

Service Campaign 980: NXT Emissions Specification Sticker Relabeling - Dealer Best Practice

November 11, 2022

Updates to this Document	Date
<ul style="list-style-type: none"> Remedy Available (TSB 22-01-050H) 	11/11/2022

Campaign Description:

The incorrect emissions specification label located under the hood may have been installed on certain 2022MY (NXT) Santa Cruz vehicles. The existing emissions specification label will need to be inspected and if necessary, will need to be replaced with a new label with the correct emissions specifications.

Note: Below are examples of labels that will require replacement.

<p>Labels ending with part number 2S170 or 2S171 belong to 2.5L Turbo-GDI Vehicles. New part number will end with 2S172.</p>	<p>Labels ending with part number 2S165 or 2S166 belong to 2.5L GDI Vehicles (non turbo). New part number will end with 2S168.</p>
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Affected Vehicles:

- Certain 2022MY Santa Cruz (NXT) vehicles produced from 05/26/2021 – 02/23/2022 by Hyundai Motor Manufacturing Alabama (“HMMA”)

Remedy Information:

Inspect the existing emissions specification label and if necessary, replace the existing label with the correct one.

- Estimated Repair Time:** 0.2 M/H
- Recommended Technician Training Level:** **Certified (or above);** no extra courses recommended

Recommended Alternative Transportation: A Service Rental Car (SRC) is not required for this procedure. This repair procedure can be performed while customers wait.

Customer Talk Tracks:

“During your visit today, I checked your vehicle for any open campaigns and found that your vehicle does have an open campaign and a repair is now available for this campaign. The campaign states that your vehicle may have an incorrect emissions label under the hood. Having this service campaign performed will help ensure your vehicle’s full protection under the emissions warranty. Do you have time for us to address this during your visit today?”

Best Practice Checklist

- Reservation:**
 Did you check WebDCS for additional campaigns or recalls?
 - Yes
 - No
- Readiness:**



Are emission label part numbers 324502S168 or 324502S172 in stock to complete this campaign?

- Yes – Provide customer with ETA
- No – Contact parts and get ETA

***Please note that the customer may also provide you with the label they have received from their customer letter to install if they are uncomfortable installing themselves.*



Reception:

Did you explain to the customer the expected repair time based on the repair and set expectation for a status update?

- Yes
- No

Did you offer the customer Alternative Transportation if requested?

- Yes
- No

Did you explain to customer the warranty requirements?

- Yes
- No



Repair:

Was a **STUI picture of the emissions label** (ending in either S172 or S168 depending on engine type) taken during installation with the last 6 digits of the VIN and date of repair as per **TSB 22-01-050H**?

- Yes
- No

Is the service technician **Certified (or above)** to complete this campaign?

- Yes
- No



Return:

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

- Yes
- No

Parts Information:

MODEL	PART NAME	PART NUMBER	FIGURE
Santa Cruz (NXT) 2.5L Turbo	Vehicle Emission Control Information Sticker	32450-2S172	
Santa Cruz (NXT) 2.5L (non Turbo)		32450-2S168	

Warranty Information:

MODEL	OP CODE	OPERATION	OP TIME	CAUSAL PART	NATURE CODE	CAUSE CODE
Santa Cruz (NXT)	20DA04R0	Emissions Specification Label Replacement	0.2 M/H	32450-2S168	B1A	ZZ7
	20DA04R1	Emissions Specification Label Inspection	0.2 M/H	32450-2S168	B1A	ZZ7

NOTE 1: Submit claim on Campaign Claim Entry Screen.

NOTE 2: If a part that is not covered by this campaign is found in need of replacement while performing this Campaign 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.

NOTE 3: The incident parts (if applicable) are subject to callback through the normal Warranty Technical Center (WTC) parts return process. **Claim is subject to debit if the parts requested and not returned.**

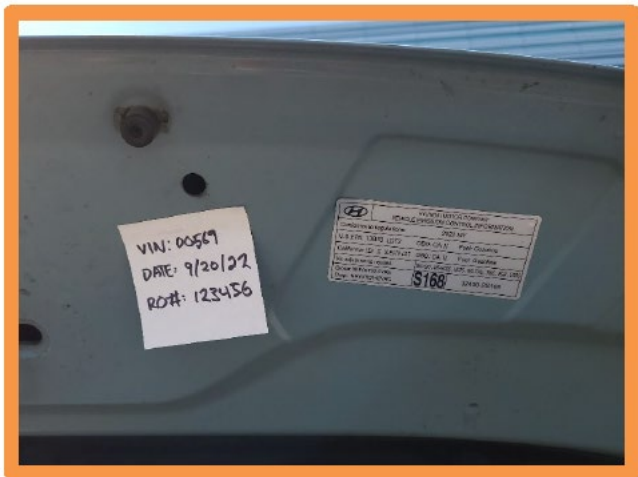
NOTE 4: A STUI picture of the already installed or newly installed emissions label (ending in S168 or S172) along with a piece of paper displaying the last 6 digits of the VIN and the date of the repair must be included and uploaded to STUI. **If not included, claim will be subject to debit.**

STUI Picture Requirement

Ensure a STUI photo of the correct emissions label (ending in S168 or S172 depending on the non-turbo or turbo engine) with the last 6 digits of the VIN and the date of repair is included & uploaded. **Refer to TSB 22-01-050H.**

STUI pictures that do not have the last 6 digits of the VIN, date of repair, and correct emissions label are not acceptable.

Acceptable STUI photo of the correct emissions label (in this case, for non-turbo engine) below:



Customer FAQ

Q1: What if the Emission Label is not replaced?

A1: The correct label is important as failure to have this service campaign performed could cause the vehicle to fail an emissions inspection (SMOG check) when required under state law.

Q2: How does the correct label impact my emissions warranty?

A2: Having the correct label installed will help ensure your vehicle's full protection under the emissions warranty.



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Q3: As part of my customer letter, I received the enclosed emissions label. Does this apply to this campaign?

A3: The dealership will confirm that the label applies to this service campaign and inspect the current emissions label installed on your vehicle. If it is determined that the currently installed label is the incorrect one, the dealership will use the one you've provided from your letter.

Q4: When will customers be notified about this service campaign?

A4: Owners will be notified beginning in November 2022.

Contact Reference

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important emissions 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	