

2012 Select Car Care Promotion P16

We are pleased to announce the **Hyundai 2012 Select Car Care Promotion!**
Applies to Select 2013 Equus Models in dealer inventory

Dealers are encouraged to perform this **Select Car Care Promotion** on all dealer stock vehicles. Check each VIN in the Hyundai Motor America "Warranty Vehicle Information" screen via WEBDCS for P16 showing as open. A copy of the announcement bulletin and how to perform the promotion is available on HMAService.com Home Page under "Service News."

Benefits:

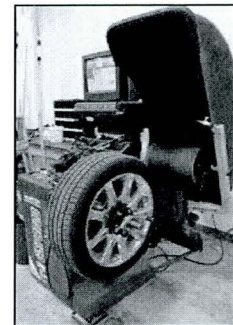
- Ensures optimized ride-performance of dealer stock Equus vehicles.
- Ensures customer satisfaction for new buyers.



*** IMPORTANT**

Campaign Parameters: Campaign must be performed on all dealer stock vehicles that fit the following parameters:

- 2013MY VI Equus produced from March 30, 2012 to November 2, 2012.



CLAIM INFORMATION:

Submit Select Car Care Promotion claims using the Campaign Claim Entry Screen

| OP CODE | OPERATION | OP TIME |
|----------|--|---------|
| 20C10710 | Measure balance and RFV | 1.0 M/H |
| 20C107R1 | Measure balance and RFV, Force-Match 1 tire | 1.1 M/H |
| 20C107R2 | Measure balance and RFV, Force-Match 2 tires | 1.2 M/H |
| 20C107R3 | Measure balance and RFV, Force-Match 3 tires | 1.3 M/H |
| 20C107R4 | Measure balance and RFV, Force-Match 4 tires | 1.4 M/H |

Promotion expires February 28, 2013. All repair orders (R.O.) must be dated on or before February 28, 2013. All dealer claims must be submitted to HMA on or before March 31, 2013.



HYUNDAI | NEW THINKING.
NEW POSSIBILITIES.

DATE
NOVEMBER 2012

MODEL(S)
2013 EQUUS (VI)

SUBJECT: 2013MY VI EQUUS CUSTOMER CARE WHEEL BALANCE
(SELECT CAR CARE PROMOTION P16)

★ IMPORTANT

***** Dealer Stock Only *****

Dealers must perform this campaign on all affected vehicles prior to customer retail delivery.

When a vehicle arrives at the Service Department, access Hyundai Motor America's "Warranty Vehicle Information" screen via WEBDCS to identify open Campaigns.

Description: This bulletin describes the procedure to evaluate wheel and tire assembly balance and radial force variation (RFV) and, if necessary, force-match the assembly for optimal vehicle ride-performance characteristics.



Applicable Vehicles: VI Equus vehicles produced from March 30, 2012 to November 2, 2012, in dealer stock.

★ NOTE

The following documentation is required for this TSB. Claims submitted with missing documentation are subject to being charged back to dealer.

- Completed Tire Balance Data Sheet (last page of this TSB) for ALL claims, stored with the repair order.
- Completed Hyundai Authorized Tire Center warranty claim form for any tire replacements.

Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

Warranty Information:

| MODEL | OP CODE | OPERATION | OP TIME |
|-------|----------|--|---------|
| VI | 20C107I0 | Measure balance and RFV | 1.0 M/H |
| VI | 20C107R1 | Measure balance and RFV, Force-Match 1 tire | 1.1 M/H |
| VI | 20C107R2 | Measure balance and RFV, Force-Match 2 tires | 1.2 M/H |
| VI | 20C107R3 | Measure balance and RFV, Force-Match 3 tires | 1.3 M/H |
| VI | 20C107R4 | Measure balance and RFV, Force-Match 4 tires | 1.4 M/H |

Service Procedure – Checking Wheel Balance and RFV Values*** NOTE**

A completed Tire Balance Data Sheet (last page of this TSB) **MUST** be stored with the repair order.

