



October 9, 2013

Dealer Hyundai Service Manager,

Hyundai is conducting a voluntary safety recall in the United States to inspect and repair or replace the rear suspension crossmember in certain 2006-2010 model year Sonatas and 2006-2011 model year Azeras registered and operated in 20 "Salt Belt" states* and the District of Columbia.

Owners of affected vehicles will be contacted by mail and instructed to bring their vehicles to Hyundai dealers to have the rear crossmember inspected for corrosion damage. If specified levels of corrosion damage have occurred, the rear crossmember will be replaced.

Crossmembers that do not require replacement will be treated with rust-proofing material to arrest the corrosion process. Inspection, treatment and replacement procedures will be conducted at no cost to owners.

Refer to FAQs for additional information. In general, customers should be referred to www.HyundaiUSA.com/Campaign113 for any questions, or to the Hyundai Customer Care Center at 855.671.3059.

* Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin.

Highlights:

- Customers were notified by mail beginning October 8. To help insure parts availability, there will be two sets of letters mailed:
 - One notifying customers of the campaign and providing instructions to schedule an appointment to have the campaign performed at their earliest convenience.
 - Another notifying the customer about the campaign, but requesting them to wait for a follow-up letter before scheduling their appointment. The follow up letter will be mailed in the near future when sufficient service parts are available.
- Some vehicles not included in the Recall Campaign 113 VIN universe may be eligible for this recall campaign repair (see *Special Instructions* section for more information).
- Labor operation times range from 1 to 4 hours. Please refer to the TSB for exact operation times.

- Beginning the week of October 7, all Hyundai dealers in the applicable Salt Belt States will receive an initial shipment of parts necessary to begin inspecting and repairing affected vehicles. See the Parts Information section for complete details.

Tips and Best Practices:

Suggestions for preparing your service department

- In order manage the volume and flow of vehicles into your dealership and their impact on your shop:
 1. Use Car Care Scheduling to help even out the flow on your service drive while continuing to servicing your normal Hyundai customer business. This will ensure that each of your customers gets the attentive interaction with your Service Consultants and staff
 - Map your DMS (Dealership Management System) labor op codes for Recall Campaign 113 to the corresponding service in Car Care Scheduling to ensure that appointments made through the program will display in your DMS successfully. For instructions, refer to the document “Campaign 113_Scheduling_Instructions for Opcode Settings” on HyundaiDealer.com
 2. Proactively monitor upcoming appointments and compare them against your parts availability; there may be occasions where you will need to reschedule customers’ appointments and keep them informed
 - This is a perfect opportunity to check your appointment notification settings and ensure that the current email address assigned is accurate and up-to-date in order to receive the appointment notifications. Log into your appointment ledger at <https://xtlogin.xtime.com/login> and from the ‘Dealership’ drop-down menu, select ‘Contact’. Check that a current and valid email address is entered into the following fields:
 - Confirmation Email (Dealership Appointment) – For in-dealership, BDC and other call-center appointments
 - Confirmation Email (Customer Appointment) – For online appointments
 - For any questions regarding the Car Care Scheduling program you can reach Xtime support directly at 866-984-6355 or via email at support@xtime.com.
- Ensure all dealership personnel who will interact with customers are familiar with the customer FAQ’s that are found on www.HyundaiUSA.com/Campaign113

Best practices for you to share with your staff

Step	Description	Details
Step 1	Check if VIN qualifies	<p>Check the WEBDCS Warranty Vehicle Information Screen to verify if the vehicle has an open Recall Campaign 113 that needs to be completed.</p> <p>Hyundai Motor America would like to remind dealers there are circumstances under which vehicles not currently or never registered in "salt-belt" state may be eligible for this recall campaign repair. Be sure to familiarize yourself with the <i>Special Instructions</i> section below. .</p>
Step 2	Check parts availability	Ensure your dealership has the parts necessary or can set an expectation of when parts will become available when notifying the customer of the open Recall Campaign
Step 3	Inform the customer of the open campaign	<p>If the customer is not already aware that this Recall Campaign needs to be performed on the vehicle, inform the customer of the Recall Campaign and the approximate amount of time it will take for your dealership to complete it.</p> <p>Be sure to use the appropriate Operation Code (refer to TSB 13-01-039) in your RO as well as in your warranty claim.</p>
Step 4	Express appreciation to the customer	<ul style="list-style-type: none"> Let the customer know that we appreciate the opportunity to make this right for them. Reinforce to the customer that Hyundai and your dealership value our owners, and that we work hard to be deserving of their trust.
Step 5	Confirm or update customer contact information	Properly document the customer's email address and phone number on the Repair Order and update any changes on WebDCS – Consumer Information Update Screen.
Step 6	Perform campaign and submit claim	<p>Perform Recall Campaign as specified in TSB 13-01-039 and submit your Recall Campaign 113 claim as quickly as possible.</p> <p>It is very important that the entire TSB is read prior to beginning the work. The TSB contains important information to ensure that the correct parts, tools and equipment are on hand to perform the campaign safely and properly. Be sure to pay careful attention to the critical details and follow each step specified in the Service Procedure portion of the TSB.</p>

