



# HYUNDAI

## Technical Service Bulletin

GROUP	NUMBER
ENGINE	19-EM-003H
DATE	MODEL(S)
AUGUST 2019	All Models w/Engines

**SUBJECT:** PRIOR APPROVAL ENGINE WARRANTY HANDLING PROCESS GUIDELINES

**Description:** Prior Approval authorization is required when replacing an engine assembly (long or short block). This requirement extends to all different warranty types, including service part warranty repairs. Follow the guidelines outlined in this bulletin to facilitate the warranty engine handling process.

### NOTICE

When a vehicle arrives at the service department, access Hyundai Motor America's "warranty vehicle information" screen via WEBDCS to identify open campaigns and applicable warranty coverage.

- ❖ **If VIN indicates any open campaigns related to the engine, then refer to the applicable campaign bulletin to complete all the necessary procedures outlined in the bulletin.**

#### Initial Vehicle Inspection:

Document the customer concern completely and then perform the initial vehicle inspection along with the applicable diagnostic procedure to determine the severity of the engine condition.

#### Customer Accommodation:

If the vehicle is within warranty parameters, advise the customer of potential vehicle down time and provide alternative transportation such as an SRC, Rideshare or a 3rd party rental as needed.

- ❖ **NOTE:** PA is not required for providing alternative transportation.

#### Additional Engine Diagnosis and Mandatory Documentation Preparation:

Perform additional diagnosis (if applicable) of the engine condition for claim documentation per below.

- Current Repair Order
  - Detailed description of the customer concern
  - All DTC(s) related to the engine
  - Repair details including the replacement engine part number
- Engine Core Return Worksheet (**completely filled out if engine replacement is deemed required**)
- Photos of the *complete* valvetrain
- Photos of the oil pan contents (if the engine condition requires oil pan removal to check for metal debris contamination)
- Additional information, or other photos (as needed to verify engine condition)
- Oil Consumption Worksheet (if applicable to engine condition)
- Subsequent engine replacements will require a Techline case

### NOTICE

Update the Current Owner Information in WebDCS as needed. **The Powertrain Limited Warranty Original Owner Verification Affidavit is required on all powertrain claims associated with the 10 years/100,000 miles Powertrain Limited Warranty.**

Circulate To: General Manager, Service Manager, Parts Manager, Warranty Manager, Service Advisors, Technicians, Body Shop Manager, Fleet Repair

**WebDCS - Engine Prior Approval Authorization Submission Process (EXAMPLE):**

**\*\*\* Required Details \*\*\***

- Repair group must be “ENGINE GROUP”.
- Description of cause of failure to justify engine assembly replacement
- **Estimate** should include only the part and related LTS time at warranty rates.
  - Do not include estimated taxes, rental, towing, core, or additional labor time charges.

PA Information				
* RO #	123456	PA #	100004	
* RO Open Date	07/24/2019	* Mileage	97852	
* VIN	5NPEB	Model	AZERA (TG)	
Original Owner	JOHN DOE <input checked="" type="checkbox"/>	* Current Owner	Last: DOE First: JOHN	
* Repair Group	ENGINE GROUP	DTC Code		
DTC Code	P0301	DTC Code		
Case Number	12345678			
* Customer Concern	CUSTOMER STATES ENGINE HAS INTERMITTENT ROUGH IDLE. PLEASE CHECK AND ADVISE. <span style="float: right;">435 characters available</span>			
* PA Request Reason	TECHNICIAN FOUND COMPRESSION FOR CYLINDER ONE IS BELOW MINIMUM PRESSURE SPECIFICATION. CASE NUMBER LISTED IS FOR THE RELATED TECHLINE REPAIR RECOMMENDATION. NEED TO REPLACE SHORT BLOCK ASSEMBLY TO CORRECT THE CUSTOMER'S CONCERN. REQUESTED PART NUMBER IS 21102-2GK50-HRM. PARTS DEPARTMENT CONFIRMED THE REPAIR PART IS AVAILABLE AT THIS TIME. <span style="float: right;">164 characters available</span>			
Remark From PWA CTR				
* Goodwill	No	HMA %		
* Estimate	4000.00	* Requesting Rental	Yes	
Status	SAVED		Labor Hours	8.7
History				

**\*\*\* Additional Details \*\*\***

- **Goodwill Assistance** does not apply for engines that are still eligible for warranty coverage or if the repair is covered by a customer’s extended service contract.
  - Check the part coverage in the Warranty Part Coverage Inquiry screen in WebDCS.
  - Provide owner with a customer pay repair estimate if it’s outside of warranty coverage.
  - Select Goodwill “Yes” if this is for assistance out of warranty.
- Techline and/or CA case related to the concern

**\*\*\* Required Attachments for Engine Requests \*\*\***

- PDF scanned document is preferred.
- Photos should be in focus with minimum resolution of 700x700 pixels.
- Worksheet(s) must be legible with all applicable fields completed accurately.
- Label the attachments with descriptions.

Attachments			<a href="#">Attach</a>
Type	Attachment Name	Delete	
APPLICATION/PDF	REPAIR ORDER	<input type="button" value="✘"/>	
APPLICATION/PDF	ENGINE CORE RETURN WORKSHEET	<input type="button" value="✘"/>	
IMAGE/PNG	COMPLETE VALVETRAIN PHOTO	<input type="button" value="✘"/>	