

Important Extended Warranty Information



Date: February 27, 2017

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

Subject: Extended Warranty TXX7: Motor Driven Power Steering (MDPS) Coupling (TSB #17-ST-002)

Affected Vehicles

Hyundai has announced an extended warranty for the motor driven power steering (MDPS) coupling on the following vehicles:

- 2011-2014 Sonata (YFa), 2011-2014 Sonata Hybrid (YF HEV)
- 2007-2015 Elantra (HD, MD/UD), 2009-2012 Elantra Touring (FD)

The MDPS been extended to 10 years from the date of original delivery or the date of first use, or 100,000 miles, whichever occurs first. This warranty extension applies to all original and subsequent owners of the affected vehicles.

Reason for this Extended Warranty

The MDPS assembly contains a flexible rubber coupling which may wear over time resulting in a slight "clicking" or "thud" type noise when turning the steering wheel.

NOTE: Wear of the coupling does not affect the ability to steer or control the vehicle and is not a safety issue.

Service Action

- For any customers that are currently experiencing a concern related to this extended warranty, you can verify VIN eligibility in WEB DCS: Vehicle Information > Extra Warranty.
- Refer to Technical Service Bulletin (TSB) #17-ST-002 for the service procedure to replace the coupling.
- Refer to the below customer FAQ.

Customer Notification

Hyundai Motor America will notify all owners of affected vehicles about this warranty extension starting in March 2017. If a customer previously paid for related repairs, please direct them to submit a request for reimbursement online at www.HyundaiUSA.com/TXX7.

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

Hyundai Motor America

Customer FAQ

Q1: Is this a recall?

A1: No. This is not a safety issue or a recall. At Hyundai, we are committed to providing vehicles of outstanding quality and value. In an effort to meet this commitment, the warranty coverage for the rubber coupling in the motor driven power steering (MDPS) assembly has been extended to 10 years from the date of original delivery or the date of first use, or 100,000 miles, whichever occurs first.

Q2: If my vehicle does not have one of these conditions, do I need to make an appointment with my dealership?

A2: No, you do not need to take your vehicle to a dealership unless your vehicle is exhibiting a noise when turning the steering wheel.

Q3: Is the extended warranty coverage transferable if I sell my vehicle?

A3: Yes, this extended warranty is fully transferrable to subsequent vehicle owners for the conditions and terms specified in the notification letter.

Q4: What should I do if my vehicle exhibits a minor “clicking” or “thud” type noise when turning the steering wheel?

A4: Please contact any authorized Hyundai dealer at your earliest convenience and make arrangements for diagnosis and repair, if applicable.

Q5: How long will the repair take?

We recommend contacting your Hyundai dealer for an estimate of the time required to perform the service procedure, and scheduling a service appointment to minimize inconvenience.

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"> • Appointment Scheduling • Shop Capacity Management • Campaign Integration/ Operation Codes
Hyundai Prior Approval Center	1-844-371-3808	Prior Approval (PA) Center
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Campaign/ Extended Warranty Questions)	1-855-671-3059	For customers with questions or concerns <u>related to recall, service campaigns or extended warranties</u>
Hyundai Extended Warranty Website	www.hyundaiusa.com/txx7	Updated information related to the extended warranty
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	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) - Campaign Appointment Notification	<ol style="list-style-type: none"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"
Service Rental Car (SRC) Program	www.HyundaiDealer.com
Hyundai Campaign/Extended Warranty Website	www.hyundaiusa.com/campaignhome www.hyundaiusa.com/txx7