

Important Recall Campaign Information



Date: April 15, 2016

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

Subject: Recall Campaign 140: 2012 Genesis & 2011-2013 Equus Windshield Wiper Motor

What You Need to KNOW

As previously announced, Hyundai launched a safety recall related to the windshield wiper motor on certain Model Year vehicles:

- 2012 Hyundai Genesis sedan vehicles produced beginning on August 1, 2011 through April 30, 2012
- 2011-2013 Hyundai Equus vehicles produced beginning on July 10, 2011 through June 12, 2012

The subject vehicles are equipped with a windshield wiper motor which may have been manufactured with a cover seal that could degrade over time, eventually causing corrosion on the wiper motor's printed circuit board. If the corrosion progresses, the windshield wiper motor could either function intermittently or stop functioning.

New

- The Technical Service Bulletin (TSB) was launched April 15th, 2016, and describes the procedure for the replacement of the windshield wiper motor cover.
- Parts: Replacement windshield wiper motor cover kits will begin shipping to dealers on March 15th, 2016.
 - Refer to the attached document related to Campaign Parts Management for the replacement parts ordering procedure.
- Customer notification letters will begin mailing late April.

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.
 - Utilize the 'Uncompleted Campaign VIN List' in WebDCS under Service tab > Information, to identify the population of VINs with uncompleted campaigns within your dealership area.
 - 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# 16-01-016.

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
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 www.hyundaiusa.com/campaign140	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/campaign140
NHTSA website	www.safercar.gov