 HYUNDAI NEW THINKING. NEW POSSIBILITIES. Technical Service Bulletin	GROUP CAMPAIGN	NUMBER 13-01-039
	DATE OCTOBER, 2013	MODEL(S) NF SONATA, TG AZERA
SUBJECT: REAR CROSSMEMBER CORROSION TREATMENT (RECALL 113)		

★ IMPORTANT
***** RETAIL VEHICLES ONLY *****

Dealers must perform this Recall Campaign whenever an affected vehicle is in the shop for any maintenance or repair.

When a vehicle arrives at the Service Department, access Hyundai Motor America's "Warranty Vehicle Information" screen via WEBDCS to identify open Campaigns.

Description: This bulletin describes the procedure to inspect and service the rear crossmember of certain NF Sonata and TG Azera vehicles. Additionally, a procedure is provided to apply cavity wax to the front crossmember as a preventative measure.


APPLICABLE VEHICLES – VERIFY THAT THE VEHICLE IS IDENTIFIED AS AFFECTED BY THE CAMPAIGN VIA WEBDCS.

- Model year 2006 through 2010 Hyundai Sonata vehicles produced beginning on March 1, 2005 through January 21, 2010.
- Model year 2006 through 2011 Hyundai Azera vehicles produced beginning on September 27, 2005 through November 22, 2010.

Area:

Salt belt states: Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, Wisconsin, and the District of Columbia.

★ IMPORTANT

There are circumstances under which vehicles not currently or never registered in a "salt belt" state may be eligible for this Campaign. 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 perform the campaign procedure. The dealer should perform this procedure at no cost to the customer, and the dealer's District Parts and Service Manager must be contacted prior to repair and submission of Warranty Claim.
2. Vehicles in "non-salt belt" states that exhibit corrosion damage to the subframe assembly. In the event that a vehicle in a "non-salt belt" state exhibits corrosion damage to the subframe assembly, the dealer should perform the recall procedure. This applies to both "salt-belt" and "non-salt belt" state dealers. The dealer should perform this procedure at no cost to the customer, and the dealer's District Parts and Service Manager must be contacted prior to repair and submission of Warranty Claim.

★ 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.

Parts Information:

PART IMAGE	PART NUMBER	DESCRIPTION
	55409-0A000-QQH	Rear crossmember assembly (includes lower control arms)
	00232-19034	Cavity wax <ul style="list-style-type: none"> • For op code 31C031R1, 1 bottle is required per vehicle. • For op codes 31C031R0 and 31C031R2, ½ bottle is required per vehicle.

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	00232-19035	<p>Black undercoating (non-rubberized type)</p> <ul style="list-style-type: none"> For op code 31C031R1, 1 can is required per 3 vehicles.
	00305-PUNCH	<p>Automatic center punch – Operated by hand (<i>not by hammer</i>).</p> <p><i>See page 7 for proper adjustment setting.</i></p>
<div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; justify-content: space-around; width: 100%;"> <div style="text-align: center;">  Outside </div> <div style="text-align: center;">  Inside </div> </div>  </div>	00232-19036	<p>Wax spray gun – Includes 2 nozzles for spraying inside and outside crossmember and control arms.</p> <p><i>Use at 70 psi air pressure.</i></p>

Tools and Equipment (dealer responsibility):

HAMMER – 16 oz.	AIR NOZZLE	WIRE BRUSH	GOGGLE & MASK
			

*** NOTE**

Wear protective goggles and mask when performing the procedures in this bulletin.

SUBJECT:

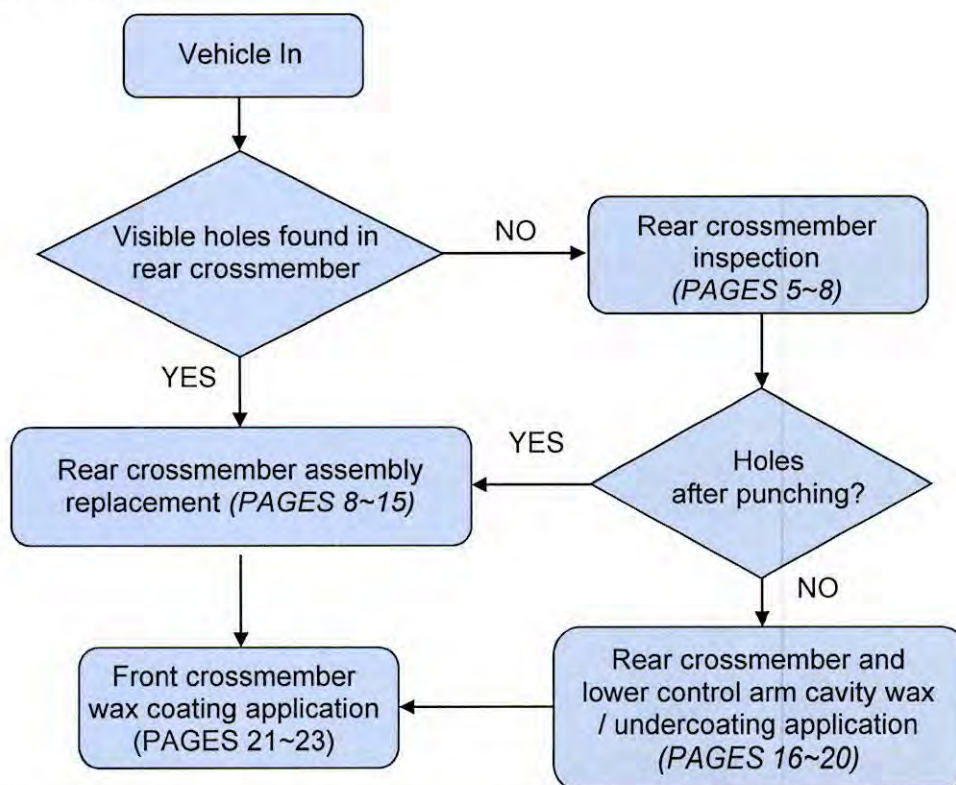
REAR CROSSMEMBER CORROSION TREATMENT (RECALL 113)

Warranty Information:

Model	Op Code	Operation	Op Time
All	31C031R0	Rear crossmember assembly replacement; front crossmember wax coating application	3.8
	31C031R1	Rear crossmember inspection and cavity wax / undercoating application; front crossmember wax coating application	1.2
	31C031R2	Rear crossmember inspection and assembly replacement; front crossmember wax coating application.	4.0

NOTE 1: Submit Claim on Campaign Claim Entry Screen**NOTE 2: Each labor operation will reimburse applicable undercoating and cavity wax in sublet.****Parts Scrap Information:**

- For crossmembers replaced due to visible holes (Op Code 31C031R0):
 - Digital photos must be taken of the replaced parts as well as the VIN plate. These photos must be attached to their respective repair order for DPSM review. The removed crossmember may then be scrapped.
- For crossmembers replaced due to a hole created during the inspection (Op Code 31C031R2):
 - It is required to retain the removed crossmember for 20 days from the date of claim payment approval before scrapping the part.

Service Procedure Flow Chart:

Service Procedure Overview:

- Lift the vehicle inspect for holes due to corrosion in the rear crossmember.
 - If any holes are found, replace the rear crossmember with a replacement part following the '**REAR CROSSMEMBER ASSEMBLY REPLACEMENT**' procedure.
 - If no holes are found, inspect the rear crossmember following the '**REAR CROSSMEMBER INSPECTION**' procedure.
 - If no holes are identified, perform the '**REAR CROSSMEMBER AND CONTROL ARM CAVITY WAX / UNDERCOATING APPLICATION**' procedures.
 - If holes are found, perform the '**REAR CROSSMEMBER ASSEMBLY REPLACEMENT**' procedure.
- Perform the '**FRONT CROSSMEMBER WAX COATING APPLICATION**' procedure.

**REAR CROSSMEMBER INSPECTION:**

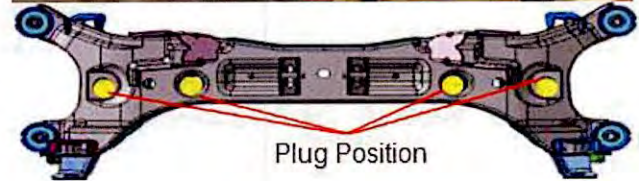
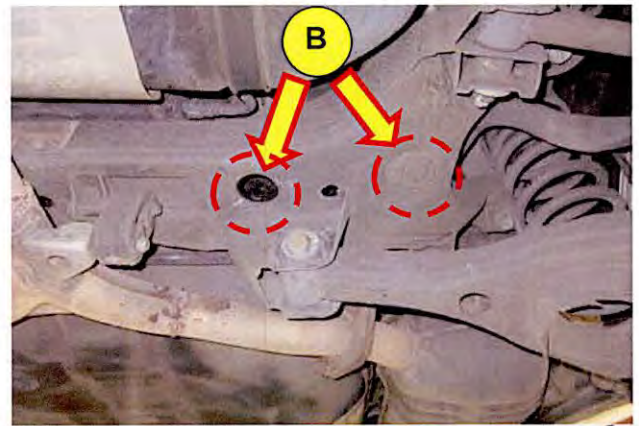
1. Lift the vehicle on a hoist, then remove the rear wheel/tire assemblies (A) on both left and right sides.

