

Service Campaign 988: Vehicles Shipped With One Smart Key - Dealer Best Practice February 23, 2023

Updates to this Document

- A second Smart Key FOB can now be provided to the customer (TSB 23-01-016H)

Description of Campaign:

Certain 2022-23MY Elantra (CN7/CN7a), 2022-23MY Elantra N (CN7 N), and 2023MY Elantra Hybrid (CN7 HEV) vehicles normally equipped with two (2) complete Smart Key FOBs were delivered with only one (1) complete Smart Key FOB and one additional mechanical key. A second Smart Key FOB can now be provided to the customer. Please refer to **TSB 23-01-016H (or latest version)** for parts and programming information.



IMPORTANT

- The Smart Key FOB is on Critical Parts Supply and must be ordered for the customer prior to their service appointment using an applicable Campaign VIN.
- Both Smart Key FOBs must be present to perform the programming procedure.
- The second mechanical key blade was already provided to the customer at time of vehicle purchase and is not included in this Campaign.

Applicable Vehicles:

- Certain 2022-23MY Elantra (CN7/CN7a) vehicles
- Certain 2022-23MY Elantra N (CN7 N) vehicles
- Certain 2023MY Elantra Hybrid (CN7 HEV) vehicles

Key Items:

- **Applicability:** Access the Vehicle Information screen via WebDCS to identify open Campaigns.
- **Parts:** The Campaign Smart Key FOB is on Critical Parts Supply and requires an applicable Campaign VIN to place the order. Please refer to the latest Parts Bulletin under Hyundaidealer.com for additional information: *Parts Tab > Documents Library > Reference Materials > Parts Bulletins > HMA Parts Bulletin – Campaign 988 & Service Replacement Key FOB Ordering Process*
- The Smart Key FOB must be ordered for the customer prior to their service appointment.
- Please remind the customer to bring their original Smart Key FOB and mechanical key to their service appointment.

Warranty Information:

This Campaign pays 0.3 M/H. This is for providing the 2nd Smart Key FOB to the customer and programming of both smart Key FOBs. Op times include taking a STUI picture. A STUI picture of the 2 programmed Smart Key FOBs along with the VIN plate must be included and uploaded to STUI. *If not included, claim will be subject to debit.*



Acceptable STUI Photo of Smart Key FOBs with the VIN plate

Please refer to TSB 23-01-016H (or latest version) for additional details.

Customer Mailing

Owners will be notified via first class mail of this campaign beginning in March 2023.

Customer Talk Tracks

Confirming Campaign 988 Applicability:

Customer: Am I eligible for this campaign?

Response: “Please provide me with your vehicle identification number (VIN) so that I can verify that Campaign 988 applies to your vehicle allowing me to order a second Smart Key FOB for your vehicle. If Campaign 988 applies to your vehicle, we will schedule an appointment to have your second Smart Key FOB programmed to your vehicle when it arrives.”

Why an Appointment Needed

Customer: Why is an appointment needed?

Response: “An appointment is needed so we can order the new Smart Key FOB and minimize the time you/your vehicle spends at the dealership for the reprogramming portion of the Key FOB.”

Walk-in Customer

Customer: I’m here to get my second Smart Key FOB.

Response: “We apologize, but need to schedule an appointment with you for a future date so we can order the new Smart Key FOB for your vehicle and program it to your vehicle. What is the next date you are available for us to complete this?”

Best Practice Checklist:



Reservation: Did you verify Campaign 988 applies to the customer's vehicles by checking WebDCS?

- Yes
- No



Reservation: Did you check WebDCS for additional campaigns or recalls and review the customer's repair history for additional needs?

- Yes
- No



Reservation: Did you contact the Parts Department and have a Smart Key FOB ordered for the customer's vehicles using their VIN after verifying Campaign 988 applies?

- Yes
- No



Readiness: Did you schedule an appointment with the customer in advance so that the Smart Key FOB is available when the customer comes in?

- Yes
- No



Reception: Did you confirm that the customer brought their original Smart Key FOB and mechanical key to their appointment?

- Yes
- No



Reception: Did you get permission from the customer to perform the eMPI and review all declined services and additional recommended maintenance?

- Yes
- No



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

- Yes
- No



Reception: Did you offer the customer Alternative Transportation if requested?

- Yes
- No



Repair: Did you review the results of the eMPI with the customer and provide the customer with estimates for any recommendations and an adjusted promise time based on any additional services?

- Yes
- No



Repair: Is the Technician a Hyundai Certified Technician that has experience using the GDS?

- Yes
- No



Repair: Was a STUI picture taken of both Smart Key FOB with the VIN plate as per **TSB 23-01-016H (or latest version)**?

- Yes
- No



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

- Yes
- No

Contact Reference

Please see the following page for commonly referred to contacts.

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	
NHT	www.safercar.gov	



Appendix

Historical Reference	Date
• TSB 23-01-016H has been published to provide a 2nd key FOB to the customer & program the 2nd key FOB to the vehicle	02/23/2023
• TSB 22-01-054H has been published to notify that certain Elantra vehicles were shipped with one Smart Key FOB & 2 mechanical keys	06/03/2022