

TO: Hyundai Dealership General Managers, Sales Managers,  
Service Managers, Parts Managers, and Warranty  
Administrators  
FROM: Hyundai Motor America  
DATE: June 15, 2017  
SUBJECT: Service Campaign T2E - 2017 Sonata Hybrid HSG  
Inspection/Replacement (TSB# 17-01-045)

Hyundai Motor America is conducting a Service Campaign to inspect and (if necessary) replace the Hybrid Starter Generator (HSG) on certain 2017 Sonata Hybrid vehicles. Service Campaign T2E provides a service procedure to inspect and replace the HSG.

In order to identify only those vehicles affected by Service Campaign T2E, it will be necessary to access Hyundai Motor America's "Warranty Vehicle Information" screen via WEBDCS before starting the inspection. The "Warranty Vehicle Information" screen will identify affected vehicles with an open Service Campaign T2E.

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

TSB #17-01-045 will be available on HMAService.com on June 15, 2017. It contains instructions on performing the service procedure and submitting the campaign claim.

***A shipment of HSG, intake manifold gasket, throttle body gasket and EGR valve gasket began shipping on June 15th to certain dealers with affected in stock vehicles. Additional parts can be ordered from your Facing PDC. HSG will be placed on "Critical Supply Parts" (CSP) which requires an applicable Service Campaign T2E 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: 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, including marketing to affected owners. You may not disclose any such information to others.

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