

Recall 189 Dealer Best Practice

Date: July 21, 2020

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

Subject: Recall 189 – 2013–2014MY SONATA (YF) FUEL TUBE (TSB #20-01-030H) v2

<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none"> Update: Recall 189 – 2013–2014MY SONATA (YF) FUEL TUBE (Remedy Now Available) 	07/21/20

***** Retail Vehicles *****

Dealers must perform this Recall Campaign on all affected vehicles whenever an affected vehicle is in the shop for any maintenance or repair.

Affected Vehicles

Hyundai is conducting a safety recall in the United States to inspect the fuel feed line for damage and/or leakage and to replace the fuel tube if necessary or to otherwise improve the connection between the low-pressure fuel tube and fuel pump.

The affected vehicles include:

- Certain 2013-2014MY Sonata (YF)

Hyundai is initiating this action to ensure the safety and compliance of its vehicles and the continued satisfaction of Hyundai customers.

Description

Certain 2013-2014MY Sonata vehicles’ fuel feed line, connecting the low pressure fuel pump to the direct injection fuel pump, could develop a small crack over time due to ambient heat in the engine compartment.

A damaged fuel line could allow fuel to leak, increasing the risk of an engine compartment fire.

Service Action



Reservation – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and advise the customer on time requirements.

- Provide customer with transportation options such as an SRC, alternative vehicle, shuttle or rideshare.



Readiness – Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, complete all applicable training, check your reservation capacity settings (you can set separate capacities for every recall/campaign), confirm email addresses for campaign appointments, and that you have all necessary tools, campaign parts and shop equipment as needed.



Reception – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC or an alternative vehicle, as needed. If a customer has declined the campaign, note this on the repair order and request the customer’s signature next to the statement.



Repair – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work.

- Always remember to record the audio presets before disconnecting the negative (-) battery terminal and wait at least 30 seconds before proceeding with any repairs.
- When disconnecting the fuel feed connector, proceed with caution as the fuel line may still be pressurized.
- When disconnecting the low-pressure fuel line connector, proceed with caution as fuel may leak out once the line is disconnected.



- Make sure PET Tape is wrapped tightly around tube to ensure proper adhesion when applied.



Return – Review all completed campaign and repairs to answer any customer questions. Also, schedule the customer's next service.



Reconnect – Follow up for customer satisfaction.

Parts

Review the Special Service Tools and Parts required to complete this campaign on page 2 of the TSB.

The same oil test paper used for Recall 180 is also being used for this Recall 189. Please check before ordering any additional test paper as your dealership may already have some on-hand.

Three (3) rolls of PET Tape have been sent and provided to all dealers for the start of this campaign. Each roll of PET tape does 30 vehicles. You may contact your Regional Warranty Manager (RWM) if you would like to track your shipment of tape for arrival at your dealership.

Customer Notification

This recall has been posted with NHTSA. Initial notification letters were mailed to owners in late April 2020. Owners are expected to receive final notification letters that a remedy is available August 2020 or earlier.

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

Hyundai Motor America



Customer FAQ

Q1: What is the issue?

A1: The fuel feed line connecting the low pressure fuel pump to the direct injection fuel pump in the subject vehicles could develop a small crack over time due to ambient heat in the engine compartment.

Q2: What are the affected vehicles?

A2: Approximately 206,896 model year 2020 Hyundai Sonata vehicles produced between November 26, 2012 and January 16, 2014 by HMMMA for sale in the U.S. market.

Q3: What is the safety concern?

A3: A damaged fuel line could allow fuel to leak increasing the risk of an engine compartment fire.

Q4: Have there been any fires, accidents, or injuries?

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

Q5: What will be done during the recall service at the dealer?

A5: The remedy is currently under evaluation. The remedy procedure will be performed at no charge. In addition, Hyundai will provide reimbursement to owners for repairs according to the plan submitted on May 16, 2018.

Q6: When will owners be notified?

A6: Owners will be mailed notification letters beginning in late April 2020.



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 HELPREPLine	1-877-446-2922	Warranty Claim questions for Hyundai Dealers
Warranty Prior Approval (PA) Center	PA@hmausa.com	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
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	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 recall or service campaigns
Hyundai Recall /Campaign Website	www.hyundaiusa.com/recall	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"> Log into Xtime Under the menu at the top left, select 'CONFIGURE' Under the dealership tab, click "EMAIL COMMUNICATION" Slide the toggle to "ADVANCED" 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 > SRC Fleet Mgmt Software
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
NHTSA Website	www.safercar.gov



Appendix

<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none">Initial Communications: Recall 189 – YF Sonata Fuel Tube (Remedy Not Yet Available)	03/04/20