

Immobilizer & Campaign 993 Anti-Theft Software and Window Decal Dealer Best Practices

February 13, 2023

Overview:

Hyundai has launched an anti-theft software upgrade and window decal campaign (Campaign 993) in response to an increase in thefts of certain Hyundai vehicles not equipped with engine immobilizers targeted through social media. Please note that all Hyundai vehicles meet or exceed Federal Motor Vehicle Safety Standards. **In November 2021, engine immobilizers became standard** on all Hyundai vehicles produced.

This best practices guide provides information to assist with customer questions about Campaign 993 and the immobilizer issue as outlined in the scenarios below:

1. Vehicles with a push button ignition **are equipped with an immobilizer** and therefore Campaign 993 does **not** apply to them.



2. **Campaign 993:** Many vehicles without a push button ignition do not have an immobilizer and are eligible for the free anti-theft software upgrade and window decal campaign.

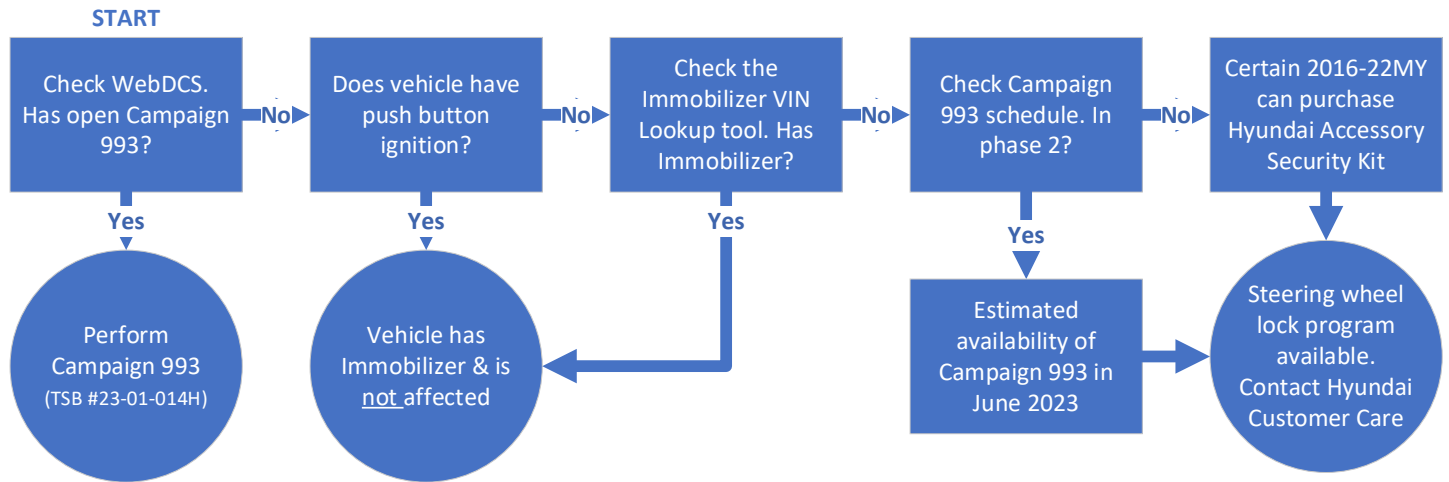
Available Now: Three Hyundai models have Campaign 993 available now. Check WebDCS Vehicle Information Screen for eligibility by VIN.

June 2023 (estimated): Additional Hyundai models may be added to Campaign 993 in June (estimated). See applicability chart below. Additional details will be provided on an ongoing basis.

