



August 13, 2014

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

Hyundai has recently announced, but not yet launched, four safety recalls in the United States for certain 2001-2014 model year vehicles.

Interim or final customer letters for all campaigns are scheduled to be mailed out in the first two weeks of September, 2014. We are currently making preparations to provide the service procedures for each of the recalls. Technical Service Bulletins will be provided as the remedies become available. Hyundai will provide an update at the end of this week. In the interim, please call the Hyundai Techline at (800) 325-6604 for the latest instructions if a customer comes to you with questions about driving their vehicle.

## Overview:

The following vehicles are affected:

	Veracruz	Sonata	Sonata	Santa Fe
Campaign	121 <u>Veracruz Valve Cover Oil Leak</u>	122 <u>Sonata Brake Lines</u>	123 <u>Sonata Shift Lever Cable</u>	124 <u>Santa Fe Coil Springs</u>
Model Year	2007-2012	2011	2011-2014	2001-2006*
Production Dates	December 26, 2006 through July 24, 2012	December 11, 2009 through September 01, 2010	December 11, 2009 through May 29, 2014	March 31, 2000 through February 15, 2006
Approximate Vehicle Population	61,000	133,000	880,000	225,000

\*Salt Belt States Only

**Given the high volume of the total of vehicles affected by all four campaigns, Hyundai urges Service Managers to quantify the expected increase in volume and expand accordingly (e.g. staff up and expand hours).** It is imperative to develop a plan to handle a high volume of customers between September and December, and to take steps now to be able to absorb the increased volume of customers that will begin coming to your dealership's service department.

## **Background:**

### **Recall Campaign 121: 2007-2012 Veracruz Valve Cover Oil Leak**

2007 through 2012 model year Veracruz vehicles produced beginning on December 26, 2006 through July 24, 2012 are affected. Engine oil can leak from the front cylinder bank's valve cover gasket in the area where the timing cover is mated to the cylinder head. If a sufficient amount of oil drips onto the alternator, the alternator can be damaged resulting in the charging system becoming inoperative. The charging system warning lamp in the cluster will then illuminate. The vehicle will run on battery power until the battery voltage drops below the Engine Control Module's minimum operational voltage. If this occurs, the engine will shut off and not restart. Dealers will inspect the alternator and replace the front valve cover gasket.

### **Recall Campaign 122: 2011 Sonata Brake Lines**

2011 Sonatas produced beginning on December 11, 2009 through September 1, 2010 are affected. The two brake lines connecting the brake system's master cylinder to the Hydraulic Electronic Control Unit (HECU) may develop a leak over time due to an insufficient seal between the inner brake hose and metal brake line fitting. Dealers will replace the affected brake hoses with updated service parts.

### **Recall Campaign 123: 2011-2014 Sonata Shift Lever Cable**

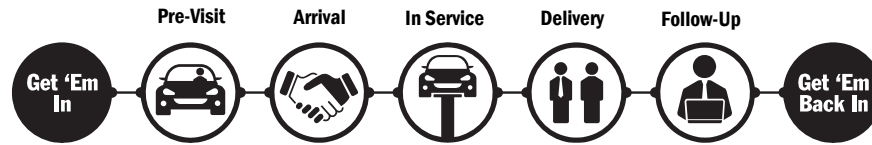
The cable connecting the transmission range switch to the vehicle's shift lever pin may become disconnected on 2011-2014 Sonata vehicles. Symptoms can include inability to remove the vehicle's transaxle from the Park position, or inability to place the vehicle's transaxle into the Park position, preventing the vehicle from being started. As a result of the shift cable being disconnected, the shift lever can be moved into the Park position while the vehicle's transaxle remains in the last gear position prior to the cable becoming disconnected. Dealers will verify and if necessary, repair the connection between the shift cable and shift lever.

### **Recall Campaign 124: 2001-2006 Santa Fe Coil Springs**

The front coil spring in vehicles operated in the 20 "salt belt" states can become corroded and fracture near the base of the spring. A fractured coil spring can make contact with the tire, potentially resulting in a tire puncture, resulting in varying conditions similar to a tire puncture arising from road debris. Dealers will inspect and if necessary, replace the coil springs. A bracket will also be installed to prevent the coil spring from contacting the tire. Inspections and repairs will be made available to all customers, regardless of where they live.

Salt belt states include Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, Wisconsin, and the District of Columbia.

## STRENGTHEN YOUR SERVICE PROCESS:



- ✓ Regularly check the “Uncompleted Campaign VIN List- Retailed” as well as the “Uncompleted Campaign VIN List –Dealer Stock” WebDCS screens, to identify your uncompleted campaign UIO VINS. Please follow up with the affected customers to schedule an appointment.
- ✓ Plan to participate in one of the Campaign Webinars (available through WebEx). These webinars will address important campaign-related information including owner notifications, capacity, recommendations on how to prepare for appointments, and service process. Upcoming dates and times for these webinars will be announced on HyundaiDealer.com and TACS.
- ✓ Use Car Care Scheduling (Premium level dealers can customize settings) to better control the additional service, and minimize the impact to your normal service business. This will help ensure that each of your customers receives the appropriate attention from your Service team.
  - Review and verify that operation codes in your DMS are mapped to the corresponding service (especially for existing Campaigns) in Car Care Scheduling to ensure that appointments made through Car Care Scheduling will be displayed in your DMS appointment screen successfully.
  - Leverage the new service campaign/recall integration feature in the Car Care Scheduling program in order to book service appointments for these campaigns.
  - Proactively monitor upcoming appointments and compare them against your parts availability; there may be occasions where you will need to reschedule customers’ appointments and keep them informed.

