



# Service Campaign T4I Dealer Best Practice

Date: December 03, 2019

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

Subject: Service Campaign T4I: Rear Sunroof Glass Replacement Guide (TSB #19-01-040H) – v1

Updates To This Document	Date
<ul style="list-style-type: none"> <li>Initial communication to dealers.</li> </ul>	12/03/19

### \*\*\* Dealer Stock Vehicles \*\*\*

Dealers must perform this Service Campaign on all affected vehicles prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair.

#### Affected Vehicles

Hyundai is conducting a Service Campaign to replace the rear sunroof glass on certain 2020MY Palisade equipped with the rear sunroof.

The affected vehicles include:

- Certain 2020MY Palisade (LX2) equipped with rear sunroof

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

#### Description

This service campaign provides the procedure to replace the rear sunroof glass on certain 2020MY Palisade equipped with the rear sunroof due to possible water leakage.

**PLEASE NOTE:** Replacement of the rear sunroof glass should be completed prior to retail delivery.

#### 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.

- The rear sunroof glass replacement part will be located within the vehicle at no cost. Make sure to inspect the part for any damages during transit.
- Dealer parts markup for the part will be provided as a warranty credit on the monthly parts statement after claim has been submitted and approved.



**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.

- Damage that occurs to the sunroof glass due to improper repair procedures is not covered under normal warranty.
- Submit claim on Campaign Claim Entry Screen.



- If a part is found in need of replacement while performing Service Campaign T4I 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.



**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

The rear sunroof glass replacement part will be located within the vehicle at no cost to the dealer. **Dealer parts markup for the part will be provided as a warranty credit on the monthly parts statement after claim has been submitted and approved.**

Make sure to inspect the part for any damages during transit.

Please review additional detailed parts information as outlined in the corresponding TSB (TSB #19-01-040H).

### 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 1-800-545-4515	Parts ordering hotline
Techline	1-800-325-6604	Vehicle Technical Support for Hyundai Dealer Technicians
Warranty HELPREPLine	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"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
Customer Support	Contact Information	Description
Hyundai Customer Care Center (Recall/Campaign Questions)	1-855-671-3059	Customer questions or concerns related to <b>recall or service campaigns</b>
Hyundai Recall /Campaign Website	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	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 <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>Log into Xtime</li> <li>Under the menu at the top left, select 'CONFIGURE'</li> <li>Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>Slide the toggle to "ADVANCED"</li> <li>Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management
Service Rental Car (SRC) Program	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>