

# **Service Campaign 976: Santa Fe (CM) Cylinder Head Cover Oil Leak Repair with Oil Protector Install and Alternator Voltage Test – Dealer Best Practice**

December 19, 2023

Document Topic(s) – highlighted updates in yellow	Date
<ul style="list-style-type: none"> <li>Additional op code 20DA061R3 provided in Warranty Information section</li> <li>Compatible alternator part 37300-3C125QQH provided in Parts Information section</li> <li>TSB 23-01-076H-2 published</li> </ul>	12/19/2023

## **Campaign Description**

Some Santa Fe (CM) vehicles may have an engine that potentially leaks oil from the front cylinder bank’s valve cover onto the alternator. Oil could damage the alternator resulting in illumination of the charging system warning lamp and disablement of the charging system. If the vehicle is continually driven without recharging the battery, the engine will eventually shut off, increasing the risk of a crash. This bulletin outlines the procedures to inspect for T-joint leakage and install an oil protector to address this condition. The service procedure contained in **TSB 23-01-076H-2** (or latest version) is summarized below:

1. If the alternator voltage is less than 14.0V and there is evidence of oil leak at the T-joint, replace the alternator, valve cover gasket, and install the oil protector.
2. If the alternator voltage is greater than 14.0V and there is evidence of oil leak at the T-joint, replace the valve cover gasket and install the oil protector. Do not replace the alternator.
3. If the alternator voltage is greater than 14.0V and there is no evidence of oil leak at the T-joint, install the oil protector. Do not replace the valve cover gasket or the alternator.

## **Applicable Vehicles (Certain)**

- 2007-2009MY Santa Fe (CM) equipped with 3.3L engines and produced 04/19/2006 - 11/03/2009.

## **Repair Process/Information**

- Refer to **TSB 23-01-076H-2** (or latest version) for repair process information.
- **Recommended Service Technician Training Level:** [Hyundai Expert Technician \(or higher\)](#) and has successfully completed the Engine Technology Instructor Led Classroom Training or equivalent

## **Recommended Alternative Transportation**

A Service Rental Vehicle (SRC) should be provided to customers if their vehicle requires to be kept overnight. In addition, a SRC may be required based on the repair procedure 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 3<sup>rd</sup> Party Rental or Rideshare may be provided.

## **Warranty Information**

- This service campaign pays for the following scenarios:
  - **20DA06R0 - 1.1 M/H** for alternator voltage test (pass), T-joint inspection (no oil leaks found), and oil protector installation (dealer will be reimbursed for oil protector part)
  - **20DA06R1 - 1.3 M/H** for alternator voltage (pass), T-joint inspection (oil leaks found), gasket replacement and oil protector installation (dealer will be reimbursed for oil protector & gasket)
  - **20DA06R2 - 2.2 M/H** for alternator voltage test (fail), T-joint inspection (oil leaks found), gasket replacement, oil protector installation, and alternator replacement (dealer will be reimbursed for oil protector, gasket, & alternator – 373003C250QQH).
  - **20DA06R3 - 2.2 M/H** for alternator voltage test (fail), T-joint inspection (oil leaks found), gasket replacement, oil protector installation, and alternator replacement (dealer will be reimbursed for oil protector, gasket, & alternator – 373003C125QQH).



- If alternator is replaced, please ensure the corresponding op code for particular alternator is replaced.
- The scenarios above include taking an inspection/repair validation photo(s) where applicable and uploading to STUI.
- All op codes to reimburse for Threebond 2706 and Gray Liquid RTV gasket sealant in sublet.
- **Photos:** Please refer to **TSB 23-01-076H-2** (or latest version) for repair validation sample photo(s) and additional details regarding specific digital documentation requirements.

### Parts Information

- Please refer to **TSB 23-01-076H-2** (or latest version) for required Parts information.
- **NOTE:** Alternator replacement is required only if alternator voltage test is less than 14.0V and there is evidence of oil leak at the T-joint.
- **Gasket – Rocker Cover (22453-3C120QQH) & Service Kit with Protector & Bolts (22400-3C000QQH):**
  - **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.
- **For Generator (Alternator) Assembly –**
  - **On Critical Supply Parts (CSP) restriction:** Dealer will require a valid campaign 976 VIN to order the part. Due to a limited quantity of parts inventory, this will assure affected customer vehicles encompassed in the service campaign receive priority parts allocation. If the restriction is lifted, there will be a field communication sent.
  - **If alternator part number 37300-3C250QQH does not have any stock available, it will be substituted with a compatible part number 37300-3C125QQH.**
- Please note the following:
  - Dealers may use existing multimeters currently on-hand for the alternator voltage test.

