

ENGINE WARRANTY EXTENSION (TXXC) - Dealer Best Practice

January 19, 2022

Description of Campaign:

The warranty coverage for certain Theta II engine long block repair or replacement regarding engine damage or malfunction from connecting rod bearing wear has been extended to 10 years or 120,000 miles from the date of original retail delivery or date of first use, whichever occurs first. Warranty coverage is valid for original and subsequent owners.

Affected Vehicles:

- Certain 2019 MY Veloster N (JSN) vehicles with 2.0L Turbo engines
Coverage: 10 years or 120,000 miles for bearing related failure only.

The Fix:

HMA will cover the engine inspection and possible engine replacement for qualifying vehicle at no cost to the consumer. Hyundai dealers will be required to perform the inspection and potential repairs.

- Please refer to **TSB #21-EM-004H-1 (or latest version)** for the service procedure for engine connecting rod bearing clearance testing.
- Please refer to **TSB #21-01-067H (or latest version)** for applicable part numbers and labor ops.

Note: If you suspect that the engine failure has resulted from exceptional maintenance neglect, you MUST submit a warranty PA for review prior to declining the engine repairs. Document and include photographs, if needed, and provide all documentation as part of the warranty PA review process.

Recommended Alternative Transportation:

It is advisable to plan and prepare an SRC for customers based on the customers' alternative transposition needs.

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



Readiness: Are parts in stock to complete this campaign?

- Yes – Provide customer with ETA
- No – Contact parts and get ETA



Reception: Did you explain to the customer the expected repair time based on the repair?

- Yes
- No



Reception: Did you explain to customer the warranty requirements?

- Yes
- No



Reception: Did you offer the customer Alternative Transportation?

- Yes
- No



Repair: Did you provide the customer with an eMPI?

- Yes
- No



Repair: Does the Technician meet the recommended training requirements to complete this recall/campaign?



- Yes
- No



Return: Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No

[Contact Reference](#)

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important matter and continued commitment to Hyundai customers.

| 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 VIN LISTING – Dealer Stock (New, SRC, CPO, etc.) and Retailed. | |
| Recall Campaign Website | www.hyundaiusa.com/recall | |
| NHTSA Website | www.safercar.gov | |