*** NOTE**

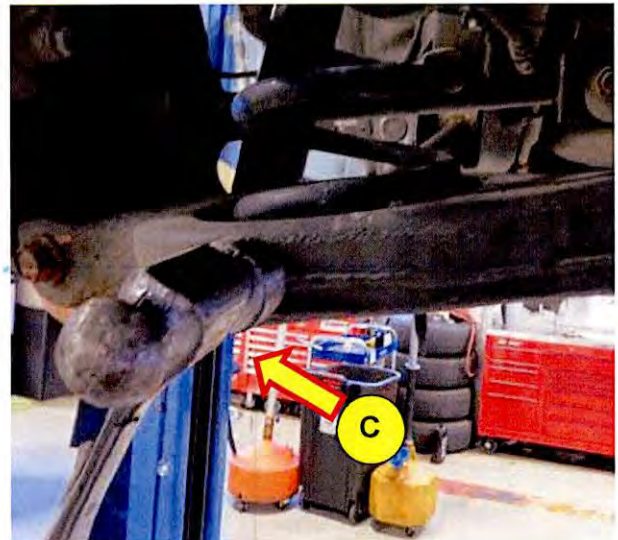
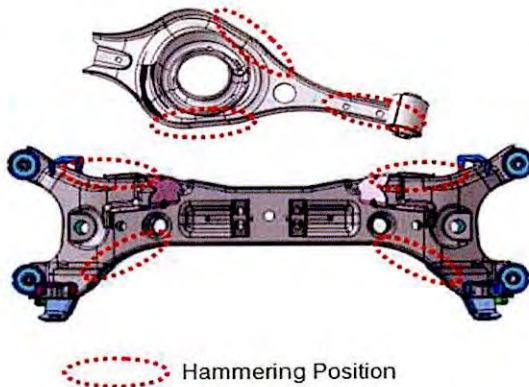
Tightening torque: 65.1~79.5 lb-ft
(88.3~107.9 Nm, 9.0~11.0 kgf.m)



2. Remove the 4 rear crossmember rubber plugs (B). Discard the plugs; do not reinstall.



3. Lightly tap the rear crossmember and the lower arm with a 16 oz. hammer (C) to loosen debris and the PVC coating. Tap in the areas defined below.



4. Peel away any residual PVC coating.

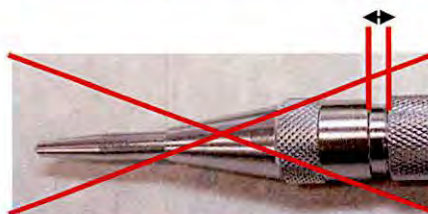


5a. Punching Operations – 5a through 5c:

★ IMPORTANT

Set the punch adjustment to the fully tight position (highest spring pre-load).

There should be no gap, as shown to the right.



Incorrect Adjustment – Note the gap



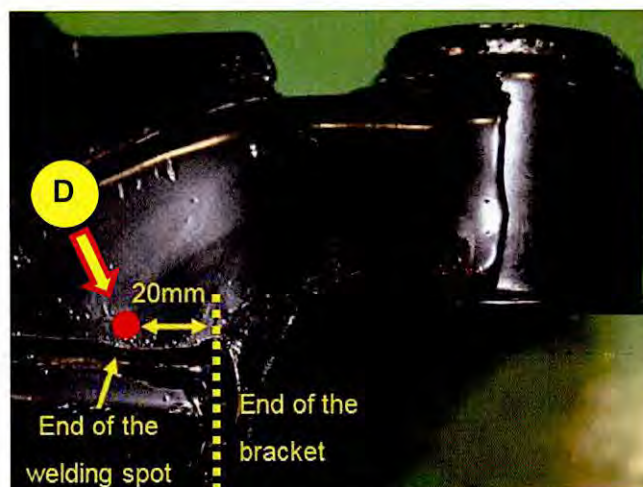
Correct Adjustment – No gap

5b.

★ IMPORTANT

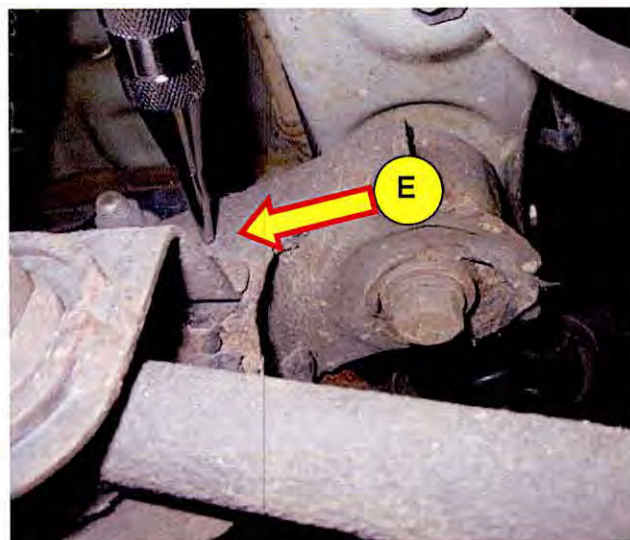
The punching location must be located precisely:

D: Punching location is right above the end of the weld line, 20mm inwards from the end of the bracket.



5c.

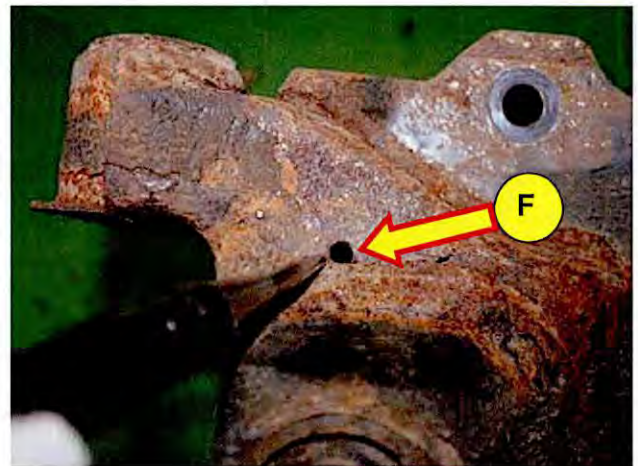
Depress the automatic center punch by hand (**DO NOT USE A HAMMER**) to punch the rear crossmember (E) 10 times in the same location, as defined below. Repeat on the opposite side of the crossmember.



6. Check if there is a hole (F) on the crossmember after the punching.

If there is a hole, replace the rear crossmember with the new one following the **'REAR CROSSMEMBER ASSEMBLY REPLACEMENT'** procedure below.

If no hole exists, follow the **'REAR CROSSMEMBER AND CONTROL ARM CAVITY WAX / UNDERCOATING APPLICATION'** procedure.



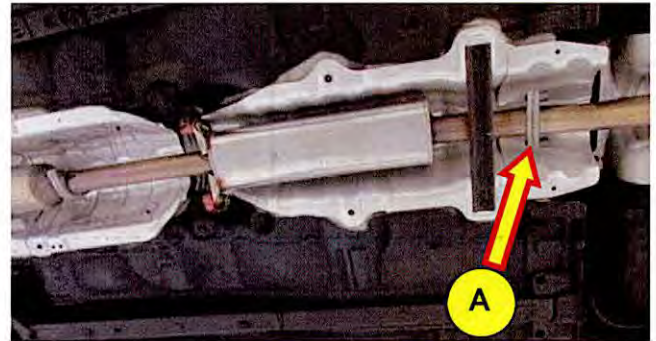
REAR CROSSMEMBER ASSEMBLY REPLACEMENT:

1. Disconnect the negative battery terminal.

Lift the vehicle on a hoist and remove the rear wheel/tire assemblies.

Disconnect the exhaust at the outlet flange of the center muffler (A).

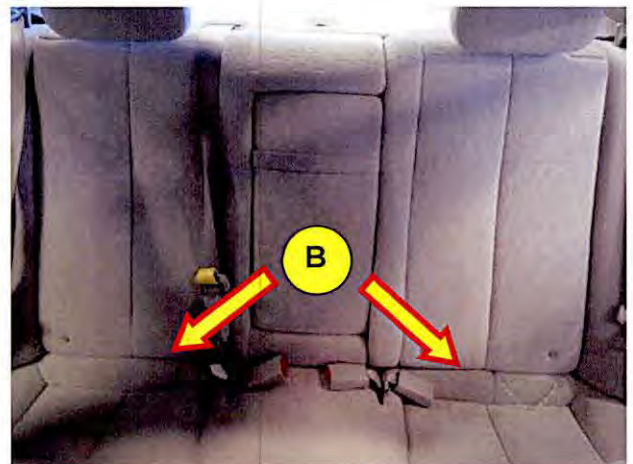
Disengage the exhaust hangers to remove the rear muffler assembly following the procedures in the appropriate shop manual.



