

Important Recall Campaign Information



Date: April 27, 2016

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

Subject: Recall Campaign 142: 2016 Tucson Trailer Hitch Wiring

What You Need to KNOW

As previously announced, Hyundai launched a safety recall related to the trailer hitch harness control module on certain Model Year 2016 Tucson vehicles equipped with an accessory trailer hitch distributed by Hyundai Motor America.

For vehicles with this accessory installed, when the vehicle's engine is running and the brake lights are illuminated, if the turn signal is activated the trailer's turn signal lamp may either:

- a) Remain continuously illuminated (not flash), or
- b) Turn off.

New

- The Technical Service Bulletin (TSB) was launched April 27th, 2016, and describes the procedure for the installation of an updated trailer hitch harness.
- Parts: An initial supply of trailer hitch harnesses will begin shipping on April 27th to affected dealers with in stock vehicles. Additional parts can be ordered through WebDCS by providing an applicable recall 142 VIN.
- Customer notification letters will begin mailing the beginning of May.

What You Need to DO

- Inform your Dealership Campaign Recall Team of the upcoming campaign.
- Dealers must perform this Recall Campaign on all affected vehicles prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair.
- 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# 16-01-021.

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 (Recall Campaign Questions)	1-855-671-3059	For customers with questions or concerns <u>related to recall campaigns</u>
Hyundai Recall Campaign Website	www.hyundaiusa.com/campaign142	Updated information related to the recall campaign
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	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 Recall Campaign Website	www.hyundaiusa.com/recall www.hyundaiusa.com/campaign142
NHTSA Website	www.safercar.gov