

Service Campaign 991– Underbody Corrosion Preventative Service - Dealer Best Practice

April 12, 2023

Updates to this Document

Date

- Campaign 991: Underbody Corrosion Preventative Service Procedure (TSB 23-01-034H)

04/12/2023

Campaign Description:

In certain areas, a vehicle's underbody may exhibit corrosion due to road-salt usage. As a preventative measure, a cavity wax coating is applied to the internal surfaces of underbody components and an undercoating spray is applied to exterior surfaces of specified underbody components. The service campaign describes the procedure to perform this preventative service on certain 2009-2014MY Genesis Sedan (BH), 2011-2016MY Equus (VI), and 2010-2016MY Genesis Coupe (BK) vehicles.

Applicable Vehicles:

- 2009-14MY Genesis Sedan (BH) vehicles currently or ever registered in a Salt Belt State produced from 04/30/2008 – 02/24/2016.
- 2011-16MY Equus (VI) vehicles currently or ever registered in a Salt Belt State produced from 07/13/2010 – 12/03/2015.
- 2010-16MY Genesis Coupe (BK) vehicles currently or ever registered in a Salt Belt State produced from 12/18/2008 – 06/11/2016.

Salt Belt Areas include:

Connecticut, Delaware, Illinois, Indiana, Iowa, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia, Wisconsin, and the District of Columbia

Please note all dealers must perform this service campaign if vehicle comes in with an open campaign, even if vehicle is no longer located in the listed states above.

• Additional Information:

There are circumstances under which vehicles that are not currently registered or have never been registered in a "salt belt" state may be eligible for this service campaign. These circumstances include:

- Vehicles that were relocated into a "salt belt" area and/or
- Vehicles registered in a "non-salt belt" state and driven in a "salt belt" area

If it is determined that an owner of a vehicle within the affected VIN production date range relocates or has operated their vehicle in a "salt belt" area, the dealer should perform this procedure at no cost to the customer. **The dealer must submit a Prior Approval request before starting repairs.**

Remedy Repair:

Apply undercoating spray and cavity wax to area indicated in **TSB 23-01-034H** (or latest version) to help prevent underbody corrosion caused by road-salt usage in certain areas.

- **Labor time:** 1.1 M/H
- **Recommended Technician Training Level:** Hyundai Certified Technician or Higher

Recommendation:

Prior to repair, it is recommended to allow the vehicle to cool at least four hours before starting the service procedure. Parking the vehicle at the stall overnight is highly recommended to avoid a need for a cool down period and improve work efficiency.

Recommended Alternative Transportation: Please provide the customer with an SRC (Service Rental Car) if requested.

Customer Talk Tracks

"Today we are going to perform a procedure to the underbody of your vehicle to help prevent corrosion to the chassis, brake and suspension components from road salt commonly used to de-ice the road surfaces. If the salt is not removed by regular car washes during the winter season, it can also eat away at the paint leaving the metal components without protection from corrosion."

Recommendations/tips:

- Get regular car washes. Spray your car down at least once a week in snowy conditions and visit a car wash that targets the undercarriage at least once a month and after winter storms. It may help to view this expense as a highly recommended preventative vehicle maintenance, as it could save you money on costly damages later.
- If your vehicle is over 8 years old, it needs some extra TLC. Several years of exposure to winter road salts can take its toll. According to the National Highway Traffic Safety Administration (NHTSA), vehicle models made in 2007 and earlier are especially susceptible to brake pipe corrosion due to salt exposure. Bring your vehicle in regularly to inspect for corrosion and take notice of how your brake pedal feels in cold weather. Any changes could indicate a leak in the brake system.
- Use a synthetic wax to provide a protective barrier from harsh salt.
- Once spring arrives, thoroughly detail the exterior so that salt doesn't sit on the surface. Prep for winter weather early next season, making sure to pay special attention to any chips or scrapes in the paint, as those areas will be more susceptible to rust.

Warranty Information:

This service campaign pays 1.1 M/H for underbody rust inspection and preventive service (cavity wax/undercoating application).

- All claims must have STUI pictures uploaded as directed in **TSB 23-01-034H** (or latest version). **Claims with illegible, incomplete, missing, or incorrect STUI pictures are subject to debit.**
- Each labor operation will reimburse 1 can of undercoat spray & 1 can of cavity wax.

Please refer to **TSB 23-01-034H** (or latest version) for additional details.

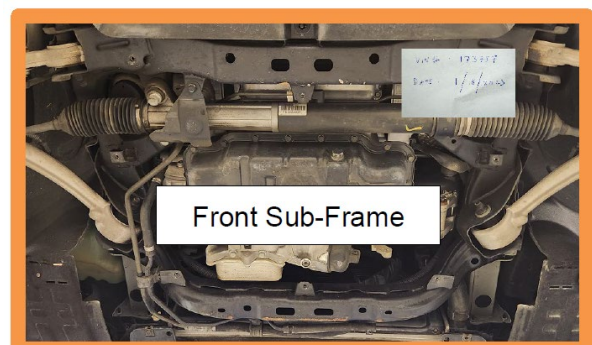
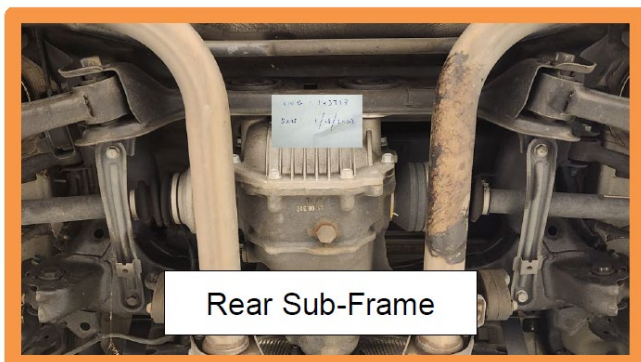
STUI Picture Requirement:



After undercoating is applied, ensure clear STUI photos of the specific areas noted below with the last 6 digits of the VIN and the date of repair are included & uploaded. **Refer to TSB 23-01-034H** (or latest version).

