



# Warranty Extension TXXO: Motor Driven Power Steering (MDPS) - Dealer Best Practice

April 10, 2023

## Warranty Extension Terms: 15 years/150,000 miles

Updates to this Document	Date
<ul style="list-style-type: none"> <li>TSB # 23-ST-003H – To clarify 1.6T Sonata (LFA) vehicles are included &amp; add warranty notes 3 and 4</li> </ul>	04/10/2023

### Description of Warranty Extension:

The warranty coverage for certain 2015-2017MY Sonata (LFA) and Sonata Hybrid/Plug-in (LF HEV/PHEV) vehicles exhibiting reduced power steering assist and/or motor driven power steering (MDPS) warning lamp **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.**

Refer to the **TSB 23-ST-003H** (or latest version) for warranty, service parts information, and diagnostic information outlined in the bulletin.

### Affected Vehicles:

- Certain 2015-2017MY Sonata (LFA) vehicles with 1.6T, 2.0L, and 2.4L engines and produced from January 30, 2014 to June 19, 2017 (All VINs being with “5NP”)
- Certain 2015-2017MY Sonata Hybrid/Plug-in (LF HEV/PHEV) vehicles produced from September 17, 2014 to December 27, 2017.

**\*To see if the vehicle is eligible, go to [Hyundaidealer.com](http://Hyundaidealer.com) > WEBDCS > Vehicle Information Screen. Input the VIN number and look under the heading ‘Extended Factory Warranty’ to see if TXXO is listed for the vehicle**

Extended Factory Warranty	
Ext Warranty	Ext Warranty Description
TXXF	SONATA TRUNK LID WRTY EXT.(20-BD-015H)
TXXO	MDPS WARRANTY EXTENSION (22-ST-001H)

### Repair Information:

Dealer will perform the inspection for the column-mounted MDPS (C-MDPS) or the rack-mounted MDPS (R-MDPS) depending on the vehicle type. IF DTCs (Diagnostic Trouble Codes) are found, please follow the repair flowchart in the **TSB 23-ST-003H (or latest version)** according to the DTC discovered to remedy the vehicle.

- Estimated Repair Time:** 0.3 M/H for inspection and up to 1.9 M/H for repair, depending on the results of the inspection
- Recommended Technician Training Level:** **Expert with the following classes completed:**
  - Chassis – Classroom (SVCC28\_205 Instructor Lead Training) on Hyundai Learning Portal or equivalent
  - Chassis (for additional information on MDPS repair) – MDPS Maintenance Online Training – Web (SVCHCHMDPSMAINTW21\_1033)

### Recommended Alternative Transportation:

It is recommended to plan and schedule a SRC as needed to meet the customers’ alternative transportation needs.

## Warranty Information:

- This Warranty extension pays anywhere from 0.3 to 1.9 M/H, depending on the inspection results of the MDPS and if additional part(s) need to be replaced based on the inspection.
  - Where applicable, please follow Hyundai standard warranty policy for STUI of any component(s) or part(s).
  - The incident parts are subject to callback through the normal Warranty Technical Center (WTC) parts return process. **Claim is subject to debit if the parts requested are not returned.**

## Parts Information:

Models	Image	Part Information
Sonata (LFA) 2.4L, 1.6T, and Sonata Hybrid/Plug-In (LF HEV/PHEV) vehicles equipped with column-mounted MDPS (C-MDPS)		Torque sensor cable: 56397-C1100FFF
		C-MDPS ECU: 56340-C2500 (LFA) 56340-E6500 (LF (P)HEV)
		C-MDPS Motor: 56330-C1500
		Steering Column & Housing Assembly:  56390-C1500 (NON-SMART KEY TYPE) <i>NOTE: Not applicable to Sonata Hybrid / Plug-In models</i>  56390-C1700 (SMART KEY TYPE)
Sonata (LFA) 2.0T vehicles equipped with rack-mounted MDPS (R-MDPS)		Short gear assembly: 57770-C2000 (15MY) 57770-C2050 (16, 17MY)
		Power pack: 56320-C2000 (15MY) 56320-C2050 (16, 17MY)

## Owner Notification

Owners were mailed notification letters of this warranty extension via First Class Mail in August 2022.

## Best Practice Checklist



**Reservation:** Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



**Readiness:** Are parts in stock to complete this warranty extension?

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



**Reception:** Did you explain to the customer the expected repair time based on the repair?

- Yes
- No



**Reception:** Did you explain to customer the warranty requirements?

- Yes
- No



**Reception:** Did you offer the customer Alternative Transportation?

- Yes
- No



**Repair:** Does the Technician meet the recommended training requirements to complete this warranty extension?



- 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.

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

**Hyundai Motor America**



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"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
Customer Support	Contact Information	Description
<b>Hyundai Customer Care Center (Recall/Campaign Questions)</b>	<b>1-855-671-3059</b>	Customer questions or concerns related to <b>recall or service campaigns</b>
<b>Hyundai Recall / Campaign Website</b>	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	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	
<b>Campaign Central</b>	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>	
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>Log into Xtime</li> <li>Under the menu at the top left, select 'CONFIGURE'</li> <li>Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>Slide the toggle to "ADVANCED"</li> <li>Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software <b>Insurance:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	



## Appendix

<b>Updates to this Document</b>	<b>Date</b>
• TSB # 23-ST-003H – To clarify 1.6T Sonata (LFa) vehicles are included & add warranty notes 3 and 4	04/10/2023
• TSB # 22-ST-001H – Warranty Extension (MDPS)	01/13/2022