

Important Recall Campaign Information



Date: September 20, 2016

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

Subject: Recall Campaign 146: 2013 Elantra Stop Lamp Switch Stopper Pad

Affected Vehicles

Hyundai has launched a safety recall related to the stop lamp switch stopper pad on certain Model Year 2013 Elantra vehicles distributed by Hyundai Motor America.

Reason for this Recall

A stopper pad located between the stop lamp switch and the brake pedal arm may deteriorate allowing the stop lamp switch plunger to remain extended when the brake pedal is released. A deteriorated pad can result in:

- a) The stop lamps illuminating continuously
- b) Illumination of the Electronic Stability Control (ESC) warning lamp
- c) The ability to move the shift lever without depressing the brake pedal. Or
- d) Activation of the engine management system's brake pedal override feature.

Parts

- An initial shipment of Brake Pedal Stoppers began shipping on September 20, 2016 to all dealers.
- Additional parts can be ordered through WebDCS by following the Campaign Parts Management (CPM) process.

Service Action

- **Dealers must perform this Recall Campaign on all affected vehicles whenever an affected vehicle is in the shop for any maintenance or repair.**
- The Technical Service Bulletin (TSB) #16-01-039 was launched today, 9/20/16, and describes the procedure to replace the brake pedal stopper.
- Affected VINs are posted on WebDCS> Service Tab> Information> Uncompleted Campaign VIN Listing –Retailed.

Customer Notification

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 late September, 2016.

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

Hyundai Motor America

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/campaign146	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"
Parts – Campaign Parts Management (CPM) Procedure	HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS> SERVICE tab> select INFORMATION> select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock and Retailed.
Service Rental Car (SRC) Program	www.HyundaiDealer.com
Hyundai Recall Campaign Website	www.hyundaiusa.com/recall www.hyundaiusa.com/campaign146
NHTSA Website	www.safercar.gov