

Dealer Q & A: 2011-2014 Sonata Shift Cable Campaign 123 – 08/01/14

Summary

Hyundai Motor America is conducting a safety recall of 2011-2014 model year Hyundai Sonata vehicles. The cable connecting the transmission range switch to the vehicle's shift lever pin may become disconnected. Symptoms can include inability to remove the vehicle's transaxle from the Park position, or inability to place the vehicle's transaxle into the Park position, preventing the vehicle from being started. Hyundai dealers will verify and if necessary, repair the connection between the shift cable and shift lever.

Hyundai informed the National Highway Traffic Safety Administration on July 17, 2014, and is initiating this action to ensure the safety and quality of vehicles and the continued satisfaction of its customers.

Q: What is the issue?

A: The cable connecting the transmission range switch to the vehicle's shift lever pin may become disconnected. Symptoms can include inability to remove the vehicle's transaxle from the Park position, or inability to place the vehicle's transaxle into the Park position, preventing the vehicle from being started.

The gear position indicator in the instrument cluster (**P, R, N or D**) will always be an accurate indicator of the transmission's gear position, regardless of the shift lever position. Customers should verify the gear position indicator in the instrument cluster shows "P" when the shift lever is moved to the "P" position. Additionally, as stated in the Owner's Manual, the parking brake should always be firmly applied before exiting the vehicle.

Q: What should customers do if they experience this condition prior to receiving notification of the campaign?

A: Ensure that the vehicle is in a safe place, firmly apply the parking brake and turn the vehicle off before exiting the vehicle. Please contact Roadside Assistance at 800-243-7766 to make arrangements to have your vehicle towed to the nearest authorized Hyundai dealership.

Q: What is done during the recall service at the dealer?

A: Hyundai dealers will verify and if necessary, repair the connection between the shift cable and shift lever. This procedure will be performed at no charge.

Q: How long will it take for the recall service?

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A: Hyundai estimates the time needed for the repair will be less than one hour.

Q: When will owners be notified?

A: Owners will be mailed notification letters beginning in the third quarter of 2014.