

Friday August 15, 2014



RE: Recall Campaign Information for the week of 8/18:

ATTN: Service Managers and Parts Managers:

Hyundai will provide the Technical Service Bulletins for Recall Campaign 122: 2011 Sonata Brake Lines and Recall Campaign 123: 2011-2014 Sonata Shift Lever Cable, by Wednesday 8/20. In the interim, please continue to call the Hyundai Techline at (800) 325-6604 for the latest instructions if a customer comes to you with questions about their vehicle.

Campaign	122 <u>Sonata Brake Lines</u>	123 <u>Sonata Shift Lever Cable</u>
Model Year	2011	2011-2014
Production Dates	Dec 11, 2009 - Sept 01, 2010	Dec 11, 2009 - May 29, 2014
Approximate Vehicle Population	133,000	880,000

Customer letters for these two campaigns are scheduled to be mailed out starting the week of 8/25/2014, and will be completed by 9/15/2014.

Parts needed for the repair are in stock at HMA/Mobis Warehouses now, and an initial shipment of these parts will arrive at dealerships when the campaign is launched next week.

As a reminder, given the high volume of vehicles affected, it is imperative to act now to handle the increased numbers of customers that will begin coming into your dealership.

- Hyundai urges Service Managers to plan for an expected increase in volume and expand accordingly (e.g. staff up and expand hours).
- Be sure to reflect your expanded hours and/or days in Xtime Car Care Scheduling. Contact Xtime support if needed via email at Support@Xtime.com or via phone at 1 (866) 984-6355 for help on changing your settings.

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

Thank you.

Hyundai Motor America