

Warranty Extension TXXS: Fuel Pump Filter Warranty Extension Dealer Best Practice

June 29, 2023

Updates to this Document	Date
<ul style="list-style-type: none"> Technical Service Bulletin (23-FL-004H) published 	06/29/2023

Campaign Description

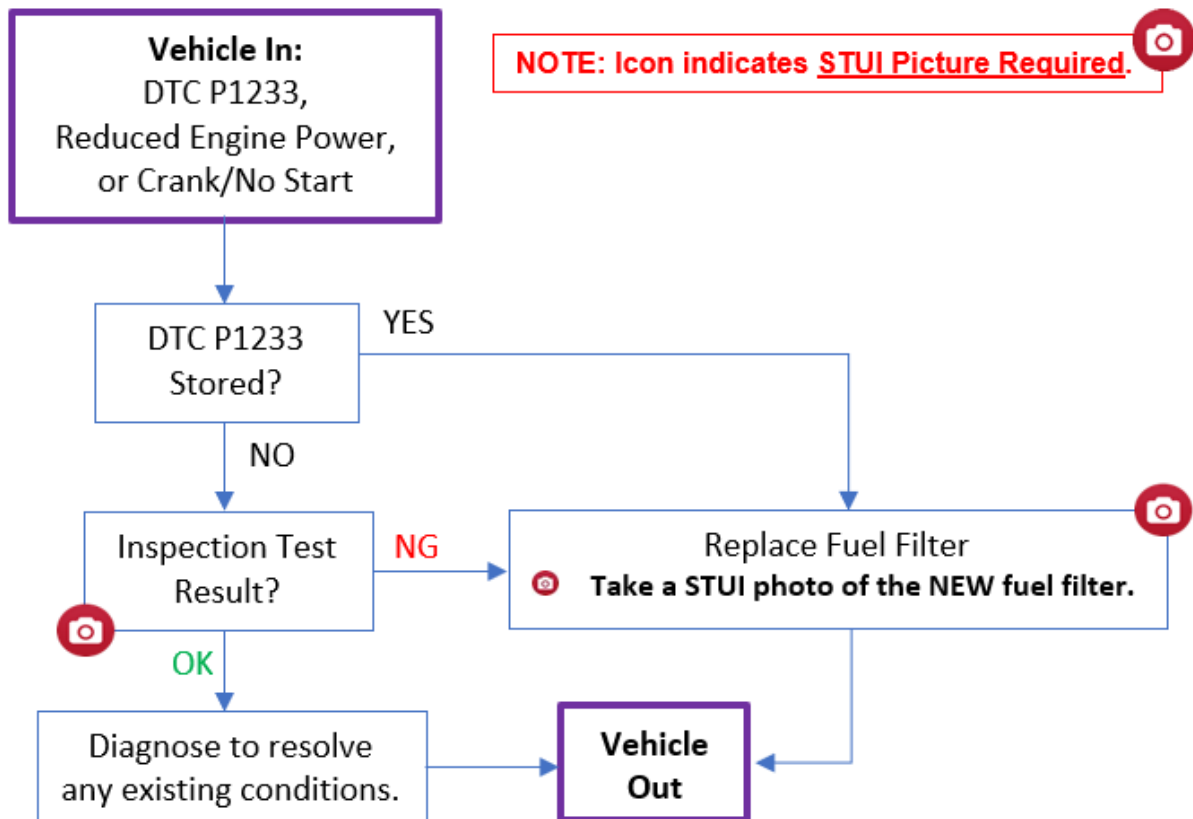
Certain 2015-2019MY Sonata (LFA) vehicles may intermittently exhibit reduced engine power, a “Crank/No Start” condition, and/or have DTC P1233 stored in the ECM due to an internally leaking fuel pump filter housing. For vehicles exhibiting one or more of these conditions, Hyundai is extending warranty coverage for fuel pump filter assembly repair or replacement to 15 years / 150,000 miles from the date of original retail delivery or date of first use (whichever occurs first). This service action and warranty extension is valid for original and subsequent owners.

Affected Vehicles (Certain):

- 2015-2019 Sonata (LFA) vehicles produced 05/01/2014 - 09/30/2019 with VINs starting with "5NP."

Inspection Process

IMPORTANT: Inspection is only required for vehicles exhibiting one of the conditions highlighted in this warranty extension. For vehicles exhibiting one of the highlighted conditions, follow the service procedure to inspect the low-pressure fuel pump operation as outlined in **TSB 23-FL-004H (or latest version)**. If DTC P1233 Low Pressure Fuel System is detected, then skip directly to Fuel Filter Replacement.





