

Important Recall Campaign Information



Date: December 11, 2015

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

Subject: Recall Campaign 135: 2013-2015 Manual Transmission Genesis Coupe Differential Carrier Mounting Bolts

What You Need to KNOW

Hyundai Motor America has launched a safety recall on certain Model Year 2013 through 2015 Genesis Coupe vehicles equipped with manual transmissions manufactured from December 28, 2011 through April 6, 2015.

- One or more of the three mounting bolts securing the rear differential may not be properly fastened. As torque is applied to the differential during vehicle take off, the bolt(s) may loosen over time, resulting in vibration and noise from the vehicle's chassis. If the vehicle continues to be driven, loose bolts may be damaged and the vehicle's driveshaft can separate from the differential.
- 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 late December, 2015. If a customer previously paid for related repairs, they can submit a request for reimbursement online at <https://hyundaiusa.com/campaign135>.

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.
- Refer to TSB 15-01-054 for additional instructions.

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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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	HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling
Service Rental Car Program	HyundaiDealer.com
Hyundai website	https://hyundaiusa.com/campaign135
NHTSA website	http://www.safercar.gov