

Warranty Extension TXXT: Rear Combination Lamp Inspection & Replacement – Dealer Best Practice

December 05, 2023

Campaign Description

Some 2011-14MY Sonata (YF) vehicles may experience inoperative brake lights that may be caused by melting/deformation of the rear combination housing lamps. Hyundai is extending warranty coverage for the rear combination lamp under this condition to 15 years/200,000 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)

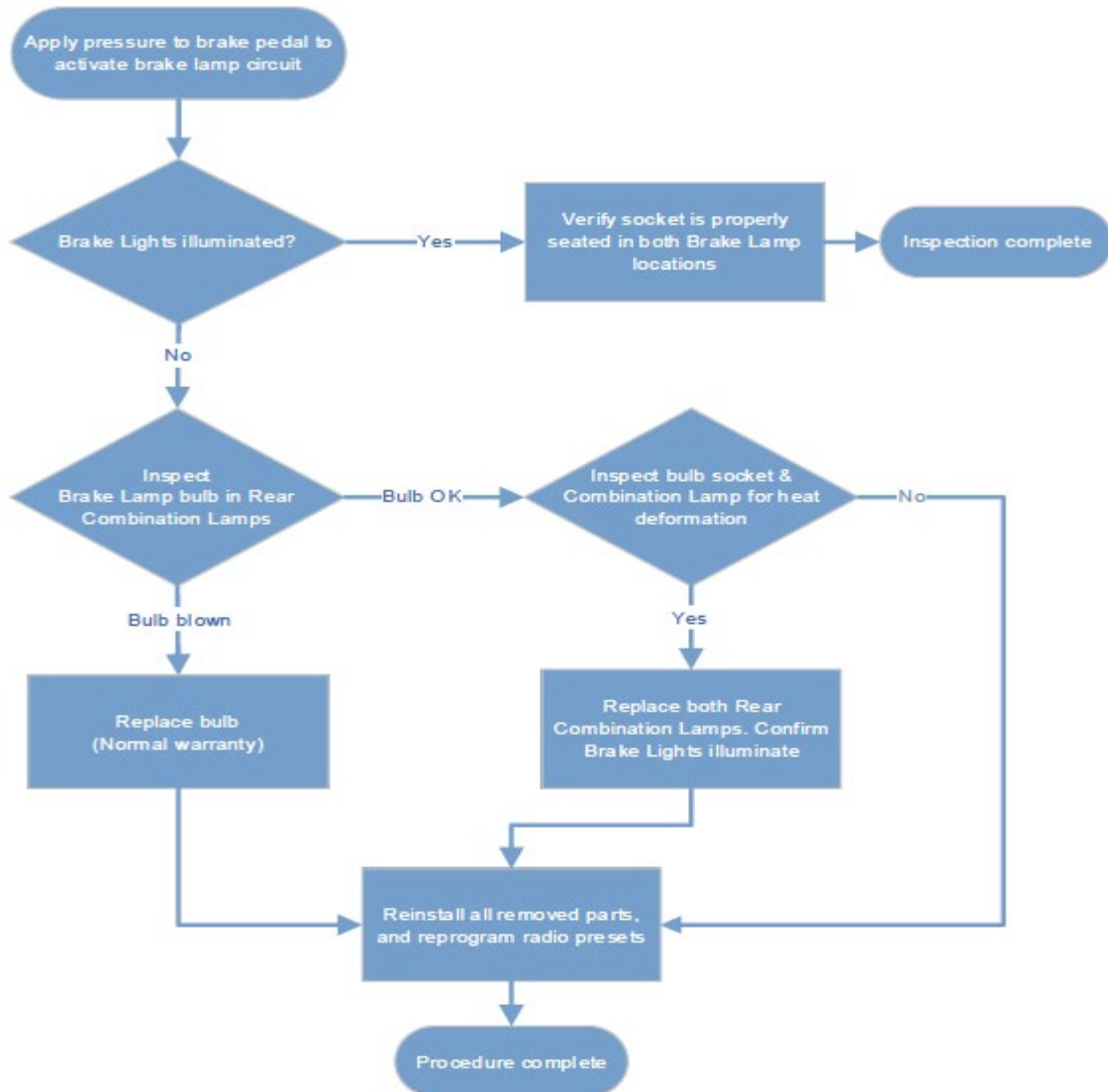
- Certain 2011–2014MY Sonata (YFA) vehicles produced from 12/11/2009 - 5/21/2014.