Additional Training & Resources

It is recommended that Hyundai Service Technicians with Hyundai Expert or above certification levels be assigned to perform this service.

Recommended Alternative Transportation

A Service Rental Vehicle (SRC) should be provided to customers upon request. In addition, a SRC may be required based on the inspection/repair duration and any other additional work on the vehicle that may need to be addressed during customer’s visit.

If a SRC is not available, other options such as a 3rd Party Rental or Rideshare may be provided.

Warranty Information

NOTICE: If the affected parts are still under factory warranty, submit as normal warranty. If the affected parts are out of factory warranty but within the extended warranty period (15 years / 150,000 miles from the date of original retail delivery or date of first use, whichever occurs first), submit as a campaign claim type using the Op Codes provided in **TSB 23-FL-004H** (or latest version).

Parts Information

NOTICE: Parts are only needed if the vehicle is exhibiting a condition outlined in **TSB 23-FL-004H** (or latest version) and is diagnosed and confirmed to have a part failure.

PART NAME	PART NUMBER	NOTES
FUEL FILTER ASSEMBLY	31112-C2500	Replace fuel filter only under these criterias: <ul style="list-style-type: none"> • If vehicle has DTC P1233 stored in ECU. OR • If vehicle experiences related symptoms (reduced engine power or crank/no start) and fuel pump actuation test inspection is NO PASS.
O-RING (Fuel Pump Top Plate)	31123-B9000	Replace if damaged during new fuel filter assembly installation.

Customer Talk Tracks

For Sonata customers inquiring about the warranty extension prior to service/inspection:

“Yes, certain 2015-2019 model year Sonata vehicles may experience reduced engine power, a “Crank/No Start” condition, or have an internally leaking fuel pump filter housing. If your vehicle exhibits one of these conditions, Hyundai will inspect the low-pressure fuel pump and, if necessary, replace the fuel filter. Hyundai will also extend the warranty coverage for the repair or replacement of the fuel pump filter assembly to 15 years / 150,000 miles. This service, if performed, and warranty extension would be provided to you at no charge.”

For Sonata customers with applicable conditions:

“Because of the concerns you mentioned [intermit reduced engine power, or a “Crank/No Start” condition], we will inspect the low-pressure fuel pump operation of your vehicle and replace the fuel filter, if necessary. This service will be performed at no charge, and Hyundai will extend warranty coverage for fuel pump filter assembly repair or replacement to 15 years / 150,000 miles from the date of original retail delivery or date of first use (whichever occurs first).”

Best Practice Checklist



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

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and completed by the dealership.



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

- Yes
- No** – It is highly recommended to have parts on-hand for when the customer arrives to the dealership with a vehicle exhibiting one or more of the conditions outlined in **TSB 23-FL-004H** (or latest version), especially if customer has made appointment beforehand and to minimize dealership traffic. Order parts and obtain an estimated time of arrival (ETA) as soon as possible.



Reception: For vehicles that exhibit one or more of the conditions outlined in **TSB 23-FL-004H** (or latest version), did you explain to the customer the expected inspection and repair time based on needing the repair?

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.



Repair: Did you provide the customer with an eMPI?

- Yes
- No**



Repair: Does the Technician meet the recommended training requirements (Expert level or above) to complete this warranty extension?

- Yes
- No** – Please ensure a technician with an Expert level (or higher) completes this repair.



Repair: Were the VIN/mileage captured and appropriate picture(s) taken based on the inspection and/or repair need as outlined in **TSB 23-FL-004H** (or latest version)?

- Yes
- No** – Please ensure the VIN/mileage & appropriate picture(s) are taken for the dealership to be paid. **See TSB 23-FL-004H** for specific requirements as related to digital documentation required.



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

- Yes
- No**

Customer FAQ

Q1: What is the issue?

A1: Certain 2015-2019MY Sonata (LFA) vehicles may intermittently exhibit reduced engine power, a "Crank/No Start" condition, and/or have DTC P1233 stored in the ECM due to an internally leaking fuel pump filter housing.

Q2: What are the affected vehicles?

A2: The following vehicles are included:

- 2015-2019 Sonata (LFA) vehicles produced 05/01/2014-09/30/2019 with VINs starting with "5NP."

Q3: What will be done during service at the dealer?

A3: The service process procedure calls for the inspection of the low-pressure fuel pump operation and replacement of the fuel filter, if necessary, as outlined in TSB #23-FL-004H.

Q4: When will owners be notified?

A4: Owners will be notified in August 2023.

Contact Reference

Thank you for your prompt attention to this warranty extension 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.cd.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 <u>recall or service campaigns</u>
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	