

Important Recall Campaign Information



Date: June 29, 2016

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

Subject: Recall Campaign 143: 2011 Sonata Motor Driven Power Steering (MDPS)

New

- Hyundai has launched a safety recall related to the Motor Driven Power Steering (MDPS) on certain Model Year 2011 Hyundai Sonata vehicles produced beginning on December 11, 2009 through October 31, 2010.
- TSB: The Technical Service Bulletin #16-01-030 was launched June 29th and describes the procedure for the motor driven power steering (MDPS) / MDPS ECU Replacement.
- Parts:
 - MDPS Assembly Service Tool – 1 tool will be shipped to each dealer arriving Thursday AM, 6/30. Additional tools can be ordered through WebDCS.
 - MDPS Controller Assembly – An initial supply will arrive at dealers Thursday AM, 6/30. Additional parts can be ordered through WebDCS by following the Campaign Parts Management (CPM) process.
 - Column Assembly Upper –Refer to the TSB for instructions related to the column assembly-upper. Parts can be ordered on an as-needed basis by following the Critical Supply Parts (CSP) process.
- Customer notification letters will begin mailing early July.

Description

If the control module senses a system malfunction, the “EPS” indicator lamp in the instrument cluster is illuminated, and the steering assist may be disabled. Steering control can be maintained; however, the vehicle will revert to a manual steering mode requiring greater driver effort, particularly at low speeds.

What You Need to DO

- Inform your Dealership Campaign Recall Team of the upcoming campaign and parts shipment.
- 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# 16-01-030

Thank you for your prompt attention to this important safety matter and continued commitment to taking care of Hyundai customers.

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/campaign143	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/campaign143
NHTSA Website	www.safercar.gov