

Campaign 993 Anti-Theft Immobilizer Software & Campaign P32 Steering Wheel Lock Dealer Best Practices

July 10, 2023

| Document Updates | Date |
|---|------------|
| <ul style="list-style-type: none"> Added hyperlink to page 10 to access instructions for installing the Hyundai-Approved Accessory Kit | 07/10/2023 |

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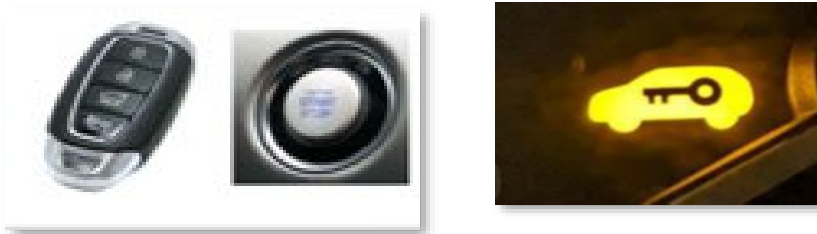
Campaigns Overview

Hyundai has launched an anti-theft software upgrade and window decal campaign (Campaign 993), combined with an anti-theft steering wheel lock campaign (Campaign P32), in response to an increase in thefts of certain 2011-2022MY Hyundai vehicles not equipped with engine immobilizers targeted through social media. For certain vehicles that cannot be updated with the software (Campaign 993), Hyundai is offering customers steering wheel locks at the dealer (Campaign P32).

This Dealer Best Practices Guide provides information to assist dealership personnel with customer questions relating to the immobilizer software upgrade, window decals and steering wheel lock anti-theft solutions available from HMA through Hyundai dealers.

NOTE: In November 2021, engine immobilizers became standard on all Hyundai vehicles produced.

- Vehicles equipped with an engine immobilizer:** Hyundai vehicles that are equipped with a push button ignition or immobilizer lamp in the instrument cluster **are equipped with an immobilizer** and therefore Campaign 993 software does not apply.
 - Note: Some of these vehicles may have an open Campaign 993. If so, the campaign can be closed by submitting the inspection only claim for the applicable model as outlined in the related **Technical Service Bulletin (TSB) 23-01-014H-5** (or latest version).*



- Campaign 993:** Certain 2011-2022MY Hyundai vehicles without a push button ignition or immobilizer lamp in the instrument

cluster are eligible for the free anti-theft software upgrade and window decal campaign.

- Check WebDCS Vehicle Information Screen for eligibility by VIN.

| VEHICLE | MODEL YTEAR | SOFTWARE AVAILABILITY |
|--|---|-----------------------|
| Elantra Sonata Venue | 2017-2020 2015-2019 2020-2021 | February 13, 2023 |
| Kona Veloster | 2018-2022 2012-2017, 2019-2021 | March 21, 2023 |
| Accent Elantra Elantra GT Santa Fe Santa Fe Sport Santa Fe XL Sonata Tucson | 2018-2022 2021-2022 2018-2020 2013-2028 2013-2018 2019 2011-2014 2011-2022 | April 6, 2023 |
| Elantra Elantra GT Genesis Coupe Palisade Santa Fe | 2011-2016 2013-2017 2013-2014 2020-2021 2019-2022 | April 13, 2023 |

