

Warranty Extension TXXO: Motor Driven Power Steering (MDPS) - Dealer Best Practice

January 13, 2022

Warranty Extension Terms: 15 years/150,000 miles

Updates to this Document	Date
• TSB # 22-ST-001H – Warranty Extension (MDPS)	01/13/2022

Description of Warranty Extension:

The warranty coverage for certain 2015-2017MY Sonata (LFa) and Sonata Hybrid/Plug-in (LF HEV/PHEV) vehicles exhibiting reduced power steering assist and/or motor driven power steering (MDPS) warning lamp **has been extended to 15 years or 150,000 miles from the date of original retail delivery or date of first use, whichever occurs first.**

Refer to the **TSB 22-ST-001H** (or latest version) for warranty, service parts information, and diagnostic information outlined in the bulletin.

Affected Vehicles:

- Certain 2015-2017MY Sonata (LFa) produced from January 30, 2014 to June 19, 2017.
- Certain 2015-2017MY Sonata Hybrid/Plug-in (LF HEV/PHEV) produced from September 17, 2014 to December 27, 2017.

***To see if the vehicle is eligible, go to Hyundaidealer.com > WEBDCS > Vehicle Information Screen. Input the VIN number and look under the heading 'Extended Factory Warranty' to see if TXXO is listed for the vehicle**

Extended Factory Warranty			
Ext Warranty	Ext Warranty Description	Published Date	Bulletins

The Fix:

Dealer will perform the inspection for the column-mounted MDPS (C-MDPS) or the rack-mounted MDPS (R-MDPS) depending on the vehicle type. IF DTCs (Diagnostic Trouble Codes) are found, please follow the repair flowchart in the bulletin according to the DTC discovered to remedy the vehicle.

- **Estimated Repair Time (Based on Warranty Time):** 0.3 HRS for inspection and up to 1.9 HRS for repair, depending on the results of the inspection
- **Recommended Technician Training Level: Expert with the following class completed:**
 - Chassis – Classroom (SVCC28_205 Instructor Lead Training) on Hyundai Learning Portal or equivalent

Recommended Alternative Transportation:

It is recommended to plan and schedule a SRC as needed to meet the customers' alternative transportation needs.

Best Practice Checklist








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

- Yes
- No



Readiness: Are parts in stock to complete this warranty extension?

- 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:** Does the Technician meet the recommended training requirements to complete this warranty extension?
 - 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







Hyundai Learning Portal

- Recommended Classes/Information:
 - Chassis – Classroom (SVCC28_205 Instructor Lead Training) or equivalent
 - Chassis (for additional information on MDPS repair) – MDPS Maintenance Online Training – Web (SVCHCHMDPSPMAINTW21_1033)

Hyundaidealer.com

A WebDCS announcement will be provided on Hyundaidealer.com informing dealers of the warranty extension available for the affected vehicles mentioned above.

Parts

Models	Image	Part Information
Sonata (LFa) 2.4L and Sonata HEV/PHEV (LF HEV/PHEV) vehicles equipped with column-mounted MDPS (C-MDPS)		Torque sensor cable: 56397-C1100FFF
		C-MDPS ECU: 56340-C2500 (LFa) 56340-E6500 (LF (P)HEV)
		C-MDPS Motor: 56330-C1500
		Steering Column & Housing Assembly: 56390-C1500 (NON-SMART KEY TYPE) <i>NOTE: Not applicable to Sonata Hybrid / Plug-In models</i> 56390-C1700 (SMART KEY TYPE)
Sonata (LFa) 2.0T vehicles equipped with rack-mounted MDPS (R-MDPS)		Short gear assembly: 57770-C2000 (15MY) 57770-C2050 (16, 17MY)
		Power pack: 56320-C2000 (15MY) 56320-C2050 (16, 17MY)

Warranty Information

- Submit claim on Campaign Claim Entry screen
- If a part that is not covered by this warranty extension is found in need of replacement while performing Warranty Extension TXXO 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.

Models	Op. Code	Operation	Op. Time	Causal	Nature	Cause
Sonata (LFA) 2.4L vehicles equipped with column- mounted MDPS (C-MDPS)	10D119R0	C-MDPS DIAGNOSTIC INSPECTION	0.3 M/H	56340-C2500	I3A	ZZ3
	10D119R1	C-MDPS DIAGNOSIS INSPECTION AND TORQUE SENSOR CABLE REPLACEMENT	0.5 M/H	56397-C1100 FFF		
	10D119R2	C-MDPS DIAGNOSIS INSPECTION, TORQUE SENSOR CABLE REPLACEMENT AND COLUMN & HOUSING REPLACEMENT (NON-SMART KEY TYPE)	1.9 M/H	56390-C1500		
	10D119R3	C-MDPS DIAGNOSIS INSPECTION, TORQUE SENSOR CABLE REPLACEMENT AND COLUMN & HOUSING REPLACEMENT (SMART KEY TYPE)	1.7 M/H	56390-C1700		
	10D119R4	C-MDPS DIAGNOSTIC INSPECTION AND C-MDPS ECU REPLACEMENT	1.1 M/H	56340-C2500		
	10D119R5	C-MDPS DIAGNOSTIC INSPECTION AND C-MDPS MOTOR REPLACEMENT	1.2 M/H	56330-C1500		
Sonata Hybrid / Plug-In (LF HEV / PHEV) equipped with column- mounted MDPS (C-MDPS)	10D119R6	C-MDPS DIAGNOSTIC INSPECTION	0.3 M/H	56340-E6500		
	10D119R7	C-MDPS DIAGNOSIS INSPECTION AND TORQUE SENSOR CABLE REPLACEMENT	0.5 M/H	56397-C1100 FFF		
	10D119R8	C-MDPS DIAGNOSIS INSPECTION, TORQUE SENSOR CABLE REPLACEMENT AND COLUMN & HOUSING REPLACEMENT (SMART KEY TYPE)	1.7 M/H	56397-C1700		
	10D119R9	C-MDPS DIAGNOSTIC INSPECTION AND C-MDPS ECU REPLACEMENT	1.1 M/H	56340-E6500		
	10D119RA	C-MDPS DIAGNOSTIC INSPECTION AND C-MDPS MOTOR REPLACEMENT	1.2 M/H	56330-C1500		



Models	Op. Code	Operation	Op. Time	Causal	Nature	Cause
Sonata (LFa) 2.0T vehicles equipped with rack-mounted MDPS (R- MDPS)	10D119RB	R-MDPS DIAGNOSTIC INSPECTION	0.3 M/H	57770- C2050	I3A	ZZ3
	10D119RD	R-MDPS DIAGNOSTIC INSPECTION, STEERING SHORT GEAR ASSEMBLY REPLACEMENT, AND TOE-IN ADJUST	1.9 M/H	57770- C2050		
	10D119RE	R-MDPS DIAGNOSTIC INSPECTION, STEERING POWER PACK REPLACEMENT, AND TOE-IN ADJUST	1.9 M/H	56320- C2050		

Customer Notification

Owners will be mailed notification letters of this warranty extension in March/April of 2022 or earlier.

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.

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