

Warranty Extension TXXR: Horn Assembly Warranty Extension and Replacement Dealer Best Practice

July 20, 2023

Campaign Description

Certain 2018-2019MY Accent (HC) vehicles may experience an inoperable horn that may be caused by internal contact alignment and corrosion. Hyundai is extending the warranty coverage for horn replacement to 10 years / 120,000 miles from the date of original retail delivery or date of first use (whichever occurs first). This warranty extension is valid for original and subsequent owners.

Affected Vehicles (Certain):

• 2018-2019 Accent (HC) vehicles produced 09/01/2017 - 05/27/2019

Repair Process/Information:

- Recommended Service Technician Training Level: Hyundai Certified
- Confirm that horn is inoperable. If so, replace with a new horn.

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

Please note that this is an **extended** warranty.

- If the affected part is still under factory warranty, submit as normal warranty.
- If the affected parts are <u>out of factory warranty and within the extended warranty period (10 years/120,000 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 code listed in **TSB 23-BE-008H** (or latest version).</u>

Parts Information

Parts are only needed if the vehicle is exhibiting a problem related to the condition(s) as outlined in **TSB 23-BE-008H** (or latest version) and confirmed to have a parts failure.

PART NAME	MODEL	PREVIOUS PART NUMBER	NEW PART NUMBER
HORN ASSY-HIGH PITCH	ACCENT (HC)	96611-H8200	96611-H9500



Customer Talk Tracks

For Accent (HC) customers inquiring about the warranty extension prior to dealership arrival:

"Certain 2018-2019 model year Accent vehicles may experience an inoperable horn that may be caused by internal contact alignment and corrosion. Hyundai is extending the warranty coverage for horn replacement to 10 years / 120,000 miles from the date of original retail delivery or date of first use (whichever occurs first). If the horn is found to be inoperable, Hyundai will replace it free of charge."

For Accent (HC) customers with concerns about their vehicle horn:

"If your vehicle experiences any concern(s) related to an inoperable horn, please reach out to your nearest Hyundai dealer to schedule an appointment."

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



Reception: For affected outlined in **TSB 23-BE-008H** (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



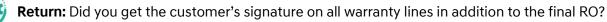
Repair: Does the Technician meet the <u>recommended training requirements (certified level or above</u>) to complete this warranty extension?

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



Repair: Was the latest Digital Documentation Policy referred to?

- Yes
- □ **No** Please ensure the latest Warranty Digital Documentation Policy is referred to for repair validation requirements.



- Yes
- No



Customer FAQ

Q1: What is the issue?

A1: Some vehicles may experience an inoperable horn that may be caused by internal contact alignment and corrosion.

Q2: What are the affected vehicles?

A2 Affected vehicles are certain 2018-2019 model year Accent (HC) vehicles produced 09/01/2017-05/27/2019.

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

A3: Dealer will confirm that horn is inoperable. Once confirmed and if vehicle is outside of factory warranty, but within the extended warranty terms (10 years/120,000 miles), dealer will replace the horn assembly.

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. Please see next page for list of commonly referred to contacts.



Key Contact Information

Recall Campaign Website

NHTSAWebsite

Parts HyundaiPartsHotline@MobisUSA.com Parts ordering hotline 1-800-545-4515 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 Assistance with Car Care Scheduling: Support@xtime.com 1-866-984-6355 Appointment / Shop Capacity Management / Campaign Integration / OperationCodes AutoLoop Technical Support Support@autoloop.com Assistance with Car Care Scheduling: 1-877-850-2010 Appointment / Shop Capacity Management / Campaign Integration / OperationCodes **CDK Technical Support** https://serviceconnect.support.cdk.com/ Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / OperationCodes Hyundai Customer Care Center 1-855-671-3059 Customer questions or concerns related to recall or service (Recall/Campaign Questions) campaigns www.hyundaiusa.com/recall Updated information related to the specific recall or service Hyundai Recall /Campaign Website campaign Hyundai Customer Care Customers general questions, non-campaign related 1-800-633-5151 Center(GeneralQuestions) Hyundai Roadside Assistance 1-800-243-7766 Hyundai Roadside Assistance **Key Reference Information 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 > DocumentsLibrary > Car Care Scheduling Car Care Scheduling (Xtime) - Recall 1. Log into Xtime Appointment Notification 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. Populate as many e-mails as desired in the "PARTS DESK EMAILFIELD" Parts - Campaign Parts Management As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management (CPM) Procedure Service Rental Car (SRC) Program SRC Documentation: <u>www.HyundaiDealer.com</u> > Service tab > Documents Library > Service Rental Car TSD: <u>www.HyundaiDealer.com</u> > Service tab > SRC Fleet Mgmt Software Insurance: <u>www.HyundaiDealer.com</u> > Service tab > SRC Insurance www.HyundaiDealer.com > Service tab > Hyundai Tech Info Technical Service Bulletin (TSB) 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.

www.hvundaiusa.com/recall

www.safercar.gov