



## Recall 132 Dealer Best Practice

Date: April 25, 2019

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

Subject: Recall 132: 2011-2012 YF Sonata GDI Engine Inspection/Replacement v5 (TSB #19-01-011H supersedes TSB #18-01-006)

<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none"> <li>Update: Template update and updated TSB #19-01-011H which modifies the Parts Information Section</li> </ul>	04/25/19

### \*\*\*IMPORTANT Retail Vehicles\*\*\*

As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers should also perform all open recalls on used vehicles, demo and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

### Affected Vehicles

Hyundai is conducting a safety recall in the United States involving 2011-2012 model year YF Sonata vehicles with GDI engine (hybrid Sonata vehicles of these model years are not impacted).

Additionally, Hyundai increased 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.

### Applicable Models:

Certain 2011-2012MY Sonata (YF) vehicles produced at HMMA with 2.4L and 2.0T GDI engines (VIN begins with 5NP...)

Hyundai is initiating this action to ensure the safety and quality of its vehicles and the continued satisfaction of Hyundai customers.

### Description

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.

### Service Action



**Reservation** – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and advise the customer on time requirements.

- This recall requires an inspection prior to repair being performed. Make sure to inform customers of potential repair times depending on inspection results:
  - Inspection result (Pass) – Replace Oil Level Rod, Oil and Oil Filter (1-2 hours)
  - Inspection result (No Pass) – Replace Engine (TBD on Engine availability)
- Inform customer alternate transportation is available such as an SRC or alternative vehicle.



**Readiness** – Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, check all applicable training is complete, your reservation capacity settings, confirm email addresses for campaign appointments, and that you have all necessary tools, campaign parts and shop equipment as needed.

- The inspection process will require the use of a Tablet-based GDS Mobile System (Samsung 10.1 or S2) with the latest GDS Mobile update. PC-based GDS is not supported.
- Verify the latest GDS Mobile update is installed **each day** by connecting the GDS Mobile to the internet via WiFi and launching the GDS application. Update the GDS Mobile software if needed.
- The verification process **must be performed each day** the GDS Mobile is used to complete this campaign. The **Special Inspection** application will not function until it's verified.
- If any part of the Engine Noise Inspection Tool is damaged, a new one should be ordered (PN #G1XTD-CP005). Individual components of the tool cannot be ordered.



**Reception** – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC or alternative vehicle coverage, as needed. If a customer has declined the recall, note this on the repair order and request the customer's signature next to the statement.

- This recall requires an inspection prior to repair being performed. Make sure inform customers of potential repair times depending on inspection results:
  - Inspection result (Pass) – Replace Oil Level Rod, Oil and Oil Filter (1-2 hours)
  - Inspection result (No Pass) – Replace Engine (TBD on Engine availability)



**Repair** – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work.

- TSB 19-01-011H (supersedes TSB# 18-01-006) provides vehicle service procedures, affected VIN production range, and warranty claim information.
- The GDS can store a maximum of 5 tests while the device is offline. In order to perform further tests, connect the GDS to WiFi and select the "Send All Pending" button to send the pending test results to HMA
- If the inspection results in a **PASS**, then an engine replacement is **NOT** required. The repair would require the replacement of the Oil Level Rod, Oil and Oil Filter.
- If the inspection results in a **NO PASS**, **do not inform the customer that they will need a new engine until approved by PA. Do not order the engine until approved by PA.**
- Record the audio station presets prior to disconnecting the battery.
- Some components from the existing engine must be transferred to the new engine. Be careful to preserve the vehicle's original parts. Install all of the newly supplied contents of the applicable Service Kits.
- New engines are shipped without oil and engine oil must be added.
- **Customers should be provided an SRC or alternative 3rd Party Rental, if needed. All SRC or Rental claims will be reimbursed regardless of PA's decision to cover the engine replacement.**



**Return** – Review all completed campaign and repairs to answer any customer questions. Also, schedule the customer's next service.



**Reconnect** – Follow up for customer satisfaction.

## Parts

Engine Noise Inspection Tools were shipped to each dealer. Please review TSB 19-01-011H for updated parts information.

- If additional parts are needed to repair the vehicle and are covered under warranty, submit a claim. PA is not required.
- If ancillary parts are required to be replaced as part of the inspection or repair, or if the parts needed to repair the vehicle are no longer covered under warranty, contact PA for approval **PRIOR** to performing the repair.



As a reminder, do not order the engine until approved by PA.

**Customer Notification**

This recall has been posted to the NHTSA website. Final Customer Notification letters of the recall campaign were mailed beginning December 21, 2015

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

### Q1: What is the issue?

**A1:** 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.

### Q2: What is done during the recall service at the dealer?

**A2:** Hyundai dealers will inspect the engine, replace the dipstick and top off the oil. If necessary, they will 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.

### Q3: How long will it take for the inspection?

**A3:** The inspection procedure should take no longer than one hour. If it is necessary to replace the engine, the repair time will depend on parts availability and the dealer's workload. Dealers can arrange for Service Rental Vehicles as needed.

### Q4: What if I need my vehicle towed to the dealership?

**A4:** 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.

### Q5: When will owners be notified?

**A5:** Owners were mailed notification letters beginning December 21, 2015.

### Q6: If the car was previously repaired for this condition, how does a customer get reimbursed?

**A6:** Hyundai has a reimbursement program in place for repairs performed on your vehicle that were related to this recall. To file a claim or check the status of an existing claim, visit [www.hyundaiusa.com/recall](http://www.hyundaiusa.com/recall). Once you validate your VIN, click on the Reimbursement link at the top of the page.

### Q7: What should I do if my engine was tested and passed the inspection before the Recall 132 inspection method was changed?

**A7:** If your vehicle already passed an inspection, and you experience engine knocking, unusual engine noise, or illumination of the check engine lamp, please contact your Hyundai dealer to schedule an appointment to have an engine inspection performed.



Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
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
Warranty Prior Approval (PA) Center	1-844-371-3808	Warranty Prior Approval (PA) Center for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to <u>recall or service campaigns</u>
Hyundai Recall /Campaign Website	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance

Key Reference Information	
Name	Source
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management
Service Rental Car (SRC) Program	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Hyundai Tech Info
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS> SERVICE tab> select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.
Recall Campaign Website	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>