



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

NHTSA Recall Number: 20V-746
Hyundai Recall Number: 198

IMPORTANT SAFETY RECALL

2012 Santa Fe and 2015 – 2016 Veloster
Connecting Rod Bearing

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/Campaign198

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 failures resulting in non-crash vehicle fires in certain model year 2012 Santa Fe and 2015 – 2016 Veloster vehicles.

What is the problem?

An engine compartment fire can occur while driving for many reasons and depending on the severity of the fire, the identification of the cause can be untraceable. The engines in the subject vehicles may have been produced with conditions that can cause premature wear of the connecting rod bearings. A worn connecting rod bearing could result in abnormal knocking noise from the engine and/or illumination of the oil pressure warning light. If the vehicle is continually operated with a worn connecting rod bearing, the engine could become damaged and stall the vehicle during operation, increasing the risk of a crash. In certain instances, a damaged connecting rod could puncture the engine block and cause engine oil to leak, which, in the presence of hot surfaces in the engine compartment, could increase the risk of a fire.

What will Hyundai do?

Your Hyundai dealer will perform an engine inspection test to determine the presence of any bearing damage. If the bearing is damaged, the engine will be replaced with a new one, free of charge.

In addition, all affected vehicles will receive an enhanced engine control software update containing a new Knock Sensor Detection System (“KSDS”) program. The KSDS continuously monitors engine vibrations for unusual patterns potentially indicating an abnormal condition with the engine, such as a damaged connecting rod bearing, that could lead to an engine failure. 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.

The actual time required to perform the inspection and software update will take less than one hour, however your vehicle may be needed longer. If the engine needs to be replaced, it will take approximately 10 hours. Therefore, we recommend scheduling a service appointment to minimize inconvenience. If the Malfunction Indicator Light is illuminated in your vehicle, you should seek service at your Hyundai dealer as soon as possible.

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



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

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/Campaign198 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.

