

Warranty Extension Z03: Horn Assembly Replacement – Dealer Notification

May 16, 2025

Document Topic (updates in yellow for this document)	Date
<ul style="list-style-type: none">• Technical Service Bulletin (TSB) 25-BE-005H-2 published on Hyundai Tech Info under Hyundaidealer.com• Adding 2021-23MY Elantra N line trim vehicles (Page 1)	05/16/2025

Warranty Extension Description

Certain Hyundai Elantra (CN7) non N-Line and N-Line, Elantra (CN7A), Elantra (CN7 N), 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.

Please note that any vehicles under 10 years/120,000 miles are covered by this TSB, even if vehicle is within original warranty of 5 years/60,000 miles.

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
- 2022-2025MY Elantra N (CN7 N) vehicles produced from 09/15/2021 – 02/05/2025
- 2021-2025MY Elantra (CN7) N-Line vehicles produced from 11/09/2020 – 02/08/2025

Repair Information

Follow the service procedure outlined in **TSB 25-BE-005H-2** (or latest version) to replace the horn assembly. **Please note that any vehicles under 10 years/120,000 miles are covered by this TSB, even if vehicle is within original warranty of 5 years/60,000 miles.**

- **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

- **Please note that is an extension of warranty coverage for the horn assembly.**
- If a customer arrives at the dealer with no appointment scheduled, it is recommended for the dealer to offer alternative transportation to the customer.
- If a customer schedules an appointment in advance, ensure the appropriate parts, tools, and equipment are on hand to perform any related 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 regarding wait times. Update the customer if the original estimated wait time is exceeded.

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-2** (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) **OR**
 - Set of P/N 96611AA800QQH (Low Pitch) (QTY: 1) and P/N 96621AA800QQH (High Pitch) (QTY: 1)

Parts Information

- Refer to **TSB 25-BE-005H-2** (or latest version) for the latest parts information.
 - Part Number 96611AA700/800/900QQH (Horn Assembly Low Pitch)
 - Part Number 96621AA700/800/900QQH (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** - If customer scheduled an appointment in advance, identify which horn(s) the customer is concerned with.



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** - Customer should be offered alternative transportation if their vehicle needs to be kept overnight. In addition, an SRC may be required based on the duration of the repair procedure and any other additional work on the vehicle that may need to be addressed during the customer's

visit.



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.

Customer FAQs

Q1: What is the issue?

A1: Certain Hyundai Elantra (CN7) non N-Line and N-Line, Elantra (CN7A), Elantra (CN7 N), 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:

- Certain 2021–2025MY Elantra (CN7) vehicles produced from 09/12/2020 – 08/30/2024
- Certain 2021–2023MY Elantra (CN7A) vehicles produced from 09/25/2020 – 06/02/2023
- Certain 2021–2025MY Elantra Hybrid (CN7 HEV) vehicles produced from 12/15/2020 – 10/11/2024
- Certain 2022-2025MY Elantra N (CN7 N) vehicles produced from 09/15/2021 – 02/05/2025
- Certain 2021-2025MY Elantra (CN7) N-Line vehicles produced from 11/09/2020 – 02/08/2025

Q3: What will be done if the vehicle comes into the dealership and 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-2**. 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 warranty extension?

A4: Customers will be notified via First Class Mail in June 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"> 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.	
NHTSA Website	www.safercar.gov	

Appendix

Document Topic	Date
<ul style="list-style-type: none">• Technical Service Bulletin (TSB) 25-BE-005H-1 published on Hyundai Tech Info under Hyundaidealer.com• Adding Elantra N and Elantra N line trim vehicles (Page 1)• Additional Parts ending in '800QQH' (Page 2)• Revise the customer notification month to 'June 2025' (Page 3)	05/08/2025
<ul style="list-style-type: none">• Technical Service Bulletin (TSB) 25-BE-005H published on Hyundai Tech Info under Hyundaidealer.com	03/18/2025