1. Inspect the wheel and tire assemblies for evidence of damage. Record any notes on the Tire Balance Data Sheet.



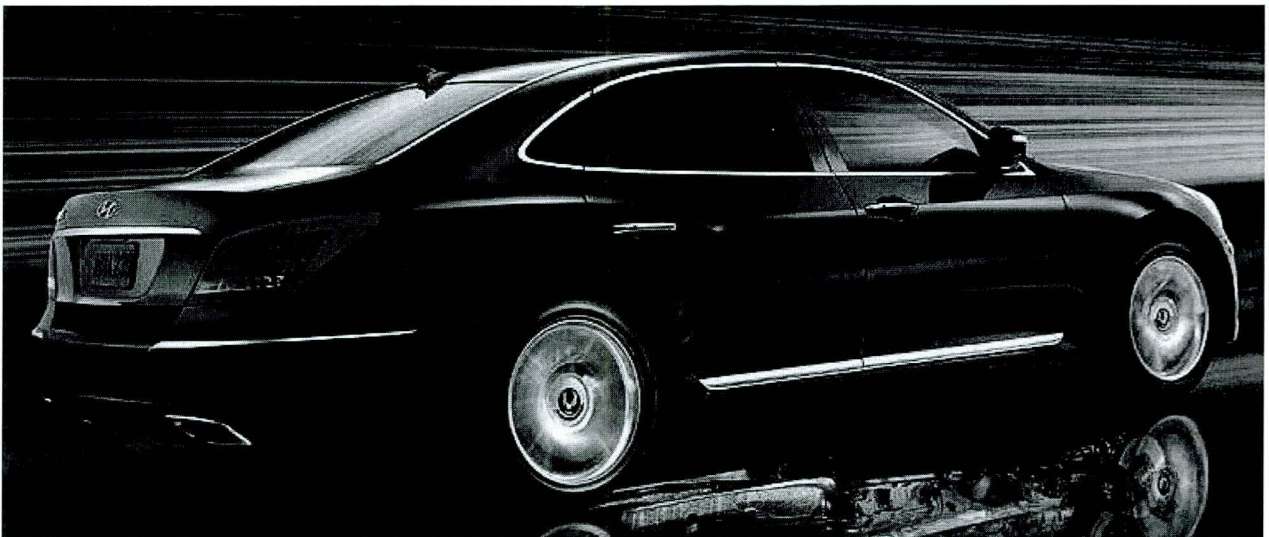
- Record "as-received" tire pressure. Then adjust to placard pressure if necessary.

*** NOTE**

Environmental factors can affect tire pressure. The two main factors are air temperature and elevation. Colder air will reduce tire pressure, while hotter air will increase it. High elevation may also increase tire pressure.

- Ensure the tires are warmed up to operating temperature by driving the vehicle at freeway speeds (55+ mph) for 20 minutes. This must be done before checking wheel balance and RFV numbers.

During the test drive, note any vibration issues at various speeds, road conditions, etc. Note these issues on the Tire Balance Data Sheet.



- Lift the vehicle and remove the wheel/tire assemblies. Note the original positions of each tire by marking each with a number on the inside of the tire.

Front left = #1

Front right = #2

Rear left = #3

Rear right = #4

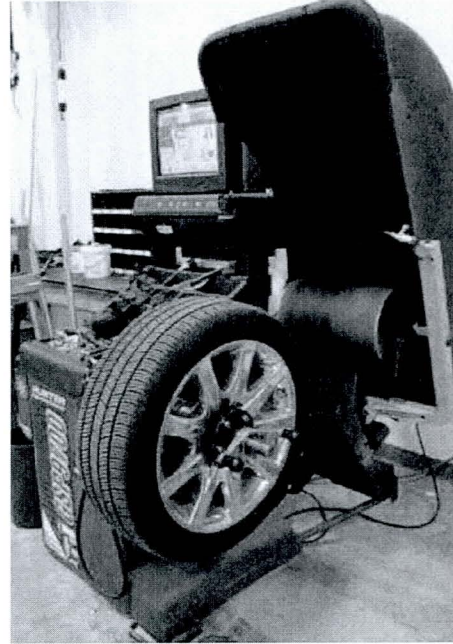


5. Mount each assembly on the Hunter GSP9700 wheel balancing machine. Ensure that the proper cone and fastening hardware is used for a proper fit. Measure wheel balance and RFV (radial force variation).

Record balance and RFV readings on the Tire Balance Data Sheet for each assembly.

*** NOTE**

GSP9700 must be properly calibrated at least once every 6 months. Ensure the calibration has been done within this time frame, and record last calibration date on the Tire Balance Data Sheet.



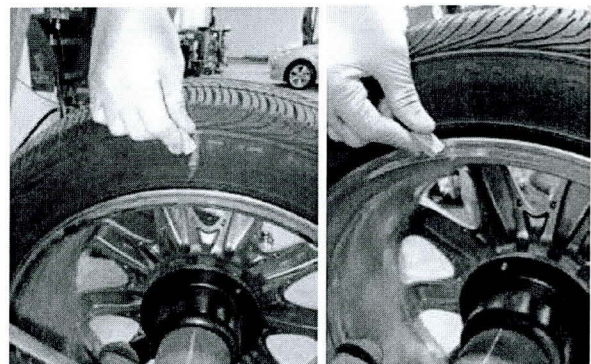
6. Remove all weights and re-balance all assemblies with any imbalance detected.

