



Service Campaign T4A Dealer Best Practice

Date: October 15, 2019

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

Subject: Service Campaign T4A: Steering Angle Sensor Reset (TSB #19-01-031H) – v1

| Updates To This Document | Date |
|---|----------|
| <ul style="list-style-type: none"> Initial communication to dealers. | 10/15/19 |

***** Retail Vehicles Only *****

Dealers must perform this Service Campaign whenever an affected vehicle is in the shop for any maintenance or repair.

Affected Vehicles

Hyundai is conducting a Service Campaign to perform a steering angle sensor (SAS) reset using the GDS.

The affected vehicles include:

- Certain 2017-2018MY Santa Fe (NC), 2016MY Veloster (FS), 2014MY Elantra (MD), and 2016-2017MY Azera (HG) vehicles

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

Description

Certain 2017-2018MY Santa Fe (NC), 2016MY Veloster (FS), 2014MY Elantra (MD), and 2016-2017MY Azera (HG) vehicles may experience a warning lamp being illuminated intermittently when starting the engine after replacing the motor driven power steering (MDPS) column & housing.

Service Action



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



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.

- This campaign does not require a hoist and can be completed quickly
- GDS or GDS-M will be needed to complete this campaign



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.



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

- Use Greeters, Porters and Service Consultants to bring vehicles to Technicians to make it easier for them to stay working in the bay
- If a part is found in need of replacement while performing Service Campaign T34 and the affected part is still under warranty, submit a separate claim using the same Repair Order. If the affected part is out of warranty submit a Prior Approval Request for goodwill consideration prior to performing the work.
- Confirm the warning lamp does not turn on again, and test drive the vehicle after repair. Use Greeters, Porters or



Wash attendants to assist with test driving the vehicle.



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



Reconnect – Follow up for customer satisfaction.

Parts

No parts are required to complete this campaign.

Customer Notification

TBD

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

Hyundai Motor America



| Key Contact Information | | |
|--|---|--|
| Dealer Support | Contact Information | Description |
| Parts | HyundaiPartsHotline@MobisUSA.com | 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 | |
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| 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"> 1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. 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 |