

To: Hyundai Dealership General Managers, Sales Managers,
Service Managers, Parts Managers, and Warranty
Administrators
From: Hyundai Motor America
Date: September 13, 2018
Subject: Service Campaign T3E - Veloster Luggage Covering Shelf
Damper Replacement (TSB# 18-01-029)

Hyundai Motor America is conducting a Service Campaign to replace the luggage covering shelf dampers on certain 2019 Veloster vehicles. Service Campaign T3E provides a service procedure to replace the luggage covering shelf dampers.

In order to identify only those vehicles affected by Service Campaign T3E, 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 T3E.

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

TSB #18-01-029 will be available on HMAService.com on September 13, 2018. It contains instructions on performing the service procedure and submitting the campaign claim.

A shipment of dampers began shipping on September 13th to certain dealers with affected in stock vehicles. Dampers will be placed on "Critical Supply Part"(CSP)which requires an applicable Service Campaign T3E 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