


# Service Campaign 988: Vehicles Shipped with One Smart Key - Dealer Best Practice

## June, 03, 2022

### Description of Campaign:

Certain 22-23MY Elantra (CN7/CN7a), Elantra N (CN7 N), and Elantra Hybrid (CN7 HEV) vehicles normally equipped with two (2) Smart Key FOBs will receive only one (1) Smart Key FOB and one additional mechanical key, per vehicle, until further notice.

Key FOB Distribution					
Trim	Part Name	Part Prefix	Image	Quantity	Comments
SEL, Blue, N, N-Line, Limited	FOB-SMART KEY	95440		1	Respective Trims will receive 1 complete Smart Key FOB (plus an additional mechanical key)

Note: SE trim vehicles are not affected, and will receive 2 Remote Key Entry's (RKE) per vehicle.



### The Fix:

A second Smart Key FOB, per vehicle, will be provided at a later date at no cost to the customer.

### Customer Talk Tracks

We apologize for the temporary inconvenience this may have caused and we plan to provide you with a second Smart Key FOB as soon as they are available.

### Key Items:

- **Vehicles with this open Campaign can be retailed to customers.** Access Hyundai Motor America's "Warranty Vehicle Information" screen via WEBDCS to identify open Campaigns.
- Do not file a Transportation Claim or Warranty Claim for the missing Smart Key FOB.
- This campaign will remain open for informational purposes.

### Parts

Information on additional Smart Key FOBs will be provided when they are available.

### FAQs

**Q1:** When can customers expect to receive their 2<sup>nd</sup> Smart Key FOB?

**A1:** Customer can expect to receive their 2<sup>nd</sup> Smart Key FOB in Q1 2023 or sooner.

**Q2:** Does any type of claim need to be filed for the missing (2<sup>nd</sup>) Smart Key FOB?

**A2:** No, please do not submit any transportation or warranty claim for the missing Smart Key FOB.

**Q3:** What is Hyundai doing in the interim to help address missing Smart Key FOB?

**A3:** Hyundai Motor America is developing interim solutions to help address the missing Smart Key FOB and will release those as soon as possible once available.

**Q4:** What happens if I lose the one Smart Key provided to me?

**A4:** Please contact your local Hyundai dealer for further direction/information.