



Campaign 953/T3G/TXXC Launch Update and Resources Available

Posted Date: 10/28/2019 | Dept: All Departments

The following Campaigns have been updated to include 2019 MY Vehicles. Please see the updated Dealer Best Practices (attached here and on Campaign Central) and TSBs (on Hyundai Tech Info) for details.

1.Campaign 953 - Reference updated TSB #19-01-002H-4 and to add 19MY Sonata, Santa Fe, Tucson, and Veloster N vehicles.

Campaign **953** claims submissions for **ALL** applicable vehicles must be submitted as a **CAMPAIGN CLAIM**.

In addition, some 953 **2019 MY vehicles** have already had the software installed, however that was an older version of the software and thus will not show in WebDCS as an open campaign. Use the GDS to determine if the software has been updated and, if needed, perform the update. If an additional update is required, HMA will support the submission of an additional 953 campaign claim.

2.Campaign T3G - References updated TSB #19-01-006H-4 and add 19MY Sonata, Santa Fe, Tucson, and Veloster N vehicles.

Campaign **T3G** claims submitted for **2019MY** applicable vehicles must be submitted as a **WARRANTY CLAIM**. **All other applicable vehicles** (2011-2018 MY) must be submitted as a **CAMPAIGN CLAIM**.

2.Campaign TXXC - Warranty Extension: References updated TSB #19-01-005H-1

RESOURCES AVAILABLE FOR CAMPAIGN 953**•Ways to Obtain 953 Customer Lists Dealer Best Practice**

-**WebDCS**: List of VINs with an open Campaign/Recall. Dealers can use this list against their DMS to obtain available customer information.

-**ServiceSmartsOnline**: NEW! SSO now provides a Campaign Customer List. Although the dropdown is "Campaign Customer List", the list only provides information for uncompleted Campaign 953 Customers.

-HX OnDemand:

1.**HX OnDemand Marketing Campaigns**: Dealers can use this feature to create 953 Marketing Campaigns to reach out to marketable customers via Email or Direct Mail. Email is free of charge for Dealers enrolled in the Opportunity Marketing pillar of HX.

2.**HX OnDemand Marketing Campaign Reports**: Dealers can review the select list of 2011-14MY customers with an open 953 Campaign that were sent reminders to complete Campaign 953.

•Service Consultant Talk Tracks for Campaign 953

-Located on the Engine Support Page, Campaign Central, within the 953 Dealer Best Practices and Ways to Obtain 953 Customer Lists Dealer Best Practices

[Campaign 953 ECM Software Update Dealer Best Practice_v13 10282019_Final.pdf](#)

[Campaign T3G - Engine DTC P1326 from 953_v6 10282019.pdf](#)

[Service Advisor Talk Tracks for 953 FINAL 2-18-19.pdf](#)

[Ways to Obtain Customer Lists for Campaign 953 - Dealer Best Practice 102519.pdf](#)