

Important Recall Campaign Information



Date: September 1, 2016

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

Subject: Recall Campaign 147: Genesis Instrument Cluster Reprogram

Description

Hyundai has launched a safety recall to reprogram the instrument cluster on certain Model Year 2015 Hyundai Genesis sedan vehicles produced beginning on February 1, 2015 through May 20, 2015, and equipped with the 7 inch TFT-LCD (Thin Film Transistor LCD) type cluster and 8 inch AVN unit. The affected vehicles may exhibit one or more of the following safety related symptoms:

- a) All warning lights illuminating
- b) Speedometer intermittently reading inaccurately
- c) No cluster illumination
- d) Turn signal indicators not illuminating when turn signals are activated
- e) Momentarily inoperative instrument cluster

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 mid-September, 2016.

What You Need to DO

- Inform your Dealership Campaign Recall Team of the recall campaign.
- **Affected VINs are posted on HyundaiDealer.com located. Dealers must perform this recall campaign on all affected vehicles in the shop for any maintenance or repair.**
- Technical Service Bulletin #16-01-037 was launched September 1st and describes the procedure to reprogram the instrument cluster.

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"> • 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/campaign147	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"
Uncompleted Campaign VIN Listing	A listing of VEHICLES is located on WEBDCS, SERVICE tab, select INFORMATION, and select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock and Retailed.
Service Rental Car Program	www.HyundaiDealer.com
Hyundai Recall Campaign Website	www.hyundaiusa.com/recall www.hyundaiusa.com/campaign147
NHTSA Website	www.safercar.gov