

Recall 174 Dealer Best Practice



Date: September 28, 2018

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

Subject: Recall 174: 2011-13 Sonata & 2011-12 Sonata Hybrid Airbag Control Unit (TSB #18-01-030)

IMPORTANT Dealer Used Inventory and Customer Vehicles

Dealers should perform all open recalls on 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 to install an airbag control unit wiring filter kit in certain:

- 2011 - 2013 Hyundai Sonata vehicles produced from December 11, 2009 through August 31, 2012 by Hyundai Motor Manufacturing Alabama ("HMMA")
- 2011 - 2012 Hyundai Sonata Hybrid vehicles produced from December 7, 2010 through September 4, 2012 by Hyundai Motor Company ("HMC") in Korea.

Description

The subject vehicles are equipped with an airbag control unit (or module) which detects collisions and commands deployment of the airbags and seat belt pretensioners as necessary. If the control unit's circuitry is damaged, the airbags and seat belt pretensioners may not deploy in some collisions where deployment is warranted, increasing the risk of injury.

Service Action

- **Reservation and Reception** - Check the Vehicle Information screen in WebDCS for open recalls and service campaigns whenever a vehicle is in your dealership or if a customer calls in to schedule an appointment.
- **Readiness** - Please ensure that the appropriate technicians have reviewed the TSB. Check parts availability for upcoming appointments and vehicles currently at your dealership. Check special tools requirements as outlined in the TSB.
- **Readiness** - This document (Dealer Best Practice) has been posted in Campaign Central within the Service tab home page in hyundaidealer.com.
- **Repair** - The Technical Service Bulletin (TSB) #18-01-030 was published 9/28/2018 and provides the vehicle service procedure, affected VIN production range, parts and special tools details, and warranty claim information.

Parts

- An initial shipment of airbag control unit wiring filter kits will be arriving at all dealers beginning on 10/01/2018.
- Additional airbag control unit wiring filter kits can be ordered by following the Campaign Parts Management (CPM) parts ordering process in WebDCS.
- Refer to TSB #18-01-030 for additional parts and required special tools details.

Customer Notification

Hyundai initially notified owners of the affected vehicles in April and June of 2018. Hyundai will re-notify all owners to return their vehicles to their Hyundai dealers for the recall procedure beginning in mid-October, 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 an airbag control unit (or module) which detects collisions and commands deployment of the airbags and seat belt pretensioners as necessary. In some instances, electrical overstress damage has been observed in the module circuitry, which may prevent the frontal air bags, seat belt pretensioners, and side air bags from deploying.

Q2: What is the safety concern?

A2: If the control unit's circuitry is damaged, the airbags and seat belt pretensioners may not deploy in some collisions where deployment is warranted, increasing the risk of injury.

Q3: What are the potentially affected vehicles?

A3: Certain model year 2011-2013 Hyundai Sonata vehicles produced from December 11, 2009 through August 31, 2012 by Hyundai Motor Manufacturing Alabama ("HMMA") and model year 2011 – 2012 Hyundai Sonata Hybrid vehicles produced from December 7, 2010 through September 04, 2012 by Hyundai Motor Company ("HMC") in Korea.

Q5: Have there been any accidents or injuries?

A5: Hyundai is aware of four incidents with injuries where damaged control unit circuitry was observed. An additional allegation from the Canadian market is currently under investigation.

Q6: What will be done during the recall service?

A6: Hyundai dealers will install an external wire filter kit that will prevent electrical overstress in the airbag control unit. This will be performed for FREE. The actual time required to perform the installation will take less than one hour, however vehicles may be needed longer; therefore we recommend scheduling a service appointment to minimize inconvenience.

Q7: Should customers have their vehicles inspected at their dealer to make sure they are safe?

A7: Yes. If a customer owns an affected vehicle, they will receive written notification of the recall by first class mail.

Q8: What if customers are experiencing an illumination of the air bag warning lamp?

A8: If the air bag warning lamp remains illuminated in a customer's vehicle, they should seek service at their Hyundai dealer as soon as possible.



Air bag warning light

Q9: When will owners be notified?

A9: Hyundai initially notified owners of the affected vehicles in April and June of 2018. Hyundai will re-notify all owners to return their vehicles to their Hyundai dealers for the recall procedure beginning in mid-October, 2018. In the meantime, updated information about this recall can be found at www.hyundaiusa.com/campaign174.

Q10: Can the recall service be performed now? (prior to receiving notice)

A10: Yes.

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) for Hyundai Dealers
Service Lane Technology (SLT) Xtime / AutoLoop / CDK	<ul style="list-style-type: none"> • Support@Xtime.com / 1-866-984-6355 • support@Autoloop.com / 1-877-850-2010 • CDK Service Connect within the CDK system / 1-866-668-5394 (option 6) 	Assistance with SLT Appointment: <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>recalls or service campaigns</u>
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	Updated information related to recalls or service campaigns
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign</u> related
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance

Key Reference Information	
Name	Source
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. 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
NHTSA Website	www.safercar.gov