

# Recall 173 Dealer Best Practice



Date: February 27, 2018

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

Subject: Recall 173: 2018 Santa Fe and Santa Fe Sport Steering Wheel (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. Safety of our customers is the top priority for Hyundai, and to support campaign completions prior to delivery, in July 2015, we developed a Pre-RDR Recall Completion Reinforcement process. If not completed, HMA will initiate a debit in the amount of the previous month's average Dealer Performance Bonus (DPB) for each vehicle sold with an open safety recall. This debit will be reflected on the monthly Hyundai Parts Statement, with a separate invoice for each individual VIN.

### Affected Vehicles

Hyundai has announced, but not yet launched, a safety recall in the United States to inspect and replace the steering wheel assemblies in certain:

- 2018 Hyundai Santa Fe vehicles produced between June 15, 2017 through December 28, 2017 by Hyundai Motor Company ("HMC")
- 2018 Santa Fe Sport vehicles produced between July 23, 2017 through October 25, 2017 by Hyundai Motor Manufacturing Alabama ("HMMA") and produced between August 10, 2017 through October 24, 2017 by Kia Motor Manufacturing Georgia ("KMMG")

As of 2/26/18, 51% of the 2018 Santa Fe vehicles and 25% of the Santa Fe Sport vehicles in dealer inventory are affected by this recall.

### Description

The subject vehicles are equipped with steering wheel hub assemblies that could have been manufactured with insufficient breakage strength, increasing the risk that the steering wheel could separate from the steering column while driving.

### Parts

- Part number, ordering and supply details will be provided when the recall remedy and inspection/repair instructions are 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.
- 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.
- 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

This recall has been posted to the NHTSA website, and you may receive phone calls from customers with questions

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regarding this matter. Customer notification letters of the recall are scheduled to be mailed by 04/16/2018.

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:** The subject vehicles are equipped with steering wheel hub assemblies that could have been manufactured with insufficient breakage strength, increasing the risk that the steering wheel could separate from the steering column while driving.

### Q2: What are the affected vehicles?

**A2:** Approximately 12,574 model year 2018 Hyundai Santa Fe vehicles produced by HMC between June 15, 2017 through December 28, 2017.

Approximately 13,749 model year 2018 Hyundai Santa Fe Sport vehicles produced by HMMMA between July 23, 2017 through October 23, 2017.

Approximately 17,618 model year 2018 Hyundai Santa Fe Sport vehicles produced by KMMG between August 10, 2017 through October 24, 2017.

### Q3: What is the safety concern?

**A3:** If the steering wheel separates from the steering column while driving, the driver may lose steering control of the vehicle, increasing the risk of a crash.

### Q4: Have there been any accidents or injuries?

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

### Q5: What is done during the recall service?

**A5:** Hyundai plans to inspect the steering wheel hub assemblies and replace the steering wheel assemblies as needed. This service will be performed at no charge to the customer.

### 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: How long will it take for the recall service?

**A7:** It is always suggested that customers contact their local Hyundai dealer to schedule a service appointment. The

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dealer can advise on the time needed for the repair.



### Q8: When will owners be notified?

**A8:** Hyundai plans to begin notifying owners of affected vehicles by 04/16/2018.

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.

### Q9: Can the recall service be performed now? (prior to receiving notice)

**A9:** Customers can contact their local Hyundai dealer to schedule a service appointment.

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
WarrantyHELPREP 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/campaign173">www.hyundaiusa.com/campaign173</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

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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/campaign173">www.hyundaiusa.com/campaign173</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>