



Recall 183 Dealer Best Practice

Date: April 26, 2019

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

Subject: Recall 183: 2019 Veloster Driver Side Door Latch TSB #19-01-015H (Remedy Available)

Updates To This Document	Date
<ul style="list-style-type: none"> Initial Communication: Recall 183 TSB #19-01-015H (Remedy Available) 	04/26/19

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 Motor America is conducting a safety recall to replace the driver side (LH) door latch assembly and lower door channel on certain model year 2019 Hyundai Veloster vehicles produced from February 9, 2018 through January 30, 2019 by Hyundai Motor Company ("HMC") in South Korea.

The affected vehicles include:

- Certain model year 2019 Hyundai Veloster vehicles produced from February 9, 2018 through January 30, 2019 by Hyundai Motor Company ("HMC") in South Korea.

The recall affects approximately 12,500 vehicles.

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

Description

In certain side impact crashes the driver door latch housing and cable can become damaged allowing the driver's door to open.

Service Action



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

- This recall can be completed quickly and does not require a hoist.



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.



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.

- This recall requires interior panels to be removed. Make sure to replace any broken clips or damaged seals.



- Always quality check your work and and clean any panels that may become dirty.
- If a part is found in need of replacement while performing Recall Campaign 183 and the affected part is still under warranty, submit a separate claim using the same Repair Order. If the affected part is out of warranty, submit a Prior Approval Request for goodwill consideration prior to performing the work.



Return – Review all completed campaigns/recalls and repairs to answer any customer questions. Also, schedule the customer’s next service.



Reconnect – Follow up for customer satisfaction.

Parts

Please see TSB #19-01-015H for parts details.

Customer Notification

This recall has been posted with NHTSA. 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 May 2019.

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

Hyundai Motor America



Q&A

Q1: What is the problem?

A1: In certain side impact crashes the driver door latch housing and cable can become damaged allowing the driver's door to open.

Q2: Does this affect the passenger side doors?

A2: No. The passenger side doors are not affected by this issue.

Q3: What is done during the recall service at the dealer?

A3: Hyundai dealers will replace the driver door latch assembly and lower channel. The procedure will be performed at no charge.

Q4: When will owners be notified?

A4: Owners will be mailed notification letters beginning in May, 2019.

Q5: Can the recall service be performed now (prior to receiving notice)?

A5: Yes. Customers can contact their local Hyundai dealer to schedule a service appointment.

Q6: If a customer had this repair previously completed, how can they be reimbursed?

A6: 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 <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