

Dealer Notification

TXXM/T6G – Engine Warranty Extension and Engine Inspect/Replace

March 26, 2026

Document Topic	Date
<ul style="list-style-type: none"> Technical Service Bulletin 26-01-033H published on HMA Tech Info; supersedes 22-01-024H-2 <ul style="list-style-type: none"> Add corresponding Op codes for 2019-2021MY Tucson (TL) vehicles pertaining to Reman engine 21101-2EG18FFHRM on pages 11-12 Revise ‘Information’ box on page 1 to refer to the latest Hyundai Policy & Procedures when ordering an engine 	03/26/2026

Campaign Description

This TSB references the Op codes to use for claim submission and the Parts required based on the vehicle’s inspection results from TSB 22-01-023H (DTC P1326 – Engine Bearing Inspection/Engine Replacement) or the latest version.

Affected Vehicles

- Certain 2010 - 2012MY Santa Fe (CM) vehicles with Theta II 2.4L MPI
- Certain 2010 - 2013MY Tucson (LM) vehicles with Theta II 2.4L MPI
- Certain 2011 - 2015MY Sonata Hybrid vehicles with (YF HEV) Theta II 2.4L MPI Atkinson
- Certain 2014 - 2015MY Tucson (LM) vehicles with Nu 2.0L GDI
- Certain 2014MY Elantra Coupe (JK) vehicles with Nu 2.0L GDI
- Certain 2014 - 2016MY Elantra (MD) vehicles with Nu 2.0L GDI
- Certain 2014 - 2017MY Elantra GT (GD) vehicles with Nu 2.0L GDI
- Certain 2018 - 2020MY Elantra GT (PD) vehicles with Nu 2.0L GDI
- Certain 2016 - 2021MY Tucson (TL) vehicles with Nu 2.0L GDI
- Certain 2016 - 2019MY Sonata Hybrid Plug-in (LF HEV/PHEV) vehicles with Nu 2.0L GDI
- Certain 2012 - 2017MY Veloster (FS) vehicles with Gamma 1.6L GDI

The warranty coverage for engine repair or replacement regarding engine damage or malfunction from connecting rod bearing wear has been extended to 15 years or 150,000 miles from the date of original retail delivery or date of first use, whichever occurs first, and is valid for original and subsequent owners (TXXM). **Commercial entities and individuals engaged in the buying, selling, leasing, or renting of motor vehicles, as well as salvaged vehicles, are ineligible for the extended warranty.**



Customers are strongly encouraged to complete the Knock Sensor Detection System (KSDS) software (Service Campaign 966 or 982), which has been communicated to owners as a requirement for coverage under the extended warranty. Previously recalled vehicles under Recall 198 and Recall 209 are exempt from the KSDS requirement. **Regardless of KSDS completion, dealers should always submit a Warranty Prior Approval request on all applicable vehicles within the extended warranty period.**

Notice! A warranty Prior Approval (PA) must be submitted on all applicable vehicles that exhibit the conditions outlined within this best practice document

Repair Information

Refer to **TSB 22-01-023H-2** (or latest version) to check Engine warning lamp illuminated with DTC P1326 and/or engine may exhibit abnormal noise, or no crank/no start condition related to connecting rod bearing wear or damage.

- **Recommended Service Technician Training Level:** Hyundai Expert (or higher) is required.

Recommended Alternative Transportation

A Service Rental Car (SRC) is recommended for customers when their vehicle is required to remain at the dealership overnight. An SRC may also be necessary when the duration of the repair procedure, or any additional work identified during a service visit, extends the customer's visit. In the event an SRC is unavailable, alternative transportation options—such as a third-party rental or rideshare—may be offered.

Parts Information

Refer to **TSB 26-01-033H** for parts ordering information based on the information collected on the Service Process Results Worksheet during the inspection performed by the Technician.

Warranty Information

- Warranty Labor Op Codes: Refer to **TSB 26-01-033H**
- Labor Op Training Video Link: <https://vimeo.com/678326494/1851c34869>
- Labor Op Training Video QR Code (see right)



Sample Customer Talk Tracks

1. **For Customers at a dealership already:**

“The Technician will check your vehicle for any Diagnostic Trouble Codes and inspect your vehicle’s engine during the visit to determine if any repairs will be needed. Subject to KSDS completion, your vehicle’s engine warranty has been extended to 15 years or 150,000 miles, whichever comes first, for engine concerns related to connecting rod bearing wear. If your vehicle has not received KSDS, Hyundai will still consider eligibility for the warranty extension for the time being. First, we will need to diagnose your vehicle and then we can submit the information to determine if the repairs are covered under the warranty extension. I will follow up with you and provide a status update along with any information about your vehicle I have from the technician as soon it becomes available. If it is determined that the repairs are not covered by the Warranty Extension, I will call you with a detailed report of the findings and provide you with an estimate for the repairs before continuing any further.”