## **SUGGESTIONS FOR PREPARING YOUR SERVICE DEPARTMENT:**

- ✓ Extend service hours and hire additional staff to support the increased volume which is anticipated to continue through the end of the year.
  
- ✓ Create an 'express' Campaign team
  - Designate an advisor(s) and technician(s) to focus on Campaign customers.  
Note: Campaign 122: 2011 Sonata Brake Lines, requires a lift. Additionally, every VIN with a Campaign 122: 2011 Sonata Brake Lines, will also have a Campaign 123: 2011-2014 Sonata Shift Lever Cable, that is associated with the VIN.
  
- ✓ Develop an 'express' process for handling campaign customers effectively. This includes a fast write-up and fast repair in order to give quick attention to your Campaign customers while minimizing any disruption to your service drive.
  - Prior to customer arrival, check the WEBDCS Warranty Vehicle Information Screen to determine if there are any other open campaigns for the VIN.
  - Pre-write the Repair Order for Campaign appointments to minimize customer's time on the service drive.
  
- ✓ Set-up your appointment scheduling system with additional available hours to ensure that you can absorb the recall volume while still being able to service your normal business
  - If your dealership is enrolled in the Premium-level of Car Care Scheduling, you can use the settings to define which advisor(s) you want to direct Campaign appointments to and to designate the available extended hours and number of appointments available specifically for these campaigns.
  - Leverage the new service campaign and recall integration in order to book appointments in advance.
  - Contact Xtime support via email at [Support@xtime.com](mailto:Support@xtime.com) or via phone at 1 (866) 984-6355 for help on changing your settings.  
Note: You can also go to [HyundaiDealer.com/Service/DealerResources/DocumentsLibrary/Car Care Scheduling](http://HyundaiDealer.com/Service/DealerResources/DocumentsLibrary/CarCareScheduling) for tutorials on managing and changing your appointment scheduling system settings.
  
- ✓ Take your parts availability into account in pacing Campaign appointments, and also keep in mind that you may want to allocate some parts for walk-in customers.

## BEST PRACTICES FOR YOU TO SHARE WITH YOUR STAFF:

Step	Description	Details
Step 1	Inform the whole Service team	Have a meeting with your staff to explain the various campaigns. Encourage your staff to participate in the campaign webinars.
Step 2	Check if the VIN qualifies	Check the WEBDCS Warranty Vehicle Information Screen to verify if the vehicle has an open Campaign that needs to be completed.  Note: Campaign 122: 2011 Sonata Brake Lines, <u>requires</u> a lift. Additionally, every VIN with a Campaign 122: 2011 Sonata Brake Lines, will also have a Campaign 123: 2011-2014 Sonata Shift Lever Cable, that is associated with the VIN.
Step 3	Inform the customer of the open campaign	<ul style="list-style-type: none"> <li>✓ If the customer is not already aware that a campaign needs to be performed on the vehicle, inform the customer of the campaign and the approximate amount of time it will take for your dealership to complete it.</li> <li>✓ Be sure to use the appropriate op code (refer to the appropriate TSB) in your RO as well as in your warranty claim.</li> </ul>
Step 4	Schedule the customer's campaign work	Leverage the Car Care Scheduling program to book the service appointment for the customer's vehicle.
Step 5	Express appreciation to the customer	<ul style="list-style-type: none"> <li>✓ Let the customer know that we appreciate the opportunity to make this right for them.</li> <li>✓ Reinforce to the customer that Hyundai and your dealership value our owners, and that we work hard to be deserving of their trust.</li> </ul>
Step 6	Confirm or update the customer's contact information	Properly document the customer's email address and phone number on the Repair Order and update any changes on WebDCS – Consumer Information Update Screen.
Step 7	Perform campaign and submit claim	Perform the campaign as specified in the appropriate TSB and submit your Campaign claim as quickly as possible.

## KEY CONTACT INFORMATION:

<b>Name</b>	<b>Contact Information</b>	<b>Application</b>
Hyundai Techline	1-800-325-6604	<ul style="list-style-type: none"><li>• Vehicle Technical Support for Hyundai Dealer Technicians</li></ul>
Hyundai Customer Care Center – <b>Campaign</b> Questions	1-855-671-3059	<ul style="list-style-type: none"><li>• Customers with additional questions or concerns related to the campaigns</li></ul>
Hyundai Customer Care Center – <b>General</b> Questions	1-800-633-5151	<ul style="list-style-type: none"><li>• Customers with general and non-campaign related questions</li></ul>
Warranty HELPREP line	1-877-446-2922	<ul style="list-style-type: none"><li>• Warranty Claim questions for Hyundai Dealers</li></ul>
Xtime Technical Support	Support@xtime.com 1-866-984-6355	<ul style="list-style-type: none"><li>• 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></li></ul>

## KEY REFERENCE INFORMATION:

<b>Name</b>	<b>Source</b>
Recall Campaigns 121 -124 Dealer Q & A (8/1/2014) <ul style="list-style-type: none"><li>• Recall Campaign 121: 2007-2012 Veracruz Valve Cover Oil Leak</li><li>• Recall Campaign 122: 2011 Sonata Brake Lines</li><li>• Recall Campaign 123: 2011-2014 Sonata Shift Lever Cable</li><li>• Recall Campaign 124: 2001-2006 Santa Fe Coil Springs</li></ul>	HyundaiDealer.com: Messages and Alerts
Car Care Scheduling Tutorials	HyundaiDealer.com/ Service/Dealer Resources/Documents Library/Car Care Scheduling
NHSTA website	<a href="http://www.safercar.gov">http://www.safercar.gov</a>

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

Hyundai Motor America