

Important Recall Information



Date: June 08, 2017

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

Subject: Recall 162: 2013-2014 Sonata/Santa Fe Sport 2.0 & 2.4L GDI Engine Inspection (REMEDY NOT AVAILABLE)

Update

- The engine inspection procedure is currently being finalized and will include a new **Engine Noise Inspection Tool** (PN: G1XTD CP001).
- All dealers will receive an initial shipment of one (1) tool on Friday, June 9th, 2017.
- Sample tool image:



HMA is making preparations to implement the recall remedy. Further communication and a Technical Service Bulletin will be provided when available.

Affected Vehicles

Hyundai Motor America is conducting a safety recall to inspect, and if necessary, replace the engine assembly in:

- All Model Year 2013 and 2014 Hyundai Sonata vehicles equipped with 2.0 liter and 2.4 liter gasoline direct injection (GDI) engines manufactured at Hyundai Motor Manufacturing Alabama
- Certain Model Year 2013 and 2014 Hyundai Santa Fe Sport vehicles equipped with 2.0 liter and 2.4 liter gasoline direct injection (GDI) engines

Description

The engines in these vehicles may contain residual debris from factory machining operations, potentially restricting oil flow to the main bearings and leading to premature bearing wear. Over time, a bearing may fail and the vehicle could lose power while in motion. Indications of a worn connecting rod bearing include:

- 1) Knocking noise from the engine
- 2) Reduced power and/or hesitation
- 3) Illumination of the "Check Engine" warning lamp
- 4) Illumination of engine oil pressure warning lamp

Service Action

- The final inspection procedure is currently being developed. In the interim, if customers notice an abnormal knocking noise from their engine, they are encouraged to seek service at their local Hyundai dealer as soon as possible.
- For customers or any used vehicles in dealer inventory that are currently experiencing an issue related to the engine:

Important Recall Information



- 2013-2014 Sonatas – Dealers should follow the existing Sonata Engine Warranty Extension TXX3 procedure described in Technical Service Bulletin (TSB) #16-01-SSS.
- 2013-2014 Santa Fe Sport – Dealers should follow the standard engine warranty process or contact Warranty Prior Approval (PA) for vehicles that are outside the engine warranty parameters.
- Customers currently experiencing engine issues should not continue to drive their vehicles.
- Customers should be placed in a Service Rental Car (SRC) while engine parts are ordered and repairs are performed.
- Used vehicles in dealer inventory that are currently experiencing an issue related to the engine should not be sold or test driven until repaired.
- For customers **not** experiencing an issue related to their engine:
 - Customers should be advised that Hyundai is currently developing the remedy for the recall and Hyundai will notify all owners beginning in May, 2017. Customers can check Hyundai's Recall 162 website for updates: www.hyundaiusa.com/campaign162
- Affected VINs are posted on WebDCS> Service Tab> 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.
- Refer to the below Customer FAQ.

Customer Notification

Manufacturers are required to notify consumers of a recall on their vehicle within 60 days of filing a recall notice, even without a final repair procedure. Hyundai plans to notify all owners of the vehicles described above beginning in May, 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 problem?

A1: The engines in these vehicles may contain residual debris from factory machining operations, potentially restricting oil flow to the main bearings and leading to premature bearing wear. Over time, a bearing may fail and the vehicle could lose power while in motion. Indications of a worn connecting rod bearing include:

- 1) A knocking noise from the engine that increases in frequency as the engine rpm increases
- 2) Reduced power and/or hesitation
- 3) Illumination of the check engine light in the instrument cluster
- 4) Illumination of engine oil pressure warning lamp

If the vehicle continues to be driven with a worn connecting rod bearing, the bearing can fail, and the vehicle could stall.

Q2: When will owners be notified?

A2: Owners will be mailed notification letters beginning in May, 2017.

Q3: Can the recall service be performed now (prior to receiving notice)?

A3: The final inspection procedure is currently being developed. In the interim, if customers notice an abnormal knocking noise from their engine, they are encouraged to seek service at their local Hyundai dealer as soon as possible.

Q4: If a customer had this repair previously completed, how can they be reimbursed?

A4: Customers can contact the Hyundai Customer Care Center at 1-855-671-3059 for additional information regarding their vehicle and the prior engine replacement for which they are seeking reimbursement.

Important Recall Information



Key Contact Information		
Dealer Support	Contact Information	Description
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
WarrantyHELPREP 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/campaign162	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/campaign162
NHTSA Website	www.safercar.gov