Phase	Vehicle	Model Year	Software Availability
1	Elantra	2017-2020	February 13th, 2023
	Sonata	2015-2019	
	Venue	2020-2021	
2	Accent	2018-2022	June 2023 (estimated)
	Elantra	2011-2016	
	Elantra	2021-2022	
	Elantra GT	2018-2020	
	Genesis Coupe	2011-2014	
	Kona	2018-2022	
	Palisade	2020-2021	
	Santa Fe	2013-2022	
	Santa Fe XL	2019	
	Santa Fe Sport	2013-2018	
	Sonata	2011-2014	
	Tucson	2011-2022	
	Veloster	2012-2017, 2019-2021	

3. Hyundai Accessory Security Kit: As an option on certain 2016-2022 vehicles, a Hyundai Accessory Security Kit can be purchased at Hyundai dealerships and Compustar authorized installers across the country.
4. Hyundai is also evaluating a process by which customers whose vehicles do not have an immobilizer may be eligible for reimbursement for purchase of a steering wheel lock. Please direct these customers to contact the Hyundai Customer Care Center at 800-633-5151 for more information regarding this option.

Applicability workflow:



Service Campaign 993:

Hyundai is conducting a service campaign to upgrade the Integrated Body Control Unit/Body Control Module (IBU/BCM) software to enhance the OEM Hyundai burglar alarm system operation and ignition start logic. It also requires installation of an anti-theft decal on the front driver’s-side window and on the front passenger-side window. See **TSB 23-01-014H** (or latest) for repair details. Owners will be notified via first class mail beginning mid-February 2023.

IMPORTANT

- Once the upgrade procedure has been completed, the key fob buttons to lock and unlock the vehicle are required to activate/deactivate the anti-theft system. After using the key fob to activate the anti-theft software, the key fob must be used to first disarm the system prior to attempting to start the vehicle.
- Vehicles equipped with aftermarket or add-on alarm, or remote start may not operate normally if the BCM is upgraded with this software.

Applicable Vehicles:

- Certain 2015-2019MY Sonata (LFa) not equipped with immobilizer and START/STOP ignition button (VIN starts with "5NP").
- Certain 2017-2020MY Elantra (AD/ADa) not equipped with immobilizer and START/STOP ignition button (ADa VIN starts with "5NP").
- Certain 2020-2021MY Venue (QX) not equipped with immobilizer and START/STOP ignition button.

Parts Information:

All dealers will receive an initial shipment Roll of 500 Window Decals to service 250 vehicles (2 decals per vehicle) during the Campaign 993 software upgrade. The Anti-Theft decals are only intended for vehicles that receive the software upgrade as part of Campaign 993. This shipment is expected to arrive by February 14, 2023 and will come ATTENTION: Service Manager.



Please refer to Parts Bulletin SC993 Anti-Theft Decal Order Processing in WebDCS (HD.com/Parts/DocumentsLibrary/ReferenceMaterials/Parts Bulletin) for additional decal ordering information.

Warranty Information:

Service Campaign 993 pays 0.3. This is a quick software upgrade. Op times include completing the decal installation for both front windows while the software upgrade is being performed, taking STUI photos, and uploading. The STUI photos must include the anti-theft decals on the driver and passenger front windows clearly visible along with a piece of paper displaying the last 6 digits of the VIN and date of the repair. If not included, claim will be subject to debit.



Acceptable STUI Photos of the anti-theft decals installed on the passenger and driver's front side windows.

Recommended Alternative Transportation:

A Service Rental Vehicle (SRC) will not be needed during the installation of the BCM software update. This is a quick software upgrade, and the window decals can be applied while the software is running.

Customer Talk Tracks:

Software available:

Your vehicle is eligible for the free software upgrade to improve the existing factory alarm system and ignition start logic. We will also apply anti-theft decals to the front driver's-side and front passenger-side windows of your vehicle. This procedure will be performed at no charge to you.

Once the upgrade procedure has been completed, be sure to lock and unlock your vehicle using the key fob buttons to activate and deactivate the anti-theft system. Using the mechanical door lock may not activate the anti-theft system and your vehicle may not start. If you have aftermarket window tint, the decals may cause damage to the tint if you attempt to remove them later. Also, if your vehicle has an aftermarket security or remote start system installed, it's operation could be potentially affected by this software upgrade.

