



Service Campaign 958 Dealer Best Practice

Date: March 5, 2020

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

Subject: Service Campaign 958: CANISTER INSPECTION AND AUXILIARY CANISTER KIT INSTALLATION (TSB #20-01-012H) – v1

Updates To This Document	Date
<ul style="list-style-type: none"> Initial communication to dealers - Service Campaign 958: CANISTER INSPECTION AND AUXILIARY CANISTER KIT INSTALLATION (TSB #20-01-012H) 	03/05/20

***** 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 inspect the existing charcoal canister for loose charcoal, and if confirmed a new auxiliary canister kit will be installed.

The affected vehicles include:

- All 2010-2015 Tucson (LM) 2.4L Engine with ULEV emissions.

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

Description

This service campaign provides information on the procedure to inspect the existing charcoal canister for loose charcoal, and if confirmed a new auxiliary canister kit will be installed to improve evaporative system performance. The existing canister will not be replaced.

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.



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.

- Confirm the vehicle's emission underhood label includes "ULEV", before proceeding with inspection process.





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

- If inspection procedure results **Pass**: Service Procedure is done with **inspection only performed**
- If inspection procedure results **No Pass**: Proceed with repair procedure and make sure to apply the campaign sticker and complete the campaign card per instructions outlined in **TSB 20-01-012H**

For vehicles registered in California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont and Washington:

VEHICLE EMISSION RECALL - PROOF OF CORRECTION CARD
A Vehicle Emission Recall - Proof of Correction card must be filled out for all vehicles registered in California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont and Washington. Residents of these states, who own an affected vehicle, will be required to possess a Vehicle Emission Recall - Proof of Correction card as evidence of voluntary service campaign completion, when they apply for vehicle registration renewal.

WHAT TO DO WITH THE CARD:
The Vehicle Emission Recall - Proof of Correction card must be completed by the Dealership's Service Manager using a permanent ink pen. A fine point pen is recommended. When filling in the information, copy the information directly from the vehicle, not from the repair order. ALL INFORMATION MUST BE PRINTED AND NEAT.

The copy of the card shown below indicates the areas to be filled in. Each area must be filled in.

The completely filled out Vehicle Emission Recall - Proof of Correction card should be given to the owner of the vehicle upon completion of the Campaign.

1. Enter Vehicle's License No.
2. Enter "Hyundai"
3. Enter Model Year
4. Enter "TUCSON"
5. Enter the vehicle's VIN Number
6. Enter "9__"
7. Enter Dealership Name
8. Enter Dealership's Address. NOTE: Enter the physical address, not the mailing address (not a P.O. Box)
9. Enter Date of Repair
10. Service Manager Sign Here

- Fill in the information on the 00305-SCxxx Campaign Sticker and apply on the hood in the area below the Emission Label

958

Dealer Code:

Date:

00305 SC958



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

Review the parts information on page. 1 of TSB #20-01-012H.

Customer Notification

Hyundai will notify owners of the vehicles described above in April 2020 and strongly encourage them to return their vehicles to their Hyundai dealers for the service procedure as soon as possible.

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	
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