

Important Recall Campaign Information



Date: December 21, 2016

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

Subject: Recall Campaign 154: 2007-2008 Entourage Secondary Hood Latch (TSB #16-01-073)

Affected Vehicles

Hyundai has launched a safety recall to repair the secondary hood latch on certain 2007 and 2008 Entourage vehicles.

Reason for this Recall

The secondary hood latch may become corroded over time and cause the latch to remain in the open position when the hood is closed. If the hood is not securely closed or the primary hood latch is released while driving, the hood may open. The hood will not open if the primary latch is securely latched.

Parts

- Parts can be ordered through the normal parts ordering process in WebDCS. Refer to the Technical Service Bulletin (TSB) #16-01-073 for parts details.

Service Action

- The Technical Service Bulletin (TSB) #16-01-073 was published 12/21/16, and describes the service procedure to inspect or replace the secondary latch.
 - Replacement of the secondary latch with a revised component is required in those vehicles originally sold in or currently registered in the "salt belt" states of Alaska, Connecticut, Delaware, Illinois, Indiana, Iowa, Kansas, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Nebraska, New Hampshire, New Jersey, New York, North Dakota, Ohio, Pennsylvania, Rhode Island, South Dakota, Utah, Vermont, West Virginia, Wisconsin, and the District of Columbia.
 - The secondary latches in vehicles that were not originally sold or are not currently registered in one of the states above will be inspected and replaced if necessary. If a replacement is not warranted, the dealer will clean and lubricate the secondary latch.
- Affected VINs are posted on WebDCS> Service Tab> Information> Uncompleted Campaign VIN Listing –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"> • 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/campaign154	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	www.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	www.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/campaign154
NHTSA Website	www.safercar.gov