

Engine Warranty Extension (TXXI) - Dealer Best Practice

January 19, 2022

This Dealer Best Practice provides information relating to Warranty Extension TXXI and outlines the warranty terms and procedures, service handling steps and dealer talk tracks for use on the service drive.

Warranty Description/Terms:

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 a Limited Lifetime Warranty** and is valid for original and subsequent owners.

Qualifications:

1. The Knock Sensor Detection System (KSDS) software update (Service Campaign 953) has been completed on the vehicle, **and**
2. The vehicle's Check Engine warning lamp is illuminated with DTC P1326 (Service Campaign T3G, TSB 21-01-066H or latest version) or the vehicle has an engine concern related to connecting rod bearing wear or damage.

Exclusions:

- ⊗ KSDS not installed (i.e. Service Campaign 953 open or uncompleted) at time of engine failure
- ⊗ Non-bearing related engine failures
- ⊗ Salvaged title vehicles (e.g. A04/A08 branding)
- ⊗ Vehicles with an inoperative engine installed from a salvage/junk yard
- ⊗ Vehicles not owned by an individual consumer (e.g. used car lot, etc.)
- ⊗ Exceptional neglect (e.g. engine failure due to insufficient engine maintenance)

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.

Note 2: If there is any confusion regarding coverage, submit a warranty Prior Approval (PA) with all supporting documentation for review.

Affected Vehicles:

- Certain 2011-2014 MY Sonata (YF) vehicles with 2.0L Turbo and 2.4L engines
- Certain 2015-2019 MY Sonata (LF) vehicles with 2.0L Turbo and 2.4L engines
- Certain 2013-2018 MY Santa Fe Sport (AN) vehicles with 2.0L Turbo and 2.4L engines
- Certain 2019 MY Santa Fe (TM) vehicles with 2.0L Turbo and 2.4L engines
- Certain 2014-2015 MY Tucson (LM) vehicles with 2.4L engines
- Certain 2018-2019 MY Tucson (TL) vehicles with 2.4L engines

The Fix:

Follow the procedure outlined in Service Campaign **T3G #TSB 21-01-066H (or latest version)** to inspect the vehicle and replace the engine and/or update the engine ECU software based on the inspection results.

- Estimated Repair Time (Based on Warranty Time): Will vary depending on the inspection results
- Estimated Customer Wait Time (Based on Campaign + MPI + Oil Change): Will vary, depending on the engine results; those vehicles that fail the inspection will require an engine replacement and a longer wait time is needed
- Recommended Technician Training:
 - Training requirements recommended for Level of Technician Certification and/or Completed Coursework to perform TSB work:
 - Minimum Certified Level Certification



- [Successful completion of the Engine Technology - Classroom \(#SVCET28_208\) or the Engine Tech vILT Final Exam - Web \(#SVCDENGVILTEXTW20_865\) Course](#)
- Ensure the entire team completes the “Engine Support” training course on HLP.

Recommended Alternative Transportation:

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

Setting Customer Expectations

- Utilize your resources upfront, such as the Vehicle Information Screen, to determine applicable recalls, campaigns, extended warranties, potential branding applicability, and basic warranty coverage. **It is critical to set clear expectations of coverage with the customer.**
 - Example: If 953 is open, then KSDS is not installed. Service consultant to explain to customer that engine is not covered by the extended warranty.
- Don’t forget to inform your customer that all repairs that might be covered under warranty are subject to inspection and verification first!

Note: If the Dealer has made the determination that the vehicle is ineligible for the warranty extension, document the Repair Order with the specifics of why the vehicle is ineligible.

Customer Talk Tracks

Step 1: Setting Expectations

- Informing customers during the write up process that their vehicle’s condition/repair must be inspected first is a great way to set expectations in case afterwards you need to explain to the customer that the repair was not covered due to finding out something else caused the condition.

“Hello [Mr. Smith], I see you are having issues with [a knocking noise] and your vehicle’s [malfunction indicator lamp]. This is something that may be covered under the Factory Extended Engine Warranty. However, the condition is subject to inspection to identify the cause of failure. Your Factory Extended Engine Warranty covers components relating to the engine connecting rod bearing. We do require [1 hour] of diagnosis time by our Hyundai Technician. If the repair is covered under the warranty, there will be no charge to you. Is that ok [Mr. Smith]?”

Step 2: Be Transparent

- Provide as much detail as possible on why the customer’s repair was denied. Just giving them the MPI or telling them it was denied is not good enough. You need to explain in detail the failure that occurred and what terms and conditions of the extended warranty were not met. Use the talk track below as an example:

“Hello [Mr. Smith], I wanted to inform you that I received the inspection results of your engine from my technician. He inspected your vehicle’s [engine noise] and determined that [insert reason here, e.g., 953 not completed, or a condition not related to the connecting rod bearing, etc.] and as a result is not covered under the Factory Extended Engine Warranty. Unfortunately, the repair will have to be paid out of pocket at this time. I’m happy to share the technician’s inspection results and answer any additional questions you may have.”

- Provide proof of failure or test results. This can help build trust with your customer that you followed all procedures and are honest about the results.

Step 3: Refer the Customer to Hyundai Resources

- If the customer refuses to accept the results of the inspection, refer the customer to their Owner’s Manual and Warranty Handbook, and/or various official Hyundai Motor America websites relating to the extended warranty (e.g. www.hmaenginesettlement.com for Settlement or www.hyundaiusa.com/campaign for Recall/Campaign).

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

Additional Training & Resources

Refer to **T3G TSB #21-01-066H** for additional information.



Reference:

Customer FAQ

Theta II GDI Engine Support

If a customer alleges to have experienced a fire related concern with their vehicle, please have them contact 1-800-633-5151 for assistance.

Q: Is this warranty extension related to a class action lawsuit?

A: Yes, there was a settlement for a class action lawsuit filed against Hyundai Motor America (“HMA”). These lawsuits allege that the Class Vehicles suffer from a defect that can cause engine seizure, stalling, engine failure, and engine fire, that engine seizure or stalling can be dangerous if experienced and that some owners and lessees have been improperly denied repairs under the vehicle’s warranty. Neither HMA or HMC have been found liable for any of the claims alleged in these lawsuits. The parties have instead reached a voluntary settlement in order to avoid a lengthy litigation. Please go to HyundaiThetaEngineSettlement.com for full details. In addition, customer questions can also be directed to 1-866-944-7620 (Monday to Friday 7am-5pm PST).

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	