The following options are available to make an appointment to have this campaign completed on your vehicle:

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| Returning Customer | <ol style="list-style-type: none"> 1. Input your phone number and click “Find Me,” you can also search for your vehicle by VIN or vehicle license plate number 2. Click on the arrow next to “Choose Individual Services and Repairs” 3. Click on “Recommended services pending” to see your campaign 4. Select the service, input “Campaign 121” and click on “Add to Cart” 5. Once you have selected your preferred appointment date and time, select “Next” and “Book It” to complete your service appointment |
| New Customer | <ol style="list-style-type: none"> 1. Select the “I’m New Here” option 2. Complete the information under “new customer” - Model / Year / Trim / Driving Conditions (if applicable) 3. On the view service selections screen, select the arrow next to “Choose individual services and repairs” 4. Select “Campaign (if applicable)” under the “Repairs” tab, and input “Campaign 121” and click on “Add to Cart” 5. Once you have selected your preferred appointment date and time, select “Next” and “Book it” to complete your service appointment |
| Blue Link Equipped Vehicles | <p>If you have a Blue Link equipped vehicle and an active Blue Link subscription, you can also use the Blue Link feature Service Link, to schedule your appointment. Simply press the Blue Link button and when prompted for a command, say “Service Link.” An agent will work with you to schedule your appointment. To ensure you are scheduled accurately, provide the campaign code (Campaign 121), when prompted for appointment type.</p> |

If your preferred dealer does not have a link to schedule service online or you are unable to make an appointment online, call your Hyundai dealer to schedule an appointment.

What if you have other questions?

- If you have any difficulty having this repair performed, we recommend that you call the Hyundai Customer Connect Center at 1-855-671-3059. 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 Model Year 2007 through 2012 Hyundai Veracruz vehicles produced from December 26, 2006 through July 24, 2012 who paid to have the recall condition remedied after July 7, 2013 and prior to receiving this recall notification letter. To obtain information about reimbursement from Hyundai, please call the Hyundai Customer Connect Center at 1-855-671-3059. Ask about reimbursement information for campaign 121.

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.

We urge your prompt attention to this important safety matter.

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