

Important Recall Campaign Information



December 9, 2014

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

Subject: Recall Campaign 125 2009-2011 Genesis Sedan and 2011 Equus Stop Lamp Circuit Diode

What You Need to KNOW

Hyundai has recently announced, but not yet launched, a safety recall involving 2009 through 2011 model year Hyundai Genesis sedan vehicles produced beginning on April 30, 2008 through November 21, 2010, and 2011 Hyundai Equus vehicles produced beginning on July 13, 2010 through November 21, 2010.

The stop lamp circuit in the subject vehicles contains a diode in series between the stop lamp switch on the brake pedal and the stop lamps. A failure of this diode can result in inoperative stop lamps, increasing the risk of a crash.

Hyundai Motor America will notify all owners of the vehicles described above to return their vehicles to their Hyundai dealers to repair the stop lamp switch circuit. The final remedy has not been developed at this time. Customer Notification letters of the campaign are scheduled to be mailed in the first quarter of 2015.

We are currently making preparations to implement the Safety Recall remedy. Technical Service Bulletins (TSB's) will be provided when the remedy is available. In the interim, please call the Hyundai Techline immediately for the latest instructions if a customer comes to you and is concerned about driving their car.

What You Need to DO

- Inform your Dealership Campaign Recall Team of the upcoming campaign.
- 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.
- For any customers that are currently experiencing a concern related to this campaign, 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 final repair.

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

Hyundai Motor America

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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"> • Appointment Scheduling • Shop Capacity Management • Campaign Integration/ Operation Codes
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

Key Reference Information	
Name	Source
Car Care Scheduling Tutorials	<ul style="list-style-type: none"> • HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling
Service Rental Car Program	HyundaiDealer.com
NHTSA website	http://www.safercar.gov

Dealer Q&A: 2009-2011 Genesis Sedan and 2011 Equus Stop Lamp Circuit Diode Campaign 125 – 12/9/14

Summary

Hyundai Motor Company has decided to conduct a recall to repair the stop lamp circuit in certain 2009-2011 model year Genesis Sedans and 2011 model year Equus vehicles. Dealers will make the repairs free of charge.

Hyundai 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 stop lamp circuit in the subject vehicles contains a diode in series between the stop lamp switch and the stop lamps. If the diode fails, it can result in inoperative stop lamps, increasing the risk of a crash.

Q: What will be done during the recall service at the dealer?

A: Although the remedy has not been finalized, Hyundai plans to repair the stop lamp circuit to prevent a recurrence of a diode failure. This procedure will be performed at no charge.

Q: Should customers have their Genesis or Equus vehicles inspected at their local dealer to make sure the cars are safe?

A: Prior to the availability of the remedy, customers are encouraged to verify the proper operation of their stop lamps by having a friend stand behind the vehicle while depressing the brake pedal with the engine off and verify the operation of the stop lamps. If the stop lamps do not function properly, customers should seek service at their local Hyundai dealer as soon as possible. If you own an affected vehicle, you will receive written notification of the recall by first class mail. Customers can contact their dealer or call the Hyundai Customer Connect Center at 1-800-633-5151 for additional information.

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

A: The time to perform the actual repair is expected to be less than 1 hour, and we recommend customers call their local Hyundai dealer to schedule a service appointment after receiving notification. The dealer can advise you on the time needed for the repair.

Q: When will owners be notified?

**Dealer Q&A: 2009-2011 Genesis Sedan and 2011 Equus Stop Lamp Circuit Diode
Campaign 125 – 12/9/14**

A: Owners will be mailed notification letters beginning in the first quarter of 2015.

Q: Does this issue affect the operation of the brakes or the ability to stop the vehicle?

A: No