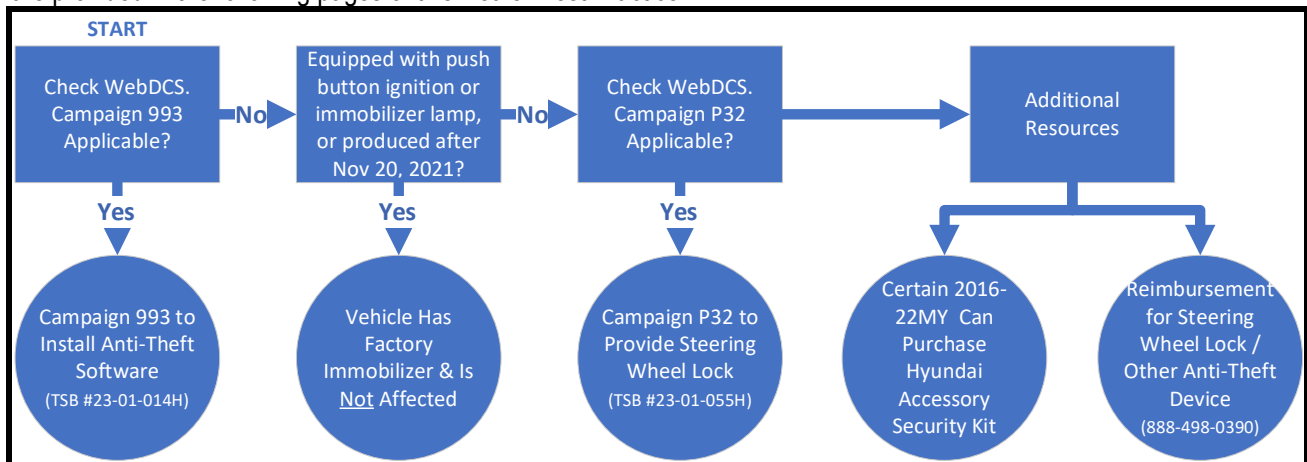
- Campaign P32:** Certain 2011-2017MY Hyundai vehicles without engine immobilizers cannot accommodate the Campaign 993 anti-theft software upgrade. For these affected customers, Hyundai is offering steering wheel locks at the dealer through the service drive.

 - Check the WebDCS “Vehicle Information” Screen for eligibility by VIN.
- Additional Resources:**

 - **Hyundai Accessory Security Kit:** As an option on certain 2016-2022MY vehicles, a Hyundai Accessory Security Kit can be purchased at Hyundai dealerships and Compustar authorized installers across the country.
 - **Hyundai will reimburse** customers who own or lease 2011-2022 model year vehicles without immobilizers that cannot accommodate the anti-theft software upgrade (Campaign 993) up to \$300 for their purchase of a different anti-theft device, such as an alarm kit. For more information, please contact Hyundai at 888- 498-0390.
 - **Hyundai will reimburse** customers who own or lease 2011-2022 model year vehicles without immobilizers that cannot accommodate the anti-theft software upgrade (Campaign 993) for their purchase of a steering wheel lock. For steering wheel lock reimbursement, please contact Hyundai at 888-498-0390.
 - **Local Law Enforcement:** Hyundai is working with local law enforcement offices to provide free steering wheel locks to customers. Owners are advised to reach out to their local law enforcement for more information.

Applicability Workflow

The following process workflow provides a high-level view of the applicability of available actions. Detailed process and steps for each are provided in the following pages of this Dealer Best Practice.



Service Campaign 993

Hyundai is conducting a service campaign to inspect if the Hyundai vehicle has a start/stop push button or immobilizer lamp indicator, and if neither exist for the vehicle, 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-5** (or latest version) for repair details.

IMPORTANT

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

Applicable Vehicles (not equipped with immobilizer & not equipped START/STOP ignition button):

- Certain 2011-2014MY Sonata (YFa) (VIN starts with "5NP")
- Certain 2015-2019MY Sonata (LFa) (VIN starts with "5NP")
- Certain 2011-2016MY Elantra (UD/MD) (UD starts with "5NP", MD VIN starts with "KMH")
- Certain 2017-2020MY Elantra (AD/ADa) AD VIN starts with "5NP", AD starts with "KMH")
- Certain 2021-2022MY Elantra (CN7/CN7a) (CN7a VIN starts with "5NP", CN7 VIN starts with "KMH")
- Certain 2013-2017MY Elantra GT (GD)
- Certain 2018-2020MY Elantra GT (PD)
- Certain 2020-2021MY Venue (QX)
- Certain 2012-2017MY Veloster (FS)
- Certain 2019-2021MY Veloster (JS)
- Certain 2018-2022MY Kona (OS)
- Certain 2018-2022MY Accent (HC)
- Certain 2011-2015MY Tucson (LM)
- Certain 2016-2021MY Tucson (TL)
- Certain 2022MY Tucson (NX4/NX4a) (NX4a VIN starts with "5NM", NX4 starts with "KM8")
- Certain 2013-2018MY Santa Fe Sport (AN)
- Certain 2013-2018MY Santa Fe & 2019MY Santa Fe XL (NC)
- Certain 2019-2022MY Santa Fe (TMa) (VIN starts with "5NM")
- Certain 2020-2021MY Palisade (LX2)
- Certain 2013-2014MY Genesis Coupe (BK)

If vehicle is equipped with START/STOP button or an immobilizer lamp displayed on the instrument cluster, the campaign can be closed by submitting the inspection only claim with STUI photos as outlined in the TSB.

