



Campaign 993 Anti-Theft Immobilizer Software, Campaign 9A5 Anti-Theft Ignition Cylinder Protector & Decal Installation, Campaign P32 Steering Wheel Lock, Service Campaign 9A8 Dealer Best Practices, & Engine Immobilizer Class Action Settlement

February 12, 2024

Document Updates (highlights in yellow)	Date
<ul style="list-style-type: none"> Updated Class Action Settlement Information on Immobilizer (Page 1) Service Campaign 9A8 Technical Service Bulletin (TSB) Launch (Page 8) 	02/12/2024

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Description of the Class Action Settlement

A class settlement against Hyundai Motor America (“HMA”) that had alleged that certain 2011 – 2022 model year Hyundai vehicles that were not equipped with an engine immobilizer (called the “Class Vehicles”) contain design flaws, including the failure to manufacture the Class Vehicles with an anti-theft device called an engine immobilizer, that make them susceptible to theft and damage. Class Vehicles manufactured without an engine immobilizer have traditional “turn-key-to-start” ignition systems.

Hyundai has not been found liable for any claims alleged in the lawsuit. Instead, the parties have instead reached a voluntary settlement (referred to as “the Settlement” or “the proposed Settlement”) to avoid lengthy litigation and provide relief to people who owned or leased Class Vehicles in the United States including Puerto Rico, U.S. Virgin Islands, and Guam. Class Members may be entitled to compensation if they submit valid and timely Claims.

Beginning February 12, 2024, eligible class members (current & previous owners of the subject vehicles) will receive notice of the Settlement by mail and email, and may start directing questions to the dealers. In response to those questions, dealers should direct customers as follows:

- To check eligibility of the Settlement by VIN, a summary of the potential benefits, and information on how to file a claim, visit www.HyundaiTheftSettlement.com.
- For any questions about the Settlement, call (833) 982-3330 or email Info@HyundaiTheftSettlement.com.

- The Software Upgrade (993), and related Hyundai Service Campaigns (9A5, 9A8, P32) should continue to be performed by dealers as outlined below within this best practice.

Campaigns Overview

Hyundai has launched an anti-theft software upgrade and window decal campaign (Campaign 993), combined with an anti-theft steering wheel lock campaign (Campaign P32), and anti-theft ignition cylinder protector campaign (Campaign 9A5) in response to an increase in thefts of certain 2011-2022MY Hyundai vehicles not equipped with engine immobilizers targeted through social media. Campaign 9A8 has also been released to provide a revised software update to certain 2018 model year Elantra vehicles.

For certain vehicles that cannot be upgraded with the software under Campaign 993, Hyundai is offering customers an anti-theft ignition cylinder protector to be installed on their vehicle. This Dealer Best Practices Guide provides information to assist dealership personnel with customer questions relating to the immobilizer software upgrade, window decals and steering wheel lock anti-theft solutions available from HMA through Hyundai dealerships.

NOTE: In November 2021, engine immobilizers became standard on all Hyundai vehicles produced.

- Vehicles equipped with an engine immobilizer:** Hyundai vehicles that are equipped with a push button ignition or immobilizer lamp in the instrument cluster **are equipped with an immobilizer** and therefore Campaign 993 software does not apply.



- Note:* Some of these vehicles may have an open Campaign 993. If so, the campaign can be closed by submitting the inspection only claim for the applicable model as outlined in the related **Technical Service Bulletin (TSB) 24-01-009H** (or latest version).
- Campaign 993:** Certain 2011-2022MY Hyundai vehicles without a push button ignition or immobilizer lamp in the instrument cluster are eligible for the free anti-theft software upgrade and window decal campaign.
 - Check WebDCS Vehicle Information Screen for eligibility by VIN.

