



ENGINE WARRANTY EXTENSION (TXXC) - Dealer Best Practice

January 19, 2022

Description of Campaign:

The warranty coverage for certain Theta II engine long block repair or replacement regarding engine damage or malfunction from connecting rod bearing wear has been extended to 10 years or 120,000 miles from the date of original retail delivery or date of first use, whichever occurs first. Warranty coverage is valid for original and subsequent owners.

Affected Vehicles:

- Certain 2019 MY Veloster N (JSN) vehicles with 2.0L Turbo engines
Coverage: 10 years or 120,000 miles for bearing related failure only.

The Fix:

HMA will cover the engine inspection and possible engine replacement for qualifying vehicle at no cost to the consumer. Hyundai dealers will be required to perform the inspection and potential repairs.

- Please refer to **TSB #21-EM-004H-1 (or latest version)** for the service procedure for engine connecting rod bearing clearance testing.
- Please refer to **TSB #21-01-067H (or latest version)** for applicable part numbers and labor ops.

Note: If you suspect that the engine failure has resulted from exceptional maintenance neglect, you **MUST** submit a warranty PA for review prior to declining the engine repairs. Document and include photographs, if needed, and provide all documentation as part of the warranty PA review process.

Recommended Alternative Transportation:

It is advisable to plan and prepare an SRC for customers based on the customers' alternative transposition needs.

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls?

- Yes
 No



Readiness: Are parts in stock to complete this campaign?

- Yes – Provide customer with ETA
 No – Contact parts and get ETA



Reception: Did you explain to the customer the expected repair time based on the repair?

- Yes
 No



Reception: Did you explain to customer the warranty requirements?

- Yes
 No



Reception: Did you offer the customer Alternative Transportation?

- Yes
 No



Repair: Did you provide the customer with an eMPI?

- Yes
 No



Repair: Does the Technician meet the recommended training requirements to complete this recall/campaign?



Hyundai
Assurance Car Care



- Yes
- No



Return: Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No

[Contact Reference](#)

Please see the following page for commonly referred to contacts.

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



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	PA@hmausa.com	Warranty Prior Approval (PA) Center for Hyundai Dealers
Xtime Technical Support	Support@xtime.com 1-866-984-6355	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to recall or service campaigns
Hyundai Recall / Campaign Website	www.hyundaiusa.com/recall	Updated information related to the specific recall or service campaign
Hyundai Customer Care Center (General Questions)	1-800-633-5151	Customers general questions, <u>non-campaign related</u>
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance
Key Reference Information		
Name	Source	
Campaign Central	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com	
Car Care Scheduling (Xtime) - Tutorials	www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> Log into Xtime Under the menu at the top left, select 'CONFIGURE' Under the dealership tab, click "EMAIL COMMUNICATION" Slide the toggle to "ADVANCED" Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD" 	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	www.HyundaiDealer.com > Service tab > Hyundai Tech Info	
Uncompleted Campaign VIN Listing	A listing of vehicles is located on WEBDCS > SERVICE tab > select UNCOMPLETED CAMPAIGN VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.	
Recall Campaign Website	www.hyundaiusa.com/recall	
NHTSA Website	www.safercar.gov	