

# Important Recall Campaign Information



Date: June 14, 2016

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

Subject: Recall Campaign 145: 2016 Tucson Secondary Hood Latch – REVISED (changes **bolded**)

## What You Need to KNOW

Hyundai has recently announced, but not yet 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.

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.

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

**Affected VINs are now posted on HyundaiDealer.com. Affected VINs in dealer stock cannot be offered for test drive or sold until the recall repair is completed.** We are currently making preparations to implement the Safety Recall remedy **and expect parts to begin shipping by June 23.** Further communication and a Technical Service Bulletin will be provided when available.

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 July, 2016.

## What You Need to DO

- Inform your Dealership Campaign Recall Team of the upcoming campaign.
- **Affected VINs in dealer stock cannot be offered for test drive or sold until recall repair is completed. Parts will be shipped to you beginning June 23 for dealer stock units.**
- For any customers that are currently experiencing a concern related to this campaign, please call the Hyundai Techline for the latest instructions. Please make sure the customer understands that any interim repairs performed will NOT be considered a campaign completion. Once the campaign remedy is announced, the customer will have to return for final repair.
- In the interim, please inform customers to check to ensure the hood is fully closed and latched before driving their vehicle.

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

Hyundai Motor America

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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 Recall Campaign Website	<a href="http://www.hyundaiusa.com/campaign145">www.hyundaiusa.com/campaign145</a>	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"> <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 Recall Campaign Website	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a> <a href="http://www.hyundaiusa.com/campaign145">www.hyundaiusa.com/campaign145</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>