Date: December 07, 2015

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

Subject: Recall Campaign 132: 2011-2012 YF Sonata GDI Engine Inspection/Replacement

What You Need to KNOW

✓ Campaign 132 – 2011 & 2012 Sonata and Sonata Turbo (not Hybrid)
✓ Launched: Monday, December 7, 2015
✓ TSB #: 15-01-048
✓ Inspection can be completed now (100% of eligible vehicles)
✓ New dipstick installation and oil top off can be completed now
  o Parts pre-ship to all dealers week of December 7th
✓ See page 6 - 7 for update on currently backordered engines and new engine orders

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Hyundai has launched a safety recall involving 2011-2012 model year YF Sonata vehicles with GDI engine (hybrid Sonata vehicles of these model years are not impacted). During the manufacturing of the engine, excess metal debris may have been generated during factory machining operations, possibly contaminating the connecting rod oiling passages and restricting oil flow to the connecting rod bearings and increasing the potential of premature bearing wear. A worn connecting rod bearing:

- Will produce a metallic, recurring knocking noise from the engine that increases in frequency as the engine rpm increases.
- May result in illumination of the check engine light in the instrument cluster.

If the vehicle continues to be driven with a worn connecting rod bearing, the bearing can fail, and the vehicle could stall.

Additionally, Hyundai will increase the warranty for the engine “short block” (cylinder block, crankshaft, pistons, and connecting rods) to 10 years/120,000 miles for both original and subsequent owners of 2011 and 2012 Sonatas manufactured at Hyundai Motor Manufacturing Alabama.

Hyundai Motor America will notify all owners of the affected vehicles to visit their local Hyundai dealers for inspection, dipstick replacement and oil top off. If the vehicle doesn’t pass the inspection, the dealer will repair/replace the engine. Final Customer Notification letters of the recall campaign are scheduled to begin mailing December 21, 2015 (interim letters were mailed in October/November).
Important Recall Campaign Information

What You Need To Do Now

- Inform your Dealership Campaign Recall Team of the new recall campaign
- Ensure you have the GDS Mobile tablet – Samsung Galaxy Note 10.1 model
- Ensure you have the Hyundai Fuel Injector Combustion Seal Guide (09353-2B000) for any engine replacements as well as the other special tools as listed in the Special Service Tools Required section
- Have SRC vehicles available and a process in place
- VIN list for eligible customers in your market area is available on WebDCS > Service tab > Information > Uncompleted Campaign VIN Listing - Retailed. Please review to be prepared for the volume of customers requiring an inspection, dipstick & oil replacement
- Conduct a resource assessment to support the campaign; people, time, facility, parts, and adjust accordingly. Remember that you still need to accommodate your normal customers as well as customers from other recent campaigns
- Shop Capacity – Instructions to set up appointment scheduling through Xtime has been sent to your service managers. See Online Scheduling section for additional details
- Vehicles with an open safety recall should not be sold, delivered, test-driven or provided as a service rental until the recall is completed
The Technical Service Bulletin launched on Monday, December 7th and will require an inspection, new dipstick installation and top off of oil on ALL affected vehicles. Follow the inspection procedure outlined in the bulletin to perform the engine noise inspection. The following is an overview outlining the service and parts process. Refer to the additional sections referenced within this document for details.

Inspection, new dipstick installation and oil top off:
- Will take .6 hours
- Utilizes the GDS mobile tablet – Samsung Galaxy Note 10.1 only
- Will require a reasonably quiet environment to measure engine noise
- Pass / No Pass data will be uploaded to HMA electronically for use in confirming part order by VIN