2. **For Customers over the phone:**

“While I have you on the line and verifying your current appointment, I ran your VIN and see that your vehicle has an open campaign. This service campaign requires replacement of the exhaust manifold (catalytic converter) to address this condition. If time permits, we can address this campaign during your current appointment, and it will be at no cost to you. Should you need, we can arrange for alternate transportation since this may prolong the stay of your vehicle at service. We apologize for the inconvenience.”

Before Proceeding with T6G or TXXM:

Make sure to confirm diagnosis meets warranty eligibility requirements relating to the conditions outlined within this document. If a vehicle is brought in for an engine condition unrelated to T6G (e.g. oil consumption), please follow the proper engine diagnosis procedures, and refer to standard warranty policies and procedures.

Additional Key Notes:

- Knock Sensor Detection System (KSDS) software has been communicated to customers as a requirement for coverage under the extended warranty
- Previous Recalled vehicles under Recalls 198 & 209 are exempt from the KSDS requirement
- Commercial entities and individuals engaged in the buying, selling, leasing, or renting of motor vehicles, as well as salvaged vehicles, are ineligible for the extended warranty.

If there is evidence of a fire or other components needing replacement due to fire, please disclose all affected parts to PA as part of the engine PA review process and do not perform any diagnosis or repairs until further directed.

Best Practice Checklist



Reservation: Has WebDCS been referenced for additional open campaigns or recalls?

- Yes
- No** – Please ensure all open campaign(s)/recall(s) are identified and addressed.



Readiness: Are parts in stock to complete this campaign?

- Yes
- No** – Please order the part(s) from your corresponding PDC if necessary based on the inspection result(s). Also, ensure a functioning GDS is on-hand to complete the software update.
- Technicians completing these campaigns should be minimum Certified level and completed Engine Technology – Classroom (#SVCET28_208) or the Engine Tech vILT Final Exam – Web (#SVCDENGVILTEXITW20_865)
- Your dealership has all necessary Special Service Tools to perform campaign. See **TSB # 22-01-023H-2** or latest version.
- Your dealership has properly configured the SST bearing clearance tester and knows how to calibrate the BCT. See TSB # 21-GI-009H or latest version.



Reception: Has the customer been informed of the expected repair duration and a timeframe for status updates?

- Yes
- No** – Customer should be given an estimated time of when his/her vehicle is completed so the customer can plan the rest of their day away from the dealership.
- Check WebDCS for applicable open and completed recalls and service campaigns, e.g., KSDS on Campaign 966 or 982.
- If the MIL is illuminated and has triggered DTC P1326 and/or the engine is exhibiting abnormal noise or no crank/no start condition related to connecting rod bearing wear or damage, then follow the procedures outlined in T6G **TSB 22-01-023H-2**.
- Print a copy of the Service Process Results Worksheet for the technician to complete and attach to the RO. This will help determine the appropriate parts and labor op codes to use.

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: Has the customer been offered alternative transportation?

- Yes
- No** – Customer should be offered alternative transportation if they feel uncomfortable in the operation of their vehicle prior to the repair being completed on his/her vehicle. 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.



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

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



Return: Ensure the customer's contact information is up-to-date for follow-up conversations regarding their vehicle's status.

- Yes
- No** – Please ensure the customer's latest information is accurately recorded in order to provide future updates customer.
- Get the customer's signature on all warranty lines in addition to the final RO.
- Remind the customer to get their engine oil changed on a regular basis.

Contact Reference

Please see the list below for commonly referred to contacts. Thank you for your prompt attention to this important 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	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: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: 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	1-800-633-5151	Customers general questions, non-campaign related
Hyundai Roadside Assistance	1-800-243-7766	Hyundai Roadside Assistance
Key Reference Information		
Name	Source	
Campaign Central	<u>Consolidated repository of recall and service campaign dealer best practices. Located on the service tab homepage in www.HyundaiDealer.com</u>	
Car Care Scheduling (Xtime) - Tutorials	<u>www.HyundaiDealer.com > Service > Dealer Resources > DocumentsLibrary > Car Care Scheduling</u>	
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, select "Email Communication" 4. Slide the toggle to "Advanced" 5. Populate as many emails as desired in the "Parts Desk Email Field" 	
Parts – Campaign Parts Management (CPM) Procedure	<u>As applicable; www.HyundaiDealer.com > Parts > Documents Library > Campaign Parts Management</u>	
Service Rental Car (SRC) Program	<u>SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car</u> <u>TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software</u> <u>Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance</u>	
Technical Service Bulletin (TSB)	<u>www.HyundaiDealer.com > Service tab > Hyundai Tech Info</u>	
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	<u>www.hyundaiusa.com/recall</u>	
NHTSA Website	<u>www.safercar.gov</u>	

Appendix

Document Topic	Date
<ul style="list-style-type: none">• Technical Service Bulletin (TSB) 22-01-024H-2 (T6G Op Code/Part Number TSB) – Published on HMA Tech Info• Technical Service Bulletin (TSB) 22-01-023H-2 (T6G Repair TSB) – Published on HMA Tech Info• Technical Service Bulletin (TSB) 22-EM-006H-2 (Warranty Extension TXXM) – Published on HMA Tech Info	11/03/2022