

IMPORTANT PRODUCT IMPROVEMENT CAMPAIGN

2011–2018 Sonata | 2013–2018 Santa Fe Sport | 2014–2015 & 2018 Tucson
Engine Software Update

This notice applies to your 2014 Sonata.

Dear

Hyundai Motor America is conducting an important Product Improvement Campaign to perform a software update on certain models to protect the engine from excessive connecting rod bearing damage. The update will be performed free of charge and will involve the addition of newly developed computer software for the Engine Control Unit (ECU).

What Vehicles Are Covered?

- Model year 2011–2018 Sonata vehicles equipped with 2.4L GDI and 2.0L Turbo GDI engines
- Model year 2013–2018 Santa Fe Sport vehicles equipped with 2.4L GDI and 2.0L Turbo GDI engines
- Model year 2014–2015 and 2018 Tucson vehicles equipped with 2.4L GDI engines

Why Is Hyundai Conducting This Product Improvement Campaign?

Hyundai has recently developed a new engine monitoring technology called a Knock Sensor Detection System (KSDS) for an added layer of protection against engine failure. The technology uses software innovations and leverages existing engine sensors to continuously monitor for symptoms that may precede an engine failure.

What Will Hyundai Do?

- At **NO COST** to you, Hyundai will perform a software update to the ECU in your vehicle.
- Hyundai is also providing extended warranty coverage to both new and used vehicle owners for engine long block assembly repairs needed due to excessive connecting rod bearing damage upon completion of this Product Improvement Campaign. The warranty extension is for 10 years from the date of original delivery or the date of first use, or 120,000 miles, whichever occurs first.

What Should You Do?

- Please contact your Hyundai dealership immediately to have the free software installed on your vehicle. The software is designed to alert the vehicle driver at an early stage of bearing wear before the occurrence of severe engine damage, including engine failure, and enable the customer to safely drive their vehicle to a Hyundai dealer for inspection and repair. The estimated time required to update the ECU in your vehicle is approximately one (1) hour, depending on your dealer's schedule. We recommend that you contact your local Hyundai dealer to schedule a service appointment by phone or online to minimize inconvenience.
- For more information, and to find your nearest dealer, visit www.HyundaiUSA.com/Campaign953.

What Will Happen Once the Knock Sensor Detection System Software Update Has Been Completed?

If excessive bearing wear is detected after the KSDS software update has been completed, the following will occur:

1. The Malfunction Indicator Lamp (MIL) will blink continuously, an audible chime will sound and the vehicle will be placed in a temporary Engine Protection Mode with reduced power and acceleration.
2. Your vehicle can continue to be operated for a limited time in Engine Protection Mode to permit you to drive the vehicle to a safe location, but it will accelerate slowly and have a reduced maximum speed. Engine RPMs will be limited to approximately 1800–2000 RPM. This means the maximum vehicle speed will be limited to approximately 65 mph or less depending on vehicle loading and road conditions.



Should the above occur in your vehicle (blinking MIL and Engine Protection Mode), contact your dealer immediately to have your vehicle inspected.

What If You Have Other Questions?

Should you have any questions regarding this important Product Improvement Campaign, please visit www.HyundaiUSA.com/Campaign953 or you may contact the Hyundai Customer Care Center at 1-855-371-9460.

At Hyundai, we are committed to the safety and ongoing satisfaction of our customers. Thank you for your attention to this important matter.

Sincerely,
Hyundai Motor America

FREQUENTLY ASKED QUESTIONS (FAQs)

Q: *What is the difference between the previous engine recalls and this Product Improvement Campaign?*

A: Hyundai previously recalled certain 2011–2014 Sonata and 2013–2014 Santa Fe Sport vehicles equipped with 2.0 liter and 2.4 liter gasoline direct injection engines to inspect, and if necessary, replace the engine assembly.

In addition, Hyundai has recently developed a new engine monitoring technology called a knock sensor detection system as an added layer of protection from engine damage. The technology uses software innovations and leverages existing engine sensors to continuously monitor for symptoms that may precede an engine failure. The software update is being added to vehicles beyond the recalled population as a preventive measure, and is being performed free of charge by Hyundai dealers to customers as part of the Product Improvement Campaign.

Q: *I already had my vehicle inspected for the engine recall. Do I need the Product Improvement Campaign performed?*

A: Hyundai strongly encourages customers to bring their vehicles in to their Hyundai dealer for the free software update as soon as possible. The software is designed to alert a vehicle driver at an early stage of bearing wear before the occurrence of severe engine damage, including engine failure, and enable the customer to safely drive their vehicle to a Hyundai dealer for inspection and repair.

Q: *If bearing wear is identified, what is the repair that will take place?*

A: Hyundai dealers will inspect, and if necessary, replace the engine.

Q: *What is the warranty on my engine?*

A: Hyundai has extended the warranty to 10 years and 120,000 miles for original and subsequent owners of vehicles included in this Product Improvement Campaign for engine repairs needed because of excessive connecting rod bearing damage. This extended warranty is automatically applied to the included vehicles.