



Recall 179 Dealer Best Practice

Date: January 17, 2019

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

Subject: 2018 Elantra GT Panoramic Sunroof Recall 179 – TSB #19-01-003 (Remedy Available)

Updates To This Document	Date
<ul style="list-style-type: none"> Updated – Remedy Available (TSB #19-01-003) and Dealer Best Practice Template 	01/17/19

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 launched a safety recall in the United States to inspect and, if necessary, replace the panoramic sunroof motors in certain model year 2018 Hyundai Elantra GT vehicles produced between July 20, 2018 and August 13, 2018 by Hyundai Motor Company in the Republic of Korea.

There are approximately 86 model year 2018 Hyundai Elantra GT vehicles produced between July 20, 2018 and August 13, 2018 by Hyundai Motor Company in the Republic of Korea affected by this recall.

Hyundai is initiating this action to ensure the safety and quality of its vehicles and the continued satisfaction of Hyundai customers.

Description

The subject vehicles are equipped with a panoramic sunroof motor that is programmed to prevent closing of the sunroof when obstructions are detected in its path of travel. Some of the sunroof motors may have been programmed incorrectly during manufacturing resulting in a potential inability to detect certain obstructions while closing the sunroof. If an obstruction is not correctly detected, the motor may delay or fail to retract the moving sunroof.

Service Action



Reservation – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and advise the customer on time requirements.



Readiness – Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, check all applicable training is complete, your reservation capacity settings, confirm email addresses for campaign appointments, and that you have all necessary tools, campaign parts and shop equipment as needed.



Reception – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC or alternative vehicle coverage, as needed. If a customer has declined the campaign, note this on the repair order and request the customer's signature next to the statement.



Repair – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work.

- Refer to Technical Service Bulletin (TSB) #19-01-003 for additional details.
- PLEASE NOTE for Parts Ordering:** If the panoramic sunroof motor is replaced due to the LOT NO. label being



illegible, missing, or it being listed on the table on page 4 of the TSB, email a picture showing the panoramic sunroof LOT NO. label or respective location of the missing label and a copy of the RO to: CampaignCentral@hmausa.com and in the subject line please put "Recall 179 – LOT NO. Request Photo". Part order will be released upon receipt of email. If pictures do not clearly show the LOT NO. label or respective location of the missing label, the part order will not be approved.



Return – Review all completed campaign and repairs to answer any customer questions. Also, schedule the customer's next service.



Reconnect – Follow up for customer satisfaction.

Parts

- Parts can be ordered by following the Critical Supply Parts (CSP) parts ordering process in WebDCS.
- Refer to Technical Service Bulletin (TSB) #19-01-003 for additional parts details.
 - **PLEASE NOTE for Parts Ordering:** If the panoramic sunroof motor is replaced due to the LOT NO. label being illegible, missing, or it being listed on the table on page 4 of the TSB, email a picture showing the panoramic sunroof LOT NO. label or respective location of the missing label and a copy of the RO to: CampaignCentral@hmausa.com and in the subject line please put "Recall 179 – LOT NO. Request Photo". Part order will be released upon receipt of email. If pictures do not clearly show the LOT NO. label or respective location of the missing label, the part order will not be approved.

Customer Notification

This recall has been posted to the NHTSA website, and you may receive phone calls from customers with questions regarding this matter. Hyundai plans to notify customers in February 2019.

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

Hyundai Motor America



Recall 179 Q&A

Q1: What is the issue?

A: The subject vehicles are equipped with a panoramic sunroof motor that is programmed to prevent closing of the sunroof when obstructions are detected in its path of travel. Some of the sunroof motors may have been programmed incorrectly during manufacturing resulting in a potential inability to detect certain obstructions while closing the sunroof. If an obstruction is not correctly detected, the motor may delay or fail to retract the moving sunroof.

Q2: What are the affected vehicles?

A: Approximately 86 model year 2018 Hyundai Elantra GT vehicles produced between July 20, 2018 and August 13, 2018 by Hyundai Motor Company in the Republic of Korea.

Q3: What is the safety concern?

A: If an obstruction is not correctly detected, the motor may delay or fail to retract the moving sunroof increasing the risk of injury.

Q4: Have there been any accidents or injuries?

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

Q5: What will be done during the recall service at the dealer?

A: Hyundai dealers are to inspect and, if necessary, replace the panoramic sunroof motor with a new one. This procedure will be performed at no charge.

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

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

A: It is always suggested that customers contact their local Hyundai dealer to schedule a service appointment. The dealer can advise on the time needed for the repair.

Q8: When will owners be notified?

A: Hyundai plans to begin notifying owners of affected vehicles no later than February 2019.

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)

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

Q10: If the car was previously repaired for this condition, how does a customer get reimbursed?

A: Hyundai has a reimbursement program in place for repairs performed on your vehicle that were related to this recall. To file a claim or check the status of an existing claim, visit www.hyundaiusa.com/recall. Once you validate your VIN, click on the Reimbursement link at the top of the page.



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
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	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/recall	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 > SRC Fleet Mgmt Software
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



Appendix

<u>Updates To Previous Versions of this Document</u>	<u>Date</u>
• Initial Announcement – 2018 Elantra GT	12/21/18