VEHICLE	MODEL YEAR	SOFTWARE AVAILABILITY
Elantra Sonata Venue	2017-2020 2015-2019 2020-2021	February 13, 2023
Kona Veloster	2018-2022 2012-2017, 2019-2021	March 21, 2023
Accent Elantra Elantra GT Santa Fe Santa Fe Sport Santa Fe XL Sonata Tucson	2018-2022 2021-2022 2018-2020 2013-2018 2013-2018 2019 2011-2014 2011-2022	April 6, 2023
Elantra Elantra GT Genesis Coupe	2011-2016 2013-2017 2013-2014	April 13, 2023

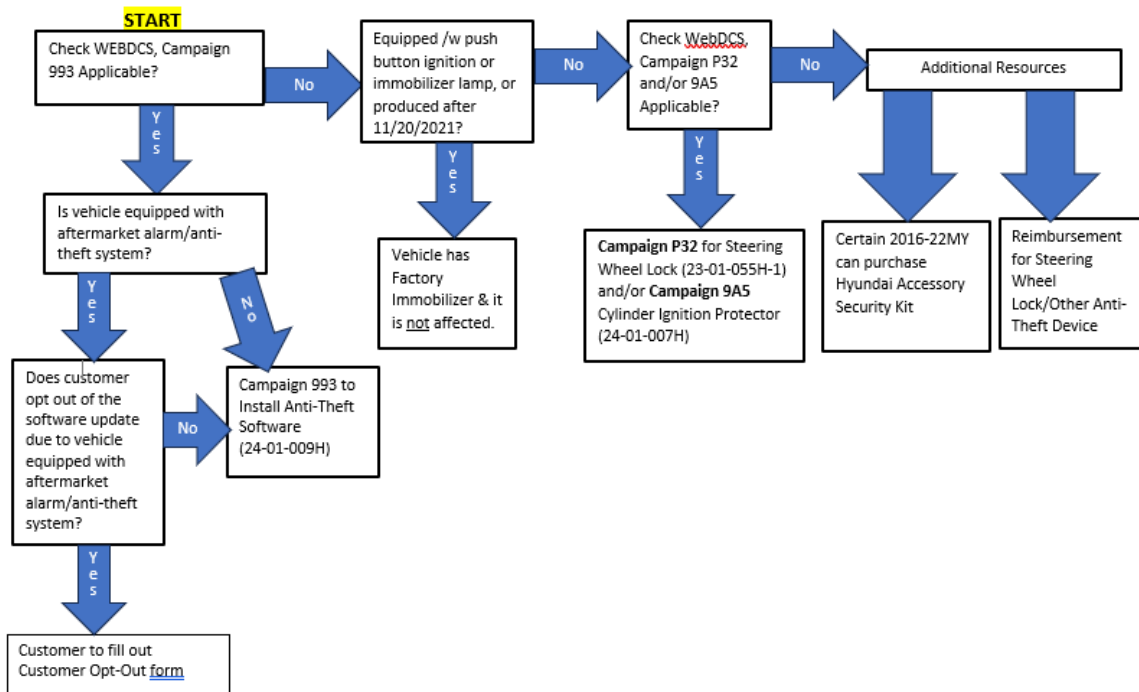


Palisade	2020-2021	
Santa Fe	2019-2022	

- Campaigns 9A5 & P32:** Certain 2011-2017MY Hyundai vehicles without engine immobilizers cannot accommodate the Campaign 993 anti-theft software upgrade. Hyundai is offering:
 - 9A5 – Anti-Theft Ignition Cylinder Protector and Decal Installation
 - Check the WEBDCS screen to verify for VIN eligibility
 - P32 - steering wheel locks at the dealer through the service drive.
 - Check the WEBDCS screen to verify for VIN eligibility
- Additional Resources:**
 - Hyundai will reimburse** customers who own or lease 2011-2022 model year vehicles without immobilizers that cannot accommodate the anti-theft software upgrade (Campaign 993) up to \$300 for their purchase of a different anti-theft device, such as an alarm kit. For more information, please contact Hyundai at 888-498-0390.
 - Hyundai will reimburse** customers who own or lease 2011-2022 model year vehicles without immobilizers that cannot accommodate the anti-theft software upgrade (Campaign 993) for their purchase of a steering wheel lock. For steering wheel lock reimbursement, please contact Hyundai at 888-498-0390. Steering wheel locks are also available under campaign P32 for these vehicles.
 - Local Law Enforcement:** Hyundai has also been working with local law enforcement offices to provide free steering wheel locks to customers. Owners are advised to reach out to their local law enforcement for more information.

Service Campaigns 993, 9A5, and P32 Applicability Workflow

The following process workflow provides a high-level view of the applicability of available actions. Detailed process and steps for each are provided in the following pages of this Dealer Best Practice.



