

## **Warranty Extension Z09: Inoperative Horn Assembly Replacement**

January 26, 2026

Document Topic	Date
• Technical Service Bulletin (TSB) <b>26-BE-001H</b> posted on HMA Tech Info	01/08/2026

### **Warranty Extension Description**

Certain Santa Fe Hybrid (TM HEV) and Santa Fe Plug-In Hybrid (TM PHEV) 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 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.

If a horn needs to be replaced, follow the instructions within this TSB to install the latest design.

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):**

- 2021-2022MY for Santa Fe Hybrid (TM HEV) produced from 12/18/2020 - 09/14/2023
- 2022-2023MY for Santa Fe Plug-in Hybrid (TM PHEV) produced from 05/13/2021 - 09/14/2023

### **Repair Information**

Confirm the horn is inoperable and follow the service procedure outlined in **TSB 26-BE-001H** (or latest version) to replace the horn.

- **Recommend 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.
- If a customer schedules an appointment in advance, ensure any appropriate parts, supplies, tools, and equipment (if applicable) are on hand to perform any related repairs.
- **Please note that this is a warranty extension. The customer's concern of an inoperable horn must be verified before proceeding with any 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.

### **Parts Information**

- Refer to **TSB 26-BE-001H** (or latest version) for the latest parts information.
- These parts will require a VIN before ordering.
  - Part Number 96611-S16100QQH (Horn Assembly - Low)



- Part Number 96621-S1600QQH (Horn Assembly – High)

## **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 26-BE-001H** (or latest version), this warranty extension pays the following:
  - Labor:
    - 0.6 M/H for Horn Assembly Replacement
  - Parts:
    - Horn Assembly – High Pitch (QTY: 1)
    - Horn Assembly – Low Pitch (QTY: 1)
  - Digital Documentation:
    - Claims are subject to review after submission. Please note multiple pictures are required (one for ‘low’ horn assembly & one for the ‘high’ assembly). **If it found that the pictures are not compliant with requested ones per TSB, claim is subject to debit.**

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



**Readiness:** Are the appropriate tools, parts, and materials on hand to complete the repair procedure?

- Yes
- No** – It is highly recommended to order the necessary tools, parts, and materials ahead of time to save time perform repair efficiently for the optimal customer experience.



**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 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 away from the dealership.

Did you offer the customer Alternative Transportation if requested?

- Yes
- No** - Customer should be offered alternative transportation if they feel uncomfortable in the operation of their vehicle prior to the remedy being completed on his/her vehicle. In addition, a SRC may be required based on the recall repair procedure duration and any other additional work on the vehicle that may need to be addressed during customer’s visit.



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



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

Were the appropriate picture(s) taken as outlined in **TSB 26-BE-001H** (or latest version)?

- Yes
- No** – Please ensure appropriate picture(s) are taken for the dealership to be paid. 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.

## **FAQs**

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

**A1:** Certain Santa Fe Hybrid (TM HEV) and Santa Fe Plug-In Hybrid (PHEV) vehicles may have an inoperable horn that may be caused by water intrusion through the ventilation hole.

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

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

- Certain 2021-2022 for Santa Fe Hybrid (TM HEV) produced from 12/18/2020 - 09/14/2023
- Certain 2022-2023 for Santa Fe Plug-in Hybrid (TM PHEV) produced from 05/13/2021 - 09/14/2023

### **Q3: What will be done by the dealer once the vehicle comes in, confirms the customer’s concern, and the vehicle is eligible for the warranty extension?**

**A3:** The replacement of the horn assembly replacement will be offered at **no cost** to the customer if the condition(s) covered by the warranty extension are confirmed.

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

**A4:** Owners of the subject vehicles are expected to be notified via First Class Mail in February 2026.

## **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
Special Service Tools	<a href="mailto:hyundaitools@snapon.com">hyundaitools@snapon.com</a> 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"> <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(GeneralQuestions)	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 > DocumentsLibrary > 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.	
Recall Campaign Website	<a href="http://www.hyundaiusa.com/recall">www.hyundaiusa.com/recall</a>	
NHTSAWebsite	<a href="http://www.safercar.gov">www.safercar.gov</a>	