

Important Recall Campaign Information



Date: December 28, 2015

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

Subject: Recall Campaign 136: 2011-2012 Sonata Stop Lamp Switch Stopper Pad

What You Need to KNOW

Hyundai Motor America has launched a safety recall to replace the stop lamp switch stopper pad on Model Year 2011 through 2012 Hyundai Sonata vehicles manufactured from December 11, 2009 through June 30, 2011. The brake pedal stopper pad material located between the stop lamp switch and the brake pedal arm may deteriorate over time.

- An initial shipment of 1 bag containing 10 Stopper-Pedals (part number 32876-3Q100-QQH) has shipped to all dealers. Additional Stopper-Pedals can be ordered following the standard parts ordering procedure.
- Customer notification letters will begin mailing early January 2016. If a customer previously paid for related repairs, they can submit a request for reimbursement online at <https://hyundaiusa.com/campaign136>.

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 15-01-056 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/campaign136
NHTSA website	http://www.safercar.gov