

Important Service Campaign Information



Date: January 13, 2017

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

Subject: Service Campaign 948: 2011-15 Sonata Hybrid and 2012-16 Veloster Evaporative Emissions Canister
(TSB #17-01-003)

Affected Vehicles

Hyundai has launched a service campaign to inspect and if needed, repair the evaporative emissions canister and bracket on certain model year 2011– 2015 Hyundai Sonata Hybrid and 2012 – 2016 Veloster vehicles. This campaign affects such vehicles registered in and operated in Alaska, Connecticut, Delaware, Illinois, Indiana, Iowa, Kansas, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Nebraska, New Hampshire, New Jersey, New York, North Dakota, Ohio, Pennsylvania, Rhode Island, South Dakota, Utah, Vermont, West Virginia, and Wisconsin, and the District of Columbia.

Reason for this Service Campaign

During winter months, large quantities of salt are used to de-ice roads in the states noted above. Road salt and water can corrode the bracket holding the canister in place; as well as the seal within the canister. This can result in the need to replace these components and if necessary, the canister itself.

Parts

- An initial shipment of bracket kits and associated parts will begin shipping on 01/13/17 to dealers with affected vehicles. An initial shipment of canister repair kits will also be shipped to limited dealers with a high amount of affected vehicles.
- Additional parts can be ordered through the Campaign Parts Management (CPM) ordering process in WebDCS. Refer to the Technical Service Bulletin (TSB) #17-01-003 for additional parts details.

Service Action

- Technical Service Bulletin (TSB) #17-01-003 was published 01/13/17 and describes the service procedure.
- Affected VINs are posted on WebDCS> Service Tab> Information> Uncompleted Campaign VIN Listing – Dealer Stock and Retailed. Dealers may use owner information provided for the purpose of conducting and performing this service 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 service. Customer notification letters of the service campaign are scheduled to be mailed in early February 2017.

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

Hyundai Motor America

Key Contact Information		
Dealer Support	Contact Information	Description
Hyundai Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
WarrantyHELPREP 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 Questions)	1-855-671-3059	For customers with questions or concerns <u>related to recall or service campaigns</u>
Hyundai Campaign Website	www.hyundaiusa.com/campaign948	Updated information related to the 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	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"
Parts – Campaign Parts Management (CPM) Procedure	www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management
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 (SRC) Program	www.HyundaiDealer.com
Hyundai Campaign Website	www.hyundaiusa.com/campaignhome www.hyundaiusa.com/campaign948
NHTSA Website	Recalls only: www.safercar.gov