<table>
<thead>
<tr>
<th>Pass</th>
<th>No Pass</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Install new oil dipstick</td>
<td>✓ Engine replacement</td>
</tr>
<tr>
<td></td>
<td>✓ Place the customer in a SRC</td>
</tr>
<tr>
<td>✓ Top off oil - conventional (Quaker State 5w30)</td>
<td>✓ Refill oil - synthetic (Quaker State 5w30)</td>
</tr>
<tr>
<td>✓ Part and oil pre-shipped when the campaign launched. See Parts section for additional details</td>
<td>✓ New part numbers</td>
</tr>
<tr>
<td></td>
<td>o Engine sub-assembly part</td>
</tr>
<tr>
<td></td>
<td>o Service kit(s)</td>
</tr>
<tr>
<td></td>
<td>o VIN required / No Warranty Prior Approval</td>
</tr>
<tr>
<td></td>
<td>✓ See Parts section for additional details</td>
</tr>
</tbody>
</table>

Engine Not Running:
- The test cannot be performed
- Contact Hyundai Warranty Prior Approval (PA) (1-844-371-3808)
Dipstick
- Dipsticks will be pre-shipped to dealers for arrival week of 12/7
- Dealer submits order for additional parts in WebDCS using noted part number from TSB#: 15-01-048

Oil
- Quaker State 5w30 synthetic motor oil is required for engine replacements
- Quaker State 5w30 conventional motor oil is required for inspection, dipstick replacement and oil top off

Initial Shipment
- All dealers will receive an initial shipment of Quaker State oil beginning the week of 12/7
  1. One (1) case (quantity 6 quarts) of Quaker State Ultimate Durability 5w30 Full Synthetic, SKU: 550036717
  2. One (1) Ecobox (24 quart container) of Quaker State Advance Durability 5w30 Conventional motor oil, SKU: 550023662

*** Dealers are encouraged to maintain adequate stock of both motor oil SKU’s based on their requirement needs and lead-time from order to delivery, which is typically 5 days. ***

How to Reorder:

<table>
<thead>
<tr>
<th>Dealers Enrolled in Hyundai Lubricants Program</th>
<th>Dealers NOT in Hyundai Lubricants Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Order through e-serve or</td>
<td>✓ Order form located on HyundaiDealers.com &gt; Documents Library &gt; Recall 132 folder</td>
</tr>
<tr>
<td>✓ Contact Shell Customer Service at 1-877-350-7030</td>
<td>✓ Fax to 1-866-607-6462 OR E-mail to: <a href="mailto:customercare-us@shell.com">customercare-us@shell.com</a> OR Customer Service telephone 1-877-350-7030</td>
</tr>
<tr>
<td>✓ SKU: 550036717 Quaker State Ultimate Durability 5w30 full synthetic motor oil (6 quarts)</td>
<td></td>
</tr>
<tr>
<td>✓ SKU: 550023662 Quaker State Advance Durability 5w30 conventional motor oil (24 quart container)</td>
<td></td>
</tr>
</tbody>
</table>

*** Orders placed before 4:00 CST are processed the same day with delivery within five (5) days ***

***See HyundaiDealer.com>Resources>Documents Library>Recall132 for additional information related to Oil Ordering***
Important Recall Campaign Information

Engine

Pre-Launch Backorders Transition

- Current back orders will be converted to new engine part number and service kit(s) and new order will maintain same priority as original order
  - Only in cases where a VIN is missing, an Order List will be sent to the DPSM to confirm with the Dealers and send required VIN information back to HMA Parts
  - 2.4L Engine backorders will begin shipping week of 12/21
  - 2.0L Turbo Engine backorders will begin shipping week of 12/21
  - List of ETAs for all backorders will be posted week of 12/21 on HyundaiDealer.com > Resources > Documents Library > Recall 132 folder
  - Refer to TSB#: 15-01-048 on www.hyundaitechinfo.com for part numbers

New Engine Orders

- Beginning 12/7, Warranty Prior Approval **NOT** needed to place order
  - VIN will be required
  - “No Pass” data upload needs to be completed
- Dealer submits an E-Order in WebDCS using the VIN and the noted part numbers from TSB#: 15-01-048
  Note: Order will be automatically converted to a SPL order.
  - Beginning the week of 12/21, ETAs will be posted on HyundaiDealer.com > Resources > Documents Library > Recall 132 folder
  - The report will be an excel file with six tabs, one for each facing PDC
    i. The file will contain: Dealer Code, Dealer Name, VIN and ETA information
    ii. All closed/shipped backorders will show a ship date
  - Urgent cases must be escalated to the DPSM
  - The XVOR Request Form will NOT be used for orders related to Recall Campaign 132

