



Warranty Extension TXXP: Hydraulic Electronic Control Unit (HECU) – Dealer Best Practice

May 09, 2022

Warranty Extension Terms: 15 years/unlimited miles

Updates to this Document	Date
• TSB # 22-BR-001H-1 – Warranty Extension (HECU)	05/09/2022

Description of Warranty Extension:

The warranty coverage for the hydraulic electronic control unit (HECU) for certain 2009-12 Genesis (BH) and 2011-12 Equus (VI) vehicles for repairs and replacement **has been extended to 15 years with unlimited miles from the date of original retail delivery or date of first use and is valid for original and subsequent owners.**

Affected Vehicles:

- Certain 2009-2012MY Genesis (BH) produced from April 30, 2008, to March 28, 2012
- Certain 2011-2012MY Equus (VI) vehicles produced from July 13, 2010, to March 24, 2012

***To see if the vehicle is eligible, go to Hyundaidealer.com > WEBDCS > Vehicle Information Screen. Input the VIN number and look under the heading ‘Extended Factory Warranty’ to see if TXXP is listed for the vehicle**

Extended Factory Warranty			
Ext Warranty	Ext Warranty Description	Published Date	Bulletins
TXXP	HECU WARRANTY EXTENSION (22-BR-001H)		Inquiry

The Fix:

If the HECU is found to be defective, replace the HECU according to the applicable Service Manual procedures. Air bleeding and HECU calibration are required after replacing the HECU.

- **Estimated Repair Time:** 2.1hrs. to inspect and replace
- **Recommended Technician Training Level:**
 - **Expert Service Technician who has at least 2 years of experience repairing Hyundai brake systems. Having completed Chassis. Classroom (SVCC28_205 or equivalent) is a plus.**

Recommended Alternative Transportation:

It is recommended to plan and schedule a SRC as needed to meet the customers’ alternative transportation needs.

Best Practice Checklist



Reservation: Did you check WebDCS for additional campaigns or recalls?

- Yes
- No



Readiness: Are parts in stock to complete this warranty extension?

- Yes – Provide customer with ETA
- No – Contact parts and get ETA



Reception: Did you explain to the customer the expected repair time based on the repair?

- Yes
- No



Reception: Did you explain to customer the warranty requirements?

- Yes
- No



Reception: Did you offer the customer Alternative Transportation?

- Yes
- No



Repair: Does the Technician meet the recommended training requirements to complete this warranty extension?

- Yes
- No



Return: Did you get the customer's signature on all warranty lines in addition to the final RO?

- Yes
- No

Additional Training & Resources

Are there any additional training resources that need to be here? Any courses from HLP?

- Classroom (SVCC28_205 or equivalent) is a plus.

Hyundai Learning Portal

- Classroom (SVCC28_205 or equivalent) is a plus.

Parts

Part Name	Part Number	Remarks
Hydraulic Brake Unit	58920-XXXXX	Refer to parts catalog for specific application part number.
DOT 4 Brake Fluid	00232-19053	Approximately 1 liter (3 bottles) required per vehicle.



Warranty:

- Submit Claim on Campaign Claim Entry Screen
- If a part that is not covered by this warranty extension is found in need of replacement while performing this TSB and the affected part is still under warranty, submit a separate claim using the same repair order. If the affected part is out of warranty, submit a Prior Approval request for goodwill consideration prior to performing the work.
- Three (3) bottles of brake fluid will be reimbursed through each of the labor op codes above.

Model	Op. Code	Operation	Op Time	Applicable Part Number	Nature	Cause
Genesis (BH) & Equus (VI)	10D229R1	HECU Inspection and Replacement	2.1 M/H	58920-3N3A0	V62	ZZ1
Genesis (BH) & Equus (VI)	10D229R2			58920-3M2A6		
Genesis (BH)	10D229R4			58920-3M2A5		
Genesis (BH) & Equus (VI)	10D229R5			58920-3M3A6		
Genesis (BH)	10D229R6			58920-3M0A5		
Genesis (BH)	10D229R7			58920-3M3A5		
Genesis (BH)	10D229R8			58920-3M0A6		

Customer Notification

As of 05/09/22, affected owners are expected to be mailed notification letters of this warranty extension in May 2022/June 2022.

Contact Reference

Please see the following page for commonly referred to contacts.

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	PA@hmausa.com	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"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
AutoLoop Technical Support	Support@autoloop.com 1-877-850-2010	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> Appointment / Shop Capacity Management / Campaign Integration / Operation Codes
CDK Technical Support	https://serviceconnect.support.cdk.com/	Assistance with Car Care Scheduling: <ul style="list-style-type: none"> 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 or 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	<ol style="list-style-type: none"> 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	SRC Documentation: www.HyundaiDealer.com > Service tab > Documents Library > Service Rental Car TSD: www.HyundaiDealer.com > Service tab > SRC Fleet Mgmt. Software Insurance: www.HyundaiDealer.com > Service tab > SRC Insurance	
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	



Appendix

Updates to this Document	Date
• TSB # 22-BR-001H – Warranty Extension (HECU) Available	03/24/2022