Customer requests the software not be applied and/or the decals not be installed:

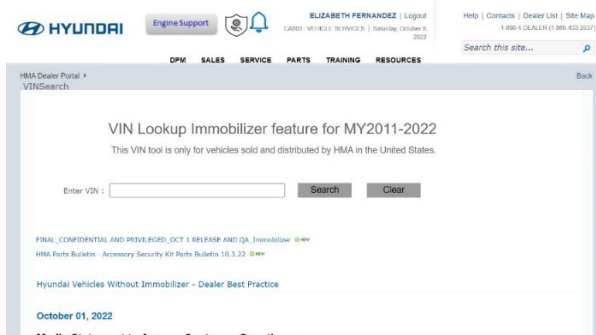
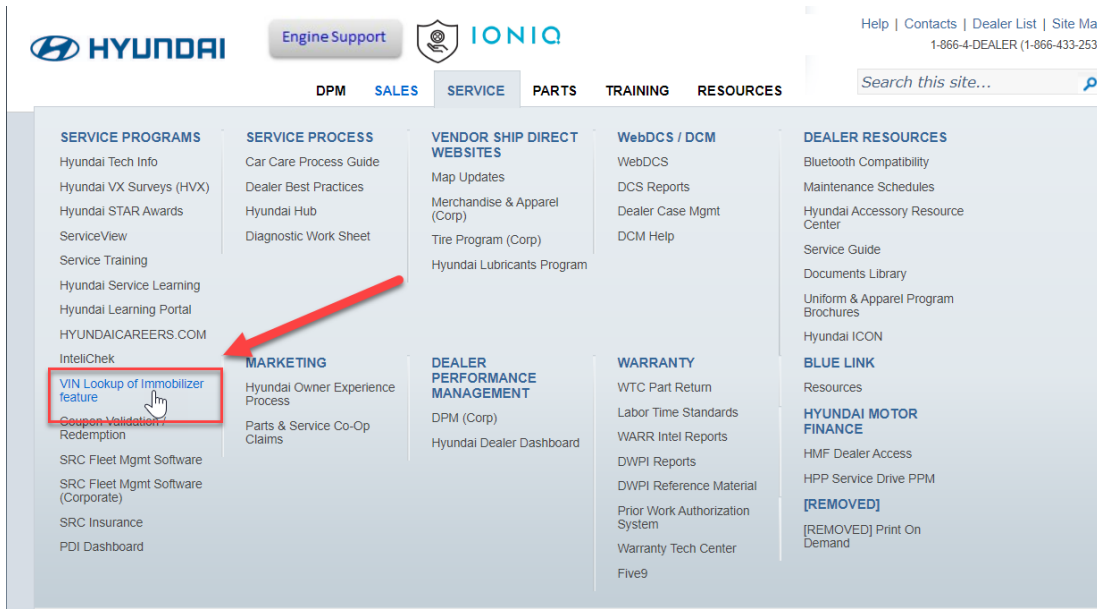
We understand your concerns. We will document on the Repair Order that you have declined this enhanced anti-theft software upgrade and/or decals. Please sign on this line to acknowledge you are declining the procedure at this time.

Software Available in June (Estimated): *We checked your VIN and the software is estimated in June. You will receive notification from Hyundai via first class mail at that time. In the meantime, please check <https://www.hyundaiusa.com/anti-theft> for updates and remember to keep your doors locked. In the meantime, if you would like an additional layer of protection, your local law enforcement office may have steering wheel locks available for no additional cost. You should contact them for availability. Hyundai is also evaluating a process by which you may be eligible for reimbursement for your purchase of a steering wheel lock. Please contact the Hyundai Customer Care Center at 800-633-5151 for more information regarding this option.*

Accessory Security Kit Eligible: *We checked your VIN to verify your vehicle's eligibility for the software upgrade. . The upgrade does not apply to your vehicle at this time, however Hyundai does have an Accessory Security System you could purchase that would add an additional level of security to your vehicle, along with a glass breakage and tilt sensor. While no system guarantees it will prevent a theft, an add-on to the original vehicle provides an additional measure of security and peace-of-mind.*

VIN Lookup Tool:

A VIN lookup tool has been added to HyundaiDealer.com to help you determine if your customer's vehicle was equipped with an engine immobilizer during production. If your customer's vehicle is not eligible for Campaign 993 and is not listed as eligible for the June software release, then use this tool to confirm the **Hyundai Accessory Security Kit** would be applicable.