Repair Process/Information

Follow the service procedure outlined in **TSB 23-01-089H** (or latest version) on inspecting the rear combination lamps and if necessary, replacing them if heat deformation is found.

- Recommended Service Technician Training Level: **Hyundai Certified or above**

Inspection Procedure:





Service Tips/Training

- If a customer arrives to the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the dealer while vehicles is undergoing repairs.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Be honest with customers on wait times.
- If the service is taking longer than expected, update the customer.

Recommended Alternative Transportation

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 (15 years/200,000 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 23-01-089H** (or latest version).
- Dealers will be reimbursed for applicable labor for inspection and also for the rear combination lamp parts with markup, if heat deformation/melting of lamps is found.
- **Photos:** Refer to **TSB 23-01-089H** (or latest version) for repair validation sample photo and additional details regarding specific digital documentation requirements.

Parts Information

Parts are only needed if the vehicle is exhibiting a problem related to the condition (in this case, heat deformation) as outlined in **TSB 23-01-089H** (or latest version) and confirmed to have a parts failure.

Model	Part Name	Part Number	Quantity
Sonata (YFA)	Lamp Assy-Rear Combination (Outside LH)	92401-3Q000	1
	Lamp Assy-Rear Combination (Outside RH)	92402-3Q000	1

Customer Talk Tracks

For Sonata (YF) customers inquiring about the warranty extension prior to dealership arrival:

“Certain 2011-2014 model year Sonata vehicles may experience inoperative brake lights that may be caused by melting/deformation of the rear combination housing lamps. Hyundai is extending the warranty coverage for brake light replacement to 15 years/200,000 miles from the date of original retail delivery or date of first use (whichever occurs first). If heat deformation is found after inspection of the rear combination lamps, Hyundai will replace them free of charge.”

For Sonata (YF) customers with applicable conditions:

“If your vehicle experiences any concern(s) related to inoperable brake lights, please reach out to your nearest Hyundai dealer for assistance and 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. Also ask customer if he/she would like to have any of the previous declined services performed.



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

- Yes
- No**



Reception: For affected outlined in **TSB 23-01-089H** (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 you offer the customer Alternative Transportation if requested?

- Yes
- No**
-



Repair: Did you provide the customer with an eMPI?

- Yes
- No**

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

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

Were the appropriate picture(s) taken based on the repair need as outlined in **TSB 23-01-089H** (or latest version)?

- Yes
- No** – Please ensure the appropriate picture(s) are taken for the dealership to be paid. See **TSB 23-01-089H** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.



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

- Yes
- No**

FAQs

Q1: What is the issue?

A1: Some Sonata vehicles may experience inoperable brake lights due to melting/deformation of the rear combination housing lamps.

Q2: What are the affected vehicles?

A2: Affected vehicles include certain 2011-2014 model year Sonata (YF) vehicles produced 12/11/2009 - 05/21/2014.



Hyundai
Assurance Car Care



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

A3: Dealer will inspect the rear combination housing lamps to determine if there is heat deformation/melting of the lamps. Inspection will be completed **at no charge** to the customer. If they are found to have heat deformation, they will be replaced **at no charge** to the customer.

Q4: When will owners be notified?

A4: Owners will be notified in December 2023.

Contact Reference

Thank you for your prompt attention to this warranty extension and continued commitment to Hyundai customers. Please see the list below for commonly referred to contacts.

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 <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	