

# Important Recall Campaign Information



Date: December 07, 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

- ✓ Campaign 132 – 2011 & 2012 Sonata and Sonata Turbo (not Hybrid)
- ✓ Launched: Monday, December 7, 2015
- ✓ TSB #: 15-01-048
- ✓ Inspection can be completed now (100% of eligible vehicles)
- ✓ New dipstick installation and oil top off can be completed now
  - Parts pre-shipped to all dealers week of December 7<sup>th</sup>
- ✓ See page 6 - 7 for update on currently backordered engines and new engine orders

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## Campaign Overview

Hyundai has launched 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.

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, dipstick replacement and oil top off. If the vehicle doesn't pass the inspection, the dealer will repair/replace the engine. Final Customer Notification letters of the recall campaign are scheduled to begin mailing December 21, 2015 (interim letters were mailed in October/November).

## What You Need To Do Now

- Inform your Dealership Campaign Recall Team of the new recall campaign
- Ensure you have the GDS Mobile tablet – Samsung Galaxy Note 10.1 model
- Ensure you have the Hyundai Fuel Injector Combustion Seal Guide (09353-2B000) for any engine replacements as well as the other special tools as listed in the Special Service Tools Required section
- Have SRC vehicles available and a process in place
- VIN list for eligible customers in your market area is available on WebDCS > Service tab > Information > Uncompleted Campaign VIN Listing - Retailed. Please review to be prepared for the volume of customers requiring an inspection, dipstick & oil replacement
- Conduct a resource assessment to support the campaign; people, time, facility, parts, and adjust accordingly. Remember that you still need to accommodate your normal customers as well as customers from other recent campaigns
- Shop Capacity – Instructions to set up appointment scheduling through Xtime has been sent to your service managers. See Online Scheduling section for additional details
- **Vehicles with an open safety recall should not be sold, delivered, test-driven or provided as a service rental until the recall is completed**

## Inspection Process

The Technical Service Bulletin launched on Monday, December 7<sup>th</sup> and will require an inspection, new dipstick installation and top off of oil on ALL affected vehicles. Follow the inspection procedure outlined in the bulletin to perform the engine noise inspection. The following is an overview outlining the service and parts process. Refer to the additional sections referenced within this document for details.

Inspection, new dipstick installation and oil top off:

- Will take .6 hours
- Utilizes the GDS mobile tablet – Samsung Galaxy Note 10.1 only
- Will require a reasonably quiet environment to measure engine noise
- Pass / No Pass data will be uploaded to HMA electronically for use in confirming part order by VIN

Pass	No Pass
✓ Install new oil dipstick	<ul style="list-style-type: none"> <li>✓ Engine replacement</li> <li>✓ Place the customer in a SRC</li> </ul>
✓ Top off oil - conventional (Quaker State 5w30)	✓ Refill oil - synthetic (Quaker State 5w30)
<ul style="list-style-type: none"> <li>✓ Part and oil pre-shipped when the campaign launched. See Parts section for additional details</li> </ul>	<ul style="list-style-type: none"> <li>✓ New part numbers                             <ul style="list-style-type: none"> <li>○ Engine sub-assembly part</li> <li>○ Service kit(s)</li> <li>○ VIN required / No Warranty Prior Approval</li> </ul> </li> <li>✓ See Parts section for additional details</li> </ul>

Engine Not Running:

- The test cannot be performed
- Contact Hyundai Warranty Prior Approval (PA) (1-844-371-3808)

## Parts

### Dipstick

- Dipsticks will be pre-shipped to dealers for arrival week of 12/7
- Dealer submits order for additional parts in WebDCS using noted part number from TSB#: 15-01-048

### Oil

- Quaker State 5w30 synthetic motor oil is required for engine replacements
- Quaker State 5w30 conventional motor oil is required for inspection, dipstick replacement and oil top off

### Initial Shipment

- All dealers will receive an initial shipment of Quaker State oil beginning the week of 12/7
  1. One (1) case (quantity 6 quarts) of Quaker State Ultimate Durability 5w30 Full Synthetic, **SKU: 550036717**
  2. One (1) Ecobox (24 quart container) of Quaker State Advance Durability 5w30 Conventional motor oil, **SKU: 550023662**

**\*\*\*Dealers are encouraged to maintain adequate stock of both motor oil SKU's based on their requirement needs and lead-time from order to delivery, which is typically 5 days.\*\*\***

