

# Important Recall 163 Information



Date: June 08, 2017

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

Subject: Recall 163: Santa Fe and Santa Fe Sport Secondary Latch Cable (Remedy Not Yet Available)

## Affected Vehicles

Hyundai has announced, but not yet launched, a safety recall in the United States to replace the secondary latch cable on:

- Certain Model Year 2013 through 2017 Hyundai Santa Fe Sport vehicles
- Certain Model Year 2013 through 2017 Hyundai Santa Fe vehicles

At the time of this notice we are confirming the affected VINs that will be later identified in WebDCS and making preparations to implement the recall remedy. Further communication and a Technical Service Bulletin will be provided when available.

## Description

The subject vehicles are equipped with a secondary hood latch. The cable between the actuating lever for the secondary hood latch and the secondary latch may become corroded over time and cause the secondary 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.

## Parts

- TBD. Additional details will be provided when the recall remedy is available.

## Service Action

- We are currently making preparations to implement the recall remedy. A Technical Service Bulletin (TSB) will be provided when the remedy is available.
- For any customers that are currently experiencing a concern related to this recall, please confirm with Hyundai Techline that there are no revised instructions. As always, customers should insure their hood is securely latched before driving their vehicle.
- Refer to the below Customer FAQ section.

## Customer Notification

This recall has been posted to the NHTSA website, and you may receive phone calls from customers with questions regarding this matter. Hyundai will notify all owners of the vehicles described above to return their vehicles to their Hyundai dealers for repair. Customer notification letters of the recall are scheduled to be mailed beginning in July, 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 subject vehicles are equipped with a secondary hood latch. The cable between the actuating lever for the secondary hood latch and the secondary latch may become corroded over time and cause the secondary 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 and obscure the driver's vision, increasing the risk of a crash.

*If the hood is properly closed and is not opened while driving, there is no safety risk.*

### **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 secondary latch cable.

### **Q3: Should customers have their Santa Fe inspected at their local dealer to make sure the cars are safe?**

**A3:** Yes. As always, customers should ensure their hood is securely latched before driving their vehicle. 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 July, 2017.

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

**A5:** Customers that are currently experiencing a concern related to this recall should contact their Hyundai dealer to schedule a service appointment. As always, customers should ensure their hood is securely latched before driving their vehicle.

# Important Recall 163 Information



Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
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"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
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	<a href="http://www.hyundaiusa.com/campaign163">www.hyundaiusa.com/campaign163</a>	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 <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management
Service Rental Car (SRC) Program	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a> <a href="http://www.hyundaiusa.com/campaign163">www.hyundaiusa.com/campaign163</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>