

Warranty Extension TXXU: Inoperative Horn Assy. Replacement - Dealer Notification

September 11, 2025

| Document Topic (updates highlighted in yellow) | Date |
|---|-------------|
| <ul style="list-style-type: none"> • Technical Service Bulletin (TSB) 25-BE-018H published <ul style="list-style-type: none"> ○ Revise Applicable Vehicles, Parts Information, Warranty Information, and Service Procedure sections. • For this Dealer Notification <ul style="list-style-type: none"> ○ Revised model year/production date range (expanded to 25MY and 08/30/2024 for ending date range) (page 1) ○ Part Number Change under 'Parts Information' section (page 1) ○ Q2&A2 and Q4&A4 under 'Customer FAQ' (pages 3-4) | 09/11/2025 |

Description

Certain Venue (QX) vehicles may have an inoperable horn that may be caused by foreign substances causing internal parts to oxidize. Hyundai is extending the warranty coverage for the horn replacement 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 2020-2025MY Venue (QX) produced from 09/17/2019 - 08/30/2024**

Repair Information

Follow the service procedure in **TSB 25-01-018H** (or latest version) to replace the inoperative horn.

- **Technician Certification Requirements:** Hyundai Certified (or higher) who has completed the Hyundai Chassis Diagnosis Curriculum Self-Check (STH_2025_06B_CHDIAG_Complete)

Warranty Information

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

- If the affected parts are within the extended warranty period (10 years/120,000 miles from the date of original retail delivery or date of first use, whichever occurs first), submit as a campaign claim type using the op code listed in **TSB 25-BE-018H** (or latest version).

Parts Information

Parts are only needed if the vehicle is exhibiting a problem related to the condition(s) as outlined in **TSB 25-BE-018H** (or latest version) and confirmed to have a parts failure.

- Please note that the part number has changed from 96629-K2000FFF to **96629-K2100QQH**.

| Model | Part Name | Part Number | Figure | Remarks |
|------------|-----------|-----------------|--------|---|
| Venue (QX) | Horn Kit | 96629-K2100 QQH | | Contents: 1. Horn Assembly - Low Pitch (QTY: 1) 2. Extension Cable (QTY: 1) |

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 the customer if they would like to have any of the previously declined services performed.



Readiness: Is the dealership prepared to perform the repairs if the customer placed an appointment ahead of time?

- Yes
- No** - If customer scheduled an appointment in advance, identify which seat belt buckle(s) the customer is concerned with. Proactively order parts to have on-hand for service procedure.



Reception: Did the customer provide authorization to perform repairs?

- Yes
- No** – The 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 and an expectation for a status update?

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



Repair: Does the Technician meet the recommended training requirements (certified level or above) to complete this warranty extension?

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



Repair: Was the latest Digital Documentation Policy referred to?

- Yes
- No** – Please ensure the latest Warranty Digital Documentation Policy is referred to for repair validation requirements.



Return: Did you get the customer’s signature on all warranty lines in addition to the final RO?

- Yes
- No**



Hyundai
Assurance Car Care



Customer FAQ

Q1: What is the issue?

A1: Some vehicles may experience an inoperable horn that may be caused by foreign substances causing internal parts to oxidize.

Q2: What are the affected vehicles?

A2: Affected vehicles include certain 2020-2025 model year Venue (QX) vehicles produced 09/17/2019-08/30/2024.

Q3: What will be done during service at the dealer?

A3: Dealer will confirm the horn is inoperable. Once confirmed and if vehicle is within the extended warranty terms (10 years/120,000 miles), dealer will replace the horn assembly.

Q4: When will owners be notified?

A4: 2020-22 model year owners previously notified in September 2023.
2023-25 model year owners will be notified in October 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 HELPREP 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 recall or service campaigns |
| 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"> Log into Xtime Under the menu at the top left, select 'CONFIGURE' Under the dealership tab, click "EMAIL COMMUNICATION" Slide the toggle to "ADVANCED" 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 | |
| NHTSA Website | www.safercar.gov | |

Appendix

| Document Topic | Date |
|---|------------|
| <ul style="list-style-type: none">• Technical Service Bulletin (TSB) 24-BE-018H published• To revise NOTE 1 within the warranty information on page 2. If the affected parts are within the extended warranty period of 10 years or 120,000 miles, then submit as a campaign claim type. | 12/09/2024 |
| <ul style="list-style-type: none">• Warranty Extension Available – TSB 23-BE-008H | 07/20/2023 |