

# Important Recall Campaign Information



Date: March 08, 2016

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

Subject: Recall Campaign 137: 2011-2012 Elantra Yaw Rate Sensor Inspection and HECU Update

## What You Need to KNOW

As previously announced, Hyundai launched a safety recall to verify the proper operation of the ESC system, and update the ESC system's calibration in certain Model Year 2011 through 2012 Hyundai Elantra vehicles produced from October 29, 2010 through October 25, 2011.

In the affected vehicles, the ESC system may inadvertently activate resulting in:

- ESC system brake application to one or more wheels
- Illumination of the "ESC" indicator lamp in the instrument cluster, and
- A diagnostic code stored in the ESC Control Module.

## **New**

The Technical Service Bulletin (TSB) was launched on March 8<sup>th</sup>, 2016, and describes the procedure for the checking for diagnostic codes, replacement of the yaw rate sensor if necessary, and updating of the hydraulic unit ECU (HECU) software.

Customer notification letters will begin mailing late March. If a customer previously paid for related repairs, they can submit a request for reimbursement online at [www.hyundaiusa.com/campaign137](http://www.hyundaiusa.com/campaign137).

## 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.
  - 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# 16-01-011

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

Hyundai Motor America

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	HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>
Service Rental Car Program	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>
Hyundai website	<a href="http://www.hyundaiusa.com/campaign137">www.hyundaiusa.com/campaign137</a>
NHTSA website	<a href="http://www.safercar.gov">www.safercar.gov</a>