Service Campaign 993

Hyundai is conducting a service campaign to inspect if the Hyundai vehicle has a start/stop push button or immobilizer lamp indicator, and if neither exist for the vehicle, upgrade the Integrated Body Control



Unit/Body Control Module (IBU/BCM) software to enhance the OEM Hyundai burglar alarm system operation and ignition start logic. It also requires installation of an anti-theft decal on the front driver's-side window and on the front passenger-side window. Additional decals may also be installed in the rear windows at customer's discretion. See **TSB 24-01-009H** (or latest version) for repair details.

IMPORTANT

- This software upgrade may be incompatible with aftermarket/add-on alarms and remote start systems. Installation of the software upgrade in vehicles equipped with these devices may cause the software upgrade, the aftermarket/add-on alarm, and/or the remote start system not to function properly. In the case that the customer declines the software upgrade due to the vehicle being equipped with an aftermarket alarm/anti-theft system, an opt-out form will need to be signed by the customer. This form must be attached to the submitted claim by the dealer.
- **UPDATE:** Vehicles equipped with the OEM Genuine Hyundai remote start system may exhibit the horn honking when remote starting the vehicle after receiving the software upgrade. Refer to **TSB 23-BE-010H (or latest version)** to upgrade the remote start module to eliminate the horn honking during remote start operation.

Applicable Vehicles (not equipped with immobilizer & not equipped START/STOP ignition button):

- Certain 2011-2014MY Sonata (YFa) (VIN starts with "5NP")
- Certain 2015-2019MY Sonata (LFa) (VIN starts with "5NP")
- Certain 2011-2016MY Elantra (UD/MD) (UD starts with "5NP", MD VIN starts with "KMH")
- Certain 2017-2020MY Elantra (AD/ADa) AD VIN starts with "5NP", AD starts with "KMH")
- Certain 2021-2022MY Elantra (CN7/CN7a) (CN7a VIN starts with "5NP", CN7 VIN starts with "KMH")
- Certain 2013-2017MY Elantra GT (GD)
- Certain 2018-2020MY Elantra GT (PD)
- Certain 2020-2021MY Venue (QX)
- Certain 2012-2017MY Veloster (FS)
- Certain 2019-2021MY Veloster (JS)
- Certain 2018-2022MY Kona (OS)
- Certain 2018-2022MY Accent (HC)
- Certain 2011-2015MY Tucson (LM)
- Certain 2016-2021MY Tucson (TL)
- Certain 2022MY Tucson (NX4/NX4a) (NX4a VIN starts with "5NM", NX4 starts with "KM8")
- Certain 2013-2018MY Santa Fe Sport (AN)
- Certain 2013-2018MY Santa Fe & 2019MY Santa Fe XL (NC)
- Certain 2019-2022MY Santa Fe (TMa) (VIN starts with "5NM")
- Certain 2020-2021MY Palisade (LX2)
- Certain 2013-2014MY Genesis Coupe (BK)

If vehicle is equipped with START/STOP button or an immobilizer lamp displayed on the instrument cluster, the campaign can be closed by submitting the inspection only claim with STUI photos as outlined in the TSB.

Service Campaign 993 Parts Information:

Dealer should review decal inventory on a regular basis and reorder as needed to ensure there is an adequate supply available to serve incoming customers.

Please refer to Parts Bulletin SC993 Anti-Theft Decal Order Processing in WebDCS (HD.com/Parts/Documents Library/Reference Materials/Parts Bulletin) for additional decal ordering information.



Service Campaign 993 Warranty Information:

Service Campaign 993 pays 0.3M/H (Elantra (CN7/CN7a pays 0.4 M/H) to perform the quick software upgrade. Op times include completing the decal installation for both front windows while the software upgrade is being performed, taking STUI photos, and uploading.

The STUI photos must include:

- **If vehicle has push button ignition or immobilizer lamp in the instrument cluster:** The push button ignition and/or instrument cluster/gauges clearly showing the lighted lamps and telltale indicators (ignition to be turned to Accessory mode).
- **If software and decals installed:** The anti-theft decals on the driver and passenger front windows clearly visible along with a piece of paper displaying the last 6 digits of the VIN and date of the repair. If not included, claim will be subject to debit.

Acceptable STUI photos of the immobilizer lamp in the instrument cluster is shown to the right, and of the anti-theft decals installed on the passenger and driver's front side windows are shown below.

