



Hyundai
Assurance Car Care



TXXM/T6G – Engine Warranty Extension and Engine Inspect/Replace – Dealer Best Practice

November 03, 2022

Updates to this Document

- All T6G replacement engines now utilize long block engines and labor ops
- Warranty Extension TXXM terms clarified and PA submittal requirements

Description of Campaign:

Certain vehicles may experience the Check Engine warning lamp illuminated with DTC P1326 and/or engine may exhibit abnormal noise, or no crank/no start condition related to connecting rod bearing wear or damage. This Dealer Best Practice outlines the service process to inspect the vehicle and replace the engine or update the engine ECU software based on the inspection results, as well as related warranty coverage for the conditions outlined above.

Applicable Vehicles:

- Certain 2010-2012 MY Santa Fe (CM) vehicles with Theta II 2.4L MPI engines
- Certain 2014-2015 MY Tucson (LM) vehicles with Theta II 2.4L MPI engines
- Certain 2016-2021 MY Tucson (TL) vehicles with Nu 2.0L GDI engines
- Certain 2011-2015 MY Sonata Hybrid (YF HEV) vehicles with Theta II 2.4L MPI Atkinson engines
- Certain 2016-2019 MY Sonata Hybrid/Plug-in (LF HEV/PHEV) vehicles with Nu 2.0L GDI engines
- Certain 2012-2017 MY Veloster (FS) vehicles with Gamma 1.6L GDI engines
- Certain 2014-2016 MY Elantra (MD) vehicles with Nu 2.0L GDI engines
- Certain 2014-2017 MY Elantra GT (GD) vehicles with Nu 2.0L GDI engines
- Certain 2018-2020 MY Elantra GT (PD) vehicles with Nu 2.0L GDI engines

The warranty coverage for engine repair or replacement regarding engine damage or malfunction from connecting rod bearing wear 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, and is valid for original and subsequent owners (TXXM). **Commercial entities and individuals engaged in the buying, selling, leasing, or renting of motor vehicles, as well as salvaged vehicles, are ineligible for the extended warranty.**



Customers are strongly encouraged to complete the Knock Sensor Detection System (KSDS) software (Service Campaign 966 or 982), which has been communicated to owners as a requirement for coverage under the extended warranty. Previously recalled vehicles under Recall 198 and Recall 209 are exempt from the KSDS requirement. **Regardless of KSDS completion, dealers should always submit a Warranty Prior Approval request on all applicable vehicles within the extended warranty period.**

Notice! A warranty Prior Approval (PA) must be submitted on all applicable vehicles that exhibit the conditions outlined within this best practice document



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Alternative Transportation: Place the customer in a Service Rental Car (SRC) as soon as the vehicle is brought in for the (T6G) TSB 22-01-023H-2 inspection. **All SRC or Rental claims will be reimbursed regardless of PA's decision to cover the engine replacement.** If a SRC is not available, please provide the customer with alternative transportation (3rd Party rentals and rideshares are covered – see SRC Program Rules for daily reimbursement rates). For dealers who qualify for full 3rd Party reimbursement, **please use the Enterprise ARMS system**, and submit for Warranty Reimbursement using the “Enterprise” selection.

Customer Talk Tracks:

The Technician will check your vehicle for any Diagnostic Trouble Codes and inspect your vehicle's engine during the visit to determine if any repairs will be needed. Subject to KSDS completion, your vehicle's engine warranty has been extended to 15 years or 150,000 miles, whichever comes first, for engine concerns related to connecting rod bearing wear. If your vehicle has not received KSDS, Hyundai will still consider eligibility for the warranty extension for the time being. First, we will need to diagnose your vehicle and then we can submit the information to determine if the repairs are covered under the warranty extension.

I will follow up with you and provide a status update along with any information about your vehicle I have from the technician as soon it becomes available. If it is determined that the repairs are not covered by the Warranty Extension, I will call you with a detailed report of the findings and provide you with an estimate for the repairs before continuing any further.

Before Proceeding with T6G or TXXM:

Make sure to confirm diagnosis meets warranty eligibility requirements relating to the conditions outlined within this document. If a vehicle is brought in for an engine condition unrelated to T6G (e.g. oil consumption), please follow the proper engine diagnosis procedures, and refer to standard warranty policies and procedures.

