



Thursday, September 25, 2014

ATTN: General Managers, Service Managers and Parts Managers:

## IMPORTANT INFORMATION

### **RECALL CAMPAIGN 124**

Recall Campaign	124 <b><u>Santa Fe Coil Springs</u></b>
Model Year	2001-2006
Production Dates	March 31, 2000 - February 15, 2006

**Interim customer notifications have now been mailed out** for the Recall Campaign mentioned above, indicating that the remedy is not yet available. The Technical Service Bulletin and remedy for Recall Campaign 124 will be provided when available. Official Recall Notification Letters will be mailed once the remedy is available.

For any Recall Campaign 124 vehicle coming into your dealership prior to availability of the approved campaign, please provide the customer with a copy of the Recall Campaign 124 Interim Notice and explain that the remedy is not yet available. Explain that the customer will be notified when the remedy is available and capture updated customer contact information (address and email address) to assist with subsequent Recall 124 communication. If a customer indicates concern regarding the safety of their vehicle, you should offer to replace the coil springs as a goodwill repair with current coil spring (VIN required for parts order).

If parts are not available to complete the interim coil spring replacement, you should offer a service rental car to the customer. On the repair order, clearly document the customer's direction including if they declined the interim repair or service rental car.

**NOTE:** Work performed and/or Service Rental Car usage should be submitted to HMA as a goodwill claim.

**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 final repair.**

Thank you for your prompt attention to this important safety matter and continued commitment to taking care of Hyundai customers. Hyundai will continue to provide updated info as it becomes available.