Driver Front Window

Passenger Front Window



Service Campaign 993 Recommended Alternative Transportation:

A Service Rental Car (SRC) will not be needed during the installation of the BCM software upgrade. This is a quick software upgrade, and the anti-theft window decals can be applied while the software is running.

Service Campaign 993 Customer Sample Talk Tracks:

Topic: How to arm & disarm the anti-theft software after software installation

- **Vehicles with an exposed key cylinder on the driver's door lock:** "Hyundai recommends using your key fob button to lock and unlock the vehicle to activate/deactivate the anti-theft system. However, your vehicle has an exposed key cylinder on the driver's door lock so you can also use your key to disarm the alarm/deactivate the "ignition kill" feature in addition to using your key fob. **NOTE:** this recommendation does not apply to Kona 2018-2022MY (OS), in which the key FOB button will need

to be used to lock/unlock the vehicle and arm/dis-arm the security system.”

- **Vehicles with a covered key cylinder on the driver’s door lock:** “The key fob buttons to lock and unlock the vehicle are required to activate/deactivate the anti-theft system. After using the key fob to activate the anti-theft system, the key fob must be used to first disarm the system prior to attempting to start the vehicle.”

Topic: Available software and decals

“Your vehicle is eligible for the free software upgrade to improve the existing factory alarm system and ignition start logic. We will also apply anti-theft decals to the front driver’s-side and front passenger-side windows of your vehicle. This procedure will be performed at no charge to you. Once the upgrade procedure has been completed, be sure to lock and unlock your vehicle using the key fob buttons to activate and deactivate the anti-theft system. Using the mechanical door lock may not activate the anti-theft system and your vehicle may not start. If you have aftermarket window tint, the decals may cause damage to the tint if you attempt to remove them later. Also, if your vehicle has an aftermarket security or remote start system installed, it’s operation could be potentially affected by this software upgrade and you may opt-out of receiving the software by signing the 993 opt-out form provided by your Hyundai dealership.”

Topic: Customer requests the software not be applied and/or the decals not be Installed

“We understand your concerns. We will document on the Repair Order that you have declined this enhanced anti-theft software upgrade and/or decals. Please sign on this line to acknowledge you are declining the procedure at this time.”

Topic: Customer is concerned that their OEM remote start may not function after the software update.

“We understand your concerns. Once the software anti-theft software update has been performed, we will test your vehicle’s OEM anti-theft alarm and engine immobilizer, as well as your vehicle’s OEM remote start to ensure all is functioning properly.”

Service Campaign 9A5

Hyundai is offering an ignition cylinder protector to owners of certain 2011-2017MY Hyundai vehicles that cannot be upgraded with the Service Campaign 993 anti-theft software. **TSB 24-01-007H** (or latest version) describes the procedure to install a key cylinder reinforcement protector assembly and installation of two (2) anti-theft decals for the front windows.

Applicable Vehicles (not equipped with immobilizer and not equipped with START/STOP ignition button):

- Certain 2012-2017MY Accent (RB)
- Certain 2011-2012MY Santa Fe (CM)
- Certain 2011MY Accent (MC)
- Certain 2013-2014MY Elantra Coupe (JK)
- Certain 2011-2012MY Elantra Touring (FD)
- Certain 2011-2012MY Veracruz (EN)
- Certain 2011-2012MY Genesis Coupe (BK)



Other Notes:

- Additional protector kits can be ordered through the normal WebDCS ordering process.
- Santa Fe (CMa) & Accent (RB) – no ordering limit
CPM (Campaign Parts Management) - other parts have a lower CPM at 2 or 3 due to lower volume quantities, subject to change. Dealers able to order as claim submissions get processed.



Parts Information:

- Please refer to Parts Bulletin SC9A5 Anti-Theft Decal Order Processing in WebDCS (HD.com/Parts/Documents Library/Reference Materials/Parts Bulletin) for ordering additional decals under P/N NP002-SC9A5 and initial shipment (“force feed”) details.