Parts Information:

All dealers received an initial shipment roll of 500 Anti-Theft Window Decals to service 250 vehicles (2 decals per vehicle) at the start of the Campaign 993 software upgrade. The Anti-Theft decals are only intended for vehicles that receive the software upgrade as part of Campaign 993.

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.



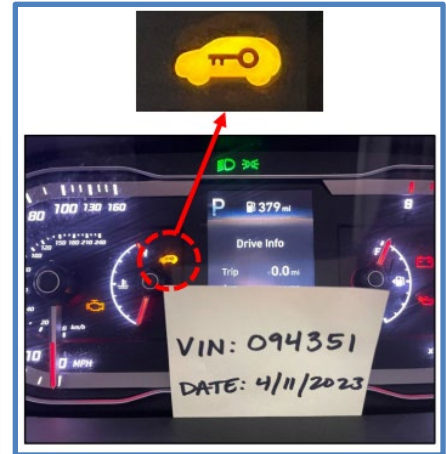
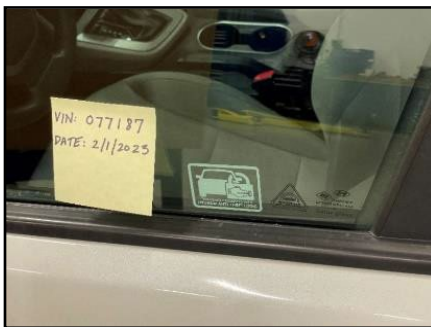
Warranty Information:

Service Campaign 993 pays 0.3M/H (Elantra (CN7/CN7a pays 0.4 M/H) to perform the 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:

- **If vehicle has push button ignition or immobilizer lamp in the instrument cluster:** The push button ignition and/or instrument cluster/gauges clearly showing the lighted lamps and telltale indicators (ignition to be turned to Accessory mode).
- **If software and decals installed:** 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 immobilizer lamp in the instrument cluster is shown to the right, and of the anti-theft decals installed on the passenger and driver's front side windows are shown below.



Recommended Alternative Transportation:

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

Customer Talk Tracks:

Topic: How to Arm & Disarm the Anti-Theft Software after Software Installation

- **Vehicles with an exposed key cylinder on the driver's door lock:** "Hyundai recommends using your key fob button to lock and unlock the vehicle to activate/deactivate the anti-theft system. However, your vehicle has an exposed key cylinder on the driver's door lock so you can also use your key to disarm the alarm/deactivate the "ignition kill" feature in addition to using your key fob. **NOTE:** this recommendation does not apply to Kona 2018-2022MY (OS), in which the key FOB button will need to be used to lock/unlock the vehicle and arm/dis-arm the security system."
- **Vehicles with a covered key cylinder on the driver's door lock:** "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 system, the key fob must be used to first disarm the system prior to attempting to start the vehicle."



Topic: Available Software and Decals

“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.”

Topic: Customer Requests the Software not Applied and/or the Decals not 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.”

Service Campaign P32


Hyundai is offering steering wheel locks to owners of certain 2011-2017MY Hyundai vehicles that cannot be updated with the Service Campaign 993 anti-theft software. **TSB 23-01-055H** (or latest version) describes the procedure to provide the steering wheel locks to affected customers through Hyundai dealers on the service drive.

Applicable Vehicles (certain vehicles not equipped with without push-button ignitions and not equipped with immobilizer anti-theft devices):

- Certain 2011-2017MY Accent (MC/RB)
- Certain 2013-2014MY Elantra Coupe (JK)
- Certain 2011-2012MY Elantra Touring (FD)
- Certain 2011-2012MY Santa Fe (CM)
- Certain 2011-2012MY Veracruz (EN)
- Certain 2011-2012MY Genesis Coupe (BK)

Parts Information:

All dealers will receive an initial shipment of 8pcs.of steering wheel locks (PN 6009L) for distribution to affected customers in the service drive (1 per eligible vehicle) at no-cost to the customer. Additional supplies can be ordered through the normal WebDCS ordering process. CPM restriction will initially be set at 16pcs; Dealers able to order as claim submissions get processed.

| Model | Part Name | Part Number | Figure | Remarks |
|-------|---------------------|-------------|---|--|
| All | Steering Wheel Lock | 6009L |  | Dealers to order through normal WebDCS ordering: <ul style="list-style-type: none"> • 8 pieces per case • Orders will be in multiples of 8 |

Warranty Information:

Submit claim on Claim Entry Screen as "Campaign" type.

