

Important Recall Campaign Information



January 23, 2015

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

Subject: Recall Campaign 120 2015 Sonata Front Brake Caliper Inspection and Repair– Customer Notification Letters Mailed January 20, 2015

What You Need to KNOW

Recall Notification Letters were mailed to affected customers on January 20, 2015 for Recall Campaign 120 (2015 Sonata Front Brake Caliper Inspection and/or Repair).

What You Need to DO

- Inform your Dealership Recall Campaign Team of the customer notification mailings.
- Go to WebDCS to view your affected VIN list.
- Conduct a Resource Assessment to support the campaign; people, time and facility, and adjust accordingly. Remember that you still need to accommodate your regular customers as well as customers from other recent campaigns.

Utilize your Service Rental Cars in order to minimize your service customers' inconvenience when they are having recall campaign work completed. Reimbursement for Service Rental Cars or third party rentals during the repair will be covered through the warranty claim process with no prior approval required per HMA warranty guidelines.

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

Hyundai Motor America

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Key Contact Information		
Dealer Support	Contact Information	Description
Hyundai 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
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> • Appointment Scheduling • Shop Capacity Management • Campaign Integration/ Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Campaign Questions)	1-855-671-3059	For customers with additional questions or concerns <u>related to campaigns</u>
Hyundai Customer Care Center (General Questions)	1-800-633-5151	For customers with general, <u>non-campaign-related</u> questions

Key Reference Information	
Name	Source
Car Care Scheduling Tutorials	<ul style="list-style-type: none"> • HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling
Service Rental Car Program	HyundaiDealer.com
NHTSA website	http://www.safercar.gov