

# Important Recall Campaign Information



**Date:** March 6, 2015

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

**Subject:** Recall Campaign 128: 2015 Genesis Sedan Rear Combination Lamps

## **What You Need to KNOW**

Hyundai has recently announced, but not yet launched, a safety recall involving 2015 Genesis sedan vehicles produced beginning on February 21, 2014 through January 24, 2015.

Water may leak into the rear combination lamp assemblies and cause an incorrect gear display on the instrument panel or a delay in the engagement of the selected gear.

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

We are currently making preparations to implement the Safety Recall remedy. A Technical Service Bulletin will be provided when the remedy is available. In the interim, please call the Hyundai Techline 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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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
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"> <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>