

Recall 181 Dealer Best Practice

Date: July 16, 2019

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

Subject: Recall 181: 2011-2013 Tucson 2.4L Engine Inspection TSB #19-01-012H (Remedy Available)

Updates To This Document	Date
<ul style="list-style-type: none"> Update: Recall 181 (Remedy Now Available) – Reference to TSB #19-01-012H and Service Actions Updated 	07/16/19

Affected Vehicles

Hyundai Motor America has launched a safety recall to install an updated oil pressure switch and, if necessary based on vehicle inspection, an oil pan in certain model year 2011 through 2013 Hyundai Tucson vehicles equipped with 2.4 liter engines produced from May 19, 2010 to December 31, 2012 by Hyundai Motor Company at the Ulsan plant in the Republic of Korea.

The affected vehicles include:

- Certain 2011-2013 MY Tucson vehicles equipped with 2.4L 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

Certain Model Year 2011 through 2013 Hyundai Tucson vehicles equipped with 2.4L engines may have an engine oil leak from the seal between the oil pan and engine block, which, if left unrepaired and operated over time, could eventually lead to engine damage. A damaged engine could lead to a high-speed stall and, in limited cases, a vehicle fire.

Service Action



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

- Provide customer with transportation options such as an SRC, alternative vehicle, shuttle or rideshare.



Readiness – Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, complete all applicable training, check your reservation capacity settings (you can set separate capacities for every recall/campaign), 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 the proper SST – Oil Pan Remover (09215-3C000) 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 an alternative vehicle, 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.

- Always refer to the most recent TSB (TSB# 19-01-012H.) for all vehicle service procedures.
- This recall will require the replacement of parts even if the vehicle is not leaking oil. The following inspection results will require:
 - If there is evidence of oil leakage (**Past or Present**) - replace the oil pressure switch and oil pan according to the service procedure found in TSB# 19-01-012H.



- If there is **NO** evidence of oil leakage – Replace the oil pressure switch according to TSB# 19-01-012H
- When using the SST between the oil pan and the ladder frame, make sure to use a plastic hammer to tap it (avoid moving the SST without tapping as the SST can be damaged).
- When applying sealant to the new oil pan flange surface, make sure to:
 - Tighten the oil pan bolts within 5 minutes of applying the sealant.
 - Sealant should not protrude into the inside of the oil pan
 - To prevent leakage of oil, apply sealant on the inner threads of the bolt holes.
- 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.**
- Check for DTCs and perform the appropriate diagnostic service after inspection or repair is performed.



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

Please review the parts information on pg. 2 of TSB #19-01-012H.

Customer Notification

This recall has been posted with NHTSA. Initial notification letters informing owners of the recall were mailed April, 2019. Recall remedy notifications will be mailed out August, 2019.

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

Hyundai Motor America



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 install an updated oil pressure switch and, if necessary based on vehicle inspection, an oil pan. 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 were mailed April, 2019. Recall remedy notifications will be mailed out August, 2019.

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



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 recall or service campaigns
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, non-campaign related
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"> Log into Xtime Under the menu at the top left, select 'CONFIGURE' Under the dealership tab, click "EMAIL COMMUNICATION" Slide the toggle to "ADVANCED" 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">Update: Recall 181 (Remedy Not Yet Available) – VIN list now available and Initial Customer Notifications scheduled to be mailed April 2019.	03/18/19
<ul style="list-style-type: none">Initial Notification: Recall 181 (Remedy Not Yet Available)	02/14/19