

Recall 175 Dealer Best Practice



Date: March 22, 2018

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

Subject: Recall 175: 2016-2018 Sonata Plug-In Hybrid Voltage Protection Device (Remedy Not Yet Available)

*****IMPORTANT Dealer Stock and Retail Vehicles*****

As required by federal law, dealers must not deliver new vehicles for sale or for lease to customers until all open recalls have been performed. Dealers should also perform all open recalls on used vehicles, demo and rental vehicles prior to placing them into customer use and whenever an affected vehicle is in the shop for any maintenance or repair.

Affected Vehicles

Hyundai has announced, but not yet launched, a safety recall in the United States to replace the Voltage Protection Device ("VPD") in certain:

- 2016-2018 Hyundai Sonata Plug-in Hybrid vehicles produced from July 31, 2015 through August 31, 2017 by Hyundai Motor Company ("HMC") in South Korea.

Description

The subject vehicles are equipped with a Voltage Protection Device ("VPD") designed to monitor the hybrid battery's state of charge and safeguard the hybrid battery from overvoltage by disconnecting the power to the electric motor. In limited instances, during the charging/discharging process, the hybrid battery could swell and inadvertently activate the VPD switch. If the VPD switch is activated while the vehicle is driven in the Electric Vehicle ("EV") drive mode, the electric motor could become inoperative and the vehicle could lose motive power.

Service Action

- We are currently making preparations to implement the recall remedy. A Technical Service Bulletin (TSB) will be provided when the remedy is available.
- For any customers that are currently experiencing a concern related to this recall, please confirm with Hyundai Techline that there are no revised instructions.
- Refer to the below Customer FAQ section.

Parts

- TBD. Additional details will be provided when the recall remedy is available.

Customer Notification

This recall has been posted to the NHTSA website, and you may receive phone calls from customers with questions regarding this matter. Hyundai will notify all owners of the vehicles described above to return their vehicles to their Hyundai dealers for repair once the remedy is available. Customer notification letters of the recall are scheduled to be mailed in early May, 2018.

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

Hyundai Motor America

Customer FAQ

Q1: What is the issue?

A1: The subject vehicles are equipped with a Voltage Protection Device (“VPD”) designed to monitor the hybrid battery’s state of charge and safeguard the hybrid battery from overvoltage by disconnecting the power to the electric motor. In limited instances, during the charging/discharging process, the hybrid battery could swell and inadvertently activate the VPD switch.

Q2: What is the safety concern?

A2: If the VPD switch is activated while the vehicle is driven in the Electric Vehicle (“EV”) drive mode, the electric motor could become inoperative and the vehicle could lose motive power increasing the risk of a crash.

Q3: What are the affected vehicles?

A3: Approximately 2,840 model year 2016 – 2018 Hyundai Sonata Plug-in Hybrid vehicles produced between 07/31/2015 and 08/31/2017 by Hyundai Motor Company in South Korea.

Q4: Have there been any accidents or injuries?

A4: Hyundai is not aware of any accidents or injuries related to this condition.

Q5: What will be done during the recall service?

A5: Hyundai plans to remove the current VPD switch and install a new Battery Management System (“BMS”) module containing an Overvoltage Protection Device (“OPD”) switch. Hyundai is currently making preparations to implement the recall remedy.

Q6: Should customers have their vehicles inspected at their dealer to make sure they are safe?

A6: If a customer owns an affected vehicle, they will receive written notification of the recall by first class mail. In the interim, if the customer experiences a “Check Hybrid System” warning light, they should seek service at their Hyundai dealer as soon as possible.

Q7: When will owners be notified?

A7: Hyundai will begin notifying owners of the affected vehicles no later than May, 2018. In the meantime, updated information about this recall can be found at www.hyundaiusa.com/campaign175.

Q8: Can the recall service be performed now? (prior to receiving notice)

A8: No. Hyundai is currently making preparations to implement the recall remedy. Once a remedy becomes available, Hyundai will notify customers of the affected units.

Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
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
Warranty Prior Approval (PA) Center	1-844-371-3808	Warranty Prior Approval (PA) Center 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 / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to <u>recall or service campaigns</u>
Hyundai Recall /Campaign Website	www.hyundaiusa.com/campaign175	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance

Key Reference Information	
Name	Source
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) - Recall 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	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management
Service Rental Car (SRC) Program	www.HyundaiDealer.com > Service tab
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS> SERVICE tab> select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.
Recall Campaign Website	www.hyundaiusa.com/recall www.hyundaiusa.com/campaign175
NHTSA Website	www.safercar.gov