References parts & descriptions below are as follows:

- Anti-Theft Protection Decal - P/N NP002-SC9A5
 - Each dealer has been initially provided 1 roll of 500 decals. Can do up to 250 vehicles.
- JB Weld Steel Reinforced Epoxy (Dark Grey, 4-6 hours set time)
 - Can be purchased online or through any retailer.
 - Up to 4 vehicles can be done per Epoxy package
- **The following models contain 1 protector, 1 bracket, 2 safety bolts, and 1 deco-ring** (only use deco-ring if vehicle is equipped with an illuminated ring light):
 - Santa Fe (CMa) - 81921-0W000QQH
 - Elantra Touring (FD) – 81921-2L000QQH
- **The following models contain 1 protector, 1 bracket, & 2 safety bolts**
 - Accent (RB) – 81921-1R000QQH
 - Veracruz (EN) – 81921-3J000QQH
 - Elantra Coupe (JK) – 81921-3X000QQH
 - Genesis Coupe (BK) – 81921-2M000QQH
 - Accent (MC) – 81921-1E000QQH

9A5 Warranty Information:

- Submit claim on Claim Entry Screen as “Campaign” type.
- All op codes will reimburse the use of epoxy in sublet.

Service Campaign 9A5 Customer Talk Tracks:

Topic: Service Campaign 993 IS NOT Available

“The anti-theft software enhancement IS NOT available for your vehicle. Because your vehicle is not eligible, Hyundai would like to provide to you this anti-theft ignition protector. This anti-theft ignition protector may help deter the theft of your vehicle.”

Topic: Customer Declines the Anti-Theft Ignition Protector

“We understand that you do not wish to have the anti-theft ignition protector installed on your vehicle. We will document on the Repair Order that you have declined this offer. Please sign on this line to acknowledge you are declining the procedure at this time.”

Service Campaign P32


Hyundai is offering steering wheel locks to owners of certain 2011-2017MY Hyundai vehicles that cannot be upgraded with the Service Campaign 993 anti-theft software. **TSB 23-01-055H-1** (or latest version) describes the procedure to provide the steering wheel locks to affected customers through Hyundai dealers on the service drive.

Applicable Vehicles: Same as Campaign 9A5 above

Parts Information:

All dealers will receive an initial shipment of 8pcs.of steering wheel locks (PN 6009L) for distribution to affected customers in the service drive (1 per eligible vehicle) at no-cost to the customer. Additional supplies can be ordered through the normal WebDCS ordering process. CPM restriction will initially be set at 16pcs;

Dealers are able to order as claim submissions get processed.

Model	Part Name	Part Number	Figure	Remarks
All	Steering Wheel Lock	6009L		Dealers to order through normal WebDCS ordering: <ul style="list-style-type: none"> • 8 pieces per case • Orders will be in multiples of 8

P32 Warranty Information:

Submit claim on Claim Entry Screen as “Campaign” type.

Service Campaign P32 Customer Talk Tracks:

Topic: Upgrade to Software and Decals IS NOT Available

“The anti-theft software enhancement IS NOT available for your vehicle. Because your vehicle is not eligible, Hyundai would like to provide to you this anti-theft steering wheel lock at no cost to you. Using this anti-theft steering wheel lock may help deter the theft of your vehicle.”

Topic: Customer Declines the Anti-Theft Steering Wheel Lock

“We understand that you do not wish to receive the anti-theft steering wheel lock. We will document on the Repair Order that you have declined this offer. Please sign on this line to acknowledge you are declining the procedure at this time.”

Service Campaign 9A8

The service procedure upgrades IBU/BCM (Integrated Body Control Unit/Body Control Module) to revise the OEM Hyundai burglar alarm system operation and ignition logic.

NOTE: Applicable vehicles with the previous Anti-Theft Software Upgrade under Campaign 993 will need a revised logic IBU/BCM Upgrade to ensure the Anti-Theft Software Upgrade meets Campaign 9A8 requirements.

Applicable Vehicles (not equipped with immobilizer & not equipped START/STOP ignition button):

- Certain 2018MY Elantra (AD) (VIN starts with "KMH")

Mailing & Incentive: Customers with this service campaign will also be provided an incentive for getting this campaign performed at their Hyundai dealership. Additional details will be communicated through the first class mailing to affected customers.

Best Practice Checklist



Reservation:

Did you check WebDCS to confirm whether **Campaign 993** applies, and if there are any other open recalls or service campaigns?

Yes



No

If **Campaign 993** does not apply, is the vehicle equipped with an immobilizer?

- Yes: No further action is needed.
- No: Check eligibility to provide a **Campaign P32** anti-theft steering wheel lock (at no cost to the customer), **Campaign 9A5** ignition cylinder protector, or perform **Campaign 9A8** if needed.