### Parts Information:

Part Name	Part Number	QTY
Gasket - Rocker Cover LH	22453-3C120QQH	1
Service Kit – Protector, Bolts	22400-3C000QQH	1
Generator Assembly	37300-3C250QQH**	* (See below <b>NOTE 1</b> )

**\*NOTE 1: Alternator replacement is required only if alternator voltage test is less than 14.0V and there is evidence of oil leak at the T-joint.**

**\*\*NOTE 2: Part number 37300-3C250QQH may be substituted with an equivalent part number 37300-3C125QQH depending on stock availability.**

### Additional Materials

- Please make sure to order these additional materials when performing the repair procedure.

Product Name	Part Number	Note
Gray Liquid RTV Gasket	00232-19061 (or equivalent to TB1217H)	3 Vehicles/bottle
Cleaning Agent (Threebond 2706)	00232-19114 When using cleaning agents other than recommended cleaning agents, side effects such as reduced sealant adhesion may occur.	3 Vehicles/bottle



## Customer Talk Tracks

*“I see that your vehicle has an open service campaign that we would like to take care of for you while you are here today. This service campaign relates to a potential oil leak from the valve cover which, if it occurs, could cause damage to the alternator and charging system. We will inspect your vehicle and make the necessary repairs to address this potential issue and will provide this service to you at no charge.”*

## Best Practice Checklist



**Reservation:** Did you check **WebDCS** for additional campaigns or recalls? Did you check for any declined services from previous visits?

- 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 campaign?

- Yes
- No** – It is highly recommended to have some of the service kits & gaskets on-hand in case the vehicle passes the alternator test and either passes/does not pass the T-joint inspection. These parts should be ordered ahead of time prior to customer arrival to minimize dealer traffic and provide a better quality experience.



**Reception:** Did you get permission from the customer to perform the eMPI and review all declined services and additional recommended maintenance?

- Yes
- No

Did you explain to the customer the expected repair time and an expectation for a status update?

- 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 review the results of the eMPI with the customer and provide the customer with estimates for any recommendations and an adjusted promise time based on any additional services?

- Yes
- No

Is the Technician performing the procedure a **Hyundai Expert Technician** (or higher) and has successfully completed the Engine Technology Instructor Led Classroom Training or equivalent?

- Yes
- No** – Please ensure a Technician with an Expert level (or higher) completes this repair as prescribed in **TSB 23-01-076H-1**.

Were the appropriate picture(s) taken based on the service procedure per **TSB 23-01-076H-1** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken. **See TSB 23-01-076H-1** (or latest version) for sample photos. Refer to the latest Warranty Digital Documentation Policy for requirements.





**Hyundai**  
Assurance Car Care



**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 Santa Fe (CM) vehicles may have an engine that potentially leaks oil from the front cylinder bank's valve cover onto the alternator. Oil could damage the alternator resulting in illumination of the charging system warning lamp and disablement of the charging system. If the vehicle is continually driven without recharging the battery, the engine will eventually shut off, increasing the risk of a crash.

### **Q2: What will be done during service at the dealer?**

A2: An alternator voltage test and T-joint inspection will be performed on the vehicle. Depending on the results, an oil kit protector will be installed and if necessary, a new gasket and/or alternator.

### **Q3: When will owners be notified of this service campaign?**

A3: Owners of the subject vehicles were notified via First Class Mail in October 2023.

## **Contact Reference**

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

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"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
AutoLoop Technical Support	<a href="mailto:Support@autoloop.com">Support@autoloop.com</a> 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
CDK Technical Support	<a href="https://serviceconnect.support.cdk.com/">https://serviceconnect.support.cdk.com/</a>	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> <li>Appointment / Shop Capacity Management / Campaign Integration / Operation Codes</li> </ul>
Customer Support	Contact Information	Description
<b>Hyundai Customer Care Center (Recall/Campaign Questions)</b>	<b>1-855-671-3059</b>	Customer questions or concerns related to <b>recall or service campaigns</b>
<b>Hyundai Recall /Campaign Website</b>	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	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	
<b>Campaign Central</b>	Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a>	
Car Care Scheduling (Xtime) - Tutorials	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service > Dealer Resources > Documents Library > Car Care Scheduling	
Car Care Scheduling (Xtime) - Recall Appointment Notification	<ol style="list-style-type: none"> <li>Log into Xtime</li> <li>Under the menu at the top left, select 'CONFIGURE'</li> <li>Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>Slide the toggle to "ADVANCED"</li> <li>Populate as many e-mails as desired in the "PARTS DESK EMAIL FIELD"</li> </ol>	
Parts – Campaign Parts Management (CPM) Procedure	As applicable; <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Parts > Documents Library > Campaign Parts Management	
Service Rental Car (SRC) Program	<b>SRC Documentation:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > Documents Library > Service Rental Car <b>TSD:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software <b>Insurance:</b> <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Insurance	
Technical Service Bulletin (TSB)	<a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > 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	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	



## Appendix

History	Date
<ul style="list-style-type: none"><li>Revised op time for op code 20DA06R1 – TSB 23-01-076H-1 published</li></ul>	11/03/2023
<ul style="list-style-type: none"><li>Repair Available – Technical Service Bulletin (TSB) 23-01-076H published</li></ul>	09/13/2023