

Recall 187 Dealer Best Practice

Date: January 23, 2020

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

Subject: Recall 187: 2020MY KONA CERTIFICATION LABEL (Remedy Not Yet Available)

<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none"> Initial Communications: Recall 187: 2020MY KONA CERTIFICATION LABEL (Remedy Not Yet Available) 	01/23/20

Affected Vehicles

Hyundai is conducting a noncompliance recall in the United States to repair the CFR Part 567 Certification Label in certain model year 2020 Hyundai Kona vehicles produced between November 13, 2019 and December 26, 2019 by Hyundai Motor Company in the Republic of Korea.

The affected vehicles include:

- Certain model year 2020 Hyundai Kona vehicles produced between November 13, 2019 and December 26, 2019 by Hyundai Motor Company in the Republic of Korea.

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

Description

The certification label in the subject vehicles may indicate incorrect values for the Gross Axle Weight Rating (“GAWR”) resulting in a failure to comply with CFR Part 567, “Certification.” An incorrect GAWR could result in the vehicle becoming overloaded. An overloaded vehicle could increase the risk of a crash.

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 hold the vehicle and put customers in an SRC or alternative transportation, if needed, until a remedy is available.



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.



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

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

Customer Notification

This recall has been posted with NHTSA. Hyundai will begin mailing owner notifications beginning in late March 2020.

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 issue?

A1: The certification label in the subject vehicles may indicate incorrect values for the Gross Axle Weight Rating (“GAWR”) resulting in a failure to comply with CFR Part 567, “Certification.”

Q2: What are the affected vehicles?

A2: Approximately 477 model year 2020 Kona vehicles produced between November 13, 2019 and December 26, 2019 by Hyundai Motor Company in the Republic of Korea.

Q3: What is the safety concern?

A3: An incorrect GAWR could result in the vehicle becoming overloaded. An overloaded vehicle could increase the risk of a crash.

Q4: Have there been any accidents or injuries?

A4: 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?

A5: Hyundai Motor America plans to notify owners of affected vehicles to return their vehicles to their Hyundai dealers to install new label stickers over the affected areas of the certification label. This procedure will be performed at no charge. In addition, Hyundai will provide reimbursement to owners for previous repairs in accordance to the reimbursement plan submitted to NHTSA on May 16, 2018.

Q6: When will owners be notified?

A6: Owners will be mailed notification letters beginning in late March 2020.



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