

//ALL 06/19/2014 to 07/30/2014
TO: Hyundai Dealership General Managers, Sales Managers,
Service Managers, Parts Managers, and Warranty
Administrators
FROM: Hyundai Motor America
DATE: June 19, 2014
SUBJECT: Service Campaign TT5 - 2015 Sonata (LF) Front Brake
Caliper Inspection and Replacement (TSB# 14-01-025)

Hyundai Motor America is conducting a Service Campaign TT5 to inspect and replace the front brake caliper(s) on certain 2015 Model Year Sonata vehicles.

TSB #14-01-025 is available on Hyundai's Website as of June 19, 2014. It contains instructions on performing the service and submitting the campaign claim.

In order to identify only those vehicles affected by Service Campaign TT5, it will be necessary to access Hyundai Motor America's "Warranty Vehicle Information" screen via WEBDCS before starting the repair. The "Warranty Vehicle Information" screen will identify affected vehicles with an open Service Campaign TT5.

A listing of VEHICLES is also located on WEBDCS, SERVICE tab, select INFORMATION, and select UNCOMPLETED CAMPAIGN VIN LISTING - DEALER STOCK and RETAILED.

If the final results of the inspection process indicates replacement of the caliper (LH, RH, or both) is needed, dealers should order the applicable part(s) from their facing PDC.

It is IMPORTANT TO SUBMIT A CAMPAIGN CLAIM FOR EACH VEHICLE SERVICED so your dealership can be compensated for your work and Hyundai Motor America can maintain accurate records of campaign completions.

LEGAL LIABILITY NOTICE: You are required to keep confidential any and all information and documents provided to you by Hyundai Motor America in the conduct of carrying out work for this service campaign. Hyundai Motor America dealers may use owner information provided for the campaign only for the purpose of conducting and performing this service campaign, and for no other purpose.

Hyundai Motor America appreciates your cooperation and support. Questions may be directed to your District Parts and Service Manager or Warranty HELPREP line at 1-877-446-2922.

HYUNDAI MOTOR AMERICA

Campaign TT5 (14-01-025) 2015 Sonata Front Brake Caliper Inspection and Repair

- Dealer to remove wheels and inspect lot number on both the right and left calipers.
- Hyundai will pay dealer 0.3 (18 minutes) if caliper does not require replacement.
- Release car to customer.
- If lot number reveals replacement is required then dealer will need to acquire one or both calipers.
- Currently parts are not available until July 5th, 2014.
- Once parts are available it could take 1-5 days to receive from Hyundai.
- Wheels would need to be reinstalled on car while waiting for parts and removed again once the part comes in.
- Hyundai does not specifically say that cars are drivable while waiting for parts. I would think not since it is a brake/safety item.
- Hyundai will pay up to 3 days rental without District Manager approval. Over 3 days will require pre authorization.
- Dealer to replace one caliper for .8 (48 minutes) or both for 1.0 (60 minutes). This time includes the initial inspection time. The time includes bringing car into shop and air bleeding brake system.
- Hyundai will pay for the caliper(s), brake fluid and copper washers (2 per caliper repl).
- Regular warranty (none recall related) replacement time for one caliper is .6, both 0.9.