

# Important Recall 167 Information



Date: October 5, 2017

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

Subject: Recall 167: 2018 Santa Fe Sport Front Coil Springs (Remedy Not Yet Available)

## \*\*\*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 announced, but not yet launched, a safety recall in the United States to replace the front coil springs in certain Model year 2018 Santa Fe Sport vehicles produced by Hyundai Motor Manufacturing Alabama and Kia Motor Manufacturing Georgia beginning on August 25, 2017 through September 6, 2017.

The VIN list is available in WebDCS. Check your dealership's affected VIN list under the Service tab > Uncompleted Campaign VIN List. Vehicles not identified as impacted by an open recall can be immediately released for sale.

1% of the 2018 Santa Fe Sport vehicles in dealer inventory are affected by this recall.

### Description

The Hyundai Santa Fe Sport may contain improperly manufactured front coil springs which could fracture under certain loads while driving. In limited instances, a fractured coil spring can potentially contact and puncture the tire while driving. Driving with a punctured tire could result in a loss of vehicle control and increase the risk of a crash.

### 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.
- 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 October, 2017.

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

Hyundai Motor America

**Q1: What is the problem?**

**A1:** The subject vehicles may contain improperly manufactured front coil springs which could fracture under certain loads while driving.

In limited instances, a fractured coil spring can potentially contact and puncture the tire while driving. Driving with a punctured tire could result in a loss of vehicle control and increase the risk of a crash.

**Q2: How was this discovered?**

**A2:** This condition was discovered at the vehicle assembly plant.

**Q3: Have there been any accidents?**

**A3:** Hyundai is not aware of any field complaints related to coil springs on the affected vehicles.

**Q4: What is done during the recall service?**

**A4:** Hyundai dealers will replace the coil springs in the affected vehicles. This procedure will be performed at no charge.

**Q5: How long will it take for the recall service?**

**A5:** The repair procedure should take no longer than 3 hours. It is always suggested that customers contact their local Hyundai dealer to schedule a service appointment.

**Q6: When will owners be notified?**

**A6:** HMA plans to mail owner notification letters beginning in October 2017.

# Important Recall 167 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/campaign167">www.hyundaiusa.com/campaign167</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/campaign167">www.hyundaiusa.com/campaign167</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>