VIN Lookup Immobilizer feature for MY2011-2022

This VIN tool is only for vehicles sold and distributed by HMA in the United States.

Enter VIN :

This Vehicle is not equipped with an immobilizer. You may consider offering the the Compustar security kit with glass-break, tilt and impact sensor. Please refer to the Dealer Best Practice and FAQ for more information.

Best Practice Checklist



Reservation:

Does the customer's vehicle have a **push button starter button**?

- Yes: No action required because the vehicle is equipped with an immobilizer.
- No: Check to see if Campaign 993 applies.

Did you check WebDCS to confirm whether **Campaign 993** applies and if there are any other open recalls or service campaigns?

- Yes
- No

If **Campaign 993** does not apply, is the vehicle equipped with an immobilizer? (**Use the VIN Lookup Immobilizer feature for MY2011-2022 vehicles**)

- Yes: No further action is needed
- No: Check Phase 2 table. Consider offering the customer the Hyundai approved accessory security system.



Readiness:

Does your dealership have the **Anti-Theft window decals** and/or security kits for customers with an appointment?

- Yes: Make sure all service advisors and appointments schedulers are aware of this required procedure.
- No: Order the decals and advise customers that they will be notified when these arrive.



Reception:

Does the customer's vehicle have a **push button starter button**?

- Yes: No action required because the vehicle is equipped with an immobilizer.
- No: Check to see if Campaign 993 applies.

Did you check WebDCS to see if **Campaign 993** applies and if there are any other open recalls or service campaigns?

- Yes
- No

Does the vehicle have aftermarket window tint installed on the front windows?

- Yes: Advise the customer that there is a possibility that the application of the Anti-Theft decals may affect the aftermarket window tint.
- No

Does the vehicle have an aftermarket security system or remote start system installed?

- Yes: Advise the customer that there is a possibility that the BCM software update may interfere with the operation of the aftermarket security system.
- No

If **Campaign 993** does not apply, is the vehicle equipped with an immobilizer? (**Use the VIN Lookup Immobilizer feature for MY2011-2022 vehicles**)

- Yes: No further action is needed
- No: Consider offering the customer the Hyundai approved accessory security system.

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

- Yes
- No

Did you offer the customer a Service Rental Car if they are having the Hyundai Accessory Security Kit installed?

- Yes
- No



Repair:

If Campaign 993 was performed, did you take **STUI** pictures of the driver's and passenger's front side window anti-theft stickers after installation with the 6 digits of the VIN and date of repair as per **TSB 23-01-014H** (or latest)?

- Yes
- No

Has a Certified level or above service technician been assigned to perform the upgrade if Campaign 993 applies?

- Yes
- No

Did the Certified technician use the window decal template as per **TSB 23-01-014H** (or latest) during the software upgrade to apply two anti-theft decals?

- Yes
- No



Return:

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

- Yes
- No

Did you advise the customer that the software is designed to arm the system after the vehicle is locked with the key fob. The vehicle may not start again if it is not unlocked with the key fob.

- Yes
- No

Hyundai Approved Accessory Kit:

PN: 00F67-AU200

- Estimated Installation Time: 2.2 hours **actual time may vary by vehicle, complexity, and installer skill*
- Recommended security kit MSRP: \$170

To address an increase in thefts of Hyundai vehicles not equipped with an immobilizer, an add-on security system is available for purchase. This system has been assembled from components available from our electronics partner, Firstech, maker of Compustar security products.