Customer Talk Tracks:

Topic: Upgrade to Software and Decals IS NOT Available

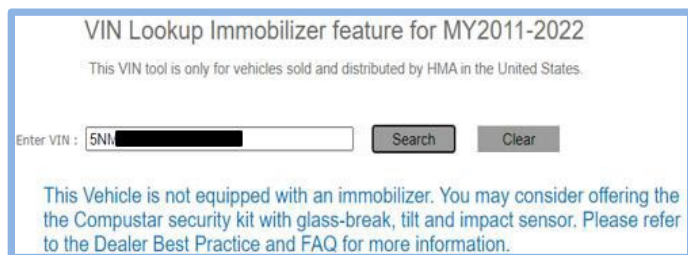
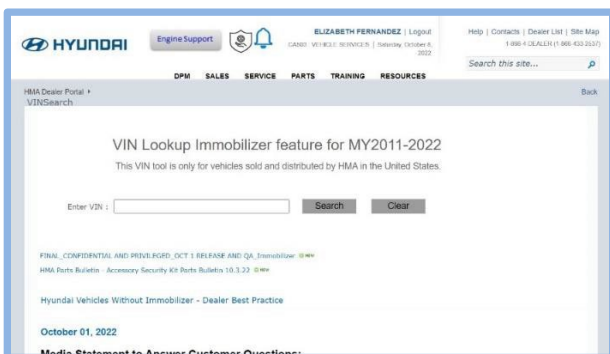
"Unfortunately the anti-theft software enhancement IS NOT available for your vehicle. Because your vehicle is not eligible, Hyundai would like to provide to you this anti-theft steering wheel lock at no cost to you. Using this anti-theft steering wheel lock may help deter the theft of your vehicle."

Topic: Customer Declines the Anti-Theft Steering Wheel Lock

"We understand that you do not wish to receive the anti-theft steering wheel lock. We will document on the Repair Order that you have declined this offer. Please sign on this line to acknowledge you are declining the procedure at this time."

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 and determine if the **Hyundai Accessory Security Kit** would be applicable.



Best Practice Checklist



Reservation:

Does the customer's vehicle have a **push button Start/Stop button, or an Immobilizer lamp in the instrument cluster?**

- Yes: If Campaign 993 is open on the vehicle; please follow **TSB 23-01-014H-5** (or latest version) to perform inspection procedures and submit a campaign claim.
- 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 2011-2022MY vehicles.**

- Yes: No further action is needed.
- No: Check eligibility to provide a **Campaign P32** anti-theft steering wheel lock (at no cost to the customer) and/or consider offering the customer-paid, Hyundai-approved Accessory Security System.



Readiness:

Does your dealership have the **Campaign 993 anti-theft window decals, Campaign P32 anti-theft steering wheel locks, and Hyundai-approved Accessory Security System kits** in stock for customers with appointments?

- Yes: Make sure all Service Advisors and appointments schedulers are aware of this required/available offerings and procedures.
- No: Order the Campaign 993 anti-theft window decals, Campaign P32 anti-theft steering wheel locks, and the Hyundai-approved Accessory Security System kits, and advise customers that they will be notified when they are available to install/provide.



Reception:

Does the customer's vehicle have a **push button Start/Stop button or an Immobilizer lamp in the instrument cluster?**

- Yes: If campaign 993 is open on the vehicle, please follow **TSB 23-01-014H-5** (or latest version) to perform inspection procedures and submit a campaign claim.
- 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

If the vehicle has push button Start/Stop or the immobilizer indicator in the instrument cluster and has an open campaign 993, did the Service Technician take a **STUI** picture of the push button start and/or instrument cluster/gauges/telltales (with vehicle in Accessory mode)?

- Yes
- No



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

- Yes: Advise the customer that there is a possibility that the application of the Campaign 993 anti-theft window 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 engine immobilizer? **Use the VIN Lookup Immobilizer feature for 2011-2022MY vehicles.**

- Yes: No further action is needed.
- No: Check eligibility to provide a **Campaign P32** anti-theft steering wheel lock (at no cost to the customer) and/or consider offering the customer-paid, 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 (SRC) if they are having the Hyundai Accessory Security Kit installed?

