



## **Warranty Extension Z03: Horn Assembly Replacement – Dealer Notification**

March 18, 2025

Document Topic	Date
<ul style="list-style-type: none"> <li><b>Technical Service Bulletin (TSB) 25-BE-005H</b> published on Hyundai Tech Info under Hyundaiadealer.com</li> </ul>	03/18/2025

### **Warranty Extension Description**

Certain Hyundai Elantra (CN7), Elantra (CN7A), and Elantra Hybrid (CN7 HEV) vehicles may experience an inoperable horn.

Hyundai is extending the warranty coverage for the horn replacement under this condition to 10 years or 120,000 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)**

- 2021–2025MY Elantra (CN7) vehicles produced from 09/12/2020 – 08/30/2024
- 2021–2023MY Elantra (CN7A) vehicles produced from 09/25/2020 – 06/02/2023
- 2021–2025MY Elantra Hybrid (CN7 HEV) vehicles produced from 12/15/2020 – 10/11/2024

### **Repair Information**

Follow the service procedure outlined in **TSB 25-BE-005H** (or latest version) to replace the horn assembly.

- **Recommended Technician Level/Requirement:** 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.
- **Please note that is an extension of warranty coverage for the horn assembly.**
- 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.

### **Warranty Information**

Please note that this is an **extended** warranty.

- If the affected parts are within the extended period of 10 years/120,000 miles, submit as a campaign claim type. Do not submit as warranty.
- Per **TSB 25-BE-005H** (or latest version), this warranty extension pays the following:
  - Labor:
    - 0.6 M/H for horn replacement
  - Parts:
    - Set of P/N 96611AA700QQH (Low Pitch) (QTY: 1) and 96621AA700QQH (High Pitch) (QTY: 1) **OR**

- Set of P/N 96611AA900QQH (Low Pitch) (QTY: 1) and P/N 96621AA900QQH (High Pitch) (QTY: 1)

## **Parts Information**

- Refer to **TSB 25-BE-005H** (or latest version) for the latest parts information.
  - Part Number 96611AA700QQH (Horn Assembly Low Pitch)
  - Part Number 96621AA700QQH (Horn Assembly High Pitch)
  - Part Number 96611AA900QQH (Horn Assembly Low Pitch)
  - Part Number 96621AA900QQH (Horn Assembly High Pitch)
- **Please note that all above part numbers will require a valid Warranty Extension VIN for ordering.**

## **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:** Are the required parts available to perform the repairs if customer placed an appointment ahead of time?

- ☐ 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 (Hyundai Certified or above) to complete this campaign?

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



**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.



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## **Customer FAQs**

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

**A1:** Certain Hyundai Elantra (CN7), Elantra (CN7A), and Elantra Hybrid (CN7 HEV) vehicles may experience an inoperable horn.

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

**A2:** Affected vehicle model years/models include the following:

- 2021–2025MY Elantra (CN7) vehicles produced from 09/12/2020 – 08/30/2024
- 2021–2023MY Elantra (CN7A) vehicles produced from 09/25/2020 – 06/02/2023
- 2021–2025MY Elantra Hybrid (CN7 HEV) vehicles produced from 12/15/2020 – 10/11/2024

### **Q3: What will be done if the vehicles in and vehicle is eligible for the warranty extension?**

**A3:** If the horn is found to be inoperable, it will be replaced according to the instructions within **TSB 25-BE-005H**. The replacement of the horn assembly will be offered at **no cost** to customers for if the condition(s) covered by the warranty extension are confirmed.

### **Q4: When will affected customer(s) be notified of this campaign?**

**A4:** Customers will be notified via First Class Mail in April 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>	