

TO: Hyundai Dealership General Managers, Sales Managers,
Service Managers, Parts Managers, and Warranty
Administrators

FROM: Hyundai Motor America

DATE: June 24, 2011

SUBJECT: 2010 Santa Fe (CM) - Intermediate Shaft Noise (Recall
102) - TSB# 11-01-020

Hyundai Motor America is conducting a Recall to replace the Intermediate Shaft and Differential Side Gear on certain 2010 Model Year Santa Fe vehicles produced beginning October 15, 2009 through March 5, 2010. Technical Service Bulletin #11-01-020 provides a procedure to conduct this replacement.

IMPORTANT NOTE 1: Dealers were automatically shipped kits (Intermediate Shaft and Differential Side Gear) during the week of June 20, 2011 for Recall usage. Additional parts can be ordered following parts ordering procedures.

In order to identify only those vehicles affected by Recall Campaign 102, it will be necessary to access Hyundai Motor America's "Warranty Vehicle Information" screen via WEBDCS before starting the repair. The "Warranty Vehicle Information" screen will identify affected vehicles with an open Recall Campaign 102.

A listing of RETAILED VEHICLES is also located on **WEBDCS**, **SERVICE** tab, select **INFORMATION**, and select:

- **UNCOMPLETED CAMPAIGN VIN LISTING - RETAILED**

TSB #11-01-020 will be available on Hyundai's Website on June 24, 2011. It contains instructions on performing the service and submitting the campaign claim.

Customer notification letters will be mailed on June 30, 2011 to all applicable consumers.

It is IMPORTANT TO SUBMIT A CAMPAIGN CLAIM FOR EACH VEHICLE SERVICED so your dealership can be compensated for your work and Hyundai can maintain accurate records of campaign completions.

LEGAL LIABILITY NOTICE: You are required to keep confidential any and all information and documents provided to you by Hyundai Motor America in the conduct of carrying out work for this recall campaign. Hyundai Motor America dealers may use owner information provided for the campaign only

for the purpose of conducting and performing this recall campaign, and for no other purpose.

Hyundai appreciates your cooperation and support. Questions may be directed to your District Parts and Service Manager or Warranty HELPREP line at 1-877-446-2922.

HYUNDAI MOTOR AMERICA