 HYUNDAI Technical Service Bulletin	GROUP General	NUMBER 20-GI-006H
	DATE December, 2020	MODEL(S) Elantra (CN7/CN7a)
SUBJECT ELANTRA LAUNCH QUALITY MONITORING PROCESS (LQMP)		

Description:

This bulletin provides information on the **Launch Quality Monitoring Process (LQMP)** for the 2021MY Hyundai Elantra. After a new vehicle launch, Hyundai uses the LQMP to monitor all customer and dealer activities at a minimum of 100 days. The Elantra LQMP helps improve model vehicle quality, and allows Hyundai to proactively respond to the Voice of the Customer (VOC).



Applicable Vehicles: All 2021MY Elantra vehicles - CN7 VINs begin with “**KMH**” (HMC)
CN7a VINs begin with “**5NP**” (HMMA)

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

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 for CN7 vehicles, and HMMA for CN7a vehicles.

- **Note:** Batteries (see TSB: [19-EE-005H](#)), airbags, and Haz-Mat parts have special shipping and handling requirements.

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.

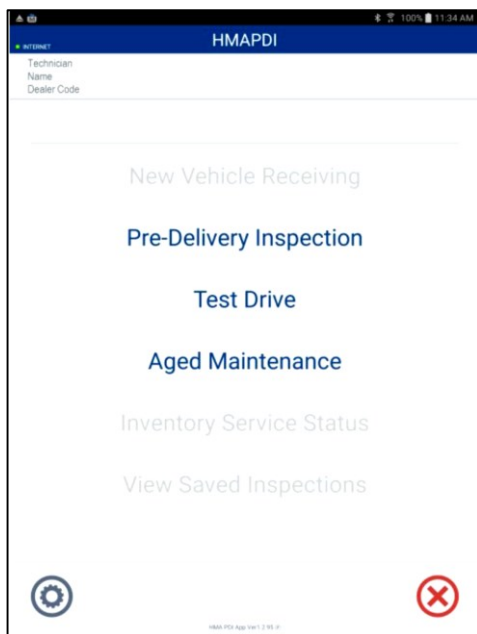
Additional information will be required for:

- **MIL Conditions:** DTCs, Freeze Frame Data
- **TPMS Conditions:** Screenshots of DTCs, Sensor Status Data
- **Tire/Wheel**
 - **Balances:** Weight measurements before and after adjustments
 - **Alignments:** Specification print-outs before and after adjustments

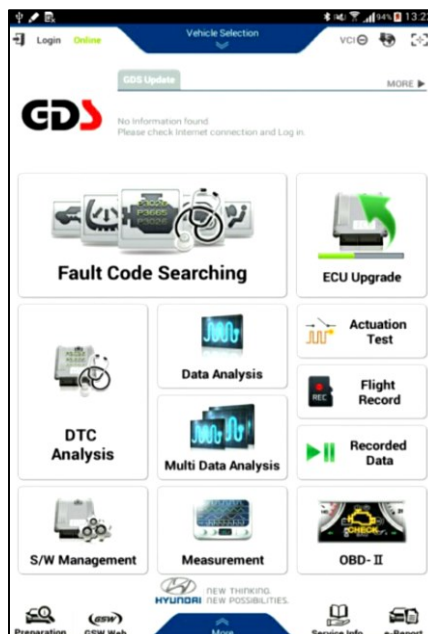
Use the WebDCS attachment function when uploading supporting data (photography, video, sound recordings, etc.)

NOTICE

1. Alignment equipment must be calibrated to correct alignment specifications located in the 21MY Elantra (CN7/CN7a) 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. If MIL illumination is observed prior to or during the PDI process, connect the PDI tool to the vehicle and record all stored DTCs. Then use the GDS tool for further diagnostics.



PDI: To be conducted immediately upon vehicle arrival.



GDS