

Important Recall Campaign Information



April 10, 2015

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

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

What You Need to KNOW

2009-2011 3.8 liter Genesis Sedans & 2009-2011 4.6 liter Genesis Sedan & 2011 Equus

Previously, the Safety Recall Remedy for affected 2009 through 2011 model year 3.8 liter Hyundai Genesis sedans was available on 3/16/2015. **The Safety Recall Remedy is now available for 2009-2011 4.6 liter Genesis Sedan & 2011 Equus.** Hyundai Motor America will mail customer notification letters starting next week to owners of affected 2009-2011 4.6L Genesis Sedan & 2011 Equus vehicles to return their vehicles to their Hyundai dealers to repair the stop lamp switch circuit.

Important Note: Customer notifications to some owners of the 4.6L Genesis Sedan were mailed prior to the availability of the 4.6L remedy. We apologize for this confusion. If a customer contacted your dealership and was informed that their vehicle was not part of the Recall Campaign, please contact them immediately to schedule an appointment to have the service procedure performed.

New TSB: Please access HMAService.com to access TSB# 15-01-013-1 for details of the recall and the service procedure for 2009-2011 3.8 liter Genesis Sedans and 2009-2011 4.6 liter Genesis Sedan & 2011 Equus. **Please note that TSB# 15-01-013-1 supersedes the previous TSB# 15-01-013 for Recall 125, and includes the following new information:**

- Service procedure for Safety Recall Remedy for 2009-2011 4.6 liter Genesis Sedan & 2011 Equus
 - Please be aware that the repair procedures in the TSB are different for the 4.6L Genesis Sedan and Equus versus the 3.8L Genesis Sedan
- Additional Opcodes
- New ECU ROM ID #'s as part of the ECU Reprogramming procedure

Recall Campaign 125 parts are non-returnable. A VIN number is required to order additional campaign parts.

What You Need to DO

- Inform your Dealership Campaign Recall Team of the addition of 2009-2011 4.6 liter Genesis Sedan & 2011 Equus vehicles to Recall Campaign 125 and of the updated TSB# 15-01-013-1.
- For any 4.6L customers who may have contacted your dealership prior to today, please contact them and inform them that the service remedy is now available for their vehicle and that you would like to schedule an appointment to have the service performed.
- Review the updated TSB# 15-01-013-1 (Recall Campaign 125). The TSB includes different repair procedures according to which vehicle is being serviced; includes additional Opcodes; and, identifies new ECU ROM ID #'s as part of the ECU Reprogramming procedure.
- Order only the quantity of parts needed to service your customers affected by Recall Campaign 125.
- Please verify and plan for an adequate supply of Equus and Genesis Service Rental Cars, and order additional SRC vehicles if needed. Also, start to develop a plan on how to accommodate valet service for Equus customers.

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

Hyundai Motor America

Important Recall Campaign Information



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"> • 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
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance

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