

Important Recall Campaign Information



Date: September 24, 2015

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

Subject: Recall Campaign 132: 2011-2012 YF Sonata GDI Engine Inspection/Replacement

What You Need to KNOW

Hyundai will soon announce, but not yet launch, a safety recall involving 2011-2012 model year YF Sonata vehicles with GDI engine (hybrid Sonata vehicles of these model years are not impacted).

During the manufacturing of the engine, excess metal debris may have been generated during factory machining operations, possibly contaminating the connecting rod oiling passages and restricting oil flow to the connecting rod bearings and increasing the potential of premature bearing wear. A worn connecting rod bearing:

- Will produce a metallic, recurring knocking noise from the engine that increases in frequency as the engine rpm increases.
- May result in illumination of the check engine light in the instrument cluster.

If the vehicle continues to be driven with a worn connecting rod bearing, the bearing can fail, and the vehicle could stall.

We are currently making preparations to implement the Safety Recall including an inspection, and if necessary, replacement of the engine. A Technical Service Bulletin will be provided when the remedy is available. In the interim, if a customer comes in with an engine concern, please complete a standard engine diagnostic, starting with plugging in the GDS for the most current information.

Additionally, Hyundai will increase the warranty for the engine "short block" (cylinder block, crankshaft, pistons, and connecting rods) to 10 years/120,000 miles for both original and subsequent owners of 2011 and 2012 Sonatas manufactured at Hyundai Motor Manufacturing Alabama.

Hyundai Motor America will notify all owners of the affected vehicles to visit their local Hyundai dealers for inspection, and repair if necessary. **The final remedy has not been developed at this time.** Final Customer Notification letters of the recall campaign are scheduled to be mailed in the fourth quarter of 2015 (interim letters will be mailed starting in October).

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
 1. Plug the vehicle into the GDS and continue to diagnose per standard procedures. If you have additional questions, please contact Techline.
 2. Provide the customer with a Service Rental Car if any interim engine repairs are needed.
- Please make sure the customer understands that any interim repairs performed will NOT be considered a completion of the recall campaign. Once the recall campaign remedy is announced, the customer will have to return for final inspection, and repair if necessary.

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

Hyundai Motor America

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
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 Campaign Reimbursement Customer Care Center	1-844-475-2215	For customers who have already paid for a repair <u>related to this Campaign</u>
Campaign 132 Microsite	HyundaiUSA.com/Campaign132	Provides Campaign VIN Validation, FAQs, link to website to submit reimbursement requests
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
General Hyundai Recall Website	HyundaiUSA.com/recall
NHTSA website	http://www.safercar.gov