



[Redacted] | [Change Password](#) | [Logout](#)
CA514 : SERVICE ENGINEERING | Tuesday, October 1, 2013

[Help](#) | [Contacts](#) | [Dealer List](#) | [Site](#)
1-866-4-DEALER (1-866-433-

[Site Tutorial](#)

[SALES](#)

[SERVICE](#)

[PARTS](#)

[TRAINING](#)

[RESOURCES](#)

[Search this site...](#)

HMA Dealer Portal ▶ [Message View](#)

E

Important Information Regarding Santa Fe Sport Front Right Axle Replacement Campaign 112 **Posted Date:** 09/12/2013 **| Dept:** All Departments

The attachment contains important information that you should know regarding Santa Fe Sport Front Right Axle Replacement Campaign 112, including actions you can put in place now to prepare for the campaign. Please read this urgent information, and contact your Hyundai DPSM if you have any questions.

 [FINAL Svc Mgr Letter - CAMPAIGN 112_20130912.pdf](#)

[SALES](#) | [SERVICE](#) | [PARTS](#) | [TRAINING](#) | [RESOURCES](#) | [CONTACTS](#) | [SITE MAP](#)

© Copyright HYUNDAI MOTOR AMERICA 1998-2013. All rights reserved



September 12, 2013

Dealer Hyundai Service Manager,

Hyundai has decided to conduct a voluntary recall in the United States to replace the right front axle shaft of approximately 20,000 model year 2013 front-wheel-drive Hyundai Santa Fe Sport vehicles equipped with 2.4 liter engines and produced from July 11, 2012 through March 12, 2013.

Refer to FAQs for additional information. In general, customers should be referred to the Hyundai Customer Connect Center at 800.633.5151.

Tips and Best Practices:

Suggestions for preparing your service department

- Use Car Care Scheduling to help even out the service flow and ensure parts availability for customers with appointments
 - Proactively monitor upcoming appointments and compare them against your parts availability and pace your appointments; there may be occasions where you will need to reschedule customers' appointments and keep them informed.
 - This is a perfect opportunity to check your appointment notification settings and ensure that the current email address assigned is accurate and up to date in order to receive the appointment notifications. Log into your appointment ledger at <https://xtlogin.xtime.com/login> and from the 'Dealership' drop-down menu, select 'Contact'. Check that a current and valid email address is entered into the following fields:
 - Confirmation Email (Dealership Appointment) – For in-dealership, BDC and other call-center appointments
 - Confirmation Email (Customer Appointment) – For online appointments
 - For any questions regarding the Car Care Scheduling program you can reach Xtime support directly at 866-984-6355 or via email at support@xtime.com.

Best practices for you to share with your staff

Step	Description	Details
Step 1	Check if VIN qualifies	Check the WEBDCS Warranty Vehicle Information Screen to verify if the vehicle has an open Campaign 112 that needs to be completed.
Step 2	Inform the customer of the open campaign	If the customer is not already aware that this campaign needs to be performed on the vehicle, inform the customer of the campaign and the approximate amount of time it will take for your dealership to complete it. Be sure to use the appropriate op code (refer to TSB 13-01-037) in your RO as well as in your warranty claim.
Step 3	Express appreciation to the customer	<ul style="list-style-type: none"> Let the customer know that we appreciate the opportunity to make this right for them. Reinforce to the customer that Hyundai and your dealership value our owners, and that we work hard to be deserving of their trust.
Step 4	Confirm or update customer contact information	Properly document the customer's email address and phone number on the Repair Order and update any changes on WebDCS – Consumer Information Update Screen.
Step 5	Perform campaign and submit claim	Perform the campaign as specified in TSB 13-01-037 and submit your Campaign 112 claim as quickly as possible. It is very important that the entire TSB is read prior to beginning the work. Be sure to pay careful attention to the critical details and follow each step specified in the Service Procedure portion of the TSB.

Note regarding customers on the service drive: If a customer is at your dealership to have the campaign performed and parts are not available *and* the customer does not feel safe driving the vehicle home, follow your normal practices in assisting the customer including contacting your DPSM for direction (e.g. instruction concerning providing rental vehicles or other options).

Key Reference Information:

Type	Source	Application
Phone	Hyundai Customer Connect Center: 1.800.633.5151	<ul style="list-style-type: none"> For customer questions or situations requiring HMA assistance

FAQs:

Q: What is the problem?

A: A portion of the axle shaft may have been improperly manufactured. This can result in the fracture of the axle shaft resulting in a loss of power, increasing the risk of a crash. Additionally, the vehicle may move unintentionally when parked without a fully applied parking brake. The steering and braking systems remain fully functional. Hyundai is not aware of any accidents or injuries related to this condition.

