

# Important Recall Campaign Information



**Date:** January 08, 2016

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

**Subject:** Recall Campaign 137: 2011-2012 Elantra Electronic Stability Control (ESC)

## **What You Need to KNOW**

Hyundai has recently announced, but not yet launched, a safety recall in the United States 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. This recall has been posted to the NHTSA website, and you may receive phone calls from customers with questions regarding this matter.

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.

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 recall campaign are scheduled to be mailed in February, 2016.

We are currently making preparations to implement the Safety Recall remedy. A Technical Service Bulletin will be provided when the remedy is available.

## **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.
- For any customers that are currently experiencing a concern related to this campaign, connect the GDS to the vehicle to receive the latest diagnostic and repair information. Please make sure the customer understands that any interim repairs performed will NOT be considered a campaign completion. Once the campaign remedy is announced, the customer will have to return for final repair. If necessary, please contact Hyundai Techline for assistance in diagnosing and/or repairing the vehicle.

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"> <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/campaign137">https://hyundaiusa.com/campaign137</a>
NHTSA website	<a href="http://www.safercar.gov">http://www.safercar.gov</a>