

//ALL 01/07/2014 to 02/20/2014
TO: Hyundai Dealership General Managers, Sales Managers,
Service Managers, Parts Managers, and Warranty
Administrators
FROM: Hyundai Motor America
DATE: 01/07/14
SUBJECT: Service Campaign TS0 - 2013 Santa Fe & Santa Fe Sport
Front and Rear Door Latch Replacement (TSB# 14-01-004)

Hyundai Motor America is conducting a Service Campaign to replace the front and rear door latch assemblies on certain 2013 Model Year Santa Fe and Santa Fe Sport vehicles. Service Campaign TS0 provides a procedure to replace the door latch assembly.

In order to identify only those vehicles affected by Service Campaign TS0, 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 TS0.

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

TSB #14-01-004 is available on Hyundai's Website as of January 07, 2014. It contains instructions on performing the service and submitting the campaign claim.

An initial shipment of door latch assemblies began shipping on January 6th to affected dealers in their weekly parts shipment. Additional parts can be ordered following the standard 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