2. From the rear seat, remove the two 12mm seat bottom mounting bolts (B).

★ NOTE

Tightening torque: 7.2~10.8 lb-ft
(9.8~14.7 Nm, 1.0~1.5 kgf.m)



3. Remove the rear seat bottom cushion by pulling upward on the front edge.



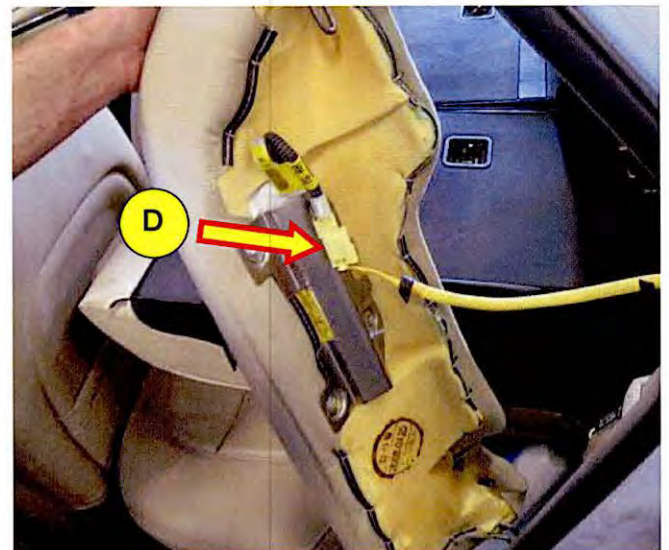
4. Remove the 12mm bolt (C) for the left side bolster cushion. Then lift the cushion upwards to remove. Repeat for the right side bolster.

*** NOTE**

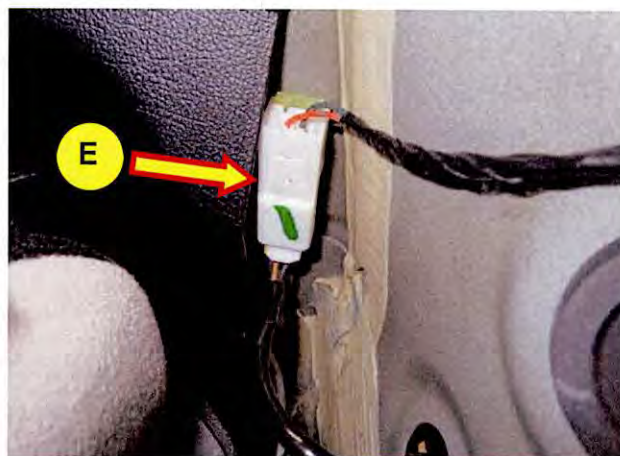
Tightening torque: 7.2~10.8 lb-ft
(9.8~14.7 Nm, 1.0~1.5 kgf.m)



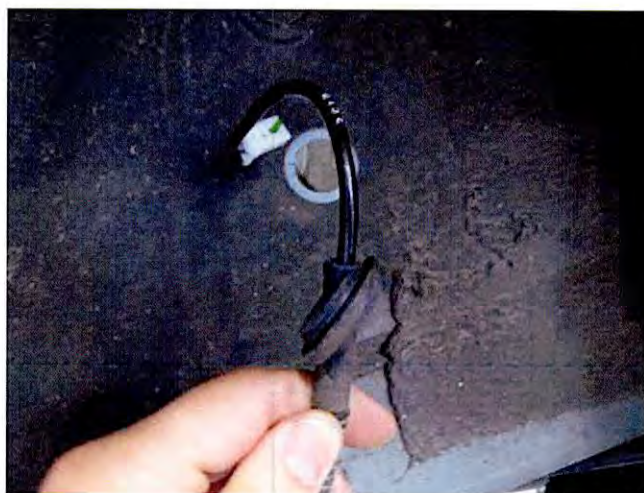
- 4a. If the vehicle is equipped with rear seat side air bags (Azera models only), disconnect the connector (D) before removing the side bolster cushions.



5. With the bolster cushions removed, locate the rear wheel speed sensor connectors (E), and disconnect them (both sides).



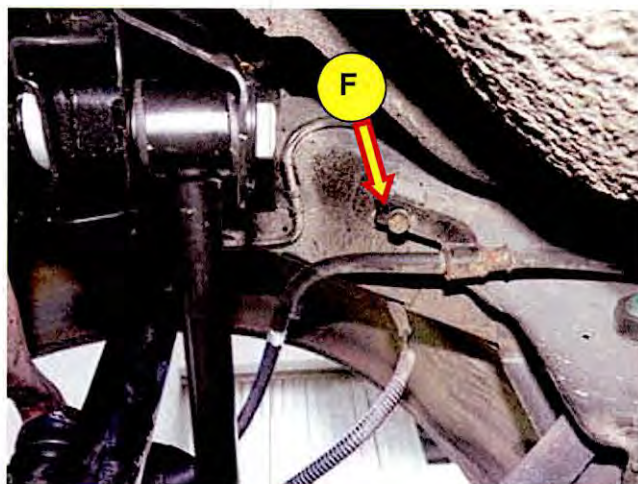
6. From the wheel housing side, disengage the grommet and pull the connector through.



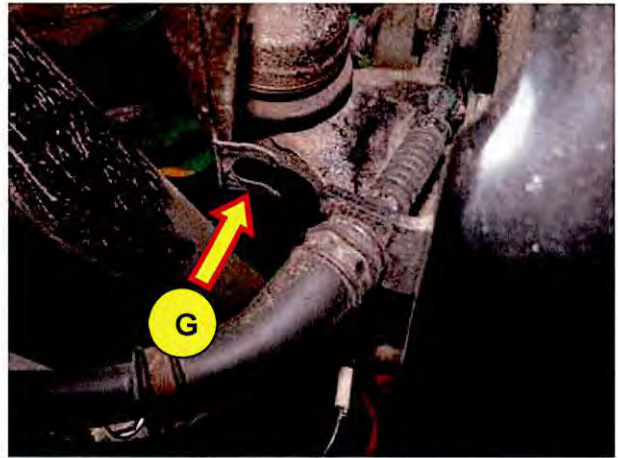
7. Remove the rear parking cable mounting bolt (F) on both sides (LH/RH).

★ NOTE

Tightening torque: 14.5~21.7 lb-ft
(19.6~29.4 Nm, 2.0~3.0 kgf.m)



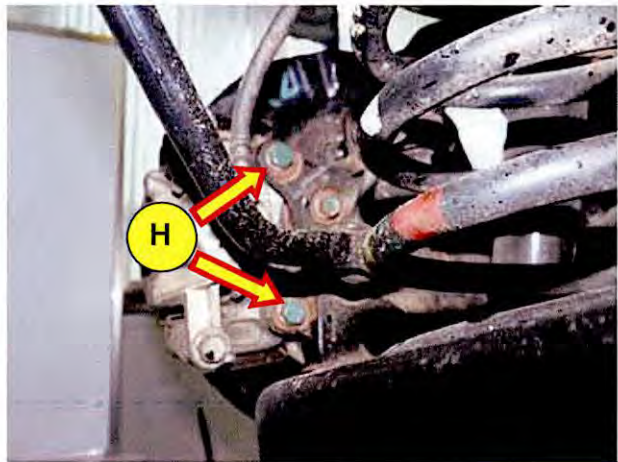
8. Remove the parking cable clip (G) on both sides (LH/RH) with a long nose plier and separate the parking cable from the rear axle.



9. Remove the rear calipers from the knuckles by removing the bolts (H).

*** NOTE**

Tightening torque: 59.0~73.8 lb-ft
(78.4~98.1 Nm, 8.0~10.0 kgf.m)



10. Secure the rear calipers so that the brake lines are not in tension, and that the calipers are out of the way when removing the rear crossmember.



11. Remove the trailing arm mounting bolt (I).

*** NOTE**

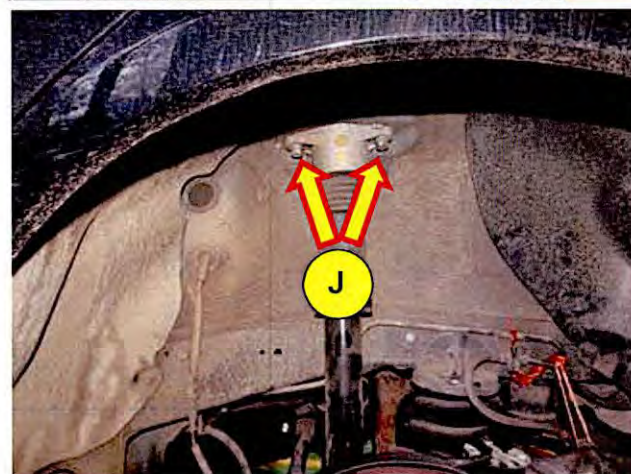
Tightening torque: 101.2~115.7 lb-ft
(137.3~156.9 Nm, 14.0~16.0 kgf.m)



12. Remove the rear shock absorber upper mounting bolts (J).

*** NOTE**

Tightening torque: 36.2~43.4 lb-ft
(49.1~58.9 Nm, 5.0~6.0 kgf.m)



