



Friday, August 22, 2014

ATTN: General Managers, Service Managers and Parts Managers:

IMPORTANT INFORMATION

#1 RECALL CAMPAIGNS 122 & 123

Recall 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
Technical Service Bulletin #	14-01-032	14-01-033

- TSB's for the Recall Campaigns above are available on HyundaiDealer.com/HMA Tech Info.
- Official customer notifications are scheduled to be mailed out starting next week, and will be completed by 9/15/2014. HMA is asking customers who have two safety recall campaigns that impact their 2011 Hyundai Sonata to schedule a single visit for both repairs.
- An initial parts shipment has been sent to all dealers for campaigns 122 and 123. Please use the normal parts ordering process for supplemental orders. **A VIN is required when placing a parts order for the MANUAL transmission Sonata brake lines only.**

#2 RECALL CAMPAIGNS 121 & 124

Recall Campaign	121 <u>Veracruz Valve Cover Oil Leak</u>	124 <u>Santa Fe Coil Springs</u>
Model Year	2007-2012	2001-2006
Production Dates	December 26, 2006 - July 24, 2012	March 31, 2000 - February 15, 2006

The Technical Service Bulletins and remedies for Recall Campaigns 121 and 124 will be provided when available. For any customers that are currently experiencing a concern related to either of these two campaigns, please call the Hyundai Techline for the latest instructions. **Please make sure the customer understands that any interim repairs performed will NOT be considered a campaign completion. Once the campaign remedy is announced, the customer will have to return for inspection and final repair.**

Interim Customer letters regarding these two recalls will be mailed in early September, indicating that the remedy is not yet available. Official Recall Notification Letters will be mailed once the remedy is available.

As a reminder, act now to handle the volume of customers that will begin coming into your dealership next week.

- Hyundai urges Service Managers to plan for the 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.
- Consider assigning all available dealership staff to support service drive volume.
- Utilize your service rental cars in order to minimize your service customers' inconvenience when they are having service campaign work completed.
 - Service Rental Claims can be submitted for the Recall **Campaign 122: 2011 Sonata Brake Lines**.
 - Please verify that the transportation feature is enabled in Xtime Car Care Scheduling, and if not, contact Xtime support via email at Support@Xtime.com or via phone at 1 (866) 984-6355.

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

Thank you.