

# Important Recall 164 Information



Date: July 25, 2017

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

Subject: Recall 164: 2015 Sonata and Genesis Parking Brake Switch (TSB #17-01-054)

## \*\*\*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 should 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 safety recall in the United States to replace the parking brake switch on:

- Certain Model Year 2015 Hyundai Sonata sedans equipped with a manual parking brake
- Certain Model Year 2015 Hyundai Genesis sedans equipped with a manual parking brake

### Description

Vehicles with a manual parking brake are equipped with an electrical switch to illuminate the parking brake warning light in the instrument cluster.



Corrosion in the electrical switch can result in the parking brake warning light intermittently not illuminating when the parking brake is applied. If the vehicle is driven with the parking brake applied, symptoms can include parking brake noise, parking brake "drag," and smoke and/or smell from the applied parking brake. Driving with the parking brake applied may increase the risk of a crash.

### Parts

- An initial shipment of parts will begin shipping the week of 7/24/17 to all dealers.
- Additional parts can be ordered through the parts ordering system in WebDCS. Refer to the Technical Service Bulletin (TSB) #17-01-054 for additional parts details.

### Service Action

- The Technical Service Bulletin (TSB) #17-01-054 was published 07/25/17, and describes the service procedure to replace the parking brake switch.
- Check your dealership's affected VIN list in WebDCS under the Service tab > Uncompleted Campaign VIN List.
- 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 repair. Customer notification letters of the recall are scheduled to be mailed beginning July 25, 2017.

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

## Customer FAQ

### **Q1: What is the issue?**

**A1:** Vehicles with a manual parking brake are equipped with an electrical switch to illuminate the parking brake warning light in the instrument cluster.



Corrosion in the electrical switch can result in the parking brake warning light intermittently not illuminating when the parking brake is applied. If the vehicle is driven with the parking brake applied, symptoms can include parking brake noise, parking brake “drag,” and smoke and/or smell from the applied parking brake. Driving with the parking brake applied may increase the risk of a crash.

### **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 parking brake switch.

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

**A3:** Customers will receive written notification of the recall by first class mail. In the interim, customers should verify the parking brake is not applied before they drive their vehicle.

### **Q4: When will owners be notified?**

**A4:** Owners will be mailed notification letters beginning in late 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.

# Important Recall 164 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/campaign164">www.hyundaiusa.com/campaign164</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/campaign164">www.hyundaiusa.com/campaign164</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>