



Hyundai
Assurance Car Care



Recall 190 Dealer Best Practice

Date: March 11, 2020

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

Subject: Recall 190 – 2020 SONATA (DN8a) 16" TIRE SPECIFICATION LABEL AND OWNER'S MANUAL - Remedy Available (TSB #20-01-015H) v1

Updates To This Document	Date
<ul style="list-style-type: none"> Initial Communications: Recall 190 – 2020 SONATA (DN8a) 16" TIRE SPECIFICATION LABEL AND OWNER'S MANUAL - Remedy Available (TSB #20-01-015H) v1 	03/11/20

*** Dealer Stock and Retail Vehicles ***

Dealers must perform this Recall Campaign on all affected vehicles prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair.

Affected Vehicles

Hyundai is conducting a noncompliance recall in the United States to repair the tire specification label required by Federal Motor Vehicle Safety Standard ("FMVSS") 110, "Tire Selection and Rims," in model year 2020 Sonata vehicles produced by Hyundai Motor Manufacturing Alabama ("HMMMA").

The affected vehicles include:

- Certain 2020MY Sonata (DN8a) equipped with 205/65R16 tires

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

Description

Certain 2020 model year Sonata (DN8a) vehicles equipped with 205/65R16 (16") tires may indicate incorrect values for the tire sidewall aspect ratio on the Tire Specification Label and in the Owner's Manual. As such, these vehicles do not comply with Federal Motor Vehicle Safety Standards.

Incorrect tire size specifications could lead to the installation of mismatched tires, increasing the risk of a crash. Please follow the procedures in TSB #20-01-015H to replace the Tire Specification Label and revise the Owner's Manual.

Service Action



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

- If the vehicle has a digital key, remind the customer to bring their key fob for the service.



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.

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



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.



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

- Ensure existing tire specification label is clean prior to placing the updated tire label.
- Ensure the owner's manual is also updated with the corrected tire label.



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 information for the two labels required under the Parts Information on TSB #20-01-015H.

Customer Notification

This recall has been posted with NHTSA. Owners will be mailed notification letters beginning in late April 2020.

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 issue?

A1: The tire size specifications set forth in the owner's manual and tire pressure label may indicate incorrect values for the sidewall aspect ratio, resulting in a failure to comply with Federal Motor Vehicle Safety Standard ("FMVSS") number 110, "Tire Selection and Rims."

Q2: What are the affected vehicles?

A2: Approximately 5,044 model year 2020 Hyundai Sonata vehicles produced between October 22, 2019 and February 13, 2020 by HMMA for sale in the U.S. market.

Q3: What is the safety concern?

A3: Incorrect tire size specifications could lead to the installation of mismatched tires, increasing 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 tire pressure label and owner's manual. This procedure will be performed at no charge. In addition, Hyundai will provide reimbursement to owners for repairs according to the plan submitted on May 16, 2018.

Q6: When will owners be notified?

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



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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