



Technical Service Bulletin

GROUP CAMPAIGN	NUMBER 19-01-020H
DATE JULY 2019	MODEL(S) Sonata (YF) Santa Fe Sport (AN)

SUBJECT COMPLIMENTARY OIL CHANGE
(SELECT CAR CARE P28)

* IMPORTANT

*** Retail Vehicles ***

When a vehicle arrives at the service department, access Hyundai Motor America's "warranty vehicle information" screen via WEBDCS to identify open campaigns.

Description: In an effort to support customers to keep their vehicle maintenance up to date, Hyundai will be providing select owners of 2011-2014 Sonata (YF) 2.0T/2.4L and 2013-2014 Santa Fe Sport (AN) 2.0T/2.4L vehicles with an engine oil and oil filter change free of charge.

Follow the information outlined in this bulletin to provide the complimentary engine oil and oil filter change service. In addition, refer to Service Campaign 953 to complete the required ECM update, if not completed already.

- ❖ **Both 953 and P28 must be completed in the same dealer visit.**
- ❖ **This P28 Campaign will expire on **December 31, 2019**.**

Applicable Vehicles (from a selected customer base with qualifying VIN):

- 2011-14MY Sonata (YF) 2.0T/2.4L
- 2013-14MY Santa Fe Sport (AN) 2.0T/2.4L

Parts Information:

PART NAME	PART NUMBER
Engine Oil Filter	26300-35505
Oil Plug Gasket	21513-23001
Engine Oil	Use Quaker State 5W-30 viscosity Engine Oil (whenever possible)

NOTICE

Complimentary Oil Change (Select Car Care P28) cannot be performed as a standalone operation without performing Service Campaign 953.

- **Select Car Care P28 and Service Campaign 953 must be completed together.**
- **Submit separate campaign claims for each campaign upon simultaneous completion.**
- **Please submit 953 first.**

Warranty Information:

OP CODE	OPERATION	OP TIME
P28OILR0	Select Car Care P28 - Engine Oil and Filter Change Service	SUBLET AMOUNT OF \$40.00

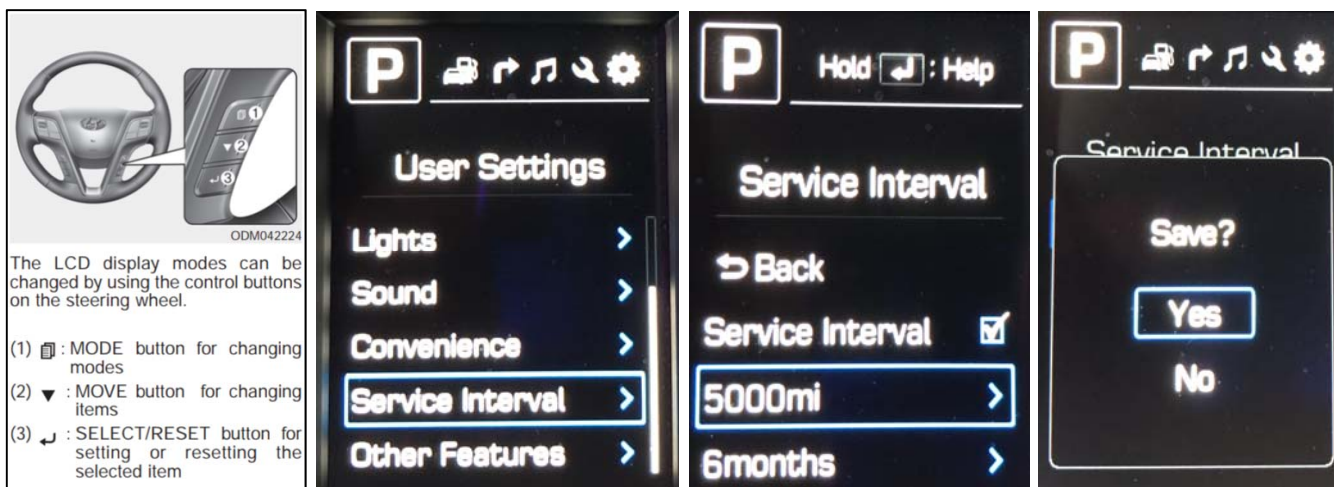
NOTE 1: Please submit Select Car Care P28 claims using the Campaign Claim Entry Screen.

NOTE 2: Sublet amount of \$40.00 will be added to each claim, with .01 cents in labor field.

NOTE 3: Please ensure Campaign 953 is completed before the vehicle departs the dealership.

Service Procedure:

- Follow appropriate published service information for the routine maintenance inspection items according to the normal maintenance service interval.
 - Information is available through www.hyundaitechinfo.com from the online Owner's Manuals and the Quick Reference Guides
 - Maintenance items beyond the standard engine oil and filter service would be subject to customer pay.
- Complete Service Campaign 953 (ENGINE MONITORING LOGIC PRODUCT IMPROVEMENT).
 - Refer to all contents of TSB 19-01-002H-1 (or the most updated TSB for 953).
 - Perform the Service Procedure for updating the ECM and Cluster.
 - Follow Warranty Information to submit Campaign Claim for Service Campaign 953.
- Replace the engine oil and filter.
 - Replace the engine oil filter with a new genuine Hyundai engine oil filter.
 - Be sure to replace the oil plug gasket with a new one when reinstalling the drain plug.
 - Use Quaker State 5W-30 Engine Oil (whenever possible) during the refill.
 - Refer to TSB 10-EM-001 for guidelines regarding optimum engine oil fill level.
- Perform the required step below for all 2013-14MY Santa Fe Sport 2.0T/2.4L vehicles.**
 - Enable and set the Service Interval Reminder Feature using the steering wheel buttons.



- Navigate to User Settings > Service Interval > Enable Service Interval > Set Interval
 - For Santa Fe Sport 2.0T → set interval to **5,000** miles / **6** months
 - For Santa Fe Sport 2.4L → set interval to **7,500** miles / **12** months
 - ❖ Refer to the Owner's Manual for *Severe Usage Conditions Maintenance Intervals*.
- Before exiting, select "YES" when prompted to complete the setting process.