Shipping of Parts

- Engine and the two service kit(s) will be shipped via ground in three separate packages. The Dealer will be able to identify the parts by the “QQH” at the end of the part number
- The method of shipping will be DDS or LTL
- Shipping and handling fees will be waived for this Recall Campaign. Check the warranty box when placing the order so that any handling fees are deferred for 30 days. Handling fees will not be applied if the warranty claim arrives within 30 days of the ship date
- The Packing Labels and Packing Lists for all 3 packages will display the last 7 digits of the VIN
- On the Packing List, the last 7 digits of the VIN will appear in the Dealer Bin Location field
### Sample Packing List

**Bill To:** Tri City Hyundai  
**Attn Parts Manager**  

**Ship To:** Tri City Hyundai  
**Attn Parts Manager**

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#### Packing List

<table>
<thead>
<tr>
<th>Item Suite #</th>
<th>Kit SF</th>
<th>P/N Shipped</th>
<th>P/N Ordered</th>
<th>Quantity Ordered Shipped</th>
<th>B.O. Code</th>
<th>Part Description</th>
<th>Dealer Location</th>
<th>Location Order #</th>
<th>Part Class</th>
<th>Unit Price</th>
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<tbody>
<tr>
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<td>01111</td>
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<td>1</td>
<td>M</td>
<td>SERVICE KIT</td>
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<td>1051</td>
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<td></td>
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<td></td>
<td>TOTAL ORDER VALUE</td>
<td>H022526</td>
<td></td>
<td></td>
<td>7.50</td>
</tr>
<tr>
<td>5001</td>
<td>01111</td>
<td>20/25/5000H</td>
<td>1</td>
<td>1</td>
<td>M</td>
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<td>TOTAL ORDER VALUE</td>
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<td>SERVICE KIT</td>
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<td>TOTAL ORDER VALUE</td>
<td>H022564</td>
<td></td>
<td></td>
<td>7.50</td>
</tr>
</tbody>
</table>

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**Important Recall Campaign Information**

**Sample Packing List**

**Sample Label**

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***Dealers can email any questions related to parts ordering and/or shipment to HyundaiPartsHotline@MobisUSA.com and receive a response within 24 hours.***
Important Recall Campaign Information

Special Service Tools Required

- GDS mobile Samsung Galaxy Note 2014 Edition 10.1 model (PC-based GDS is not supported)
  - Required to perform the recall campaign 132 inspection
  - Perform latest GDS Mobile update to access the inspection tool
- Hyundai 09314-3Q100 Torque Wrench Socket
- Hyundai 09353-2B000 Injector Combustion Seal Ring Installer
  - Required to perform the engine sub-assembly replacement
  - Sample pictures below:
Online Scheduling

How to Set Availability Times for a Recall Service

1. Navigate to the ‘Services’ page after logging into the Xtime Business Portal.

2. Under ‘Manage Services’ in the service ‘Kind’ box, select ‘Mfr Campaign Integration’. This will display the generic service through which all Hyundai recall appointments are booked (Note: op codes and service details are adjusted later, after the appointment has been converted to an RO).
3. Click on the ‘Auto-Mfr campaign Integration Service Placeholder’ service, so that it is highlighted in blue. Then click ‘Edit Service Details’ at the bottom of your screen.

4. When the ‘Edit Service’ dialog box appears, click on ‘Availability’. Then click on ‘Add New Available Time’.
5. Select the days of the week and times you would like Hyundai recall appointments to be bookable. Click ‘Save’ when finished. Consumers will now only be able to book recall appointments within these days and during the timeframe you specified.
Q: What is the problem?

A: During the manufacturing of the engine, excess metal debris may have been generated during factory machining operations, possibly contaminating the connecting rod oiling passages and restricting oil flow to the connecting rod bearings and increasing the potential of premature bearing wear. A worn connecting rod bearing:

1) Will produce a metallic, recurring knocking noise from the engine that increases in frequency as the engine rpm increases.

