

DATE: May 16, 2017

FROM: Hyundai Motor America ("HMA")

**SUBJECT: Safety Recall 162 - Sonata & Santa Fe Sport Engine:  
Carrying Cost Assistance**

On April 7, 2017, HMA announced Safety Recall 162 affecting engines on certain 2013MY - 2014MY Sonata and 2013MY - 2014MY Santa Fe Sport vehicles.

**CARRYING COST ASSISTANCE**

- Until a recall remedy is available, HMA will reimburse dealers for carrying costs for used Sonata and Santa Fe Sport vehicles in dealer inventory impacted by Safety Recall 162 as follows:
  - QUALIFYING UNITS
    - All 2013MY - 2014MY Sonata and 2013MY - 2014MY Santa Fe Sport vehicles affected by Safety Recall 162 in dealer used inventory as of April 07, 2017
    - Qualifying Sonata and Santa Fe Sport models must be in dealers' used inventory with an uncompleted/open Recall 162
  - ELIGIBILITY PERIOD
    - Reimbursements will be made from May 07, 2017 until a repair procedure is available. See below for claim procedures.
  - REIMBURSEMENT CALCULATION

Hyundai will pay the dealer a daily inventory carry cost adjustment rate as follows for models impacted by Safety Recall 162:

    - \$5.00/day for Sonata
    - \$7.01/day for Santa Fe Sport

**SALE & DISCLOSURE**

**NEW VEHICLES**

This recall requires a stop sale on any affected new vehicles in dealer inventory.

**CERTIFIED PRE-OWNED (CPO)**

- DEALER ACTION
  - Hyundai CPO vehicles currently in dealer inventory, and affected by Safety Recall 162 must be de-certified.
  - To do this, remove the 'certified' inventory flag in your DMS and/or inventory management system for each affected CPO vehicle. The vehicle will then revert to used car status.
  - A vehicle may be re-entered into CPO inventory status once all applicable recall campaigns are completed, as long as it meets all other CPO eligibility guidelines.

- HMA ACTION

- Hyundai CPO vehicles currently in dealer inventory, affected by Safety Recall 162, and not de-certified by the dealer by May 19, 2017, will be de-certified automatically by HMA.
- HMA continues to improve its CPO inventory and sales reporting systems to better identify units with open recalls and minimize their sale to consumers. A notice of these systems changes and their implementation timing will be the subject of a future dealer communication.

**SRC AND DEMO**

Service Rental Car (SRC) and Demo vehicles should not be operated until Safety Recall 162 is completed.

**USED VEHICLES**

Hyundai recommends all used vehicles affected by a recall have a prominent disclosure that the vehicle may be subject to recalls for safety issues that have not been repaired along with information on how to check for recalls.

**CLAIM PROCEDURE - CARRYING COST ASSISTANCE**

- The "Inventory Carry-Cost Adjustment" claim entry screen is available on WEBDCS under the Service Tab. Claims can be made beginning June 5, 2017.
- Dealers will be required to provide the following:
  - VIN
  - Picture of VIN on B-Pillar
  - Mileage
  - Proof of when the vehicle was obtained by the dealer (Sales Contract or Auction invoice)
- Claims will be reviewed by the Warranty Prior Approval (PA) Center and either approved or returned to the dealer for additional information.
- Please contact the PA Center at 844.371.3808 if you have any questions about this process.

Hyundai Motor America