

# **Warranty Extension TXXZ: Center Muffler Assembly Replacement – Dealer Notification**

January 17, 2025

Document Topic	Date
• Technical Service Bulletin (TSB) <b>25-EM-001H</b> published	01/17/2025

## **Warranty Extension Description**

Some Tucson (LM) vehicles may have a weakened weld at the zone where the center muffler is attached to the exhaust pipe. This condition may cause the center muffler to detach from the exhaust pipe.

Hyundai is extending warranty coverage for the center muffler assembly under this condition to 15 years/150,000 miles from the date of original retail delivery or date of first use (whichever occurs first) and is valid for original and subsequent owners.

## **Affected Vehicles (Certain)**

- 2014-2015MY Tucson (LM) 2.0L and 2.4L vehicles produced from 07/01/2014 to 05/15/2015

## **Repair Information**

The service procedure in **TSB 25-EM-001H** (or latest version) advises to replace the center muffler assembly.

- **Technician Certification Requirements:** Hyundai Certified (or higher)

## **Recommended Alternative Transportation**

A Service Rental Vehicle (SRC) should be provided to customers if their vehicle is required 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 3rd Party Rental or Rideshare should be provided.

## **Other Notes/Recommendations**

- If a customer arrives at the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.
- Always inquire if the customer will have time for an additional service to be performed if they were originally scheduled for a different service.
- Offer SRC assistance for customers who may be pressed on time.
- Be honest with customers regarding wait times.
- If the service is taking longer than expected, update the customer.

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## **Warranty Information**

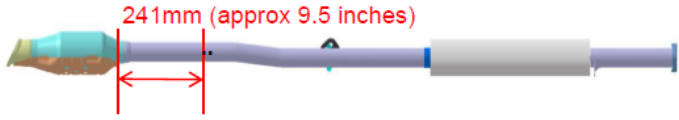
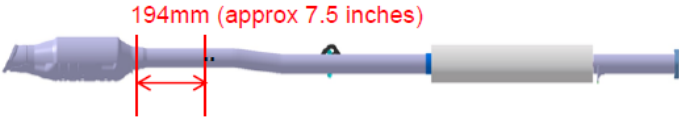
- Per **TSB 25-EM-001H** (or latest version), this warranty extension pays the following:
  - Labor:
    - 0.5 M/H for Center Muffler Replacement
  - Parts:
    - Center Muffler (QTY: 1)
    - Clamp (QTY: 1)
    - Front Gasket (QTY: 1)
    - Rear Gasket (QTY: 1)
  - Photos:
    - Refer to **TSB 25-EM-001H** for the required pictures to be taken. Includes sample photos.

## **Parts Information**

- Refer to **TSB 25-EM-001H** (or latest version) for the latest parts information.
- Clamp & Center Muffler part numbers require a valid VIN applicable to Warranty Extension TXXZ.

Part Name	Part Number	Application
Center Muffler (QTY 1)	 (Center pipe length varies by P/N*)	28650-2S910QQH THETA-II 2.4L GDI ( <b>ULEV</b> ) (*Refer to the NOTE below.)
		28650-2S950QQH THETA-II 2.4L GDI ( <b>SULEV</b> ) (*Refer to the NOTE below.)
		28650-2S840QQH NU 2.0L GDI (ULEV)
Clamp (QTY 1)		28641-C8540QQH Use for attaching replacement center muffler pipe to catalyst
GASKET (QTY: Front 1) (QTY: Rear 1)		Front: 28751-2S000 Rear: 28751-2B200 Replace the gasket at the front and rear flanges.

**\*NOTE:** (2.4L Only) Use the correct campaign part number based on the emission specification. Refer to the pipe length measurement below to distinguish the emission specs with the part numbers.

THETA-II 2.4L GDI	LENGTH (From rear weld of catalyst to front dent mark of center pipe)
<b>(ULEV)</b> 28650-2S910QQH (Campaign) Reference: 28600-2S910 (OE Part)	 241mm (approx 9.5 inches)
<b>(SULEV)</b> 28650-2S950QQH (Campaign) Reference: 28600-2S950 (OE Part)	 194mm (approx 7.5 inches)

## Best Practice Checklist



**Reservation:** Did you check WebDCS for additional campaigns or recalls? Did you check for any decline 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:** Have you confirmed the customer's condition related to the muffler?

- Yes
- No**



**Reception:** Did the customer provide authorization to perform repairs?

- Yes
- No** – Customer must be consulted and provide approval before proceeding with any repairs on their vehicle.

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

- Yes
- No** – The customer should be informed of expected repair time in order to allow them to schedule accordingly.

**Reception:** Did you offer the customer Alternative Transportation if requested?

- Yes
- No



**Repair:** Does the Technician meet the recommended training requirements (Certified level or above) to complete this campaign?

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

**Repair:** Were the appropriate picture(s) taken as outlined in **TSB 25-EM-001H** (or latest version)?

- Yes
- No** – Please ensure the VIN/mileage and appropriate picture(s) are taken for the dealership to be paid. 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** – Customer must the final invoice upon delivery of the vehicle.

## **Customer FAQs**

### **Q1: What is the issue?**

**A1:** Certain 2014-2015MY Tucson (LM) vehicles may have a weakened weld at the zone where the center muffler is attached to the exhaust pipe. This condition may cause the center muffler to detach from the exhaust pipe.

### **Q2: What are the affected vehicles?**

**A2:** The following vehicles include certain 2014-2015MY Tucson (LM) produced from 07/01/2014 – 05/15/2015.

### **Q3: Why is this warranty extension being provided to me?**

**A3:** These vehicles may have a weakened weld at the zone where the center muffler is attached to the exhaust pipe. This condition may cause the center muffler to detach from the exhaust pipe.

### **Q4: What will be done during service at the dealer?**

**A4:** The dealer will replace the center muffler assembly at no charge to the customer if the condition covered by the warranty extension is confirmed.

### **Q5: When will affected customer(s) be notified of this campaign?**

**A5:** Customers will be notified via First Class Mail in February 2025.

## **Contact Reference**

Please see the following list of commonly referred to contacts. Thank you for your prompt attention to this important matter and the continued commitment to our 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 HELP 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"> <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
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	<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	
Campaign Central	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>1. Log into Xtime</li> <li>2. Under the menu at the top left, select 'CONFIGURE'</li> <li>3. Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>4. Slide the toggle to "ADVANCED"</li> <li>5. 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.	
NHTSA Website	<a href="http://www.safercar.gov">www.safercar.gov</a>	