



Hyundai
Assurance Car Care



Recall 181 Dealer Best Practice

Date: March 18, 2019

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

Subject: Recall 181: 2010-2013 Tucson 2.4L Engine Inspection (Remedy Not Yet Available)

Updates To This Document	Date
<ul style="list-style-type: none"> Update: Recall 181 (Remedy Not Yet Available) – VIN list now available and Initial Customer Notifications scheduled to be mailed April 2019. 	03/18/19

Affected Vehicles

Hyundai Motor America has announced, but not yet launched, a safety recall to inspect, and if necessary, replace the engine assembly in certain model year 2010 through 2013 Hyundai Tucson vehicles equipped with 2.4 liter engines produced from May 1, 2010 to December 31, 2012 by Hyundai Motor Company at the Ulsan plant in the Republic of Korea.

The affected vehicles include:

- Certain model year 2010 through 2013 Hyundai Tucson vehicles equipped with 2.4 liter engines
- Hyundai has identified the VINs for recall 181 and are published and available in WebDCS.

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 may have an engine oil leak from the seal between the oil pan and engine block, which, if left unrepaired, could lead to engine damage. A damaged engine could lead to high-speed stall and in limited cases a fire.

Service Action



Reservation – Currently there is no remedy for this campaign, but customers might still inquire.

- If a customer asks to complete the campaign prior to receiving notice, you can say the following: *“The inspection procedure is currently being developed. In the meantime, if you notice an abnormal knocking noise from your engine or the Check Engine Light is illuminated, please bring in your vehicle for service as soon as possible.”*



Readiness – Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC.



Reception – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC or an alternative vehicle, as needed.

- The inspection procedure for recall 181 is currently being developed. Hyundai will notify dealers once a remedy is available.
- If necessary, dealers should down the vehicle and place the customer in an SRC or 3rd Party Rental.**



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



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



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Reconnect – Follow up for customer satisfaction.

Parts

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

Customer Notification

This recall has been posted with NHTSA. Initial notification letters informing owners of the recall will be mailed by April, 2019. Once the recall remedy becomes available, Hyundai will send a second notification letter to owners.

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

Hyundai Motor America



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Customer FAQ

Q1: What is the problem?

A1: The subject vehicles may have an engine oil leak from the seal between the oil pan and engine block, which, if left unrepaired, could lead to engine damage. A damaged engine could lead to high-speed stall and in limited cases a fire.

Q2: What is done during the recall service at the dealer?

A2: Dealers will inspect vehicles for the presence of an oil pan leak, and possible engine damage. The inspection procedure is currently being developed. When available, the procedure will be performed at no cost to vehicle owners.

Q3: When will owners be notified?

A3: Initial notification letters informing owners of the recall will be mailed by April, 2019. Once the recall remedy becomes available, Hyundai will send a second notification letter to owners.

Q4: Can the recall service be performed now (prior to receiving notice)?

A4: The inspection procedure is currently being developed. In the interim, if customers notice an abnormal knocking noise from their engine or the Malfunction Indicator Light illuminated in their vehicle, they are encouraged to seek service at their local Hyundai dealer as soon as possible.

Q5: If a customer had this repair previously completed, how can they be reimbursed?

A5: Hyundai has a Reimbursement Program in place if you previously had any repairs or expenses related to this recall. Submit a request for reimbursement online at www.HyundaiUSA.com/recall.



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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



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<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none">Initial Notification: Recall 181 (Remedy Not Yet Available)	02/14/19