

# Important Recall 168 Information



Date: October 05, 2017

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

Subject: Recall 168: 2017 Santa Fe Crankshaft (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 decided to conduct a voluntary safety recall in the United States to inspect and if necessary replace the engines in certain Model Year 2017 Hyundai Santa Fe vehicles produced by Hyundai Motor Company beginning on January 26, 2017 through February 13, 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.

93% of the 2017 Santa Fe vehicles in dealer inventory are not affected by this recall.

### Description

The Hyundai Santa Fe engines in the affected vehicle population may contain crankshafts with pin surface irregularities. This can lead to premature crankshaft and/or engine bearing wear. Indications of a worn engine bearing or crankshaft may include: a knocking noise from the engine that increases in frequency as the engine rpm increases, reduced power and or hesitation, illumination of the check engine light in the instrument cluster, or illumination of engine oil pressure warning lamp.

If the vehicle continues to be driven with a worn engine bearing or crankshaft could cause the vehicle to stall, 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.

## Customer FAQ

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

**A1:** The engines in the affected vehicle population may contain crankshafts with pin surface irregularities. This can lead to premature crankshaft and/or engine bearing wear. Indications of a worn engine bearing or crankshaft may 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 engine bearing or crankshaft could cause the vehicle to stall.

### **Q2: What is done during the recall service at the dealer?**

**A2:** Hyundai dealers will inspect, and if necessary, replace the engine. This will be performed at no cost to owners.

### **Q3: How long will it take for the inspection?**

**A3:** The inspection procedure should take no longer than one hour. If it is necessary to replace the engine, the repair time will depend on parts availability and the dealer's workload. Dealers can arrange for service loaner vehicles as needed.

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

**A4:** HMA plans to mail owner notification letters beginning in October 2017.

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

**A5:** The 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.

# Important Recall 168 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/campaign168">www.hyundaiusa.com/campaign168</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/campaign168">www.hyundaiusa.com/campaign168</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>