Readiness:

Does your dealership have the **Campaign 993 anti-theft window decals, Campaign 993 Remote Started Cable Update Kits, Campaign P32 anti-theft steering wheel locks, and Campaign 995 Ignition Cylinder Protectors**, in stock for customers with appointments?

- Yes: Make sure all Service Advisors and appointments schedulers are aware of this required/available offerings and procedures.
- No: Order the Campaign 993 anti-theft window decals, Campaign 993 Remote Started Cable Update Kits, Campaign P32 anti-theft steering wheel locks, and Campaign 995 Ignition Cylinder Protectors.



Reception:

Does the customer's vehicle have a **push button Start/Stop button or an Immobilizer lamp in the instrument cluster**?

- Yes: If campaign 993 is open on the vehicle, please follow **TSB 24-01-009H** (or latest version) to perform inspection procedures and submit a campaign claim.
- No: Check to see if Campaign 993 applies.

Did you check WebDCS to see if **Campaign 993** applies and if there are any other open recalls or service campaigns?

- Yes
- No

If the vehicle has push button Start/Stop or the immobilizer indicator in the instrument cluster and has an open campaign 993, did the Service Technician take a picture of the push button start and/or instrument cluster/gauges/telltales (with vehicle in Accessory mode)?

- Yes
- No

Does the vehicle have aftermarket window tint installed on the front driver and passenger windows?

- Yes: Advise the customer that there is a possibility that the application of the Campaign 993 anti-theft window decals may affect the aftermarket window tint.
- No

Does the vehicle have an **aftermarket security system or remote start system installed**?

- Yes: Advise the customer that there is a possibility that the BCM software update may interfere with the operation of the aftermarket security system. Ask the customer if they may wish to opt-out of the software upgrade and fill out the opt-out form.
- No

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

- Yes



No



Repair:

If Campaign 993 was performed, did Service Technician take **STUI** pictures of the driver's and passenger's front side window anti-theft stickers after installation showing the last 6 digits of the VIN and date of repair as per **TSB 24-01-009H** (or latest)?

- Yes
 No

Has a **Certified-level or above Service Technician** been assigned to perform the upgrade (if Campaign 993 applies)?

- Yes
 No

Did the Certified Technician use the window decal template as per **TSB 24-01-009H** (or latest) during the software upgrade to apply the two anti-theft window decals?

- Yes
 No

If **Campaign 993** does not apply, and if the vehicle IS NOT equipped with an engine immobilizer, and ONLY IF the vehicle is eligible Campaign P32/9A5 (check VIS), did you offer the Campaign P32 anti-theft steering wheel lock or Campaign 9A5?

- Yes
 No



Return:

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

- Yes
 No

Did you advise the customer that the anti-theft software is designed to arm the system after the vehicle is locked with the key fob? The vehicle may not start again if it is not unlocked with the key fob.

- Yes
 No

Customer FAQs

Q1: What is the issue?

A1: Criminals are targeting certain model year Hyundai vehicles based on the understanding that some models did not come standard with an engine immobilizer. There has been a coordinated campaign on social media to highlight ways for criminals to circumvent the existing security features on Hyundai vehicles without an immobilizer. There is no malfunction or defect with security features on these vehicles, and they all meet or exceed Federal Motor Vehicle Safety Standards.

Q2: What is an Engine Immobilizer?

A2: An engine immobilizer is an electronic security device fitted to a motor vehicle that prevents the engine from being started unless the correct key (transponder or smart key) is present. Even in Hyundai vehicles without an immobilizer, other protections have been built in that must be circumvented to allow the vehicle



to be started without a key.

Q3: I have a push-button start vehicle or Immobilizer lamp in the instrument cluster. Is my vehicle affected?

A3: No. All Hyundai vehicles with a push button start or immobilizer lamp in the instrument cluster are equipped with an immobilizer.

Q4: Will there be a Recall or Stop Sale?

A4: These vehicles meet or exceed all Federal Motor Vehicle Safety Standards and these thefts are not related to a malfunction or defect with the security features.

Q5: I drive a Genesis vehicle, which I found out is made by Hyundai's parent company. Is my vehicle affected?

A5: No. Vehicles distributed through Genesis Motor America come standard with an immobilizer.