Note changes to the following TSBs:

1. Service Campaign T6G (22-01-023H-2 Repair Procedures):
 - a. Additional information on page 13 for the Hybrid Starter Generator (HSG) compatibility for certain 2016MY Sonata Hybrid/Plug-in (LF HEV/PHEV) vehicles
2. Service Campaign T6G (22-01-024H-2 – Op Code/Parts):
 - a. 2016-19MY Sonata Hybrid/Plug-in (LF HEV/PHEV) 2.0L and 2019-21MY Tucson (TL) 2.0L long blocks available, op codes, and additional part numbers on pages 12 & 13.
 - b. 'Additional Notes' on page 2: the Hybrid Starter Generator (HSG) may need to be replaced for certain 2016MY Sonata Hybrid/Plug-in vehicles depending on long block compatibility with existing HSG.
 - c. Revised 'Note' in #1 of the claim submission section that system minimum has been updated from .1 to .00 for those parts that do not require additional labor.
3. Warranty Extension TXXM of 15 years/150K miles (22-EM-006H-2):
 - a. Knock Sensor Detection System (KSDS) software will be communicated to customers as a requirement for coverage under the extended warranty
 - b. Previous Recalled vehicles under Recalls 198 & 209 are exempt from the KSDS requirement
 - c. Commercial entities and individuals engaged in the buying, selling, leasing, or renting of motor vehicles, as well as salvaged vehicles, are ineligible for the extended warranty.

If there is evidence of a fire or other components needing replacement due to fire, please disclose all affected parts to PA as part of the engine PA review process and do not perform any diagnosis or repairs until further directed.

Best Practice Checklist:



Reservation:

- ☐ Check WebDCs for open campaigns or recalls



Readiness:

- ☐ Technicians completing these campaigns should be minimum Certified level and completed Engine Technology – Classroom (#SVCET28_208) or the Engine Tech vILT Final Exam – Web (#SVCDENGVILTEXTW20_865)
- ☐ Your dealership has all necessary Special Service Tools to perform campaign. See TSB # 22-01-023H-2 or latest version.
- ☐ Your dealership has properly configured the SST bearing clearance tester and knows how to calibrate the BCT. See TSB # 21-GI-009H. or latest version.



Reception:

- ☐ Check WebDCS for applicable open and completed recalls and service campaigns, e.g., KSDS on Campaign 966 or 982.
- ☐ If the MIL is illuminated and has triggered DTC P1326 and/or the engine is exhibiting abnormal noise or no crank/no start condition related to connecting rod bearing wear or damage, then follow the procedures outlined in T6G TSB#22-01-0232H-2.
- ☐ Print a copy of the Service Process Results Worksheet for the technician to complete and attach to the RO. This will help determine the appropriate parts and labor op codes to use.



Repair:

- ☐ Prep for warranty submission:
 - 2 claims may be submitted for this campaign
 - 1 for inspection
 - 1 for engine replacement
 - If a part needs replacement as a direct result of failure caused by Campaign T6G related engine failure, or if additional labor is required:
 - Submit a separate claim using the same RO # AND
 - Submit with 21101NTT using the engine Causal Part # associated with T6G Op Code AND
 - Ensure part replacement and punch times match the labor performed along with service manager's signature approving the TT time
 - If a part is found in need of replacement and failure is NOT caused by T6G but is still under warranty, submit a separate claim using the same RO.
- ☐ Technicians should follow T6G TSB#22-01-0232H-2 or the latest version.



Return:

- ☐ Get the customer's signature on all warranty lines in addition to the final RO.
- ☐ Remind the customer to get their engine oil changed on a regular basis.



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Additional Resources:

- Parts: Refer to **TSB 22-01-024H-2** for parts ordering information based on the information collected on the Service Process Results Worksheet during the inspection performed by the Technician.
- Warranty Labor Op Codes: Refer to **TSB 22-01-024H-2**
 - Labor Op Training Video Link: <https://vimeo.com/678326494/1851c34869>
 - Labor Op Training Video QR Code:



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 <u>recall or 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, <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	
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	