

# Important Recall Campaign Information



Date: December 07, 2015

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

Subject: Recall Campaign 133: 2011 Elantra and Sonata Front Coil Spring

## What You Need to KNOW

As previously announced, Hyundai launched a safety recall in the United States on certain 2011 Sonatas (YF) and Elantras (MD).

- Corrosion can build up at the front coil springs, resulting in 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.
- This recall affects such vehicles registered or operated in Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin, and the District of Columbia (the Salt Belt).

## **New**

The Technical Service Bulletin (TSB) was launched on Monday, December 7<sup>th</sup> 2015, and describes the procedure to install urethane tubes over the front coil springs to prevent a tire puncture.

- There are circumstances under which vehicles not currently or never registered in a "salt belt" state may be eligible for this Campaign. Refer to the TSB for additional details and handling.
- Each dealer was shipped a Coil Spring Compressor on December 4, 2015. Additional coil spring compressors can be ordered following the standard parts ordering procedure.
- An initial shipment of urethane tubes began shipping on December 4, 2015 to affected dealers.
- All dealers were shipped on December 4, 2015 (1) one Henkel Teroson MS930 Sealant – which does 7 vehicles.
- Customer notification letters will begin mailing in weekly mailings starting December 2015.

## What You Need to DO

- Inform your Dealership Campaign Recall Team of the campaign and TSB.
- Check WebDCS for any additional campaigns or recalls applicable to each VIN.
- Full assigned VIN lists are available via WebDCS: "Uncompleted Campaign VIN List", and ServiceSmarts Online. Utilize your VIN list to calculate the impact and potential increase in customers coming to your dealership's service department.
- Review future appointments in Xtime and DMS, and your parts stock, to insure you have enough parts on hand to accommodate customers.

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

Hyundai Motor America

## Customer FAQ's

**Q: What is the problem?**

**A:** During winter months, large quantities of salt are used to de-ice roads in the affected states. Repeated exposure to water-borne road salt can result in gradual and progressive corrosion of the front coil springs and a possible fracture of the spring. The majority of customers in the affected vehicle population report detecting an abnormal noise, ride quality or ride height; however, a fractured coil spring can potentially contact and puncture the tire, resulting in varying conditions similar to a tire puncture arising from road debris.

**Q: Should customers have their vehicles inspected at their dealer to make sure they are safe?**

**A:** If a customer owns an affected vehicle, they will receive written notification of the recall by first class mail. If they wish to have the dealer inspect their vehicle before receiving the recall letter, they can contact their Hyundai dealer to schedule an appointment.

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

**A:** Hyundai dealers will inspect and install a protective sleeve on the vehicle's coil spring. If necessary, the coil springs will be replaced. This procedure will be performed at no charge.

**Q: How long will it take for the recall service?**

**A:** It is always suggested that customers contact their local Hyundai dealer to schedule a service appointment. The dealer can advise you on the time needed for the repair.

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

**A:** Interim Customer Notification letters of the campaign were mailed in November, 2015. Letters notifying customers of the available remedy will be mailed in December 2015. If a customer wishes to have the dealer inspect their vehicle before receiving the recall letter, they can contact their Hyundai dealer to schedule an appointment.

**Q: If the customer doesn't live in a salt belt state and wants their vehicle inspected, will Hyundai conduct the same procedure on their vehicle?**

**A:** Yes (upon request).

**Q: If the car was previously repaired for this condition, how does a customer get reimbursed?**

**A:** If a customer previously paid for related repairs, please direct them to submit a request for reimbursement online at <https://hyundaiusa.com/campaign133>.

# Important Recall Campaign Information



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/campaign133">https://hyundaiusa.com/campaign133</a>
NHTSA website	<a href="http://www.safercar.gov">http://www.safercar.gov</a>

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