

Important Recall Campaign Information



Date: December 08, 2016

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

Subject: Recall Campaign 152: 2015-2016 Sonata Panoramic Sunroof (UPDATED)

*****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 must 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

As previously announced, Hyundai launched a safety recall to repair certain 2015 and 2016 Sonata and 2016 Sonata Hybrid vehicles equipped with the panoramic sunroof option.

Reason for this Recall

The sunroof assembly incorporates a wind deflector to help reduce wind noise in the passenger compartment when the sunroof is open. If the wind deflector becomes partially detached from its mounting bracket while the sunroof is open, the deflector can interfere with the closing of the moveable sunroof panel. In some cases this interference can result in the sunroof panel detaching from its mounting tabs.

Parts

- An initial shipment of parts (Loctite Super Glue Professional®) will begin shipping December 08, 2016 to all dealers.
- Additional parts can be ordered through the normal parts ordering process in WebDCS after the initial shipment. Refer to the Technical Service Bulletin (TSB) #16-01-067 for additional parts details.

Service Action

- The Technical Service Bulletin (TSB) #16-01-067 was published 12/08/16, and describes the service procedure to repair the wind deflector anchor plate.
- Affected VINs are posted on WebDCS> Service Tab> Information> Uncompleted Campaign VIN Listing –Dealer Stock and Retailed. Dealers may use owner information provided for the purpose of conducting and performing this recall campaign, and for no other purpose.

Customer Notification

Hyundai 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 mid-December 2016.

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

Hyundai Motor America

Important Recall Campaign Information



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/campaign152	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	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	www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management
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 (SRC) Program	www.HyundaiDealer.com
Hyundai Recall Campaign Website	www.hyundaiusa.com/recall www.hyundaiusa.com/campaign152
NHTSA Website	www.safercar.gov