13. Support the crossmember using a hydraulic jack (K), or similar tool.

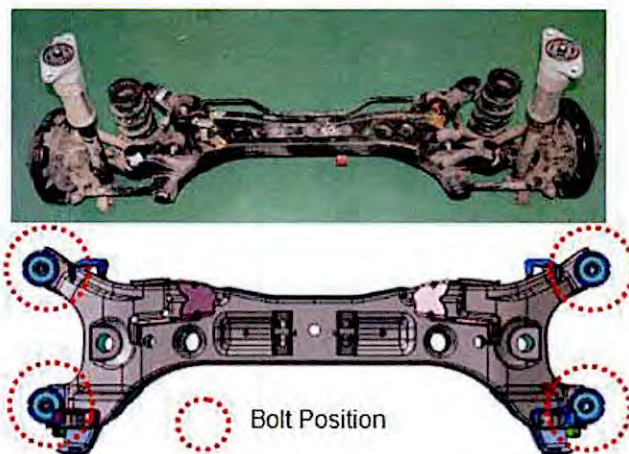


14. Remove 4 rear crossmember mounting bolts and lower the jack to remove the rear chassis module from the vehicle.

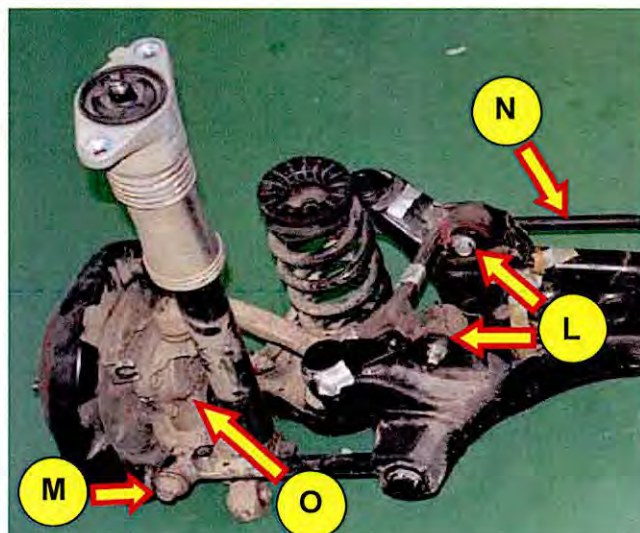
*** NOTES**

The crossmember-to-body mounting holes are 14MM X 1.5. If these threaded holes are damaged, use a tap to clean up the threads before attempting to install the new crossmember assembly.

Tightening torque: 101.2~115.7 lb-ft
(137.3~156.9 Nm, 14.0~16.0 kgf.m)



15. Remove the left and right knuckle assemblies from the rear chassis module:
- Unbolt the fasteners at the rear upper control arms (L).
 - Unbolt the assist arms at the knuckles (M).
 - Unbolt the sway bar (N) from the crossmember at the bushing brackets.
 - Unbolt the lower control arms at the knuckles (O).



16. Remove the springs and set aside.

*** NOTE**

Make sure to transfer the lower spring isolators over to the new control arms.



17. Install the removed knuckle assemblies onto the new crossmember using the provided fasteners:

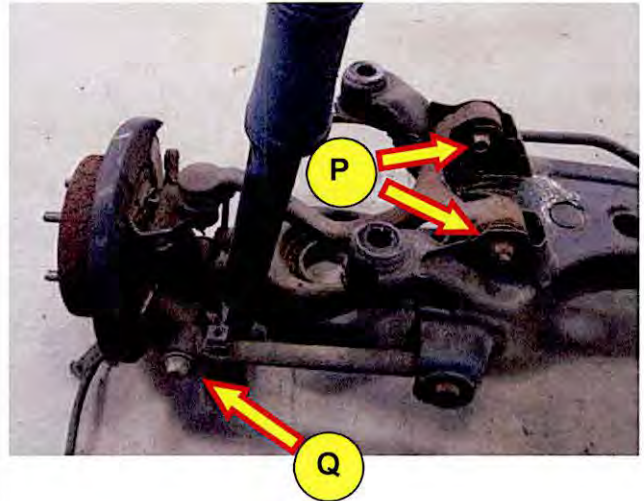
- Fasten upper control arms to crossmember (P).
- Fasten assist arms to knuckle (Q).

*** NOTE**

Bolts for the assist arms are slightly shorter than the bolts for the lower control arms.

Tightening torque values:

- Upper control arms: 72.3~86.8 lb-ft (100~120 Nm, 10.0~12.0 kgf.m)
- Assist arms: 101.2~115.7 lb-ft (137.3~156.9 Nm, 14.0~16.0 kgf.m)

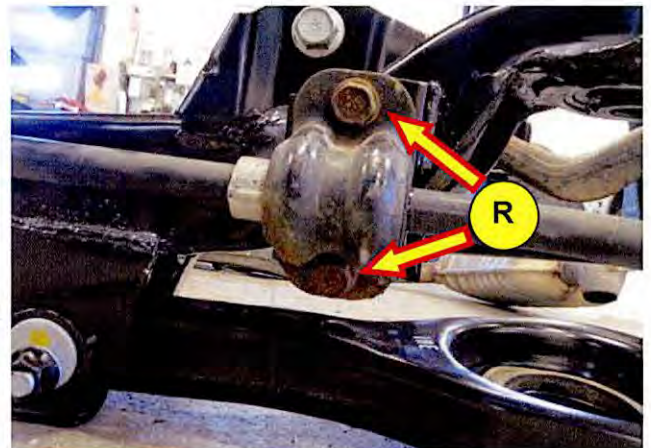


18. Install sway bar to crossmember at the bushing brackets (R).

*** NOTE**

Tightening torque values:

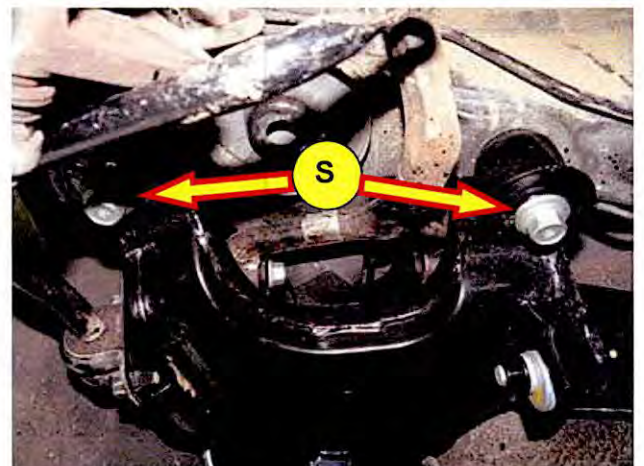
- Bushing bracket: 32.5~39.8 lb-ft (45~55 Nm, 4.5~5.5 kgf.m)



19. Install the rear chassis module using a hydraulic jack or similar tool by lifting it into place, and inserting and tightening the 4 rear crossmember mounting bolts (S).

*** NOTE**

Tightening torque: 101.2~115.7 lb-ft (137.3~156.9 Nm, 14.0~16.0 kgf.m)

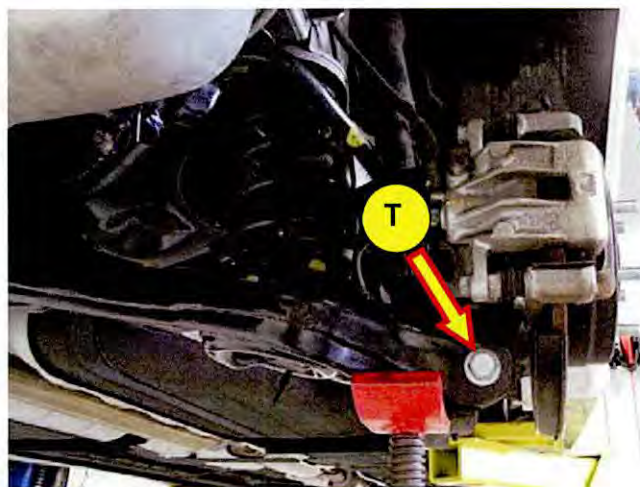


20. Place a spring into the spring seat on the lower control arm. Use a jack or similar tool on the lower control arm to compress the spring. Install the provided lower control arm bolt through the knuckle when lined up (T).

★ NOTES

Bolts for the lower control arms are slightly longer than the bolts for the assist arms.

Tightening torque: 101.2~115.7 lb-ft (137.3~156.9 Nm, 14.0~16.0 kgf.m)



21. Torque the lower control arm, and assist arm fasteners at the crossmember to spec.

★ NOTE

Tightening torque values for both:

79.5~86.8 lb-ft (110~120 Nm, 11.0~12.0 kgf.m)



22. Reinstall the rest of the removed parts according to the shop manual.
- Use provided hardware and exhaust gaskets.
23. Perform the '**FRONT CROSSMEMBER WAX COATING APPLICATION**' procedure.
24. Perform a 4 wheel alignment on the vehicle, starting with the rear wheels, then moving to the front.

