

# Important Recall Information



**Date:** January 31, 2017

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

**Subject:** Recall 156: 2017 Elantra and 2017 Sonata Driver's Front Airbag (TSB # 17-01-011)

## **\*\*\*IMPORTANT Dealer Stock 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 inspect and/or replace the driver's front airbag on 110 total 2017 Elantra sedans and 2017 Sonata vehicles.

### **Reason for this Recall**

There may have been a manufacturing issue with the driver's front airbag inflator which may result in reduced inflation of the frontal airbag when deployed.

### **Parts**

- If needed, parts can be ordered through the normal parts ordering process in WebDCS. Refer to the Technical Service Bulletin (TSB) #17-01-011 for parts details.

### **Service Action**

- The Technical Service Bulletin (TSB) #17-01-011 was published 1/31/17, and describes the procedure to inspect the driver's frontal airbag serial number and replace if necessary.
- 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, 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 are scheduled to be mailed in February.

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 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<br>1-866-984-6355  | Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>• Appointment Scheduling</li> <li>• Shop Capacity Management</li> <li>• Campaign Integration/ Operation Codes</li> </ul> |
| Hyundai Prior Approval Center                            | 1-844-371-3808   | Prior Approval (PA) Center   |
| Customer Support   | Contact Information  | Description  |
| Hyundai Customer Care Center (Recall Campaign Questions) | <b>1-855-671-3059</b>  | For customers with questions or concerns <u>related to recall campaigns</u>  |
| Hyundai Recall Campaign Website                          | <a href="http://www.hyundaiusa.com/campaign156">www.hyundaiusa.com/campaign156</a> | 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                       | <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling   |
| Car Care Scheduling (Xtime) - Recall Appointment Notification | <ol style="list-style-type: none"> <li>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol> |
| Parts – Campaign Parts Management (CPM) Procedure             | <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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                              | <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>  |
| Hyundai Recall Campaign Website                               | <a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a><br><a href="http://www.hyundaiusa.com/campaign156">www.hyundaiusa.com/campaign156</a>  |
| NHTSA Website   | <a href="http://www.safercar.gov">www.safercar.gov</a>  |