



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

NHTSA Recall Number: 21V-727  
Hyundai Recall Number: 209

## IMPORTANT SAFETY RECALL

2017 Sonata Hybrid, 2017 Tucson  
Nu Engine

### 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/Campaign209](http://www.HyundaiUSA.com/Campaign209)

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 and Canada to address a condition of engine failures resulting in non-crash vehicle fires in certain model year 2017 Hyundai Sonata Hybrid and 2017 Hyundai Tucson vehicles in the U.S. and Canada.

### What is the problem?

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. 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. A vehicle stall can increase the risk of a crash. If engine oil leaks onto certain engine components running at high operating temperature, it could ignite and start an engine compartment 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.

In addition to the remedy, all affected vehicles will receive an enhanced engine control software update containing a new Knock Sensor Detection System ("KSDS") as part of a product improvement campaign enhancing the engine's protection from internal wear. 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. The remedy 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 repair will take approximately one hour or less, however your vehicle may be needed longer. If the engine requires replacement, the repair will take approximately 7 hours to complete. 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 without charge, or 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.

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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/Campaign209](http://www.HyundaiUSA.com/Campaign209) 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.

