

Important Recall Campaign Information



Date: June 20, 2016

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

Subject: Recall Campaign 145: 2016 Tucson Secondary Hood Latch – UPDATED

New

- Hyundai has launched a safety recall related to the secondary hood latch on certain Model Year 2016 Hyundai Tucson vehicles produced beginning on May 19, 2015 through March 14, 2016.
- TSB: The Technical Service Bulletin (#16-01-028) was launched June 20th and describes the procedure for the replacement of the secondary hood latch.
- Parts:
 - An initial supply of hood latches will arrive at dealers with in-stock vehicles beginning Tuesday, June 21st.
 - Subsequent supply to cover the remaining in-stock vehicles will arrive through next week.
 - Additional parts can be ordered through WebDCS after the above noted supply shipments by following the Campaign Parts Management (CPM) process.
- Customer notification letters will begin mailing mid-July.

Description

If the primary hood latch is released and the vehicle is driven with only the secondary latch engaged, the secondary hood latch may not hold the hood closed as designed while the vehicle is in motion. If this condition occurs, the hood may open while driving and obscure the driver's vision.

What You Need to DO

- Inform your Dealership Campaign Recall Team of the upcoming campaign and parts shipment.
- **Affected VINs are posted on HyundaiDealer.com. 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.**
- In the interim, please inform customers to check to ensure the hood is fully closed and latched before driving their vehicle.
- Refer to TSB# 16-01-028.

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/campaign145	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/campaign145
NHTSA Website	www.safercar.gov