

# Important Recall Campaign Information



Date: September 30, 2016

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

Subject: Recall Campaign 148: 2016 Sonata Driver Frontal Airbag (TSB #16-01-040)

## **\*\*\*IMPORTANT Dealer Stock and Retail Vehicles\*\*\***

As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers must also perform all open recalls on used vehicles, demo and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

### **Affected Vehicles**

Hyundai has launched a recall related to the driver frontal airbag affecting 602 Model Year 2016 Sonatas manufactured at Hyundai Motor Manufacturing Alabama produced beginning on March 28, 2016 through April 12, 2016.

### **Reason for this Recall**

Static airbag deployment testing conducted by the National Highway Traffic Safety Administration indicated if a small statured adult driver, not wearing a seat belt, is involved in a frontal or near frontal crash, the driver frontal airbag may not adequately protect the driver's neck from injury.

### **Parts**

- An initial shipment of driver airbag modules began shipping on 9/29/16 to dealers with applicable vehicles in Dealer Stock and SRC.
- Additional parts can be ordered through WebDCS by following the regular parts ordering process.

### **Service Action**

- The Technical Service Bulletin (TSB) #16-01-040 was launched 9/30/16, and describes the service procedure to replace the driver front airbag module.
- Affected VINs are posted on WebDCS> Service Tab> Information> Uncompleted Campaign VIN Listing –Dealer Stock and Retailed. Dealers may use owner information provided for the purpose of conducting and performing this recall campaign, and for no other purpose.

### **Customer Notification**

Customer notification letters of the recall campaign are scheduled to be mailed no later than October 14, 2016.

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)	1-855-671-3059	For customers with questions or concerns <u>related to recall campaigns</u>
Hyundai Recall Campaign Website	<a href="http://www.hyundaiusa.com/campaign148">www.hyundaiusa.com/campaign148</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>
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	<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/campaign148">www.hyundaiusa.com/campaign148</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>