

# Important Recall Campaign Information



Date: May 11, 2016

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

Subject: Recall Campaign 144: 2015-16 Sonata & 2017 Elantra Driver's Airbag

## What You Need to KNOW

Hyundai has recently announced a safety recall related to the driver's frontal airbag on a **total of 33 vehicles** as follows:

- 2015 and 2016 Hyundai Sonatas
- 2016 Hyundai Sonata Hybrid
- 2017 Hyundai Elantra sedans

The subject vehicles feature a two stage (primary and secondary) frontal driver airbag. Due to a manufacturing error, the second stage for the airbag may not have been properly installed. In the event of a collision requiring frontal second stage airbag deployment, the driver's second stage airbag will not deploy.

This recall has been posted to the NHTSA website, and you may receive phone calls from customers with questions regarding this matter.

Hyundai Motor America is in the process of notifying these customers of the recall campaign and coordinating the repairs with the applicable dealers. A Technical Service Bulletin will be provided when the remedy is available.

## What You Need to DO

- Inform your Dealership Campaign Recall Team of the upcoming campaign.
- Utilize the Service Rental Car Program as needed.
- 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# 16-01-023

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"> <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 (Recall Campaign Questions)	<b>1-855-671-3059</b>	For customers with questions or concerns <u>related to recall 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	HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling
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 Recall Campaign Website	www.hyundaiusa.com/recall
NHTSA Website	www.safercar.gov