



Recall 198 Dealer Best Practice

Date: December 07, 2020

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

Subject: Recall 198: Non-Crash Engine Fires Draft V1

<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none"> Initial Communications to Dealers – Remedy Not Yet Available 	12/07/20

IMPORTANT Retail Vehicles

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 to address a condition of engine failures resulting in non-crash vehicle fires. Hyundai is initiating this action in response to closing discussions with NHTSA on investigations PE19-003 to ensure the safety of its vehicles and the continued satisfaction of Hyundai.

The affected vehicles include:

- Certain model year 2012 Hyundai Santa Fe vehicles equipped with 2.4-liter “Theta II” MPI engines and produced from January 10, 2012 through July 3, 2012.
- Certain model year 2011-2013 Hyundai Sonata Hybrid vehicles equipped with 2.4-liter “Theta II” MPI HEV engines and produced from June 2, 2010 through December 17, 2013.
- Certain model year 2016 Hyundai Sonata Hybrid vehicles equipped with 2.0-liter “Nu” GDI HEV engines and produced by February 25, 2015 through April 25, 2016.
- Certain model year 2015-2016 Hyundai Veloster vehicles equipped with 1.6-liter “Gamma” GDI engines and produced by May 26, 2014 through July 13, 2016.

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

Description

An engine compartment fire can occur while driving for many reasons and depending on the severity of the fire, the identification of the cause can be untraceable. 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 eventually stall the vehicle during operation. In limited 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.

Service Action



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

- Provide customer with transportation options such as an SRC, alternative vehicle, shuttle or rideshare.



Readiness – Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, complete all applicable training, check your reservation capacity settings (you can set separate capacities for every recall/campaign), confirm email addresses for campaign appointments, and that you have all necessary



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tools, campaign parts and shop equipment as needed.

- **Be prepared to hold the vehicle and put customers in an SRC or alternative transportation, if needed, until a remedy is available.**



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



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

- Remedy is currently being developed.



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



Reconnect – Follow up for customer satisfaction.

Parts

TBD. Additional details will be provided when the recall remedy is available.

Customer Notification

NHTSA has posted of this recall. Owners will be mailed notification letters beginning in late January 2021.

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

Hyundai Motor America



Q&A

Q&A: Recall 198 – Non-Crash Engine Fires 12/1/2020

Summary

Hyundai is conducting a safety recall in the United States to address a condition of engine failures resulting in non-crash vehicle fires. Hyundai is initiating this action in response to closing discussions with NHTSA on investigations PE19-003 to ensure the safety of its vehicles and the continued satisfaction of Hyundai.

Q1: What is the issue?

A1: An engine compartment fire can occur while driving for many reasons and depending on the severity of the fire, the identification of the cause can be untraceable. 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.

Q2: What are the affected vehicles?

A2: The subject vehicles include:

- Certain model year 2012 Hyundai Santa Fe vehicles equipped with 2.4-liter “Theta II” MPI engines and produced from January 10, 2012 through July 3, 2012.
- Certain model year 2011-2013 Hyundai Sonata Hybrid vehicles equipped with 2.4-liter “Theta II” MPI HEV engines and produced from June 2, 2010 through December 17, 2013.
- Certain model year 2016 Hyundai Sonata Hybrid vehicles equipped with 2.0-liter “Nu” GDI HEV engines and produced by February 25, 2015 through April 25, 2016.
- Certain model year 2015-2016 Hyundai Veloster vehicles equipped with 1.6-liter “Gamma” GDI engines and produced by May 26, 2014 through July 13, 2016.

Q3: What is the safety concern?

A3: If the vehicle is continually operated with a worn connecting rod bearing, the engine could become damaged and eventually stall the vehicle during operation. In limited 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.

Q4: Have there been any accidents or injuries?

A4: To date, Hyundai is not aware of any crashes or injuries/fatalities in the U.S. attributable to this condition.

Q5: What will be done during the recall service at the dealer?

A5: Hyundai Motor America plans to notify owners of affected vehicles to return their vehicles to their Hyundai dealers for 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. As an added level of protection, all affected vehicles will receive an enhanced engine control software update containing a new Knock Sensor Detection System (“KSDS”) program. 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. Hyundai will provide reimbursement to owners for repairs according to the plan submitted to federal authorities in May, 2018.

Q6: When will owners be notified?

A6: Owners will be mailed notification letters beginning in late January 2021.



Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com	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	PA@hmausa.com	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"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to recall or service campaigns
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	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 www.HyundaiDealer.com
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> Log into Xtime Under the menu at the top left, select 'CONFIGURE' Under the dealership tab, click "EMAIL COMMUNICATION" Slide the toggle to "ADVANCED" Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management
Service Rental Car (SRC) Program	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > 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	www.hyundaiusa.com/recall
NHTSA Website	www.safercar.gov