

# Important Recall Campaign Information



**Date:** September 25, 2015

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

**Subject:** Recall Campaign 131: 2009-2011 Accent Stop Lamp Switch

## **What You Need to KNOW**

Hyundai has recently announced, but not yet launched, a safety recall in the United States to replace the stop lamp switch in certain 2009 – 2011 model year Accent vehicles produced beginning on March 1, 2009 through February 11, 2011. This recall has been posted to the NHTSA website, and you may receive phone calls from customers with questions regarding this matter.

The stop lamp switch on vehicles in the subject recall population may experience intermittent switch point contact when the brake pedal is depressed. This condition could potentially result in:

- An inability to remove the vehicle's shifter from the Park position while the vehicle is stationary
- Illumination of the "ESC" (Electronic Stability Control) indicator lamp in the instrument cluster
- Limited ability to cancel the cruise control feature (if equipped) using the brake pedal
- Intermittent operation of the stop lamps

Hyundai Motor America will notify all owners of the vehicles described above to return their vehicles to their Hyundai dealers for repair. Customer Notification letters of the campaign are scheduled to be mailed in November, 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 connect the GDS to the vehicle to receive the latest diagnostic and repair information.

## **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, connect the GDS to the vehicle to receive the latest diagnostic and repair information. 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 <b>(Campaign Questions)</b>	<b>1-855-671-3059</b>	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
Hyundai website	<a href="https://hyundaiusa.com/campaign131">https://hyundaiusa.com/campaign131</a>
NHTSA website	<a href="http://www.safercar.gov">http://www.safercar.gov</a>