It includes a tilt sensor, an auditory 'glass break' sensor and an impact sensor, which is designed to activate the included siren and interrupt the starter signal, preventing the theft of the vehicle. These kits are available for purchase and installation at Hyundai dealerships and Compustar authorized installers across the country. The MSRP for the kit is \$170 not including the cost of installation.

Please note that we understand this kit is also available at Best Buy for approximately \$170 and that Best Buy offers installation.

While we are fully supportive of a profitable dealer body, we urge all Hyundai dealers to price the security kit at the suggested pricing without any additional mark up. Let's use this opportunity to provide "best in industry" customer care to our new and loyal customers coming into your store in response to this important security issue.

NOTE: Upon installation of this system, it can only be disarm/armed with the new transmitter fobs. Using the original vehicle fobs may unlock the doors, but it may not disarm/arm the system, which could result in a false activation of the system.

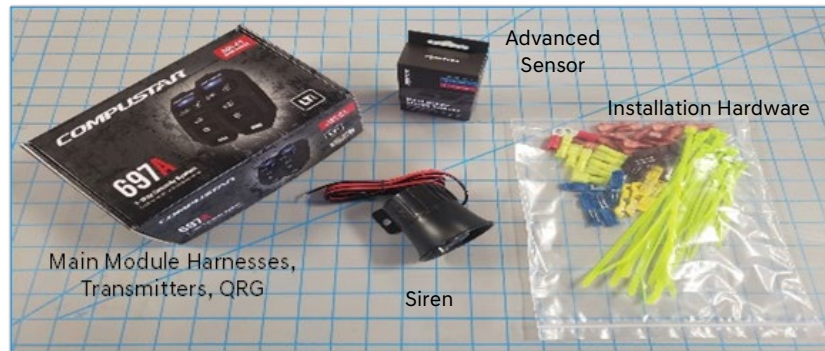
NOTE: This system does NOT have a manual deactivation switch. If the transmitter batteries fail, it will not be possible to disarm/arm the system. Always ensure one, or both, transmitter fobs have fresh, strong batteries.

Installation:

(Hyundai Mobis Service Bulletin PB-K-AC-2203001 for installation instructions)

- Availability: October 1, 2022

The Hyundai-Approved Accessory security kit consists of the following components:



Click link to locate an authorized Compustar retailer: <https://www.compustar.com/find-a-dealer/>

Kit Ordering:

Dealer order processing information as follows:

- Restriction freeze in place and system will cancel any orders prior to 10/1
- Order lines will be limited to 1pc. per line max
- Dealers will need to input the VIN details at the time of order entry for processing.

Recommended Alternative Transportation:

It is suggested that customers are provided with an SRC (Service Rental Car) if they opt to have the referenced kit installed at a Hyundai dealership.

Steering Wheel Lock Program:

Hyundai is working with local law enforcement offices to provide steering wheel locks to customers at no additional cost. Customers should contact them for availability. Hyundai is also evaluating a process by which customers may be eligible for reimbursement for the purchase of a steering wheel lock. Customers can contact the Hyundai Customer Care Center at 800-633-5151 for more information regarding this option.

Customer FAQs:

Q1: What is the issue?

A1: Criminals are targeting certain model year Hyundai vehicles based on the understanding that some models did not come standard with an engine immobilizer. There is no malfunction or defect with security features on these vehicles, and they all meet or exceed Federal Motor Vehicle Safety Standards. There has been a coordinated campaign on social media to highlight ways for criminals to circumvent the existing security features on Hyundai vehicles without an immobilizer.

Q2: What is an Engine Immobilizer?

A2: An engine immobilizer is an electronic security device fitted to a motor vehicle that prevents the engine from being started unless the correct key (transponder or smart key) is present. Even in Hyundai vehicles without an immobilizer, other protections have been built in that must be circumvented to allow the vehicle to be started without a key.

