



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

NHTSA Campaign Number: 14V-435

# IMPORTANT SAFETY RECALL

This notice applies to your vehicle, XXXXXXXXXXXXXXXXXXXX

Dear Hyundai 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 2001 through 2006 Hyundai Santa Fes. This recall affects such vehicles registered in and operated in Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin, and the District of Columbia (the Salt Belt).

**What is the problem?**

- An investigation by Hyundai has determined that, as the result of corrosion, the front coil spring in the subject vehicles can fracture near the base of the spring. Due to the location of the spring and the geometry of the vehicle, a fractured coil spring can make contact with the tire, potentially resulting in a tire puncture and increasing the risk of a crash.

**What will Hyundai do?**

- Your Hyundai dealer will inspect and if necessary, replace the coil springs. Additionally, a spring guide will be installed to prevent the coil spring from contacting the tire.

**What should you do?**

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

[www.HyundaiUSA.com/Campaign124](http://www.HyundaiUSA.com/Campaign124)

- 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. There are three options to make an appointment to have this campaign completed on your vehicle:

1. If you have a MyHyundai account, please log into your account, select the "Service" tab, and schedule service for your vehicle.
  - a. Click on the arrow next to "Choose individual services and repairs"
  - b. Under the "Recommended" tab, you will see the open manufacturer campaign displayed and pre-selected for your service appointment.
  - c. Select "Next" and "Book It" in order to complete your service appointment.
  
2. If you do not have a MyHyundai account, please visit [hyundaiusa.com](http://hyundaiusa.com), click on "Find a Dealer" and input your zip code. When your preferred dealer appears, click on "Schedule Service".
  - a. If you are a returning customer you can use the "Find Me" option as follows:
    - i. Input your phone number and click "Find Me". Once your vehicle is displayed, click "Yes."
    - ii. Click on the arrow next to "Choose individual services and repairs."
    - iii. Under the "Recommended" tab, you will see the open manufacturer campaign displayed and pre-selected for your service appointment.
    - iv. Select "Next" and "Book It" in order to complete your service appointment.
  
  - b. If you are new to the dealership you can use the "I'm New Here" option as follows:
    - i. Complete the information under "new customer" - Model / Year / Trim / Driving Conditions (if applicable).
    - ii. Select "Next" in order to view service selections and select the arrow next to "Choose individual services and repairs."
    - iii. Select "Campaign" under the "Repairs" tab.
    - iv. In the "Campaign Repair Service" input "CAMP124" and click on "Add to Cart."
    - v. Follow the additional instructions to complete scheduling your service appointment.

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 Care 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 model year 2001 through 2006 Hyundai Santa Fes who paid to have the recall condition remedied after July 17, 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 124.

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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