- Yes
- No



Repair:

If Campaign 993 was performed, did Service Technician take **STUI** pictures of the driver's and passenger's front side window anti-theft stickers after installation showing the last 6 digits of the VIN and date of repair as per **TSB 23-01-014H-5** (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-5** (or latest) during the software upgrade to apply the two anti-theft window decals?

- Yes
- No

If **Campaign 993** does not apply, and if the vehicle IS NOT equipped with an engine immobilizer, and ONLY IF the vehicle is eligible Campaign P32 (check VIS), did you offer the Campaign P32 anti-theft steering wheel lock and/or the Hyundai-approved Accessory Security System to the customer?

- Yes
- No



Return:

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

- Yes
- No

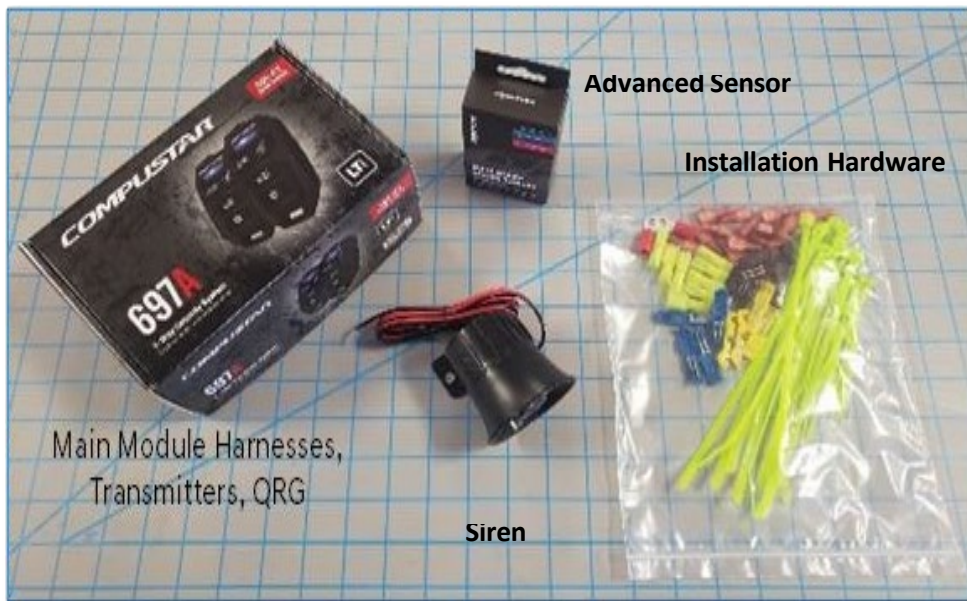
Did you advise the customer that the anti-theft software is designed to arm the system after the vehicle is locked with the key fob? The vehicle may not start again if it is not unlocked with the key fob.

- Yes
- No

Hyundai Approved Accessory Kit (PN 00F67-AU200)

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

The Hyundai-approved Accessory Kit 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 (see image below). 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.



IMPORTANT: 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.

Kit Ordering:

Dealer order processing information as follows:

- 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
- To locate an authorized Compustar retailer, click this link: <https://www.compustar.com/find-a-dealer/>

Installation Notes:

- Estimated Installation Time: 2.2 hours (actual time may vary by vehicle, complexity, and installer skill).
- Upon installation of this system, it can only be disarm/arm 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.
- 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.
- [See Hyundai Mobis Service Bulletin PB-K-AC-2203001 for installation instructions](#)

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.

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 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. There is no malfunction or defect with security features on these vehicles, and they all meet or exceed Federal Motor Vehicle Safety Standards.

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 or Immobilizer lamp in the instrument cluster. Is my vehicle affected?

A3: No. All Hyundai vehicles with a push button start or immobilizer lamp in the instrument cluster are equipped with an immobilizer.

Q4: Will there be a Recall or Stop Sale?

A4: 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 turn-key ignitions did come equipped with an immobilizer. Please contact your dealer or Hyundai Customer Care Center at 888-498-0390.

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: I have an aftermarket security system on my vehicle. Will the software upgrade affect my aftermarket anti-theft system/software?

A8. There is a possibility that the BCM software update may interfere with the operation of the aftermarket security system. Any affect on aftermarket security system will be customer's responsibility.

Q9: Will Hyundai offer free steering wheel locks to customers?

