

//ALL 07/03/2012 to 08/09/2013
TO: Hyundai Dealership General Managers, Sales Managers,
Service Managers, Parts Managers, and Warranty
Administrators
FROM: Hyundai Motor America
DATE: 07/03/13
SUBJECT: Service Campaign TP3 - Rear Lower Control Arms
Replacement (TSB# 13-01-025)

Hyundai Motor America is conducting a service campaign to replace both rear lower control arms on select 2011-2013 Model Year Sonata, 2011-12 Sonata Hybrid and 2012 Azera vehicles in the following salt belt states: Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, Wisconsin, and the District of Columbia. Service Campaign TP3 provides a service procedure for replacing the rear lower control arms.

In order to identify only those vehicles affected by Service Campaign TP3, it will be necessary to access Hyundai Motor America's "Warranty Vehicle Information" screen via WEBDCS before starting the repair. The "Warranty Vehicle Information" screen will identify affected vehicles with an open Service Campaign TP3.

A listing of affected vehicles is also located on WEBDCS, SERVICE tab, select INFORMATION, and select UNCOMPLETED CAMPAIGN VIN LISTING - DEALER STOCK and RETAILED SOLD.

There are circumstances under which vehicles not currently or never registered in a "salt belt" state may be eligible for this campaign. For example, vehicles that have relocated into a "salt belt" area and/or vehicles registered in a "non salt belt" state and driven in a "salt belt" area are eligible for this campaign. If it is determined that an owner of a vehicle within the affected VIN production date range relocates or has operated their vehicle in a "salt belt" area, the dealer should perform the campaign procedure. The dealer should perform this procedure at no cost to the customer. The dealer's District Parts and Service Manager should be contacted prior to repair and submission of the Warranty Claim.

NOTE: If the owner of a vehicle within the affected VIN production date range requests an inspection of the rear lower control arms on their vehicle, the inspection should be performed at no charge to the customer.

TSB #13-01-025 is available on HMAService.com as of July 03, 2013. It contains instructions on performing the service and submitting the campaign claim.

Initial supplies of Rear Lower Control Arms were shipped on June 27, 2013 to all affected dealers in their weekly parts shipment. Additional rear lower control arms can be ordered following the normal parts ordering procedure.

It is IMPORTANT TO SUBMIT A CAMPAIGN CLAIM FOR EACH VEHICLE SERVICED so your dealership can be compensated for your work and Hyundai can maintain accurate records of campaign completions.

LEGAL LIABILITY NOTICE: You are required to keep confidential any and all information and documents provided to you by Hyundai Motor America in the conduct of carrying out work for this service campaign. Hyundai Motor America dealers may use owner information provided for the campaign only for the purpose of conducting and performing this service campaign, and for no other purpose.

Hyundai appreciates your cooperation and support. Questions may be directed to your District Parts and Service Manager or Warranty HELPREP line at 1-877-446-2922.

HYUNDAI MOTOR AMERICA