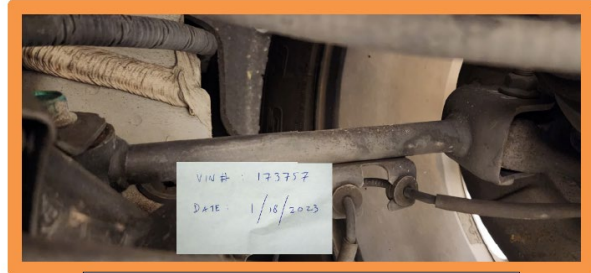
STUI pictures that do not have the last 6 digits of the VIN, date of repair, and undercoating applied in the specific areas are not acceptable.

Acceptable STUI photos of the undercoating applied in the specific areas:






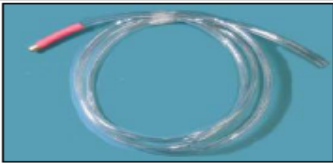
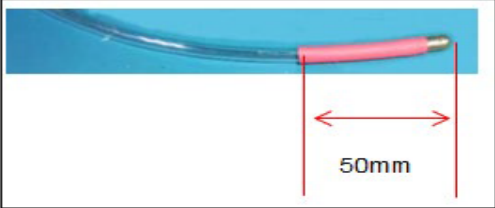
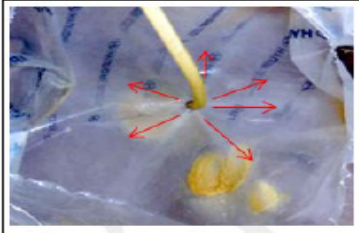
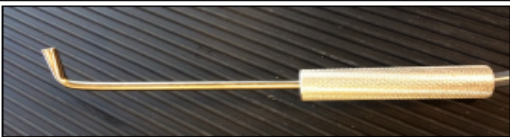









Photos of left and right lower control arms required



Photos of left and right upper control arms required (BK only)

Parts Information: Please refer to **TSB 23-01-034H** (or latest version) for the latest parts information.

Part Name	Image / Part Number	Remark
Cavity Wax		Use about half a can per vehicle.
	00232-19034	
Undercoat Spray		Use about 1 can per vehicle.
	00232-19035	
Wax Spray Gun		Set air pressure to 70 psi. <i>If wax output is slow</i> , prime the gun by blocking the nozzle with a rag, and spraying the gun until the flow of wax increases.
	00232-19036	
"Inside" Nozzle	 	This is a newly developed nozzle that has an improved wax application spray pattern.  The pink tubing is to signal the user to stop spraying when pulling the nozzle out. <u>This nozzle must be used for this service procedure.</u>
	09624-2H101-QQH	
"Outside" Nozzle		This nozzle is supplied with the wax gun.

Tool Name	Image	Remark
Air Nozzle		
Goggles		
Mask		
Rubber/Plastic Mallet		
Wire Brush		
Plastic bags		Bags large enough to cover wheel/tire assemblies.
Tape		

Owner Notification:

Owners of the subject vehicles are expected to be notified via First Class Mail in May 2023 or sooner.

Best Practice Checklist



Reservation: Did you check **WebDCS** to verify if the vehicle was originally registered in any of the listed salt-belt states and for additional campaigns or recalls? Did you check for any declined services from previous visits?

- Yes
- No



Readiness: Does your dealership have the recommended tools and equipment to complete the procedure mentioned in **TSB 23-01-034H** (or latest version)? **The wax cavity spray gun & inside nozzle from previous corrosion campaigns can be used.**

- Yes – Ensure the customer has an appointment.
- No – Order the required tools and equipment if necessary and ensure the customer’s appointment is scheduled after the arrival ETA of all necessary tools and equipment.



Readiness: Was it determined that an owner of a vehicle within the affected VIN production date range relocated or has operated their vehicle in a “salt belt” area?

- Yes – The dealer should perform the campaign procedure and **contact Prior Approval Center before starting repairs.**

- No – Do not perform the procedure outlined in **TSB 23-01-034H** (or latest version).



Reception: Did you get permission from the customer to perform the eMPI and review all declined services and additional recommended maintenance?

- Yes
- No



Reception: Did you explain to the customer the expected repair time and an expectation for a status update?

- Yes
- No



Reception: Did you explain to customer the warranty requirements?

- Yes
- No



Reception: Did you offer the customer Alternative Transportation if requested?

- Yes
- No



Repair: Did you allow the vehicle to cool 4 hours, preferably overnight, before performing the procedure?

- Yes
- No



Repair: Did you review the results of the eMPI with the customer and provide the customer with estimates for any recommendations and also an adjusted promise time based on any additional services?

- Yes
- No



Repair: Is the Technician performing the procedure a Hyundai Certified Technician or higher?

- Yes
- No



Repair: Were **STUI** pictures taken of the black undercoating applied in the specified areas (front sub-frame, rear sub-frame, Left/right rear lower control arms, left/right rear upper control arms (BK only) with the last 6 digits of the VIN and date of repair per **TSB 23-01-034H** (or latest version)?

- Yes
- No



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

- Yes
- No

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.



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 recall or service campaigns
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

Historical Reference	Date
• Campaign 991: Underbody Corrosion Preventative Service Procedure (TSB 23-01-034H)	04/12/2023