

Important Recall Campaign Information



Date: September 6, 2016

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

Subject: Recall Campaign 149: 2016 Tucson Dual Clutch Transmission Reprograming

Affected Vehicles

Hyundai has launched a safety recall to reprogram the Transmission Control Module (TCM) with updated software on certain 2016 Model Year Hyundai Tucson vehicles equipped with a Dual Clutch Transmission (DCT).

Reason for this Recall

In higher ambient temperatures and specific operating conditions, the transmission clutch application logic can result in a delayed transmission engagement when accelerating from a stop. If the accelerator pedal is steadily depressed for approximately 1.5 to 2 seconds, the vehicle will begin to accelerate and normal driving is resumed. However, if the accelerator pedal is repeatedly cycled, the vehicle will not accelerate.

Service Action

- **Dealers must perform this Recall Campaign on all affected vehicles prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair. DO NOT DELIVER any of the affected vehicles until the necessary procedures have been performed.**
- The Technical Service Bulletin (TSB) #16-01-038 was launched today, 9/06/16, and describes the procedure to reprogram the TCM.
- Service campaign TMM will be inactivated today, 9/06/16 and any uncompleted TMM VINs will become part of recall campaign 149. The update procedure is the same.
- Affected VINs are posted on WebDCS> Service Tab> Information> Uncompleted Campaign VIN Listing – Dealer Stock and Retailed.

Customer Notification

Hyundai Motor America will notify all owners of the vehicles described above to return their vehicles to their Hyundai dealers for repair. Customer notification letters of the recall campaign are scheduled to be mailed in late September, 2016.

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

Hyundai Motor America

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Key Contact Information		
Dealer Support	Contact Information	Description
Hyundai 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
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> • Appointment Scheduling • Shop Capacity Management • Campaign Integration/ Operation Codes
Hyundai Prior Approval Center	1-844-371-3808	Prior Approval (PA) Center
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall Campaign Questions)	1-855-671-3059	For customers with questions or concerns <u>related to recall campaigns</u>
Hyundai Recall Campaign Website	www.hyundaiusa.com/campaign149	Updated information related to the recall campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	For customers with general, <u>non-campaign-related</u> questions
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance

Key Reference Information	
Name	Source
Car Care Scheduling (Xtime) Tutorials	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"
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS> SERVICE tab> select INFORMATION> select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock and Retailed.
Service Rental Car Program	www.HyundaiDealer.com
Hyundai Recall Campaign Website	www.hyundaiusa.com/recall www.hyundaiusa.com/campaign149
NHTSA Website	www.safercar.gov