

Campaign 994: Safety Plug and Fuse Inspection and Replacement Dealer Best Practice

September 27, 2023

Document Topic	Date
<ul style="list-style-type: none"> Technical Service Bulletin (TSB) 23-01-054H published – Repair Available 	09/27/2023

Description of Campaign

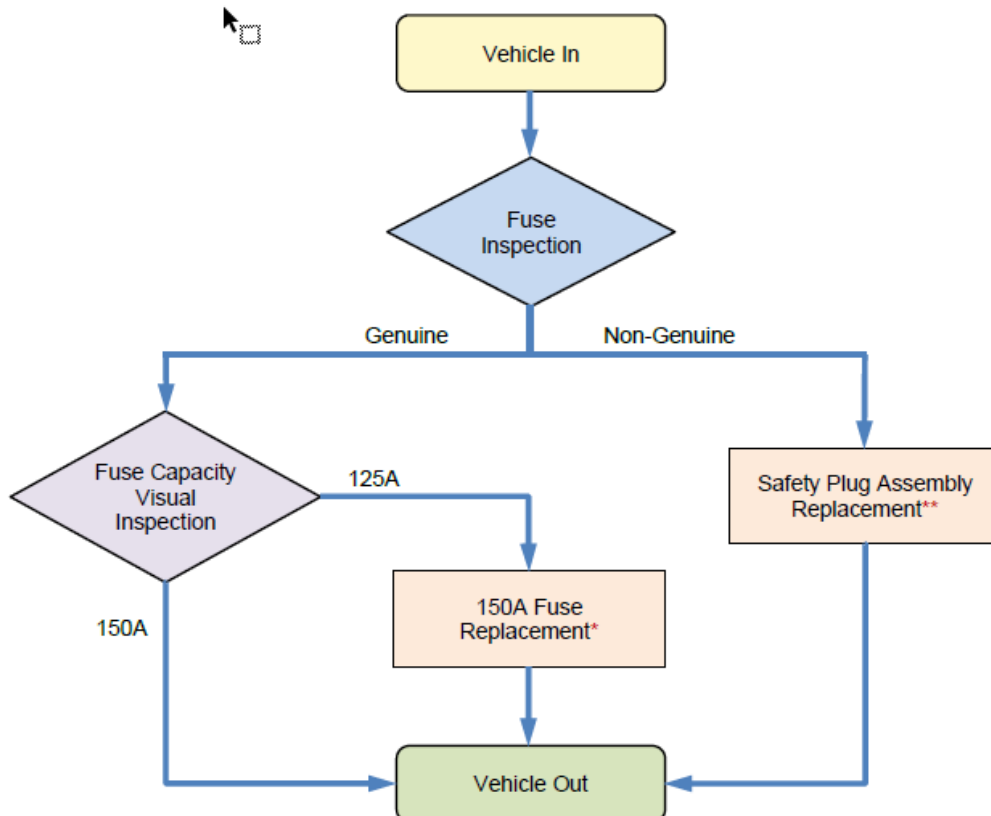
Certain 2013-2015MY Sonata Hybrid (YF HEV) vehicles may exhibit warning lights on while driving and the inability to restart the ignition after it has been turned off when stopped. **TSB 23-01-054H** outlines the service process to inspect the fuse and safety plug assembly, and replace the parts as needed. This best practice provides helpful tips and key notes when carrying out this service campaign.

Affected Vehicles (Certain):

- 2013-2015MY Sonata Hybrid (YF HEV) vehicles equipped with 2.4L Theta II engines produced from 09/06/2012-01/07/2015.

Inspection Process

- IMPORTANT:** Follow the inspection process as outlined in **TSB 23-01-054H**. When replacing the safety plug assembly is necessary, be sure to use the correct replacement part according to the color of the existing lever.
- Recommended Service Technician Training Level:** [Hyundai Expert Service Technician \(or higher\)](#) and has successfully completed the Hybrid Vehicle Training – Classroom (SVCHHYBVEHTRN218_800 or equivalent) instructor led training.