If any assembly has an RFV value of 19 lbs. or greater, performing a force-matching procedure is required to bring the RFV to the optimum minimal value.

Service Procedure – Force-Matching Procedure Using GSP9700 and Tire Positioning

For any wheel/tire assembly with 19 lbs RFV or higher, perform the force-matching procedure using the Hunter GSP9700.

1. The Hunter GSP9700 will ask the operator to measure rim runout. A diagnosis will be given if the Force-Matching procedure will bring the assembly within limit. If so, perform the Force-Matching procedure by using chalk to make two marks, one on the tire and one on the wheel. The locations are indicated by the Hunter machine.



2. Place the wheel/tire assembly onto a tire mounting machine. Break the tire's bead from the wheel, and align the two marks. Re-seat the bead, inflate the tire to specification, and recheck the RFV value.

Record the new RFV values on the Tire Balance Data Sheet.



3. Install the wheel and tire assemblies on the vehicle with the lowest to highest RFV arranged as follows:

- Front Driver Side
- Front Passenger Side
- Rear Driver Side
- Rear Passenger Side

★ NOTE

VI Equus has staggered size tires front vs. rear. This limits the tire positioning options, fronts must stay in front, rears must stay in rear.

Record the final positions of the assemblies on the Tire Balance Data Sheet.

4. If force-matching does not reduce RFV to 18 lbs. or less, it may be necessary to replace a tire to correct the condition.

To obtain replacement tires and file a warranty claim, please log onto www.hyundaidealer.com. Under the “**Service**” menu, select the link for “**Tire Program**” to access the Hyundai Authorized Tire Center website.

★ NOTE

A copy of the completed Hyundai Authorized Tire Center warranty claim form is required to be stored with the campaign repair order documentation if a tire is replaced.

★ NOTE

When replacement tires are needed, order the tires through the normal process by visiting www.hyundaidealer.com. Under the “Service” menu, select the link for “Tire Program.”

Complete and submit a tire warranty claim form online at the Hyundai Authorized Tire Center website under the “Service Center” option at the top of the screen, and follow the normal tire warranty process. Select “Ride Disturbance” as the Adjustment Reason from the drop down list.

| | | | |
|---|----------------------------------|-------------|--|
|  HYUNDAI | <h2>Tire Balance Data Sheet</h2> | Date | |
| | | Dealer Code | |
| | | Technician | |

Vehicle Data:

| | | | | | |
|--|--|--|--|---------------------|---|
| VIN: | | Prod Date: | | Mileage (In / Out): | / |
| Customer Complaint and Comments: | | | | | |
| Tire Name : | | Wheel Type (Al, Steel) : | | Tire Size : | |
| As received tire pressure: LF _____ RF _____ LF _____ RR _____ | | | | | |
| Ambient Temperature (°F): | | Speeds that exhibit the condition: 0---10---20---30---40---50---60---70---80 | | | |
| Vibration felt as: | | Side to Side | | or Up and Down | |
| Does the condition improve with mileage? | | YES / NO | | # of Miles: _____ | |
| Wheel Balancer Calibration Date: | | | | | |

Service Procedure: Check balance and RFV, Force-Match as necessary.

1. **IMPORTANT:** Set tire pressure to placard pressure before the test drive (Cold).
2. Inspect for wheel/tire damage: **YES / NO** Details: _____
3. Drive vehicle 20 minutes at freeways speeds to warm up tires.
4. Check wheel balance and RFV and fill out left side of table below. Rebalance assemblies as necessary.
5. If a wheel/tire assembly exhibits excessive RFV (19 lbs or greater), perform the force-matching procedure to reduce RFV. If the assembly RFV cannot be reduced, it may be necessary to replace the tire.
6. If any tires are replaced, circle which: Front Left / Front Right / Rear Left / Rear Right
7. Mount the wheel/tire assemblies for optimal vibration performance (see TSB for details).

| Wheel Balance and RFV Measurements | | | | | | |
|------------------------------------|-------------------|-------------------|-------------------|------------------------------|--|-----------|
| Wheel Position | Inner Wheel | Outer Wheel | INITIAL RFV (lbs) | FINAL RESULTS | | |
| | Weight Needed (g) | Weight Needed (g) | | Wheel # (after re-arranging) | | RFV (lbs) |
| #1 Front Left | | | | FL | | (Lowest) |
| #2 Front Right | | | | FR | | |
| #3 Rear Left | | | | RL | | |
| #4 Rear Right | | | | RR | | (Highest) |