



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

NHTSA Recall Number: 20V-705  
Hyundai Recall Number: 197

## IMPORTANT SAFETY RECALL

2007 – 2012 Veracruz  
Oil Leak on Alternator

### This is an important Safety Recall.

- Please contact your nearest Hyundai dealer to schedule the repair as soon as possible.
- This repair will be performed at **NO CHARGE** to you.
- To locate your nearest Hyundai dealer and schedule your appointment please visit:  
[www.HyundaiUSA.com/Campaign197](http://www.HyundaiUSA.com/Campaign197)

This notice applies to your Hyundai, VIN:

Dear >

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hyundai has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above. Hyundai is conducting a safety recall in the United States to address a condition of engine oil leaking onto the alternator in vehicles involved in Recall 121 (NHTSA number 14V-415), a safety recall addressing a similar condition, issued in November 2014 in certain model 2007 – 2012 Veracruz vehicles built by Hyundai Motor Company (“HMC”) for sale in the U.S. market.

### What is the problem?

The subject vehicles were involved in Recall 121, a safety recall addressing a condition with engines potentially leaking oil from the front cylinder bank’s valve cover onto the alternator. In certain cases, the remedy implementation in the previous campaign may not have been sufficient in preventing oil leaking from the valve cover’s gasket. A sufficient amount of oil could damage the alternator resulting in illumination of the charging system warning lamp and disablement of the charging system. If the vehicle is continually driven with a disabled charging system, the engine can shut off, increasing the risk of a crash.

### What will Hyundai do?

Your Hyundai dealer will inspect for T-joint leakage and install an oil protector to address this issue. If after inspection the T-Joint shows leakage, the dealer will replace the LH cylinder head cover gasket and alternator before installing the oil protector. This procedure will be performed at **NO CHARGE** to you.

### What should you do?

**Please contact your nearest Hyundai dealer to schedule the recall repair as soon as possible.**

If the Malfunction Indicator Light is illuminated in your vehicle, you should seek service at your Hyundai dealer as soon as possible. The actual time required to perform the inspection will take approximately one hour, and repairs may take up to 2 hours, however your vehicle may be needed longer. Therefore, we recommend scheduling a service appointment to minimize inconvenience.

### If you have other questions

If you require further assistance, you may contact the Hyundai Customer Care Center at 1-855-371-9460. If you believe that the dealer or Hyundai has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <https://www.safercar.gov>.

Thank you for your attention to this important safety matter. We apologize for any inconvenience this may have caused you.

Hyundai Motor America

*Importante Retiro del Mercado por Motivos de Seguridad – Si tiene preguntas llama 1-800-633-5151 y oprima “8”*



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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.

### **Reimbursement Notification**

If you paid for repairs related to this recall prior to receiving this notification letter, you may submit your reimbursement request electronically or obtain additional information at [www.HyundaiUSA.com/Campaign197](http://www.HyundaiUSA.com/Campaign197) or **1-855-371-9460**.

### **No longer own this vehicle?**

Changes to your name, address, or if you no longer own this vehicle — Update your information online at:

<https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/update-vehicle-ownership.html>

You can easily connect to this web page by using your cell phone to point your camera (or QR code reader app) at the code below. Then select the link which will be displayed on your phone.

