

Important Recall Campaign Information



Date: February 11, 2016

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

Subject: Recall Campaign 138: 2015 Genesis Hankook Tires

What You Need to KNOW

Hyundai Motor America has launched a safety recall to replace the tires on certain Model Year 2015 Hyundai Genesis vehicles manufactured from 02/21/2014 through 03/02/2015 and equipped with Hankook brand "Ventus S1 noble2" tires installed as original equipment. The tires subject to this recall may develop cracks in the sidewall under severe conditions, which could result in air loss.

- Service campaign P18 has been deactivated and the remaining affected vehicles are now part of Recall Campaign 138.
 - Repair orders for Select Car Care P18 dated on or before 2/11/2016 should follow the P18 claim process through Dealer Tire. These claims must be submitted to Dealer Tire by 2/29/2016.
 - Recall/Campaign 138 claims, with repair order dates on or after 2/12/2016 should be submitted as Recall 138 through WEBDCS.
- Refer to the supplemental attachment "How to order tires through the Hyundai Authorized Tire Center" for instructions on how to order replacement tires.
- Customer notification letters will begin mailing mid-February 2016. If a customer previously paid for the related repairs, they can submit a request for reimbursement online at www.hyundaiusa.com/campaign138.

What You Need to DO

- Inform your Dealership Campaign Recall Team of the upcoming campaign.
- Utilize the Service Rental Car Program as needed. Hyundai recommends a comparable vehicle such as Azera or Genesis for Genesis owners.
- 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.
 - In Car Care Scheduling (Xtime), you can set your preferences to receive a notification when a recall appointment has been made. See "Key Reference Information" section below.
- Refer to TSB# 16-01-006 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

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
Hyundai Authorized Tire Center	1-888-401-1595	Ordering replacement tires
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 (Xtime)	HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling Recall Appointment Notification	<ol style="list-style-type: none"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"
Hyundai Authorized Tire Center	HyundaiDealer.com> Parts> Tire Program
Service Rental Car Program	HyundaiDealer.com
Hyundai website	www.hyundaiusa.com/campaign138
NHTSA website	www.safercar.gov