

Warranty Extension TXX8: Engine Noise Inspection & Replacement

July 29, 2025

Document Topic	Date
<ul style="list-style-type: none"> • Warranty Extension TXX8 <ul style="list-style-type: none"> ○ TSB 25-EM-008H (supersedes existing 24-EM-007H) & Dealer Notification posted on HMA Tech Info ○ Parts Bulletin posted in designated area below (page 2) 	07/29/2025

Warranty Description

Certain Santa Fe / Santa Fe XL (NC) vehicles equipped with 3.3L Lambda II GDI engines may exhibit abnormal engine noise or damage. The vehicle will be repaired based on the results of the engine inspection.

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

Key Note: Warranty Prior Approval (PA) must be submitted on all applicable vehicles that exhibit symptoms of engine noise. PA will provide detailed confirmation of engine approval or denial based on all available case details and applicability of any related terms.

Applicable Vehicles (Certain)

- 2013-19MY Santa Fe / Santa Fe XL (NC) models equipped with 3.3L Lambda II GDI engines

Remedy Information

Follow the service procedure outlined in **TSB 25-EM-008H** (or latest version) to inspect the engine and if necessary, replace the engine.

- **Recommended Technician Level/Requirement:** Hyundai Certified or higher who has completed Engine Diagnosis (SVCDENGINEDIAG224_1524) instructor led course or equivalent

Recommended Alternative Transportation

A Service Rental Car (SRC) should be provided to customers if their vehicle is required to be kept overnight. In addition, an SRC may be necessary based on the repair procedure duration and any other additional work on the vehicle that may need to be addressed during the customer's visit. If an SRC is not available, other options such as a 3rd Party Rental or Rideshare may 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.
- If a customer schedules an appointment in advance, ensure the appropriate parts, tools, and equipment are on hand to perform any related inspection and 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.

Special Service Tools Information

- Refer to **TSB 25-EM-008H (or latest version)** for the latest special service tools information.

- Refer to Snap-on Contact information:
 - E-mail: hyundaitools@snapon.com
 - Phone: 1-855-763-9199
- Ensure these are on-hand to complete the engine inspection and replacement, if necessary.

Parts Information

Refer to **TSB 25-EM-008H (or latest version)** for the latest parts information.

- Please ensure an engine and corresponding service kit (2WD or 4WD) are ordered to complete the engine replacement, if necessary.
- In the event that an engine replacement is not required or declined, please ensure that the corresponding non-reusable parts are ordered:
 - RH Rocker Cover Gasket
 - Surge Tank Gasket
 - Surge Tank Mounting Bolts
 - Throttle Body Gasket
- **Regarding dealers' outstanding short block orders for affected vehicles:**
 - Conversion of existing short block orders to engine sub-assemblies will take effect immediately (between 07/28/25- 07/29/25) for dealers to receive the sub-assembly in line with the released TSB.
 - A corresponding service kit will also be provided to the dealer for the engine.
- **VIN Requirement for Engines/Service Kits Ordering:**
 - Engine & service kit part numbers have been placed on a VIN requirement, and are subject to change based on parts availability.
 - An update will be communicated via HyundaiDealer.com if this requirement is removed.
- **Engine Part Availability:**
 - Some engine sub-assemblies were produced without the oil pressure switch (OPS) wiring harness. If the engine sub-assembly that includes the OPS wiring harness is out of stock, please order the one without it. Transfer of the OPS wiring harness to the new engine sub-assembly will be required during the repair procedure. This is documented in the TSB.

Parts Bulletin: Additional information regarding engine core returns and use of the correct injector tip seal for the engine replacement (if necessary) is located in the Parts Bulletin.

- **Location:** HyundaiDealer.com > Parts > Dealer Resources > Documents Library > Reference Materials > Parts Bulletins > Warranty Extension TXX8 Parts Bulletin (07.29.2025)

Warranty Information

Refer to **TSB 25-EM-008H (or latest version)** for the latest warranty information.

- Submit one (1) inspection op code and one (1) op code for engine replacement.
- **'TT' time:** Please refer to details within the TSB for 'TT' submission, where applicable.
 - Refer to the ATT/NTT Best Practice Guide located in the Documents Library on HyundaiDealer.com.
 - **Location:** [HyundaiDealer.com](https://www.hyundaidealer.com) > Service > WebDCS > Warranty > Warranty Support Portal > Search 'ATT' > Select 'ATT/NTT Best Practice Guide and Supplemental Worksheet' OR [HyundaiDealer.com](https://www.hyundaidealer.com) > Service > Dealer Resources > Documents Library > Warranty > 'Engine PA Required Documentation' and/or 'PA Dealer Best Practices
- **Parts & Labor** – Dealer will be reimbursed for the following per op code as specified in **TSB 25-EM-008H:**
 - Replaced parts
 - Labor time
 - 7 quarts of engine oil (if the engine is replaced)
 - 2 gallons of green coolant (if the engine is replaced)

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 if remedy/repair(s) are available. Also, ask the customer if they would like to have any of the previously declined services performed.



Readiness: Does the dealership have the necessary parts and tools to perform the repair?

- Yes

- No** – If the customer scheduled an appointment in advance, identify if they are 2WD or 4WD so corresponding parts can be ordered in the event of engine replacement. Also, ensure that all tools identified in **TSB 25-EM-008H** are on-hand to perform the procedure.



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.

Reception: Did you explain to the customer the expected repair time based on the repair and set the expectation for a status update?

- Yes

- No** – Customer should be given an estimated time of when their vehicle is completed so the customer can plan the rest of their day accordingly.

Reception: Did you offer the customer Alternative Transportation?

- Yes

- No** – Customer should be offered alternative transportation if their vehicle is to be kept overnight. In addition, an 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 the customer's visit.



Repair: Does the Technician meet the recommended training requirements to complete this campaign?

- Yes

- No** – Please ensure a technician with the recommended training level requirement(s) completes this repair.

Repair: Were the appropriate picture(s) taken as outlined in **TSB 25-EM-008H** (or latest version)?

- Yes

- No** – Please ensure appropriate picture(s) are taken for the dealership to be compensated. See TSB for sample photo(s). 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 sign the final invoice upon delivery of the repaired vehicle.

Customer Letter

Owners of the subject vehicles are expected to be notified via First Class Mail in August 2025.

Contact Reference

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

Key Contact Information		
Dealer Support	Contact Information	Description
Parts	HyundaiPartsHotline@MobisUSA.com 1-800-545-4515	Parts ordering hotline
Special Service Tools (for this warranty extension)	hyundaitools@snapon.com 1-855-763-9199	For ordering SST parts
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 > DocumentsLibrary > 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
NHTSAWebsite	www.safercar.gov