

//ALL 01/03/2014 to 02/07/2014  
TO: Hyundai Dealership General Managers, Sales Managers,  
Service Managers, Parts Managers, and Warranty  
Administrators  
FROM: Hyundai Motor America  
DATE: 01/03/14  
SUBJECT: Service Campaign TR9 - 2007-08 Entourage Heater Pipe  
and Hose Assembly Replacement (TSB# 14-01-003)

Hyundai Motor America is conducting a Service Campaign to replace the heater pipe and hose assembly on certain 2007-08 Model Year Entourage 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 TR9 provides a procedure to replace the heater pipe and hose assembly.

In order to identify only those vehicles affected by Service Campaign TR9, 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 TR9.

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

TSB #14-01-003 is available on Hyundai's Website as of January 3, 2014. It contains instructions on performing the service and submitting the campaign claim.

*An initial shipment of heater pipe and hose assemblies began shipping on January 3rd 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