



**Hyundai**  
Assurance Car Care



## Service Campaign T4E Dealer Best Practice

Date: November 20, 2019

Attn: Dealer Principal/General Manager/Service Manager/Parts Manager

Subject: Service Campaign T4E: Nexo Hydrogen Pressure Sensor Replacement (TSB #19-01-033H) – v1

| Updates To This Document                                                            | Date     |
|-------------------------------------------------------------------------------------|----------|
| <ul style="list-style-type: none"> <li>Initial communication to dealers.</li> </ul> | 11/20/19 |

### \*\*\* Dealer Stock and Retail Vehicles Only \*\*\*

Dealers must perform this Service Campaign on all affected vehicles prior to customer retail delivery and whenever an affected vehicle is in the shop for any maintenance or repair.

### Affected Vehicles

Hyundai is conducting a Service Campaign to replace hydrogen pressure sensor on certain Nexo (FE) Fuel Cell vehicles.

The affected vehicles include:

- Certain 2019MY Nexo (FE) Fuel Cell Electric Vehicle

Hyundai is initiating this action to ensure the quality of its vehicles and the continued satisfaction of Hyundai customers.

### Description

This service campaign is to address if a vehicle is in service for any maintenance or repair, including the DTCs P315200 and P315300, both Hydrogen Pressure Sensor 1 and Hydrogen Pressure Sensor 2 must be replaced with an updated part.

### Service Action



**Reservation** – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and advise the customer on time requirements.



**Readiness** – Review this announcement and the accompanying FAQs with all Service and Parts staff including Reservationist/BDC. Also, complete all applicable training, check your reservation capacity settings (you can set separate capacities for every recall/campaign), confirm email addresses for campaign appointments, and that you have all necessary tools, campaign parts and shop equipment as needed.



**Reception** – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. Provide SRC or an alternative vehicle, as needed. If a customer has declined the campaign, note this on the repair order and request the customer's signature next to the statement.

- This campaign must be performed at a designated outdoor venting location.
- Nexo owners should be provided an equivalent SRC, such as an eco-friendly vehicle (electric, hybrid, plug-in hybrid vehicle) or SUV, or alternative transportation, as needed.



**Repair** – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work.

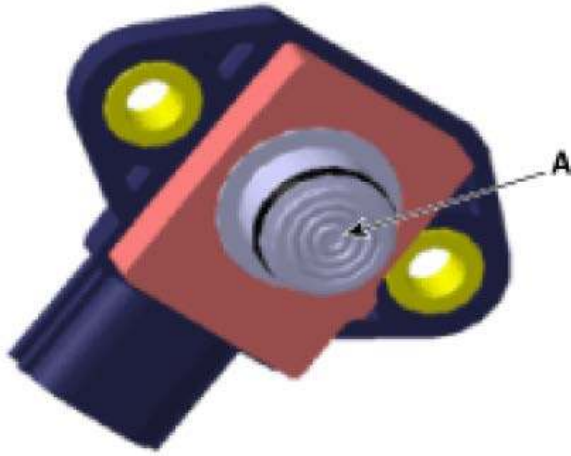
- Perform this procedure at designated outdoor venting location.
- Follow service manual instructions to complete this TSB
- Damage to the Hydrogen Pressure Sensor will occur if the thin metal membrane (A) is touched or makes contact with other objects (See picture below).



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- Use caution when handling the Hydrogen pressure sensor and during the installation of the sensor. Keep protective cap installed until ready to install sensor.



## Parts Information:



Return – Review all completed campaign and repairs to answer any customer questions. Also, schedule the customer's next service.



Reconnect – Follow up for customer satisfaction.

### Parts

Please review parts as outlined in the corresponding TSB (TSB #19-01-033H).

### Customer Notification

None

Thank you for your prompt attention to this important matter and continued commitment to Hyundai customers.

Hyundai Motor America



| Key Contact Information                                  |                                                                                               |                                                                                                                                                                        |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Dealer Support                                           | Contact Information                                                                           | Description                                                                                                                                                            |
| Parts                                                    | HyundaiPartsHotline@MobisUSA.com<br>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                      | 1-844-371-3808                                                                                | Warranty Prior Approval (PA) Center for Hyundai Dealers                                                                                                                |
| Xtime Technical Support                                  | Support@xtime.com<br>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><br>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</u> or <u>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 (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 <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 > Documents Library > 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                              | <a href="http://www.HyundaiDealer.com">www.HyundaiDealer.com</a> > Service tab > SRC Fleet Mgmt Software                                                                                                                                                                                                                        |
| 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>                                                                                                                                                                                                                                                        |
| NHTSA Website                                                 | <a href="http://www.safercar.gov">www.safercar.gov</a>                                                                                                                                                                                                                                                                          |