

Recall 176 Dealer Best Practice



Date: May 09, 2018

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

Subject: Recall 176: 2017 Ioniq Hybrid and Plug-In Hybrid Electric Hydraulic Clutch Actuator (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 regarding the hydraulic clutch actuator in certain:

- 2017 Hyundai Ioniq Hybrid and Ioniq Plug-In Hybrid vehicles produced from November 16, 2016 through September 20, 2017 by Hyundai Motor Company ("HMC") in South Korea.

Description

The subject vehicles are equipped with a hydraulic clutch actuator (HCA) that may have been produced with burrs on the inner actuator housing that could damage an inner oil seal over time. A damaged oil seal could allow oil to leak into the phase cap area. If oil accumulates in the phase cap area, an electrical short could occur and increase the risk of a fire.

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 or service campaign can be immediately released for sale.
- 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 Customer FAQ section on page 2.

Parts

- TBD. Additional details will be provided when the recall remedy is available.

Customer Notification

This recall will be posted to the NHTSA website on 5/10/2018, 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 once the remedy is available. Customer notification letters of the recall are scheduled to be mailed in early June, 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 a hydraulic clutch actuator (HCA) that may have been produced with burrs on the inner actuator housing that could damage an inner oil seal over time. A damaged oil seal could allow oil to leak into the phase cap area. If oil accumulates in the phase cap area, an electrical short could occur and increase the risk of a fire.

Q2: What is the safety concern?

A2: If a short circuit occurs inside the HCA phase cap module, there could be an increased risk of an engine compartment fire.

Q3: What are the affected vehicles?

A3: Approximately 10,000 model year 2017 Hyundai Ioniq Hybrid and Ioniq Plug-In Hybrid vehicles produced between November 16, 2016 and September 20, 2017 by Hyundai Motor Company in the Republic of Korea.

Q4: Have there been any accidents or injuries?

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

Q5: What will be done during the recall service?

A5: Hyundai plans to inspect and, if necessary, replace the hydraulic clutch actuator. Hyundai is currently making preparations to implement the recall remedy.

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. In the interim, if the customer experiences a "Check Hybrid System" warning light, they should seek service at their Hyundai dealer as soon as possible.



Q7: When will owners be notified?

A7: Hyundai will begin notifying owners of the affected vehicles no later than June, 2018. In the meantime, updated information about this recall can be found at www.hyundaiusa.com/campaign176.

Q8: Can the recall service be performed now? (prior to receiving notice)

A8: No. Hyundai is currently making preparations to implement the recall remedy. Once a remedy becomes available, Hyundai will notify customers of the affected units.

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/campaign176	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 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 www.hyundaiusa.com/campaign176
NHTSA Website	www.safercar.gov