A9: Yes. Hyundai is offering anti-theft steering wheel locks to customers with eligible vehicles. There also is 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 www.hyundaiusa.com/anti-theft to enter their VIN and determine applicability, or they can contact the Hyundai Customer Care Center at 888-498-0390.

Q10: I am with Law Enforcement. Is there a cost or any obligation to receive steering wheel locks?

A10: There is no cost or obligation. Hyundai is providing an allotment of steering wheel locks to law enforcement in affected areas, subject to availability.

Q11: I understand there is a Class Action lawsuit related to the current thefts of Hyundai vehicles. Can you comment?

A11: Hyundai is committed to the quality and integrity of our products and plans to continue supporting the communities affected by this theft issue. All our vehicles meet the anti-theft requirements of Federal Motor Vehicle Safety Standard 114. We appreciate and share the interest in addressing the rise in thefts of these vehicles. Hyundai recently announced the launch of a free software upgrade and/or antitheft steering wheel locks, to help prevent the theft mode popularized on social media. For further information, please contact the call center at (888) 498-0390 or visit HyundaiAntiTheft.com.

Q12: I am a reporter. Can I speak with someone at Hyundai?

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

Q13: 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?

A13: For all law enforcement inquiries, please contact Ira Gabriel, Sr. Group Manager, Corporate and Marketing Public Relations (igabriel@hmausa.com).

Q14: How do I obtain insurance through AAA?

A14: Hyundai and AAA insurers have increased insurance options in most states for owners and lessees of eligible affected vehicles. Customers can visit AAA.com/insurance to receive a quote.

Q15: Are AAA insurers offering coverage for affected Hyundai vehicles in my state?

A15: The program will be available in all states, with the exception of those states where AAA does not offer insurance.

Alaska
Massachusetts
Washington (state)

The full list of states with AAA insurers offering coverage can be found here: [Hyundai and AAA Insurers Collaborate to Offer Insurance Options for Customers Affected by Method of Theft Popularized on TikTok - Hyundai Newsroom](#). AAA insurers are independently operated.

Q16: How does the agreement solve for increased insurance premiums some Hyundai customers are experiencing?

A16: We encourage customers who saw a major increase in premiums from other insurance companies to contact AAA for a quote.

Q17: What if a Hyundai customer was previously dropped by AAA? Will their auto policy now be reinstated?

A17: AAA will continue to write policies for eligible Hyundai vehicles. Customers should contact AAA to address their specific situation and vehicle.

Security Kit Customer FAQs

Q1: What is the security kit option?

A1: Hyundai has identified a Firstech/Compustar security kit that targets the method of entry thieves are using to access these vehicles. This kit, with a starter interrupt, glass-break/impact sensor, tilt 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.



Q2: What is the name of the security kit?

A2: *Firstech* is an award-winning maker of *Compustar* remote car starters and security systems.

Q3: Which vehicles will this kit fit?

A3: The security kit is available for purchase on 2016-2022MY Hyundai vehicles, including Accent, Elantra, Elantra GT, Sonata, Veloster, Venue, Kona, Tucson, Santa Fe, and 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.

Q4: Will the security kit be available for hybrids or manual transmission vehicles?

A4: The kit is not available for alternative fuel, electric or hybrids. Nor is the kit available for manual transmission vehicles.

Q5: What is done during the installation of the security kit?

A5: 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.

Q6: When did the security kit become available?

A6: October 1, 2022.

Q7: How much does the kit cost? How much to have it installed at a dealership?

A7: The MSRP for the kit is \$170, not including the cost of installation.

Q8: Why is Hyundai charging for the Security Kit?

A8: 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.

Q9: Where can the security kit be purchased?

A9: The Compustar security kit is available for purchase and installation at Hyundai dealerships and Compustar authorized installers across the country.

Q10: Will a warranty cover cost of the security kit and installation?

A10: 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.

Q11: Can I buy the security kit on Amazon?

A11: 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.

Q12: What comes with the security kit?

A12: The kit includes a starter interrupt and siren, and a glass break, tilt and impact sensor.

Q13: Is the security kit difficult to install?

A13: It is recommended to have the kit professionally installed at an authorized Compustar installer or Hyundai dealer.

Q14: How long does the kit take to install?

A14: It takes approximately 2.5hrs to install, depending on the vehicle.

Q15: Is the kit guaranteed to prevent car theft?

