



Hyundai
Assurance Car Care



T3G Re-Test Dealer Best Practice

Date: April 22, 2019

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

Subject: Service Campaign T3G Update

*****IMPORTANT*****

Dealers must perform the updated Service Campaign T3G on all vehicles that are currently waiting for an engine.

Affected Vehicles

Hyundai has refined the engine inspection for vehicles that experienced the Check Engine light with DTC P132600 to eliminate the interference caused by the wiring harness. As a result, we need the vehicles currently waiting for an engine replacement to be re-tested with the new software update using the GDS-mobile.

The affected vehicles include:

- Certain 2015-2018 MY Sonata (LF) vehicles with 2.0L Turbo and 2.4L engines
- Certain 2015-2018 MY Santa Fe Sport (AN) vehicles with 2.0L Turbo and 2.4L engines
- Certain 2015 MY Tucson (LM) vehicles with 2.4L engines
- Certain 2018 MY Tucson (TL) vehicles with 2.4L engines

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

Description

Follow the procedures on TSB #19-01-006H-2 (supersedes TSB #19-01-006H-1) to re-inspect the vehicle and install a wire harness extension or replacement engine based on the inspection results.

Service Action



Repair – Confirm the GDS-M has the latest software update prior to plugging it in to the vehicle.

- Perform the updated Service Campaign T3G on all vehicles that are currently waiting for an engine.
- Use the Service Consultant Flowchart on page 3 and the updated TSB #19-01-006H-2 (supersedes TSB# 19-01-006H-1) for this procedure.
- Due to the re-test, 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 #19-01-006H-2 (supersedes TSB# 19-01-006H-1) and page 3 of this document.
- New Updated PA Engine Approval Process
 - After the engine microphone noise test is performed and two consecutive “No Pass” results are uploaded through the GDS by the technician, the PA engine request will be **auto-created and auto-approved**.
- Make sure to quality control your work after the repair is complete and confirm condition is resolved.



Return – Review all completed campaign and repairs to answer any customer questions.

- Use the customer talk tracks on page 4 if the engine no longer needs to be replaced.



Reconnect – Follow up for customer satisfaction.

Parts

Please see TSB #19-01-006H-2 (supersedes TSB# 19-01-006H-1).



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Customer Talk Tracks (if engine does not need replacement)

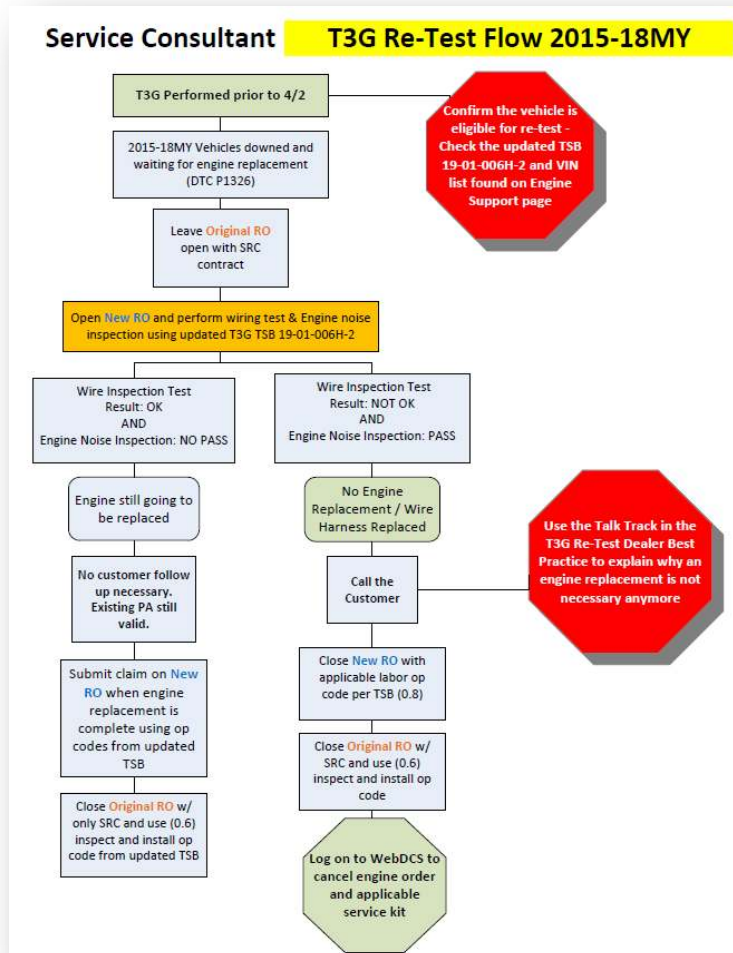
Hello Mr./Mrs. Customer,

I have some great news regarding your vehicle. Hyundai has enhanced its inspection process to improve the protection of your engine from damage. As a result of Hyundai's enhanced inspection process, we re-tested your vehicle's engine and narrowed down the repair to a small engine wire harness (and knock sensor) that was picking up interference. To correct this, we are going to replace the wire harness with a new one. This procedure is an easy repair and safeguards the wire harness signal from potential interference.

We want to remind you that we have extended the warranty coverage for the long block engine assembly to 10 years, 120k miles for you and subsequent owners.