Warranty Information

This service campaign pays for the following scenarios:

- 0.3 M/H for inspection of the fuse and safety plug replacement (black lever or green lever)
- 0.3 M/H for inspection of the fuse and 150A fuse replacement (if initially 125A fuse found)
- 0.3 M/H for fuse inspection ONLY
- The scenarios above include taking an inspection/repair validation photo(s) where applicable and uploading to STUI.
- Dealers will be reimbursed on the claim for the fuse & safety plug, if necessary.
- **Photos:** Please refer to TSB 23-01-054H (or latest version) for repair validation sample photo(s) and additional details regarding specific digital documentation requirements.

Parts Information

- Inspection of the vehicle prior to any safety plug replacement
- **High Voltage Fuse (375F24R150QQH):**
 - **On CPM (Campaign Parts Management);** Dealers can keep ordering needed parts as long as they submit their corresponding campaign claims. Please ensure corresponding claims are submitted to avoid any delays in ordering. If this restriction is lifted, there will be a field communication sent.
- Please refer to **TSB 23-01-054H** (or latest version) for required Parts Information.
- Dealers can order the part(s) from the facing PDC through the normal ordering process.

Model	Part Name	Part Number	Figure	Remarks	QTY.
Sonata Hybrid (YF HEV)	Safety Plug Assembly	37586-4R000AS		Black Lever (produced in and before July 2013)	1
		37586-4R002		Green Lever (produced after July 2013)	1
	Fuse (150A)	375F2-4R150QQH			1

Special Service Tools/Other Equipment

It is also necessary to ensure that electrical insulating gloves are worn for this repair due to the handling of the safety plug for the safety of the technician.

Tool Name	Figure	Tool #	Remarks
Electrical Insulating Safety Glove/Protector Set*		J-48755-10H (small) J-48755-11H (medium) J-48755-12H (large)	Order from Hyundai.service-solutions.com, "EV Tools"

*Use only rubber insulating gloves that meet or exceed ASTM D120 standards (1000 volts AC/1500 volts DC).

Recommended Alternative Transportation

The customer should be provided with a Service Rental Car (SRC) during this visit. In addition, a SRC may be required based on 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.

Customer Talk Tracks

“I see that your Sonata Hybrid has an open service campaign that needs to be addressed during your visit today. Your vehicle may exhibit warning lights on while driving and the inability to restart the ignition after it has been turned off when stopped. We will inspect your engine’s fuse and safety plug assembly and replace these parts, if needed. The inspection of your vehicle plus the applicable repairs will add additional time to your visit with us. If you need or would like alternative transportation, we would be happy to provide you with options. Of course, this service will be performed at no charge to you.”

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 campaign?

- Yes
- No** – It is highly recommended to have some of the fuses on hand when the customer arrives to the dealership with a subject vehicle outlined in **TSB 23-01-054H** (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 subject vehicles as outlined in **TSB 23-01-054H** (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.

Did the customer provide authorization to perform repairs on the vehicle?

- Yes
- No** – Dealership should not perform unauthorized repairs; please obtain authorization from customer before proceeding.
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Repair: Did you provide the customer with an eMPI? Did you review the eMPI with the customer?

- Yes
- No** – Service Consultant should review the MPI with the customer at quarter-time.



Repair: Does the Technician meet the recommended training requirements **Hyundai Expert Technician** (or higher) to complete this campaign?

- Yes
- No** – Please ensure a technician with a Hyundai Expert Service Technician (or higher) who has completed the Hybrid Vehicle Training – Classroom (SVCHHYBVEHTRN218_800 or equivalent) instructor led training 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 23-01-054H** (or latest version)?

- Yes
- No** – Please ensure the VIN/mileage and appropriate picture(s) are taken for the dealership to be paid. See **TSB 23-01-054H** (or latest version) 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 should be signing the final invoice upon delivery of the vehicle.

Customer FAQ

Q1: What is the issue?

A1: The subject vehicles may exhibit warning lights on while driving and the inability to restart the ignition after it has been turned off when stopped.

Q2: What are the affected vehicles?

A2: The following vehicles are included in this campaign are certain 2013-2015 model year Sonata Hybrid (YF HEV) vehicles equipped with 2.4L Theta II engines produced from 09/06/2013 - 01/07/2015.

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

A3: The service process procedure calls for the inspection of the fuse and safety plug assembly, and, if necessary, the fuse and/or safety plug, if necessary.

Q4: When will owners be notified?

A4: Owners will be notified via First Class mail in November 2023.

Contact Reference:

Please see the following list of commonly referred to contacts. Thank you for your prompt attention to this important 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 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 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	