

Important Recall Campaign Information



Date: October 19, 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

Hyundai has recently announced, but not yet launched, a safety recall in the United States to inspect and repair, or replace, the front coil springs on certain model year 2011 Hyundai Elantra and Sonata sedan vehicles. 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). This recall has been posted to the NHTSA website, and you may receive phone calls from customers with questions regarding this matter.

As a result of corrosion, the front coil spring in the subject vehicles can fracture near the base of the spring. Due to the location of the spring and the geometry of the vehicle, a fractured spring can make contact with the tire, potentially resulting in a tire puncture and increasing the risk of a crash.

Hyundai Motor America will notify all owners of the vehicles described above to return their vehicles to their Hyundai dealers for repair. Interim Customer Notification letters of the campaign are scheduled to be mailed in November, 2015. If a customer previously paid for related repairs, please direct them to submit a request for reimbursement online at <https://hyundaiusa.com/campaign133>.

We are currently making preparations to implement the Safety Recall remedy. A Technical Service Bulletin will be provided when the remedy is available.

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, inspect the affected vehicles to determine if the front coil springs are fractured.
 - If the front coil springs are fractured, replace the front coil springs.
 - 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

Important Recall Campaign 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"> • 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 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
Hyundai website	https://hyundaiusa.com/campaign133
NHTSA website	http://www.safercar.gov