

White Paint Warranty Extension TXXW - Dealer Best Practice

December 22, 2022

Updates to this Document	Date
<ul style="list-style-type: none"> White Paint Warranty Extension Launch (22-BD-010H) 	12/22/22

Warranty Extension Description:

Certain 2017-2018MY Elantra (ADa), Sonata (LFa), and Santa Fe Sport (AN) vehicles manufactured by Hyundai Motor Manufacturing Alabama (“HMMA”) may exhibit peeling or bubbling of the white paint in various areas of the vehicle, most commonly on or around the hood, fender, and roof. The paint warranty coverage for these vehicles with white exterior paint has been extended to the following:

- **2017MY vehicles – 6 years with unlimited miles** from the date of original retail delivery or date of first use, whichever occurred first, and is valid for original and subsequent owners
- **2018MY vehicles – 5 years with unlimited miles** from the date of original retail delivery or date of first use, whichever occurred first, and is valid for original and subsequent owners

Applicable Vehicles:

- Certain 2017-2018MY Elantra (ADa) vehicles with Quartz White Pearl exterior paint (W8 or WW8) manufactured by HMMA (VIN starts with 5NP)
- Certain 2017-2018MY Sonata (LFa) vehicles with Quartz White Pearl exterior paint (W8 or WW8) manufactured by HMMA (VIN starts with 5NP)
- Certain 2017-18MY Santa Fe Sport (AN) vehicles with Frost White Pearl exterior paint (SWP) manufactured by HMMA (VIN starts with 5NM)

To see if the vehicle is eligible, go to Hyundaidealer.com > WEBDCS > Vehicle Information Screen. Input the VIN number and look under the heading ‘Extended Factory Warranty’ to see if TXXW is listed for the vehicle.



The Repair:

Repair and refinish the panels that may be affected by the white paint condition as per the Shop Manual, standard shop repair practices (paint matching & blending) and industry standards. Repair times may vary depending on the number of panels and severity.

Recommended Alternative Transportation: The customer should be provided with a Service Rental Car (SRC) during the visit.

Sample Customer Talk Tracks

1. "We have inspected your vehicle's paint and determined that repairs needed to correct the paint flaw will be covered under warranty. Hyundai will provide you with a Service Rental Vehicle while your vehicle is in the body shop having the paint concern corrected."
2. "We inspected your vehicle's paint and determined that the damage was caused by an outside influence and not due to a paint flaw, therefore the repair would not be covered under warranty. We would be happy to provide you with a quote to have the repairs performed at your expense."

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls and check vehicle's history for other recommended maintenance or declined services?

- Yes
- No



Readiness: Did you coordinate customer drop off with a local body shop to have them perform an estimate if one is needed based on inspection of the vehicle when it arrives?

- Yes
- No



Reception: Did you inspect the vehicle to determine if the paint concern is a warrantable defect or caused by an outside influence?

- Yes
- No



Reception: Did you explain to customer the warranty requirements for the warranty extension to apply?

- Yes
- No



Reception: Did you offer the customer a Service Rental Car if the paint concern will be covered under warranty?

- Yes
- No



Repair: Did you obtain an estimate from the body shop and submit **STUI** photos of the peeling/bubbling paint?

- Yes
- No



Repair: Did you perform an MPI on the vehicle prior to the vehicles being sent to the body shop?

- Yes
- No



Repair: Did you provide the customer with an updated promise time based on the body shops estimate and recommendation from MPI completion?

- Yes
- No



Repair: Did you complete all authorized repairs after the vehicles was returned by the body shop to the dealership?

- Yes
- No



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

- Yes
- No

Hyundai Service Learning (HSL):

Complete the non-technical training on HSL regarding paint claim submission to ensure the proper use of op codes and causal part numbers during warranty claim submission.

Warranty Information:

Model	Op. Code	Operation	Op. Time	Causal Part	Nature	Cause
ELANTRA (ADa), SONATA (LFa), SANTA FE SPORT (AN)	Refer to WEBLTS for applicable paint labor operation code(s)	Refer to WEBLTS for applicable description	Refer to WEBLTS for current LTS time	Affected part(s)	A22 - Bubbling A26 - Peeling	ZZ8

NOTE 1: Normal warranty applies.

NOTE 2: Submit one (1) warranty claim using the published LTS paint labor operation(s) for the affected panel(s)/area(s). Please note that paint matching and blending are covered.

NOTE 3: Use sublet type "P1" for the paint claim.

NOTE 4: Dealers are required to take a STUI picture(s) of the affected panel(s)/area(s) prior to their repair. The STUI pictures must be clear, up close, and illustrate the peeling/bubbling. If STUI picture(s) are taken that do not confirm the area's peeling/bubbling, **the warranty claim will be subject to debit.**

NOTE 5: If a part that is not covered by this warranty extension is found in need of replacement while performing this TSB 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.



This TSB includes STUI picture(s) as a requirement. The STUI picture(s) must include the affected panel(s)/area(s) prior to their repair. The STUI picture(s) must be clear, up close, and illustrate the peeling/bubbling. If STUI picture(s) are taken that do not confirm the area's peeling/bubbling, **the warranty claim will be subject to debit.**



i Information

This peeling and/or bubbling of the white paint commonly occurs on and/or around the hood, fender, and roof areas. Other white paint issues that do not match these conditions (e.g. rock chips, scratches, physical damage, etc.) will not be covered under this paint warranty extension. Please note that paint matching and blending are covered.

Customer Notification

Affected owners will be mailed notification letters of this warranty extension in February 2023 or sooner.

Contact Reference:

Please see the following page for commonly referred to contacts.

Thank you for your prompt attention to this important quality 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	



Appendix

Historical Reference	Date
<ul style="list-style-type: none"><li data-bbox="175 310 846 342">White Paint Warranty Extension Launch (22-BD-010H)	12/22/22