

## **Technical Service Bulletin**

| GROUP         | NUMBER               |
|---------------|----------------------|
| <b>ENGINE</b> | 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
  - o 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

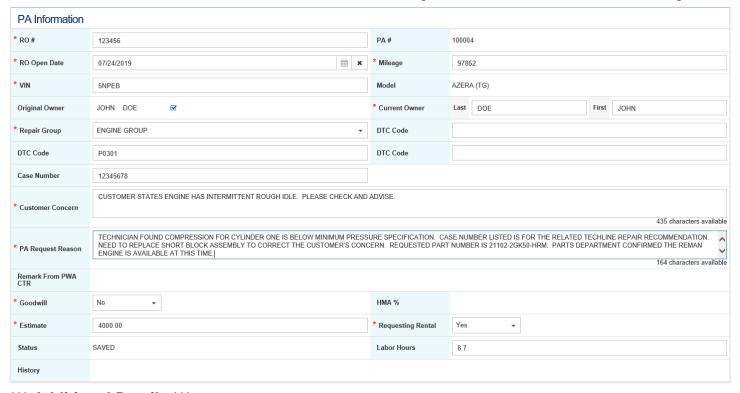
# **NOTICE**

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.

### 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.



### \*\*\* 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.



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