

Important Recall Campaign Information



Date: September 24, 2015

Attn: Dealer Principal/General Manager/Service Manager/Parts Manager

Subject: Recall Campaign 132: 2011-2012 YF Sonata GDI Engine Inspection/Replacement

What You Need to KNOW

Hyundai has announced, but not yet launched, a safety recall involving 2011-2012 model year YF Sonata vehicles with GDI engine (hybrid Sonata vehicles of these model years are not impacted). During the manufacturing of the engine, excess metal debris may have been generated during factory machining operations, possibly contaminating the connecting rod oiling passages and restricting oil flow to the connecting rod bearings and increasing the potential of premature bearing wear. A worn connecting rod bearing:

- Will produce a metallic, recurring knocking noise from the engine that increases in frequency as the engine rpm increases.
- May result in illumination of the check engine light in the instrument cluster.

If the vehicle continues to be driven with a worn connecting rod bearing, the bearing can fail, and the vehicle could stall.

We are currently making preparations to implement the Safety Recall including an inspection, and if necessary, replacement of the engine. A Technical Service Bulletin will be provided when the remedy is available.

Additionally, Hyundai will increase the warranty for the engine “short block” (cylinder block, crankshaft, pistons, and connecting rods) to 10 years/120,000 miles for both original and subsequent owners of 2011 and 2012 Sonatas manufactured at Hyundai Motor Manufacturing Alabama.

Hyundai Motor America will notify all owners of the affected vehicles to visit their local Hyundai dealers for inspection, and repair if necessary. **The final remedy has not been developed at this time, but we still need to take care of our customers in the meantime.** Final Customer Notification letters of the recall campaign are scheduled to be mailed in the fourth quarter of 2015 (interim letters will be mailed starting in October).

NEW – In the interim, if a customer comes in with an engine concern, please complete a standard engine diagnostic, starting with plugging in the GDS for the most current information. If engine repairs are required, contact PA for approval.

What You Need to DO

- Inform your Dealership Campaign Recall Team of the upcoming campaign.
- Conduct a Resource Assessment to support the campaign; people, time and facility, and adjust accordingly. Remember that you still need to accommodate your normal customers as well as customers from other recent campaigns.
- **Vehicles with an open safety recall should not be sold, delivered, test-driven or provided as a service rental until the recall is completed.**
- For any customers that are currently experiencing a concern related to this campaign:
 1. The service advisor needs to confirm that the engine is currently making an abnormal knocking noise.

2. If there is an abnormal knocking noise, perform the standard engine diagnostic until the TSB has been released.
 - A. Submit a warranty claim for an inspection with op code 21102NTT for 0.5
 - A. Plug the vehicle into the GDS and continue to diagnose per standard procedures.
 - B. If you need further diagnostic assistance, contact Techline.
 3. If engine repairs are required, contact PA for approval.
 - A. Standard LTS applies.
 4. Provide the customer with a Service Rental Car if any interim engine repairs are needed.
- Please make sure the customer understands that any interim repairs performed will NOT be considered a completion of the recall campaign. Once the recall campaign remedy is announced, the customer will have to return for final inspection, and repair if necessary.
 - Refer to the Q&A below to answer customer questions in the interim.

Thank you for your prompt attention to this important safety matter and continued commitment to taking care of Hyundai customers.

Hyundai Motor America

Customer FAQ's

Q: What is the problem?

A: During the manufacturing of the engine, excess metal debris may have been generated during factory machining operations, possibly contaminating the connecting rod oiling passages and restricting oil flow to the connecting rod bearings and increasing the potential of premature bearing wear. A worn connecting rod bearing:

- 1) Will produce a metallic, recurring knocking noise from the engine that increases in frequency as the engine rpm increases.
- 2) May result in illumination of the check engine light in the instrument cluster.

If the vehicle continues to be driven with a worn connecting rod bearing, the bearing can fail, and the vehicle could stall.

Q: What is done during the recall service at the dealer?

A: Hyundai dealers will inspect, and if necessary, replace the engine. This will be performed at no cost to owners. Additionally, Hyundai will increase the warranty for the engine "short block" to 10 years/120,000 miles for both original and subsequent owners of 2011 and 2012 Sonatas manufactured at Hyundai Motor Manufacturing Alabama equipped with 2.0 liter and 2.4 liter Gasoline Direct Injection engines.

Q: What if I need my vehicle towed to the dealership?

A: Most vehicles are still covered under the 5 year Roadside Assistance program. Customers can contact Roadside Assistance to have their vehicle towed at 1-800-243-7766.

Important Recall Campaign Information



Q: What if I have already paid for repairs related to this campaign?

A: Customers can go online to www.HyundaiUSA.com/campaign132 to submit a reimbursement claim. They will need to be prepared to provide specific details including copies of the required documents (repair order, proof of payment, proof of ownership, etc.). Please remind customers that they will still need to have the campaign completed by the dealer. If a customer does not have internet access, they can send their reimbursement documents to the call center at 1-800-633-5151.

Q: When will owners be notified?

A: Owners will be mailed notification letters beginning in October, 2015.

Key Contact Information		
Dealer Support	Contact Information	Description
Hyundai Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELPREP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> • Appointment Scheduling • Shop Capacity Management • Campaign Integration/ Operation Codes
Hyundai Prior Approval Center	1-844-371-3808	Prior Approval (PA) Center
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Campaign Questions)	1-855-671-3059	For customers with additional questions or concerns <u>related to campaigns</u>
Hyundai Campaign Reimbursement Customer Care Center	1-844-475-2215	For customers who have already paid for a repair <u>related to this Campaign</u>
Campaign 132 Microsite	HyundaiUSA.com/Campaign132	Provides Campaign VIN Validation, FAQs, link to website to submit reimbursement requests
Hyundai Customer Care Center (General Questions)	1-800-633-5151	For customers with general, <u>non-campaign-related</u> questions
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance

Key Reference Information	
Name	Source
Car Care Scheduling Tutorials	<ul style="list-style-type: none"> • HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling
Service Rental Car Program	HyundaiDealer.com
General Hyundai Recall Website	HyundaiUSA.com/recall
NHTSA website	http://www.safercar.gov