REAR CROSSMEMBER AND CONTROL ARM CAVITY WAX / UNDERCOATING APPLICATION:

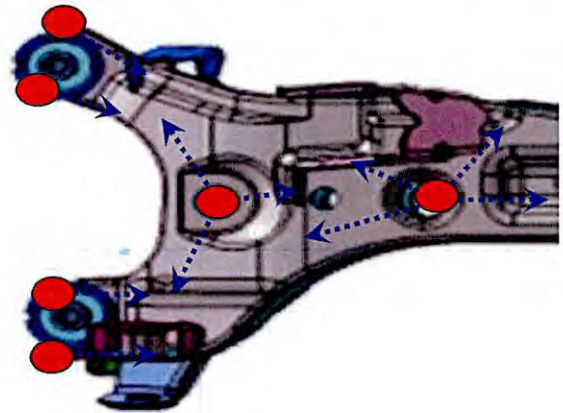
- 1a. With the vehicle lifted on a hoist and the rear wheel/tire assemblies removed, use an air nozzle to blow compressed air inside and outside the rear crossmember, as well as inside the rear lower control arms.

Locations and air blowing directions are shown in the following diagrams.



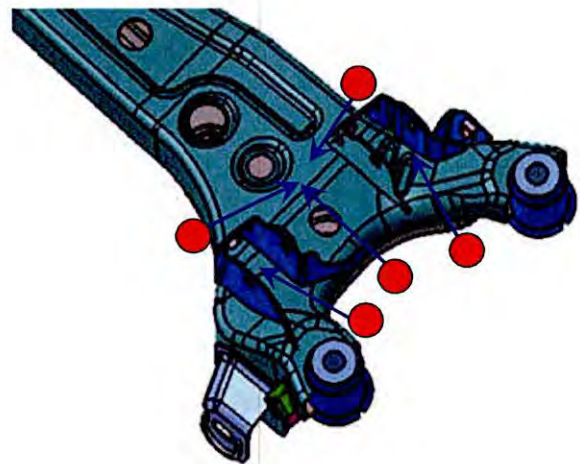
- 1b. **Inside the rear crossmember:**

- Air gun position
- ...> Blowing direction





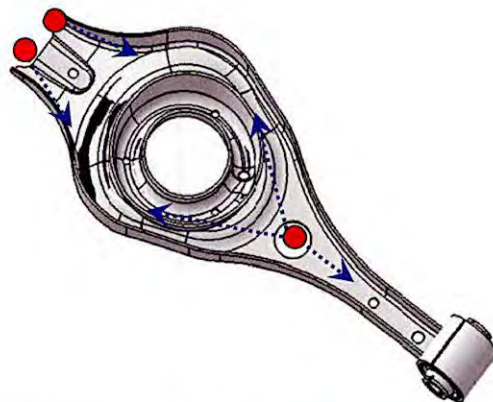
- 1c. **Outside the rear crossmember (on the top side):**

- Air gun position
- ➔ Blowing direction



1d. Inside the lower control arms:

-  Air gun position
-  Blowing direction



2. Protect the brake assemblies by wrapping a plastic bag around both rear brakes, as shown.



3a. Spray cavity wax inside and outside the rear crossmember, and inside the rear lower control arms.

Locations and wax spraying directions are shown in the following diagrams.

*** NOTE**

Spray the wax in each location (each red dot, below) for 15 seconds, ensuring good wax flow during that time by seeing a visible light mist.

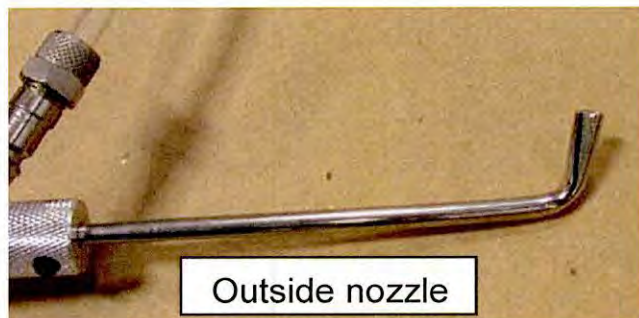
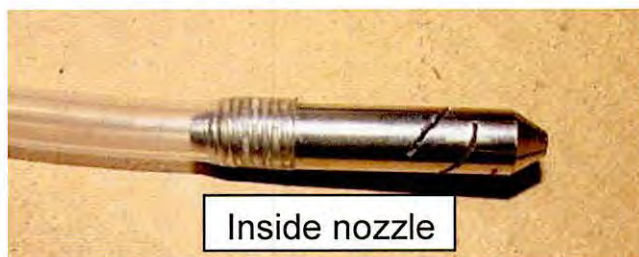
Some locations show multiple directions. For these locations, rotate the spray nozzle while spraying to ensure good coverage.



*** NOTE**

Use the “inside” nozzle to spray all interior surfaces.

Use the “outside” nozzle to spray all the exterior surfaces.



*** NOTE**

When spraying the wax, a light mist should be visible. If no mist is seen, point the nozzle in a safe direction, and press the gun’s trigger until a mist is visible.

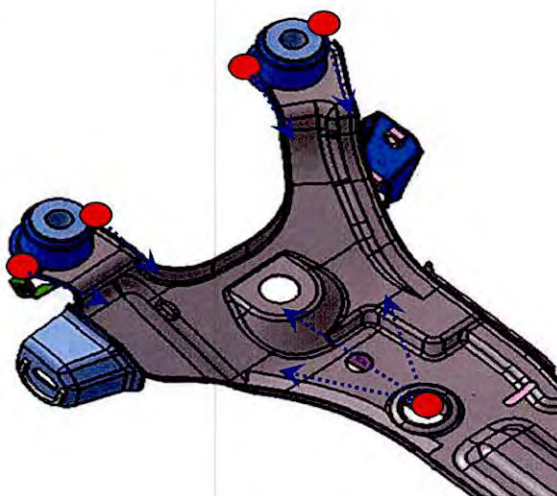
*** NOTE**

Supply air pressure must be set to 70 PSI.



3b. Inside the rear crossmember:

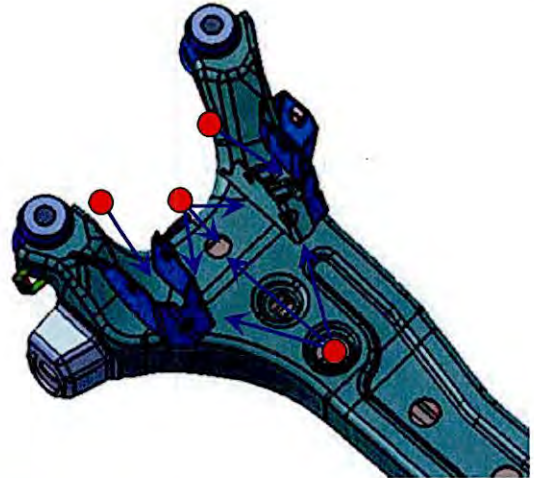
- Spray gun position
- ...> Spray direction



- 3c. Outside the rear crossmember (on the top side):

● Spray gun position

➡ Spray direction



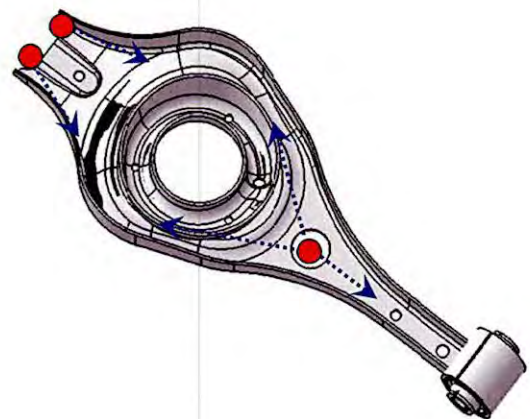
- 3d. After spraying the wax, the top side of the rear crossmember should look like the image to the right.



- 3e. Inside the lower control arms:

● Spray gun position

➡ Spray direction



4. After applying the wax, spray the black undercoating on the surfaces of the rear crossmember and lower control arms, as shown.
- For the crossmember, spray the area above the lower control arm mounting bolt.



- For the lower control arm, spray along the weld seam across the length of the arm.



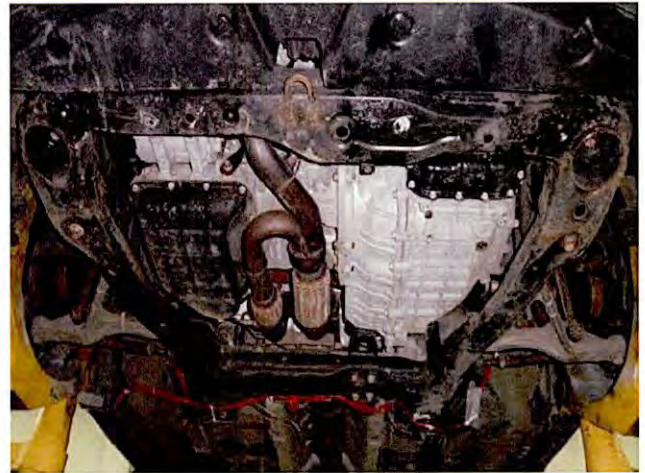
5. Remove the plastic bags from the brake assemblies and re-install the wheel and tire assemblies.
6. Perform the '**FRONT CROSSMEMBER WAX COATING APPLICATION**' procedure.