2) May result in illumination of the check engine light in the instrument cluster.

If the vehicle continues to be driven with a worn connecting rod bearing, the bearing can fail, and the vehicle could stall.

Q: What is done during the recall service at the dealer?

A: Hyundai dealers will inspect the engine, replace the dipstick and top off the oil. If necessary, they will replace the engine. This will be performed at no cost to owners. Additionally, Hyundai will increase the warranty for the engine “short block” to 10 years/120,000 miles for both original and subsequent owners of 2011 and 2012 Sonatas manufactured at Hyundai Motor Manufacturing Alabama equipped with 2.0 liter and 2.4 liter Gasoline Direct injection engines.

Q: How long will it take for the inspection?

A: The inspection procedure should take no longer than one hour. If it is necessary to replace the engine, the repair time will depend on parts availability and the dealer’s workload. Dealers can arrange for Service Rental Vehicles as needed.

Q: What if I need my vehicle towed to the dealership?

A: Most vehicles are still covered under the 5 year Roadside Assistance program. Customers can contact Roadside Assistance to have their vehicle towed at 1-800-243-7766.

Q: What if I have already paid for repairs related to this campaign?

A: Customers can go online to www.HyundaiUSA.com/campaign132 to submit a reimbursement claim. They will need to be prepared to provide specific details including copies of the required documents (repair order, proof of payment, proof of ownership, etc.). Please remind customers that they will still need to have the campaign completed by the dealer. If a customer does not have internet access, they can send their reimbursement documents to the call center at 1-800-633-5151.

Q: When will owners be notified?

A: Owners will be mailed notification letters beginning December 21, 2015.
# Important Recall Campaign Information

## Contact Information

### Key Contact Information

<table>
<thead>
<tr>
<th>Dealer Support</th>
<th>Contact Information</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hyundai Techline</td>
<td>1-800-325-6604</td>
<td>Vehicle Technical Support for Hyundai Dealer Technicians</td>
</tr>
<tr>
<td>Warranty HELPREP Line</td>
<td>1-877-446-2922</td>
<td>Warranty Claim questions for Hyundai Dealers</td>
</tr>
<tr>
<td>Xtime Technical Support</td>
<td><a href="mailto:Support@xtime.com">Support@xtime.com</a>, 1-866-984-6355</td>
<td>Assistance with Car Care Scheduling:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Appointment Scheduling</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Shop Capacity Management</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Campaign Integration/Operation Codes</td>
</tr>
<tr>
<td>Hyundai Prior Approval Center</td>
<td>1-844-371-3808</td>
<td>Prior Approval (PA) Center</td>
</tr>
</tbody>
</table>

### Customer Support

<table>
<thead>
<tr>
<th>Customer Support</th>
<th>Contact Information</th>
<th>Description</th>
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<tbody>
<tr>
<td>Hyundai Customer Care Center (Campaign Questions)</td>
<td>1-855-671-3059</td>
<td>For customers with additional questions or concerns related to campaigns</td>
</tr>
<tr>
<td>Hyundai Campaign Reimbursement Customer Care Center</td>
<td>1-844-475-2215</td>
<td>For customers who have already paid for a repair related to this Campaign</td>
</tr>
<tr>
<td>Campaign 132 Microsite</td>
<td>HyundaiUSA.com/Campaign132</td>
<td>Provides Campaign VIN Validation, FAQs, link to website to submit reimbursement requests</td>
</tr>
<tr>
<td>Hyundai Customer Care Center (General Questions)</td>
<td>1-800-633-5151</td>
<td>For customers with general, non-campaign-related questions</td>
</tr>
<tr>
<td>Hyundai Roadside Assistance</td>
<td>1-800-243-7766</td>
<td>Hyundai Roadside Assistance</td>
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## Key Reference Information

<table>
<thead>
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<td>TSB#: 15-01-048</td>
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<td>Car Care Scheduling Tutorials</td>
<td><a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> &gt; Resources &gt; Documents Library &gt; Recall 132 folder</td>
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