

# Important Recall Campaign Information



February 4, 2015

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

**Subject:** Recall Campaign 124 – Santa Fe Coil Springs – Update on Extended Claims Approval Process

## What You Need to KNOW

As a reminder, the Recall Spring Protector is manufactured to fit the OE strut. If the vehicle has aftermarket (non-OE) struts, please replace the aftermarket strut with OE struts and submit a Goodwill Claim to cover strut replacement(s).

**Please note:** With the recent launch of the HMA Prior Approval (PA) System, prior approval is required for any repairs required to complete the campaign. These repairs must be identified on a separate line item on Repair Order. The 'Extended Claim Coverage & Owner Refunds' section in this document is updated to reflect this change.

## What You Need to DO

- Inform your Dealership Campaign Recall Team of the campaign specifics (see below for details).
- Conduct a Resource Assessment to support the campaign; people, time and facility, and adjust accordingly. Remember that you still need to accommodate your normal customers as well as customers from other recent campaigns.
- Review your "Uncompleted Campaign VIN List" to calculate potential impact (see *VIN Lists by Dealer* below).
- Review Parts Availability and schedule campaign appointments accordingly.

Recall Campaign 124 Details		
Item	Specifications	Reference
TSB	TSB#14-01-040-1: Santa Fe (SM) Front Coil Spring Protector	HyundaiTechInfo.com
Affected Vehicles	2001–2006 Santa Fe, produced 1/1/2000 through 3/21/2006. Vehicles registered in "salt belt" states. Also applies to preowned vehicles in dealer stock.	TSB
Reason for Recall	Front coil spring may become corroded and fracture near the base of the spring with potential for tire puncture.	TSB
Service Required	Bracket to be installed to prevent the coil spring from contacting tire. Inspect and replace coil springs if needed.	TSB
Interim Repairs	If vehicle received an interim repair related to this recall, the customer will have to return for final repair.	TSB
Service Action Specs	Op Code: 41C051R0 • Repair Time: 0.4 M/H	TSB
Impacted Customers	This repair will be made available to all owners, regardless of where they live. Confirm vehicle is affected by Recall Campaign 124 by accessing Hyundai Motor America's "Warranty Vehicle Information" screen via WebDCS before starting the repair.	
HMA Owner Notifications	Initial flight of final notification letters was sent on 10/24/14. All flights were completed on 11/14/14.	
Recall Campaign VIN Lists by Dealer	Full assigned VIN lists available via WebDCS: "Uncompleted Campaign VIN List", and ServiceSmarts Online. <b>Utilize your VIN list to calculate the impact and potential increase in customers coming to your dealership's service department.</b>	

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Recall Campaign 124 Details		
Item	Specifications	Reference
Parts Shipments	Initial shipments of Spring Protectors were shipped on 10/16/14 based on expected campaign volume by dealer. Additional parts can be ordered following the standard parts ordering procedure.	PN: 54631-26000-QQH
Non-OE Struts	The Recall Spring Protector is manufactured to fit the OE strut. If the vehicle has aftermarket (non-OE) struts, replace the aftermarket strut with OE struts and submit a Goodwill Claim to cover strut replacement. <b>Please note:</b> With the recent launch of the HMA Prior Approval (PA) System, prior approval is required for any repairs required to complete the campaign. These repairs must be identified on a separate line item on Repair Order.	TSB
Rental Car Reimbursement	Rental car costs for usage by these owners during the repair will be covered through the warranty claim process with no prior approval required per HMA warranty guidelines.	Warranty Claims Processing Manual (HyundaiDealer.com)
Extended Claim Coverage & Owner Refunds	<p>Coverage for Recall Related Damage:</p> <ul style="list-style-type: none"> <li>Prior approval is required for any repairs required to complete the campaign. These repairs must be identified on a separate line item on Repair Order.</li> </ul> <p>Owner Refunds:</p> <ul style="list-style-type: none"> <li>Full reimbursement to owner for prior repair if the repair was directly related to the recall campaign. Customers can contact Hyundai Campaign Hotline for reimbursement for prior repair (855-671-3059).</li> </ul>	

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"> <li>Appointment Scheduling</li> <li>Shop Capacity Management</li> <li>Campaign Integration/ Operation Codes</li> </ul>
Hyundai Prior Approval Center	1-844-371-3808	Prior Approval (PA) Center
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

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Key Reference Information	
Name	Source
"Recall Campaign 124 Dealer Q&A" "Recall Campaign 124: 2001–2006 Santa Fe Coil Springs" Announcement	HyundaiDealer.com: <ul style="list-style-type: none"><li>• Messages and Alerts</li></ul>
Car Care Scheduling Tutorials	<ul style="list-style-type: none"><li>• HyundaiDealer.com &gt; Service &gt; Dealer Resources &gt; Documents Library &gt; Car Care Scheduling</li></ul>
Service Rental Car Program	HyundaiDealer.com
NHTSA website	<a href="http://www.safercar.gov">http://www.safercar.gov</a>