FRONT CROSSMEMBER WAX COATING APPLICATION:

1. With the vehicle lifted on a hoist, remove the front wheel and tire assemblies, along with the engine under cover.

*** NOTE**

Tightening torque: 65.1~79.5 lb-ft
(88.3~107.9 Nm, 9.0~11.0 kgf.m)



2. Use a wire brush to clean off any debris or other buildup on the front cross member.



3. Protect the brake assemblies by wrapping a plastic bag around both front brakes, as shown.



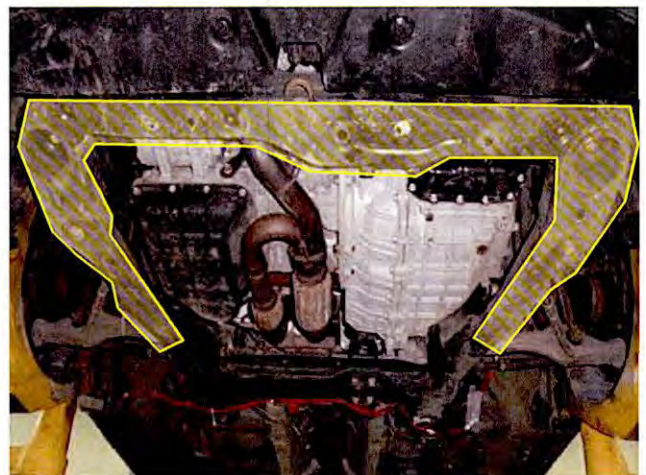
4. Spray cavity wax on the bottom surface of the front cross member using the wax spray gun. Make sure to cover the areas covered by the engine under cover, as shown.

*** NOTE**

Spray enough cavity wax to provide a light coating. Wax coat should be thick enough to be visible, but not dripping.

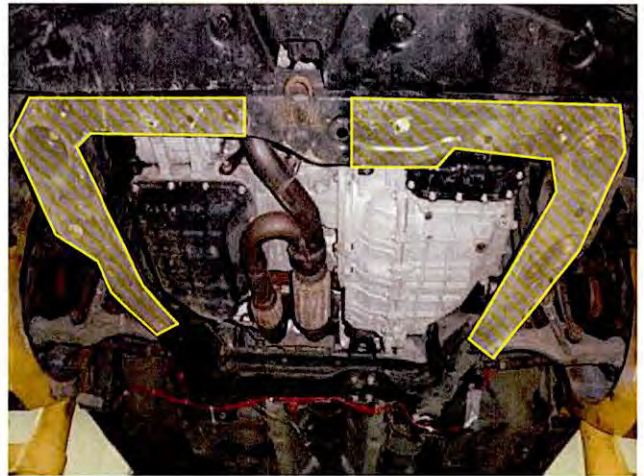


- 5a. For vehicles with a 1-piece under cover, spray the area highlighted on the image to the right.



SUBJECT:**REAR CROSSMEMBER CORROSION TREATMENT (RECALL 113)**

- 5b. For vehicles with a 2-piece under cover, spray the area highlighted on the image to the right.



6. Reinstall the engine under cover.

//ALL 10/9/2013 12/31/2013
TO: Hyundai Dealership General Managers, Sales Managers,
Service Managers, Parts Managers, and Warranty
Administrators
FROM: Hyundai Motor America
DATE: October 9, 2013
SUBJECT: **Recall Campaign 113 - Rear Crossmember Corrosion**
Treatment - TSB# 13-01-039

Hyundai Motor America is conducting a Customer Notification for inspection and corrosion treatment or replacement of the vehicle's rear Crossmember, on certain 2006-2010 model year Sonatas (NF) and 2006-2011 Azera (TG) vehicles.

This campaign provides a procedure for the inspection and corrosion treatment or replacement of the rear Crossmember. Additionally, a procedure to apply cavity wax to the front Crossmember as a preventative measure is provided.

In order to identify only those vehicles affected by Recall Campaign 113, 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 113.

Technical Service Bulletin #13-01-039 will post on Hyundai's Website on October 9, 2013.

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:

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

Customer notification letters were mailed on October 8, 2013.

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 perform the recall procedure. The dealer should perform this procedure at no cost to the

customer. The dealer's District Parts and Service Manager should be contacted prior to repair and submission of Warranty Claim.

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 perform the recall procedure. This applies to both "salt-belt" and "non-salt belt" state dealers. The dealer should perform this procedure at no cost to the customer. The dealer's District Parts and Service Manager should be contacted prior to repair and submission of Warranty Claim.

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.

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



Site Tutorial

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CA514 : SERVICE ENGINEERING | Friday, November 1, 2013

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1-866-4-DEALER (1-866-433-2537)

[HMA Dealer Portal](#) > [Message View](#)[Back](#)**Regarding Recall Campaign 113 – Rear Crossmember Corrosion Treatment: Important Information for Dealers****Posted Date:** 10/09/2013 | **Dept:** All Departments

In reference to Recall Campaign 113 (Rear Crossmember Corrosion Treatment), please be sure to:

- Read and familiarize yourself with the important information and best practices contained in the attached Service Manager letter (FINAL_Svc Mgr Letter - CAMPAIGN 113_20131009)
- Review and apply the attached instructions (Campaign 113_Scheduling_Instructions for Opcode Settings_20131008) to 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
- Apply the steps provided in the instructions (Campaign 113_Scheduling_Instructions for Opcode Settings_20131008) to use Car Care Scheduling to help even out the flow on your service drive while continuing to servicing your normal Hyundai customer business

FINAL_Svc Mgr Letter - CAMPAIGN 113_20131009.pdf

Campaign 113_Scheduling_Instructions for Opcode Settings_20131008.pdf

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Rear Crossmember Recall Configuration Instructions

Background & Actions Needed

- We have installed the necessary campaign service in your Car Care Scheduling application to support the 113 Rear Crossmember Recall Campaign Service.
- But there are a few simple steps necessary on your part to ensure these online service appointments will display on your DMS (Dealership Management System) appointment screen as required to support the DMS integration.

The subsequent pages provide step-by-step instructions on modifying the service operations and assigning capacity limits in order to limit the number of campaign appointments as needed.



Step 1: Sign into Xime

DEALER LOGIN

Username:

Password:

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For questions or assistance please
contact Xtime Customer Support:

[Click here to log a ticket](#)

<http://support.xtime.com>

support@xtime.com

1-866-XTIME-55
(1-866-984-6355)

Click [here](#) for instructions to update
your Adobe Flash, which is helper
software needed to run Xtime.

Version 6.6 is Here

We have released
ServiceCRM
exciting in

- **Enhanced Services**: Services can now be given a vehicle association of "None." This gives the ability to assign the service as an individual (a la carte) item without removing the service from any existing service package.
- **Enhanced Security and Expanded Internationalization**: Application security enhancements have been made in this release. Additionally, ServiceCRM internationalization has been expanded.

Go to the dealership login page from www.xtime.com and log in to your Xtime account.

If you forgot your user name or password use the self recovery option or contact Xtime support using the information below the log in box.

Appointment Marketing Board

Personalized service
offers.

Appointment information

near real-time

an appointment

g and promotions



You've been accepted to Xtime University



Step 2: Go to the "Services" page

MASTER HYUNDAI TEMPLATE

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Mon Sep 30, 2013

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Ledger Display

Filter by Advisor:

Filter by Make:

Filter by Model:

Display Time By: Minutes

[Refresh Ledger](#)

Capacities

Shop: [Change](#)

Greeter:

Appt:

WalkIn:

Waiter: [Change](#)

Loaner: [Change](#)

Valet: [Change](#)

Web: [Change](#)

Click on "Services" in toolbar.

<< Prev		Mon Sep 30, 2013				Next >>	
Time	Customer	Vehicle	Advisor	Service(s)	Status	Transportation	
07:00 AM	[Make Appt] (0/3)		<input type="text" value="0/1"/>	<input type="text" value="0/NL"/>	<input type="text" value="0/NL"/>	<input type="text" value="0/1"/>	
07:15 AM	[Make Appt] (0/3)		<input type="text" value="0/1"/>	<input type="text" value="0/NL"/>	<input type="text" value="0/NL"/>	<input type="text" value="0/1"/>	
07:30 AM	[Make Appt] (0/3)		<input type="text" value="0/1"/>	<input type="text" value="0/NL"/>	<input type="text" value="0/NL"/>	<input type="text" value="0/1"/>	
07:45 AM	[Make Appt] (0/3)		<input type="text" value="0/1"/>	<input type="text" value="0/NL"/>	<input type="text" value="0/NL"/>	<input type="text" value="0/1"/>	
08:00 AM	[Make Appt] (0/3)		<input type="text" value="0/1"/>	<input type="text" value="0/NL"/>	<input type="text" value="0/NL"/>	<input type="text" value="0/1"/>	
08:15 AM	[Make Appt] (0/3)		<input type="text" value="0/1"/>	<input type="text" value="0/NL"/>	<input type="text" value="0/NL"/>	<input type="text" value="0/1"/>	
08:30 AM	[Make Appt] (0/3)		<input type="text" value="0/1"/>	<input type="text" value="0/NL"/>	<input type="text" value="0/NL"/>	<input type="text" value="0/1"/>	
08:45 AM	[Make Appt] (0/3)		<input type="text" value="0/1"/>	<input type="text" value="0/NL"/>	<input type="text" value="0/NL"/>	<input type="text" value="0/1"/>	



Step 3: Find the proper service for editing by following the steps in order below

Step 1: Click on "Manage Services"

Step 2: Select "Hyundai"

Step 3: Select "Factory Only"

Step 4: Select "Repair"

Step 5: Locate the rear crossmember recall service

Services Skills

Manage Services Manage Package Overrides Manage Recommendations

Preview Manage Settings... M.S. English

Manage Services

Define the services that your dealership offers. You can set opcodes, prices, and durations on inherited services or define entirely new services specific to your dealership.