Q3: I have a push-button start vehicle. Is my vehicle affected?

A3: No. All push button starts have immobilizers.

Q4: Will there be a Recall or Stop Sale?

A4: No. These vehicles meet or exceed all Federal Motor Vehicle Safety Standards and these thefts are not related to a malfunction or defect with the security features.

Q5: I drive a Genesis vehicle, which I found out is made by Hyundai's parent company. Is my vehicle affected?

A5: No. Vehicles distributed through Genesis Motor America come standard with an immobilizer.

Q6: My Hyundai has a key ignition, but I've been told I have an immobilizer already equipped. Is that accurate?

A6: It depends. Some vehicles with turnkey ignitions did come equipped with an immobilizer. Please contact your dealer or Customer Care Center at 800-633-5151.

Q7: What will Hyundai do for vehicles eligible for a software upgrade?

A7: Your Hyundai dealer will perform a system upgrade for the IBU/BCM to improve the Hyundai burglar alarm system operation and ignition start logic. Hyundai will also install anti-theft deterrent labels for the front driver and front passenger windows of your vehicle. This procedure will be performed at NO CHARGE to you.

Once the upgrade procedure has been completed, be sure to lock your vehicle with the key fob to activate the enhanced anti-theft system. It is also recommended that you unlock your vehicle with the key fob to access the vehicle to ensure that it will start.

Q8: Will Hyundai offer free steering wheel locks to customers?

A8: Please refer the customer to local law enforcement in their area.

Q9: I am with Law Enforcement. Is there a cost or any obligation to receive steering wheel locks?

A9: No cost or obligation. Hyundai is providing an allotment of steering wheel locks to law enforcement in affected areas, subject to availability.

Q10: I understand there is a Class Action lawsuit related to the current thefts of Hyundai vehicles. Can you comment?

A10: Hyundai does not comment on pending litigation.

Q11: I am a reporter. Can I speak with someone at Hyundai?

A11: For all media inquiries, please contact Ira Gabriel, Sr. Group Manager, Corporate and Marketing Public Relations (igabriel@hmausa.com).

Q12: I am calling from a Police Department. I understand you have a program to give-away steering wheel locks. Is there someone at Hyundai I can speak with?

A12: For all law enforcement inquiries, please contact Ira Gabriel, Sr. Group Manager, Corporate and Marketing Public Relations (igabriel@hmausa.com).

Security Kit Customer FAQs

Q13: What is the security kit option?

A13: Hyundai has identified a Firstech/Compustar security kit that targets the method of entry thieves are using to access these vehicles. The Firstech/Compustar kit, with a starter interrupt and siren, helps to discourage vehicle theft. Customers may purchase the Firstech/Compustar security kit and install it at an authorized Hyundai dealer or a Compustar authorized installer.

Q14: What is the name of the security kit?

A14: *Firstech* is an award-winning maker of *Compustar* remote car starters and security systems. The Compustar security kit has a glass-break, tilt and impact sensor.

Q15: Which vehicles will this kit fit?

A15: The security kit is available for purchase on 2016 ~ 2022 Hyundai models, including Accent, Elantra, Elantra GT, Sonata, Veloster, Venue, Kona, Tucson, Santa Fe, Santa Fe Sport, Santa Fe XL, & Palisade. Vehicles without immobilizers have key ignition steering columns (No push button Start/Stop Ignition). The kit is only available for internal-combustion engine (ICE) vehicles with automatic transmission and an ignition key steering column.

Q16: Will the security kit be available for hybrids or manual transmission vehicles?

A16: The kit is not available for alternative fuel, electric or hybrids. Nor is the kit available for manual transmission vehicles.

Q17: What is done during the installation of the security kit?

A17: During the installation, a technician will tap into certain vehicle circuits, including the ignition starter circuit, for the Firstech/Compustar security kit to gain the necessary vehicle inputs to work properly. The installer will install the siren, a glass-break, tilt and impact sensor and the rest of the security kit in an inconspicuous location and then check that the kit operates properly. The installer will also check that the new key fobs arm & disarm the kit correctly.

