



Recall 193 Dealer Best Practice

Date: July 09, 2020

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

Subject: Recall 193: Tire Mobility Kit (Remedy Not Yet Available) v1

Updates To This Document	Date
<ul style="list-style-type: none"> Initial Communications to Dealers – Remedy Not Yet Available 	07/09/20

*** 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 of certain model year 2011-2012 Hyundai Elantra, 2012 Accent, 2012 Veloster, and 2011-2012 Sonata Hybrid vehicles equipped with a Tire Mobility Kit (“TMK”) in the U.S. market. Usage of the TMK air compressor in the subject vehicles could overheat the vehicle’s 12V accessory socket.

The affected vehicles include:

- Certain model year 2011-2012 Hyundai Elantra vehicles produced between December 30, 2010 and January 16, 2012 by Hyundai Motor Company (“HMC”) for sale in the U.S. market, and Elantra vehicles produced between October 19, 2010 and December 1, 2011 by Hyundai Motor Manufacturing Alabama (“HMMA”) for sale in the U.S. market.
- Certain model year 2012 Hyundai Accent vehicles produced between March 23, 2011 and February 21, 2012 by Hyundai Motor Company (“HMC”) for sale in the U.S. market.
- Certain model year 2012 Hyundai Veloster vehicles produced between July 2, 2011 and January 20, 2012 by Hyundai Motor Company (“HMC”) for sale in the U.S. market.
- Certain model year 2011-2012 Hyundai Sonata Hybrid vehicles produced between August 31, 2010 and November 10, 2011 by Hyundai Motor Company (“HMC”) for sale in the U.S. market.

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

Description

The subject vehicles are equipped with accessory Tire Mobility Kits (“TMK”) intended for use by customers to temporarily repair a flat or punctured tire. The TMK air compressor can be powered by the vehicle’s 12V accessory outlet, which contains a thermal fuse that cuts the outlet’s power to safeguard against overheating. Certain accessory outlets may have been installed with excess torque disabling the operation of the thermal fuse. If the thermal fuse is disabled, the outlet could eventually overheat with prolonged use of the TMK air compressor.

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.

- Be prepared to hold the vehicle and put customers in an SRC or alternative transportation, if needed, until a remedy is available.



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.

- Remedy is currently being developed.



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



Reconnect – Follow up for customer satisfaction.

Parts

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

Customer Notification

This recall has been posted with NHTSA. Owners will be mailed notification letters beginning in late August 2020.

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

Hyundai Motor America



Q&A

Q1: What is the issue?

A1: The subject vehicles are equipped with accessory Tire Mobility Kits ("TMK") intended for use by customers to temporarily repair a flat or punctured tire. The TMK air compressor can be powered by the vehicle's 12V accessory outlet, which contains a thermal fuse that cuts the outlet's power to safeguard against overheating. Certain accessory outlets may have been installed with excess torque disabling the operation of the thermal fuse. If the thermal fuse is disabled, the outlet could eventually overheat with prolonged use of the TMK air compressor.

Q2: What are the affected vehicles?

A2: The subject vehicles include:

1. Certain model year 2011-2012 Hyundai Elantra vehicles produced between October 19, 2010 and December 1, 2011 by Hyundai Motor Company ("HMC") for sale in the U.S. market, and Elantra vehicles produced between December 30, 2010 and January 16, 2012 by Hyundai Motor Manufacturing Alabama ("HMMA") for sale in the U.S. market.
2. Certain model year 2012 Hyundai Accent vehicles produced between March 23, 2011 and February 21, 2012 by Hyundai Motor Company ("HMC") for sale in the U.S. market.
3. Certain model year 2012 Hyundai Veloster vehicles produced between July 2, 2011 and January 20, 2012 by Hyundai Motor Company ("HMC") for sale in the U.S. market.
4. Certain model year 2011-2012 Hyundai Sonata Hybrid vehicles produced between August 31, 2010 and November 10, 2011 by Hyundai Motor Company for sale in the U.S. market.

Q3: What is the safety concern?

A3: Prolonged use of an overheated accessory outlet could increase the risk of a vehicle fire.

Q4: Have there been any accidents or injuries?

A4: Hyundai is not aware of any accidents or injuries related to this condition in the U.S. market.

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

A5: The remedy is being developed. The remedy procedure will be performed at no charge. Hyundai will provide reimbursement to owners for repairs according to the plan submitted to NHTSA on May 16, 2018.

Q6: When will owners be notified?

A6: Owners will be mailed notification letters beginning in late August 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