



## Technical Service Bulletin

GROUP	NUMBER
General	19-GI-007H
DATE	MODEL(S)
October, 2019	Venue (QX)

SUBJECT	VENUE LAUNCH QUALITY MONITORING PROCESS (LQMP)
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### Description:

This bulletin provides information on the **Launch Quality Monitoring Process (LQMP)** for the Hyundai Venue. After a new vehicle launch, Hyundai uses the LQMP to monitor all customer and dealer activities at a minimum of 100 days. The Venue LQMP helps improve model vehicle quality, and allows Hyundai to proactively respond to the Voice of the Customer (VOC).



**Applicable Vehicles:** All 2020MY Venue (QX)

Warranty claims must be timely, and must display a detailed and well-documented service visit with cause and corrective action included.

**Techline Support (800-325-6604)**  
If Techline support is used during warranty repairs, please include both the Techline Case Number in the warranty claim notes section and digital photos/screenshots when possible.

Warrantable parts must be returned immediately (goal: 3 days or less from claim submission) in compliance with the **Mandatory Warranty Parts Procedure** return policy. Quick returns result in faster analysis and provide better opportunity to correct quality issues.

During LQMP, all warranty and core parts will be requested by HMA except batteries (see TSB: 19-EE-005H), airbags, and similar Haz-Mat parts.

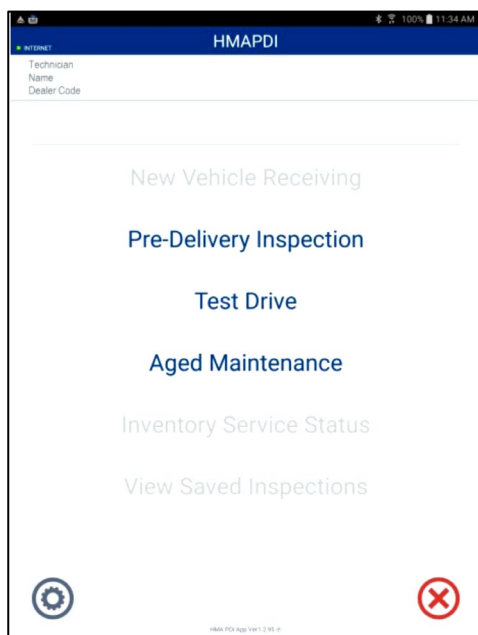
Additional information will be required for:

- **TPMS conditions:** screenshots of DTCs and sensor status data
- **MIL conditions:** DTCs, freeze frame data
- **tire/wheel**
  - **balances:** weight measurements before and after adjustment
  - **alignments:** specification print-outs before and after adjustments.

Use the WebDCS attachment function when uploading supporting data (photography, video, sound recordings, etc.)

## NOTICE

1. Alignment equipment must be calibrated to correct alignment specifications located in the 20MY Venue (QX) vehicle shop manual. Hyundai requires a printout of both the before and after specifications submitted with the warranty claim, along with the VIN, Repair Order Number, Model and Model Year.
2. Hyundai does **NOT** recommend the use of “quick-check” equipment during PDI. Use of this equipment may lead to unnecessary vehicle repairs of non-quality (pull/drift) concerns. The PDI requires an actual test drive (3 miles minimum, 10+ minutes). Only perform an alignment if a pull/drift condition is identified during the test drive.
3. Document and record any DTCs prior to PDI by connecting the PDI tool before using the GDS tool on the vehicle.



**PDI**



**GDS**