

# Important Recall Campaign Information



**Date: October 28, 2015**

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

**Subject:** Recall Campaign 134: 2015-2016 Sonata ABS Light Noncompliance

## **What You Need to KNOW**

Hyundai has recently announced a recall in the United States to address a noncompliance with Federal Motor Vehicle Safety (FMVSS) No. 135, Light Vehicle Brake Systems. Certain Model Year 2015-2016 Hyundai Sonata Limited vehicles produced beginning on May 28, 2014 through August 21, 2015 are affected. The subject vehicles are equipped with separate warning lamps for the Service Brake System and the Antilock Braking System ("ABS"). The ABS control logic in these vehicles could prevent the illumination of the ABS warning lamp during vehicle startup or driving. If an ABS malfunction were to occur while operating the vehicle, the Brake System warning lamp will illuminate but the ABS warning lamp will fail to illuminate.

Although there is no defect involving ABS operation in the subject vehicles, in the event of an ABS functional failure, the ABS warning light will not illuminate.

When this recall is posted to the NHTSA website, you may receive phone calls from customers with questions regarding this matter. Hyundai Motor America will notify all owners of the vehicles described above to return their vehicles to their Hyundai dealers for repair. Customer Notification letters of the campaign are scheduled to be mailed in November, 2015.

## **Dealer Stock and Retail Vehicles:**

Under Title 49, Section 30112(a) of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard. In addition, 49 Code of Federal Regulations Section 577.13 requires us to provide the following advisory: it is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Dealers should perform all open recalls on used vehicles, demo and rental vehicles and whenever an affected vehicle is in the shop for any maintenance or repair.

## **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.

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

Hyundai Motor America

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Recall Campaign 134 Details		
Item	Specifications	Reference
TSB	TSB# 15-01-041 LFa Sonata Instrument Panel ABS Indicator	HyundaiTechInfo.com
Service Required	Update ABS control software	TSB
Service Action Specs	Op Code: 51CA19R0 • Cluster Upgrade • Repair Time: 0.3 M/H	TSB
Recall Campaign VIN Lists by Dealer	Full assigned VIN lists available via WebDCS: “Uncompleted Campaign VIN List”, and ServiceSmarts Online. <b><u>Utilize your VIN list to calculate the impact and potential increase in customers coming to your dealership’s service department.</u></b>	
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)	<b>1-855-671-3059</b>	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"> <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/campaign134">https://hyundaiusa.com/campaign134</a>	
NHTSA website	<a href="http://www.safercar.gov">http://www.safercar.gov</a>	