

# Important Recall Campaign Information



Date: March 21, 2016

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

Subject: Recall Campaign 141: 2016-2017 Santa Fe Sport Seat Belt Buckle Wiring

## What You Need to KNOW

Hyundai Motor America has launched a recall on certain Model Year 2016 through 2017 Santa Fe Sport vehicles produced beginning on September 01, 2015 through February 12, 2016 to inspect, and if necessary reroute the driver's front seatbelt buckle wiring harnesses.

The Santa Fe Sport utilizes front occupant seat belt buckles with an integrated switch to monitor the status of the seat belt buckle (buckled or unbuckled). When the vehicle's ignition is turned to the ON position, the seat belt warning chime and light are activated. In the affected vehicles, the wires in the driver's seat belt buckle harness may have been improperly routed and could be damaged by the seat's height adjuster mechanism resulting in either:

- No audible signal (chime) or indicator light if buckle is not fastened, or
- The chime and indicator light stay on even when the seat belt is buckled.

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 April, 2016.

## 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# 16-01-013
- Replacement driver seat belt buckle orders will require an applicable recall VIN and a Hyundai Techline case.

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
Parts Hotline	1-800-545-4515	Assistance with Parts Ordering
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)	1-855-671-3059 <a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	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	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>
Hyundai website	<a href="http://www.hyundaiusa.com/campaign141">www.hyundaiusa.com/campaign141</a>
NHTSA website	<a href="http://www.safercar.gov">www.safercar.gov</a>