

# Recall 177 Dealer Best Practice



Date: November 01, 2018

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

Subject: Recall 177: 2019 Santa Fe Side Curtain Airbag (TSB #18-01-033)

## \*\*\*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 launched** a safety recall in the United States to repair the Side Curtain Airbag ("SCAB") in certain:

- 2019 Hyundai Santa Fe vehicles produced between May 24, 2018 and August 20, 2018 by Hyundai Motor Manufacturing Alabama.

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.

### Description

The subject vehicles are equipped with Side Curtain Airbags ("SCAB") that were installed using bolts that could interfere with and damage the airbags during deployment. The bolts were produced with sharp corners on the hexagonal bolt head, increasing the risk of interference with the SCAB during deployment.

### 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.
- **Readiness** - This document (Dealer Best Practice) has been posted in Campaign Central within the Service tab home page in [hyundaidealer.com](http://hyundaidealer.com).
- **Repair** - The Technical Service Bulletin (TSB) #18-01-033 was published 11/01/2018 and provides the vehicle service procedure, affected VIN production range, parts, and warranty claim information.

### Parts

- An initial supply of pads will arrive at dealers beginning 11/05/ 2018.
- Additional parts can be ordered by following the Critical Supply Parts (CSP) parts ordering process in WebDCS.
- Refer to Technical Service Bulletin (TSB) #18-01-033 for additional parts details.

### Customer Notification

This recall was posted to the NHTSA website and you may receive phone calls from customers with questions regarding this matter. Customer notification letters of the recall are scheduled to be mailed in late November, 2018.

Thank you for your prompt attention to this important safety matter and continued commitment to taking care of Hyundai customers.

## Customer FAQ

**Q1: What is the issue?**

**A1:** The subject vehicles are equipped with Side Curtain Airbags ("SCAB") that were installed using bolts that could interfere with and damage the airbags during deployment. The bolts were produced with sharp corners on the hexagonal bolt head, increasing the risk of interference with the SCAB during deployment.

**Q2: What is the safety concern?**

**A2:** If the SCAB becomes damaged during deployment, the air bag may not inflate properly during a crash, increasing the risk of injury.

**Q3: What are the affected vehicles?**

**A3:** Certain model year 2019 Hyundai Santa Fe vehicles produced between May 24, 2018 and August 20, 2018 by Hyundai Motor Manufacturing Alabama.

**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 dealers will install a protective cover onto the SCAB installation bolts. This will be performed for FREE. The actual time required to perform the inspection will take less than 1 hour, however we recommend scheduling a service appointment to minimize inconvenience.

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

**A6:** Yes. For your safety and to ensure the quality of your vehicle, it is important that you schedule this repair as soon as possible.

**Q7: When will owners be notified?**

**A7:** Owners will be mailed notification letters beginning in late November 2018.

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

**A8:** Yes. We recommend scheduling a service appointment to minimize inconvenience.

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"> <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/recall">www.hyundaiusa.com/recall</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 dealer best practices. 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
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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>