

Important Recall Campaign Information



Date: February 22, 2016

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

Subject: Recall Campaign 139: 2011 Tucson Automatic Transaxle Cooler Hoses

What You Need to KNOW

Hyundai has recently announced, but not yet launched, a safety recall related to the transaxle cooler hoses on certain Model Year 2011 Hyundai Tucson vehicles equipped with automatic transaxles produced beginning on July 22, 2010 through October 31, 2010. 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, transmission fluid may leak from the hose(s).

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 March, 2016. If customers report a fluid leak underneath their vehicle, they should seek service as soon as possible.

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.
 - 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.
- For any customers that are currently experiencing a concern related to this campaign, please call the Hyundai Techline for the latest instructions. 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.

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 (Xtime) Tutorials	<ul style="list-style-type: none"> • HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) 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"
Service Rental Car Program	www.HyundaiDealer.com
Hyundai website	www.hyundaiusa.com/campaign139
NHTSA website	www.safercar.gov