

# Important Recall Campaign Information



**Date:** November 29, 2016

**Attn:** Dealer Principal/General Manager/Service Manager/Parts Manager

**Subject:** Recall Campaign 150: 2007-2008 TG Azera Power Seat Switch Replacement – UPDATED (TSB #16-01-041)

## **Affected Vehicles**

As previously announced, Hyundai launched a safety recall related to the driver's power seat switch on certain Model Year 2007 and 2008 Azera vehicles produced beginning on March 07, 2007 through August 14, 2007.

## **Reason for this Recall**

The power-adjustable driver seat may intermittently not operate, or move forward, rearward, up, down, or recline without driver input.

## **Parts**

- Power seat switch assembly parts can be ordered through the normal parts ordering process in WebDCS. Refer to the Technical Service Bulletin (TSB) #16-01-041 for additional parts details.

## **Service Action**

- The Technical Service Bulletin (TSB) #16-01-041 was published 11/29/16, and describes the service procedure to replace the power seat switch assembly.
- Affected VINs are posted on WebDCS> Service Tab> Information> Uncompleted Campaign VIN Listing –Retailed. Dealers may use owner information provided for the purpose of conducting and performing this recall campaign, and for no other purpose.

## **Customer Notification**

Hyundai will notify all owners of the vehicles described above to return their vehicles to their Hyundai dealers for repair. Customer notification letters of the recall campaign are scheduled to be mailed in early December, 2016.

Thank you for your prompt attention to this important safety matter and continued commitment to taking care of Hyundai customers.

Hyundai Motor America

# Important Recall Campaign Information



Key Contact Information		
Dealer Support	Contact Information	Description
Hyundai Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELPREP Line	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>• Appointment Scheduling</li> <li>• Shop Capacity Management</li> <li>• Campaign Integration/ Operation Codes</li> </ul>
Hyundai Prior Approval Center	1-844-371-3808	Prior Approval (PA) Center
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall Campaign Questions)	1-855-671-3059	For customers with questions or concerns <u>related to recall campaigns</u>
Hyundai Recall Campaign Website	<a href="http://www.hyundaiusa.com/campaign150">www.hyundaiusa.com/campaign150</a>	Updated information related to the recall campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	For customers with general, <u>non-campaign-related</u> questions
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance

Key Reference Information	
Name	Source
Car Care Scheduling (Xtime) Tutorials	HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) Recall Appointment Notification	<ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS> SERVICE tab> select INFORMATION> select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock and Retailed.
Service Rental Car Program	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>
Hyundai Recall Campaign Website	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a> <a href="http://www.hyundaiusa.com/campaign150">www.hyundaiusa.com/campaign150</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>