Q6: My Hyundai has a key ignition, but I've been told I have an immobilizer already equipped. Is that accurate?

A6: It depends. Some vehicles with turn-key ignitions did come equipped with an immobilizer. Please contact your dealer or Hyundai Customer Care Center at 888-498-0390.

Q7: What will Hyundai do for vehicles eligible for a software upgrade?

A7: Your Hyundai dealer will perform a system upgrade for the IBU/BCM to improve the Hyundai burglar alarm system operation and ignition start logic. Hyundai will also install anti-theft deterrent labels for the front driver and front passenger windows of your vehicle. This procedure will be performed at NO CHARGE to you. Once the upgrade procedure has been completed, be sure to lock your vehicle with the key fob to activate the enhanced anti-theft system. It is also recommended that you unlock your vehicle with the key fob to access the vehicle to ensure that it will start.

Q8: I have an aftermarket security system on my vehicle. Will the software upgrade affect my aftermarket anti-theft system/software?

A8. There is a possibility that the BCM software update may interfere with the operation of the aftermarket security system. Any affect on aftermarket security system will be customer's responsibility.

Q9: Will Hyundai offer free steering wheel locks to customers?

A9: Yes. Hyundai is offering anti-theft steering wheel locks to customers with eligible vehicles. There also is a process by which customers whose vehicles do not have an immobilizer may be eligible for reimbursement for purchase of a steering wheel lock. Please direct these customers to www.hyundaiusa.com/anti-theft to enter their VIN and determine applicability, or they can contact the Hyundai Customer Care Center at 888-498-0390.

Q10: I am with Law Enforcement. Is there a cost or any obligation to receive steering wheel locks?

A10: There is no cost or obligation. Hyundai is providing an allotment of steering wheel locks to law enforcement in affected areas, subject to availability.

Q11: I understand there is a Class Action lawsuit related to the current thefts of Hyundai vehicles. Can you comment?

A11: Hyundai is committed to the quality and integrity of our products and plans to continue supporting the communities affected by this theft issue. All our vehicles meet the anti-theft requirements of Federal Motor Vehicle Safety Standard 114. We appreciate and share the interest in addressing the rise in thefts of these vehicles. Hyundai recently announced the launch of a free software upgrade and/or antitheft steering wheel locks, to help prevent the theft mode popularized on social media. For further information, please contact



the call center at **(888) 498-0390** or visit HyundaiAntiTheft.com.

Q12: I am a reporter. Can I speak with someone at Hyundai?

A12: For all media inquiries, please contact Ira Gabriel, Sr. Group Manager, Corporate and Marketing Public Relations (igabriel@hmausa.com).

Q13: I am calling from a Police Department. I understand you have a program to give-away steering wheel locks. Is there someone at Hyundai I can speak with?

A13: For all law enforcement inquiries, please contact Ira Gabriel, Sr. Group Manager, Corporate and Marketing Public Relations (igabriel@hmausa.com).

Q14: How do I obtain insurance through AAA?

A14: Hyundai and AAA insurers have increased insurance options in most states for owners and lessees of eligible affected vehicles. Customers can visit AAA.com/insurance to receive a quote.

Q15: Are AAA insurers offering coverage for affected Hyundai vehicles in my state?

A15: The program will be available in all states, with the exception of those states where AAA does not offer insurance.

Alaska

Massachusetts

Washington (state)

The full list of states with AAA insurers offering coverage can be found here: [Hyundai and AAA Insurers Collaborate to Offer Insurance Options for Customers Affected by Method of Theft Popularized on TikTok - Hyundai Newsroom](#). AAA insurers are independently operated.

Q16: How does the agreement solve for increased insurance premiums some Hyundai customers are experiencing?

A16: We encourage customers who saw a major increase in premiums from other insurance companies to contact AAA for a quote.

Q17: What if a Hyundai customer was previously dropped by AAA? Will their auto policy now be reinstated?

A17: AAA will continue to write policies for eligible Hyundai vehicles. Customers should contact AAA to address their specific situation and vehicle.

Q18: Will Campaign P32 for the steering wheel lock be closed with the launch of Campaign 9A5 for the protector?

A18: No, both will stay open. One or both are to be performed, assuming campaign(s) are open for the vehicle.

Q19: I have an aftermarket alarm/anti-theft system equipped on my vehicle. What are my options?