### How to Reorder:

Dealers Enrolled in Hyundai Lubricants Program	Dealers NOT in Hyundai Lubricants Program
✓ Order through e-serve or	✓ Order form located on <a href="http://HyundaiDealer.com">HyundaiDealer.com</a> > Documents Library > Recall 132 folder
✓ Contact Shell Customer Service at 1-877-350-7030	✓ Fax to 1-866-607-6462 OR ✓ E-mail to: <a href="mailto:customercare-us@shell.com">customercare-us@shell.com</a> OR ✓ Customer Service telephone 1-877-350-7030
✓ <b>SKU: 550036717</b> Quaker State Ultimate Durability 5w30 full synthetic motor oil (6 quarts) ✓ <b>SKU: 550023662</b> Quaker State Advance Durability 5w30 conventional motor oil (24 quart container) <b>*** Orders placed before 4:00 CST are processed the same day with delivery within five (5) days</b>	

**\*\*\*See [HyundaiDealer.com](http://HyundaiDealer.com)>Resources>Documents Library>Recall132 for additional information related to Oil Ordering**

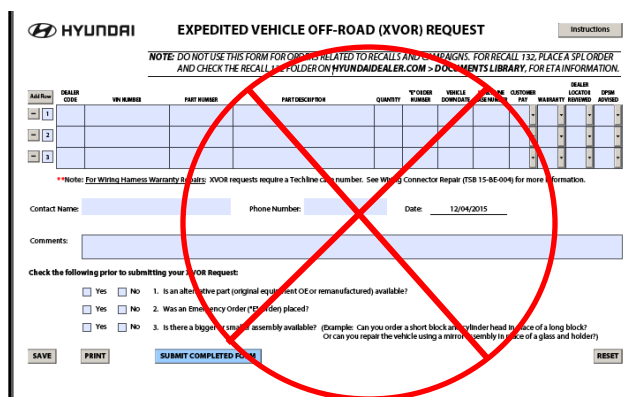
## Engine

### Pre-Launch Backorders Transition

- Current back orders will be converted to new engine part number and service kit(s) and new order will maintain same priority as original order
  - ✓ Only in cases where a VIN is missing, an Order List will be sent to the DPSM to confirm with the Dealers and send required VIN information back to HMA Parts
  - ✓ 2.4L Engine backorders will begin shipping week of 12/21
  - ✓ 2.0L Turbo Engine backorders will begin shipping week of 12/21
  - ✓ List of ETAs for all backorders will be posted week of 12/21 on HyundaiDealer.com > Resources > Documents Library > Recall 132 folder
  - ✓ Refer to TSB#: 15-01-048 on [www.hyundaitechinfo.com](http://www.hyundaitechinfo.com) for part numbers

### New Engine Orders

- Beginning 12/7, Warranty Prior Approval NOT needed to place order
  - ✓ VIN will be required
  - ✓ “No Pass” data upload needs to be completed
- Dealer submits an E-Order in WebDCS using the VIN and the noted part numbers from TSB#: 15-01-048  
 Note: Order will be automatically converted to a SPL order.
  - ✓ Beginning the week of 12/21, ETAs will be posted on HyundaiDealer.com > Resources > Documents Library > Recall 132 folder
  - ✓ The report will be an excel file with six tabs, one for each facing PDC
    - i. The file will contain: Dealer Code, Dealer Name, VIN and ETA information
    - ii. All closed/shipped backorders will show a ship date
  - ✓ Urgent cases must be escalated to the DPSM
  - ✓ The XVOR Request Form will NOT be used for orders related to Recall Campaign 132



### Shipping of Parts

- Engine and the two service kit(s) will be shipped via ground in three separate packages. The Dealer will be able to identify the parts by the “QQH” at the end of the part number
- The method of shipping will be DDS or LTL
- Shipping and handling fees will be waived for this Recall Campaign. Check the warranty box when placing the order so that any handling fees are deferred for 30 days. Handling fees will not be applied if the warranty claim arrives within 30 days of the ship date
- The Packing Labels and Packing Lists for all 3 packages will display the last 7 digits of the VIN
- On the Packing List, the last 7 digits of the VIN will appear in the Dealer Bin Location field

# Important Recall Campaign Information



## Sample Packing List

HLE15L000011

### Packing List

Date: 12/03/2015  
Page: 1/1

Bill To: Tri City Hyundai  
Attn: Parts Manager

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Ship To: Tri City Hyundai  
Attn: Parts Manager

Dealer Code	Shipment Number	Facing PDC	Order Type
CA000	HLE15L000011	ME2	E

Expected Ship Date	Run Date	Batch #	Carrier Code	Carrier Name	Delivery Zone	Ship PDC
20151207	20151203	0244A	FPO	FEDEX PRIORITY OVERNIGHT PKG		MW2