Refresh Clear Filters Save Changes

View: Basic

Make	Name	Type	Repair	Opcode	Shop Duration	Price	A la carte	Total Vehicles
HYUNDAI	BlueLink [Electrical] - Body Control Module (BCM)	Factory	Repair	OCM	60			0.00 Choose Vehicles (Linked)
HYUNDAI	BlueLink [Electrical] - Fully Automatic Temp. Control (FATC)	Factory	Repair	OCM				0.00 Choose Vehicles (Linked)
HYUNDAI	BlueLink [Electrical] - Immobilizer	Factory	Repair	OCM				0.00 Choose Vehicles (Linked)
HYUNDAI	BlueLink [Electrical] - Smart Key	Factory	Repair	OCM				0.00 Choose Vehicles (Linked)
HYUNDAI		Fac						0.00 Choose Vehicles (Linked)
HYUNDAI		Fac						0.00 Choose Vehicles (Linked)
HYUNDAI		Fac						0.00 Choose Vehicles (Linked)
HYUNDAI		Fac						0.00 Choose Vehicles (Linked)
HYUNDAI		Fac						0.00 Choose Vehicles (Linked)
HYUNDAI		Fac						0.00 Choose Vehicles (Linked)
HYUNDAI	Brake System Diagnosis	Factory	Repair	OCM	60	99		99.00 All HYUNDAI Vehicles
HYUNDAI	Bulb or Lighting Concern*	Factory	Repair	OCM	60	99		99.00 All HYUNDAI Vehicles
HYUNDAI	Campaign	Factory	Repair	OCM	60			0.00 All HYUNDAI Vehicles
HYUNDAI	Check Engine Light - Diagnosis	Factory	Repair	OCM	60	99		99.00 All HYUNDAI Vehicles
HYUNDAI	Electrical Systems Diagnosis	Factory	Repair	OCM	60	99		99.00 All HYUNDAI Vehicles
HYUNDAI	Engine Diagnosis (Noises, Leaks, Other)	Factory	Repair	OCM	60	99		99.00 All HYUNDAI Vehicles
HYUNDAI	Engine Performance Diagnosis (Running Rough, Other)	Factory	Repair	OCM	60	99		99.00 All HYUNDAI Vehicles
HYUNDAI	Heating or Air Conditioning Diagnosis	Factory	Repair	OCM	60	99		99.00 All HYUNDAI Vehicles
HYUNDAI	LF Tire Concern*	Factory	Repair	OCM	30	19.95		19.95 All HYUNDAI Vehicles
HYUNDAI	LR Tire Concern*	Factory	Repair	OCM	30	19.95		19.95 All HYUNDAI Vehicles
HYUNDAI	Other Diagnosis	Factory	Repair	OCM				99.00 All HYUNDAI Vehicles
HYUNDAI	Rear Crossmember Recall Campaign	Factory	Repair	31C031R1	180			0.00 Choose Vehicles
HYUNDAI	RF Tire Concern*	Factory	Repair	OCM	30	19.95		19.95 All HYUNDAI Vehicles
HYUNDAI	RR Tire Concern*	Factory	Repair	OCM	30	19.95		19.95 All HYUNDAI Vehicles
HYUNDAI	Squeaks & Rattles Diagnosis	Factory	Repair	OCM	60	99		99.00 All HYUNDAI Vehicles
HYUNDAI	Steering Diagnosis	Factory	Repair	OCM				99.00 All HYUNDAI Vehicles

Create a New Service Edit Service Details Bulk Edit Services Copy to a



Step 4: Modify the operation code to match the op code you created in your DMS

Refresh Clear Filters **Save Changes**

Make	Name	Type	Kind	Opcode	Shop Duration
HYUNDAI	Bluelink [Electrical] - Fully Automatic	Factory	Repair	OCM	60
HYUNDAI	Bluelink [Electrical] - Immobilizer	Factory	Repair	OCM	60
HYUNDAI	Bluelink [Electrical] - Smart Key	Factory	Repair	OCM	60
HYUNDAI	Bluelink [Powertrain] - AT	Factory	Repair	OCM	60
HYUNDAI	Bluelink [Powertrain] - Engine	Factory	Repair	OCM	60
HYUNDAI	Bluelink [Safety] - Airbag	Factory	Repair	OCM	60
HYUNDAI	Bluelink [Safety] - OCS	Factory	Repair	OCM	60
HYUNDAI	Body Appearance and/or Paint Concern*	Factory	Repair	OCM	60
HYUNDAI	Brake System Diagnosis	Factory	Repair	OCM	60
HYUNDAI	Bulb or Lighting Concern*	Factory	Repair	OCM	60
HYUNDAI	Campaign	Factory	Repair	OCM	60
HYUNDAI	Check Engine Light - Diagnosis	Factory	Repair	OCM	60
HYUNDAI	Electrical Systems Diagnosis	Factory	Repair	OCM	60
HYUNDAI	Engine Diagnosis (Noises, Leaks, Other)	Factory	Repair	OCM	60
HYUNDAI	Engine Performance Diagnosis (Runn			OCM	60
HYUNDAI	Heating or Air Conditioning Diagnosi			OCM	60
HYUNDAI	LF Tire Concern*			OCM	30
HYUNDAI	LR Tire Concern*	Factory	Repair	OCM	30
HYUNDAI	Other Diagnosis	Factory	Repair	OCM	60
HYUNDAI	Rear Crossmember Recall Campaign	Factory	Repair	31C031R1	180
HYUNDAI	RF Tire Concern*	Factory	Repair	OCM	30
HYUNDAI	RR Tire Concern*	Factory	Repair	OCM	30
HYUNDAI	Squeaks & Rattles Diagnosis	Factory	Repair	OCM	60
HYUNDAI	Steering Diagnosis	Factory	Repair	OCM	60
HYUNDAI	Stop Lamp Switch Recall Campaign	Factory	Repair	31C017R0	30

Create a New Service Edit Service Details Bulk Edit Services Copy to a New Service Delete Service(s)

Step 1: Click on the operation code field and type in the operation code for the service

Step 2: Adjust "Shop Duration" if needed

Step 3: Remember to save your changes



Step 5: Setting Recall Service Capacity Limits Through "Skills"

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[Services](#)
[Skills](#)

[Manage Services](#)
[Manage Package Overrides](#)
[Manage Recommendations](#)

Preview Manage Settings... U.S. English

Manage Services

Define the services that your dealership offers. You can set opcodes, prices, and durations on inherited services or define entirely new services specific to your dealership.

Refresh Clear Filters Save Changes

Make	Name	Type	Kind	Rate	Total	Vehicles
HYUNDAI	ABS Light Diagnosis	Factory	Repair	60	99	99.00 All HYUNDAI Vehicles
HYUNDAI	Bluelink Recall	Factory	Repair	60		0.00 Choose Vehicles (Linked)
HYUNDAI	Bluelink Service Appointment	Factory	Repair	60		0.00 Choose Vehicles (Linked)
HYUNDAI	Bluelink [Chassis] - EPS	Factory	Repair	60		0.00 Choose Vehicles (Linked)
HYUNDAI	Bluelink [Chassis] - ESC	Factory	Repair	60		0.00 Choose Vehicles (Linked)
HYUNDAI	Bluelink [Chassis] - TPMS	Factory	Repair	60		0.00 Choose Vehicles (Linked)
HYUNDAI	Bluelink [Electrical] - Body Control Module (BCM)	Factory	Repair	60		0.00 Choose Vehicles (Linked)
HYUNDAI	Bluelink [Electrical] - Fully Automatic Temp. Control (FATC)	Factory	Repair	60		0.00 Choose Vehicles (Linked)
HYUNDAI	Bluelink [Electrical] - Immobilizer	Factory	Repair	60		0.00 Choose Vehicles (Linked)
HYUNDAI	Bluelink [Electrical] - Smart Key	Factory	Repair	60		0.00 Choose Vehicles (Linked)
HYUNDAI	Bluelink [Powertrain] - AT	Factory	Repair	60		0.00 Choose Vehicles (Linked)
HYUNDAI	Bluelink [Powertrain] - Engine	Factory	Repair	60		0.00 Choose Vehicles (Linked)
HYUNDAI	Bluelink [Safety] - Airbag	Factory	Repair	60		0.00 Choose Vehicles (Linked)
HYUNDAI	Bluelink [Safety] - OCS	Factory	Repair	60		0.00 Choose Vehicles (Linked)
HYUNDAI	Body Appearance and/or Paint Concern*	Factory	Repair	60	99	99.00 All HYUNDAI Vehicles
HYUNDAI	Brake System Diagnosis	Factory	Repair	60	99	99.00 All HYUNDAI Vehicles
HYUNDAI	Bulb or Lighting Concern*	Factory	Repair	60	99	99.00 All HYUNDAI Vehicles
HYUNDAI	Campaign	Factory	Repair	60		0.00 All HYUNDAI Vehicles
HYUNDAI	Check Engine Light - Diagnosis	Factory	Repair	60	99	99.00 All HYUNDAI Vehicles
HYUNDAI	Electrical Systems Diagnosis	Factory	Repair	60	99	99.00 All HYUNDAI Vehicles
HYUNDAI	Engine Diagnosis (Noises, Leaks, Other)	Factory	Repair	60	99	99.00 All HYUNDAI Vehicles
HYUNDAI	Engine Performance Diagnosis (Running Rough, Other)	Factory	Repair	60	99	99.00 All HYUNDAI Vehicles
HYUNDAI	Heating or Air Conditioning Diagnosis	Factory	Repair	60	99	99.00 All HYUNDAI Vehicles
HYUNDAI		Factory	Repair	30	19.95	19.95 All HYUNDAI Vehicles

