

Dealer Notification

Front Coil Spring Urethane Tube Installation (Remedy Available)

June 12, 2026

Document Topic	Date
- Technical Service Bulletin (TSB) 26-01-038H published on HMA Tech Info - Revisions include the following: - Required Sealant & Sealant Part Number (page 2) - Revised NOTE 2 verbiage on 'Warranty Information' section (page 3) - Minor updates to Service Procedure (pages 4-12)	06/12/2026

IMPORTANT: As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must perform all open recalls on used vehicles, demo, and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

To check vehicle specific recall applicability, access the "Vehicle Information" screen via WebDCS.

Recall Description

On certain 2011 Elantra (MD) and Sonata (YF) vehicles, corrosion can build up at the front coil springs, resulting in a possible fracture near the base. A fractured spring can make contact with the tire, potentially resulting in a tire puncture and increasing the risk of a crash.

Applicable Vehicles (Certain)

- 2011MY Sonata (YF) produced 12/11/2009 – 12/28/2010
 - Built by Hyundai Motor Company ("HMC")
- 2011MY Elantra (MD) produced 11/12/2010 – 03/31/2011
 - Built by HMC
- Area:** Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, Wisconsin, and the District of Columbia

Remedy Information

Follow the service procedure outlined in **TSB 26-01-038H** to install urethane tubes over the front coil springs to prevent a tire puncture.

Recommended Alternative Transportation

A Service Rental Car (SRC) is recommended for customers when their vehicle is required to remain at the dealership overnight. An SRC may also be necessary when the duration of the repair procedure, or any additional work identified during a service visit, extends the customer's visit. In the event an SRC is unavailable, alternative transportation options—such as a third-party rental or rideshare—may be offered.

Warranty Information

Per **TSB 26-01-031H-2** (or latest version), this service procedure includes:

- Labor:**
 - 0.5 M/H – Urethane Tube Installation (both sides)
- Parts**
 - Urethane Tube; QTY: 1
 - Sealant (in sublet) as specified in TSB

Parts Information

Refer to **TSB 26-01-038H** for the latest parts information.

Best Practice Checklist

- **Reservation:** Has WebDCS been referenced for additional open campaigns or recalls?
 - ☐ Yes
 - ☐ **No** – Please ensure all open campaign(s)/recall(s) are identified and addressed.
- **Readiness:** Are all parts, tools, and equipment on-hand and ready to perform the repair procedure?
 - ☐ Yes
 - ☐ **No** – Please ensure the necessary parts, tools, and equipment are on hand before any repair work.
- **Reception:** Has the customer provided their authorization to perform repairs?
 - ☐ Yes
 - ☐ **No** – Customers must be consulted and provide approval before proceeding with any repairs on their vehicle.
 - Has the customer been informed of the expected repair duration and a timeframe for status updates?
 - ☐ Yes
 - ☐ **No** – Customers are to be informed of estimated repair duration and pick-up times after repairs are completed.
 - Has the customer been offered alternative transportation?
 - ☐ Yes
 - ☐ **No** - If customers do not feel comfortable operating their vehicle until the remedy is completed, alternative transportation should be offered. Customers should also be offered alternative transportation if their vehicle needs to be kept overnight. In addition, an SRC may be required based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during the visit.
- **Return:** Ensure the customer's contact information is up-to-date for follow-up conversations regarding their vehicle's status.
 - ☐ Yes
 - ☐ **No** – Please ensure the customer's latest information is accurately recorded in order to provide future updates.

Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline

Special Service Tools	hyundaitools@snapon.com 1-855-763-9199	For ordering SST parts
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Warranty Prior Approval (PA) Center	PA@hmausa.com	Warranty Prior Approval (PA) Center for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall / Campaign Questions)	1-855-671-3059	Customer questions or concerns related to recall or service campaigns
Hyundai Recall / Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center	1-800-633-5151	Customers general questions, non-campaign related
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance
Key Reference Information		
Name	Source	
Campaign Central	<u>Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com</u>	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > DocumentsLibrary > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	1. Log into Xtime 2. Under the menu at the top left, select "Configure" 3. Under the dealership tab, select "Email Communication" 4. Slide the toggle to "Advanced" 5. Populate as many emails as desired in the "Parts Desk Email Field"	
Parts – Campaign Parts Management (CPM) Procedure	<u>As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management</u>	
Service Rental Car (SRC) Program	<u>SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car</u> <u>TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software</u> <u>Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance</u>	
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info	
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.	
Recall Campaign Website	www.hyundaiusa.com/recall	
NHTSA Website	www.safercar.gov	

Appendix

Document Topic	Date
Update – TSB #20-01-133H supersedes TSB #17-01-063 to highlight the urethane protector packaging expiration date and new label.	11/16/2020
Initial Communications to Dealers – Remedy Not Yet Available	10/14/2020