Line #	Surf #	Kit SF	P/N Shipped	P/N Ordered	Quantity			Advice Code	Part Description	Dealer Bin Location	Dealer Order #	Part Class	Unit Price
					Ordered	Shipped	B/O						
0002			21111 26K60QQH		1	1	0	M H	SERVICE KIT	H503206	LETESG81	D	73.03
											CA0295L001		73.03
										TOTAL ORDER VALUE			
0001			21111 26K60QQH		1	1	0	M H	SERVICE KIT	H503557	LETESG82	D	73.03
											CA0295L003		73.03
										TOTAL ORDER VALUE			
0001			21111 26K60QQH		1	1	0	M H	SERVICE KIT	H503247	LETESG83	D	73.03
											CA0295L005		73.03
										TOTAL ORDER VALUE			

continued next page	Last Page	Total Ship Lines
N	Y	3

Bin	Bulk	Shipping Weight	Number of Packages	Date Shipped	Bill of Lading #

Remarks	Core Charge	Parts Charge	Handling Charge \$	Total Amount
		219.03		219.03

Initial Price/Promotion discount will reflect on invoice.

Advice codes:

A - Part Replaced	M - Manual Allocation Flag
B - Back Ordered	P - Promotion Part
C - Cancel Back Order	S - Drop Ship Part
D - Back Order To Emergency Order	T - Manual Transfer
E - Quantity Rounded	V - Cancel Back Order
G - Back Ordered Natl Freeze	W - SPL Order
H - Back Order Release	X - Part Not Available
I - Parts Master Not Found	Y - Discontinued Part
J - Returned To ALT. PDC	
K - Replaced By Components	
L - Component Replacement For K (Kit)	

## Sample Label

LOCATION <b>11F052201A</b>	PART NUMBER <b>H 86690 2S000</b>	DESCRIPTION <b>COVER-RR B</b>
QUANTITY <b>0001/0001</b>	BATCH <b>900AG</b>	SHIPMENT NUMBER <b>0003</b>
D.O. NUMBER <b>EMR1207</b>	CARRIER DZ <b>12/07/15</b>	TRAFFIC WEIGHT <b>16 0010</b>
		DEALER LOCATION <b>Last 7 of VIN</b>
<p><b>FROM: Hyundai Motor America</b>  <b>Parts Distribution Center</b>          1900 SOUTH ROCHESTER AVE          ONTARIO CA 91761</p>		<p><b>HYUNDAI</b>  <b>Genuine</b>  <b>Parts</b></p>
<p><b>TO:</b></p>		
<p>844</p>		

**\*\*\*Dealers can email any questions related to parts ordering and/or shipment to HyundaiPartsHotline@MobisUSA.com and receive a response within 24 hours.\*\*\***

## Special Service Tools Required

- GDS mobile Samsung Galaxy Note 2014 Edition 10.1 model (PC-based GDS is not supported)
  - Required to perform the recall campaign 132 inspection
  - Perform latest GDS Mobile update to access the inspection tool
- Hyundai 09314-3Q100 Torque Wrench Socket
- Hyundai 09353-2B000 Injector Combustion Seal Ring Installer
  - Required to perform the engine sub-assembly replacement
  - Sample pictures below:





## Online Scheduling

### Online Scheduling

#### How to Set Availability Times for a Recall Service

1. Navigate to the 'Services' page after logging into the Xtime Business Portal.

The screenshot shows the Xtime Business Portal interface. At the top, there is a navigation bar with tabs: Appointments, Campaigns, Customers, Dealership, Marketing, **Services** (circled in red), Users, Reports, Localizations, and Notifications. Below this, the 'Services' section is active, with sub-tabs for 'Services' and 'Skills'. The 'Manage Services' section is displayed, with buttons for 'Manage Services', 'Manage Package Overrides', and 'Manage Recommendations'. The 'Manage Services' title is followed by a description: 'Define the services that your dealership offers. You can set opcodes, prices, and durations on inherited services or define entirely new services specific to your dealership.' Below this are buttons for 'Refresh', 'Clear Filters', and 'Save Changes'. A table of services is shown below:

Make	Name	Type	Kind	Opcode	Duration
ANY	*Free State Inspection w/ Paid Emissions*	Dealer	Maintenance	4995	
ANY	1st Appt. - New Owner (BDC)	Dealer	Maintenance	FOC	
ANY	2 Wheel Alignment	Factory	Maintenance	*OPTIONAL	
ANY	4 Wheel Alignment	Factory	Maintenance	01HY4WA	

2. Under 'Manage Services' in the service 'Kind' box, select 'Mfr Campaign Integration'. This will display the generic service through which all Hyundai recall appointments are booked (Note: op codes and service details are adjusted later, after the appointment has been converted to an RO).

