

# Important Recall Campaign Information



Date: December 22, 2016

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

Subject: Recall Campaign 153: Tucson & Santa Fe Tow Hitch Harness (TSB #16-01-075)

## **\*\*\*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 safety recall to replace the tow hitch harness on certain model year 2016-2017 Tucson vehicles manufactured May 19, 2015 to November 14, 2016, and 2017 Santa Fe vehicles manufactured November 28, 2015 to November 14, 2016, equipped with an accessory trailer hitch distributed by Hyundai Motor America.

### **Reason for this Recall**

When the trailer's lighting wiring harness is connected to the vehicle, the tow hitch module may malfunction resulting in continuous illumination of the trailer's brake and/or turn signal bulb(s). This condition affects only the trailer's lighting; not the vehicle's. If a vehicle equipped with the Hyundai tow package is driven with a trailer, it is possible the trailer's lamps would not comply with Federal Motor Vehicle Safety Standards.

### **Parts**

- An initial shipment of parts (tow hitch harness) will begin shipping the week of December 26, 2016 to dealers with in stock vehicles.
- Additional parts can be ordered through the Campaign Parts Management (CPM) ordering process in WebDCS after the initial shipment. Refer to the Technical Service Bulletin (TSB) #16-01-075 for additional parts details.
- If dealers have on-hand inventory of the following tow hitch and/or harness part numbers, they will need to be returned immediately to their facing PDC as a 'Technical Return', for which they will receive full reimbursement for parts and shipping:
  - D3061 ADU00
  - D3061 ADU01
  - B8161 ADU00

### **Service Action**

- The Technical Service Bulletin (TSB) #16-01-075 was published 12/22/16, and describes the service procedure to replace the tow hitch.
- 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**

Hyundai will notify all owners of the vehicles described above to return their vehicles to their Hyundai dealers for inspection or repair. Customer notification letters of the recall campaign are scheduled to be mailed in early January 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/campaign153">www.hyundaiusa.com/campaign153</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	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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/campaign153">www.hyundaiusa.com/campaign153</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>