

//ALL 01/02/2014 01/31/2014
TO: Hyundai Dealership General Managers, Sales Managers,
Service Managers, Parts Managers, and Warranty
Administrators
FROM: Hyundai Motor America
DATE: January 2, 2014
SUBJECT: **Recall Campaign 115 - 2007 - 2008 Entourage (EP) Front
Lower Arm Corrosion Treatment - TSB# 14-01-001**

Hyundai Motor America is conducting a Safety Recall for inspection and corrosion treatment or replacement of the vehicle's front lower arm, on certain 2007-2008 model year Entourage (EP) vehicles.

This recall campaign provides a procedure for the inspection and corrosion treatment or replacement of the front lower arms.

In order to identify only those vehicles affected by Recall Campaign 115, it will be necessary to access Hyundai Motor America's "Warranty Vehicle Information" screen via WEBDCS before starting the repair. The "Warranty Vehicle Information" screen will identify affected vehicles with an open recall Campaign 115.

Technical Service Bulletin #14-01-001 will be posted on Hyundai's Website on January 2, 2014.

Beginning December 27, 2013, all Hyundai dealers in the applicable Salt Belt States will be receiving a supply of the following material: Two Lower Arm Thickness Gauge for use in performing this campaign.

Customer notification letters were mailed on January 3, 2014.

Hyundai Motor America would like to remind dealers there are circumstances under which vehicles not currently or never registered in "salt-belt" states may be eligible for this recall campaign repair. These circumstances include:

1. Vehicles that have relocated into a "salt-belt" area and/or vehicles registered in a "non-salt belt" state and driven in a "salt-belt" area. If it is determined that an owner of a vehicle within the affected VIN production date range relocates or has operated their vehicle in a "salt-belt" area, the dealer should perform the recall procedure. The dealer should perform this procedure at no cost to the customer. The dealer's District Parts and Service Manager should be contacted prior to repair and submission of Warranty Claim.
2. Vehicles in "non-salt belt" states that exhibit corrosion damage to the front lower arms. In the event that a vehicle in a "non-salt belt" state exhibits corrosion damage to the front lower arms or the vehicle's owner requests the

procedure be performed on their vehicle, the dealer should perform the recall procedure. This applies to both "salt-belt" and "non-salt belt" state dealers. The dealer should perform this procedure at no cost to the customer. The dealer's District Parts and Service Manager should be contacted prior to repair and submission of Warranty Claim.

NOTE: If the owner of a vehicle within the affected VIN production date range requests an inspection of their vehicle to check for corrosion damage, the inspection should be performed at no charge to the customer.

It is IMPORTANT TO SUBMIT A CAMPAIGN CLAIM FOR EACH VEHICLE SERVICED so your dealership can be compensated for your work and Hyundai can maintain accurate records of campaign completions.

LEGAL LIABILITY NOTICE: You are required to keep confidential any and all information and documents provided to you by Hyundai Motor America in the conduct of carrying out work for this recall campaign. Hyundai Motor America dealers may use owner information provided for the campaign only for the purpose of conducting and performing this recall campaign, and for no other purpose.

Hyundai appreciates your cooperation and support. Questions may be directed to your District Parts and Service Manager or Warranty HELPREP line at 1-877-446-2922.

HYUNDAI MOTOR AMERICA