

>>> Right This Way...

ATTENTION SERVICE MANAGER

Regarding:	Service Recall #096 – 2011MY Sonata Front Door Latch Inspection and Replacement (TSB#10-01-016)
Request:	<ul style="list-style-type: none">✓ Meet with your staff and review the Best Practices✓ Ensure your Technicians have copies of the latest TSB #10-01-016✓ While setting up the appointment, check the VIN for any open Recalls/Campaigns

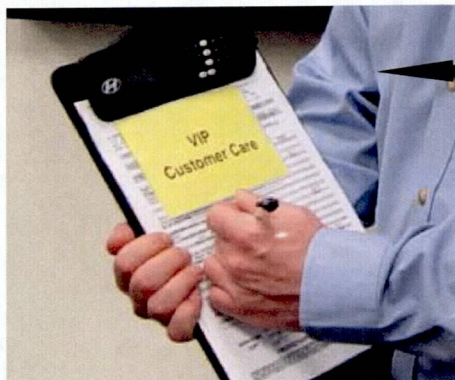
Why is this message important?

These customers have just recently purchased their new Sonata. This may be their first visit to your service department. Let's delight them with great service and show them why they should come to your dealership for all their future service and parts needs.

BEST PRACTICE SUMMARY

- ✓ Attach the VIP Customer Care card to the repair order or place prominently on the dashboard to ensure you get your customer in/out in a timely manner. Offer them a Service Rental Car when needed.
- ✓ Do not make your customers wait an extended period of time to come in with an appointment.

Treat these new car owners as a priority and earn their future business.



Look for these brightly colored cards being sent to you in your Recall Information Packet.



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<p>Customer Convenience</p>	<ul style="list-style-type: none"> ✓ VIP Customer Care Card - Attach the VIP Customer Care Card to the repair order or place prominently on the dashboard to ensure you get your customer in/out in a timely manner. Treat these new car owners as a priority and earn their future business. ✓ Check each VIN for open recalls/campaigns so they can be completed in one visit ✓ Schedule an inspection appointment at the customer's convenience ✓ Dispatch the inspections first thing to determine if replacement latch(es) is needed ✓ If the customer does not want to wait while the inspection and/or replacement is performed, provide them with a Service Rental Car – no prior approval needed
<p>Vehicle Protection and Cleanliness</p>	<p>Your dealership received the Right This Way kit in February.</p> <ul style="list-style-type: none"> ✓ Remember to install these items in front of the customer on the service drive: <ul style="list-style-type: none"> ✓ Steering wheel cover ✓ Floor mat cover ✓ Seat Cover ✓ Deliver the vehicle in the following condition: <ul style="list-style-type: none"> ✓ Washed and vacuumed with clean windows inside and out ✓ With a Thank You card with your business card attached ✓ Bottled water placed in the cup holder
<p>Parts Support</p>	<ul style="list-style-type: none"> ✓ Hyundai will force ship parts to all dealers based on the VIN list for each dealer (shipments beginning 3/10/2010). ✓ Additional parts will be available at HMA Parts Distribution Centers for same day shipment. ✓ Refer to the TSB for parts ordering details.
<p>Notify Technicians</p>	<p>Remember to:</p> <ul style="list-style-type: none"> ✓ Use care when removing door panels to avoid scratching/damaging the interior. ✓ Document the 7 letter latch date stamp for both doors on the repair order.

