

# Important Recall Campaign Information



Date: March 10, 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

As previously announced, Hyundai 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.

In the affected vehicles, transmission fluid may leak from the hose(s).

### **New**

- The Technical Service Bulletin (TSB) was launched on March 10<sup>th</sup>, 2016, and describes the procedure for the installation of replacement oil cooler hoses.
- Parts: Replacement transaxle cooler hoses will begin shipping to dealers on March 10<sup>th</sup>, 2016.
  - Refer to the attached document related to Campaign Parts Management for the replacement parts ordering procedure.
- Customer notification letters will begin mailing mid-March. If a customer previously paid for related repairs, they can submit a request for reimbursement online at [www.hyundaiusa.com/campaign139](http://www.hyundaiusa.com/campaign139).

## 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# 16-01-012.
- Refer to the attached supplemental document related to the parts ordering procedure for this recall.

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
Parts Hotline	1-800-545-4515	Assistance with Parts Ordering
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 (Xtime) Tutorials	<ul style="list-style-type: none"> <li>• HyundaiDealer.com &gt; Service &gt; Dealer Resources &gt; Documents Library &gt; Car Care Scheduling</li> </ul>
Car Care Scheduling (Xtime) 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	www.HyundaiDealer.com
Hyundai website	www.hyundaiusa.com/campaign139
NHTSA website	www.safercar.gov