A15: No. The kit provides additional protections against theft, but no system can provide a guarantee of theft prevention.



Q16: Does the security kit have a 'warn' feature before full siren activation?

A16: If the vehicle senses a slight movement, the siren may chirp. If the rocking continues, it will activate the alarm with the full siren.

Q17: How do you arm/disarm the kit?

A17: The security kit comes with two key fob transmitters, with a lock and unlock button that arms and disarms the kit.

Q18: What is the Firstech/Compustar model name and number that will work customers should use?

A18: It is recommended that customers use part number 00F67AU200.

Q19: Is this kit available nationwide or only in some areas?

A19: The kit is available for purchase and installation at Hyundai dealerships and Compustar authorized installers across the country.

Q20: 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?

A20: Vehicle theft or items stolen from a vehicle should be reported to local law enforcement and your insurance company.

Q21: I do not think I should have to pay for the security kit and its installation. Will Hyundai cover this cost?

A21: Hyundai is evaluating a process by which customers may be eligible for reimbursement to offset their purchase of an after-market alarm. Customers can contact the Hyundai Customer Care Center at 800-633-5151 for more information regarding this option.

Q22: If I install the security kit myself or pay for a service center to install it, will it affect my warranty?

A22: 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

Thank you for your prompt attention to this important security matter and for your 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 |
| Warranty HELPREPLine | 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 | 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) - <u>Tutorials</u> | 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

| Document Topic | Date |
|--|------------|
| <ul style="list-style-type: none"> • Added hyperlink to page 10 to access instructions for installing the Hyundai-Approved Accessory | 07/10/2023 |
| <ul style="list-style-type: none"> • New Campaign P32 for steering wheel locks (TSB 23-01-055H) • New Class Action Settlement Language incorporated into Customer FAQ's, #11, page 11 | 06/15/2023 |
| <ul style="list-style-type: none"> • TSB 23-01-014H-4 published with additional models/model years & inspection procedure for start/stop button; additional models highlighted in this document & revised flowchart provided • Updated with latest information on reimbursement for vehicles without engine immobilizers that don't have campaign 993 (see customer talk track) • Updated Steering Wheel Lock Program information | 04/13/2023 |
| <ul style="list-style-type: none"> • TSB 23-01-014H-4 updated with Sonata (YFa), Elantra (CN7/CN7a), Elantra GT (PD), Accent (HC), Tucson (LM), Tucson (TL), Tucson (NX4/NX4a), Santa Fe Sport (AN/DMA), Santa Fe (NC) | 04/06/2023 |
| <ul style="list-style-type: none"> • TSB 23-01-014H-2 updated with Kona (OS) & Veloster (FS/JS) Models • How to arm & disarm the Anti-Theft Software after software installation on page 3. | 03/21/2023 |
| <ul style="list-style-type: none"> • Service Campaign 993 (initial launch) | 02/13/2023 |

PLEASE NOTE: The next page explains the importance of customers using their FOB to activate and deactivate the software upgrade as well as other anti-theft options that are currently available. It is a handout that can be provided to the customer.



To Our Valued Customer:

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.

If eligible, your vehicle's Body Control Unit/Body Control Module Software will be upgraded to enhance your vehicle's existing OEM Hyundai burglar alarm security system and ignition start logic. Along with the software update we will 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!

If your vehicle has an aftermarket security or remote start system installed, please speak with the dealership to understand how these systems will interact with the vehicle once the software upgrade is installed.

***PLEASE BE ADVISED* 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 ensure it will start.**

For added security, you can purchase an add-on security system here at our dealership which adds additional security features such as an auditory 'glass break' and impact sensor, which is designed to activate the included siren and interrupt the starter signal. (Please see Dealership Representative for more information regarding vehicle applicability and details).

In addition, Hyundai is working with local law enforcement offices to provide steering wheel locks to certain customers at no additional cost. Customers should contact them for availability.

Some 2011-2022 model year vehicles without engine immobilizers cannot accommodate the software upgrade. For these customers, Hyundai is offering a program to reimburse them for their purchase of steering wheel locks. If your vehicle does not have a factory-equipped immobilizer system and is not eligible for the anti-theft software upgrade, Hyundai Motor America will reimburse your cost to purchase a steering wheel lock. To submit for reimbursement, visit <https://owners.hyundaiusa.com/content/myhyundai/us/en/contact-us/campaign.html>

Please let us know if you have any questions.