

Warranty Extension TXXH Dealer Best Practice

Date: June 26, 2020

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

Subject: Warranty Extension TXXH: Multifunction Switch Warranty Extension and Replacement (TSB #20-BE-009H) v1

<u>Updates To This Document</u>	<u>Date</u>
<ul style="list-style-type: none"> Initial Communications to Dealers 	06/26/20

Affected Vehicles

Hyundai is extending the multifunction switch assembly warranty and providing a service procedure to replace the multifunction switch assembly.

Applicable Models:

- Certain 2015-2016 MY Genesis (DH) vehicles

Hyundai is initiating this action to ensure the continued satisfaction of Hyundai customers.

Description

Hyundai is extending the multifunction switch assembly warranty to 15 years with unlimited miles from the date of original retail delivery or date of first use (whichever occurs first). A service procedure is provided to replace the multifunction switch assembly. Certain vehicles may exhibit intermittent headlight flickering while driving with light switch on the AUTO light mode.

Refer to the warranty and service parts information outlined in the TSB whenever the multifunction switch assembly replacement is required.

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 any 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.



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 a part is found in need of replacement while performing the repair for this TSB, and the affected part is still under warranty, please 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.

- After disconnecting the negative battery terminal, wait 3 minutes to allow the system to charge before proceeding with repair.



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 the parts information as stated in the TSB.

Customer Notification

HMA will be notifying affected customers in August, 2020.

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	PA@hmausa.com	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 a 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