Q: Shouldn't you pull all potentially affected cars off the road?

A: No, that is not necessary. This condition affects an extremely small percentage of the affected vehicles. Owners will be notified by first class mail in September of 2013 that they should take their vehicles to their Hyundai dealer, who will replace the right side axle shaft. This procedure will be performed at no charge. It is always suggested that customers contact their local Hyundai dealer to schedule a service appointment. The dealer can offer advice on the time needed for the repair.

Q: How many accidents have there been?

A: No accidents have occurred as a result of the issue covered by this recall.

Q: Is my car safe to drive?

A: The occurrence rate is extremely low with no reports of accidents or injuries associated with this issue covered by this recall. As always, customers should firmly apply their parking brake when the vehicle is parked.

Q: Should customers have their Santa Fes inspected at their local dealer to make sure the cars are safe?

A: Owners of affected vehicles will receive written notification of the recall by first class mail.

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

A: Hyundai dealers will replace the right side axle shaft. This procedure will be performed at no charge. It is always suggested that customers contact their local Hyundai dealer to schedule a service appointment. The dealer can advise you on the time needed for the repair.

Q: How long will it take for the recall service?

A: The right front axle shaft will be replaced with a new axle shaft assembly. This procedure will be performed at no charge to you. The actual time required to perform the procedure will take approximately 1 hour, however your vehicle may be needed longer depending on the dealer's work load; therefore, we recommend scheduling a service appointment to minimize inconvenience.

Q: When will owners be notified?

A: Owners will be mailed notification letters beginning in September, 2013.

Q: Were the affected vehicles built at Hyundai Motor Manufacturing Alabama?

A: No, they were manufactured for Hyundai by KIA Motor Manufacturing's assembly plant in Georgia.

Q: Can the recall service be performed now? (Prior to receiving notice)

A: Owners will receive written notification of the recall by first class mail. Customers who wish to have the recall service procedure performed prior to receiving the notice should contact their Hyundai dealer to schedule an appointment.

Q: If a customer feels unsafe driving the vehicle, will you pick up the vehicle?

A: Customers are responsible for having the vehicle transported to and from the Hyundai dealer.

Q: Will Roadside Assistance pick up my vehicle?

A: No, Roadside Assistance does not apply to these recall procedures. Customers are responsible for having the vehicle transported to and from the Hyundai dealer.

Q: Are other Hyundai models affected?

A: No. The recall only affects 2013 front wheel drive Santa Fe Sport vehicles with 2.4 liter engines manufactured through March 12, 2013.

Q: What other parts may be affected?

A: No other components are affected by this recall campaign.

Q: How many of the approximately 20,000 cars might have this problem?

A: The occurrence rate is extremely low; however, Hyundai will perform the recall service procedure on all affected units produced.

Q: Why aren't other models (all-wheel-drive, 2.0 liter, "NC" Santa Fe) affected?

A: The right front axle shaft is a unique part for the 2.4L front wheel drive Santa Fe and is not shared with other models.

Q: What actually occurs when the part fails if the vehicle is in motion? Does the wheel fall off?

A: The vehicle will not move, and can roll when parked unless the parking brake is firmly applied. The wheel does not fall off.

Q: How many customers have experienced this problem?

A: Hyundai has received 60 warranty claims for this condition.

Q: How many reports does NHTSA have of this problem?

A: NHTSA has received two reports from customers regarding this condition.

Q: What does the axle shaft do? I don't know much about cars, but isn't the axle the part that connects the wheel to the vehicle?

A: The axle connects the transaxle's differential gear to the wheel's hub, propelling the vehicle.

Q: I've had the axle shaft replaced on my Santa Fe previously. Does that satisfy the recall campaign or do I need it replaced again?

A: It is always suggested that customers contact their local Hyundai dealer to schedule an appointment for a thorough inspection.

Parts Information:

The initial shipment of parts for Campaign 112 will be shipped to your dealership automatically from Hyundai. Dealers will receive between 1 and 3 units of the affected part in the shipment (according to the expected volume of recall vehicles affecting the dealer). Please ensure that you expedite receiving of these parts.

The initial shipment will consist of 1 part number:

- 49501 2W600 QQH

Please order additional parts on a replenishment basis (as you use the initial shipment parts for campaign vehicles). Be aware that VIN verification may be required for additional orders.

Thank you for your continued commitment to taking care of Hyundai customers.

Hyundai Motor America