

Important Recall Information



Date: April 06, 2017

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

Subject: Recall 161: 2017 AD Elantra Electronic Power Steering (TSB #17-01-032)

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 replace the Electronic Power Steering (EPS) motor on 100 model year 2017 Elantra sedans.

Description

The 2017 Elantra is equipped with electronic power steering (EPS) to provide steering assist while driving. The EPS motor connector on the affected vehicles may have been damaged during assembly at the supplier preventing a proper connection to the electronic control unit. If this condition occurs, an indicator lamp is illuminated in the instrument cluster, a diagnostic code is stored in the system's control unit, and steering assist is no longer provided. Steering control can be maintained; however, the vehicle will revert to a manual steering mode, requiring greater driver effort, particularly at low speeds.

Parts

- Parts are available for order now on an as-needed basis by following the Critical Supply Parts (CSP) process in WebDCS. A VIN will be required when ordering. Orders will be fulfilled beginning the week of April 10th.
- Refer to the Technical Service Bulletin (TSB) #17-01-032 for parts details.

Service Action

- The Technical Service Bulletin (TSB) #17-01-032 was published 04/05/17, and describes the service procedure to replace the EPS motor.
- 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.
- Refer to the below Customer FAQ.

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 April, 2017.

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

Hyundai Motor America

Customer FAQ

Q1: What is the issue?

A1: The 2017 Elantra is equipped with electronic power steering (EPS) to provide steering assist while driving. The EPS motor connector on the affected vehicles may have been damaged during assembly at the supplier preventing a proper connection to the electronic control unit. If this condition occurs, an indicator lamp is illuminated in the instrument cluster, a diagnostic code is stored in the system's control unit, and steering assist is no longer provided. Steering control can be maintained; however, the vehicle will revert to a manual steering mode, requiring greater driver effort, particularly at low speeds.

Q2: What will be done during the recall service at the dealer?

A2: Hyundai will notify all owners of affected vehicles by first class mail to return to their Hyundai dealer to replace the EPS motor.

Q3: Should customers have their Elantra inspected at their local dealer to make sure the cars are safe?

A3: Customers can check to see if their vehicle is affected by visiting www.HyundaiUSA.com/Campaign161. If the EPS warning light illuminates or a loss of power steering assist is experienced, customers can request their vehicle be towed to the nearest Hyundai dealer at no cost by contacting Roadside Assistance at 800-243-7766. Customers will receive written notification of the recall by first class mail.

Q4: When will owners be notified?

A4: Owners will be mailed notification letters beginning in April, 2017.

Q5: Can the recall service be performed now? (prior to receiving notice)

A5: Yes. Customers can contact their local Hyundai dealer to schedule a service appointment.

Important Recall 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
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/campaign161	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
Campaign Central	Consolidated repository of recall and service campaign info. Located on the service tab homepage in www.HyundaiDealer.com
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	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/campaign161
NHTSA Website	www.safercar.gov