Q18: When will the security kit be available?

A18: October 1, 2022.

Q19: How much does the kit cost? How much to have it installed at a dealership?

A19: The MSRP for the kit is \$170, not including the cost of installation.

Q20: Why is Hyundai charging for the Security Kit?

A20: These vehicles meet or exceed all Federal Motor Vehicle Safety Standards and these thefts are not related to a malfunction or defect with the security features. Since the issue is not a malfunction or defect with the security features this kit (part cost and installation labor) is an option for a customer to consider.

Q21: Where can the security kit be purchased?

A21: The Compustar security kit is available for purchase and installation at Hyundai dealerships and Compustar authorized installers across the country.

Q22: Will a warranty cover cost of the security kit and installation?

A22: No. These thefts are not related to a malfunction or defect with the security features so the kit (part cost and installation labor) would not be provided under warranty as a service campaign or recall.

Q23: Can I buy the security kit on Amazon?

A23: Amazon is not an authorized Compustar retailer, although Compustar products are sold on Amazon. This unique configuration of Compustar components is not sold on Amazon as a kit.

Q24: What comes with the security kit?

A24: The kit includes a starter interrupt and siren, a glass break, tilt and impact sensor.

Q25: Is the security kit difficult to install?

A25: It is recommended to have the kit professionally installed at an authorized Compustar installer or Hyundai dealer.

Q26: How long does the kit take to install?

A26: It takes approximately 2.5hrs to install, depending on the vehicle.

Q27: Is the kit guaranteed to prevent car theft?

A27: No. The kit provides additional protections against theft but no system can provide a guarantee of theft prevention.

Q28: Does the security kit have a 'warn' feature before full siren activation?

A28: If the vehicle senses a slight movement, the siren may chirp. If the rocking continues, it will activate the alarm with the full siren.

Q29: How do you arm/disarm the kit?

A29: The security kit comes with two key fob transmitters, with a lock and unlock button that arms and disarms the kit.

Q30: What is the Firstech/Compustar model name and number that will work customers should use?

A30: It is recommended that customers use part number 00F67AU200.

Q31: Is this kit available nationwide or only in some areas?

A31: The kit is available for purchase and installation at Hyundai dealerships and Compustar authorized installers across the country.

Q32: If I choose not to purchase the Firstech/Compustar kit and my car gets broken into or stolen, will my auto insurance deny my claim?

A32: Vehicle theft or items stolen from a vehicle should be reported to local law enforcement and your insurance company.

Q33: I do not think I should have to pay for the security kit and its installation. Will Hyundai cover this cost?

A33: No. The current vehicles meet or exceed Federal Motor Vehicle Safety Standards. Unfortunately, our vehicles have been targeted in a coordinated effort on social media. Criminals are targeting our vehicles without engine immobilizers. These thefts are not related to a malfunction or defect with the security features. Vehicle break-ins and theft claims should be reported to your insurance company to determine coverage.

Q34: If I install the security kit myself or pay for a service center to install it, will it affect my warranty?

A34: The kits supplied through authorized Hyundai dealers are considered Hyundai Approved Accessories and will be subject to Hyundai's Replacement Parts and Accessories Limited Warranty. Damage caused by improper installation or parts and accessories not supplied by Hyundai may not be covered under your vehicle warranties. Please consult your warranty handbook for further information. The alarm is not a guarantee against theft and Hyundai Motor America is not stating that the alarm will prevent theft under any circumstance or that we in any way guarantee that we will replace the vehicle if stolen with the alarm kit.

Contact Reference

Please see the following page for commonly referred to contacts.

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 www.hyundaiusa.com/campaignhome	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 www.hyundaiusa.com/campaignhome
NHTSA Website	www.safercar.gov

Thank you for your prompt attention to this important security matter and for your continued commitment to Hyundai customers.