Scroll over "Services" and click on Click on "Skills" in toolbar.



Step 6: Go to the “Skills” page to create a skill necessary to set your recall service capacity

MASTER HYUNDAI TEMPLATE

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Go to Admin LaunchPad My Profile Support Request Log out Change Dealership

Appointments Customers Dealership Marketing Services Users Reports Localizations Notifications Help My Favorites

Skills

Services Skills

No Skills Found

Add New Skill

Click “Add New Skill”

Search

Dashboard

https://dealer1.xtime.com/panatna/business/services/prepServiceRelicAdd.do

v7.2.4.1-SNAPSHOT - 179



Step 7: Add New Skill to set your recall service capacity

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Go to Admin LaunchPad My Profile Support Request Log out Change Dealership

Appointments Customers Dealership Marketing Services Users Reports Localizations Notifications Help My Favorites

Skills: Add New Skill

Skill Details

Name: * Rear Crossmember Campaign

Description:

Assign Services to this Skill:

Assignable Services

[HYUNDAI] - Inspect Vapor Hose and Fuel System

[HYUNDAI] - Inspect W/pump belt

[HYUNDAI] - LF Tire Concern

[HYUNDAI] - LR Tire Concern

[HYUNDAI] - Multi-Point Inspection OEM

[HYUNDAI] - Other Diagnosis

[HYUNDAI] - Rear Crossmember Recall

[HYUNDAI] - Replace Air Cleaner Filter

[HYUNDAI] - Replace Air Cleaner Filter

[HYUNDAI] - Replace Air Filter Canister

Assigned Services

Step 1: Enter the name you wish to assign to the "Skill"

Step 2: Scroll to find the service Click "Add New Skill"

Create

Previous



Step 8: Add New Skill (continued)

Skills: Add New Skill

Skill Details

Name:* Rear Crossmember Campaign

Description:

Assignable Services

[HYUNDAI] - Other Diagnosis
[HYUNDAI] - Replace Air Cleaner Filter
[HYUNDAI] - Replace Air Cleaner Filter
[HYUNDAI] - Replace Air Filter Canister
[HYUNDAI] - Replace Automatic Transaxle
[HYUNDAI] - Replace Automatic Transaxle
[HYUNDAI] - Replace Climate Control Air Fi
[HYUNDAI] - Replace Climate Control Air Fi
[HYUNDAI] - Replace Climate Control Air Fi
[HYUNDAI] - Replace Coolant
[HYUNDAI] - Replace Double Clutch Transn-

Assign Services to this Skill:

>>

<<

Assigned Services

[HYUNDAI] - Rear Crossmember Recall Camp

Step 1: Click this button to assign the service to the "Skill"

* - Required Field

Create

Previous

Step 2: Click "Create" button in order to save your changes



Step 9: Manage Skill Capacity

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Skills

[\[Manage Skill Capacity\]](#)

[\[Add New Skill\]](#)

Name	Description	Services
Rear Crossmember Campaign	--	[HYUNDAI] - CAMP113

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n
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Click "Manage Skill Capacity" in order to set capacity limit for Rear Crossmember service campaign



Step 10: Set Daily Skill Capacity

Appointments Customers Dealership Marketing Services Users Reports Localizations Notifications Help My Favorites

Dealership: Capacity

Details Contact Hours Policies Capacity Teams Advisors Amenities Vehicles Links

[Manage Skills]

Capacity

Capacity Type: Shop/Skills

Shop Capacity

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Total	0	100	100	100	100	100	100

Skill Capacity

Daily Capacity must be defined to specify daily skill capacity

Name	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Rear Crossmember Campaign	0	3	5	3	5	0	0

Save

Step 2: Don't forget to click "Save" in order to save your work.

Step 1: Set the number of appointments or number of hours bases on how you are tracking your total shop/skill capacity.



You are finished!

MASTER HYUNDAI TEMPLATE

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Martin

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Dealership

After saving changes click on
"Appointments" in the tool bar
to exit back to the ledger screen.

Details

Cont

[\[Manage Skills\]](#)

Teams

Advisors

Amenities

Vehicles

Links

Capacity

Capacity Type:

Shop Capacity

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Total	<input type="text" value="0"/>	<input type="text" value="100"/>	<input type="text" value="100"/>	<input type="text" value="100"/>	<input type="text" value="100"/>	<input type="text" value="100"/>	<input type="text" value="100"/>

Skill Capacity

Daily Capacity must be defined to specify daily skill capacity

Name	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Rear Crossmember Campaign	<input type="text" value="0"/>	<input type="text" value="3"/>	<input type="text" value="5"/>	<input type="text" value="3"/>	<input type="text" value="5"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

Save



Support: For any questions you can call or email us!

MASTER HYUNDAI TEMPLATE

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Wednesday, April 10, 2013

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Ledger Display

Filter by Advisor:

Filter by Make:

Filter by Model:

Display Time By: Minutes

[Refresh Ledger](#)

Capacities

Shop 0/100 [Change](#)

Greeter 0/156

Appt 0

WalkIn 0

Waiter 0/5 [Change](#)

Loaner 0/NL [Change](#)

Valet 0/3 [Change](#)

Web 0/NL [Change](#)

When clicking on the "Support Request" link you will find our support number and email address to answer any questions you have on editing this service.

<< Prev

Wednesday, April 10, 2013

Next >>

	Customer	Vehicle	Advisor	Service(s)	Status	Transportation
7:00 AM	[Make Appt] (0/3)		0/1	0/NL	WEB 0/NL	0/1
7:15 AM	[Make Appt] (0/3)		0/1	0/NL	WEB 0/NL	0/1
7:30 AM	[Make Appt] (0/3)		0/1	0/NL	WEB 0/NL	0/1
7:45 AM	[Make Appt] (0/3)		0/1	0/NL	WEB 0/NL	0/1
8:00 AM	[Make Appt] (0/3)		0/1	0/NL	WEB 0/NL	0/1
8:15 AM	[Make Appt] (0/3)		0/1	0/NL	WEB 0/NL	0/1
8:30 AM	[Make Appt] (0/3)		0/1	0/NL	WEB 0/NL	0/1
8:45 AM	[Make Appt] (0/3)		0/1	0/NL	WEB 0/NL	0/1
9:00 AM	[Make Appt] (0/3)		0/1	0/NL	WEB 0/NL	0/1
9:15 AM	[Make Appt] (0/3)		0/1	0/NL	WEB 0/NL	0/1
9:30 AM	[Make Appt] (0/3)		0/1	0/NL	WEB 0/NL	0/1
9:45 AM	[Make Appt] (0/3)		0/1	0/NL	WEB 0/NL	0/1
10:00 AM	[Make Appt] (0/3)		0/1	0/NL	WEB 0/NL	0/1
10:15 AM	[Make Appt] (0/3)		0/1	0/NL	WEB 0/NL	0/1



Support: For any questions you can call or email us!



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[CHECK YOUR EXISTING REQUESTS](#)

[ENGLISH](#)

Submit a request

Your email address *

Subject *

Description *

Please enter the details of your request. Please attach any screenshots that will aid in our troubleshooting by using the "Attach files" option below. A member of our support staff will respond as soon as possible.

Name of your dealership

Check here if system is completely down:

Please check this box if your system is completely down and unusable (an outage situation).

☐

Attachment(s)

[Attach file »](#)

Help yourself!

A lot of questions that you have might already be answered in our Xtime University self-help website. Please access the site by clicking on the "Help" link in the top right of your ServiceCRM screen. Once you are on the Xtime University site - click "Knowledge Base" and search for your issue using the search screen.

Xtime Support can also be reached via phone at:

1-866-984-6355

Submit a request for assistance

Fields marked with an asterisk (*) are mandatory.

You'll be notified when our staff answers your request.



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.