Key Reference Information:

Type	Source	Application
Website	www.HyundaiUSA.com/Campaign113	<ul style="list-style-type: none">• For customer to check if VIN qualifies• For VINs that qualify, customers can then schedule an appointment online (applies to all dealers with online scheduling through Car Care Scheduling)
Phone	1-855-671-3059	<ul style="list-style-type: none">• For customer questions or situations not addressed by the website

Parts Information:

Beginning the week of October 7, 2013, all Hyundai dealers in the applicable Salt Belt States will be receiving a supply of the following materials:

- Tool kit - Wax Spray Gun & Nozzle
- Automatic Center Punch
- Chemical kit – (Cavity Wax and Undercoating). Additional chemicals can be ordered from your facing PDC as more chemicals are required.

Please ensure that you expedite receiving of these parts. Proper use and care of the wax spray gun and punch should allow utilization for the duration of the campaign.

Special instructions for vehicles not included in Recall Campaign 113 that may be eligible for this campaign repair:

Hyundai Motor America would like to remind dealers there are circumstances under which vehicles not currently or never registered in "salt-belt" state may be eligible for this recall campaign repair. These circumstances include:

1. Vehicles that have relocated into a "salt-belt" area and/or vehicles registered in a "non-salt belt" state and driven in a "salt-belt" area.

If it is determined that an owner of a vehicle within the affected VIN production date range relocates or has operated their vehicle in a "salt-belt" area, the dealer should (1) obtain approval from the dealer's Hyundai District Parts and Service Manager (DPSM); (2) upon DPSM approval, perform the procedure as directed by the DPSM at no cost to the customer; (3) submit the Warranty Claim as instructed by the DPSM.

2. Vehicles in "non-salt belt" states that exhibit corrosion damage to the rear Crossmember assembly.

In the event that a vehicle in a "non-salt belt" state exhibits corrosion damage to the rear Crossmember assembly or the vehicle's owner requests the procedure be performed on their vehicle, the dealer should (1) obtain approval from the dealer's Hyundai District Parts and Service Manager (DPSM); (2) upon DPSM approval, perform the procedure as directed by the DPSM at no cost to the customer; (3) submit the Warranty Claim as instructed by the DPSM. This applies to both "salt-belt" and "non-salt belt" state dealers

NOTE: If the owner of a vehicle within the affected VIN production date range requests an inspection of their vehicle to check for corrosion damage, the inspection should be performed at no charge to the customer.

What if a customer is concerned about the safety of their vehicle and parts are not available for repair?

If a customer expresses concern regarding this campaign related to the safety of their vehicle and parts are not available for repair, please offer the customer alternate transportation and notify your Hyundai DPSM.

How can customers schedule appointments if their vehicle is impacted by Recall Campaign 113?

Hyundai is encouraging impacted customers to schedule an appointment to have Campaign 113 completed on their vehicle. The Hyundai recall notification letter to customers provides the following instructions for scheduling an appointment.

- For more information regarding this Recall Campaign, including a link to make a service appointment, please visit:
www.HyundaiUSA.com/Campaign113
- Input your 17 digit Vehicle Identification Number to verify that your vehicle is affected by this recall campaign. Input your zip code and a list of the five closest dealers will appear. Click on "Schedule Service" for your preferred dealer.
- There are three options to make an appointment to have this campaign completed on your vehicle:
 1. If you have a MyHyundai account, please log into your account, select the "Service" tab, and schedule service for your vehicle.
 - a. Click on "Repair" and select "Rear Crossmember Recall Campaign"
 - b. In the "Repair Service" box, type "CAMP113" and click on "OK"

- c. Follow additional instructions to complete scheduling your appointment
 2. If you do not have a MyHyundai account, please visit hyundaiusa.com, click on "Find a Dealer" and input your zip code. When your preferred dealer appears, click on "Schedule Service" under their address.
 - a. If you have a user name and password for online scheduling with your preferred dealer:
 - i. Enter your user name and password, click on "Log In"
 - ii. Then click on "Repair" and select "Rear Crossmember Recall Campaign"
 - iii. In the "Repair Service" box, type "CAMP113" and click on "OK"
 - iv. Follow the additional instructions to complete scheduling your appointment
 - b. If you do not have a user name and password for online scheduling:
 - i. Complete the information under "new customer" - Model / Year / Trim / Driving Conditions (if applicable)
 - ii. Click on "Repair" and select "Rear Crossmember Campaign"
 - iii. In the "Repair Service" box, type "CAMP113" and click on "OK"
 - iv. Follow the additional instructions to complete scheduling your appointment
- If your preferred dealer does not have a link to schedule service online or you are unable to make an appointment online, call your Hyundai dealer to schedule an appointment.