

Important Recall 171 Information



Date: December 15, 2017

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

Subject: Recall 171: 2018 Santa Fe Sport Side Curtain Airbag (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 side curtain airbag in certain model year 2018 Hyundai Santa Fe Sport vehicles produced between September 5, 2017 through November 30, 2017 at Hyundai Motor Manufacturing Alabama ("HMMA") and Kia Motor Manufacturing Georgia ("KMMG").

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.

Less than 4% of the 2018 Santa Fe vehicles in dealer inventory are affected by this recall.

Description

On the affected vehicles the side curtain airbag inflator diffuser may not have been manufactured to specification and may detach from the inflator body during curtain airbag deployment.

If the diffuser separates from the inflator body during a curtain airbag deployment, the airbag may not inflate properly during a crash, increasing the risk of injury.

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 affected vehicles that arrive at your dealership, please confirm with Hyundai Techline that there are no revised instructions and place the customer in a Service Rental Car (SRC).
- Refer to the below Customer FAQ section.

Customer Notification

Hyundai has begun reaching out to owners of the vehicles described above to return their vehicles to their Hyundai dealers. Customer notification letters of the recall are scheduled to be mailed beginning 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 side curtain airbag inflator diffuser may not have been manufactured to specification and may detach from the inflator body during curtain airbag deployment.

Q2: What is the safety concern?

A2: If the diffuser separates from the inflator body during a curtain airbag deployment, the airbag may not inflate properly during a crash, increasing the risk of injury. Additionally, based on information provided by the supplier, it is unknown if a detached diffuser would remain contained within the airbag. If the detached diffuser were to enter the vehicle occupant compartment, there could be an increased risk of occupant injury.

Q3: What are the affected vehicles?

A3: Model year 2018 Hyundai Santa Fe Sport vehicles produced between September 5, 2017 through November 30, 2017 at Hyundai Motor Manufacturing Alabama ("HMMA") and Kia Motor Manufacturing Georgia ("KMMG").

Q4: Have there been any accidents or injuries?

A4: Hyundai is not aware of any accidents or injuries related to this condition.

Q5: What will be done during the recall service?

A5: Hyundai plans to replace the side curtain airbags in the affected vehicle. This procedure will be performed at no charge.

Q6: Should customers have their vehicles inspected at their dealer to make sure they are safe?

A6: If a customer owns an affected vehicle, they will receive written notification of the recall by first class mail. If they wish to have their vehicle inspected before receiving the recall letter, they can contact their Hyundai dealer to schedule an appointment.

Q7: When will owners be notified?

A7: Hyundai began notifying owners of the affected vehicles December 10, 2017. Customer notification letters of the recall are scheduled to be mailed beginning in January, 2018. If a customer wishes to have the dealer inspect their vehicle before receiving the recall letter, they can contact their Hyundai dealer to schedule an appointment.

Important Recall 171 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"> • 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/campaign171	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, SRC, CPO, etc.) and Retailed.
Recall Campaign Website	www.hyundaiusa.com/recall www.hyundaiusa.com/campaign171
NHTSA Website	www.safercar.gov