

Important Extended Warranty Information



Date: December 12, 2018

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

Subject: Extended Warranty TXXC (TSB #18-01-035)

<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none"> 2015 Santa Fe Sport vehicles added to Extended Warranty TXXC. 	12/12/18
<ul style="list-style-type: none"> 2015 Sonata only: Initial communication to dealers. 	11/02/18

Description

Hyundai is providing extended warranty coverage to both new and used vehicle owners for engine long block assembly repairs needed due to excessive connecting rod bearing damage upon completion of Service Campaign 953. The warranty extension is for 10 years from the date of original delivery or the date of first use, or 120,000 miles, whichever occurs first.

Affected Vehicles

- Certain 2015 MY Sonata (LF) vehicles with 2.4L and 2.0L Turbo engines.
- Certain 2015 MY Santa Fe Sport vehicles with 2.4L GDI and 2.0L Turbo GDI engines.

Service Action

- For any customers that are currently experiencing a concern related to this extended warranty, you can verify VIN eligibility in WEB DCS: Vehicle Information screen > Extra Warranty field > "TXXC".
- If the vehicle is still under warranty, perform Service Campaign 953 (TSB 18-01-027) and Service Campaign T3G (TSB 18-01-032) before applying this warranty extension.
- Refer to Technical Service Bulletin (TSB) #18-01-035 for the service procedure.
- Refer to the below customer FAQ.

Parts

- Refer to Technical Service Bulletin (TSB) #18-01-035 for parts details.

Customer Notification

Hyundai Motor America will notify all owners of affected vehicles about this warranty extension starting in November 2018. If a customer previously paid for related repairs, please direct them to submit a request for reimbursement online at www.HyundaiUSA.com/TXXC.

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

Hyundai Motor America

Important Extended Warranty Information



Customer FAQ

Q1: Is this a recall?

A1: No, this is not a recall. At Hyundai, we are committed to providing vehicles of outstanding quality and value. In an effort to meet this commitment, the engine warranty coverage on certain 2015 MY Sonata and certain 2015 Santa Fe Sport vehicles with 2.4L and 2.0L Turbo engines has been extended to 10 years from the date of original delivery or the date of first use, or 120,000 miles, whichever occurs first. This warranty extension applies to all original and subsequent owners of the affected vehicles.

Q2: What are the applicable vehicles?

A2: Certain 2015 MY Sonata and certain 2015 Santa Fe Sport vehicles with 2.4L and 2.0L Turbo engines.

Q3: Is the extended warranty coverage transferable if I sell my vehicle?

A3: Yes, this extended warranty is fully transferrable to subsequent vehicle owners.

Q4: If my vehicle requires repair, how long will the repair take?

A4: We recommend contacting your Hyundai dealer for an estimate of the time required for the repair, and scheduling a service appointment to minimize inconvenience.

Q5: When will owners be notified?

A5: Hyundai plans to begin notifying owners of 2015 Sonatas early November, 2018 and 2015 Santa Fe Sport vehicles in December, 2018. Ongoing notifications for other model years are being finalized. In the meantime, updated information about this extended warranty can be found at www.HyundaiUSA.com/TXXC.

Q6: What if I have already paid for this repair?

A6: Hyundai has a Reimbursement Program in place if you previously had any repairs or expenses related to this extended warranty. Submit a request for reimbursement online at www.HyundaiUSA.com/TXXC.

Important Extended Warranty Information



Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
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
Warranty Prior Approval (PA) Center	1-844-371-3808	Warranty Prior Approval (PA) for Hyundai Dealers
Service Lane Technology (SLT) Xtime / AutoLoop / CDK	<ul style="list-style-type: none"> • Support@xtime.com / 1-866-984-6355 • support@autoloop.com / 1-877-850-2010 • CDK Service Connect within the CDK system / 1-866-668-5394 (option 6) 	Assistance with SLT Appointment: <ul style="list-style-type: none"> • Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Campaign/Warranty Extension Questions)	1-855-671-3059	Customer questions or concerns related to <u>recall or service campaigns or warranty extensions</u>
Hyundai Extended Warranty Website	www.hyundaiusa.com/TXXC	Updated information related to the specific extended warranty
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign</u> related
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance

Key Reference Information	
Name	Source
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling
Service Rental Car (SRC) Program	www.HyundaiDealer.com > Service tab
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info
Campaign/Extended Warranty Website	www.hyundaiusa.com/TXXC