

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

July 20, 2023

Description of Campaign

Certain 2020-2022MY Venue (QX) vehicles may experience an inoperable horn that may be caused by foreign substances causing internal parts to oxidize. 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 service action and warranty extension is valid for original and subsequent owners. This warranty extension is valid for original and subsequent owners.

Affected Vehicles (Certain):

Certain 2020-2022 Venue (QX) vehicles produced 01/11/2019-04/25/2022.

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 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).

Parts Information

Parts are only needed if the vehicle is exhibiting a problem related to the condition(s) as outlined in **TSB 23-BE-009H** (or latest version) and confirmed to have a parts failure.

PART NAME	MODEL	ORIG. PART NUMBER	NEW PART NUMBER
HORN ASSY-LOW PITCH	VENUE (QX)		
		96611-K2000	96611-K2000FFF

Customer Talk Tracks

For Venue (QX) customers inquiring about the warranty extension prior to dealership arrival:

“Certain 2020-2022 model year Venue vehicles may experience an inoperable horn that may be caused by foreign substances causing internal parts to oxidize. Hyundai is extending the warranty coverage for the horn assembly 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 Venue (QX) customers 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-009H** (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 (certified level or above) to complete this warranty extension?

- Yes
- No** – Please ensure a technician with an 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.



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: Some vehicles may experience an inoperable horn that may be caused by foreign substances causing internal parts to oxidize.

Q2: What are the affected vehicles?

A2: Affected vehicles are certain 2020-2022 Venue (QX) vehicles produced 01/11/2019-04/25/2022.



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

A3: Dealer will confirm the 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 important safety matter 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.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 <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"> 1. Log into Xtime 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 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	

