

<u>Service Campaign 985: Junction Box Upper Cover Label Replace - Dealer Best Practice</u> October 06, 2022

Updates to this Document Coming Committee 005 - Demonstration (TCD 00 04 07011) for replacement of the impatient hour 10/06/2022

 Service Campaign 985 – Remedy Available (TSB 22-01-073H) for replacement of the junction box upper cover label has been published 10/06/2022

* IMPORTANT

*** Retail Vehicles ***

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

Access the "Vehicle Information" screen (VIS) via WEBDCS to identify open campaigns.

Description of Campaign:

Certain 2017-2018MY Santa Fe Sport (AN) vehicles received an incorrectly labeled fuse cover during Recall 218.

Affected Vehicles:

➤ Certain 2017-2018MY Santa Fe Sport (AN) not equipped with Smart Cruise Control ("SCC") and produced from 12/17/2015 – 04/11/2018

Remedy Information:

Confirm the correct multi-fuse is installed in the junction box and replace the upper cover label with the correct one.

- Estimated Repair Time: 0.2 M/H
- Recommended Hyundai Technician Training Level: Certified

Recommended Alternative Transportation:

An (SRC) Service Rental Car will not be required for this procedure.

Best Practice Checklist

| DESLE | Tactice Checkiist |
|-------|---|
| | Reservation: Did you check WebDCS for additional campaigns or recalls? |
| | □ Yes |
| 200 | □ 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 |
| 120 | □ No |
| | Reception: Did you explain to customer the warranty requirements? |
| | □ Yes |
| - | □ No |
| 6 | Reception: Did you offer the customer Alternative Transportation? |
| | □ Yes |
| | \square No |
| | Repair: Did you provide the customer with an eMPI? |
| | □ Yes |





| 200 | | No |
|-----|---------|--------------|
| | Donair: | D_{α} |

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

☐ Yes

□ No

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

☐ Yes

□ No

Parts:

 The part number below is on Critical Supply Part (CSP) restriction; HMA requires dealers to provide a valid campaign VIN to order these parts.

| Model | Part Name | Part Number | Figure | QTY. |
|------------------------|----------------------|--------------------|--|------|
| Santa Fe Sport (AN) | Upper Cover Label | 91940- 4Z020QQH | FOR CHIDDON OTHER DATE TOTAL TOTAL TOTAL TOTAL OTHER DATE TOTAL TOTAL TOTAL OTHER DATE TOTAL TOTAL TOTAL OTHER DATE OTHER DATE TOTAL OTHER DATE OTHER DAT | 1 |

Warranty:

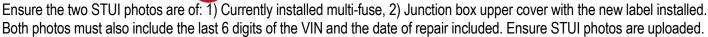
1)

| Model | Op. Code | Operation | Op. Time | Causal Part | Nature Code | Cause Code |
|------------------------|----------|-------------------------------------|----------|--------------------|-------------|------------|
| Santa Fe Sport (AN) | 20D092R0 | Upper Cover Label Replacement | 0.2 M/H | 91940- 4Z020QQH | B1A | ZZ1 |

NOTE 1: Submit Claim on Campaign Claim Entry Screen

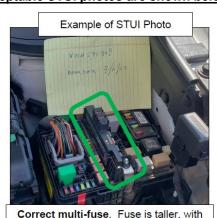
NOTE 2: Op time includes taking two pictures using STUI. Claim must include STUI pictures with a piece of paper displaying the last 6 digits of the VIN and the date of repair. **If illegible, incomplete, missing, or incorrect, claim will be subject to debit.**

STUI Picture Requirement

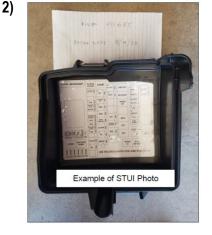


STUI pictures that do not have the last 6 digits of the VIN, date of repair, and currently installed multi-fuse/cover with the new label installed are not acceptable. **Claim will be subject to debit.**

Acceptable STUI photos are shown below: 1) Currently Installed Multi-fuse 2) Junction box upper cover /w new label



protruding individual, replaceable fuses.





Customer Notification:

Customers will be notified of this campaign by mail in November 2022 or sooner.

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: • Appointment / Shop Capacity Management / Campaig Integration / Operation Codes | | |
| AutoLoop Technical Support | Support@autoloop.com 1-877-850-2010 | Assistance with Car Care Scheduling: • Appointment / Shop Capacity Management / Campaign Integration / Operation Codes | | |
| CDK Technical Support | https://serviceconnect.support.cdk.com/ | Assistance with Car Care Scheduling: • 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 <u>recall or</u> <u>service campaigns</u> | | |
| 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, non-campaign related | | |
| Hyundai Roadside Assistance | 1-800-243-7766 | Hyundai Roadside Assistance | | |
| | Key Reference Inform | mation | | |
| Name | | Source | | |
| Campaign Central | tab homepage in www.HyundaiDealer | | | |
| Car Care Scheduling (Xtime) - Tutorials | www.HyundaiDealer.com > Service > Dealer Resources > Documents Library > Car Care Scheduling | | | |
| Car Care Scheduling (Xtime) - Recall Appointment Notification | 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 | <u>www.safercar.gov</u> | | | |