



Service Campaign 964 Dealer Best Practice

Date: August 03, 2021

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

Subject: Service Campaign 964: Auxiliary Canister Installation (TSB# 21-01-036H) v1

Updates To This Document	Date
<ul style="list-style-type: none"> Initial Communications to Dealers: TSB# 21-01-036H Launch 	08/03/21

***** Retail Vehicles *****

Dealers must perform this Service Campaign whenever an affected vehicle is in the shop for any maintenance or repair.

When a vehicle arrives at the Service Department, access Hyundai Motor America's "Warranty Vehicle Information Screen (VIS)" via WEBDCS to identify open Campaigns.

Affected Vehicles

Certain 2011-2015MY Sonata Hybrid (YF HEV)

Description

2011-2015MY Sonata Hybrid (YFE) vehicles Onboard Refueling Vapor Recovery (ORVR) system may exceed its capacity in certain situations. This campaign provides information on the procedures to install an Auxiliary Canister to increase the ORVR system capacity.

There are no drivability concerns associated with this condition.

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, if any, 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.

- **Recommended Level of Technician Certification and/or Completed Coursework to perform TSB work:**
Certified Service Technician with one or more years' experience repairing Hyundai vehicles



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.

- Refer to **TSB# 21-01-036H** for all inspection and service procedures.
- **For All Vehicles:** Fill in the information on the 00305-SC964 Campaign Sticker and apply onto the hood in the area next to the VEHICLE EMISSION CONTROL INFORMATION label as shown in the TSB.



For All Vehicles:

Fill in the information on the 00305-SC964 Campaign Sticker and apply onto the hood in the area next to the VEHICLE EMISSION CONTROL INFORMATION label as shown.

Be sure to clean the mounting surface to ensure proper label adhesion.

The campaign procedure is complete.



Return – Review all completed campaigns and repairs to answer any customer questions. Also, schedule the customer's next service.

- Make sure to completely fill out the **Vehicle Emission Recall – Proof of Correction** card that should be given to the owner of the vehicle upon completion of the Campaign. **Please note this card is to be completed ONLY for those vehicles registered in California, Connecticut, Delaware, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, and Washington. Please see TSB for details.**
- 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 Number

2. Enter "Hyundai"

3. Enter Model Year

4. Enter "SONATA HYBRID"

5. Enter the vehicle's VIN Number

6. Enter "964"

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

Vehicle Emission Recall - Proof of Correction

License No. State Model Year Body Type Vehicle Identification Number

Manufacturer: Recall Number:

The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.

Dealer's Name Address, City, State and Zip

Date Dealership's Authorized Signature

Return this certificate to DMV only when required - otherwise retain for your records.

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Reconnect – Follow up for customer satisfaction.

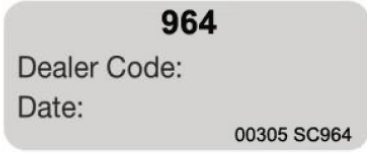
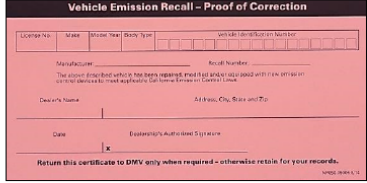
Parts

Dealers were sent an initial shipment of 10 campaign stickers for the start of this campaign.

Additional campaign stickers and proof of correction cards can be ordered from dealer's facing PDC.



Part Number	Description	Photo	Remarks
31410-4R511QQH	AUXILIARY CANISTER		CABLE TIE (2 units) included

Part Name	Part Number	Qty.	Figure	Remarks
Campaign Sticker	00305-SC964	1		Apply to all vehicles regardless of state
Vehicle Emission Recall-Proof of Correction Card	NP050-09006	1		Order only for States: CA, CT, DE, MA, MD, ME, NJ, NY, OR, PA, RI, VT, WA

NOTE: Dealers have been sent 10 campaign stickers for the start of this campaign. Additional can be ordered through its facing PDC.

Warranty

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal P/N	Nature Code	Cause Code
SONATA HYBRID (YF HEV)	10D017R0	ADDITIONAL MOUNTING OF AUXILIARY CANISTER	0.4 M/H	31410-4R511QQH	I3A	ZZ3

NOTE 1: Submit Claim on Campaign Claim Entry Screen.

NOTE 2: If a part that is not covered by this campaign is found in need of replacement while performing Service Campaign 964 and the affected part is still under warranty, 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.

Customer Notification

Letters will be mailed to affected owners in the next few months after campaign launch.

Thank you for your prompt attention to this important emissions 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 HELPREP Line	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 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	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance
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 VINLISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed.
Recall Campaign Website	www.hyundaiusa.com/recall
NHTSA Website	www.safercar.gov