This screenshot shows the 'Manage Services' page with the 'Kind' dropdown menu highlighted in blue. The selected option is 'Mfr Campaign Integration'. The table below shows the resulting service entry:

Make	Name	Type	Kind	Opcode	Duration
HYUNDAI	Auto-Mfr campaign Integration Service Placeholder	Factory	Mfr Campaign Integration	X;X;X;X;X;X;X;X	

3. Click on the 'Auto-Mfr campaign Integration Service Placeholder' service, so that it is highlighted in blue. Then click 'Edit Service Details' at the bottom of your screen.

Services

Manage Services | Manage Package Overrides | Manage Recommendations

### Manage Services

Define the services that your dealership offers. You can set opcodes, prices, and durations on inherited services or define entirely new services

Refresh | Clear Filters | Save Changes

Make	Name	Type	Kind	Opcode
HYUNDAI	Auto-Mfr campaign Integration Service Placeholder	Factory	Mfr Campaign Integration	X;X;X;X;X;X;X;X

Create a New Service | **Edit Service Details** | Bulk Edit Services | Copy to a New Service | Delete Service(s)

4. When the 'Edit Service' dialog box appears, click on 'Availability'. Then click on 'Add New Available Time'.

Edit Service

Service Detail | **Availability** | Skills | Vehicles | Inspection | Localization

### Available Times

Dealership operating times are used

**Add New Available Time**

# Important Recall Campaign Information



- 5. Select the days of the week and times you would like Hyundai recall appointments to be bookable. Click 'Save' when finished. Consumers will now only be able to book recall appointments within these days and during the timeframe you specified.

Available Time Details ✕

Name:

Weekly Days:  Sun  Mon  Tue  Wed  Thu  Fri  Sat

Open From:   AM to   PM

## Customer FAQ's

**Q: What is the problem?**

**A:** 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:

- 1) Will produce a metallic, recurring knocking noise from the engine that increases in frequency as the engine rpm increases.
- 2) 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.

**Q: What is done during the recall service at the dealer?**

**A:** Hyundai dealers will inspect the engine, replace the dipstick and top off the oil. If necessary, they will replace the engine. This will be performed at no cost to owners. Additionally, Hyundai will increase the warranty for the engine "short block" to 10 years/120,000 miles for both original and subsequent owners of 2011 and 2012 Sonatas manufactured at Hyundai Motor Manufacturing Alabama equipped with 2.0 liter and 2.4 liter Gasoline Direct injection engines.

**Q: How long will it take for the inspection?**

**A:** The inspection procedure should take no longer than one hour. If it is necessary to replace the engine, the repair time will depend on parts availability and the dealer's workload. Dealers can arrange for Service Rental Vehicles as needed.

**Q: What if I need my vehicle towed to the dealership?**

**A:** Most vehicles are still covered under the 5 year Roadside Assistance program. Customers can contact Roadside Assistance to have their vehicle towed at 1-800-243-7766.

**Q: What if I have already paid for repairs related to this campaign?**

**A:** Customers can go online to [www.HyundaiUSA.com/campaign132](http://www.HyundaiUSA.com/campaign132) to submit a reimbursement claim. They will need to be prepared to provide specific details including copies of the required documents (repair order, proof of payment, proof of ownership, etc.). Please remind customers that they will still need to have the campaign completed by the dealer. If a customer does not have internet access, they can send their reimbursement documents to the call center at 1-800-633-5151.

**Q: When will owners be notified?**

**A:** Owners will be mailed notification letters beginning December 21, 2015.

## Contact 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"> <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 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
TSB#: 15-01-048	<a href="http://www.hyundaitechinfo.com">www.hyundaitechinfo.com</a>
Car Care Scheduling Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Resources > Documents Library > Recall 132 folder
Quaker State Oil Process / Forms	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Resources > Documents Library > Recall 132 folder
Service Rental Car Program	WebDCS > Service > Service Rental Car Claim & Utilization
General Hyundai Recall Website	<a href="http://www.HyundaiUSA.com/recall">www.HyundaiUSA.com/recall</a>
NHTSA website	<a href="http://www.safercar.gov">http://www.safercar.gov</a>