

Important Recall Campaign Information



Date: February 16, 2017

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

Subject: Recall 157: 2017 Elantra Brake Booster (TSB #17-01-015)

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.

***NEW**

- Reminder: Affected VINs are posted on WebDCS> Service Tab> Uncompleted Campaign VIN Listing – Dealer Stock and Retailed.
- 72% of the 2017 Elantras in dealer inventory are not affected by this recall and are available for sale today.
- Parts will be available for order through the Campaign Parts Management (CPM) ordering process in WebDCS beginning Monday, February 20, 2017.

Affected Vehicles

Hyundai has launched a safety recall to replace the brake booster on certain model year 2017 Elantra vehicles manufactured September 12, 2016 to January 18, 2017.

Reason for this Recall

The diaphragm in the brake booster may unseat, resulting in a vacuum leak and reduction or loss of power brake assist. The condition does not result in a complete loss of braking, but the pedal effort is increased.

Parts

- An initial supply of brake boosters was shipped to dealers with in-stock and retailed vehicles beginning 02/13/17.
- Refer to the Technical Service Bulletin (TSB) #17-01-015 for parts details.

Service Action

- The Technical Service Bulletin (TSB) #17-01-015 was published 02/06/17, and describes the service procedure to replace the brake booster.
- Affected VINs are posted on WebDCS> Service Tab> 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 late February 2017.

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
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
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/campaign157	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
Service Rental Car (SRC) Program	www.HyundaiDealer.com > Service tab
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock and Retailed.
Recall Campaign Website	www.hyundaiusa.com/recall www.hyundaiusa.com/campaign157
NHTSA Website	www.safercar.gov