



Service Campaign T4H Dealer Best Practice

Date: December 6, 2019

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

Subject: Service Campaign T4H: Palisade AVN Software Update (TSB #19-01-041H) – v1

Updates To This Document	Date
<ul style="list-style-type: none"> Initial communication to dealers. 	12/6/19

***** Dealer Stock and Retail Vehicles Only *****

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 related to an AVN software update to a Palisade exhibiting an unresponsive radio after multiple uses of voice recognition to perform navigational searches.

The affected vehicles include:

- Palisade (LX2) equipped with AVN

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 perform an AVN software update to a Palisade exhibiting the following condition:

- Unresponsive radio after multiple uses of voice recognition to perform navigational searches.

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 can be completed quickly and does not require a hoist.



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.
- The battery power supply must be in a stable operational state during the update. Verify that the vehicle battery is charged and the ignition is ON.
- Do not turn off the vehicle during the update process. The software update will restart automatically.



- Before performing the steps listed in the procedure, verify that the vehicle VIN is included in the list below

Part Name	Part Number
Wide AVN5.0	<ul style="list-style-type: none">• 96560-S8710• 95650-S8720• 96560-S8760• 96560-S8610• 96560-S8620• 96560-S8660



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

Please review parts as outlined in the corresponding TSB (TSB #19-01-041H).

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"> 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 recall or service campaigns
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