

# Service Campaign 954 Dealer Best Practice

Date: May 7, 2019

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

Subject: Service Campaign 954: TPMS Valve Cap and Stem Replacement (TSB #19-01-017H) – v1

Updates To This Document	Date
<ul style="list-style-type: none"> <li>Initial communication to dealers.</li> </ul>	05/07/19

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

Dealers should 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 the Tire Pressure Monitoring System (TPMS) valve stem cap and/or valve stem on 2017 model year Night edition Tucsons.

The affected vehicles include:

- 2017 Tucson (TL) Night edition ONLY with a production date range of February 13, 2007 to July 15, 2017.

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

### Description

The aluminum valve cap may corrode onto the valve stem making it difficult to remove the cap to inflate tires or check tire pressure.

### 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.

- This campaign can be completed quickly and does not require a hoist (if valve stem caps are not corroded).



**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.



**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 a vehicle requires replacement of valve stems and caps, do not damage the TPMS sensor while breaking the bead from the wheel.
- Always remember to torque the wheel assemblies after re-installing on the vehicle and set tire pressures to OE specifications.



**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 proceed with ordering parts as outlined in the corresponding TSB(s).

### Customer Notification

TBD

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

Hyundai Motor America



## Customer FAQs

**Q1: What is the purpose of the service campaign?**

**A1:** The aluminum valve cap on 2017 Model Year Night Edition Tucson may corrode onto the valve stem making it difficult to remove the cap to inflate tires or check tire pressure.

**Q2: What will be done during the service at the dealer?**

**A2:** Hyundai dealers will replace the Tire Pressure Monitoring System (TPMS) valve stem cap and/or valve stem on 2017 model year Night edition Tucson.

**Q3: When will owners be notified?**

**A3:** TBD

**Q4: Can the service be performed now (prior to receiving notice)?**

**A4:** Yes. Customers should contact their nearest Hyundai dealer to schedule the service as soon as possible. The actual time required to perform the procedure is only a few minutes.

**Q5: If a customer had this repair previously completed, how can they be reimbursed?**

**A5:** Hyundai has a Reimbursement Program in place if you previously had any repairs or expenses related to this recall. Submit a request for reimbursement online at [www.HyundaiUSA.com/recall](http://www.HyundaiUSA.com/recall).



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: <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 (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>Log into Xtime</li> <li>Under the menu at the top left, select 'CONFIGURE'</li> <li>Under the dealership tab, click "EMAIL COMMUNICATION"</li> <li>Slide the toggle to "ADVANCED"</li> <li>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>