



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

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		1

Warranty:

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

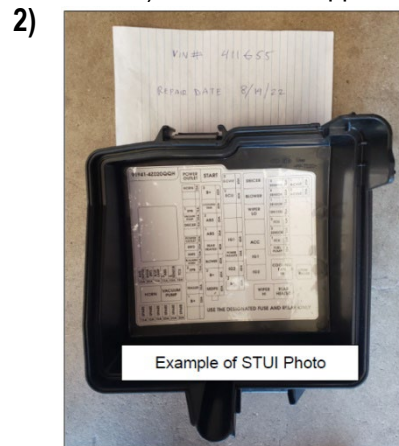
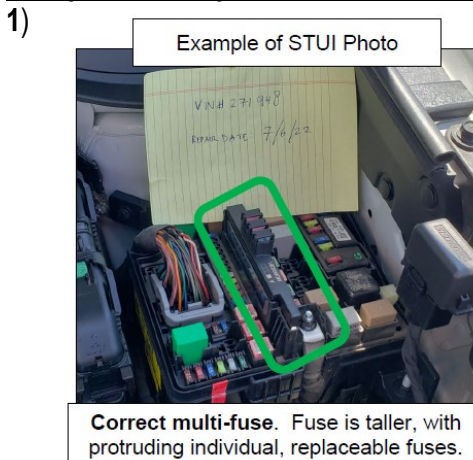
NOTE 2: Op time includes taking two pictures using STUI. Claim must include STUI pictures with a piece of paper displaying the last 6 digits of the VIN and the date of repair. **If illegible, incomplete, missing, or incorrect, claim will be subject to debit.**

STUI Picture Requirement

Ensure the two STUI photos are of: 1) Currently installed multi-fuse, 2) Junction box upper cover with the new label installed. Both photos must also include the last 6 digits of the VIN and the date of repair included. Ensure STUI photos are uploaded.

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





Hyundai
Assurance Car Care



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: <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	