



Recall 180 Dealer Best Practice

Date: March 1, 2019

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

Subject: Recall 180 – High Pressure Fuel Pipe Inspection and Replacement (Remedy Available) TSB #19-01-001H

<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none"> Update: Remedy Available TSB #19-01-001H – Includes added models, specific service actions and parts ordering details. 	03/01/19

IMPORTANT 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 is conducting a safety recall in the United States to confirm the high pressure fuel pipe was properly connected by Hyundai dealers to the high-pressure fuel pump outlet when the engine was replaced.

Applicable Models:

- Certain 2011 -2014 MY Sonata (YF) vehicles with 2.0L Turbo and 2.4L engines
- Certain 2015-2018 MY Sonata (LF) vehicles with 2.0L Turbo and 2.4L engines
- Certain 2013-2018 MY Santa Fe Sport (AN) vehicles with 2.0L Turbo and 2.4L engines
- Certain 2014-2015 MY Tucson (LM) vehicles with 2.4L engines
- Certain 2018 MY Tucson (TL) vehicles with 2.4L engines

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

Description

In some cases, during engine replacements, the high pressure fuel pipe may have been damaged, misaligned, or improperly torqued during the engine replacement procedure, allowing fuel to leak.

If the high pressure fuel pipe was damaged, misaligned or improperly torqued during the engine replacement procedure fuel may leak increasing the risk of fire.

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.

- Be prepared to put customers in an SRC or alternative transportation if replacement parts are not available.
- Make sure to have proper SSTs - torque wrench socket (09314-3Q100-01) and Oil Test Paper (SP045-07305) available to complete this recall.



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 recall, 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.

- Record the vehicle's audio presets before disconnecting the negative (-) battery cable.
- Check for DTCs and perform the appropriate diagnostic service after inspection or repair is performed.
- If vehicle requires parts replacement and parts are not available, **vehicle must be downed and customer put in an SRC vehicle or alternative transportation until repair can be completed.**



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

Initial tools required for this recall were shipped to dealers. Please see TSB #19-01-001H for instructions on requesting additional units.

Customer Notification

This recall has been posted to the NHTSA website. Hyundai will notify all owners of the vehicles described above to return their vehicles to their Hyundai dealers for repair. Customer notification letters are scheduled to be mailed starting March 2019.

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: In some cases, during engine replacements, the high pressure fuel pipe may have been damaged, misaligned, or improperly torqued during the engine replacement procedure, allowing fuel to leak.

Q2: What are the affected vehicles?

A2: Approximately 150,000 certain model years 2011-2018 Hyundai Sonata, certain model years 2013-2018 Hyundai Santa Fe Sport and certain model years 2014-15 and 2018 Tucson vehicles that had engines replaced.

Q3: What is the safety concern?

A3: If the high pressure fuel pipe was damaged, misaligned or improperly torqued during the engine replacement procedure, fuel may leak increasing the risk of fire.

Q4: Have there been any accidents or injuries?

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

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

A5: Hyundai dealers will inspect the connections of the high pressure fuel pipe to the high-pressure fuel pump for fuel leaking. If leaking fuel is detected, the fuel pipe will be replaced and properly installed with a new one at no cost to the customer.

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: 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 dealer can advise on the time needed for the repair.

Q8: When will owners be notified?

A8: Hyundai plans to begin notifying owners of 2011-2014 Sonata and 2013-2014 Santa Fe Sport vehicles beginning in March 2019. The remaining vehicles will be notified no later than June 2019. Updated information about this recall can also be found at www.HyundaiUSA.com/Campaign180.

Q9: If the car was previously repaired for this condition, how does a customer get reimbursed?

A9: 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 This Document</u>	<u>Date</u>
<ul style="list-style-type: none">Initial Announcement - 2011-2014 Hyundai Sonata and 2013-2014 Hyundai Santa Fe Sport vehicles	01/16/19