



Service Campaign T3G Dealer Best Practice

Date: February 27, 2020

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

Subject: Service Campaign T3G: THETA GDI ENGINE DTC P1326 - ENGINE INSPECTION / REPLACEMENT (TSB #20-01-004H supersedes TSB #19-01-006H-4) v8

<u>Updates To This Document</u>	<u>Date</u>
Update: PA Approval is automatically created for OP Codes with engine replacement (No Pass Result).	2/27/20

***IMPORTANT Dealer Stock and Retail Vehicles ***

Dealers must perform Service Campaign T3G on all vehicles that return with DTC P1326.

Affected Vehicles

Hyundai has launched a Service Campaign for applicable vehicles with 2.0L Turbo and 2.4L GDI engines that may experience the Check Engine warning lamp illuminated with DTC P1326.

The affected vehicles include:

- Certain 2011-2014 MY Sonata (YF) vehicles with 2.0L Turbo and 2.4L engines
- Certain 2015-2019 MY Sonata (LF) vehicles with 2.0L Turbo and 2.4L engines
- Certain 2013-2018 MY Santa Fe Sport (AN) vehicles with 2.0L Turbo and 2.4L engines
- Certain 2019 MY Santa Fe (TM) vehicles with 2.0L Turbo and 2.4L engines
- Certain 2014-2015 MY Tucson (LM) vehicles with 2.4L engines
- Certain 2018-2019 MY Tucson (TL) vehicles with 2.4L engines
- Certain 2019 MY Veloster N vehicles with 2.0L Turbo engines

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

Description

Applicable vehicles with 2.0L Turbo and 2.4L GDI engines may experience the Check Engine warning lamp illuminated with DTC P1326. Follow the procedures on TSB #20-01-004H (supersedes TSB #19-01-006H-4) rotate the crankshaft, perform the bearing inspection (if crankshaft does rotate) and/or replace the engine based on the crankshaft/bearing inspection results.

Service Action



Reservation – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and advise the customer on time requirements. **If there is an open recall 132 or 162, make sure to complete prior to determining if T3G is required.**

- Make sure to check your appointment reservation settings and verify customer information. This will help reduce unplanned work and speed up the customer check in process.
- Make sure to review Blue Link alerts with DTC P1326 and reach out accordingly.
- Provide customer with transportation options such as SRC or alternative vehicle.



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.

- Make sure to have necessary Special Service Tools to perform campaign (see TSB #20-01-004H for more details).
- This campaign can possibly require additional repairs after initial inspection; make sure to prepare for unplanned work and maintain sufficient staff to keep vehicles moving through the shop.
- Ensure the entire team completes the “Engine Support” training course on HLP.



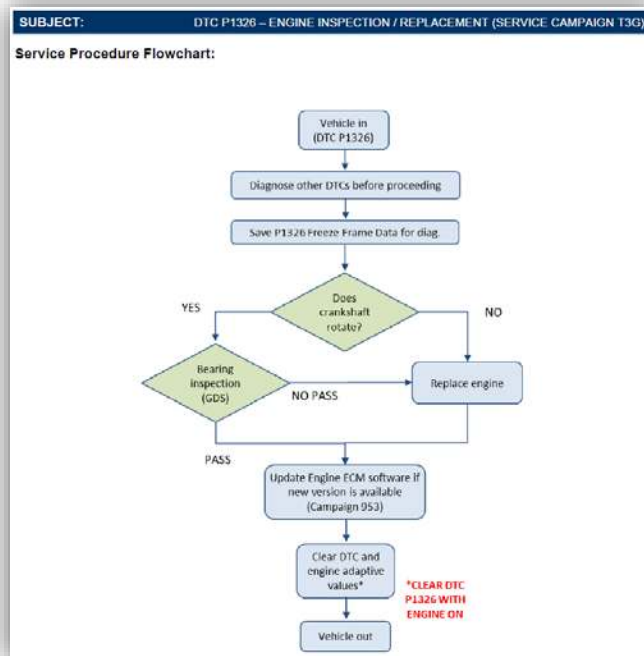
Reception – Always check the Vehicle Information Screen in WebDCS for open campaigns and recalls, and print a copy for technicians. **If there is an open recall 132 or 162, make sure to complete prior to determining if T3G is required.** Provide SRC or an alternative vehicle, as needed. If a customer has declined the campaign, note this on the repair order and request the customer's signature next to the statement.

