

TO: Hyundai Dealership General Managers, Sales Managers,
Service Managers, Parts Managers, and Warranty
Administrators
FROM: Hyundai Motor America
DATE: 04/04/16
SUBJECT: Service Campaign TZ9 - 2016 Santa Fe Tailgate Lifter
Bracket Replacement (TSB# 16-01-015)

Hyundai Motor America is conducting a Service Campaign to replace the tailgate lifter brackets on certain 2016 Model Year Santa Fe vehicles. Service Campaign TZ9 provides a procedure to replace the tailgate lifter brackets.

In order to identify only those vehicles affected by Service Campaign TZ9, 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 TZ9.

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

TSB #16-01-015 is available on Hyundai's Website as of April 04, 2016. It contains instructions on performing the service and submitting the campaign claim.

A shipment of tailgate lifter bracket kits began shipping on March 31st to affected dealers with dealer stock VIN. Additional parts can be ordered from your Facing PDC by providing an applicable Service Campaign TZ9 VIN.

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