



## Technical Service Bulletin

GROUP	NUMBER
General	21-GI-002H
DATE	MODEL(S)
January, 2021	Santa Fe (TMa)

**SUBJECT** SANTA FE  
LAUNCH QUALITY MONITORING PROCESS (LQMP)

### Description:

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



**Applicable Vehicles:** All 2021MY Santa Fe (TMa)

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.

- **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.

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Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

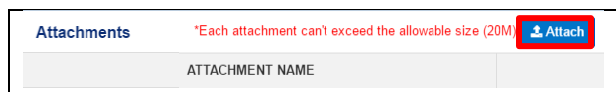
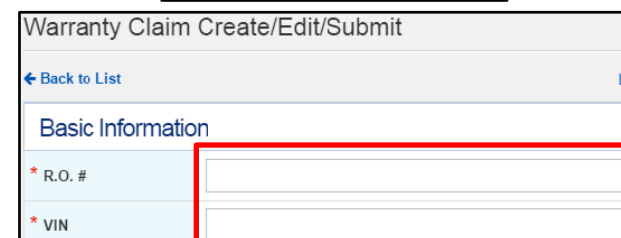
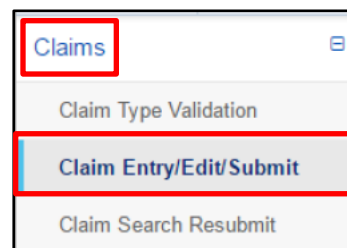
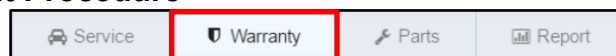
Additional information will be required for:

- **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
- **Brake Rotor Conditions:** Photos and DTV/run-out measurements **BEFORE** rotors are machined or replaced

Use the WebDCS attachment function when uploading supporting data (photography, video, sound recordings, etc.) Refer to the WebDCS Claim Creation and Attachment Procedure below for proper instruction.

### WebDCS Warranty Claim Creation and Attachment Procedure

1. From the WebDCS website, select the **Warranty** tab located at the top of the page.
2. Select **Claims** from the drop down menu located at the left hand side of the page, and then select **Claim Entry/Edit/Submit**.
3. Input all applicable information into the **Warranty Claim Create/Edit/Submit** fields.
4. Scroll down until the **Attachments** field is located. Select **Attach** to upload **ALL** supporting data (photography, video, sound recordings, etc.).



### **NOTICE**

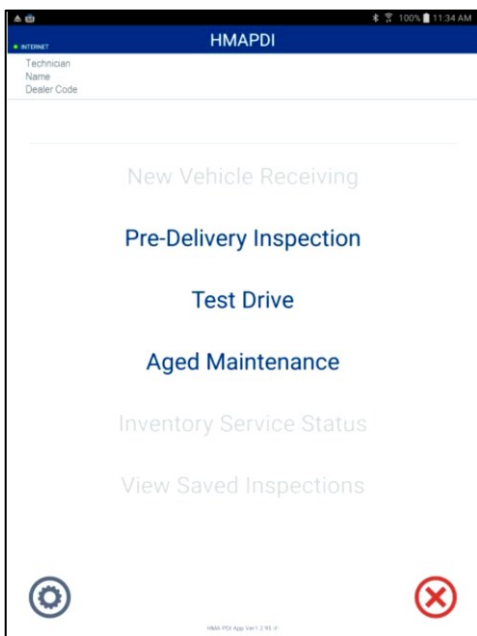
**Each attachment is limited to 20mb.**

5. Once all fields have been input, select **SUBMIT** at the bottom of the page.

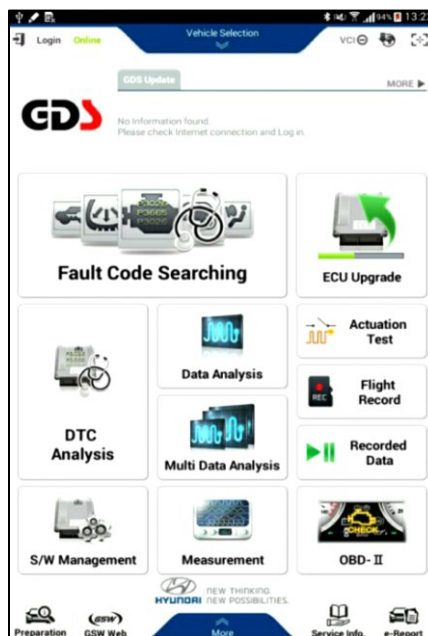


**NOTICE**

1. Alignment equipment must be calibrated to correct alignment specifications located in the 21MY Santa Fe (TMa) 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. 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: Conducted immediately upon vehicle arrival**



**GDS**