



Service Campaign T3G Dealer Best Practice

Date: March 13, 2019

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

Subject: Service Campaign T3G: SONATA / SANTA FE SPORT / TUCSON ENGINE DTC P1326 - WIRING INSPECTION / INSTALLATION AND ENGINE REPLACEMENT (TSB #19-01-006H supersedes TSB# 18-01-032-2)

| Updates To This Document | Date |
|--|----------|
| <ul style="list-style-type: none"> Verbiage Update: Service Actions (Reception) – additional details provided regarding SRC and 3rd Party Rentals. | 03/13/19 |

IMPORTANT Retail Vehicles

Dealers must perform this campaign on all affected vehicles prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair. When a vehicle arrives at the service department, access Hyundai Motor America's "warranty vehicle information" screen via WEBDCS to identify open campaigns

Affected Vehicles

Hyundai has launched a Service Campaign for applicable vehicles with 2.0L Turbo and 2.4L engines that may experience the Check Engine warning lamp illuminated with DTC P1326.

The affected vehicles include:

- Certain 2011-2014 MY Sonata (YF) vehicles with 2.0L Turbo and 2.4L engines
- Certain 2015-2018 MY Sonata (LF) vehicles with 2.0L Turbo and 2.4L engines
- Certain 2013-2018 MY Santa Fe Sport (AN) vehicles with 2.0L Turbo and 2.4L engines
- Certain 2014-2015 MY Tuscon (LM) vehicles with 2.4L engines
- Certain 2018 MY Tucson (TL) vehicles with 2.4L engines

Hyundai is initiating this action to ensure the quality of its vehicles and the continued satisfaction of Hyundai customers.

Description

Applicable vehicles with 2.0L Turbo and 2.4L engines may experience the Check Engine warning lamp illuminated with DTC P1326. Follow the procedure on TSB #19-01-006H (supersedes TSB# 18-01-032-2) to inspect the vehicle and install a wire harness extension or replacement engine based on the inspection results.

Service Action



Reservation – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and advise the customer on time requirements.

- Make sure to check your appointment reservation settings and verify customer information. This will help reduce unplanned work and speed up the customer check in process.
- Make sure to review Blue Link alerts with DTC P1326 and reach out accordingly.
- Provide customer with transportation options such as SRC or alternative vehicle.



Readiness – Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, complete all applicable training, check your reservation capacity settings (you can set separate capacities for every recall/campaign), confirm email addresses for campaign appointments, and that you have all necessary tools, campaign parts and shop equipment as needed.

- Make sure to have necessary Special Service Tools to perform campaign (see TSB for more details).
- This campaign can possibly require additional repairs after initial inspection; make sure to prepare for unplanned work and maintain sufficient staff to keep vehicles moving through the shop.



Reception – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC or an alternative vehicle, as needed. If a customer has declined the campaign, note this on the repair order and request the customer's signature next to the statement.

- It is important to explain to each customer during the reception step of the service process what happens if their vehicle requires additional repairs after the inspection process.
- Make sure to advise customers of potential vehicle down time and provide alternative transportation such as an SRC or 3rd party rental.
 - All customers that come in with P1326 or “Engine Protection Mode” should be provided an SRC or alternative 3rd Party Rental. **All SRC or Rental claims will be reimbursed regardless of PA's decision to cover the engine replacement.**
- Do not charge diagnosis for vehicles that previously had campaign 953 performed and return to the dealership in “Engine Protection Mode” or with DTC P1326.



Repair – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work.

- This campaign can possibly require additional repairs. Make sure refer to the most current TSB for all necessary steps of the repair process.
- If the engine is seized or knocking or the inspection cannot be completed: **Submit a PA request** for engine replacement with a GDS screenshot showing the VIN # and DTC P1326. When approved, replace the engine with service kits. Perform the wiring inspection after engine replacement.
- Make sure to quality control work after repair is complete and confirm condition is resolved.
- If an engine replacement is required, PA may request dealers to perform additional steps before approving replacement. Dealers will be compensated for this additional time and such steps may include connecting the GDS to retrieve additional information from the vehicle.



Return – Review all completed campaign and repairs to answer any customer questions. Also, schedule the customer's next service.

- It's important to explain to each customer during the return step of the service process that the 953 Engine Improvement Campaign is still active and they should contact the dealership if any Check Engine Light is illuminated or Engine Protection Mode is activated.



Reconnect – Follow up for customer satisfaction.

Parts

Order the required parts based on the vehicle inspection results on page 7 of the TSB #19-01-006H (supersedes TSB# 18-01-032-2).

Customer Notification

- None

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



| Key Contact Information | | |
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| 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) 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 <u>recall or service campaigns</u> |
| 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 | www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software |
| 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 |



Appendix

| Previous Updates To This Document | Date |
|---|----------|
| <ul style="list-style-type: none">• Service Campaign T3G Launch | 02/15/19 |