- It is important to explain to each customer during the reception step of the service process what happens if their vehicle requires additional repairs after the inspection process.
- Make sure to advise customers of potential vehicle down time and provide alternative transportation such as an SRC or 3rd party rental.
 - All customers that come in with P1326 or "Engine Protection Mode" should be provided an SRC or alternative 3rd Party Rental. **All SRC or Rental claims will be reimbursed regardless of PA's decision to cover the engine replacement.**
- Do not charge diagnosis for vehicles that previously had campaign 953 performed and return to the dealership in "Engine Protection Mode" or with DTC P1326.



Repair – Always plug in the GDS before starting the repair. Make sure to complete an MPI on all vehicles and Quality Control your work. **If there is an open recall 132 or 162, make sure to complete prior to determining if T3G is required.**

- **Please review the TSB thoroughly as the service procedures have been updated.**
- Confirm the GDS-M has the latest software update prior to plugging it in to the vehicle.
- This campaign can possibly require additional repairs. Make sure to refer to the most current TSB for all necessary steps of the repair process and view the Service Procedure Flowchart on page 10 of TSB #20-01-004H.
- Make sure to quality control work after repair is complete and confirm condition is resolved.
- Record the audio station presets (XM,AM,FM, etc) prior to disconnecting the battery.
- Clear DTC P1326 with engine ON. P1326 may reset if not cleared with the Engine ON.
- If an engine replacement is required, PA may request dealers to perform additional steps before approving replacement. Dealers will be compensated for this additional time and such steps may include connecting the GDS to retrieve additional information from the vehicle.
- Follow ECM update added to the service procedure, follow service flow chart found on page 11 of TSB #20-01-004H.



- **IMPORTANT NOTE:** Claim Submission Process as stated on page 8-9 of the TSB.
 - For 11-18MY vehicles: Submit Claim on Campaign Claim Entry Screen.
 - For 19MY vehicles: Submit Claim on Warranty Claim Entry Screen.
 - If a NO PASS result is received, a PA for engine approval is automatically created.



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

- It's important to explain to each customer during the return step of the service process that the 953 Engine Improvement Campaign is still active and they should contact the dealership if any Check Engine Light is illuminated or Engine Protection Mode is activated.



Reconnect – Follow up for customer satisfaction.

Parts

Special service tools that are required have been updated. Please review starting on 1 of the TSB. For replacements or questions on the bearing tool, please contact GIT at 866-539-4248.

Order the required parts starting on page 3 of the TSB based on the vehicle inspection results.

For 17MY Sonata 2.4L with production date on 5/13/2016 to 5/19/2016, refer to page 10 of the TSB for detailed instructions.

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 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 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 <u>recall</u> or <u>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 > Documents Library > Car Care Scheduling
Car Care Scheduling (Xtime) - Recall Appointment Notification	- 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	www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt Software
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



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Appendix

Previous Updates To This Document	Date
Update: References updated TSB #20-01-004H and revision to the Service Procedures	2/18/20
- Update: References updated TSB #19-01-006H-4 and add 19MY Sonata, Santa Fe, Tucson, and Veloster N vehicles. - Please Note: For 11-18MY vehicles, submit claims on Campaign Claim Entry Screen. For 19MY vehicles, submit claim on Warranty Claim Entry Screen.	10/28/19
- Update - References updated TSB #19-01-006H-3 and modifies the Service Procedure to update the Engine ECM. - Additional ECM update added to the service procedure, see flowchart found on page 8 for service procedure flow of TSB #19-01-006H-3. - Updated PA Engine Approval Process Procedures in Repair	10/3/19
Update: References updated TSB #19-01-006H-2 with added Service Actions and Parts Information	04/22/19
Update: References updated TSB #19-01-006H-1 with added Service Actions and Parts Information	04/03/19
Verbiage Update: Service Actions (Reception) – additional details provided regarding SRC and 3rd Party Rentals.	03/13/19
Service Campaign T3G Launch	02/15/19