

# Important Recall Campaign Information



Date: April 08, 2016

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

Subject: Recall Campaign 143: 2011 Sonata Electronic Power Steering (EPS)

## **What You Need to KNOW**

Hyundai has recently announced, but not yet launched, a safety recall related to the Electronic Power Steering (EPS) on certain Model Year 2011 Hyundai Sonata vehicles produced beginning on December 11, 2009 through October 31, 2010.

If the EPS electronic control unit senses a discrepancy in the system's torque sensing circuitry, an indicator lamp is illuminated in the instrument cluster and steering assist is no longer provided. Steering control can be maintained; however, the vehicle will revert to a manual steering mode requiring greater driver effort, particularly at low speeds.

This recall has been posted to the NHTSA website, and you may receive phone calls from customers with questions regarding this matter.

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 May, 2016.

**At the time of this notice we are confirming the affected VINs that will be later identified in WebDCS and making preparations to implement the recall remedy.** Further communication and a Technical Service Bulletin will be provided when available.

## **What You Need to DO**

- Inform your Dealership Campaign Recall Team of the upcoming campaign.
- For any customers that are currently experiencing a concern related to this campaign, please call the Hyundai Techline for the latest instructions. Please make sure the customer understands that any interim repairs performed will NOT be considered a campaign completion. Once the campaign remedy is announced, the customer will have to return for final repair.

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

Hyundai Motor America

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"> <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/campaign143">www.hyundaiusa.com/campaign143</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	HyundaiDealer.com > 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>
Service Rental Car 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> <a href="http://www.hyundaiusa.com/campaign143">www.hyundaiusa.com/campaign143</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>