

Recall 170 Dealer Best Practice Guide



Date: January 10, 2018

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

Subject: Recall 170: 2013-2014 Elantra Stop Lamp Switch Stopper Pad (TSB #18-01-005)

*****IMPORTANT Dealer Stock and Retail Vehicles*****

Dealers should 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 stop lamp switch stopper pad on certain Model Year 2013 - 2014 Hyundai Elantra sedan, 2013 -2014 Elantra coupe and 2013 -2014 Elantra GT vehicles manufactured from May 02, 2012 through February 28, 2014.

The VIN list is available in WebDCS. Check your dealership's affected VIN list under the Service tab > Uncompleted Campaign VIN List.

Description

On the affected vehicles, the brake pedal stopper pad material located between the stop lamp switch and the brake pedal arm may deteriorate over time. A deteriorated pad can result in the stop lamps illuminating continuously, illumination of the traction control warning lamp, the ability to move the shift lever without depressing the brake pedal, or activation of the engine management system's brake pedal override feature.

Parts

- Parts can be ordered by following the Campaign Parts Management (CPM) process in WebDCS. Dealers can order up to an allowed maximum quantity of parts in advance of customers coming into the dealership.
- Refer to Technical Service Bulletin (TSB) #18-01-005 for additional parts details.

Service Action

- The Technical Service Bulletin (TSB) #18-01-005 was published 01/10/2018, and describes the service procedure to replace the stopper pad.
- Check the Vehicle Information screen in WebDCS for open recalls whenever a vehicle is in your dealership.
- 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. Owner notification letters of the recall are scheduled to be mailed in January, 2018.

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: On the affected vehicles, the brake pedal stopper pad material located between the stop lamp switch and the brake pedal arm may deteriorate over time. A deteriorated pad can result in the stop lamps illuminating continuously, illumination of the traction control warning lamp, the ability to move the shift lever without depressing the brake pedal, or activation of the engine management system's brake pedal override feature.

Q2: Is this issue similar to recall 146 (NHTSA recall number 16V-574)?

A2: Yes.

Q3: Have there been any accidents?

A3: Hyundai is not aware of any accidents or injuries related to this condition.

Q4: Should customers have their Elantra inspected at their local dealer to make sure the cars are safe?

A4: Yes.

Q5: What will be done during the recall service?

A5: Customers can contact their local Hyundai dealer to schedule a service appointment to have the stopper pad replaced with a revised service part. This procedure will be performed for free to customers.

Q6: When will owners be notified?

A6: HMA plans to mail owner notification letters in January 2018.

Q7: If the car was previously repaired for this condition, how does a customer get reimbursed?

A7: Customers can request reimbursement online at www.hyundaiusa.com/campaign170.

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"> • 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/campaign170	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 (New, CPO, SRC) and Retailed.
Recall Campaign Website	www.hyundaiusa.com/recall www.hyundaiusa.com/campaign170
NHTSA Website	www.safercar.gov