Only if the customer's vehicle is equipped with an aftermarket alarm/anti-theft system may they opt-out of receiving the software upgrade. The customer will need to sign an opt-out form provided by the dealer. This will close out the 993 campaign on the vehicle.

Contact Reference

Thank you for your prompt attention to this important security matter and for your 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 HELPREPLine	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	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) - Tutorial	www.HyundaiDealer.com > Service > Dealer Resources > DocumentsLibrary > 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 EMAILFIELD" 	
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 TSR: 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

Document Topic	Date
<ul style="list-style-type: none"> NEW Class Action Settlement Information on Immobilizer (Page 1 of DBP) Campaign 993: Technical Service Bulletin (TSB) 24-01-009H published; operation codes to address scenario where affected vehicle is equipped with aftermarket alarm/anti-theft system; supersedes TSB 23-01-014H-6 Adding note to IMPORTANT box on to address scenario where an affected vehicle is equipped with an aftermarket alarm system or anti-theft system/customer may opt-out (Page 4 of DBP) Campaign 993 Opt-Out Form (pages 20-21) & Applicability Workflow (page 3) Added Q&A #19 on page 14 in regards to aftermarket alarm/anti-theft system 	02/01/2024
<ul style="list-style-type: none"> Campaign 9A5 – Technical Service Bulletin (TSB) 24-01-007H published – revising decal part number to NP002-SC9A5 on page 5 	01/22/2024
<ul style="list-style-type: none"> Campaign 9A5 - Technical Service Bulletin (TSB) 23-01-092H-1 published - additional 5 models Adding reference to additional 5 models on pages 5-6 	12/19/2023
<ul style="list-style-type: none"> Adding Service Campaign 9A5 - Technical Service Bulletin (TSB) 23-01-092H published Adding Service Campaign 9A5 throughout this document in multiple areas (pages 1-15) 	12/11/2023
<ul style="list-style-type: none"> TSB 23-01-014H-6 published with additional note referencing TSB 23-BE-010H for OEM Genuine Remote Start Module Software Update & Additional Target ROM IDs; supersedes TSB 23-01-014H-5 	11/10/2023
<ul style="list-style-type: none"> Update Steering Wheel Lock image on page 5 under “Parts Information” 	10/26/2023
<ul style="list-style-type: none"> Added TSB 23-BE-010H for service campaign 993 vehicles equipped with the Hyundai OEM remote start module that exhibit horn honking after receiving the software update. Pages 3 & 5. Includes updated text on page 9 where to find the installation instructions of the Aftermarket Security kit. 	08/17/2023
<ul style="list-style-type: none"> Added hyperlink to page 10 to access instructions for installing the Hyundai-Approved Accessory. 	07/10/2023
<ul style="list-style-type: none"> Campaign P32 for steering wheel locks (TSB 23-01-055H). Class Action Settlement Language incorporated into Customer FAQ’s, #11, page 11. 	06/15/2023
<ul style="list-style-type: none"> TSB 23-01-014H-4 published with additional models/model years & inspection procedure for start/stop button; additional models highlighted in this document & revised flowchart provided. Updated with latest information on reimbursement for vehicles without engine immobilizers that don’t have campaign 993 (see customer talk track). Updated Steering Wheel Lock Program information. 	04/13/2023
<ul style="list-style-type: none"> TSB 23-01-014H-4 updated with Sonata (YFa), Elantra (CN7/CN7a), Elantra GT (PD), Accent (HC), Tucson (LM), Tucson (TL), Tucson (NX4/NX4a), Santa Fe Sport (AN/DMA), Santa Fe (NC). 	04/06/2023
<ul style="list-style-type: none"> TSB 23-01-014H-2 updated with Kona (OS) & Veloster (FS/JS) Models. How to arm & disarm the Anti-Theft Software after software installation on page 3. 	03/21/2023
<ul style="list-style-type: none"> Service Campaign 993 (initial launch). 	02/13/2023



<i>---Internal Use Only---</i>	
Aftermarket Anti-Theft Security Equipped	<input type="checkbox"/> YES <input type="checkbox"/> NO
Completed by:	Date:

For more information regarding Hyundai's Anti-Theft Software and related anti-theft initiatives, visit www.hyundaiantitheft.com.

THANK YOU FOR THE OPPORTUNITY TO SERVE YOU