As a thank you for your patience, Hyundai would like to offer you 2 complimentary scheduled oil changes. This will be noted in our system and redeemable at Hyundai dealerships nationwide. Can we schedule your first complimentary oil change for (insert date and available time for next scheduled service) now, or is there another date or time that's more convenient for you?

Thank you for choosing Anytown Hyundai to service your vehicle and allowing us to continue as your preferred choice for all your vehicle's needs.

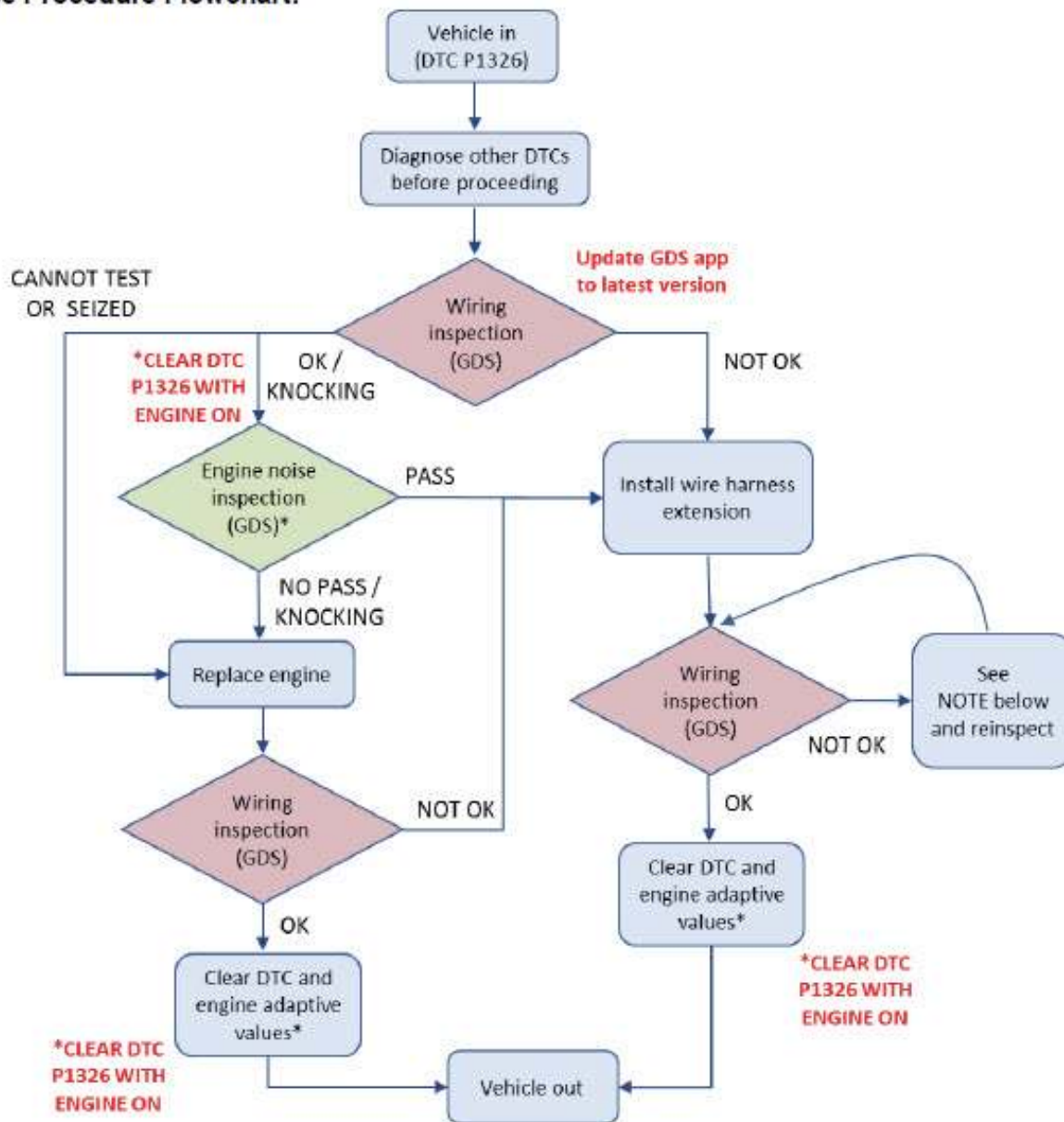


Thank you for your prompt attention to this important matter and continued commitment to Hyundai customers.

Hyundai Motor America

SUBJECT: DTC P1326 – WIRING INSPECTION / INSTALL AND ENGINE R&R (SERVICE CAMPAIGN T3G)

Service Procedure Flowchart:



NOTE:

If the wiring inspection is still NOT OK after installing the harness extension, proceed with the following steps until an OK test result is achieved.

- 1) Confirm pins are properly installed and secured in engine ECM connector and **reinspect**
- 2) Remove knock sensor and reinstall **with torque wrench to 15 lb-ft** and **reinspect**
- 3) Install new knock sensor **with torque wrench to 15 lb-ft** and **reinspect**

PA Approval:

Required for engine replacement.

NOT required for wire harness extension installation.

Refer to the Warranty Information section regarding reimbursement and coverage out of warranty.



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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	1. Log into Xtime 2. Under the menu at the top left, select 'CONFIGURE' 3. Under the dealership tab, click "EMAIL COMMUNICATION" 4. Slide the toggle to "ADVANCED" 5. 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