

Important Recall Information



Date: March 03, 2017

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

Subject: Recall 159: 2017 Santa Fe Sport TPMS Sensor (TSB #17-01-017)

*****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 to inspect and if necessary replace the Tire Pressure Monitoring System (TPMS) sensors on certain model year 2017 Santa Fe Sport vehicles manufactured February 01, 2016 to November 15, 2016.

Less than 1% of the 2017 Santa Fe Sport vehicles in dealer inventory as of the date of this notification are affected by this recall.

Reason for this Recall

The TPMS sensors may be in the incorrect mode and may not be functioning properly, which would illuminate the TPMS lamp on the gauge cluster.

Parts

- If the TPMS sensor(s) are found to be in the incorrect mode, replacement of the sensor(s) is required. Parts can be ordered through the normal parts ordering process in WebDCS. Refer to the Technical Service Bulletin (TSB) #17-01-017 for parts details.

Service Action

- The Technical Service Bulletin (TSB) #17-01-017 was published 02/17/17, and describes the service procedure to inspect and if necessary replace the TPMS sensors.
- 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 are scheduled to be mailed in late March 2017.

Thank you for your prompt attention to this important safety matter and continued commitment to taking care of Hyundai customers.

Hyundai Motor America

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
Warranty Prior Approval (PA) Center	1-844-371-3808	Warranty Prior Approval (PA) Center 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 / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to <u>recall or service campaigns</u>
Hyundai Recall /Campaign Website	www.hyundaiusa.com/campaign159	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
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"
Campaign Central	Consolidated repository of recall and service campaign info. Located on the service homepage in www.HyundaiDealer.com
Parts – Campaign Parts Management (CPM) Procedure	As applicable; 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/campaign159
NHTSA Website	www.safercar.gov